



Biddeford Saco Old Orchard Beach Transit Committee

AGENDA

January 22, 2026

3:00pm-4:00pm

Hybrid Meeting In-Person and Remote

Saco Transportation Center

Join now via [Teams](#)

Meeting ID: 294 316 305 138 | Pass: pQ6RK3x8

Access By Phone: 1-312-667-7158

Phone ID: 936 868 04#

Agenda Item	Responsibility	Action or Information
1.) Call to Order	Chair	Action
2.) Roll Call / Ascertain Quorum	Chair	Action
3.) Welcome Roger Beaupre- Biddeford City Councilor	Chair	Information
4.) Public Comment	Chair	Information
5.) Approval of Previous Minutes <ul style="list-style-type: none">• December 18, 2025	Chair	Action
6.) December Financial Report- Delayed	Staff	Information
7.) Committee reports	Chair	Action
8.) Executive Director Report <ul style="list-style-type: none">• System Performance• Return to Service Update• Project Updates• Personnel Updates	John Savage	Information
9.) Old Business	Chair	Information
10.) New Business	Chair	Information
11.) Executive Session	Chair	Information
12.) Adjournment	Chair	Action



Biddeford Saco Old Orchard Beach Transit Committee

MEETING MINUTES

December 18, 2025

3:00 PM

Hybrid – Saco Transportation Center and Virtual/ Remote

1. **Call to Order** – John Savage facilitated the meeting. Called to Order at 3:03 PM.
2. **Roll Call/ Ascertain Quorum**
Members present: Joshua Parks, Adi Iriqat, Mike Foster, Jean Saunders, Emily Prescott.
Absent: Ken Blow, Tim Fleury.
Staff present: John Savage, Rod Carpenter, Anne Austin, Nelson Perez.
3. **Welcome** – Executive Director John Savage welcomed Joshua Parks, Saco Deputy Mayor to the Transit Committee.
4. **Public Comment** – None.
5. **Approval of Previous Meeting Minutes, October 23, 2025.**

Motion by Jean Saunders to approve the Transit Committee meeting minutes of October 23, 2025. Joshua Parks seconded the motion. No further discussion. Jean Saunders, Joshua Parks, Michael Foster, Emily Prescott and Adi Iriqat all voted in favor. Motion passed unanimously. Minutes approved.

6. **October and November 2025 Month End Financial Report**– John Savage reviewed the key points of the financials.
 - Revenue in October and November: Urban routes have generated \$13,349, the ZOOM route \$2,485, Intercity Portland route \$9,302 and the Micro Transit \$681.
 - Year to date totals are as follows: Urban has generated \$39,631, Zoom \$7,749, Intercity \$30,398 and Micro Transit \$1,624. The revenue listed includes our Shared Fare Revenue with GP Metro, which is Urban \$14,002, Zoom \$1,975 and Intercity \$10,590.
 - Grants: Through November, BSOOB invoiced MeDOT \$231,647.33, of which \$50,147.05 was received. BSOOB has invoiced the FTA thus far this year \$630,824.46, only outstanding item is current invoice for November of \$109,557.00, this should arrive within the next 10 days.
 - When we reflect our budget revenue, we reflect all our municipal contributions coming in at the very beginning of the year. Not all the money has come in yet. We are expecting payments from Saco and Biddeford. When those come through, our revenue will match up with our budgeted revenue amount.
 - Our expenses are in line with budget, slightly higher because of higher costs.
 - Successful grant applications- One is with the State of Maine for discretionary funds. We received \$65k to support technology on the buses, including passenger counters and new Wi-Fi routers for better connectivity.
 - We were successful in getting another \$200k from the State to support the overhead bus chargers project.
 - We also received money for Micro transit operations, approximately \$22,050 for up front software costs and estimated one year of operations.
 - We received a \$96,500 grant toward the purchase of a Hybrid bus. The State contributes up to 10% of the local match.



- We were selected for a Lo-No grant through the FTA that represents just over \$1.5 million dollars towards the purchase of more hybrid buses improving our efficiency, lower our carbon footprint and lower maintenance costs.

7. **Committee reports** – There are none.

8. **Executive Director’s Report** – Executive Director John Savage presented the report.

System Performance

- Ridership – Down slightly compared to FY 25. Normally this time of year, a decline in ridership is typical.
- On-time performance (OTP) is trending upwards and has been improving since July. Working on improving early bus stop departures.
- QuickRide Key Performance Indicators. Passengers per week continue to grow, also trending upward.

Staffing Challenges and Service Recovery:

- Currently staffing 7 of 9 full time drivers.
- This staffing level supports 4 buses and 1 QR Van per day instead of 5 buses.
- Operations Management Structure Changes – Trolley focused Operations Supervisor resigned.
- Promoted our IT Manager, Nelson Perez, to interim Operations Manager. Nelson will continue to handle IT in this dual role.
- Looking to promote Larry Days to Customer Service and Mobility Manager. The vision is to have him handling Trolley Sales efforts and working on improving our riders’ experiences.

Plan of action –

- Recovery plan includes route optimization- Updated schedules for Route 60 (Portland), 50 (Orange) and 51 (Black)
- Management and Fleet Accountability- we are in the process of working to retime the 70 (Zoom) as the schedule has not been adjusted since covid.
- Bus reliability has improved, working to replace two free old buses with two newer free buses to further help with fleet reliability until new buses can be delivered.
- Will provide enhanced Support and Training – will implement a Mentorship program and dedicated, scenario-based training to boost driver confidence.
- Nelson Perez has temporarily redesigned our schedules, shared in the presentation.
- We are completing roll out of new schedules and job satisfaction improvements before running ads about the improvements.

Capital Projects

- Overhead Charging Stations at STC
 - Finalized plans submitted to Planning and Permitting
 - New requirement communicated requiring loop in Maine DEP
 - Working to schedule pre-construction meeting.
- Grant Opportunities
 - LoNo 4/Bus and Bus Facilities – Hybrid Electric Buses and Overhead Charging Cost Overruns
 - Selected to receive \$1,537,650 for the purchase of hybrid buses!
- Upcoming Bus Purchases: Two LoNo 3 Battery Electric Buses, One Hybrid Diesel Electric Bus, Two LoNo 4 Hybrid Diesel Electric Buses.



- Fueling island and fuel pump upgrades have been completed. John shared a photo of the new fuel island.

Operations Initiatives

- FY '24 audit completed. Awaiting receipt of audited financials.
- NTD Reporting – Each year we report our service metrics for the previous FY to the FTA. Reporting has been submitted and is awaiting final acceptance.
- QuickRide Program Modifications – Implementing the No Show and Cancellation Policy. We have had a few chronic users, and a policy would help as we address the problem. We have also had increased demand. We are seeing an increase in requests from riders who are struggling to get rides from other services they used to be able to rely on.
- FTA Triennial Review FY 23, 24, 25 – We are in our Triennial Review year. First documentation will be due on February 27, 2026.
- Working with GP Metro on regional initiatives. Fare structure study is happening. Results expected late spring. We are coordinating with Metro as they are preparing to start their Scarborough service looking to synergize and create better service for our riders with our current funding.
- Personnel Updates – Two staff on leaves of absence: Kim Kennedy, Finance Manager and Terry Dority, Driver Supervisor.
- Staffing – Two full time drivers in training. We have 7 FT and 10 PT drivers currently. Looking for a Technician and a Grants and Procurement Coordinator.

9. Old Business –

LoNo III Battery Electric Bus Order Review – we are using a combination of the grants we have. We are about \$114,000 over what we anticipated spending for the 2 buses. The way we have spread out the delivery of the buses over 3 fiscal years, we are confident we can accommodate that change.

Passenger No Show Policy – John Savage reviewed the Passenger No Show Policy. No Show rate should not be over 30%.

Motion by Jean Saunders to accept the QuickRide No Show and Cancellation Policy as written. Joshua Parks seconded the motion. No further discussion. Jean Saunders, Joshua Parks, Michael Foster, Emily Prescott and Adi Iriqat all voted in favor. Motion passed unanimously.

10. New Business – None.

11. Executive Session – Personnel Matter. Motion to enter Executive Session by Joshua Parks. Seconded by Jean Saunders. Entered into Executive Session at 3:51pm.

* * *

Motion to exit Executive Session by Emily Prescott. Seconded by Jean Saunders. Exited Executive Session at 3:54pm.

12. Adjournment - Motion to adjourn by Emily Prescott, seconded by Jean Saunders. Meeting adjourned at 3:54pm.

BSOOB Transit Committee Meeting

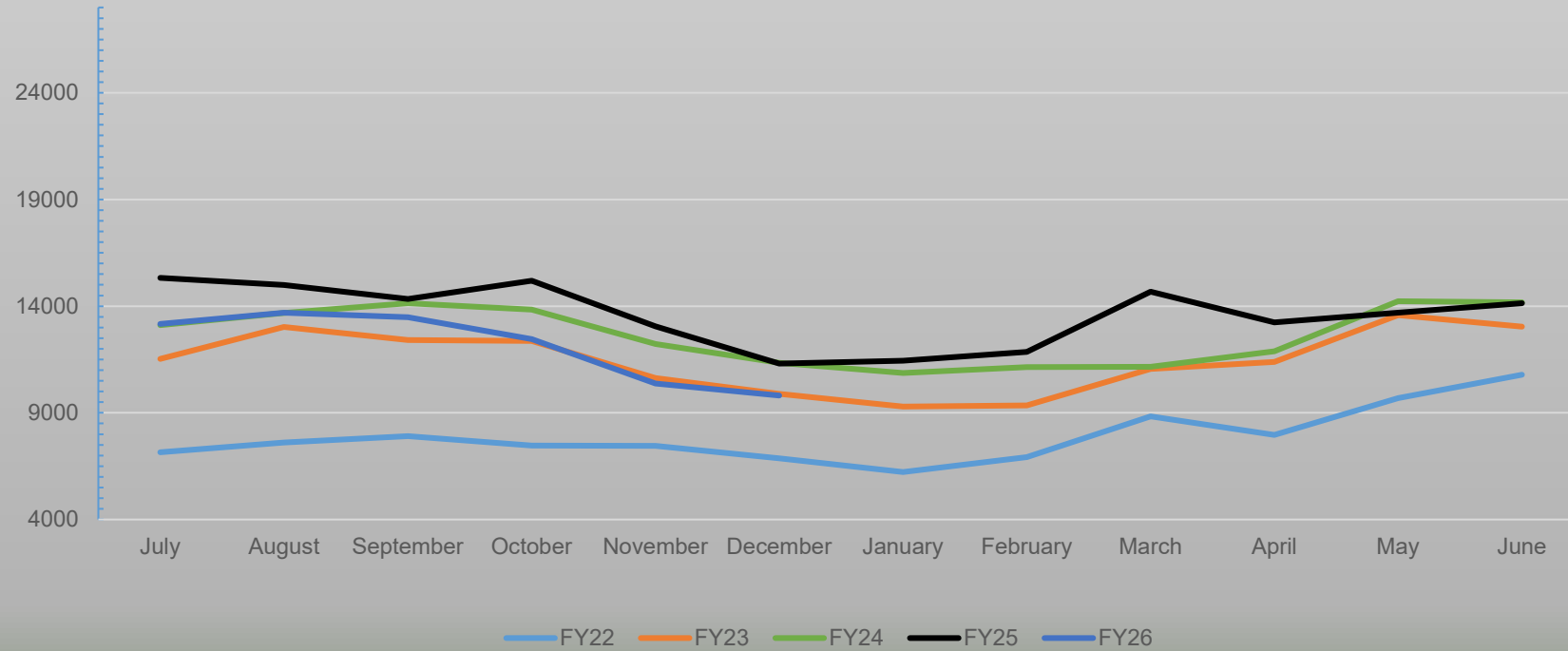
January 22, 2026

3:00PM Saco Transportation Center

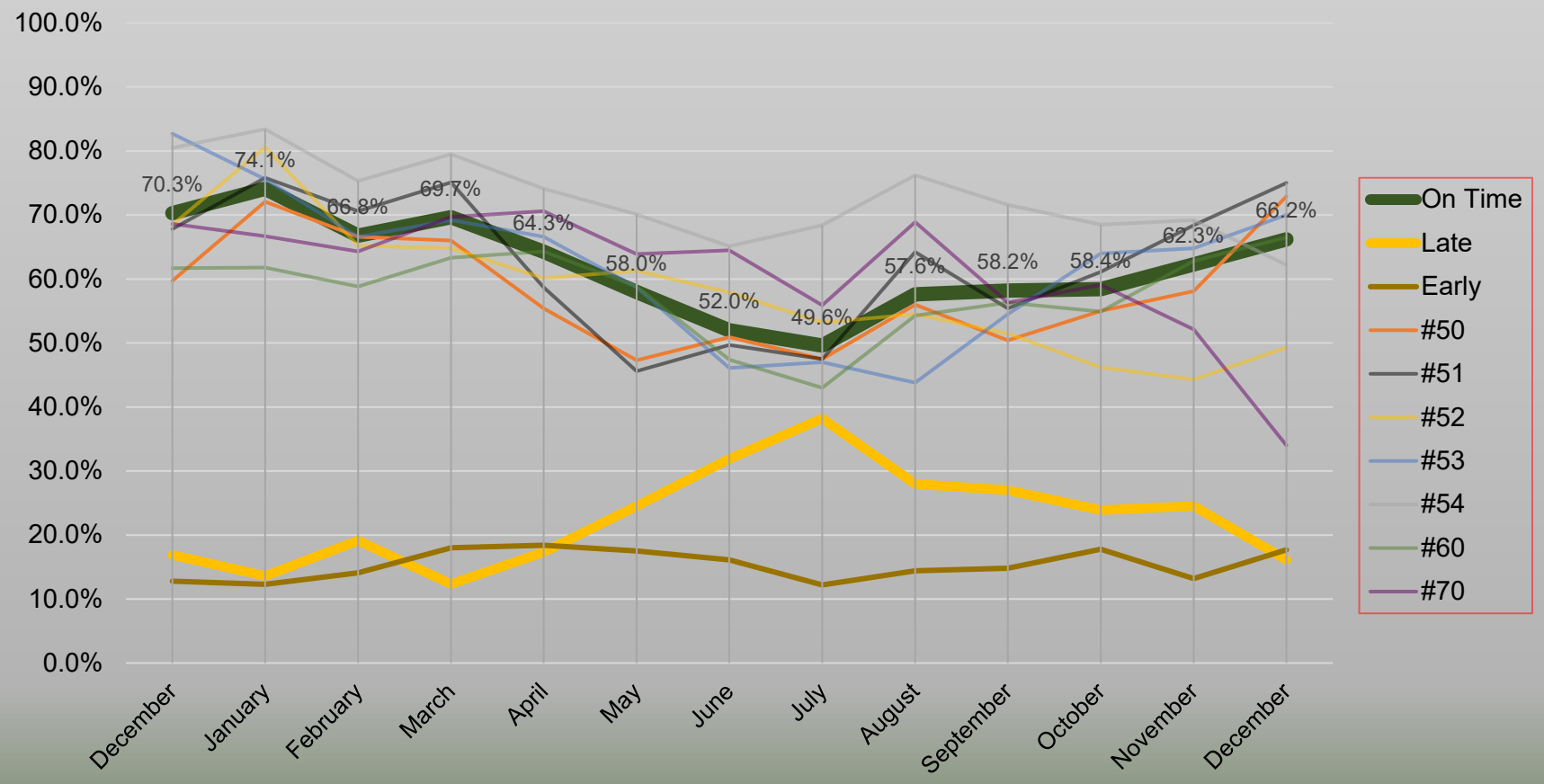


Monthly Ridership Comparison

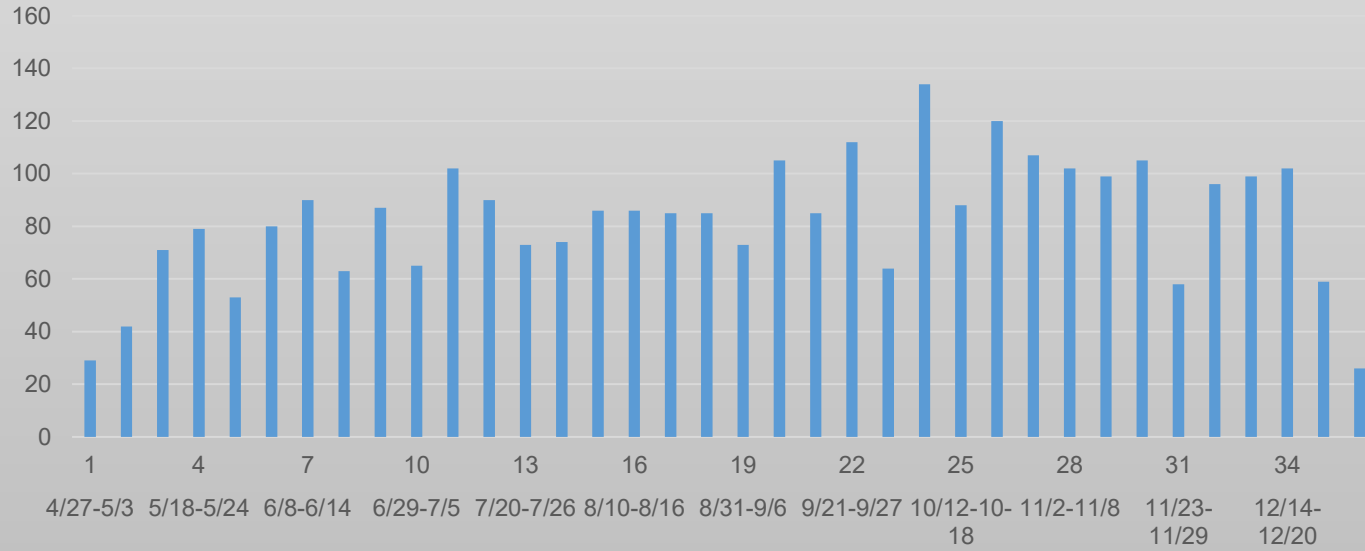
FY Fixed Route Ridership



On Time Performance

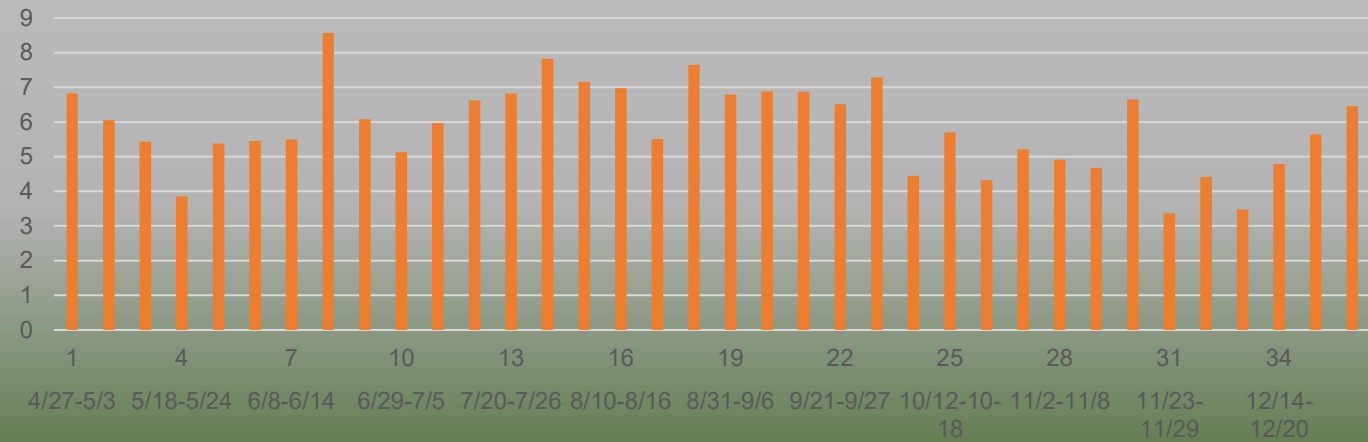


Passengers by Week



QuickRide KPIs

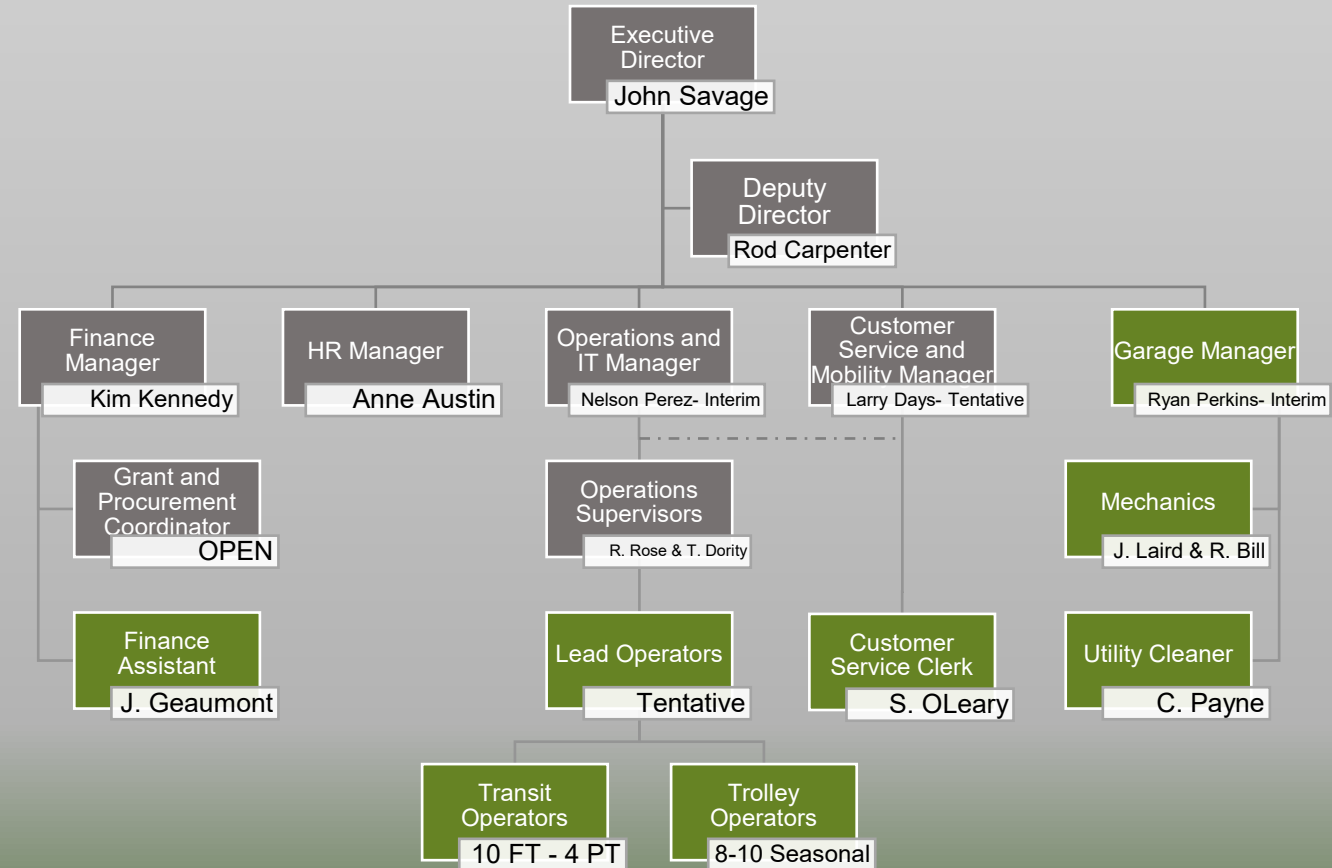
Average Miles per Rider



Staffing Challenges & Service Recovery Plan



- Current Staffing 7 of 9 FT Drivers
- This staffing level supports 4 buses and 1 QR Van per day instead of 5 buses.
- Operations Management Structure Changes
 - Looking to Promote Larry Days to Customer Service and Mobility Manager. Developed new Job Description



DRAFT- Tentative Org Chart



Staffing Challenges & Service Recovery Plan



Two-part Recovery Plan

1. Employee Retention and Operational Stability

- ✓ **Route Optimization:** Updated Schedule for Routes 70 (ZOOM) those changes go into effect on 1/26
- **Enhanced Support & Training:** Will be lead by new Mobility and CE Manager
- ✓ **Management & Fleet Accountability:**
 - ✓ Bus Reliability has improved, working to replace two free old buses with two newer free buses to further help with fleet reliability until new buses can be delivered.



RIDER ALERT

SCHEDULE ALERT: TIMING ADJUSTMENTS

We're updating our schedules to improve reliability and on-time performance.

To ensure a more consistent service, BSOOB Transit is adjusting schedules across all fixed routes.

Most changes are minor, but please be prepared. Some stop times have been shifted up to

15 minutes.



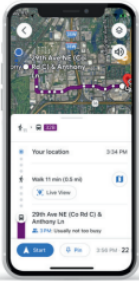
KNOW BEFORE YOU GO:

Visit bsoobtransit.org or call 207-282-5408 to see if your stop has been changed



Thank you for riding with BSOOB Transit

PLAN YOUR TRIP



Use Google Maps to easily plan your transit trip. Just enter your destination, and click the transit icon for directions.

Or visit [bsoobtransit.org](https://www.bsoobtransit.org) to learn how to ride and to plan your trip.

At our website you'll find complete schedule information and more.



Accessible Vehicles

BSOOB Transit vehicles are all fully accessible. Our ramps make it easy to board in a wheelchair, scooter, walker or stroller.



CONTACT US

 207-282-5408

 info@bsoobtransit.org

 [bsoobtransit.org](https://www.bsoobtransit.org)

 138 Main St
Saco, ME 04072

Weekday only service between Biddeford - Saco and Portland via Exit 32 Park and Ride, the Saco Transportation Center, and Exit 36 Park and Ride.



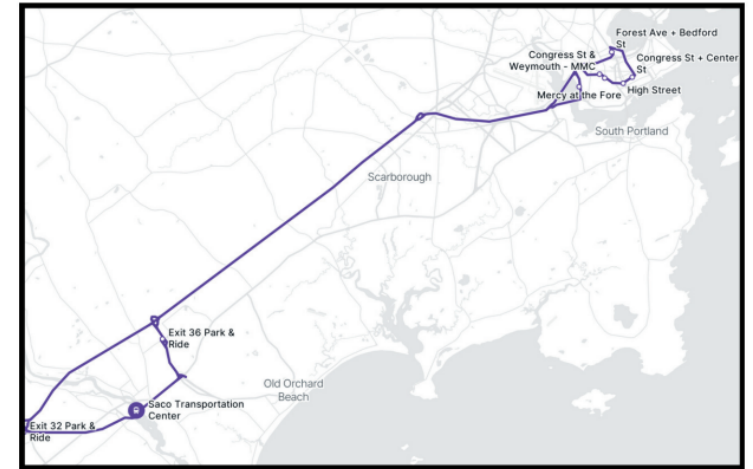
Partially funded by FTA and Maine DOT. As a recipient of Federal financial assistance, Biddeford Saco Old Orchard Beach Transit services are open to all and fully comply with Title VI of the Civil Rights Act of 1964. For more information: [bsoobtransit.org](https://www.bsoobtransit.org).

To submit comments or complaints visit [bsoobtransit.org](https://www.bsoobtransit.org)

ADA Service Animals are allowed on all BSOOB Transit buses.

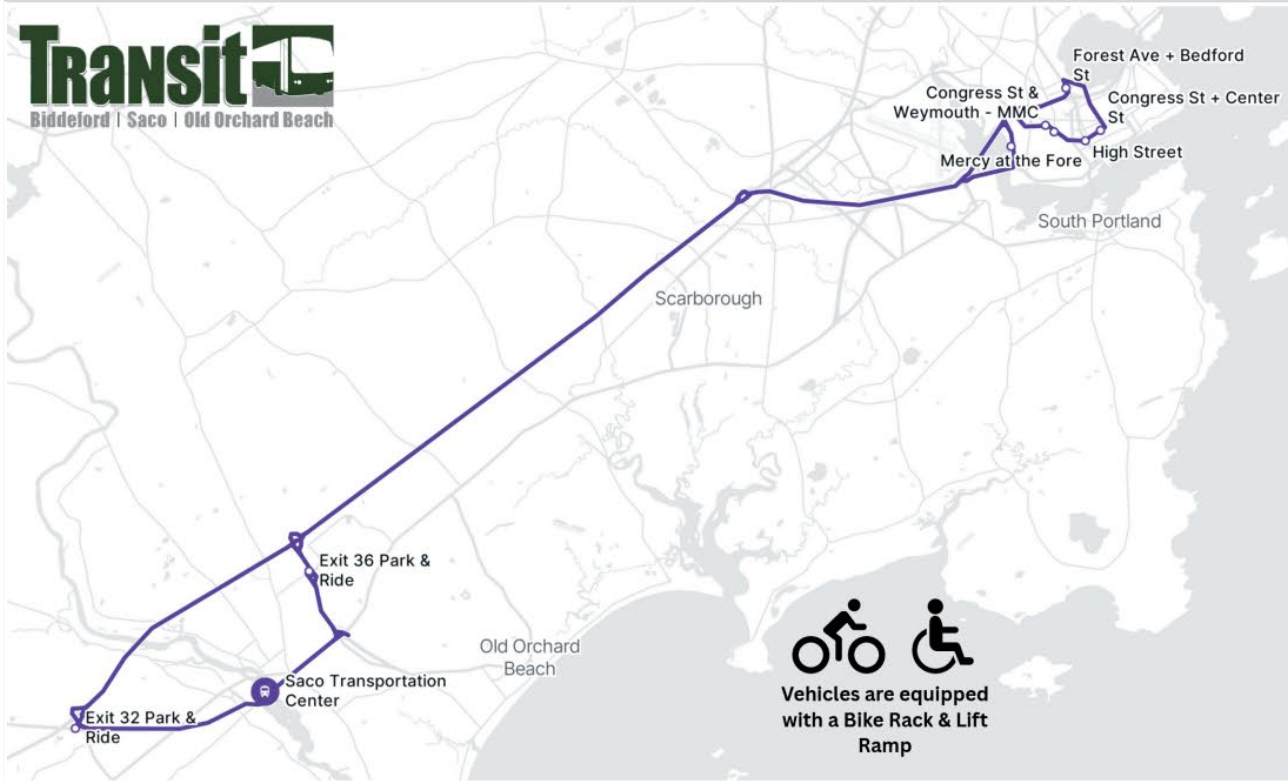
BSOOB Transit will accommodate passengers with reasonable modifications. This includes but is not limited to avoiding snowbanks and ice, road construction, and any other situation to provide safe boarding and unloading, including wheelchairs. Reasonable modifications can be negotiated directly with our drivers or by calling 207-282-5408.

70
ZOOM EXPRESS
Biddeford & Saco - Portland



WEEKDAY ONLY SERVICE
Standard Fare - \$5
Reduced Fare - \$2.50





70 ZOOM EXPRESS

70 Fares	
Standard	\$5
Children 0-5	FREE
Youth 6-18, Seniors 65+, Military/Veterans, Persons with disabilities	\$2.50
Proper ID Required. Exact Fare Required	

Monday - Friday

Saco Transportation Center	Exit 32 Park & Ride	Saco Transportation Center	Exit 36 Park & Ride	Mercy at the Fore	Congress St & Weymouth - MMC	Congress St + Bramhall St	High Street	Congress St + Center St	Forest Ave + Bedford St	Exit 36 Park & Ride	Saco Transportation Center	Exit 32 Park & Ride
—	5:45a	5:55a	6:03a	6:19a	6:23a	6:24a	6:27a	6:29a	6:34a	—	—	6:56a
—	7:00a	7:15a	7:24a	7:40a	7:44a	7:46a	7:49a	7:51a	7:56a	—	—	8:18a
—	8:25a	8:40a	8:50a	9:06a	9:10a	9:11a	9:15a	9:18a	9:22a	—	9:47a	—
2:55p	—	—	—	3:20p	3:25p	3:27p	3:31p	3:34p	3:40p	3:58p	4:09p	4:20p
—	4:25p	—	—	4:49p	4:54p	4:56p	5:00p	5:03p	5:09p	5:27p	5:38p	5:48p
—	6:00p	—	—	6:16p	6:21p	6:23p	6:27p	6:30p	6:36p	6:57p	7:08p	7:19p

Staffing Solutions & Service Recovery Plan



2. Strategic Recruitment Campaign

This phase shifts from reliance on Indeed to a multi-channel, targeted campaign that highlights the newly improved working conditions.

- **Channel Diversification:**

- Launch targeted social media advertising (Facebook/Instagram)- Limited Success
- Establish formal partnerships with local CDL schools
- Completing roll out of new schedules and job satisfaction improvements before running ads about the improvements.



Capital Projects

- Acquired two new used Gillig Transit Buses
 - Gifted by Southeast Regional Transit Authority in New Bedford, MA
 - Will allow us to phase out two even older buses that are no longer reliable while we wait for the product of our new buses
- Overhead Charging Stations at STC
 - Struggling with Camber to kick-off of construction
 - Finalized plans submitted to Planning and Permitting
 - Working to schedule pre-construction meeting
- Upcoming Bus Purchases
 - Two (2) LoNo 3 Battery Electric Buses
 - Three (3) Hybrid Diesel Electric Bus
 - In person Pre-Production meeting will be in early March



Operations Initiatives



- Previous Year Audits
 - FY '24 Audit Completed awaiting receipt of Audited Financials
 - Starting FY '25 Audit Kick Off Meeting Scheduled
- FTA Triennial Review FY 23,24,25
 - Every Three Years the FTA reviews our policies, records and performance. These reviews are wide ranging but tend to have a few areas of heightened focus driven by the priorities of the current administration. We are in our triennial review year and have received word our first round of documentation will be due on February 27.
 - Our in-person review will be held August 11-13 with a final closeout meeting held on August 20
- Working with GP Metro on regional initiatives-
 - Fare Structure Study- Results expected late spring
 - Coordinating with Metro as they prepare to start their Scarborough service looking to synergize and create better service for our riders with our current funding.
- We completed a review and update of our employee handbook to bring it in line with our practices and into compliance with current state and federal laws. Final Draft included in the packet. Welcome any feedback.



Personnel Updates



- One Staff on Leave of Absence
 - Operations Supervisor- Terri Dorrity
- Turn Over
 - Two drivers retiring
 - First is done in two weeks 2 weeks replacement has been hired
 - Second is done end of March looking to hire his replacement
- Recruiting/Staffing
 - Drivers- (as of 12/15) 8 FT / 9 PT
 - Staff- 11 Hourly / 6 Salary (1 FMLA)
 - Looking for a Technician, and a Grants and Procurement Coordinator

