

8-21-2013

## Maine Statewide Strategic Transit Plan 2025 : Overview of Scope of Work, Conceptual Tasks and Summary Deliverables (Presentation), August 21, 2013

Maine Department of Transportation

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# Welcome and Introduction

**Sue Moreau**

Manager, Multimodal Planning & Operations  
Outreach Division  
Bureau of Planning  
MaineDOT

# Self Introductions

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1. Your name

2. Affiliation

3. Choose one:

Most recent use of public transit.  
or

Your favorite color.  
or

Place you would like to visit.

# Project Consultants

Peter Schauer, Principal

Bill Millar, Senior Advisor

Rich Rothe, Principal Researcher

Tom Meyers, Senior Researcher

# Scope of Work

## Transit Service Assessment

Inventory of Services

Demand Modeling

Service Gaps

Cost Estimate to Sustain Existing Services

Cost Estimate to Fill Gaps

Socioeconomic Analysis

Literature Review

Where you are

Where you want to go

Sign Off/Monitoring

Performance Measure

Time Frame

Core Beliefs

Service Expectations  
and Standards

Other State Models

Federal Perspective

Position Responsible

Activity Group

Policy Decision Required

Critical Actions

Desired New Paradigms

T

How You Get Where  
You Want To Go

Future

# Conceptual Tasks

MaineDOT Strategic Transit Plan - 2025

Peter Schauer Associates

# Maine Statewide Strategic Transit Plan 2025

Overview of Scope of Work ,  
Conceptual Tasks  
and  
Summary Deliverables

# Why Strategic Plan?

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- Management and Stewardship of funds by Legislature and MaineDOT
- \
- Legislative Directive: Customer Performance Measures
- /
- Identify new or different service methodologies or give renewed force for long standing services



# Why Strategic Plan is Needed

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- Prepare a roadmap with recommendations, strategies and measureable objectives to become better managers of Federal and State funds for improved service to the end user-the customer.
- Mandated Maine Legislative and MAP 21 Performance Measures
- Streamlining of Department procedures to be in compliance with FTA regulations and more systematic oversight of sub grantees to improve performance.
- Comprehensive inventory and evaluation of what has been in existence for over 30 years.

# Legislation Driving Need for Completion of Statewide Strategic Transit Plan

- Maine Legislation  
PART B

Sec. B-1. **23 MRSA §73, sub-§6**, as enacted by PL 2007, c. 470, Pt. B, §1, is repealed.

Sec. B-2. **23 MRSA §73, sub-§7** is enacted to read:

# Summary of State Legislation

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- “The department shall also establish customer service levels related to safety, condition and serviceability appropriate to the priority of the highway, resulting in a system that grades each highway as Excellent, Good, Fair, Poor or Unacceptable.” (continued next slide)

# Summary of State Legislation

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- “E. By 2015, develop and implement a similar asset priority and customer service level system of measurement for all major freight and passenger transportation assets owned or supported by the department, including capital goals.  
(continued next slide)

# Summary of State Legislation

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- The department shall report to the joint standing committee of the Legislature having jurisdiction over transportation matters by March 1st of each odd-numbered year quantifying progress realized and time that has elapsed since the goals were established. The department shall recommend any remedial actions, including additional funding or revisions to the goals, that the department determines to be necessary or appropriate.”

# SCOPE OF WORK From RFP

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- 10-year comprehensive plan
- Holistic approach, statewide
- Focus on Maine's aging population
- In addition, the plan will make recommendations on best practices for transit planning and funding strategies.

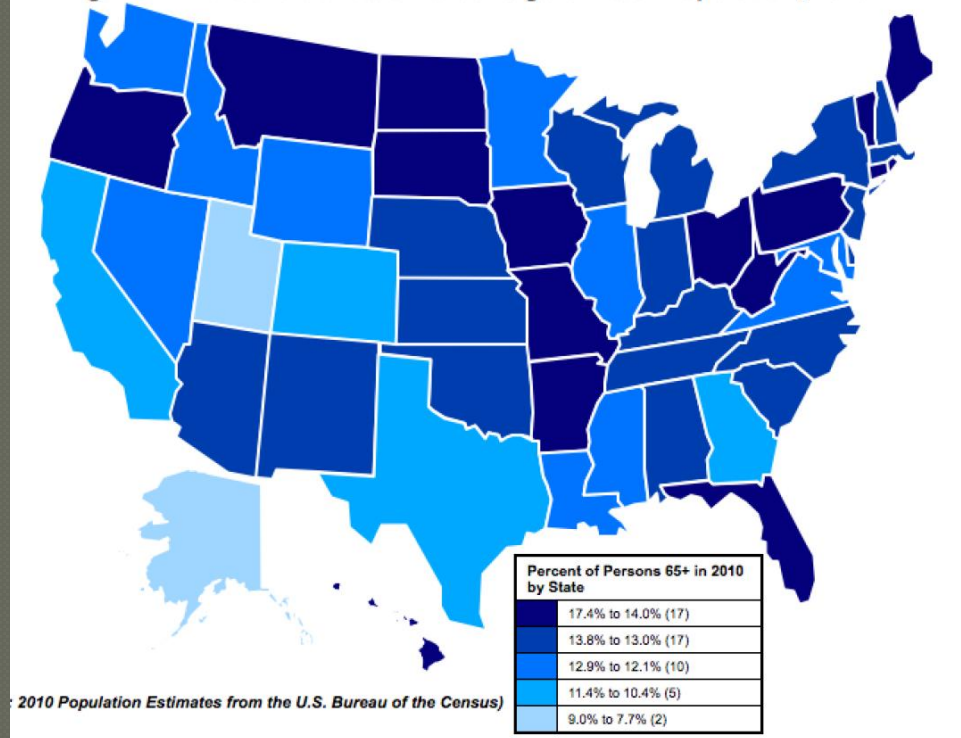


# Why elderly persons are highlighted in the plan

- Maine, with a median age of 41.2, is the United States' oldest state. Maine's median age is almost 5 full years above the United States' and about 13 years higher than the country's youngest state, Utah.

- Source: Maine State Planning Office 2007

Figure 4: Persons 65+ as a Percentage of Total Population, 2010



While the study will be cognizant  
of the needs of elderly  
persons...

Bulk of Federal funding is  
directed to general public so  
this plan will prepare critical  
actions for the entire  
population of Maine including  
visitors.



# The Strategic Plan Model-

## Three Questions:

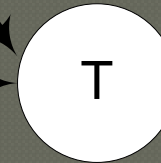
1. Where are we?
2. Where do we want to go?
3. How do we get from where we are to where we want to go?

# Strategic Approach

“T” =  
Transformation of  
static data into  
dynamic action  
plan

Where are you?

Where do you want to go?



How do  
you get to  
where you  
want to go?

# Where are we?

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- What are the Core Beliefs about Transit in Maine?
- What are the existing services in Maine and what are their strengths and weaknesses?
- What is the total environment like for transit in Maine-funding, public support, infrastructure, other?

# Key Questions to Answer Related to Core Beliefs

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- How much mobility do residents and visitors of Maine need? What is the demand for those services?
- Are the transit efforts of MaineDOT primarily “safety net” mobility or are they an option to the automobile?
- Under what circumstances are the efforts an alternative to the automobile?
- Should public funds be allocated to transit-how much?
- MaineDOT annually receives Federal funds for transit – what is the best way to spend it?
- If there are not enough public resources to meet the mobility needs what is the appropriate role of MaineDOT?

# Where do we want to go?

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- What is vision for transit in Maine?
- What services should be supported and how with what funding?
- How do we best meet the needs of the elderly and other persons?

# How do we get there?

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Results and Actions will be designed to fit  
existing overarching  
MaineDOT Strategic Plan

# Order of Questions

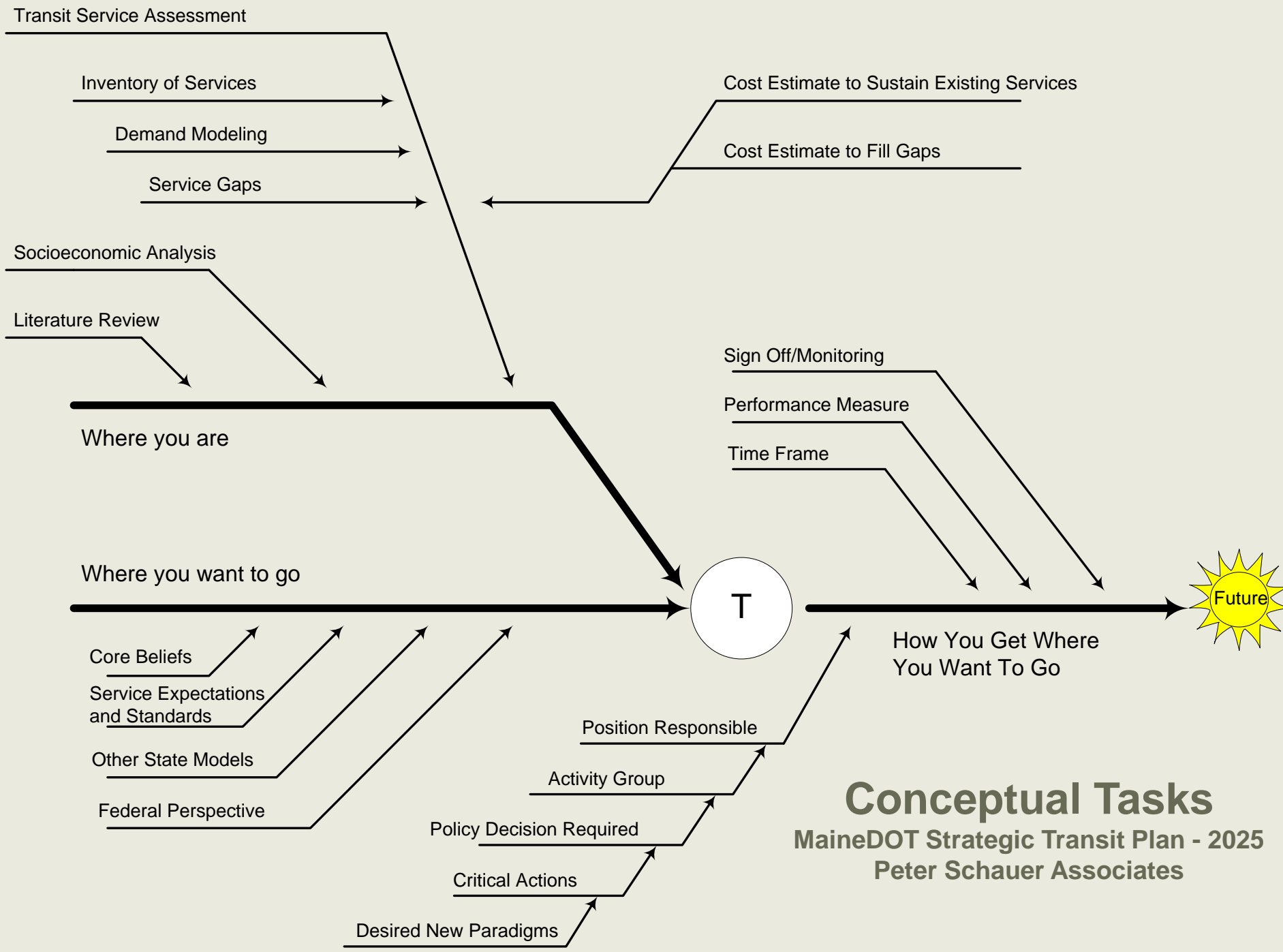
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Important?

Where do we want to go?

Where are we?

How do we get where we want to go?





# RFP Summary Deliverables

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- Project Administration
- Guidance and Oversight
- Inventory and Existing Conditions
- Alternatives and Best Practices
- Development of Framework for Strategic Plan and Future Management of MaineDOT Transit Programs

# Final Plan and Public Hearing

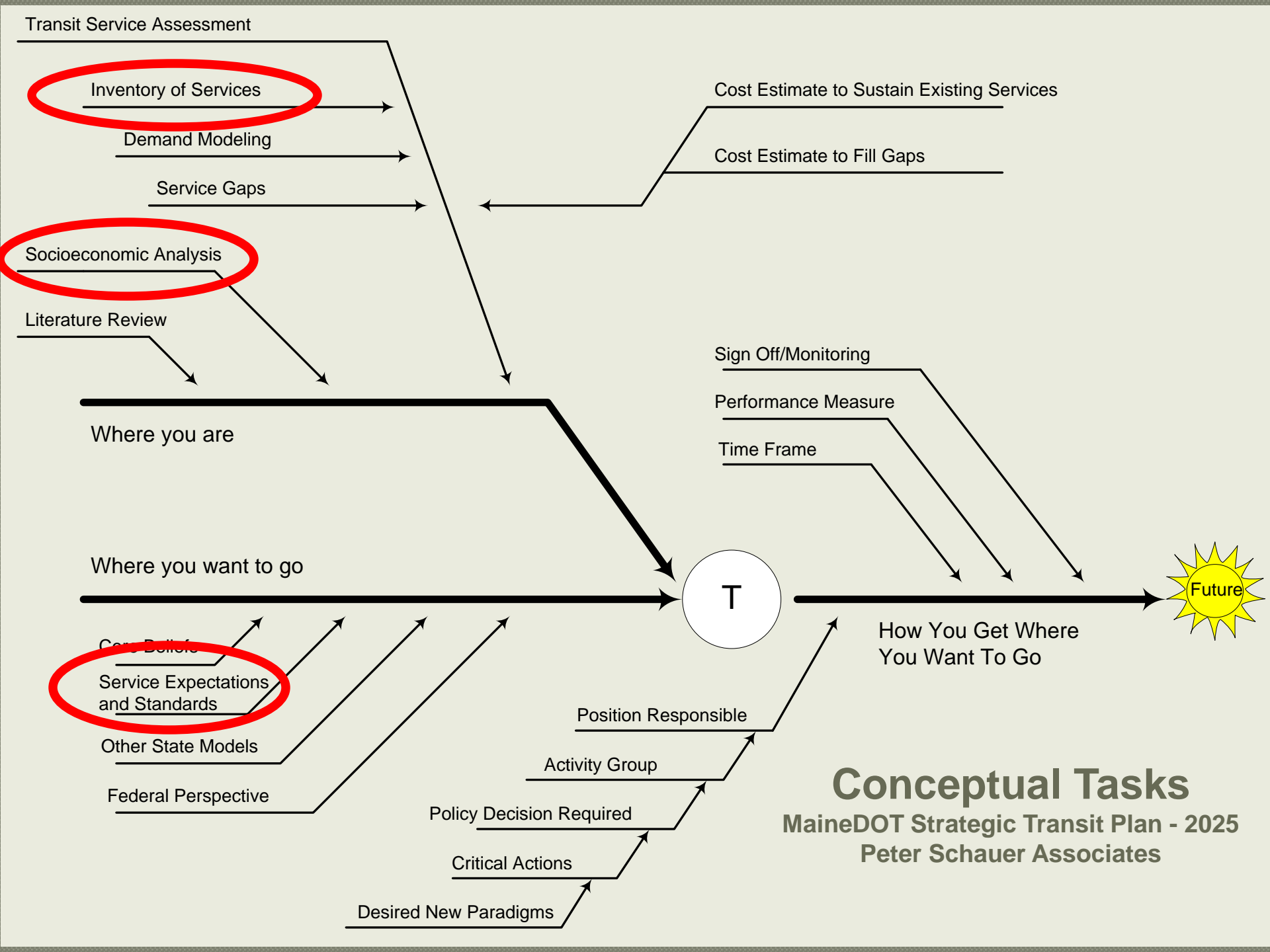
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Deliberative Process with three public  
hearings

Object- allow sufficient time for public  
participation

January 8, 2015

# Public Participation Process



# Public Participation Process

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- Steering Committee
- Public Hearings
- Provider Surveys
- Customer Service Surveys
- Focus Groups
- Statewide Opinion Survey
- Web Site
- Open to Other Ideas and Avenues of Discussion

# Maine Transit 101

# Maine Transit 101

## Overview

### Key Points :

- Scale of operations by mode
- Urban systems provide the bulk of trips
- Modest State support for transit
- DHHS provides substantial support for trips for eligible persons

# Publicly Supported Transportation

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- Fixed Route
- Demand Response – flex route, rural transportation by bus, volunteer, taxi, other
- Ferry
- Rail
- Park and Ride



# Private Transportation Providers

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- Private bus companies (e.g. Cyr Bus Line, Northeast Charter & Tour, VIP Tour & Charter Bus, Concord Coach Lines, Greyhound Lines)
- Taxis (e.g. Brothers Transportation Service, Winthrop Taxi)
- Ferries (e.g. Chebeauge Transportation Co, Bar Harbor Ferry, Beal & Bunker Ferry, East Coast Ferries, Ltd)

Sources:

<http://www.exploremaine.org>

<http://www.yellowpages.com/augusta-me/taxis>

<http://www.yellowpages.com/winthrop-me/taxi>

# Federal \$ Support from FTA FY 2012

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5303 Planning Program	\$374,538
5304 State Planning Program	\$98,570
5307 Urban	\$4,162,847
5310 Elderly, Persons with Disabilities	\$741,596
5311 Rural	\$5,434,988
5311 (b) RTAP	\$115,593
5316 Job Access, Reverse Comm. Rural	\$340,467
5316 Job Access, Reverse Comm. Urban	\$311,805

*continued next slide*

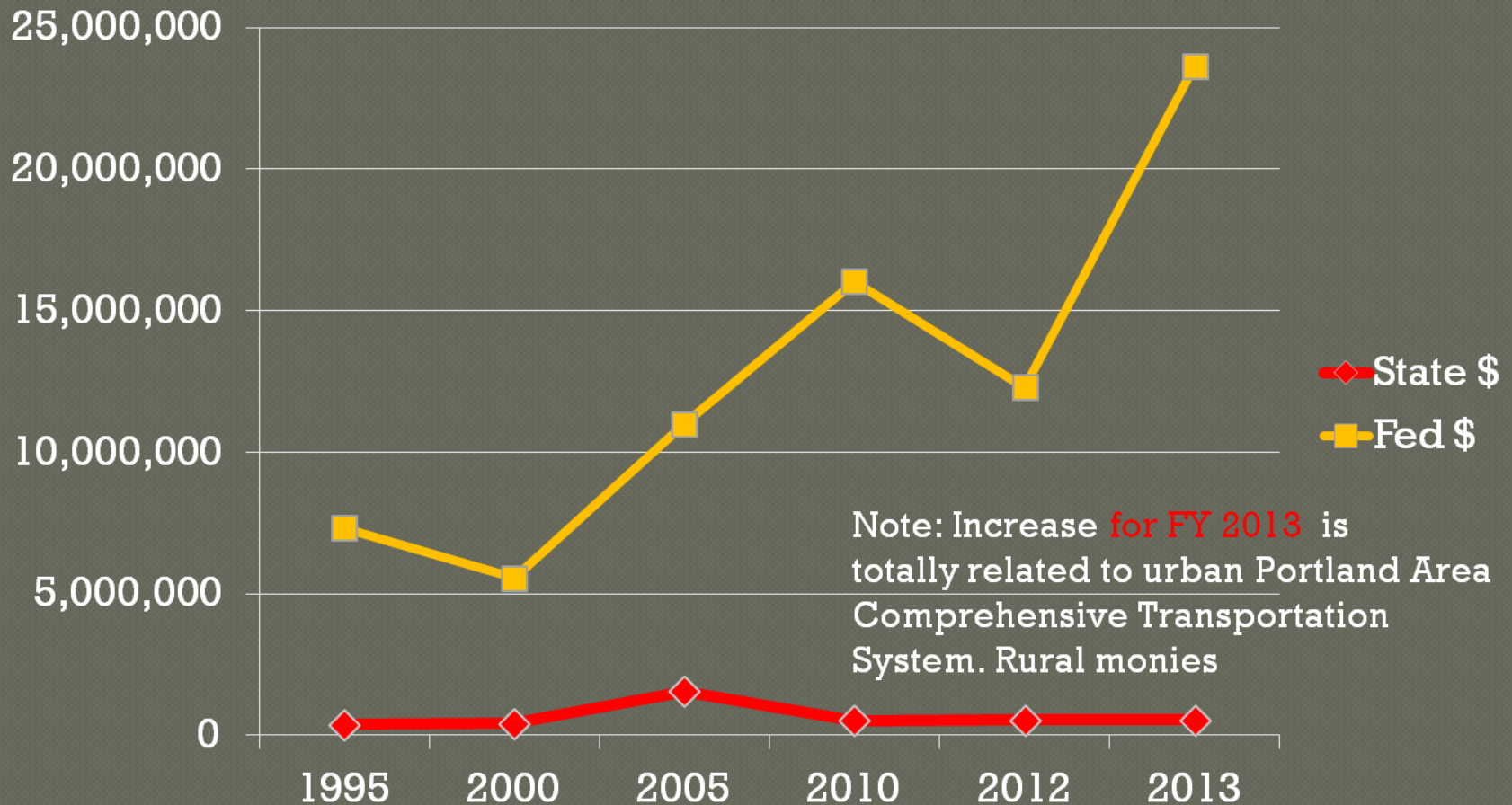
# Federal \$ Support from FTA FY 2012 (continued)

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• New Freedom - Rural	\$217,097
• New Freedom - Urban	\$221,882
• Small Transit Intensive Cities	<u>\$263,030</u>
<b>Total</b>	<b>\$12,282,413</b>

Source: MaineDOT. "Federal Allocation for FY 2012." 19 July 2012. n.p.

# State, Fed \$ Over Time



## Sources:

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ASSHTO. "Survey of State Funding for Public Transportation." Washington, D.C. 2013: n.p.  
MaineDOT.

# Maine State \$ Support for Public Transit Programs (bus only - not rail or ferry)

- FY 2011: \$530,026
- FY 2012: \$547,845
- FY 2013: \$547,845

Source: MaineDOT.

# State Per Capita Transit \$ FY 2011

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• Massachusetts	\$183.22
• Connecticut	\$115.01
• <b>National Avg.</b> (as of 2007)	<b>\$45.66</b>
• Oregon	\$34.17
• Vermont	\$10.92
• Iowa	\$4.16
• West Virginia	\$1.50
• Mississippi	\$0.54
• <b>Maine</b>	<b>\$0.40</b>
• New Hampshire	\$0.32

## Sources:

AASHTO, "Survey of State Funding for Public Transportation." Washington, D.C. 2013: n.p.

ASSHTO, "Survey of State Funding for Public Transportation." Washington, D.C. 2010: n.p.



# Publicly Supported Fixed Route (Systems with ADA Paratransit Plus Intercity)



Source: Meyers, Tom. n.d.



# Publicly Supported Fixed Route Transit FY 2012 (fleet & trips)

• METRO (Portland) 27+ buses <sup>9</sup>	1,464,643 <sup>1</sup>
• Comm. Connector (Bangor) 15+ buses <sup>10</sup>	1,010,319 <sup>2</sup>
• Citylink (Lewiston/Auburn) 7+ buses <sup>11</sup>	350,604 <sup>3</sup>
• South Portland 4+ buses <sup>12</sup>	247,370 <sup>4</sup>
• Shuttlebus (Biddeford-Portland Intercity) 1+ bus <sup>13</sup>	33,231 <sup>5</sup>
• ZOOM ( Biddeford – Portland Commuter) 2+ buses <sup>14</sup>	31,488 <sup>6</sup>
• Cyr (Bangor-Presque Isle Intercity) 1+ bus <sup>15</sup>	17,034 <sup>7</sup>
• West's (Calais – Bangor Intercity) 2.5 buses <sup>16</sup>	<u>3,461<sup>8</sup></u>
• <b>Total</b>	<b>3,158,150</b>

Note: The term bus includes buses and vans; the “+” sign indicates one or more spares

## Sources:

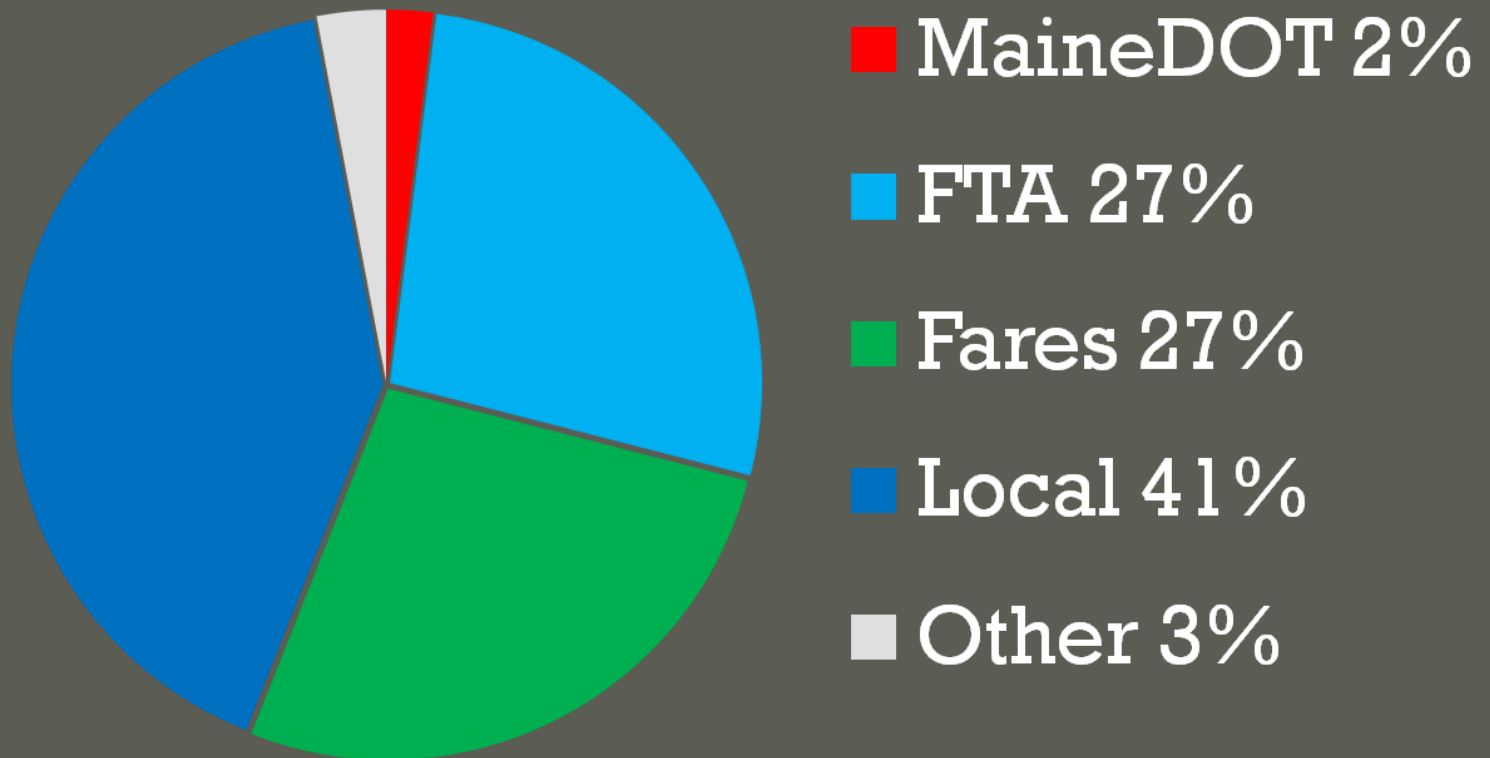
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1. Rothe Associates. Draft "MaineDOT Locally Coordinated Transit Plan Region 6, Greater Portland Transit District (METRO)." 2013: 10.
2. ---. "Region 3, Community Connector." 2013: 9.
3. ---. "Region 7, Lewiston-Auburn Transit Committee (LATC) citylink." 2013: 12.
4. ---. "Region 6, South Portland Bus Service." 2013: 8.
5. ---. "Region 8, ShuttleBus." 2013: 10.
6. ---. "Region 8, ShuttleBus." 2013: 10.
7. ---. "Region 3, Cyr Bus Line." 2013: 7.
8. ---. "Region 2, West's Transportation." 2013: 11.
9. Rothe, Rich. Telecommunication with author. 27 August 2013.
10. ---. 28 August 2013. Telecommunication.
11. ---. 28 August 2013. Telecommunication.
12. ---. 28 August 2013. Telecommunication.
13. ---. 29 August 2013. Telecommunication.
14. ---. 29 August 2013. Telecommunication.
15. ---. 29 August 2013. Telecommunication.
16. ---. 27 August 2013. Telecommunication.

# Where do funds come from?

## \$11.6M - 4 Largest Systems

### Transit Funding



## Sources:

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- Rothe Associates. Draft "MaineDOT Locally Coordinated Transit Plan Region 6, Greater Portland Transit District (METRO)." 2013: 11.
- . "Region 3, Community Connector." 2013: 11.
- . "Region 7, Lewiston-Auburn Transit Committee (LATC) citylink." 2013: 13.
- . "Region 6, South Portland Bus Service." 2013: 10.

# Publicly Supported Demand Response Systems



Source: York County Community Action Corporation. n.d.



# Important Notes

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- For this overview generally the cost and productivity of volunteers and Friends and Family is not included. An assessment of those activities will occur during the inventory and analysis phase of the Strategic Plan.
- System in Transition: Brokered system implemented August 1, 2013. All MaineCare NEMT (non-emergency medical Transportation) - 3 brokers

# Publicly Supported Flex Route Transit FY 2012 Trips

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• ShuttleBus & UNE (3+ buses) <sup>10</sup>	112,432 <sup>1</sup>
• Kennebec Explorer (7 buses) <sup>11</sup>	64,329 <sup>2</sup>
• Downeast Transportation (8 buses+) <sup>12</sup>	61,301 <sup>3</sup>
• WAVE - York County (14+ buses) <sup>13</sup>	52,097 <sup>4</sup>
• Brunswick Explorer (2+ buses) <sup>14</sup>	26,722 <sup>5</sup>
• Sanford Transit (1 bus) <sup>15</sup>	16,802 <sup>6</sup>
• Bath (2+ buses) <sup>16</sup>	13,661 <sup>7</sup>
• Sanford Ocean Shuttle (1 bus) <sup>17</sup>	12,475 <sup>8</sup>
• West's Washington Co. (2.5 buses) <sup>18</sup>	<u>4,496<sup>9</sup></u>
• <b>Total</b>	<b>312,218</b>

## Sources:

---

1. Rothe Associates. Draft "MaineDOT Locally Coordinated Transit Plan Region 8, ShuttleBus." 2013: 10.
2. ---. "Region 4, Kennebec Valley Community Action Program (KVCAP)." 2013: 11.
3. ---. "Region 2, Downeast Transportation, Inc. (DTI)." 2013: 10.
4. ---. "Region 8, York County Community Action Corporation YCCAC." 2013: 11.
5. ---. "Region 5, Coastal Trans, Inc. (CTI)." 2013: 12.
6. ---. "Region 8, York County Community Action Corporation YCCAC." 2013: 11.
7. ---. "Region 5, Bath City Bus." 2013: 8.
8. Rothe, Rich. Message to author. 7 August 2013.
9. Rothe Associates. Draft "MaineDOT Locally Coordinated Transit Plan. Region 2, West's Transportation." 2013: 11.
10. Rothe, Rich. Telecommunication with author. 29 August 2013.
11. ---. 27 August 2013. Telecommunication.
12. ---. 14 August 2013. Telecommunication.
13. ---. 28 August 2013. Telecommunication.
14. ---. 12 August 2013. Telecommunication.
15. ---. 12 August 2013. Telecommunication.
16. ---. 27 August 2013. Telecommunication.
17. ---. 28 August 2013. Telecommunication.
18. ---. 27 August 2013. Telecommunication.



# Publicly Supported Flex Route Seasonal Trips FY 2012

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- Island Explorer 439,053<sup>1</sup>  
(28+ buses)<sup>4</sup>
- Mountain, Sugarloaf Explorer 161,619<sup>2</sup>  
(12+ buses)<sup>5</sup>
- Shoreline Explorer – York Co. 69,188<sup>3</sup>  
(6 trolleys+, 2 buses+)<sup>6</sup>
- **Total 669,860**

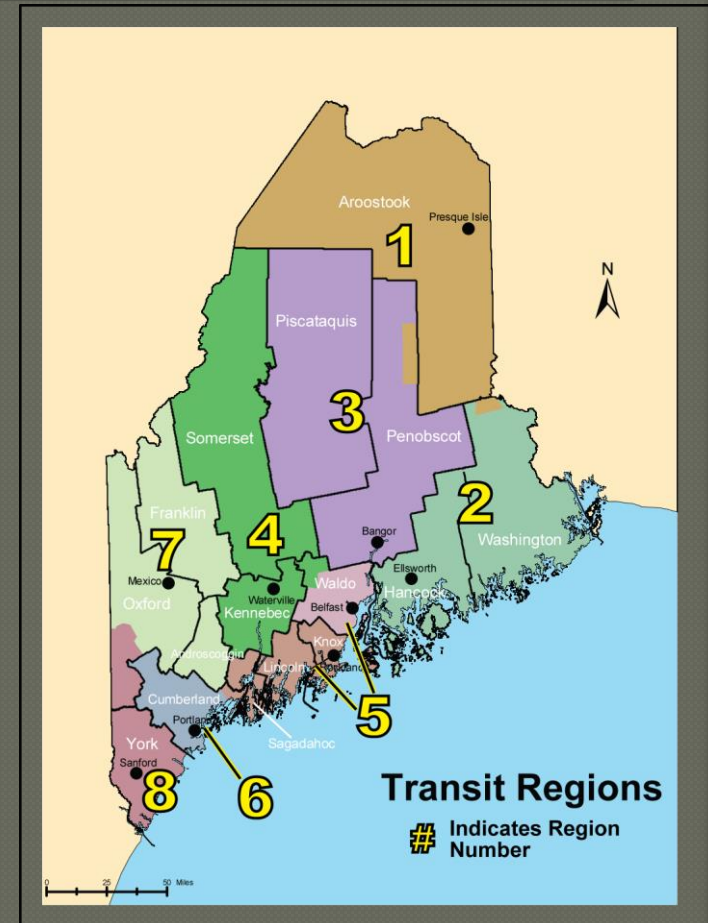
## Sources:

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1. Rothe Associates. Draft “MaineDOT Locally Coordinated Transit Plan Region 2, Downeast Transportation, Inc. (DTI).” 2013: 10.
2. ---. “Region 7, Western Maine Transportation Services WMTS.” 2013: 12.
3. Rothe, Rich. Telecommunication with author. 7 August 2013.
4. ---. 14 August 2013. Telecommunication.
5. ---. 12 August 2013. Telecommunication.
6. ---. 12 August 2013. Telecommunication.

# Transit Regions

- 1. Aroostook
- 2. Hancock/Washington
- 3. Penobscot/Piscataquis
- 4. Kennebec/Somerset
- 5. Knox/Lincoln/Waldo/Sagadahoc
- 6. Cumberland
- 7. Androscoggin/Franklin/Oxford
- 8. York



Source: MaineDOT.

# Rural Transportation Providers by Region

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- **1. ARTS** (Aroostook Regional Transportation System Aroostook County)
- **2. WHCA** (Washington Hancock Community Agency – Hancock and Washington Counties)
- **3. Penquis** Transportation Program (Penobscot and Piscataquis Counties)
- **4. KVCAP** (Kennebec Valley Community Action Program – Kennebec **Somerset** Counties)
- **5. Coastal Trans, Inc.** (Knox, Lincoln, Sagadahoc Counties, and Brunswick & Harpswell in Cumberland County)'

• *Continued next page*

# Rural Providers (continued)

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- **5. WCAP** (Waldo Community Action Partners – Waldo County)
- **6. RTP** (Regional Transportation Program - Cumberland County)
- **7. WMTS** (Western Maine Transportation Program (Androscoggin, Franklin and Oxford Counties))
- **7. Community Concepts** (Androscoggin, Franklin and Oxford Counties)
- **8. YCCAC** (York County Community Action Corporation – York County)

# Publicly Supported Rural Transportation

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- 8 Transportation regions
- 9 Designated Regional Providers
- 1 Additional Regional Provider (Waldo Community Action Partners in Region 5)
- 1 additional service provider (Community Concepts in Region 7)

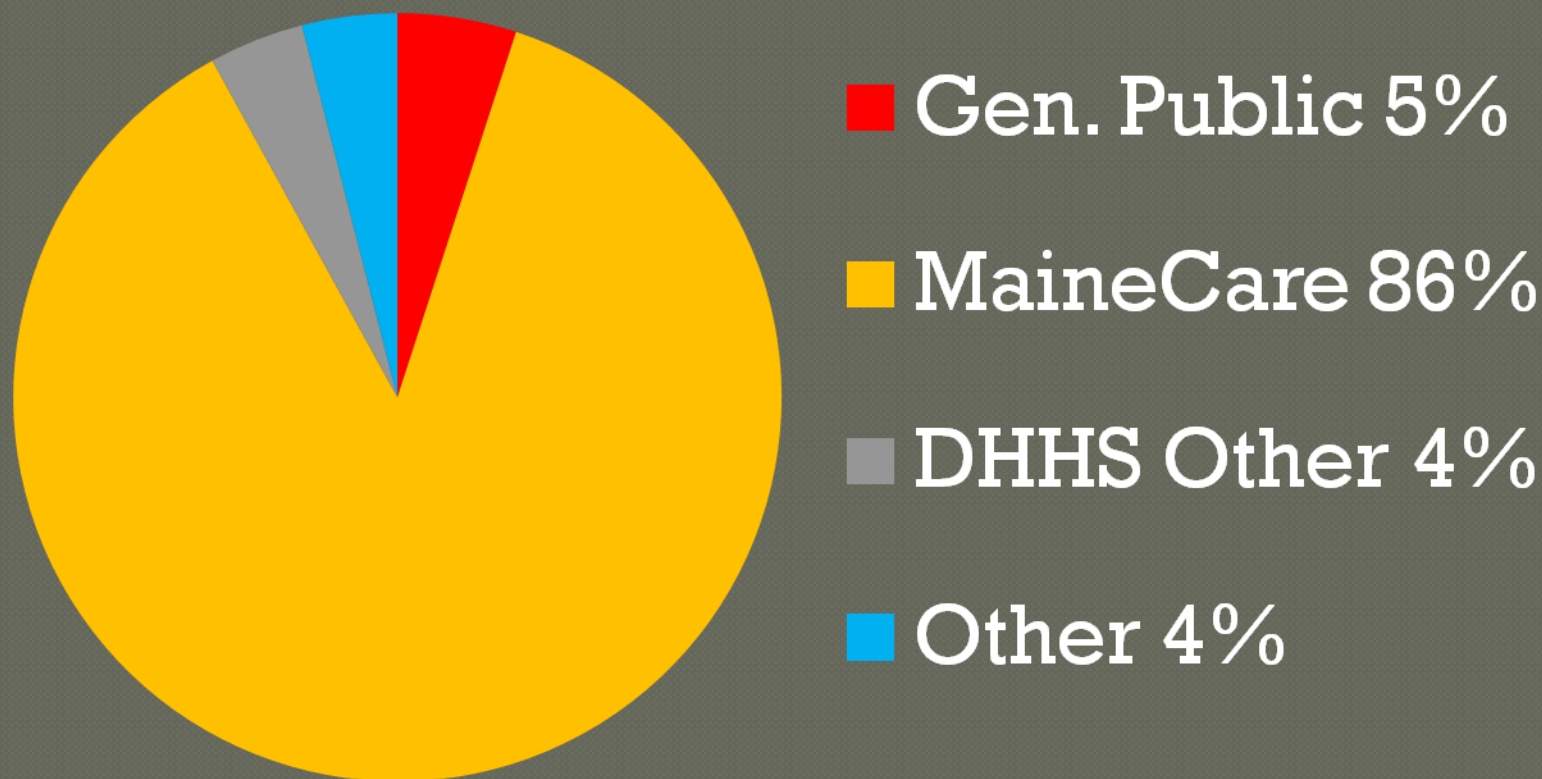
Source: MaineDOT.

# Rural Trips FY 2012

## 2.7 million

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### Trips





## Sources:

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1. Rothe Associates. Draft "MaineDOT Locally Coordinated Transit Plan Region 1, Aroostook Regional Transportation System ARTS." 2013: 10.
2. ---. "Region 2, Washington Hancock Community Agency (WHCA)." 2013: 11.
3. ---. "Region 3, Penquis Transportation Program The LYNX." 2013: 11.
4. ---. "Region 4, Kennebec Valley Community Action Program (KVCAP)." 2013: 12.
5. ---. "Region 5, Coastal Trans, Inc. (CTI)." 2013: 11.
6. ---. "Region 5, Waldo Community Action Partners." 2013: 10.
7. ---. "Region 6, Regional Transportation Program (RTP)." 2013: 11.
8. ---. "Region 7, Western Maine Transportation Services WMTS." 2013:n.p.
9. ---. "Region 7, Community Concepts." 2013: 9.
10. ---. "Region 8, York County Community Action Corporation YCCAC." 2013: 12.



# Rural Trips by Mode FY 2012

## 2.7 Million Trips

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- Agency Operated Vehicles 26%
- Volunteers 30%
- Friends and Family 31%
- Other (taxis, other provider, etc.) 13%

## Sources

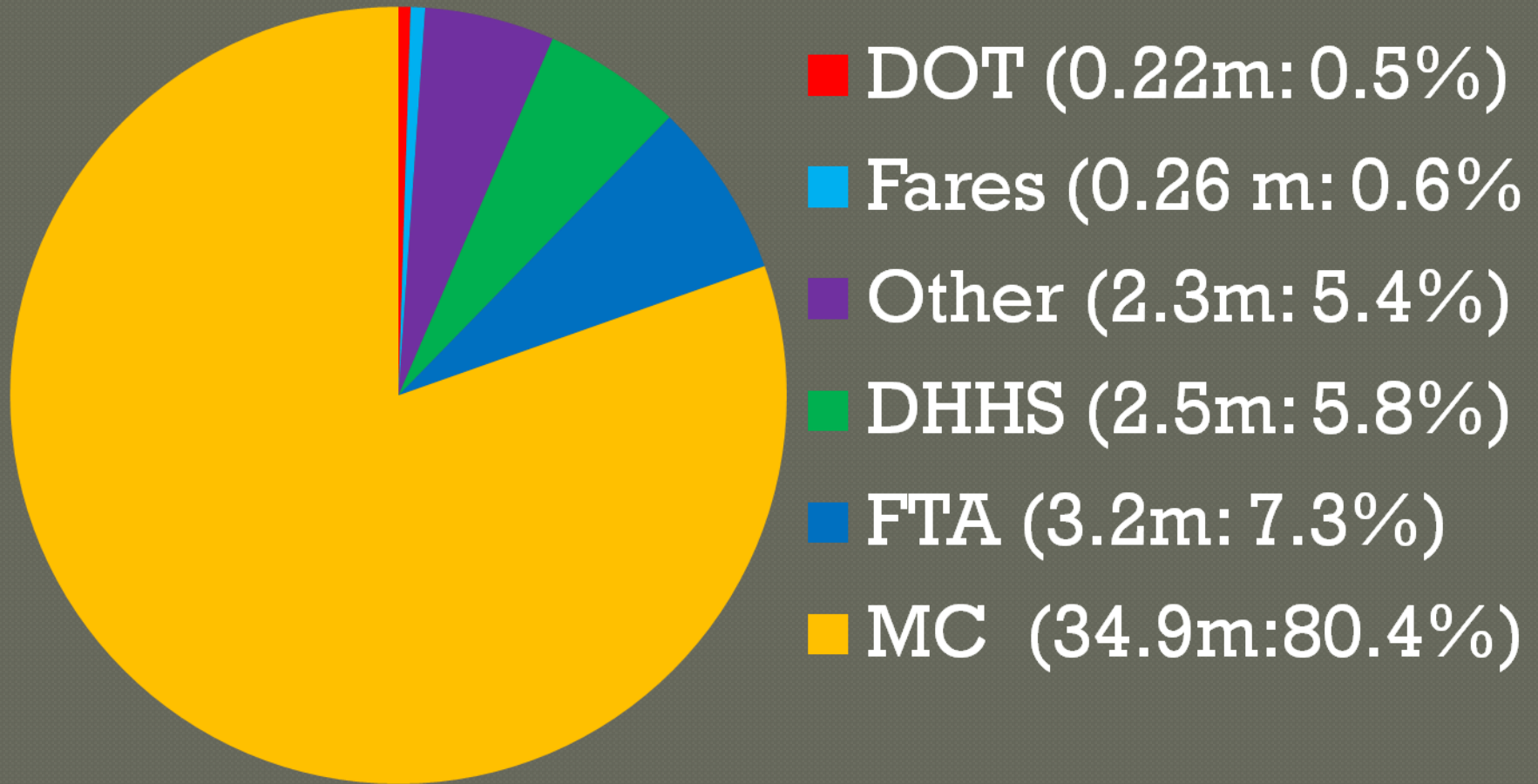
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1. Rothe Associates. Draft "MaineDOT Locally Coordinated Transit Plan Region 1, Aroostook Regional Transportation System ARTS." 2013: 10.
2. ---. "Region 2, Washington Hancock Community Agency (WHCA)." 2013: 11.
3. ---. Region 3, "Penquis Transportation Program The LYNX." 2013: 11.
4. ---. "Region 4, Kennebec Valley Community Action Program (KVCAP)." 2013: 13.
5. ---. "Region 5, Coastal Trans, Inc. (CTI)." 2013: 10.
6. ---. "Region 5, Waldo Community Action Partners." 2013: 11.
7. ---. "Region 6, Regional Transportation Program (RTP)." 2013: 11.
8. ---. "Region 7, Western Maine Transportation Services WMTS." 2013: 11.
9. ---. "Region 7, Community Concepts." 2013: 9.
10. ---. "Region 8, York County Community Action Corporation YCCAC." 2013: 12.

# Where do funds come from?

## 10 Service Providers: \$43.4 million

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## Sources

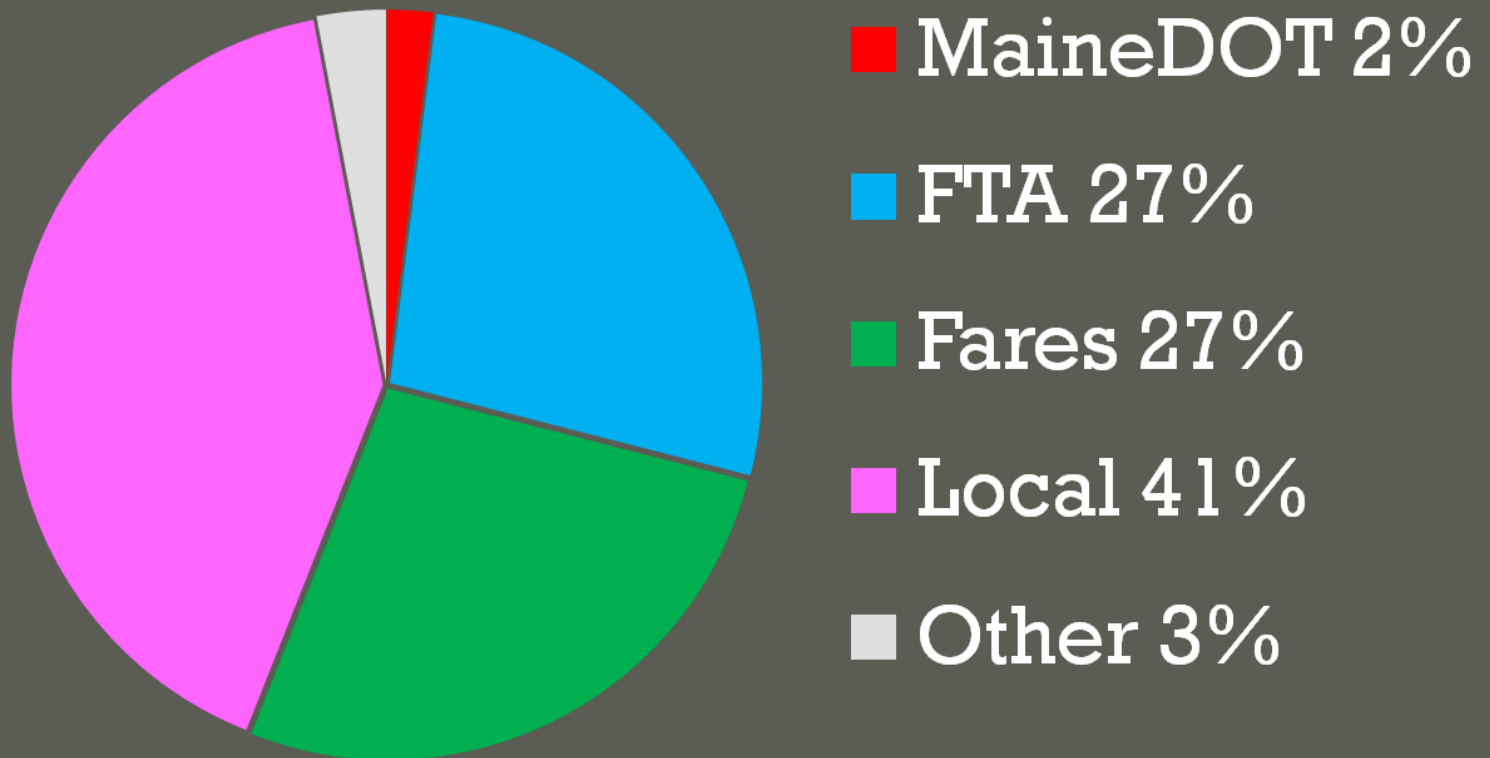
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1. Rothe Associates. Draft "MaineDOT Locally Coordinated Transit Plan Region 1, Aroostook Regional Transportation System ARTS." 2013: 11.
2. ---. "Region 2, Washington Hancock Community Agency (WHCA)." 2013: 12.
3. ---. "Region 3, Penquis Transportation Program The LYNX." 2013: 12.
4. ---. "Region 4, Kennebec Valley Community Action Program (KVCAP)." 2013: 14.
5. ---. "Region 5, Coastal Trans, Inc. (CTI)." 2013: 13.
6. ---. "Region 5, Waldo Community Action Partners." 2013: 11.
7. ---. "Region 6, Regional Transportation Program (RTP)." 2013: 12.
8. ---. "Region 7, Western Maine Transportation Services WMTS." 2013: 14.
9. ---. "Region 7, Community Concepts." 2013: 10.
10. ---. "Region 8, York County Community Action Corporation YCCAC." 2013: 15.

# Where do funds come from?

## \$11.6M - 4 Largest Systems

### Transit Funding



# Publicly Supported Ferry Systems



Source: Higham, Kristen. Casco Bay Island Transit District. n.d.



# Publicly Supported Ferry Systems (# of ferries) & FY 2012 Trips

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- Casco Bay Island Transit District (5)  
932,162 plus 28,383 vehicles
- Maine State Ferry Service (7)  
481,953 plus 177,572 vehicles
- Isle au Haut Boat Services (2)  
17,174
- Cranberry Isles Commuter Ferry (1)  
1,112

## Sources

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- Rothe Associates. Draft “MaineDOT Locally Coordinated Transit Plan Region 6, Casco Bay Island Transit District (CBITD).” 2013: n.p.
- Rothe, Rich. Telecommunication with author. 13 August 2013.
- Rothe Associates. Draft “MaineDOT Locally Coordinated Transit Plan Region 2, Isle au Haut Boat Services IaH Mailboat.” 2013: n.p.
- Rothe Associates. Draft “MaineDOT Locally Coordinated Transit Plan Region 2, Cranberry Isles Commuter Ferry.” 2013: n.p.



# FY 2012 Public (federal and state) Support for Ferries

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• Casco Bay Island Transit District (approx. budget \$5,500,000)	\$714,696
• Maine State Ferry Service (approx. budget \$8,000,000)	\$3,949,428
• Isle au Haut Boat Services (approx. budget \$516,450)	\$58,000
• Cranberry Isles Commuter Ferry (approx. budget \$49,181)	<u>\$17,349</u>
• <b>Total</b>	<b>\$4,739,473</b>

## Sources

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1. Rothe Associates. Draft “MaineDOT Locally Coordinated Transit Plan Region 6, Casco Bay Island Transit District (CBITD).” 2013: n.p.
2. Rothe, Rich. Telecommunication with author. 15 August 2013.
3. Rothe Associates. Draft “MaineDOT Locally Coordinated Transit Plan Region 2, Isle au Haut Boat Services IaH Mailboat.” 2013: n.p.
4. Rothe Associates. Draft “MaineDOT Locally Coordinated Transit Plan Region 2, Cranberry Isles Commuter Ferry.” 2013: n.p.

# Publicly Supported Rail Amtrak Downeaster



Source: Northern New England Passenger Rail Authority (NNEPRA). n.d.

# Amtrak Downeaster Ridership and Public Support

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- FY 2012 Ridership  
528,292
- MaineDOT Operating Funds  
\$7,142,505 (Federal CMAQ and State \$)
- Total Operating Budget  
Approx. \$14,300,000

Source: MaineDOT.



# Park & Ride Lot Program



Source: Vaillancourt, Penny. n.d.

# Park & Ride Lot Quick Facts

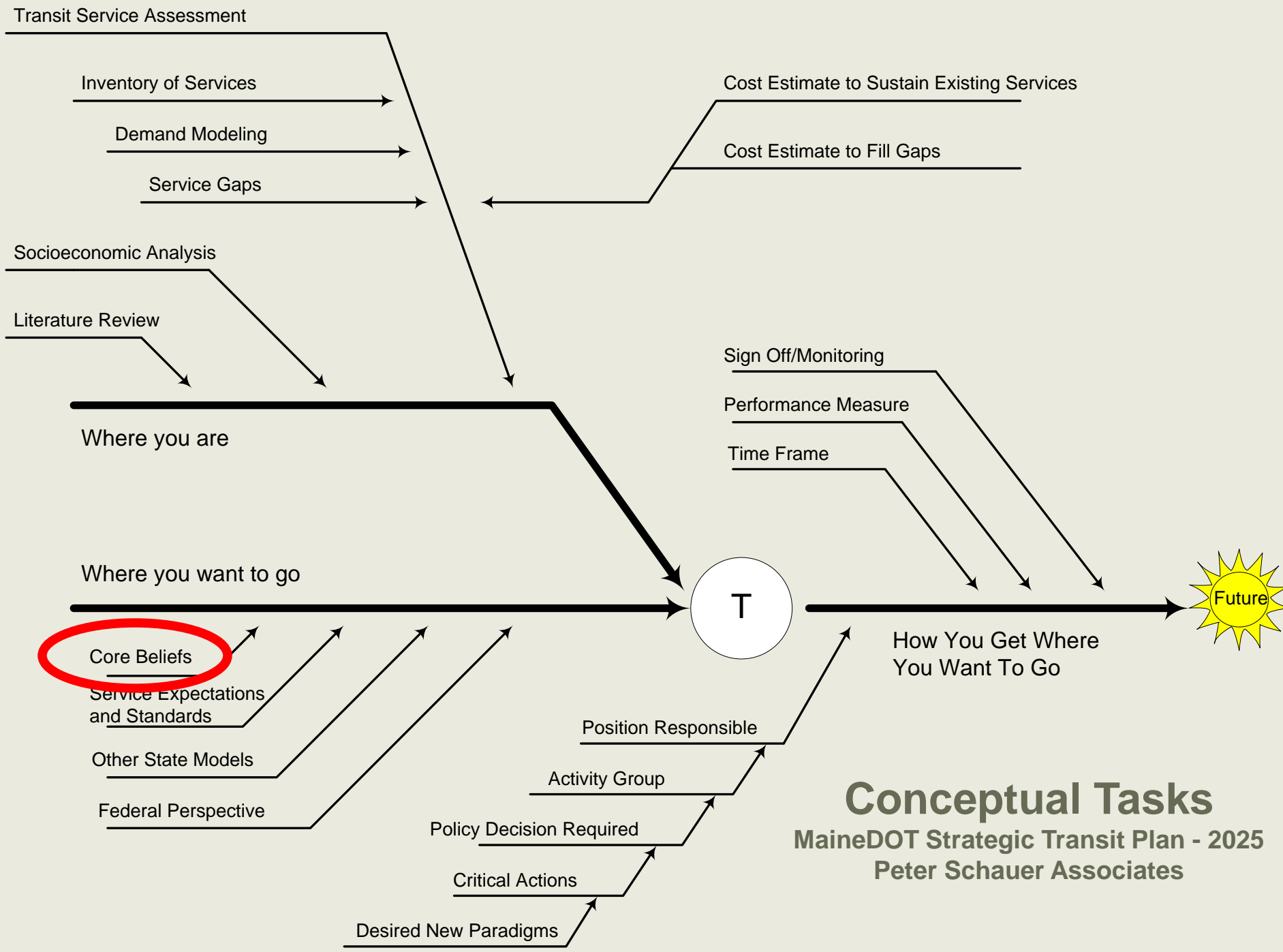
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- 55 Lots (42 MaineDOT; 13 Maine Turnpike Authority)
- 2400+ spaces
- 272,000 annual vehicle usage
- \$21,000 approximate MaineDOT annual cost (winter contracts/Insurance policy)
- Source: Vaillancourt, Penny. MaineDOT. "MaineDOT Park & Ride Lot Program, 2013 Update." n.d.: n.p.

# Key Points

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- Scale of operations by mode
- Urban systems provide the bulk of trips
- Modest State support for transit
- DHHS provides substantial support for trips for eligible persons



**Conceptual Tasks**  
MaineDOT Strategic Transit Plan - 2025  
Peter Schauer Associates



# Maine Statewide Strategic Transit Plan 2025

Let's get started!

# Core Values • Core beliefs

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- Core values: Traits or attributes we deem important. Values stem from beliefs.
- Core beliefs: things we hold true, often without proof or evidence.

# Core beliefs

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- Core beliefs: things we hold true, often without proof or evidence.
- Assumptions we hold true at the time.
- Can be correct – or incorrect – based on the evidence.
- May change – or remain the same – based on new evidence.

# *Hypothetical* Core Beliefs about Transit in Maine.

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- The way MaineDOT has allocated funds for 30 years is the best way to allocate the funds.
- Lack of transportation is a barrier to employment for all and a barrier to health care for elderly persons.
- Every individual should have access to transportation to go where they need and want to go.

# More *hypothetical* Core Beliefs about Transit in Maine.

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I believe...

“Buses are for poor people without cars.”

“People who ride buses are concerned about the environment.”

“People who ride buses are ...”

“The bus fares should pay for the cost of running the bus—just like roads and the tax on gasoline.”

“Transit is a waste of tax payer’s money.”

# Core Values • Core beliefs

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# Core Values

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- Foundation that forms our attitudes that guides our actions and behavior.
- Core values: values stem from beliefs. Traits or attributes we deem important.



# Core Values

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BOY SCOUTS OF AMERICA®

## Scout Law

A Scout is trustworthy, loyal, helpful, friendly, courteous, kind, obedient, cheerful, thrifty, brave, clean, and reverent.

# Core Values and more

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*I will do my best to be*  
honest and fair, friendly and helpful,  
considerate and caring, courageous and strong,  
and responsible for what I say and do,  
*and to*  
respect myself and others,  
respect authority,  
use resources wisely,  
make the world a better place, and  
be a sister to every Girl Scout.

# Core Values

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Integrity

Competence

Service

# Core Values in *action*.

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Abstractions or Actionable Concept?

For Example: We value competence.

Action: We provide training.

Belief: Our training is thorough.

Add your own

# Group Exercise in pairs.

## Core Values of Public Transit

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Ambition

Responsibility

Individuality

Equality

Accuracy

Respect

Dedication

Commitment

Improvement

Change

Fun

Trusting

Loyalty

Credibility

Fairness

Flexibility

Honesty

Innovation

Teamwork

Excellence

Confidentiality

Efficiency

Dignity

Empathy

Independence

Security

Compassion

# Team Values

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Fair play  
Teamwork  
Forthright  
Open  
Non-judgmental  
Egalitarian  
Data Driven Decisions and Guidance

# Process: Scope of Work

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We are required to prepare a technical memorandum on perceived values and beliefs for passenger transit in Maine.

As we begin to reach out to other stakeholders and prepare the user survey and the statewide opinion survey, we need your thoughts on values and beliefs.

Work for Steering Committee between meetings will be minimal, but at times will be critical to the process and outcomes.



# Key Questions to Answer Related to Core Beliefs

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- How much mobility do residents and visitors of Maine need? What is the demand for those services?
- Are the transit efforts of MaineDOT primarily “safety net” mobility or are they an option to the automobile?
- Under what circumstances are the efforts an alternative to the automobile?
- Should public funds be allocated to transit-how much?
- MaineDOT annually receives Federal funds for transit – what is the best way to spend it?
- If there are not enough public resources to meet the mobility needs what is the appropriate role of MaineDOT?

# Steering Committee

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Help identify:

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

# Four Levels of Possible Outcomes

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- Current service levels
- Ideal with no fiscal constraints
- Ideal based on best Maine practices
- Ideal based on best industry practices

What you get for each level of service and what it will cost.

# Next steps.

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- Next Meeting September 24, 2013
  - Steering Committee survey results
  - And other draft deliverables
  - Draft surveys for review
- Interim Priority Tasks
  - None anticipated this time period
- Interim Optional Tasks
  - Draft survey review
  - Scope of work review

# You can make a world of difference!

Until Next Time...  
Thank you!