

PARK & RIDE SURVEY FINAL REPORT

2013 User Survey and 2014 Addendum



Prepared by the
Maine Department of Transportation

in cooperation with the
Maine Turnpike Authority

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MAINE 2013 PARK & RIDE LOT SURVEY: FINAL REPORT



In the spring of 2013, the Maine Department of Transportation (MaineDOT) in conjunction with the Maine Turnpike Authority (MTA) undertook a comprehensive survey of the state's Park & Ride lots. The last survey of the Park & Ride lots was concluded in 2010 and the last comprehensive survey with a mail back questionnaire was completed in 2006.

This 2013 survey used two primary tools for gathering the data. The first was on-site inspections. MaineDOT and MTA personnel visited each lot, documenting its usage and other key characteristics such as pavement condition, lighting, and other amenities. The second tool was a mail back patron survey with an online option to complete the survey. During the on-site inspections, a postpaid survey card was placed on the windshield of each vehicle using the Park & Ride lots. These cards asked patrons to respond to 11 questions on a variety of Park & Ride issues, ranging from origin-destination data to trip purposes to assessing the amenities. Appendix E shows the mail back survey card. Approximately 24% of the users responded to the survey. The response rates for each lot are shown in Appendix B.

The primary goals for this report are as follows:

1. To update the statewide inventory of the lots;
2. To update information on the characteristics of Park & Ride users;
3. To determine the amount of system wide user benefits credited to the Park & Ride lot users;

INVENTORY

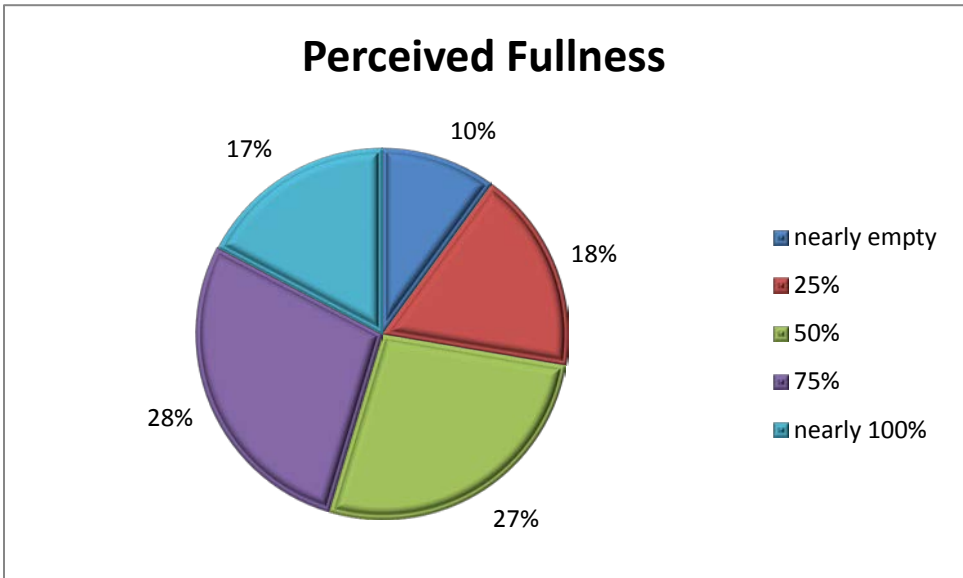
The onsite inspection and patron surveys give a wealth of information for analysis. Some of the key findings are summarized in the bullets below:

- Overall lot usage. The study found that a total of 2303 spaces were available in the 48 observed lots. A total of 1185 spaces were occupied, yielding an overall usage rate of 51%. This is slightly higher than the usage rate of 49% observed in the 2006 survey. The capacity and use of each Park & Ride lot is shown in Appendix A.

- The number of spaces in the Park & Ride system is fairly equally divided between lots along the Maine Turnpike corridor and non-Turnpike lots, with 1163 spaces in the Turnpike corridor lots and 1140 spaces in the non-Turnpike lots. In the 2006 survey, the Park & Ride lots were also fairly equally divided between MTA lots and non-turnpike lots, with 1134 spaces in the Turnpike lots and 1083 spaces in the non-Turnpike lots. As in the 2006 survey, the usage rate among Turnpike lots was higher. In 2013, Turnpike lot usage stands at about 56%, compared to 47% for the non-Turnpike corridor lots. These usage rates went down 4% at the Turnpike lots and up 10% at the non-Turnpike lots since

2006. The changes since the 2006 survey can be attributed to some low use lots being discontinued and other lots improved or relocated. For example, two lightly used lots in Shapleigh have been discontinued. In Topsham, use increased after the Topsham Fair Mall lot was relocated to the Home Depot.

- One of the questions on the mail back survey asked how full the Park & Ride lot is when people use it. The following chart shows that only 45% of the respondents view the lot as at least 75% full when they use it.



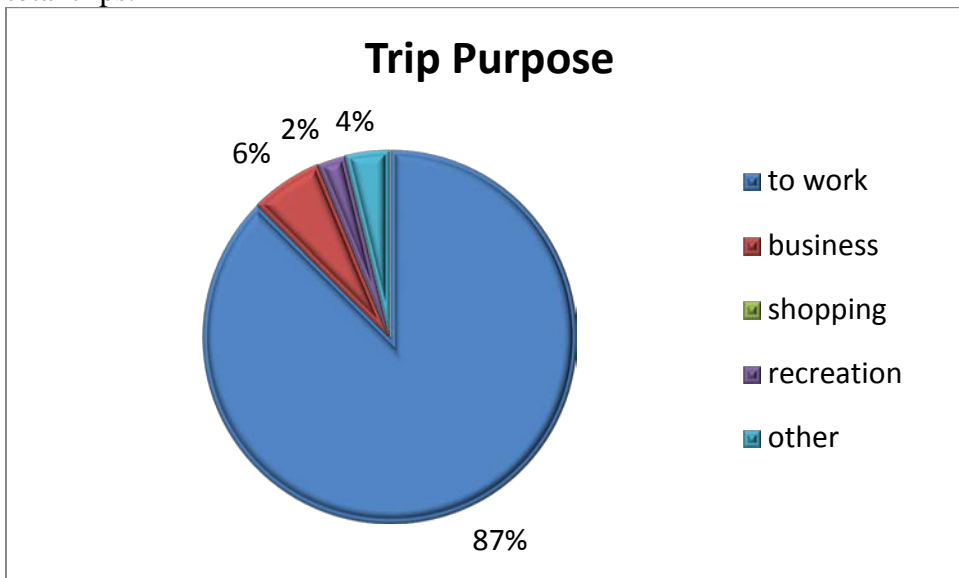
The inspection showed that several of the lots are near 75% full and greater. Below are the top ten lots in terms of % of capacity with a comparison of how the lots ranked in 2006. Yarmouth, York and Gardiner lots have been consistently in the top ten.

| Town | Spaces | 2013 | | 2006 | |
|---|--------|-----------------|------|-----------------|------|
| | | % Capacity Used | Rank | % Capacity Used | Rank |
| Bath | 50 | 118% | 1 | 50% | 20 |
| Bangor | 50 | 114% | 2 | 44% | 23 |
| Yarmouth | 30 | 107% | 3 | 130% | 2 |
| Topsham | 27 | 100% | 4 | 67% | 14 |
| Gray | 74 | 99% | 5 | 100% | 5 |
| Gardiner - I-295 Exit 49 | 10 | 90% | 6 | 82% | 9 |
| Saco | 135 | 87% | 7 | 59% | 16 |
| Sabattus | 29 | 79% | 8 | 59% | 15 |
| York | 26 | 77% | 9 | 100% | 6 |
| Freeport | 22 | 73% | 10 | 10% | 37 |
| Other lots Ranked in the Top Ten for 2006 | | | | | |
| Mechanic Falls | 10 | 20% | 35 | 140% | 1 |
| W. Peru | 12 | 15% | 39 | 125% | 3 |
| Scarborough | 23 | 31% | 32 | 109% | 4 |
| Randolph | 35 | 64% | 17 | 94% | 7 |
| Falmouth | 19 | 47% | 24 | 84% | 8 |
| Gardiner Exit 102 MTA | 54 | 56% | 19 | 81% | 10 |

USER CHARACTERISTICS

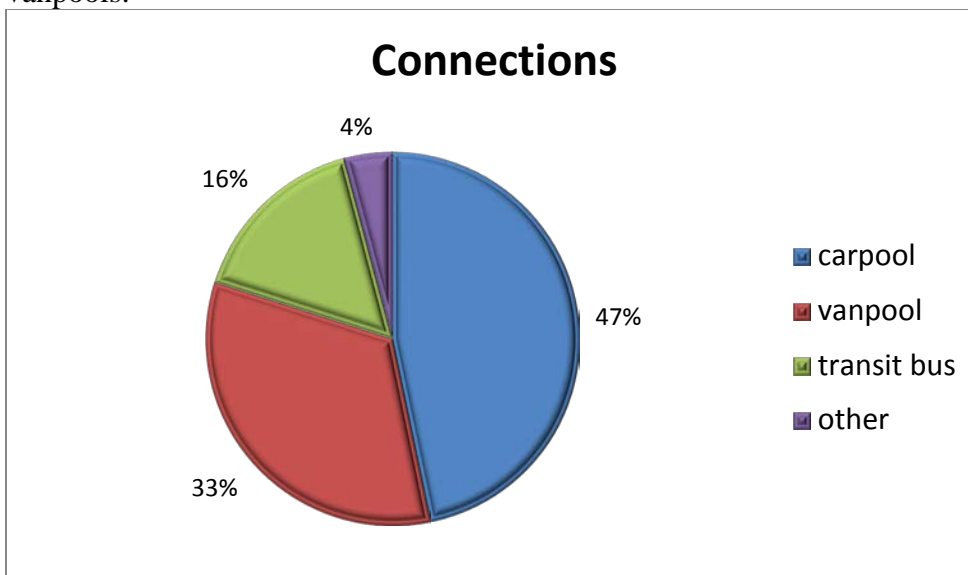
• Trip purpose

More than 87% of the users of the Park & Ride system park for travel to work. This can be attributed, in part, to the fact that all surveys were conducted on Tuesdays, Wednesdays and Thursdays, when recreational travel tends to make up a smaller share of total trips.

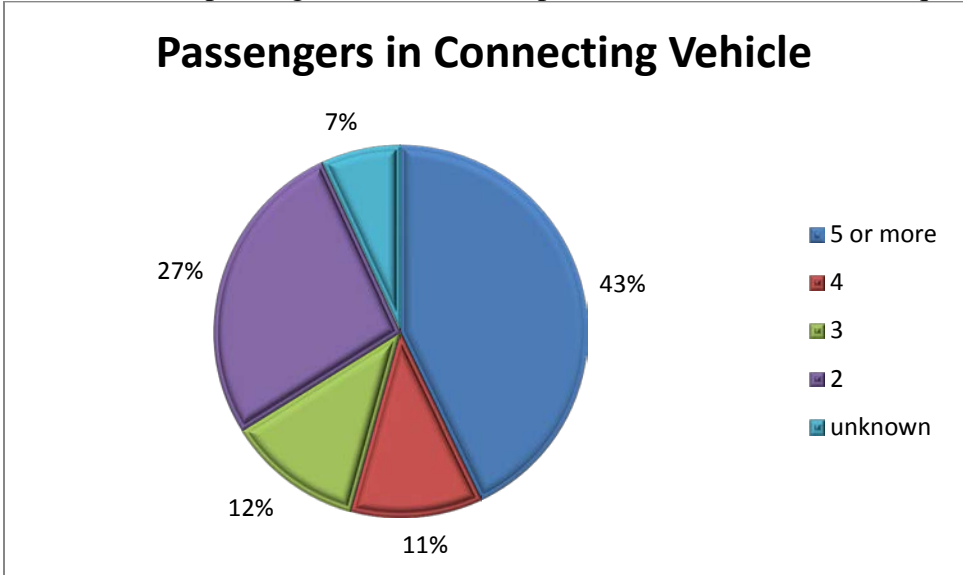


• Connecting vehicles

The most common type of connection taking place at the Park & Ride lots is the carpool. These accounted for 47% of all connections. Another 33% of the connections were to vanpools.

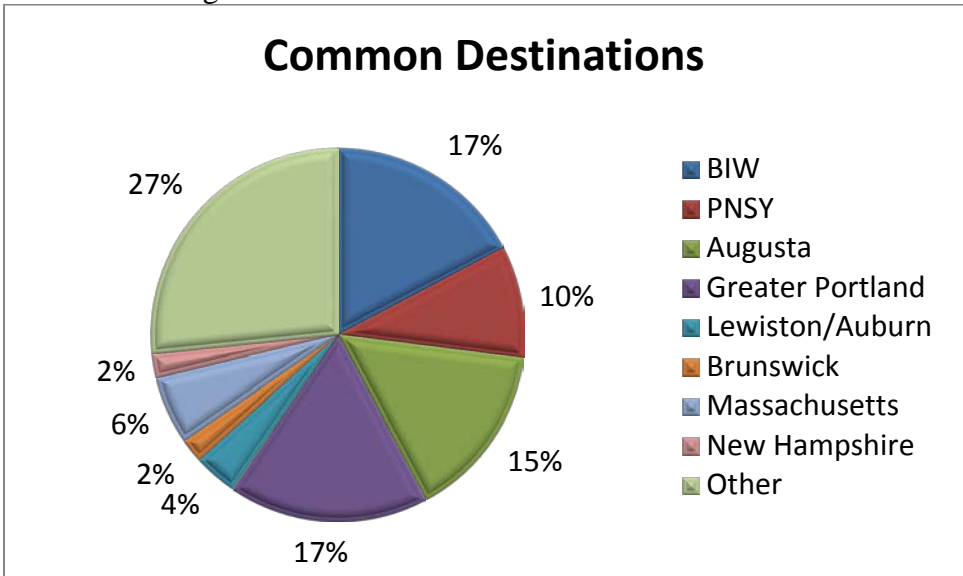


- About 43% of all Park & Ride respondents connect to vehicles carrying 5 or more passengers, while 23% connect to vehicles with 3 or 4 passengers and 27% transfer into vehicles with 2 passengers. 7% of the respondents did not answer this question.



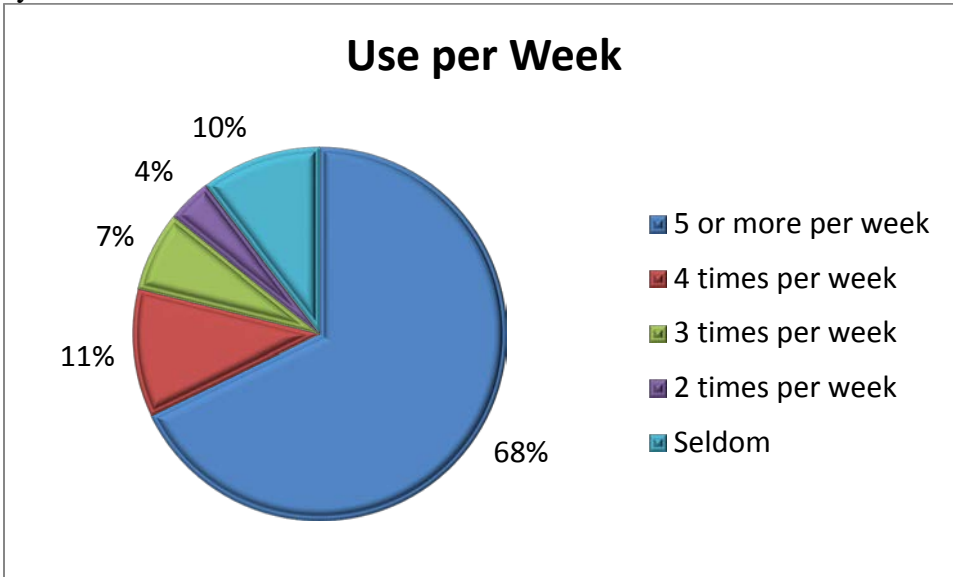
• **Common destinations.**

The share of trips within the state grew from 87% in the 2003 survey to 89% in the current survey. Only 11% of vehicles using these lots have a destination that is outside the state. About 26% of the vehicles surveyed using Maine’s Park & Ride lots are headed to either Bath Iron Works (BIW) in Bath or to Portsmouth Naval Shipyard (PNSY) in Kittery. Another 17% of vehicles travel to the Greater Portland area, and about 15% are destined for Augusta.



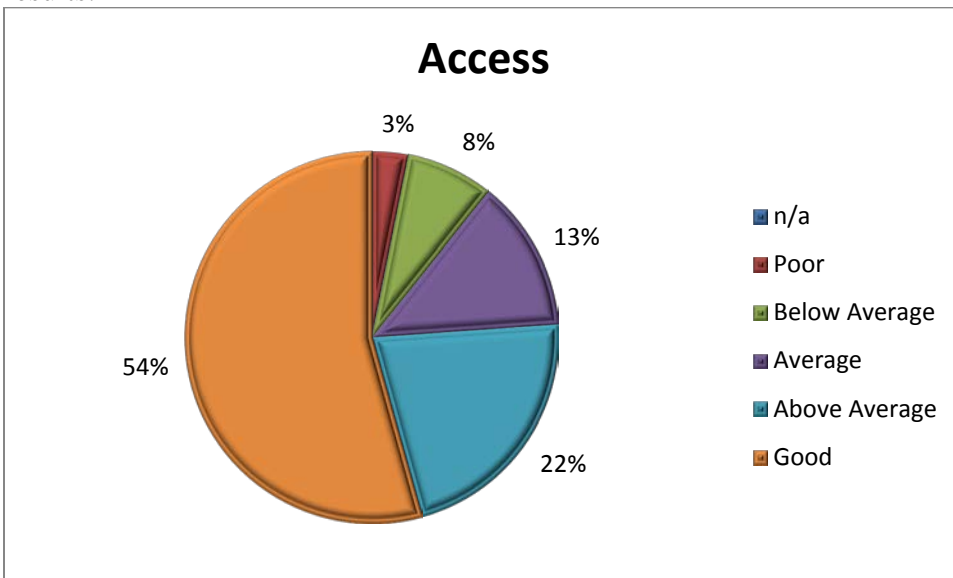
• **Frequency of usage**

Over 68% of respondents to the survey indicated that they use the Park & Ride lots “5 or more” times per week. About 22% of the respondents indicated that they use the lots 2 – 4 times per week while around 10% of respondents are seldom users of the Park & Ride system.

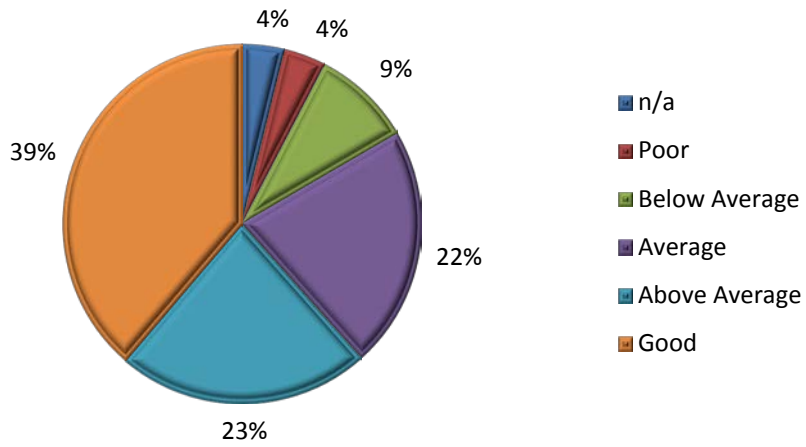


• **User Ratings**

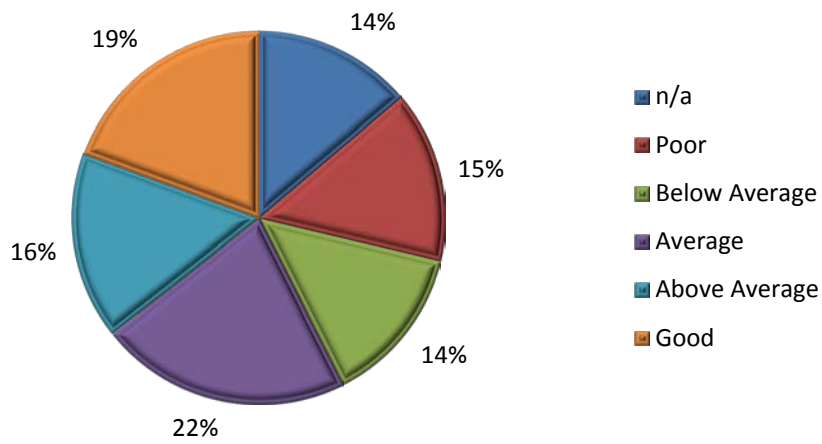
Another question on the survey asked the Park & Ride users to rate the access, signing, lighting and security on a scale from 0 – 5 with 0 being not applicable (n/a), 1 – 5 representing the range from poor to average to good. The following charts show these results.



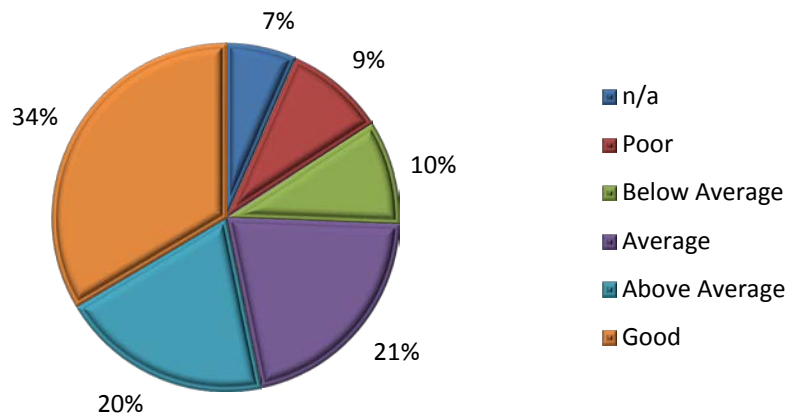
Signage



Security



Lighting



These charts indicate that the users of the Park & Ride lots are mostly satisfied with the Access and Signage of the lots and would welcome improved lighting and security at the lots.

User Comments:

On the mail back survey, space was left for written comments. Over 50% of the respondents left some comments. Listed below is a summary of some of the more common topics in the user comments. All comments are listed in Appendix C.

| Topic | Number of Comments |
|-----------------------|--------------------|
| Winter Maintenance | 21 |
| General Maintenance | 18 |
| Trash/Litter | 17 |
| Security and Lighting | 16 |
| Tolls and Expenses | 12 |
| Thank you | 12 |
| Access | 8 |

Of all the comments, plowing was the most common theme. Respondents noted that plowing is not timely and often reduces the available parking spots and during parking bans the parking lots were overloaded. Trash pickup, grading the gravel lots, eliminating pot holes, and lack of security were other common user comments.

BENEFITS

VMT savings:

- The average trip made by Park & Ride patrons is 37.63 miles from the Park & Ride to the destination. This translates to an average vehicle-miles saved by the user of 75.26 miles. The total weekday vehicle-miles saved add up to 90,689 per day or 23,579,230 vehicle miles saved annually. The top ten Park & Ride lots in terms of vehicle-miles travelled (VMT) saved are in the following list.

| Lot # | Town | Cars in the lot | Average Distance From Lot to Destination | VMT savings | VMT per year | \$ savings per year |
|-------|----------------|-----------------|--|-------------|--------------|---------------------|
| 22 | Portland | 137 | 47.75 | 13,084 | 3,401,710 | \$ 850,427.50 |
| 26 | Saco | 117 | 33.97 | 7,949 | 2,066,822 | \$ 516,705.43 |
| 3 | Bangor | 57 | 63.33 | 7,220 | 1,877,200 | \$ 469,300.00 |
| 40 | Biddeford | 98 | 32.56 | 6,382 | 1,659,258 | \$ 414,814.40 |
| 39 | Auburn | 68 | 38.00 | 5,168 | 1,343,680 | \$ 335,920.00 |
| 43 | Gray | 73 | 33.00 | 4,818 | 1,252,680 | \$ 313,170.00 |
| 45 | Lewiston | 42 | 50.13 | 4,211 | 1,094,730 | \$ 273,682.50 |
| 44 | Kennebunk | 36 | 51.00 | 3,672 | 954,720 | \$ 238,680.00 |
| 34 | Westbrook | 45 | 40.00 | 3,600 | 936,000 | \$ 234,000.00 |
| 29 | South Portland | 38 | 44.67 | 3,395 | 882,613 | \$ 220,653.33 |

Dollar Savings:

- This table shows the dollar savings attributed to the top ten park and ride lots in the system. The towns represented here are larger for the most part therefore attracting a larger variety of traveler. These lots are also close to Interstate highways, where the trip will likely be longer. The cost savings per year was a major user benefit calculated and credited to the Park & Ride lot program. To determine the savings, the average round trip distance from the lot was multiplied by the number of cars that were parked in the lot at the time of the survey. Next, the annual dollar savings were calculated by applying a user cost of \$0.25 per mile was applied to that annual savings. Overall, users of the Park & Ride lots statewide save close to \$6,000,000 annually in user costs. User benefits for all lots are shown in Appendix D.

Appendix A: Capacity and Use of Lots

The following is a table showing the list of Park & Ride lots with the number of spaces available and the number of vehicles that had a mail back survey card distributed to them in the 2013 survey. The table also shows the % capacity the lot that was being used.

| | Lot # | Town | Location | Owner | Spaces | Vehicles | %Full |
|-------------------|-------|----------------|---------------------------------------|------------------------|--------|----------|-------|
| Non Turnpike Lots | 1 | Augusta | Augusta Civic Center | City of Augusta | 24 | 3 | 13% |
| | 2 | Augusta | DEP/State Parking Lot | State of Maine | 25 | 10 | 40% |
| | 3 | Bangor | Exit 182 B Odlin Road | MaineDOT | 50 | 57 | 114% |
| | 4 | Bangor | Wal Mart | Wal mart | 40 | 3 | 8% |
| | 5 | Bath | US 1 and State Road | MaineDOT | 50 | 59 | 118% |
| | 6 | Bowdoinham | I-295 exit 37 | MaineDOT | 24 | 13 | 54% |
| | 7 | Buckfield | near Post Office | Town of Buckfield | 15 | 10 | 67% |
| | 8 | Dixfield | Behind USPO | Town of Dixfield | 10 | 4 | 40% |
| | 9 | East Lebanon | Rt 202 at Depot Rd and Lower Cross Rd | Town of Lebanon | 50 | 1 | 2% |
| | 10 | Edgecomb | US 1 at Dodge Road | MaineDOT | 30 | 2 | 7% |
| | 11 | Farmington | US 2 & 4 | MaineDOT | 47 | 19 | 40% |
| | 12 | Freeport | 1.17 miles south of Desert Road | MaineDOT | 22 | 16 | 73% |
| | 13 | Freeport | 0.2 miles south of Deser Road | MaineDOT | 50 | 4 | 8% |
| | 14 | Gardiner | I-295 Exit 49 | City of Gardiner | 10 | 9 | 90% |
| | 15 | Gorham | near Gorham bypass | MaineDOT | 60 | 2 | 3% |
| | 16 | Lisbon | Rt 196 | MaineDOT | 10 | 5 | 50% |
| | 17 | Mechanic Falls | at Depot Square Transport Center | Town of Mechanic Falls | 10 | 2 | 20% |
| | 18 | Medway | at Irving Big Stop | Private | 24 | 4 | 17% |
| | 19 | New Gloucester | Rt 26 and Sabatth Day Rd | MaineDOT | 30 | 2 | 7% |
| | 20 | Nobleboro | Rt 1 at Winslow Hill Rd | Town of Nobleboro | 20 | 7 | 35% |
| | 21 | Pittsfield | Plaza | Private | 20 | 12 | 60% |
| | 22 | Portland | Marginal Way | MaineDOT | 200 | 137 | 69% |
| | 23 | Randolph | Rt 27 N/O Rt 126 | Private | 50 | 32 | 64% |
| | 24 | Rome | Rt 27 and Rt 225 | MaineDOT | 10 | 3 | 30% |
| | 25 | Sabattus | at Sawyer Rd1 | MaineDOT | 29 | 23 | 79% |
| | 26 | Saco | at Rt 112 | MTA | 50 | 1 | 2% |
| | 27 | Saco | Exit 36 | MaineDOT | 135 | 117 | 87% |
| | 28 | Skowhegan | behind town office | Town of Skowhegan | 25 | 4 | 16% |
| | 29 | South Portland | MTA exit 45 | MaineDOT | 111 | 38 | 34% |
| | 30 | Thomaston | Behind business district | Town of Thomaston | 26 | 3 | 12% |
| | 31 | Topsham | Home Depot Lot | Home Depot | 27 | 27 | 100% |
| | 32 | Waldoboro | US 1 and West Main St | MaineDOT | 17 | 11 | 65% |
| | 33 | Westbrook | Exit 47 | MaineDOT | 90 | 45 | 50% |
| | 34 | Westbrook | Prides Corner | Private | 25 | 4 | 16% |
| | 35 | Peru | at Main and Doloff St | MaineDOT | 20 | 3 | 15% |
| | 36 | Winthrop | at catholic church | Private | 10 | 7 | 70% |
| | 37 | Yarmouth | VIC | MaineDOT | 30 | 32 | 107% |
| | | | | | 1476 | 731 | 50% |
| Turnpike Lots | 39 | Auburn | Exit 75 | MTA | 137 | 68 | 50% |
| | 40 | Biddeford | exit 32 | MTA | 135 | 98 | 73% |
| | 41 | Falmouth | Exit 53 | MTA | 19 | 9 | 47% |
| | 42 | Gardiner | Exit 102 | MTA | 54 | 30 | 56% |
| | 43 | Gray | Exit 63 | MTA | 74 | 73 | 99% |
| | 44 | Kennebunk | Exit 25 | MTA | 52 | 36 | 69% |
| | 45 | Lewiston | Lisbon St/TPK | MTA | 92 | 42 | 46% |
| | 46 | Portland | Exit 46 | MTA | 68 | 17 | 25% |
| | 47 | Scarborough | Exit 42 | Cabelas | 70 | 22 | 31% |
| | 48 | Wells | Exit 19 | MTA | 100 | 39 | 39% |
| | 49 | York | York | MTA | 26 | 20 | 77% |
| | | | | | | 827 | 454 |
| | | | | | 2303 | 1185 | 51% |

Appendix B: User Survey Return Rates

The following table shows the Park & Ride lots and the return rate of survey cards distributed in the 2013 survey.

NON TURNPIKE LOTS

| Lot # | Town | Location | # Distributed | # Responses | % |
|--------|----------------|---------------------------------------|---------------|-------------|------|
| 1 | Augusta | Augusta Civic Center | 3 | 2 | 67% |
| 2 | Augusta | DEP parking lot | 30 | 3 | 10% |
| 3 | Bangor | Exit 182 B Odlin Road | 57 | 9 | 16% |
| 4 | Bangor | Wal Mart | 3 | 2 | 67% |
| 5 | Bath | US 1 and State Road | 59 | 21 | 36% |
| 6 | Bowdoinham | I-295 exit 37 | 13 | 7 | 54% |
| 7 | Buckfield | near Post Office | 10 | 5 | 50% |
| 8 | Dixfield | Behind USPO | 4 | 1 | 25% |
| 9 | East Lebanon | Rt 202 at Depot Rd and Lower Cross Rd | 1 | 0 | 0% |
| 10 | Edgecomb | US 1 at Dodge Road | 2 | 2 | 100% |
| 11 | Farmington | US 2 & 4 | 19 | 5 | 26% |
| 12 | Freeport | 1.17 miles south of Desert Road | 16 | 5 | 31% |
| 13 | Freeport | 0.2 miles south of Desert Road | 4 | 1 | 25% |
| 14 | Gardiner | I-295 Exit 49 | 9 | 4 | 44% |
| 15 | Gorham | near Gorham bypass | 2 | 2 | 100% |
| 16 | Lisbon | Rt 196 | 5 | 1 | 20% |
| 17 | Mechanic Falls | at Depot Square Transport Center | 2 | 0 | 0% |
| 18 | Medway | at Irving Big Stop | 4 | 0 | 0% |
| 19 | New Gloucester | Rt 26 and Sabatth Day Rd | 2 | 0 | 0% |
| 20 | Nobleboro | Rt 1 at Winslow Hill Rd | 7 | 1 | 14% |
| 21 | Pittsfield | Plaza | 12 | 2 | 17% |
| 22 | Portland | Marginal Way | 137 | 24 | 18% |
| 23 | Randolph | Rt 27 N/O Rt 126 | 32 | 7 | 22% |
| 24 | Rome | Rt 27 and Rt 225 | 3 | 0 | 0% |
| 25 | Sabattus | at Sawyer Rd1 | 23 | 5 | 22% |
| 26 | Saco | at Rt 112 | 1 | 0 | 0% |
| 27 | Saco | Exit 36 | 117 | 37 | 32% |
| 28 | Skowhegan | behind town office | 4 | 0 | 0% |
| 29 | South Portland | MTA exit 45 | 38 | 10 | 26% |
| 30 | Thomaston | Behind business district | 3 | 2 | 67% |
| 31 | Topsham | Home Depot Lot | 27 | 15 | 56% |
| 32 | Waldoboro | US 1 and West Main St | 11 | 4 | 36% |
| 33 | Westbrook | Exit 47 | 45 | 8 | 18% |
| 34 | Westbrook | Prides Corner | 4 | 1 | 25% |
| 35 | Peru | at Main and Doloff St | 3 | 2 | 67% |
| 36 | Winthrop | at catholic church | 7 | 2 | 29% |
| 37 | Yarmouth | VIC | 32 | 11 | 34% |
| Totals | | | 751 | 201 | 27% |

TURNPIKE LOTS

| Lot | | | | | |
|--------|-------------|---------------|---------------|-------------|------------|
| # | Town | Location | # Distributed | # Responses | % |
| 39 | Auburn | Exit 75 | 68 | 11 | 16% |
| 40 | Biddeford | exit 32 | 98 | 25 | 26% |
| 41 | Falmouth | Exit 53 | 9 | 2 | 22% |
| 42 | Gardiner | Exit 102 | 30 | 5 | 17% |
| 43 | Gray | Exit 63 | 73 | 7 | 10% |
| 44 | Kennebunk | Exit 25 | 36 | 6 | 17% |
| 45 | Lewiston | Lisbon St/TPK | 42 | 10 | 24% |
| 46 | Portland | Exit 46 | 17 | 3 | 18% |
| 47 | Scarborough | Exit 42 | 22 | 2 | 9% |
| 48 | Wells | Exit 19 | 39 | 10 | 26% |
| 49 | York | York | <u>20</u> | <u>6</u> | <u>30%</u> |
| Totals | | | 454 | 87 | 19% |

Appendix C: List of Comments

The following is a list of the comments made, grouped into the common themes. The lot numbers can be identified with the table in appendix A.

Winter Maintenance

1. During the winter, snow plowing was a particular issue. Little or no plowing in the lot. (lot # 22)
2. In the winter, snow piles obstruct vision a bit when leaving the lot (lot # 31)
3. Plowing in the winter is inconsistent and most times poorly done. (lot # 27)
4. Need better plowing in winter (lot # 32)
5. Winter snow removal is usually a two to three day wait in order to use again after storm (lot # 14)
6. needs improvement on the snow removal - we lose a lot of spaces because of the snow and lot is not always plowed (lot # 27)
7. Plowing – poor (lot # 27)
8. Poor winter maintenance (lot # 22)
9. Snow build up from plowing in winter drastically reduces parking spaces (lot # 23)
10. Snow plowing is not always done (lot # 32)
11. Snow removal could be better. Also parking beyond spaces in winter creates issues. (lot # 27)
12. Snow removal is not timely. During snow bans lot is full (lot # 22)
13. It is often not plowed until a day after a storm (lot # 10)
14. The lot is poorly plowed in the winter. (lot # 29)
15. These lots are not cleared well in winter (lot # 27)
16. Try not to plow cars in of snow. I got plowed in once. (lot # 15)
17. Kept clean of snow in the winter months. Keep up the good work! (lot # 40)
18. Keep it shoveled out in the winter (lot # 29)
19. Plowing in winter is awful! (lot # 27)
20. Winter parking is chaotic. Something needs to be done to provide more guidelines for parking spaces. (lot # 27)
21. Person that does snow removal needs to do a lot better job. (lot # 27)

Trash

1. Most days I feel as though I'm just waiting for a flat tire due to the glass (lot # 22)
2. Trash around bus shelter (lot # 40)
3. Could use a port a potty & trash cans (lot # 45)
4. Litter and poor snow removal are problems (lot # 40)
5. Don't close this and keep it shoveled out in the winter. (lot # 29)
6. Litter and poor snow removal are problems (lot # 40)
7. Lot is often littered with trash and plowing in winter is awful! (lot # 27)
8. Lot very rough & a lot of trash (lot # 23)
9. There are no trash cans in the lot (lot # 11)
10. People use this lot to throw out garbage, TV sets, tires! Small tree limbs, no trash cans. (lot # 23)
11. Trash & broken glass in lot (lot # 22)

12. Would be nice if a trash receptacle was provided + picked up. (lot # 43)
13. The lot and its surrounding environs are littered with trash (lot # 29)
14. The parking lot property is a mess with trash and litter (lot # 43)
15. The place is a mess with trash all over the place (lot # ...)
16. This lot is filthy. It has been a dumping ground for years. Trash all over the place (lot # 22)
17. You need a port a potty and trash cans (lot # 40)

General Maintenance

1. Needs to be graded to remove all the gigantic dips & rises (lot # 5)
2. It certainly would be nice if it were paved (lot # 5)
3. We're lucky if it gets graded twice a year. If this truly is a MaineDOT park & ride why can't it be paved like a lot of the other lots? (lot # 5)
4. This lot could use to be graded many pot holes also could use something to help water drain sometimes it's like a swamp. (lot # 5)
5. The parking lot needs to be graded on a regular basis (lot # 23)
6. The lot is full and in ruff shape (lot # 5)
7. Newly painted lines would be appreciated! (lot # 29)
8. The lines for parking could be painted (lot # 21)
9. Some painted parking lot lines may be useful. (lot # 29)
10. Refresh the paint for the parking lot to aid in parking correctly (lot # 3)
11. Pave it (lot # 5)
12. Needs to be graded TONS of pot holes! (lot # 5)
13. Need to grade lot & do some grounds keeping (lot # 5)
14. We pay a lot in taxes so I feel the lot should be paved. (lot # 23)
15. More often maintenance of the lot needs to be done. Such as grading the entrance. It doesn't take long after a rain storm for it to be in bad shape at the entrance. (lot # 5)
16. Lot not very well maintained. Could pave exits into lot so we would not have big pot holes when trying to get out into traffic. (lot # 23)
17. Lines need to be painted difficult to maneuver around tractor trailers when they park for rest (lot # 29)
18. It would be appreciated if they would fill the dip in the entry way!!! (lot # 35)

Security and Lighting

1. Concerned regarding my safety and the safety of my vehicle (lot # 22)
2. I have had stuff stolen off my vehicle and found out there is no security there at all. (lot # 29)
3. Security is next to non-existent (lot # 40)
4. More lighting would make me feel safer (lot # 27)
5. Need better security (lot # 39)
6. Rarely observe any security (lot # 27)
7. Security needs improvement - numerous long term residents (lot # 22)
8. The security of the lot is poor (lot # 40)
9. A police presence would be appreciated (lot # 40)
10. Lighting isn't as good as it should be (lot # 40)
11. More lighting is needed (lot # 11)

12. Randolph Park & Ride could use lighting (lot # 23)
13. The lights in the upper lot are often not working properly (lot # 43)
14. Lighting is often not working (lot # 22)
15. Use LED lighting (lot # 27)
16. No security cameras. (lot # 45)

Access

1. East bound access is dangerous (lot # 45)
2. Access to route 22 from the Park & Ride is very difficult at times. (lot # 46)
3. All Park & ride lots should have both an entrance and exit for ease of traffic flow. (lot # 27)
4. Entrance + exit of area are one way, but people often try to enter/exit - need better signage. (lot # 37)
5. Getting into this park and ride is a bit of a hassle (lot # 29)
6. Hard to exit lot unless you turn right due to traffic, blind spot to the left. (lot # 45)
7. Entrance very poor (lot # 45)
8. tough to take a left out of the lot between 4-5:30pm (lot # 46)

Tolls/Expenses

1. The new pricing is not friendly to the carpoolers! (lot # 39)
2. How about a break for the commuters?!!!! (lot # 27)
3. Bring back the state-run GoMaine van pool (lot # 37)
4. ME tolls are too high for daily commuters. (lot # 27)
5. Need to give those who commute daily the discount we used to get! New plan costs much more for the person who carpools with others not on their plan! (lot # 48)
6. Discount for carpooling/commuting cost of new plan is killing us! (lot # 48)
7. Very poor decision on DOT's part to dismantle Go Maine (lot # 22)
8. The State of Maine should re-invest in vanpools i.e. GoMaine (lot # 37)
9. This lot needs a transponder so I don't have to ride through the rest stop in order to avoid being charged 4 x tolls in 1 day. (lot # 42)
10. Turnpike needs to be turned back to the state as a state owned road... :) (lot # 31)
11. With the price of gas being so high, the need for park & ride lots are even more critical now. Glad it's here! (lot # 31)
12. The Maine Tpk does not take into consideration people who carpool. In fact the increase in tolls has tripled what we were paying! We carpool to save money, energy + emissions for our environment, but ending up paying more for tolls. Needless to say I am not happy (lot # 39)

Thank You

1. Appreciate the town up keeping + providing this centrally located Park + ride area. Thank you!! (lot # 5)
2. Great service. Thanks! (lot # 22)
3. I think the park and ride system is Fabulous! I use them all over ME for both business and pleasure trips! (lot # 1)
4. Generally very nice fairly clean, safe enough so far, very convenient very useful, thank you! (lot # 22)

5. Thank you for having these park & rides (lot # 33)
6. thank you for making the park & ride available (lot # 27)
7. "Thank you for providing these lots. Do wish the ""Go Maine"" program did a better job connecting people with car pools." (lot # 6)
8. Thank You! (lot # 33)
9. Thank You!! Nice to have a lot I don't have to pay an arm + leg to park!! (lot # 22)
10. Thanks to home depot for providing part of their parking lot to park & ride. I no longer shop at the stores @ Topsham Fair Mall because of their decision to stop the park & ride. (lot # 31)
11. This is a great lot. Please keep it (lot # 49)
12. Have used Park & Ride off and on in this area and others and are much appreciated. (lot # 7)

Miscellaneous

1. I don't carpool I simply walk, but I'm unable to submit the survey without making a selection. (lot # 22)
2. for my commute to/from work- but do occasionally have a need to park over 24 hrs (lot # 22)
3. depends on the day. Lot is full when people park + take bus to gamble (lot # 40)
4. busses pick up for casinos park and block traffic (lot # 45)
5. Absolutely outrageous to wait a year for another park + ride lot to open near Topsham. I took a job 35 miles away from my house based in Portland on availability of vanpooling then had no place to park !!! (lot # 31)
6. Angle parking should be accompanied by one-way drive lanes. It is chaos when cars go in both directions in the lot. (lot # 22)
7. answer to 10 - once a month (lot # 12)
8. could use some more parking spaces thanks. Everyone in this lot rides to BIW. Need more spaces. (lot # 23)
9. First time I used this lot. Was convenient + will use again if the need arises (lot # 48)
10. Leave more room for the general public. Don't let any workers dominate the available space (lot # 5)
11. I liked the old park and ride better. Closer to exit 80. didn't have to fight Lisbon St. traffic. This lot is a big inconvenience (lot # 45)
12. I use the park and rides when meeting for a day trip (lot # 40)
13. I use this lot once a month. The ditch is terrible. I park at 7:00 am and usually take the next to the last spot. (lot # 14)
14. It's absolutely absurd as to amount of people who carelessly still park in clearly marked NO PARKING zone while they obstruct and frustrate the bus drivers. (lot # 27)
15. I've used once before in past while commuting I do ride by and lot is usually in use by 10+ cars. Good location for Lincoln county residents commuting from Mid coast peninsulas (lot # 10)
16. Jackson Lab commuter bus rider (lot # 3)
17. Miss direct access to Tpk. From Park and Ride the old exit out of park and ride. Auburn Park and ride (lot # 39)

18. MMC employees would use it more; they work on 12 hour schedules & weekends. 6 - 1800 - to 0530 - 8:30pm Add schedule might just need two buses WOW! (lot # 27)
19. Most of the people who park here jump on full size vans to go to work at BIW (lot # 23)
20. My job takes me out of town 3 to 4 days straight every other week. I leave my vehicle parked at the lot during this time this is where I meet my carpool to commute to my off site job location. The other week I commute daily from the same pnr (lot # 31)
21. never any issues here though close to hotel (lot # 1)
22. Occasionally I have to work away and need to park for a couple of days while being away. (lot # 27)
23. Seems like more and more vehicles have moved in - RV's, vans, cars w/ people sleeping in them. Hope this can remain a daily lot for commuters. (lot # 22)
24. sometimes tractor trailers park here and we lose half of the lot (lot # 25)
25. Sometimes overloaded. (lot # 7)
26. too many 'creep' vehicles (cars, vans) in Marginal Way lot. Taxi drivers can be rude.
27. Too many people use this for their own parking. Students from USM, Taxi's, Tiny Tim's moving. When there is a snow storm + parking ban in Portland. There is little or no room for us commuters. We get there @ 5:45am. We have complained over the last 2-3 years. (lot # 22)
28. Traffic on Congress Ave exit from Route One North combined with Bath Rd and the bus company make exiting lot at rush hour hazardous. Recently started exiting to the right and reversing direction at the new traffic circle. (lot # 5)
29. Wi-Fi? While waiting (lot # 44)

Appendix D: User Benefits by Lot

The following table shows all of the lots and the user benefit in VMT savings and dollar savings per lot.

| Lot # | Town | Cars in the lot | Average Distance From Lot One Way | VMT savings | VMT per year | \$ savings per year |
|-------|----------------|-----------------|-----------------------------------|-------------|--------------|---------------------|
| 1 | Augusta | 3 | 204.00 | 1,224 | 318,240 | \$ 79,560.00 |
| 3 | Bangor | 57 | 63.33 | 7,220 | 1,877,200 | \$ 469,300.00 |
| 5 | Bath | 59 | 4.14 | 489 | 127,103 | \$ 31,775.71 |
| 6 | Bowdoinham | 13 | 27.14 | 706 | 183,486 | \$ 45,871.43 |
| 7 | Buckfield | 10 | 38.40 | 768 | 199,680 | \$ 49,920.00 |
| 8 | Dixfield | 4 | 66.00 | 528 | 137,280 | \$ 34,320.00 |
| 10 | Edgecomb | 2 | 27.50 | 110 | 28,600 | \$ 7,150.00 |
| 11 | Farmington | 19 | 34.80 | 1,322 | 343,824 | \$ 85,956.00 |
| 12 | Freeport | 16 | 64.80 | 2,074 | 539,136 | \$ 134,784.00 |
| 13 | Freeport | 4 | 18.00 | 144 | 37,440 | \$ 9,360.00 |
| 14 | Gardiner | 9 | 44.75 | 806 | 209,430 | \$ 52,357.50 |
| 15 | Gorham | 2 | 12.00 | 48 | 12,480 | \$ 3,120.00 |
| 16 | Lisbon | 5 | 17.00 | 170 | 44,200 | \$ 11,050.00 |
| 20 | Nobleboro | 7 | 22.00 | 308 | 80,080 | \$ 20,020.00 |
| 21 | Pittsfield | 12 | 41.50 | 996 | 258,960 | \$ 64,740.00 |
| 22 | Portland | 137 | 47.75 | 13,084 | 3,401,710 | \$ 850,427.50 |
| 23 | Randolph | 32 | 26.00 | 1,664 | 432,640 | \$ 108,160.00 |
| 25 | Sabattus | 23 | 31.40 | 1,444 | 375,544 | \$ 93,886.00 |
| 26 | Saco | 117 | 33.97 | 7,949 | 2,066,822 | \$ 516,705.43 |
| 29 | South Portland | 38 | 44.67 | 3,395 | 882,613 | \$ 220,653.33 |
| 30 | Thomaston | 3 | 40.00 | 240 | 62,400 | \$ 15,600.00 |
| 31 | Topsham | 27 | 36.71 | 1,983 | 515,469 | \$ 128,867.14 |
| 32 | Waldoboro | 11 | 29.00 | 638 | 165,880 | \$ 41,470.00 |
| 33 | Westbrook | 4 | 6.00 | 48 | 12,480 | \$ 3,120.00 |
| 34 | Westbrook | 45 | 40.00 | 3,600 | 936,000 | \$ 234,000.00 |
| 35 | Peru | 3 | 51.00 | 306 | 79,560 | \$ 19,890.00 |
| 36 | Winthrop | 7 | 29.00 | 406 | 105,560 | \$ 26,390.00 |
| 37 | Yarmouth | 32 | 40.91 | 2,618 | 680,727 | \$ 170,181.82 |
| 39 | Auburn | 68 | 38.00 | 5,168 | 1,343,680 | \$ 335,920.00 |
| 40 | Biddeford | 98 | 32.56 | 6,382 | 1,659,258 | \$ 414,814.40 |
| 41 | Falmouth | 9 | 32.00 | 576 | 149,760 | \$ 37,440.00 |
| 42 | Gardiner | 30 | 44.00 | 2,640 | 686,400 | \$ 171,600.00 |
| 43 | Gray | 73 | 33.00 | 4,818 | 1,252,680 | \$ 313,170.00 |
| 44 | Kennebunk | 36 | 51.00 | 3,672 | 954,720 | \$ 238,680.00 |
| 45 | Lewiston | 42 | 50.13 | 4,211 | 1,094,730 | \$ 273,682.50 |
| 46 | Portland | 17 | 50.67 | 1,723 | 447,893 | \$ 111,973.33 |
| 47 | Scarborough | 22 | 73.50 | 3,234 | 840,840 | \$ 210,210.00 |
| 48 | Wells | 39 | 36.70 | 2,863 | 744,276 | \$ 186,069.00 |
| 49 | York | 20 | 40.83 | 1,633 | 424,667 | \$ 106,166.67 |
| | | | | | | \$ 5,928,361.77 |

Appendix E: Mail back Survey Form

Park 'N Ride User Survey

Dear Motorist: MaineDOT always strives to improve our services. Can you take a moment to fill out this survey about this Park N' Ride lot? When completed, simply pop it in the mail. Please know MaineDOT appreciates your feedback. Thank you.

1. Where did your trip to the Park 'n Ride begin?

Street / Origin:

City / State:

2. Where were you headed to after you parked at the Park 'n Ride lot?

Street / Origin:

City / State:

3. Why did you park at the Park 'n Ride lot? (check one)

- Parking for commute to/from work
 Parking for business
 Parking for shopping trip
 Parking for recreation
 Other (please specify below)

4. What connection do you typically make at this lot? (check all that apply)

- Carpool Charter bus Train
 Vanpool Transit bus Other

5. Including you, how many were in the vehicle you transferred into (circle one)

1 2 3 4 6+

6. How full is this Park 'n Ride lot when you use it? (Circle one)

Nearly empty 75% Full
 25% Full Nearly 100% Full
 50% Full

7. How would you rate this lot in terms of access, signing, lighting and security? Please circle the appropriate rating below. (A rating of "1" is poor, "5" is good,, and "n/a" is not applicable.)

| | Poor | Average | Good |
|----------|------|---------|------|
| Access | n/a | 1 2 3 | 4 5 |
| Signing | n/a | 1 2 3 | 4 5 |
| Lighting | n/a | 1 2 3 | 4 5 |
| Security | n/a | 1 2 3 | 4 5 |

8. How many times do you use this Park 'n Ride lot each week? (circle one)

Seldom 1 2 3 4 5+

9. Do you ever park at this lot overnight or on weekends?

- Yes – overnight
 Yes – weekends
 No

10. Comments

Addendum: 2013-14 Park & Ride Occupancy Comparison

In May of 2014, MaineDOT and the Maine Turnpike Authority resurveyed the amount of Park & Ride lot capacity that was being used at each of the lots. The 2014 data was compared to 2013 data identify changes As the following summary table shows, the use of Maine's Park & Ride lots showed an increase of 3% statewide. Most of the increase in use occurred on MaineDOT lots, while use of MTA lots remained nearly the same. Park & Ride capacity also increased with the addition of a lot at Exit 15 in Yarmouth. The % of available Park & Ride spaces used statewide, with increases in use and capacity, remained at 51%.

| Lot # | MaineDOT/MTA Lot Locations | Spaces | | Observed Occupancy | | % | % of Spaces Occupied | |
|-------|-----------------------------|--------|------|--------------------|------|----|----------------------|------|
| | | 2013 | 2014 | 2013 | 2014 | | Change | 2013 |
| 1 | Augusta – ACC/Exit 112 | 24 | 24 | 3 | 10 | | 13% | 42% |
| 2 | Augusta – Piggery/Rte. 9 | 25 | 25 | 10 | 7 | | 40% | 28% |
| 3 | Bangor – Exit 182B | 50 | 50 | 57 | 44 | | 114% | 88% |
| 4 | Bangor – Walmart/Exit 187 | 40 | 40 | 3 | 3 | | 8% | 8% |
| 5 | Bath – Rte 1 | 50 | 50 | 59 | 72 | | 118% | 144% |
| 6 | Bowdoinham – Exit 37 | 24 | 24 | 13 | 8 | | 54% | 33% |
| 7 | Buckfield – Rte 117 | 15 | 15 | 10 | 9 | | 67% | 60% |
| 8 | Dixfield – Rte 2 | 10 | 10 | 4 | 2 | | 40% | 20% |
| 9 | E. Lebanon – US Rte 202 | 50 | 50 | 1 | 3 | | 2% | 6% |
| 10 | Edgecomb – US Rte 1 | 30 | 30 | 2 | 4 | | 7% | 13% |
| 11 | Farmington – US Rte 2 | 47 | 47 | 19 | 16 | | 40% | 34% |
| 12 | Freeport – US Rte 1 | 22 | 22 | 16 | 13 | | 73% | 59% |
| 13 | Freeport – US Rte 1 | 50 | 50 | 4 | 4 | | 8% | 8% |
| 14 | Gardiner – Exit 49 | 10 | 10 | 9 | 9 | | 90% | 90% |
| 15 | Gorham – US Rte 114 | 60 | 60 | 2 | 4 | | 3% | 7% |
| 16 | Lisbon Falls – Rte 196 | 10 | 10 | 5 | 7 | | 50% | 70% |
| 17 | Mechanic Falls – Rte 121 | 10 | 10 | 2 | 0 | | 20% | 0% |
| 18 | Medway – Irving/Exit 244 | 24 | 24 | 4 | 9 | | 17% | 38% |
| 19 | New Gloucester – Rte 26 | 30 | 30 | 2 | 0 | | 7% | 0% |
| 20 | Nobleboro – US Rte 1 | 20 | 20 | 7 | 5 | | 35% | 25% |
| 21 | Pittsfield – Plaza/Exit 150 | 20 | 20 | 12 | 11 | | 60% | 55% |
| 22 | Portland – Exit 7 | 200 | 200 | 137 | 141 | | 69% | 71% |
| 23 | Randolph – Rte. 9 | 50 | 50 | 32 | 36 | | 64% | 72% |
| 24 | Rome – Rte 27 | 10 | 10 | 3 | 2 | | 30% | 20% |
| 25 | Sabattus – Rte 126/Exit 86 | 29 | 29 | 23 | 20 | | 79% | 69% |
| 26 | Saco – Exit 36/Rte 112 | 50 | 50 | 1 | 2 | | 2% | 4% |
| 27 | Saco – Exit 36 | 135 | 135 | 117 | 112 | | 87% | 83% |
| 28 | Skowhegan – US Rte 2 | 25 | 25 | 4 | 6 | | 16% | 24% |
| 29 | South Portland – Exit 45 | 111 | 111 | 38 | 43 | | 34% | 39% |
| 30 | Thomaston – US Rte 1 | 26 | 26 | 3 | 5 | | 12% | 19% |
| 31 | Topsham – Home Depot | 27 | 27 | 27 | 30 | | 100% | 111% |
| 32 | Waldoboro – US Rte 1 | 17 | 17 | 11 | 16 | | 65% | 94% |
| 33 | Westbrook – Exit 47 | 90 | 90 | 45 | 45 | | 50% | 50% |
| 34 | Westbrook – Route 302 | 25 | 25 | 4 | 3 | | 16% | 12% |
| 35 | West Peru – Rte 108 | 20 | 20 | 3 | 3 | | 15% | 15% |
| 36 | Winthrop – Rte 202 | 10 | 10 | 7 | 3 | | 70% | 30% |
| 37 | Yarmouth – Exit 17 | 30 | 30 | 32 | 33 | | 107% | 110% |
| 38 | Yarmouth – Exit 15* | | 100 | | 22 | | | 22% |
| | All MaineDOT Lots | 1476 | 1576 | 731 | 762 | 4% | 53% | 52% |
| 39 | Auburn - MTA | 137 | 137 | 68 | 73 | | 50% | 53% |
| 40 | Biddeford - MTA | 135 | 135 | 98 | 85 | | 73% | 63% |
| 41 | Falmouth - MTA | 19 | 19 | 9 | 13 | | 47% | 68% |
| 42 | Gardiner - MTA | 54 | 54 | 30 | 34 | | 56% | 63% |
| 43 | Gray - MTA | 74 | 74 | 73 | 69 | | 99% | 93% |
| 44 | Kennebunk - MTA | 52 | 52 | 36 | 40 | | 69% | 77% |
| 45 | Lewiston - MTA | 96 | 96 | 42 | 39 | | 44% | 41% |
| 46 | Portland - MTA | 68 | 68 | 17 | 18 | | 25% | 26% |
| 47 | Scarborough - MTA | 70 | 70 | 22 | 24 | | 31% | 34% |
| 48 | Wells - MTA | 100 | 100 | 39 | 36 | | 39% | 36% |
| 49 | York - MTA | 26 | 26 | 20 | 24 | | 77% | 92% |
| | All MTA Lots | 831 | 831 | 454 | 455 | 0% | 55% | 55% |
| | All MaineDOT and MTA Lots | 2307 | 2407 | 1185 | 1217 | 3% | 51% | 51% |

* Lot 38 at Exit 15 in Yarmouth was activated in the fall of 2013.