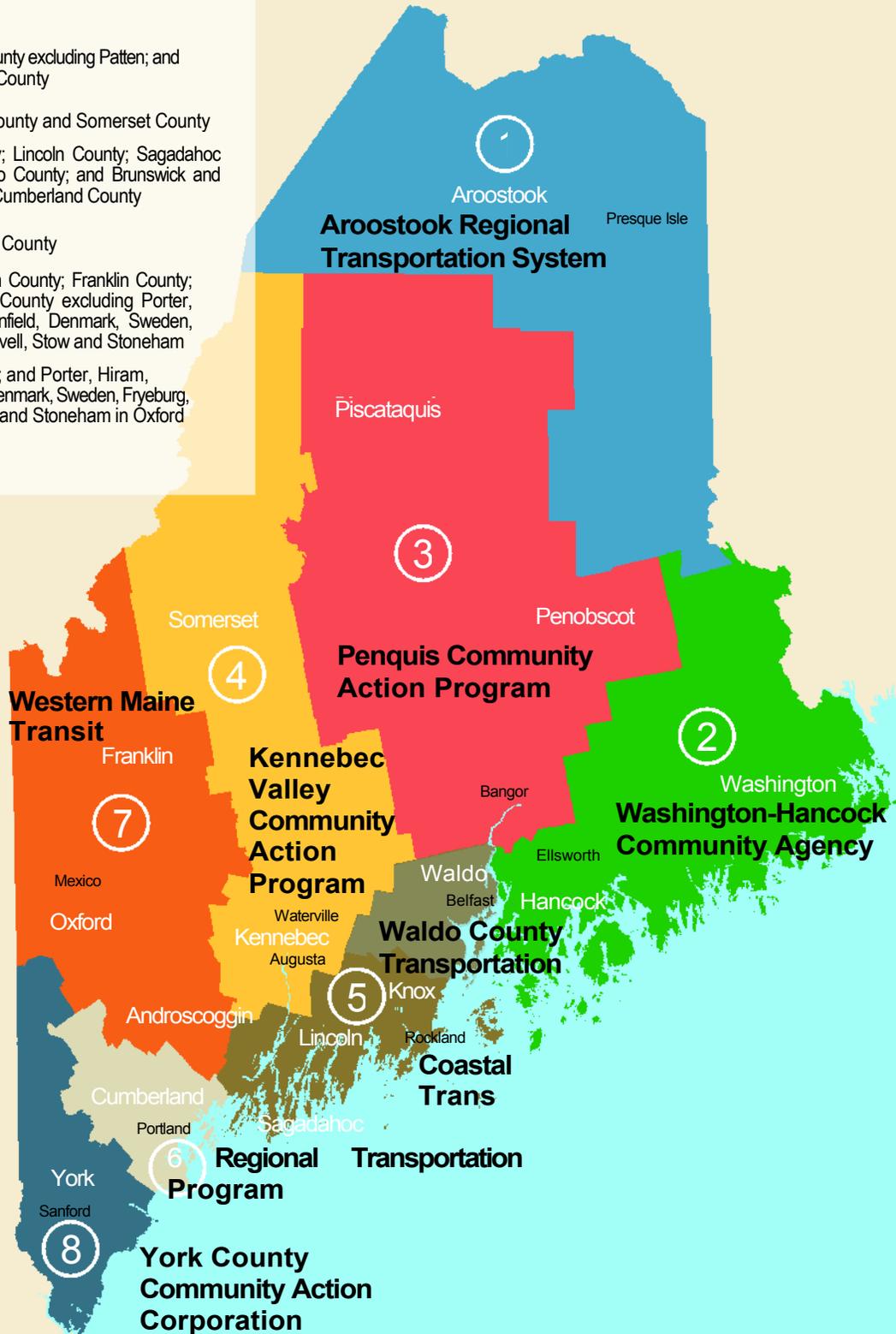


**MAINEDOT REGION 1**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 and FY 2012**  
**A LOCALLY COORDINATED PLAN**

**AROOSTOOK REGIONAL TRANSPORTATION  
SYSTEM, INC.**

# MAINEDOT TRANSIT REGIONS

- **Region 1** Aroostook County; Danforth in Washington County; and Patten in Penobscot County
- **Region 2** Hancock County including Isle au Haut; and Washington County excluding Danforth
- **Region 3** Penobscot County excluding Patten; and Piscataquis County
- **Region 4** Kennebec County and Somerset County
- **Region 5** Knox County; Lincoln County; Sagadahoc County; Waldo County; and Brunswick and Harpswell in Cumberland County
- **Region 6** Cumberland County
- **Region 7** Androscoggin County; Franklin County; and Oxford County excluding Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham
- **Region 8** York County; and Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham in Oxford County



**MAINEDOT REGION 1  
BIENNIAL OPERATIONS PLAN**

**AROOSTOOK REGIONAL TRANSPORTATION  
SYSTEM, INC.**

**FY 2011 and FY 2012**

Prepared by

Rothe Associates

*Acknowledgement: This Plan has been prepared in cooperation with the State of Maine, Department of Transportation, the U.S. Department of Transportation, and the Federal Transit Administration.*

*Disclaimer: The contents of this Plan reflect the views of the author who is responsible for the facts and accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the Maine Department of Transportation, the U.S. Department of Transportation, or the Federal Transit Administration.*

**REGIONAL OVERVIEW**

**FY 2011 and FY 2012**

**MAINEDOT REGION 1**

**REGIONAL OVERVIEW**

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# MAINEDOT REGION 1 BIENNIAL OPERATIONS PLAN

## REGIONAL OVERVIEW

### LOCATION OF REGION 1

Region 1 encompasses all of Aroostook County, the Danforth area in Washington County and the Patten area in Penobscot County. The service area is over 6,600 square miles in size and has a population of 73,476 (71,870 in Aroostook County, 589 in Danforth, 1,017 in Patten; 2010 Census). Aroostook County is Maine's northernmost county, as depicted in the MaineDOT Transit Region map located at the front of this document. It is also the largest county east of the Mississippi River. The Aroostook Regional Transportation System, Inc. (ARTS), the County's only regional provider, is headquartered in Presque Isle.

### POPULATION OF REGION 1

As shown in the table below, Aroostook County had a year 2010 population of 71,870. Unlike most areas of Maine, Aroostook County lost about 3% of its population between 2000 and 2010. In fact, the County has been losing population since at least 1960. The overall population decline between 1960 and 2010 was 32%.

POPULATION OF AROOSTOOK COUNTY AND MAINE		
Year	Aroostook County	Maine
1960	106,064	970,689
1970	92,463	992,048
1980	91,331	1,124,660
1990	86,936	1,227,928
2000	73,938	1,274,923
2010	71,870	1,328,361
1970-80 change	-1%	13%
1980-90 change	-5%	9%
1990-00 change	-15%	4%
2000-10 change	-3%	4%
1960-10 change	-32%	37%

Source: US Census

Aroostook County's median household income in the year 2010 (\$35,439) was substantially below the state figure (\$46,541). The percentage of people living below the poverty level (16.9%) was higher than at the state level, as was the percentage of people aged 65 and over (19.0%)

AROOSTOOK COUNTY POPULATION PROFILE – 2010		
Measure	Aroostook County 2010	Maine 2010
Total Population	71,870	1,328,361
Total Households	30,961	557,219
Average Household Size	2.41	2.43
Median Household Income	\$35,439	\$46,541
Persons below Poverty	16.9%	12.6%
65 Years and Over	19.0%	15.9%

Source: 2010 U.S. Census, American Community Survey

## REGIONAL PUBLIC AND PRIVATE TRANSPORTATION PROVIDERS

### A. PUBLIC TRANSPORTATION PROVIDERS

**Aroostook Regional Transportation System, Inc (ARTS):** ARTS is a private non-profit agency designated by MaineDOT as the regional provider of transit services to the general public, individuals with disabilities, low income and elderly people in Region 1 which includes Aroostook County, Danforth in Washington County and Patten in Penobscot County. ARTS provides social service and public non-emergency transportation through a variety of transit services including:

- **Demand response.** ARTS operates five demand response bus routes as more fully explained in the next section of the BOP servicing the following communities and surrounding areas: Caribou, Fort Kent, Houlton, Madawaska and Presque Isle. Approximately 87% of the riders of the bus system are members of the general public, and about 13% are MaineCare riders. County Ride is the major purchaser of MaineCare bus tickets. County Ride is a program of the Aroostook Mental Health Center that helps adults with chronic mental illness find local, affordable transportation that offers choices that are easily accessible throughout Aroostook County.
- **MaineCare transportation.** ARTS provides non-emergency medical transportation to individual MaineCare clients when no other transportation is available. ARTS must select the least expensive means of transportation that is suitable to meet the client’s medical needs. Below are the categories of services provided by ARTS for MaineCare clients:
  - Friends and Family Program – this program provides MaineCare reimbursement for self-drive or by friends and family;
  - ARTS volunteers – services provided by volunteer drivers using private vehicles;
  - ARTS agency vehicles – transportation provided by ARTS on either its demand response bus routes as described above or general demand-response service;
  - Other – ARTS refers trips to other providers such as taxis and regional providers in adjacent regions as appropriate.

- **Transportation services to other agencies through contractual agreements.** ARTS has contracts to provide transportation to clients of:

Maine Department of Health and Human Services. DHHS clients include the elderly, persons with disabilities, and adults and children in protective custody.

Aroostook Area Agency on Aging. AAAA is a private non-profit agency providing volunteer transportation to the elderly for shopping and errands.

Central Aroostook ARC. Central Aroostook ARC is a private, non-profit agency providing service exclusively to individuals with mental disabilities children and adults who are clients of the agency.

Aroostook County Action Program Headstart: ACAP Headstart is a private non-profit organization providing service exclusively for those attending Headstart.

- **Transportation services to other agencies on a non-contract basis.** ARTS provides non-contractual transportation services to the following agencies:

Adult Multiple Alternative Center - A private non-profit agency providing service exclusively to individuals with mental disabilities adults who are clients of the agency. AMAC also uses taxis.

Aroostook MicMac Band of Indians - An Indian tribe providing service exclusively for children attending its Head Start program). Some members use ARTS' services including the buses, but the Aroostook MicMac Band of Indians has its own vehicles.

Child Development Services - A non-profit agency providing non-MaineCare transportation services for their clients. ARTS has an informal agreement to transport MaineCare preschool children to Caribou and Presque Isle.

- **Other MaineCare administrative services.** The following organizations provide transportation to MaineCare eligible individuals and bill MaineCare through ARTS.

Community Living Association - A private non-profit agency providing transportation services for their clients.

Danforth Habilitation Association - A private non-profit agency providing service exclusively to individuals with mental disabilities who are clients of the agency.

Green Valley Association - A private non-profit organization providing service exclusively to adults with mental disabilities who are clients of the organization.

Northern Aroostook Alternatives - A private non-profit agency providing service exclusively to individuals with mental disabilities who are clients of the agency.

Northern Maine General - A private non-profit agency providing service exclusively to individuals with mental disabilities who are clients of the agency.

Personal Services of Aroostook - A private non-profit agency providing service to individuals with disabilities who are clients of the agency.

St. John Valley Association, Inc - A private non-profit organization providing service exclusively for those attending programs for individuals with disabilities.

Southern Aroostook Association for Retarded Citizens - A private non-profit organization providing service exclusively for those attending programs for individuals with disabilities.

## **B. PRIVATE TRANSPORTATION PROVIDERS**

### **Bus Companies**

**John T. Cyr Bus Line:** Headquartered in Old Town, is a private inter-city bus and charter coach service. It provides daily service between Bangor and Limestone, phone # 827-2335.

### **Taxi Cab Companies**

**Aroostook Cab Company:** 4 Macon Street, Caribou, # 496-3227; and Presque Isle, # 764-1600.

**Burke's Riverside Taxi:** 694 Main Street, Van Buren, # 868-513.

**Houlton Cab:** 20 North Street, Houlton, # 532-6116.

**Shiretown Taxi,** 77 Somerville Road, Linneus, # 532-7173.

**Town Taxi,** 13 Laurette Street, Caribou, # 496-3146, 538 Fort Fairfield Road and Washburn Road, Presque Isle, # 764-3200.

**WBK Taxi,** 41 Pease Rd, Mapleton, # 764-2899.

## **C. PROVIDERS SEEKING SECTION 5311 ASSISTANCE**

The only provider seeking Section 5311 funding and/or state assistance is Aroostook Regional Transportation System, Inc.

## **DEVELOPMENT OF THE LOCALLY COORDINATED PLAN**

Coordination of public transit services is at the core of MaineDOT's mission of providing statewide public transportation through the development and maintenance of efficient, effective and safe transit systems that meet the access and mobility needs of its citizens. Coordination occurs not only at the state agency level, but also at the regional and local levels to assist in prioritizing transit needs, identifying funding sources and avoiding duplication of services.

The Biennial Operations Plan is a planning process that documents and prioritizes local, regional and statewide transit needs, creates opportunities for discussion regarding potential projects and funding mechanisms, and reports out on adequacy of current services. The coordination of transit planning is a federal (SAFETEA-LU) and state (23 MRSA §4209 et seq.) requirement when selecting transportation projects for funding to ensure public participation and equitable distribution of available funding among disadvantaged populations such as the elderly, low-income and individuals with disabilities.

Below are the various processes used in meeting the locally coordinated plan requirements and the state mandates on coordination of human services transportation:

- Collect, analyze and evaluate existing coordination efforts among transportation stakeholders within each region to determine how best to maximize available resources to meet the transportation needs of the region, as described in paragraph A, below;
- Organize statewide public participation forums, known as Regional Plan Advisory Committees (RPACs) to collaborate on existing and future transit needs as described in paragraph B, below;
- Schedule meetings as needed with interested parties such as advocacy groups and volunteer organizations interested in transportation services;
- Develop and implement outreach efforts with other stakeholders such as tribal governments, regional planning organizations, and the Maine Transit Association to expand potential transportation funding partnerships; and
- Report quarterly to the Governor's Interagency Transportation Coordinating Committee.

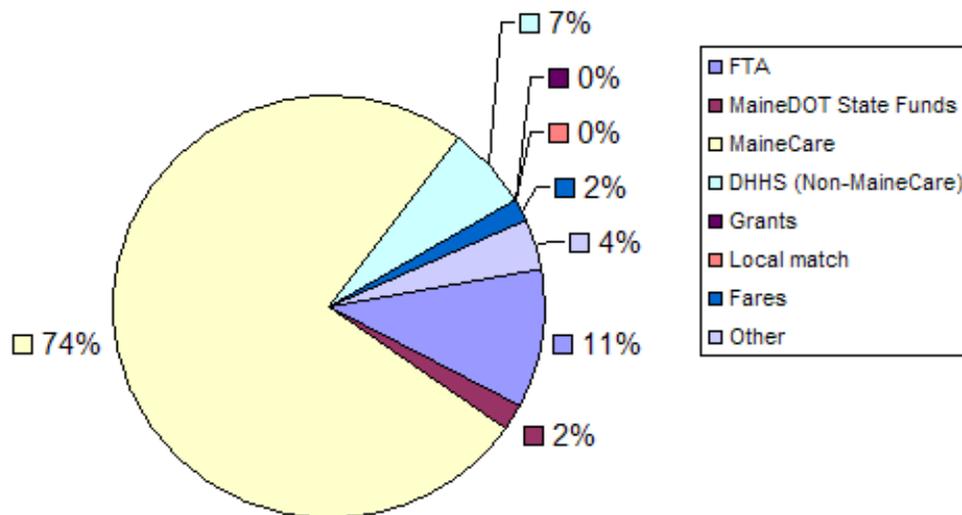
### **A. EXISTING COORDINATION EFFORTS IN AROOSTOOK COUNTY**

ARTS has worked closely for many years with social service agencies, service providers and others to ensure that its limited resources are used as efficiently as possible. As shown in the chart below, 74% of total revenues received in FY 2010 were derived from MaineCare funds. Consequently, ARTS relies heavily on their MaineCare transportation services to leverage other funding sources and coordinate trips to remain as a viable public transportation provider in the region. For example, there are members of the general public that rely solely on ARTS to access medical care, groceries and other basic living needs including elderly, individuals with disabilities and low income individuals who have marginal incomes and who do not qualify for any local, state or federal assistance programs. The importance of using a variety of funding sources as reflected in the chart provide the region with an affordable, integrated and comprehensive transit service. Moreover, the ability to leverage a variety of funding sources, instead of relying on a single source of revenue, is critical to support the current level of service or the expected demand for more services. The paragraphs following the chart provide an overview of some of ARTS' coordination efforts.

### Summary of ARTS FY10 Revenue Sources

Source	FY10	% of Total Revenue
FTA	\$348,566	11%
MaineDOT State Funds	\$51,165	2%
MaineCare	\$2,591,132	75%
DHHS (Non-MaineCare)	\$225,145	7%
Grants		0%
Local match		0%
Fares	\$105,099	3%
Other	\$111,200	4%
<b>ARTS Total Revenue</b>	<b>\$3,432,307</b>	

**2011 BOP FY10 Revenue Data**



### Background/History of ARTS

ARTS' Board of Directors is composed of representatives of the various agencies that receive transit services from ARTS. This helps ensure ongoing coordination between ARTS' staff and key representatives of the agencies that it serves. At the same time, the representatives of these agencies understand how ARTS delivers its services, as well as the many challenges that ARTS faces in meeting the region's transportation needs.

ARTS has established a continuous working relationship with community representatives and area social service agencies to address the transportation needs of Aroostook County and those portions of Washington and Penobscot Counties that are within the ARTS service delivery area. ARTS maintains an ongoing relationship with various social service agencies in an effort to continuously evaluate and respond to identified transportation needs. ARTS works with organizations to determine the most effective means of providing transportation for their

respective clients. Meetings are held with community groups throughout the year in an effort to improve coordination and efficiency of transportation services. Coordination is considered such an important part of the overall mission of ARTS that provisional language is included in the bylaws.

Since the inception of the Aroostook Regional Transportation System, the major thrust of provision of service has been to coordinate services to the elderly, individuals with disabilities, low income, and the general public. The population of the region is aging and the need for all populations to access proper medical care is growing, and as a result, ARTS expects that more of its services will be oriented to the elderly, individuals with disabilities and individuals seeking dialysis treatment. The original organizations involved with coordinated services were the Aroostook Area Agency on Aging, the Aroostook County Action Program, the Central Aroostook Association for Retarded Citizens, and the Aroostook Mental Health Center. Government departments involved with the coordinated provision of services include the Department of Health and Human Services.

Aroostook Regional Transportation System, Inc. also has a contract with the Department of Health and Human Services to provide services to children and adults in protective custody. These services are provided by private cars and ARTS unmarked vehicles and are not open to the general public.

MaineCare clients in Region 1 are referred to ARTS when seeking access to non-emergency medical transportation when no other means of transportation is available or appropriate. ARTS provides a variety of services for MaineCare clients including: provides direct payment to clients traveling to out-of-county or out-of-state approved medical services; provides direct payment to clients who are not able to use their agency vehicles based on either a medical condition or limited hours of the fixed-route service; purchases tickets from Cyr Bus Line or locally based airlines; and makes frequent referrals to taxi-cab services for clients who require regular transportation for dialysis and cancer treatments. ARTS also provides transportation on behalf of agencies who provide mental health and developmental disability services.

Finally, ARTS also provides medical transportation, including transportation for kidney dialysis, through a network of volunteers, the Retired Seniors Volunteer Program (RSVP). Excluding services for adults and children in protective custody that are provided under the DHHS contract and the MaineCare services, all other systems are available to members of the general public within the fare structure.

### **Daily Coordination Efforts**

Coordination of services occurs at all levels of planning and implementation at ARTS to ensure that a comprehensive, regional approach is used when evaluating available transportation services, including those agencies and organizations that request transportation services on a programmatic level. ARTS dispatchers, in particular, are responsible for ensuring eligibility of services as well as appropriate mode of service. Dispatchers take incoming calls from a variety of individuals seeking transportation, including the general public, individuals with disabilities, low-income and the elderly. Coordination with other social service agencies, such as the Office of MaineCare Services, is also critical to ensure the most efficient and appropriate ride is arranged for their clients if no other means of transportation is available.

## **B. REGIONAL PLAN ADVISORY COMMITTEE**

### **Introduction**

The Maine Department of Transportation and the Aroostook Regional Transportation System, Inc. solicited widespread input in the development of the locally coordinated plan using a Regional Plan Advisory Committee (RPAC). An extensive interested parties list was developed representing various organizations such as social service agencies, tribal governments, regional planning organizations, hospitals, nursing homes, advocacy groups, providers of transportation services and interested citizens. Notices of the meeting were mailed to the interested parties and public notices were advertised in the Bangor Daily News, Morning Sentinel and Kennebec Journal.

The notices included the purpose of the RPAC as follows:

- Evaluate current transit services and mobility management efforts for:
  - Low-income individuals
  - Elderly individuals
  - Individuals with disabilities
  - General public
- Report on interagency coordination efforts – what works and what doesn't work;
- Identify unmet needs for transportation and identify types of investments needed.

The response from the committee was comprehensive and participants specifically expressed concern regarding the economic challenges of the region and the increased need for transportation to access medical care, food, clothing, and social interaction for all populations. The committee's relationship with ARTS and specific transit needs were also highlighted at the RPAC meeting on May 12, 2011. Additional details regarding the Region 1 RPAC meeting are described below.

### **RPAC forum**

A total of 41 people signed the attendance sheets. At least a dozen additional people attended the forum but did not sign-in.

**Agenda.** The RPAC forum was held on May 12, 2011, at the Presque Isle Inn and Convention Center in Presque Isle, from 1:00 pm to 4:00 pm. The agenda included:

1. Introduction
  - Welcome and introductions
  - Importance of regional transportation system
  - Introduction to the RPAC process
  - Federal requirements
  - Expected outcomes
2. JARC and New Freedom Summary
3. Summary of transit services  
ARTS

## OTHER

- General overview of services provided
  - Funding challenges
  - Summary of regional coordination efforts
4. Around-the-table summary of issues, concerns: (Remainder of time)
- A. Current transit services and mobility management efforts for:
    - Low-income individuals
    - Elderly individuals
    - Individuals with disabilities
    - General public
  - B. Interagency coordination efforts – what works and what doesn't work
  - C. Unmet needs for transportation and types of investments needed
  - D. Other

**Handouts.** A number of handouts were distributed including:

- A progress report on achieving RPAC goals developed at the last RPAC meeting two years ago
- A summary sheet describing the JARC and New Freedom programs
- ARTS brochures
- A summary of the brokerage system being pursued by DHHS

**Presentations.** A MaineDOT official provided an overview of the BOP preparation process, the work of the Governor's Interagency Transportation Coordinating Committee, federal and state transit planning requirements, and the parameters and availability of funding for the JARC and New Freedom programs. An official from ARTS provided an overview of ARTS' transportation services.

The MaineDOT official also provided a brief history and overview of the proposed regulatory changes announced by the Office of MaineCare Services regarding non-emergency medical transportation (NEMT) for MaineCare members. The proposed change would require another entity, such as a broker, to arrange NEMT trips instead of ARTS arranging and providing the trips as is current practice. This regulatory change, if fully implemented, could impact ARTS and its ability to continue to operate as a Maine-DOT designated regional transportation provider.

- The change being considered by DHHS, Office of MaineCare Services, was a response to the notice they received from the Centers for Medicare and Medicaid Services (CMS) that they were out of compliance with NEMT regulations in three areas: 1. DHHS was billing services at the full reimbursement rate instead of the administrative rate; 2. NEMT providers, such as ARTS, could not continue to serve as both a broker and a provider of services; and 3. NEMT providers such as ARTS could not continue to pass through reimbursement to volunteers and friends and family for MaineCare
- The CMS "broker" rule is based on the premise that there is inherent conflict of interest and potential for fraud if one entity served as both the broker and provider of transportation services;

- The specifics of the NEMT brokerage system are not known at this time – specific questions will have to be directed to DHHS;
- MaineDOT has been working with DHHS and other stakeholders for two years looking at other options. The decision to utilize a broker was a last minute change. MaineDOT plans to assist DHHS on writing the RFP. MaineDOT is providing information to MaineCare officials on both federal and state requirements; the need to leverage funding; and the importance of the volunteer infrastructure. The IRS provision for volunteers and the Maine statute covering volunteers/insurance may be adversely affected if volunteers work for a for-profit agency.

**Public Comments:** The following is an overview of broad themes that emerged from public comments. The full text of citizen comments is available from MaineDOT:

*Unmet Needs/Challenges*

- Multiple funding sources with different requirements;
- Providing a cost-efficient, comprehensive service while meeting all federal, state and contract requirements;
- Retaining volunteers during periods of high gasoline prices;
- Dialysis transportation;
- An increasingly elderly, transit-dependent population;
- Providing service to those in need who are over MaineCare limits;
- Lack of other transportation alternatives;
- High cost of taxis;
- Providing service to those with development disabilities.

*Proposed NEMT Brokerage System*

- An outside broker would need to make a profit and would draw out of the system money that currently funds transportation services;
- There's a big differences between an urban area where competition can be encouraged, and a rural area like Aroostook County where the options for competition are limited;
- Diverting MaineCare funds from ARTS would cripple ARTS and could leave many people who don't qualify for MaineCare without transportation.

**C. ONGOING COLLABORATION**

MaineDOT meets with non-profit agencies, advocacy groups, transportation providers, volunteers, religious organizations and individual members of the public as requested to provide information regarding funding opportunities, approaches to effective collaboration within existing transit regions, and innovative solutions to transit challenges such as leveraging of other federal and state grants to assist communities in seeking local match for both operating and capital grant requests through the Federal Transit Administration.

## **D. OUTREACH EFFORTS**

MaineDOT through its various planning processes regularly seeks public input to help identify transit priorities and funding solutions to meet the needs for each of the transit regions. MaineDOT's long-range plan, mid-range plan and the two-year capital work plan are just some examples of the ongoing public participation efforts used to achieve comprehensive and equitable transportation planning priorities. Organizations such as the economic development districts, regional planning organizations, tribal governments, municipalities, Maine Turnpike Authority and Maine Transit Association are examples of transportation partners that MaineDOT relies upon in order to fully implement transit strategies at local, regional and statewide levels.

## **E. GOVERNOR'S INTERAGENCY TRANSPORTATION COORDINATING COMMITTEE (ITCC)**

The Governor's Interagency Transportation Coordinating Committee is the result of a state mandate requiring three state agencies to collaborate with each other in the delivery of passenger transportation services in Maine. Specifically, the law mandates the Departments of Transportation, Health and Human Services and Labor to serve on the committee to promote efficiency, cooperation and strategic planning for public transportation purposes.

The law also requires that the Biennial Operations Plan (BOP), which serves as the basis for federal and state funding of public transportation projects, be approved by the ITCC as way to ensure that collaboration and coordination is achieved in order to maximize efficiencies in the delivery of human transportation services. The BOP is an additional tool used by the committee to review current fixed-route and demand-response mass transportation services and to identify opportunities for enhancing these services. As noted earlier, the development of the BOP offers the service providers and transit users an opportunity for structured dialogue concerning the opportunities and obstacles to providing efficient and productive mobility for travelers in Maine.

## **LOCALLY COORDINATED PLAN – RECOMMENDATIONS**

The rural transit services provided in Region 1 are sustained by a number of regional, state and federal initiatives and partnerships aimed at helping people get where they need to go as cost-effectively as possible:

At the regional level, ARTS provides and coordinates the delivery of transit services and works closely with state and regional agencies that need to transport their client base.

At the state level:

- the Governor's Interagency Transportation Coordinating Committee (ITCC) coordinates transit programs and support among the Maine Departments of Transportation, Health and Human Services and Labor;
- The Department of Health and Human Services works with ARTS to ensure that the transportation needs of MaineCare and other clients of DHHS are met;

- The Maine Department of Transportation provides staff support to the ITCC, works with interested groups to explore new funding opportunities, and helps support ARTS by providing vehicles and operating support.

At the federal level, the Federal Transit Administration provides funding support for vehicles and operating expenses.

## Recommendations – Region 1

The recommendations shown below were developed using a combination of planning tools including the ongoing identification of issues and concerns by the RPAC, the ongoing coordination efforts of the ITCC, and collaboration with a range of transportation partners including ARTS, state agencies, private transportation interests and regional and local agencies with transportation needs.

1. **Transit Services.** Continue to provide a range of coordinated transit services for the elderly, individuals with disabilities and low income citizens and the general public;
2. **Designated Regional Coordinator of Transit Services.** Continue to have a MaineDOT-designated regional coordinator of transit services for the region;
3. **Coordination.** Continue to coordinate the delivery of transit services with state and regional agencies and continue to meet informally with individual agencies;
4. **Resource Allocation for Individuals with disabilities.** Periodically review the current allocation of resources and explore options for improving the allocation of those resources to better meet the needs of people with disabilities;
5. **JARC, New Freedom and other Programs.** Work with organizations, municipalities, private parties and others where there is interest in providing additional transit services and explore additional funding opportunities that support transit including JARC and New Freedom;
6. **New Partnerships.** Work with organizations, municipalities and other interested parties such as hospitals where there is an interest in expanding existing services or establishing new services;
7. **Volunteers.** Continue to utilize volunteers to the maximum extent possible, unless other mechanisms such as the Friends and Family Program are less costly, to provide covered services and continue efforts to attract additional volunteers;
8. **Annual Workshop.** Sponsor an annual transportation coordination workshop for the medical community and other interested parties;
9. **Scheduling.** Continue efforts to provide service on short notice to the maximum extent possible, including service to hospital discharge patients;
10. **Volunteers for Transport of Children.** Continue to consider incentives for attracting volunteers who will transport children;

11. **Website.** Continue to maintain and update the ARTS website;
12. **Brochures.** Continue to distribute brochures outlining ARTS' transportation services to service providers and others;
13. **More Service to UMPI.** Continue to work with officials at the University of Maine at Presque Isle to explore the possibility of expanding service to the campus;
14. **Transit Challenges.** Document/describe transit challenges including:
  - Unmet needs among certain population segments;
  - Unmet needs in specific geographic areas;
  - Growing needs that may prove challenging to serve in the future;
15. **Transit Infrastructure.** Improve connections and pedestrian access to both fixed-route and demand-response service, including but not limited to street crossings, sidewalks and shelters.

### **Recommendations – Statewide**

1. **State-Level Coordination.** Continue state-level coordination efforts aimed at enhancing cost-effective transit services for all Maine citizens;
2. **Partnership Opportunities.** Continue to explore opportunities for encouraging regional-level partnerships, including planning partnerships, to address unmet or changing needs or to more cost-effectively address existing needs;
3. **Private Providers.** Bring non-traditional partners to the table to encourage private, for-profit entities to become transit partners;
4. **Guidelines for Documenting Unmet Needs.** Establish guidelines that can be used by providers to address unmet needs.

## **PERIODIC REVIEW OF SERVICE**

### **A. OVERVIEW**

MaineDOT through its contract agreements with ARTS has identified performance measures and ridership reporting requirements to analyze transit services in the region. Region 1 challenges are unique in that it has a vast geographic area with only a few transportation options available to the public. Increased service and expansion of services is difficult to achieve as the ridership revenue does not support the expense of such an expansion. Changes to existing services are made as service statistics demand. The preparation of the Biennial Operations Plan provides an opportunity for such participation through the public notice process.

The combination of a large geographic territory and a decline in the population growth in Region 1 makes it difficult for a single route to be self sufficient for general public

transportation. Aroostook Regional Transportation System, Inc. provides one day a week service to each town in Region 1 and coordinates services to the general public, individuals with disabilities and the elderly. Additional transportation services are provided to the Maine Department of Health and Human Services, as well as a variety of social service agencies in Aroostook County. Challenges associated with expanding coordination to include other private transportation providers in the region are the need for area-wide service, the special needs of client groups, and the large geographical area to be served.

## **B. LOCALLY ESTABLISHED CRITERIA**

Aroostook Regional Transportation System, Inc. periodically looks at ridership and the region to ensure that the widest possible range of transportation services is provided in Region 1, particularly for those persons who are low income, individuals with disabilities or elderly.

At the regional level, no other organizations have stepped forward offering to provide services. ARTS was created a number of years ago to coordinate the transportation services being provided individually by a number of social service agencies. At that time, it was determined that ARTS could provide those services in a more cost effective manner. ARTS anticipates that in the future, the major criteria to be employed in making a public versus private service decision would be 1) contract cost on a per mile basis and 2) demonstrated ability of the operator to provide high quality, well-maintained service.

## **C. METHODOLOGY FOR TRUE COST COMPARISONS**

In the event that a private operator presents a proposal for delivering transportation services in the region, a cost comparison analysis will be developed for the purpose of determining the most cost effective method of service delivery. The cost comparison will include an analysis of all services and costs. The private operator will be allowed to build in a 10% profit margin. The cost analysis will be reviewed by the Executive Director and presented to the ARTS Board for formulation of a recommendation to MaineDOT.

## **D. COMPLAINTS FROM PRIVATE OPERATORS**

There have been no complaints from private operators.

## **AMERICANS WITH DISABILITIES ACT PLANS**

ARTS is in compliance with the "Non Discrimination on the Basis of Handicap" in Financial Assistance Programs in accordance with CFR Parts 27 and 609, Federal Register, May 23, 1986. ARTS taken steps to ensure access to transportation services by elderly persons and persons with disabilities. Vehicles are accessible as required.

**MAINEDOT REGION 1  
BIENNIAL OPERATIONS PLAN  
FY 2011 AND FY 2012**

**AROOSTOOK REGIONAL TRANSPORTATION  
SYSTEM, INC.**

# AROOSTOOK TRANSPORTATION SYSTEM, INC

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**MAINEDOT REGION 1 BIENNIAL OPERATIONS PLAN**  
**AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.**

**PROJECT DESCRIPTION**

**A. RURAL TRANSIT PROVIDER**

**Provider:** Aroostook Regional Transportation System, Inc.  
**Contact Person:** Dan Donovan  
**Address:** PO Box 552, 24 Houlton Road, Presque Isle, Maine 04769  
**Telephone:** 207-764-1290  
**Website:** [www.aroostooktransportation.org](http://www.aroostooktransportation.org)

**B. SERVICE**

**No. of Counties:** Three  
**Type of Service:** Demand Response, Contracts, Volunteer  
**Service Area:** Aroostook County, Danforth in Washington County and Patten in Penobscot County

**C. GEOGRAPHIC AREA**

Aroostook Regional Transportation System, Inc. serves all of Aroostook County, the Danforth area in Washington County and the Patten area in Penobscot County. The service area is over 6,600 square miles in size and has a population of approximately 71,870 (2010 Census).

**D. SERVICE DESCRIPTION**

Formal services and routes are set forth in brochures printed by ARTS (see Appendix), and are summarized below. The formal schedule does not include special runs or the driving that is undertaken to transport clients at times other than those specified in the brochures. The formal schedule is shaped in part by the goal of ARTS' Board of Directors that every town should be served by ARTS at least once a week. Areas served by ARTS include the following:

- 1. The Caribou Area bus schedule** serves in-town Caribou locations five days per week. Less frequent service is provided between Caribou and the following locations: Fort Fairfield, Limestone, Colby Siding, New Sweden, Stockholm, Washburn, Wade, Perham, Crouseville, Woodland, Caswell, Westmanland, Jemtland and Presque Isle.
- 2. The Fort Kent Area bus schedule** runs five days per week and serves in-town Fort Kent Mondays, Tuesdays, Thursdays and Fridays. Less frequent service is provided between Fort Kent and the following locations: Allagash, St. John, St. Francis, Quimby, Winterville, Eagle Lake, Plaisted, Wallagrass, Guerette, Daigle, Soldier Pond, Sinclair, St. Agatha, Frenchville, Madawaska, Presque Isle, and Caribou.

3. **The Houlton Area bus schedule** runs five days per week and serves in-town Houlton five days per week (except on the first and third Mondays). Less frequent service is provided between Houlton and the following locations: Oakfield, Dyer Brook, Cary, Smyrna Mills, Ludlow, Danforth, Hodgdon, Weston, Amity, Littleton, Monticello, Bridgewater, Mars Hill, Presque Isle, Patten, Island Falls, Linneus, Sherman, Orient, Haynesville, Wytovitlock, Bancroft, Macwahoc, Molunkus, Mt. Chase, and Benedicta.
4. **The Madawaska Area bus schedule** runs five days per week and serves in-town Madawaska on Mondays and Thursdays. Less frequent service is provided between Madawaska and the following locations: Van Buren, Grand Isle, Frenchville, Lille, Fort Kent, Presque Isle and Caribou.
5. **The Presque Isle Area bus schedule** runs five days per week and serves in-town Presque Isle for all five days. Less frequent service is provided between Presque Isle and the following locations: Fort Fairfield, Mapleton, Ashland, Portage, Sheridan, Caribou, Mars Hill, Westfield, Bridgewater, Easton, Masardis, Robinson, Oxbow and E Plantation.

In addition to the above public schedules, there are special runs for the Central Aroostook ARC, and Adult Multiple Alternative Center. Areas served include the following:

- Run #1 Caribou, Limestone, Presque Isle
- Run #2 Fort Fairfield, Easton, Presque Isle
- Run #3 Presque Isle and Caribou
- Run #4 Presque Isle and Caribou
- Run #5 Washburn, Woodland, Perham, Mapleton and Presque Isle
- Run #6 Westfield and Presque Isle

6. Commuter run Presque Isle and Caribou to Loring; 5 days per week—arrive Loring 6:30 a.m. (pick-up at 4:00 p.m.)

Rides are coordinated by dispatchers working in ARTS' Presque Isle office. ARTS documents all rides.

#### **E. FARE STRUCTURE**

Fares generally range between \$2.00 and \$8.00, depending upon clientele and length of trip. ARTS' Board of Directors is considering a fare increase to deal with rising transportation costs. The commuter run has a monthly fee whether service is used or not.

#### **F. PROPOSED CUTBACKS, EXPANSIONS**

**Cutbacks.** ARTS has no plans for any cutbacks.

**Expansions.** Services were expanded in several areas. ARTS anticipates that these expanded services will continue in FY 2011 and FY 2012.

- **Administration of MaineCare funds for transportation provided by other agencies for people with mental disabilities.** MaineCare’s requirement that all such rides in Region 1 be administered through ARTS helps ensure that MaineCare-funded rides are provided in a cost-effective manner.
- **Volunteer drivers.** Approximately 17 to 21 drivers transport MaineCare consumers to medical appointments including kidney dialysis.
- **GoMaine.** ARTS participates with GoMaine to operate a commuter bus from Presque Isle and Caribou to Loring.

## G. CHARTER SERVICE

No charter service is offered or planned. ARTS does provide community service/special service transportation with a spare bus and a spare driver to nursing homes, by taking nursing home residents for an hour ride including stops for ice cream or soda. ARTS charges the nursing home \$60 per hour (fares) and the nursing home provides a medically trained escort. No other transportation agency is available in Aroostook County to provide this community relations activity. In no case would charter service be provided outside the service area of Aroostook Regional Transportation System, Inc.

## H. COMPETITION WITH NON-SUBSIDIZED SERVICE

This project is not in competition with or supplemental to a non-subsidized transportation service. Non-subsidized transportation providers have expressed no interest in providing this service. The only opportunities for direct conflicts are in those areas where taxi service is provided, particularly in Caribou and Presque Isle. ARTS follows a general policy of not competing with taxicab companies. ARTS has agreements with local cab companies to provide non-scheduled transportation services on weekends and nights for certain eligible clients.

## I. PASSENGER STUDIES/SURVEYS

**Passenger Surveys.** There have been no passenger studies of the ARTS bus system during the past two years. However, ARTS prepares semi-annual Statistical Performance Reports for the Maine Department of Health and Human Services.

## PROJECT COORDINATION

### A. SOCIAL SERVICE AGENCY COORDINATION

**Open to Public.** In an effort to provide coordinated transportation service throughout Region 1, all buses and routes are open to the general public and schedules and routes are developed to provide for the special needs of the elderly and individuals with disabilities as well as the general needs of the people of Aroostook County.

**DHHS Contract.** Aroostook Regional Transportation System, Inc. has a contract with the Department of Health and Human Services, Office of Child and Family Services in addition to the transportation services it provides to MaineCare clients within the Office of MaineCare Services. ARTS has been named the MaineCare transportation provider for the same geographic area as designated Region 1 by the Maine Department of Transportation. All

individuals qualifying under MaineCare guidelines are provided transportation within the ARTS bus system at no charge to the individual going to a MaineCare approved facility. For those MaineCare clients needing to go out of county or out of state, or for those medically unable to use the bus, or because of the bus schedule, payment is made to the individual at a current rate of \$.21 per mile per MaineDOT map mileage. Other plans arranged by ARTS may be the purchase of bus tickets or airline tickets for eligible MaineCare trips.

The contract with the Bureau of Child and Family Services calls for specific services to children and adults under State of Maine protection. These individuals are provided one-on-one service by three private drivers using their own vehicles and limited volunteer using private autos or by ARTS personnel using unmarked mini-vans. ARTS coordinates service requests by the DHHS case worker and the drivers using their own vehicles or ARTS mini-vans. All service under this contract requires a DHHS caseworker referral and is not open to the general public.

ARTS' contract includes providing transportation for elderly, individuals with disabilities, and low income clients not qualifying for MaineCare to medical services and other services such as court-ordered parenting classes. Because the funds available through DHHS are not sufficient to meet the needs of special client groups, ARTS has established agreements with local service agencies to provide funds in support of their interest group. This allows for ARTS to provide services throughout Region 1 to meet specific needs of the client groups as well as to provide general public transportation. These agreements with local agencies also provide local funds for match for vehicle purchases or other grants that may be available.

**B. SOCIAL SERVICE CONTRACT SUMMARY**

Agreements are on file with the following local agencies and are available if needed for review at the ARTS facility. A listing of services provided follows:

<b>Agency</b>	<b>Client Group</b>	<b>General Services</b>
Department of Health and Human Services	Elderly, persons with disabilities, adults and children in protective custody who are income eligible	Transporting people under protective custody, and transporting the elderly, people with disabilities and people needing assistance to medical appointments.
Aroostook Area Agency on Aging	Elderly	Availability of service one day a week to every town in Region 1; no cost to individual going to meal sites, or RSVP work sites. All other elderly pay half fare for services to shopping, visiting, beauty shops, etc.
Central Aroostook ARC	Adults/Children with mental disabilities	Individuals attending the Child Development Center, Opportunity Training Center, Work Activities Center, Work Opportunity Center, in Presque Isle: clients from Mapleton, Chapman, Woodland, Perham, Caribou, Presque Isle, Washburn, Easton, Westfield, Fort Fairfield, and Limestone.
Aroostook County Action Program	Low Income	Availability of service county-wide for low income individuals.

In addition, ARTS provides MaineCare transportation administrative services to the following agencies on a request basis. There are written contracts with several of them, but no dollar amounts are specified. Payments are based on services requested and subsequently provided.

- Multiple Handicapped Association of Central Aroostook, Adult Multiple Alternative Center (no contract)
- Central Aroostook ARC (contract)
- Community Living Association (contract)
- Danforth Habilitation Association
- Green Valley Association (contract)
- Northern Aroostook Alternatives (contract)
- Northern Maine General
- Personal Services of Aroostook
- St John Valley Associates (contract)

### **C. COORDINATION WITH OTHER PROVIDERS**

ARTS Board of Directors is comprised of individuals representing a variety of interests throughout Aroostook County. An example of this diverse representation follows: Aroostook Area Agency on Aging (seniors); Aroostook County Action Program (low-income); Central Aroostook ARC (mental health); and two members from Department of Health and Human Services (child protective and mental health). The Board focuses on the needs of the target population, while encouraging and supporting coordination between agencies.

ARTS is the only regional transportation provider in Region 1. For MaineCare clients unable to use an ARTS bus, payment is made to the individual. Other plans arranged by ARTS may include purchase of bus tickets or airline tickets for individuals needing to go out of the county or out of state for MaineCare-eligible trips.

ARTS has an informal, working relationship with Penquis CAP and Washington-Hancock Community Agency, under which citizens living near the borders of the various regions may be served by the provider that can most cost-effectively provide the service.

## **DISCRIMINATION**

Data is now collected by MaineDOT as part of its monitoring visits effective August 2, 2010.

## **DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES**

### **A. POTENTIAL DBE/WBE ENTERPRISES**

ARTS will endeavor to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services with a goal of 1.34% participation in both FY 2011 and FY 2012. ARTS will utilize MaineDOT's list of DBE/WBE in procuring bids, as well as qualified firms that have responded to MaineDOT's public notice regarding DBE/WBE participation. Potential DBE/WBE enterprises include:

- Bucks Engineering Services, Presque Isle
- Mobilitat, Green River, WY

## **B. MONETARY GOALS**

ARTS' FY 2011 budget contains of \$63,000 in contractible services (\$25,000 for consultants; \$10,000 for training/employee expense; \$28,000 for materials & supplies). Maine Department of Transportation (MDOT)/Federal Transit Association (FTA) funds (\$382,228) account for 13% of the total budget (\$3,057,579). Therefore, the MDOT/FTA share of the contractible services is \$7,560 (13% of \$63,000) and the 1.34% monetary goal is \$101.30 (1.34% of \$7,560).

ARTS' FY 2012 budget contains of \$63,000 in contractible services (\$25,000 for consultants; \$10,000 for training/employee expense; \$28,000 for materials & supplies). Maine Department of Transportation (MDOT)/Federal Transit Association (FTA) funds (\$382,228) account for 13% of the total budget (\$3,057,579). Therefore, the MDOT/FTA share of the contractible services is \$7,560 (13% of \$63,000). If the federal DBE/WBE goal remains at 1.34%, then the DBE/WBE monetary goal would be \$101.30 (1.34% of \$7,560).

## **C. ADVERTISING**

The Maine Department of Transportation publishes an ad on behalf of all transportation providers to solicit DBE/WBE participation.

## **CAPITAL**

### **A. MAINTENANCE OF FLEET VEHICLES**

1. ARTS follows a written preventive maintenance schedule which includes the use of a checklist to ensure that all work is undertaken according to the maintenance service intervals (See Appendix).
2. ARTS maintains a file of accidents and accident reports which are compiled by the Safety Committee for each accident.
3. Fuel is not maintained on the premises but is purchased by agreement (at lower prices) from service stations primarily in Houlton, Fort Kent, Presque Isle and Caribou.
4. ARTS has its own maintenance facility which is located at and is a part of its headquarters building in Presque Isle. This facility handles all maintenance except the rebuilding of transmissions, major engine work and body work including painting. The majority of ARTS' vehicles are garaged.
5. ARTS does not have a formal road call system to review breakdowns, but does check the cause of the breakdown against its written maintenance records.
6. ARTS maintains a complete vehicle history through record keeping.

7. ARTS has implemented a comprehensive drug and alcohol testing program in compliance with Federal requirements.

**B. CAPITAL ACQUISITIONS**

ARTS anticipates the replacement of three (3) public buses during the period FY 2011 and FY 2012 covered by this Biennial Operations Plan depending upon the availability of state financial assistance. ARTS will utilize state assistance wherever possible.

The general theory behind bus replacements is that the spare buses are the ones that will be traded in, returned to the state and placed at state auction, or sold by bid. As the new buses come in and the spare buses are retired, one of the buses currently on the road becomes the spare. ARTS needs, at a minimum, five (5) spare buses, three (3) general public buses and two (2) school buses.

ARTS' 5-year rolling stock replacement schedule is shown below. At present, ARTS runs 10 units a day. On occasion, we have an additional unit on to cover the volume of people (note, third bus driven by school bus driver between runs in Presque Isle).

<b>ROLLING STOCK REPLACEMENT SCHEDULE SCHOOL BUSES</b>					
<b>Year</b>	<b>Bus to be Disposed</b>	<b>Grant Source</b>	<b>Anticipated Federal \$</b>	<b>Anticipated Local Share</b>	<b>Total</b>
FY 11	2002 Freight Liner	5310-0036	\$87,135	\$37,865	\$125,000
FY 12	No Replacement				

<b>ROLLING STOCK REPLACEMENT SCHEDULE GENERAL PUBLIC BUSES</b>					
<b>Year</b>	<b>Bus to be Disposed</b>	<b>Grant Source</b>	<b>Anticipated Federal \$</b>	<b>Anticipated Local Share</b>	<b>Total</b>
FY 11	2003 Ford Starcraft	None Known	0	\$155,000	\$155,000
FY 12	2006 Ford Starcraft	5310-0037	\$91,000	\$64,000	\$155,000

<b>REPLACEMENT SCHEDULE FOR MINIVANS</b>					
<b>Year</b>	<b>Bus to be Disposed</b>	<b>Grant Source</b>	<b>Anticipated Federal \$</b>	<b>Anticipated Local Share</b>	<b>Total</b>
FY 11	None				
FY 12	None				

## C. CAPITAL RESERVE ACCOUNT

As of September 30, 2010, ARTS had \$870,447.16 in its Cash Vehicle Match and Replacement Escrow account. The ARTS Board of Directors approves transfer of any excess revenues at the end of the fiscal year to the Capital Reserve Account if funds are available.

ARTS Board Meeting

September 7, 2010

The Meeting was called to order by Chairman Steve Farnham 9:00 a.m. on Tuesday, September 7, 2010, with the following members in attendance:

Jay Kamm	James Tweedie	Terry Sandusky
Connie Sandstrom	Steve Richard	

With Executive Director Daniel Donovan, Operations Manager Tammy Gagnon, and Recording Secretary Donna Lord.

Absent were: Mavis Towle and Vicki Delong

### ITEM I: APPROVAL OF MINUTES OF JUNE 15, 2010

MOTION was made by Connie Sandstrom to accept the Minutes of the meeting held on June 15, 2010. The motion was seconded by Jay Kamm. No discussion. The motion carried.

Chairman Steve Farnham stated that we would cover ITEM III and ITEM V before ITEM II.

### ITEM III: A. BUDGET FOR 2010-2011

Dan gave an extensive overview of the new revenue and expense budget for the period of October 1, 2010 to September 30, 2011. The new budget includes a 3% administrative salary adjustment that will be effective for April 4, 2011.

MOTION was made by Steve Richard to approve the new budget for the period of October 1, 2010 to September 30, 2011. The motion was seconded by James Tweedie. No discussion. The motion carried.

### B. RETIREMENT – NON-ELECTIVE EMPLOYER CONTRIBUTIONS

Dan explained that the percentage for Retirement – Non Elective Employer Contributions as to be approved annually. Dan is recommending that the percentage remains the same.

MOTION was made by James Tweedie to approve the Retirement- Non- Elective Employer Contributions for the period October 1, 2010 to September 30, 2011. The motion was seconded by Jay Kamm. No discussion. The motion carried.

### ITEM V: SET ASIDE FUNDS FOR 2009-2010

Dan is recommending setting aside \$135,000 for escrow funds to purchase a bus for \$110,000 and \$25,000 to upgrade the radio system. Dan is also recommending the remaining fund balance to be placed into a Building Renovation escrow account for future building renovation due to the demand of MaineCare.

### ITEM IV: BUDGET FOR 2009-2010

Dan gave an extensive overview of the new revenue and expense budget for the period of October 1, 2009 to September 30, 2010.

MOTION was made by Steve Richard to approve the new budget for the period of October 1, 2009 to September 30, 2010. The motion was seconded by Mavis Towle. No discussion. The motion was unanimously approved

ITEM V: NOMINATING COMMITTEE – OFFICERS 2009-2010

Chairman Farnham asked for any volunteers to be on the Nominating Committee. Steve Richard and Mavis Towle volunteered for the Nominating Committee.

ITEM VI: SET A SIDE FUNDS FOR 2008-2009

Dan is recommending setting aside \$140,000 for escrow funds to purchase a bus for \$110,000 and to add additional \$30,000 to the Hot Top escrow account.

MOTION was made by James Tweedie for the set aside funds for future purchases. The motion was seconded by Vicki Delong. No discussion. The motion was unanimously approved.

ITEM VII: GALLANT ASSOCIATES

a. Job Description Review:

Dan handed out the new job descriptions that were done by Gallant Associates for Board review for the next board meeting agenda for approval. No discussion.

No MOTION needed.

## GOALS AND OBJECTIVES

### A. STATUS REPORT ON EXISTING GOALS AND OBJECTIVES

#### ARTS Goal:

**1. Enhance coordination efforts to improve access and increase efficiency of transportation.**

*Status: ARTS continues to improve access and increase efficiency.*

#### RPAC Goals:

#### Transportation for individuals with disabilities

**A. Resource allocation.** Review the current allocation of resources and explore options for improving the allocation of these resources to better meet the needs of people with disabilities.

*Status: Reviewed and made no changes.*

- B. GoMaine buses.** Continue to work with MaineDOT on efforts to establish a commuter program in Aroostook County using GoMaine vans provided by MaineDOT.

*Status: This was accomplished.*

- C. JARC, New Freedom funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing additional services for people with disabilities. Consider JARC and New Freedom funds where appropriate matching funds have been identified.

*Status: This was reviewed by the Board of Directors as to potential partnerships—the 50% match prohibited further investigation.*

**2. Transportation for children**

- A. Partnerships.** Work with organizations, municipalities and other entities on a request basis where there is an interest in expanding existing services and where potential funding sources have been identified.

*Status: There was a discussion with Wings—no forward movement at this time.*

**3. Increased coordination with the medical community**

- A. Informal meetings.** Continue to meet informally with individual agencies such as the brain injury trauma group, ACAP, and TAMC.

*Status: The Executive director and a member of a local group representing CDC are working on a transportation plan.*

- B. Existing volunteer program.** Continue to utilize volunteers to the maximum extent possible to provide covered services and continue efforts to attract additional volunteers.

*Status: Yes, this effort has continued.*

- C. Re-establishment of community-based volunteer program.** Working with MaineDOT and the Governor’s Coordinating Committee, meet with interested parties to review the reasons why the Area Agency on Aging stopped providing this service, and determine whether or not a low-cost, community-based volunteer program can be re-established for rural areas.

*Status: There are no funds for this activity.*

- D. Annual workshop.** Sponsor an annual transportation coordination workshop for the medical community and other interested parties.

*Status: ARTS worked with the medical community to establish after-hours, non-emergency transportation but was not able to establish the service.*

4. **Hospital discharges**

- A. **Hospital partnerships.** Work with hospitals on a request basis where there is interest in providing service for non-MaineCare patients and exploring ways to provide discharge and after-hours service, where potential funding sources have been identified provided such service would not compete with private taxi services.

*Status: There are no funds for this activity.*

- B. **Scheduling.** Continue efforts to provide service on short notice to hospital discharge patients to the maximum extent possible.

*Status: Yes, this effort has continued.*

5. **Volunteers for transporting children**

- A. **Existing volunteer program.** Continue to utilize volunteers to the maximum extent possible to provide services as well as efforts to attract additional volunteers.

*Status: Yes, this effort has continued.*

- B. **Invitation to outside trainers.** Consider inviting trainers to come to Aroostook County to provide the required training for volunteers.

*Status: Yes, this has been done.*

- C. **Train the trainer workshops.** Explore options for establishing a county-based training program for volunteers involving ARTS, CDS and DHHS.

*Status: ARTS' has worked on this—unable to identify individuals to assist.*

- D. **Incentives.** Consider incentives for attracting volunteers who will transport children.

*Status: Advertised in local newspapers.*

6. **Out-of-area service**

- A. **Ride Sharing.** Working with MaineDOT and the Governor's Coordinating Committee, explore options for sharing transportation to existing services such as the use of an electronic bulletin board or a system similar to the GoMaine trip planner.

*Status: No action taken.*

7. **Public education**

- A. **Web site.** Develop a website; include the schedule on the website.

*Status: Yes a website has been developed and schedules are included*

- B. **Brochures.** Continue to distribute brochures outlining ARTS' transportation services to service providers and others.

*Status: Status: Yes, this effort has continued.*

- C. **Transit Toolkit.** Use the Transit Toolkit developed by MaineDOT to help educate the public about transit.

*Status: Information unavailable as staff person responsible for this task left employment.*

8. **Transportation for education**

- A. **More service to UMPI.** Work with UMPI officials to expand service to the campus if additional funds are available.

*Status: No action taken—determined unnecessary at the time due to lower gasoline prices.*

- B. **Posters.** Work with the University of Maine to prepare and distribute posters outlining ARTS' transportation services at strategic locations on campus.

*Status: Schedules were posted.*

- C. **Park and ride sites.** Identify possible park and ride sites which would allow commuters to connect with the ARTS bus.

*Status: Yes, in Presque Isle and Caribou.*

- D. **GoMaine.** Work with UMPI to explore the use of the GoMaine program to meet commuter needs.

*Status: The issue remains the same. No dollars to purchase units for this service and people using the service must cover the cost of operating a vehicle. Units in Aroostook now receive \$120.00 a month to use the service. Year-round ridership would be an issue for small campuses.*

B. **NEW GOALS**

1. **In-town bus service.** Expand in-town bus service in Caribou and Presque Isle to cover late afternoon appointments. This is being done on a trial basis in Presque Isle.

2. **Cyr Bus connection.** Start a run to meet Cyr Bus in Caribou. This run would take people to early medical appointments in Presque Isle and Caribou.
3. **Commuter services.** Expand commuter services.
4. **Future viability.** Maintain transportation services in light of MaineCare cuts.

## **BENCHMARKS**

Trip and cost data will be used as benchmarks which allows ARTS to measure and report on the new goals.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled by Aroostook Regional Transportation System, Inc. for the past two fiscal years. ARTS' fiscal year begins October 1.

<b>Aroostook Regional Transportation System Annual Report – Last Two Years</b>			
		<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>			
	Volunteer Drivers	17	19
	Personal Vehicles in Service	3	3
<b>Vehicles</b>			
	Number of Active Vehicles in Fleet	22	23
	Number of Inactive Vehicles in Fleet	0	0
	Number of Spare Vehicles in Fleet	6	6
	Number of Vehicles Disposed	1	1
	Number of Vehicles Sold	1	1
	Number of ADA Accessible Vehicles	22	23
<b>Annual Operating Expenses</b>			
	Annual Transit Operating Expenses	\$530,433	\$504,830
	Annual Social Services Operating Expenses	\$2,635,191	\$2,927,416
<b>Annual Administrative Expenses</b>			
	Annual Transit Administrative Expenses	\$530,433	\$504,830
	Annual Social Services Administrative Expenses	\$2,635,191	\$2,927,416
<b>Annual Operating Revenues</b>			
	Fare Revenues	\$56,316	\$105,099
	Transit Contract Revenues	\$22,942	\$18,401
	Social Service Contract Revenues	\$2,545,241	\$2,816,276
	FTA-Federal Operating Assistance	\$257,988	\$257,988
	MaineDOT – State Operating Assistance	\$32,764	\$32,764
	Local Operating Funds	\$89,650	\$111,200
	<b>Total Annual Operating Revenues</b>	<b>\$3,004,901</b>	<b>\$3,341,728</b>
<b>FTA-Sources of Capital Funds</b>			
	FTA-Federal Capital Assistance	\$130,068	\$78,468
	MaineDOT-State Capital Assistance	\$9,808	\$9,808
	Local Capital Funds	\$22,708	\$9,808
	<b>Total Capital Funds</b>	<b>\$162,584</b>	<b>\$98,084</b>

		<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Vehicle Miles (passenger miles)</b>			
	Annual Transit Miles	365,741	368,237
	Annual Social Service Miles	6,070,521	6,446,262
<b>Annual Vehicle Hours</b>		24,791	26,631
<b>Annual Passenger Trips</b>			
	Annual Transit Passenger Trips	46,991	45,971
	Annual Social Services Passenger Trips	232,972	234,882
<b>Safety</b>			
	Fatalities	0	0
	Major Incidents	0	0
	Major Injuries	1	0

Source: Aroostook Regional Transportation System, Inc

## ARTS Comments

Local and state, and private funding will not cover the cost for running a service. This is not unique to this area but throughout the state. Section 5311 funds give a large percentage of the population a way to be part of the community versus being house bound. Matching funds to meet the deficit will be a challenge with many things changing in the future.

## B. REVENUES, COSTS, TRIPS, PASSENGER MILES

FY 2009 covers the period 10/1/08 through 9/30/09; FY 2010 covers the period 10/1/09 through 9/30/10.

<b>Revenues, Costs, Trips, Passenger Miles By Agency Past Two Fiscal Years</b>								
<b>Social Service</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Passenger Miles</b>	
<b>Agency/Program</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>
General Public	\$530,434	\$504,830	\$530,434	\$504,830	46,991	45,971	36,913	353,891
MaineCare	\$2,330,991	\$2,591,132	\$2,330,991	\$2,591,132	208,997	202,298	6,119,789	6,120,180
DHHS Regular					2,631	2,944	91,225	82,246
DHHS Special	\$214,250	\$225,145	\$214,250	\$225,145	2,597	2,784	123,110	135,836
Other	\$89,650	\$111,200	\$89,650	\$111,200	12,626	12,661	142,226	143,316
<b>TOTAL</b>	<b>\$3,165,325</b>	<b>\$3,432,307</b>	<b>\$3,165,325</b>	<b>\$3,432,307</b>	<b>273,842</b>	<b>266,658</b>	<b>6,513,263</b>	<b>6,835,469</b>

**Revenues, Costs, Trips, Passenger Miles  
By Mode  
Past Two Fiscal Years**

Mode	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
Agency Vehicles	\$1,059,556	\$1,059,801	\$1,059,556	\$1,059,801	93,072	92,506	750,839	736,504
Volunteers	\$105,905	\$143,372	\$105,905	\$143,372	3,852	5,137	193,184	262,948
Friends & Family	\$1,712,953	\$1,608,117	\$1,712,953	\$1,608,117	83,746	77,560	4,932,466	5,245,942
Subcontracted	\$231,829	\$550,378	\$231,829	\$550,378	92,942	91,132	636,774	590,075
Other	\$55,082	\$70,639	\$55,082	\$70,639	230	323	0	0
<b>TOTAL</b>	<b>\$3,165,325</b>	<b>\$3,432,307</b>	<b>\$3,165,325</b>	<b>\$3,432,307</b>	<b>273,842</b>	<b>266,658</b>	<b>6,513,263</b>	<b>6,835,469</b>

**TRANSPORTATION REVENUES AND EXPENSES  
PAST TWO YEARS**

REVENUES	FY 2009	FY 2010
MaineCare/FSD	\$2,230,000	\$2,591,132
DHHS	214,250	225,145
Section 5311	363,899	290,752
RTAP	0	2,302
5310	83,081	88,276
Town Contribution	23,064	18,401
AAAA	19,000	17,000
ACAP	2,250	3,000
CAARC	68,400	91,200
Go Maine	12,000	46,125
Fares	40,000	58,974
<b>Totals</b>	<b>\$3,055,944</b>	<b>\$3,432,307</b>
<b>EXPENSES</b>		
Salaries	\$766,000	\$737,573
Fringe	261,000	236,467
Employee Expense	5,000	7,143
Volunteer Expense	7,000	3,386
Consultant	25,000	16,325
Miscellaneous	2,000	3,102
Staff Travel	3,000	1,514
Telephone/Radios	20,000	48,247
Computer	10,000	40,255
Materials/Supplies	20,000	31,728
Postage	22,000	26,756
Insurance/Bonding	\$37,000	\$38,727

	<b>FY 2009</b>	<b>FY 2010</b>
Utilities	\$35,000	\$18,082
Ads	5,000	2,599
Training	5,000	3,359
Gas	92,000	110,325
Vehicle Maintenance	65,000	71,521
Direct Pay – SS/Vol	36,000	36,804
Direct Pay – SS INS	2,000	1,557
Direct Pay - Supplement	12,000	8,460
Direct Pay – DHHS	23,613	15,174
Direct Pay – MaineCare	1,365,000	1,578,909
Garage Res/Rep/Cont	67,000	182,130
Equipment 5310	83,081	88,276
Vehicle Acquisition Local	9,231	9,808
Equipment Local	13,000	4,190
Hot Top	25,000	0
Plow Truck	36,500	0
Local Bus	0	110,000
<b>Totals</b>	<b>\$3,052,425</b>	<b>\$3,432,418</b>

**C. PASSENGER INFORMATION – PAST TWO YEARS**

The following table contains a summary of the number of general public, elderly and individuals with disabilities for each of the past two years.

ARTS has not conducted any on/off studies or passenger surveys during the past two years to determine gender, age cohorts, income, access to a car, trip frequency, trip purpose, etc.

<b>Number of General Public, Elderly and Individuals with disabilities</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
# General Public Passengers	4,266	7,227
# Elderly Passengers	54,616	52,873
# Individuals with disabilities	139,841	138,763
<b>Total</b>	<b>198,723</b>	<b>198,863</b>

**D. PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES**

NOTE: See proposed budget for breakdown of anticipated revenues and costs.

<b>Projected Revenues, Costs, Trips, Passenger Miles By Agency Next Two Fiscal Years</b>								
<b>Social Service Agency/Program</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Passenger Miles</b>	
	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>
General Public	\$504,830	\$504,830	\$504,830	\$504,830	45,971	45,971	353,891	353,891
MaineCare	\$2,591,132	\$2,591,132	\$2,591,132	\$2,591,132	202,298	202,298	6,120,180	6,120,180
DHHS Regular					2,944	2,944	82,246	82,246
DHHS Special	\$225,145	\$225,145	\$225,145	\$225,145	2,784	2,784	135,836	135,836
Other	\$111,200	\$111,200	\$111,200	\$111,200	12,661	12,661	143,316	143,316
<b>Total</b>	<b>\$3,432,307</b>	<b>\$3,432,307</b>	<b>\$3,432,307</b>	<b>\$3,432,307</b>	<b>266,658</b>	<b>266,658</b>	<b>6,835,469</b>	<b>6,835,469</b>

<b>Projected Revenues, Costs, Trips, Passenger Miles By Mode Next Two Fiscal Years</b>								
<b>Mode</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Passenger Miles</b>	
	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>
Agency Vehicles	\$1,059,801	\$1,059,801	\$1,059,801	\$1,059,801	92,506	92,506	736,504	736,504
Volunteers	\$143,372	\$143,372	\$143,372	\$143,372	5,137	5,137	262,948	262,948
Friends and Family	\$1,608,117	\$1,608,117	\$1,608,117	\$1,608,117	77,560	77,560	5,245,942	5,245,942
Subcontracted	\$550,378	\$550,378	\$550,378	\$550,378	91,132	91,132	590,075	590,075
Other	\$70,639	\$70,639	\$70,639	\$70,639	323	323	0	0
<b>Total</b>	<b>\$3,432,307</b>	<b>\$ 3,432,307</b>	<b>\$3,432,307</b>	<b>\$3,432,307</b>	<b>266,658</b>	<b>266,658</b>	<b>6,835,469</b>	<b>6,835,469</b>

**E. BUDGET**

ARTS' proposed budget for the next two years is shown in the following table.

**AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.  
PROPOSED BUDGET**

<b>REVENUES</b>	<b>FY 2011</b>	<b>FY 2012</b>
MaineCare/FSD	\$2,244,000	\$2,244,000
DHHS	206,750	206,750
Section 5311	290,752	290,752
RTAP/Section 5311	3,200	3,200
5310	88,276	88,276
Town Contribution	18,401	18,401
AAAA	17,000	17,000
ACAP	3,000	3,000
CAARC	91,200	91,200
Go Maine	45,000	45,000
Fares	50,000	50,000
<b>Total</b>	<b>\$3,057,579</b>	<b>\$3,057,579</b>
<b>EXPENSES</b>		
Salaries	\$755,000	\$755,000
Fringe	256,000	256,000
Employee Expense	8,000	8,000
Volunteer Expense	2,495	2,495
Consultant	25,000	25,000
Miscellaneous	3,000	3,000
Staff Travel	6,000	6,000
Telephone/Radios	20,000	20,000
Computer	12,000	12,000
Materials/Supplies/Postage	28,000	28,000
Postage	35,000	35,000
Insurance/Bonding	50,000	50,000
Utilities	40,000	40,000
Ads	5,000	5,000
Training	10,000	10,000
Gas	162,000	162,000
Vehicle Maintenance	65,000	65,000
Direct Pay – SS/Vol	32,000	32,000
Direct Pay – SS INS	2,000	2,000
Direct Pay - Supplement	10,000	10,000
Direct Pay – DHHS	20,000	20,000
Direct Pay – MaineCare	1,375,000	1,375,000
Garage Res/Rep/Cont	28,000	28,000
Equipment 5310	88,276	88,276
Vehicle Acquisition Local	9,808	9,808
Equipment Local	\$10,000	\$10,000

	<b>FY 2011</b>	<b>FY 2012</b>
Hot Top	0	0
Plow Truck	0	0
Capital Reserve	0*	0*
<b>Total</b>	<b>\$3,057,579</b>	<b>\$3,057,579</b>

\* ARTS does not anticipate the transferring of funds to capital reserve in either fiscal year 2011 or 2012.

## **FLEET CONDITION**

ARTS operates 20 vehicles, all ADA accessible and one wrecker, which were purchased through FTA/MaineDOT grants. In addition to these vehicles, ARTS operates four mini-vans which were purchased with local funds. ARTS also has a 1985 plow purchased under an FTA/MaineDOT grant. The condition of the subsidized vehicles (exclusive of the plow) is summarized on the following pages.

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.**

1	VIN	ID4GP25R57B17414 4	ID4GP24RX4B5651 90	ID4GP25R45B38688 5		
2	Fleet # and Status*	30 / A	31 / A	32 / A		
3	Vehicle Type **	V	V	V		
4	Make, Model	DODGE CARAVAN	DODGE GRAND CARAVAN	DODGE CARAVAN		
5	Year	2007	2004	2005		
6	Fuel Type	GASOLINE	GASOLINE	GASOLINE		
7	Fuel Use – 12 months	1078	806	817		
8	Mileage	74801	148702	108134		
9	12-month Mileage	22642	17424	17211		
10	Repair Cost - 12 months	\$600.00	\$1646	\$861.00		
11	Repair frequency - 12 months***	1-6, 2-7, 3-0	1-6, 2-11, 3-1	1-5, 2-6, 3-0		
12	Vehicle appearance - interior	GOOD	GOOD	GOOD		
	Vehicle appearance - exterior	GOOD	GOOD	GOOD		
13	ADA Accessibility:					
	Equipped/Working	YES	YES	YES		
	Tie Down					
	Announcement System					
	Signage and Stops					
14	Passenger Amenities					
	Air Conditioning	YES	YES	YES		
	Working Heater	YES	YES	YES		
	Tinted Windows	YES	YES	YES		
	Padded Seats	YES	YES	YES		
15	Type of fare collection system					
16	Date of Inspection	10/01/2010	10/01/2010	10/01/2010		
17	Inspector's Name:	Daniel Donovan	Daniel Donovan	Daniel Donovan		

\* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)  
 \*\* SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).  
 \*\*\* Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.**

1	VIN	4UZZAAWDC46CV 87296	1T88H4E229111651 4	4UZAAWDC14CM3 6719	4UZAAWAK41CH6 5652	4UZAAWAK22CJ20 531	4UZAAXDCX5CN7 4329
2	Fleet # and Status*	1 / A	21 / A	8 / A	15 / S	17 / S	18 / A
3	Vehicle Type **	SMDB	MHDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	Freightliner FS-65	Freightliner MVP	Freightliner FS-65	Freightliner FS-65	Freightliner FS-65	Freightliner FS-65
5	Year	2006	2009	2004	2001	2002	2005
6	Fuel Type	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL
7	Fuel Use – 12 months	2772	3106	2965	935	1078	3418
8	Mileage	132990	59040	181978	200576	194762	173680
9	12-month Mileage	21804	32256	24829	7507	8414	26951
10	Repair Cost - 12 months	\$5180	\$1139	\$ 7630	\$ 839	\$ 2207	\$739
11	Repair frequency - 12 months***	1-5, 2-19, 3-2	1-3, 2-13, 3-0	1-5, 2-22, 3-1	1-1, 2-9, 3-1	1-2, 2-15, 3-2	1-5, 2-23, 3-2
12	Vehicle appearance - interior	GOOD	GOOD	GOOD	FAIR	FAIR	GOOD
	Vehicle appearance - exterior	GOOD	GOOD	GOOD	FAIR	FAIR	GOOD
13	ADA Accessibility:						
	Equipped/Working	YES	YES	YES	YES	YES	YES
	Tie Down	YES	YES	YES	YES	YES	YES
	Announcement System	YES	YES	YES	YES	YES	YES
	Signage and Stops	YES	YES	YES	YES	YES	YES
14	Passenger Amenities						
	Air Conditioning	YES	YES	YES	YES	YES	YES
	Working Heater	YES	YES	YES	YES	YES	YES
	Tinted Windows	NO	NO	NO	NO	NO	NO
	Padded Seats	YES	YES	YES	YES	YES	YES
15	Type of fare collection system	Manual	Manual	Manual	Manual	Manual	Manual
16	Date of Inspection	10/01/2010	10/01/2010	10/01/2010	10/01/2010	10/01/2010	10/01/2010
17	Inspector's Name:	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan

\* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

\*\* SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

\*\*\* Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.**

1	VIN	1FDWE45FX3HA68498	1FDWE45F43HIA68500	1FDWE45F63HIA68501	1FDXE45P56DA78946	1FDXE45P56DA83340	1GBG5V1929F401512
2	Fleet # and Status*	2 / S	4 / S	5 / S	6 / A	7 / A	3 / A
3	Vehicle Type **	LDB	LDB	LDB	LDB	LDB	SMDB
4	Make, Model	FORD Starcraft	FORD Starcraft	FORD Starcraft	FORD Starcraft	FORD Starcraft	CHEV Goshen
5	Year	2003	2003	2003	2006	2006	2009
6	Fuel Type	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL
7	Fuel Use – 12 months	864	1298	1169	2741	2233	2010
8	Mileage	143104	155951	157880	92360	79564	22676
9	12-month Mileage	7303	11172	11515	23,033	20783	18574
10	Repair Cost - 12 months	\$ 5515	\$ 6760	\$ 8852	\$ 2005	\$2956	\$240
11	Repair frequency - 12 months***	1-2, 2-14, 3-3	1-3, 2-25, 3-4	1-2, 2-24, 3-7	1-5, 2-22, 3-2	1-3, 2-15, 3-5	1-3, 2-12, 3-0
12	Vehicle appearance - interior	FAIR	FAIR	FAIR	FAIR	GOOD	GOOD
	Vehicle appearance - exterior	FAIR	FAIR	FAIR	GOOD	GOOD	GOOD
13	ADA Accessibility:						
	Equipped/Working	YES	YES	YES	YES	YES	YES
	Tie Down	YES	YES	YES	YES	YES	YES
	Announcement System						
	Signage and Stops	YES	YES	YES	YES	YES	YES
14	Passenger Amenities						
	Air Conditioning	YES	YES	YES	YES	YES	YES
	Working Heater	YES	YES	YES	YES	YES	YES
	Tinted Windows	YES	YES	YES	YES	YES	YES
	Padded Seats	YES	YES	YES	YES	YES	YES
15	Type of fare collection system	Manual	Manual	Manual	Manual	Manual	Manual
16	Date of Inspection	10/01/2010	10/01/2010	10/01/2010	10/01/2010	10/01/2010	10/01/2010
17	Inspector's Name:	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan

\* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

\*\* SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

\*\*\* Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**  
**AGENCY: AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.**

1	VIN	1FDXE45P66DA833 46	1T88H2C164114482 5	1FDXE45P77DA136 32	1FDXE45F02HB138 72	1FDXE45PX7DA136 42	1FDXE45P67DA136 40
2	Fleet # and Status*	10 / A	11 / A	12 / A	14 / A	16 / A	19 / A
3	Vehicle Type **	LDB	MHDB	LDB	LDB	LDB	LDB
4	Make, Model	FORD Starcraft	THOMAS MVP-EF	FORD Starcraft	Ford Thomas CL100	FORD Starcraft	FORD Starcraft
5	Year	2006	2004	2007	2002	2007	2007
6	Fuel Type	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL
7	Fuel Use – 12 months	2071	1951	1951	2567	1385	2816
8	Mileage	90966	122475	59013	23587	61606	96537
9	12-month Mileage	21057	14641	19461	19851	13634	29156
10	Repair Cost - 12 months	\$ 4637	\$ 4340	\$ 885	\$ 455	\$ 1143	\$ 2460
11	Repair frequency - 12 months***	1-3, 2-13, 3-3	1-4, 2-17, 3-3	1-4, 2-10, 3-1	1-3, 2-6, 3-0	1-5, 2-9, 3-1	1-4, 2-25, 3-1
12	Vehicle appearance - interior	FAIR	GOOD	GOOD	GOOD	GOOD	GOOD
	Vehicle appearance - exterior	GOOD	GOOD	GOOD	GOOD	GOOD	GOOD
13	ADA Accessibility:						
	Equipped/Working	YES	YES	YES	YES	YES	YES
	Tie Down	YES	YES	YES	YES	YES	YES
	Announcement System		YES				
	Signage and Stops	YES	YES	YES	YES	YES	YES
14	Passenger Amenities						
	Air Conditioning	YES	YES	YES	YES	YES	YES
	Working Heater	YES	YES	YES	YES	YES	YES
	Tinted Windows	YES	YES	YES	YES	YES	YES
	Padded Seats	YES	YES	YES	YES	YES	YES
15	Type of fare collection system	Manual	Manual	Manual	Manual	Manual	Manual
16	Date of Inspection	10/01/2010	10/01/2010	10/01/2010	10/01/2010	10/01/2010	10/01/2010
17	Inspector's Name:						

\* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)  
 \*\* SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).  
 \*\*\* Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.**

1	VIN	1FDXE45P47DA13636				
2	Fleet # and Status*	20 / A				
3	Vehicle Type **	LDB				
4	Make, Model	FORD Starcraft				
5	Year	2007				
6	Fuel Type	DIESEL				
7	Fuel Use – 12 months	2395				
8	Mileage	77195				
9	12-month Mileage	24470				
10	Repair Cost - 12 months	\$ 2217				
11	Repair frequency - 12 months***	1-6, 2-7, 3-0				
12	Vehicle appearance - interior	GOOD				
	Vehicle appearance - exterior	GOOD				
13	ADA Accessibility:					
	Equipped/Working	YES				
	Tie Down	YES				
	Announcement System					
	Signage and Stops	YES				
14	Passenger Amenities					
	Air Conditioning	YES				
	Working Heater	YES				
	Tinted Windows	YES				
	Padded Seats	YES				
15	Type of fare collection system	Manual				
16	Date of Inspection	10/01/2010				
17	Inspector's Name:	Daniel Donovan				

\* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

\*\* SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

\*\*\* Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

**APPENDIX**

**AROOSTOOK REGIONAL TRANSPORTATION SYSTEM,  
INC.**

ARTS > [Bus Schedules](#)

[Home](#)  
[Bus](#)  
[MaineCare](#)  
[Contact](#)

**Bus Schedules**

Please note that all forms are in .pdf format and require Adobe Acrobat Reader to open. 

If you do not have or need to update your Acrobat Reader software, please click [here](#).



**Aroostook Regional  
 Transportation System (ARTS)  
 Bus Rider Guidelines**

ARTS provides transportation service Monday through Friday, 51 weeks a year, excluding holidays and 3 staff training days. These days will be posted on the bus.

**Schedule/Routes**

Schedules are available on the buses or by calling 764-3384 or 1-800-442-3320 to request one by mail.

**Accessibility**

ARTS bus drivers are trained to assist people with disabilities and all vehicles are lift equipped.

**Shoppers**

Riders should make sure that contents in shopping bags are secured to ensure safety. ARTS encourages people to use reusable bags with a zip top closure. Please limit the number of packages/bags as there is limited storage space available when buses are filled to capacity. Packages cannot block the aisle. Items such as bleach, canned goods and soda must be placed securely in bins located on the bus, placed under seats or held by the rider. Package sizes cannot exceed 20x10x12 inches and 25 lbs. You can use reusable grocery bags. Packages will be placed outside of the entry door or just inside the entry door. ARTS is not responsible for lost or misplaced items.

**Advance notice**

ARTS riders must schedule their appointments at least (1) day in advance. Dispatchers will attempt to provide service for medical appointments only if scheduled before 10:00 am the day of. Please provide as much advanced notice as possible.

**Fares**

Please have the exact fare and pay the driver when you board the bus. Department of Health and Human Services, MaineCare, and any local contracted eligible clients going to a specific covered service may not pay a fare.

**On-Time Policy**

Riders are expected to be ready 30 minutes before their scheduled pick up. This allows us the opportunity to efficiently transport riders from multiple areas with multiple destinations. Time of pick up for out-of-town passengers will vary due to home locations and the number of people scheduled to go. Times on the schedule are approximate.

**Extra Stops**

The fare includes pick up, (2) stops and a return ride home. Extra stops will only be allowed if time permits. Priority will be given to out-of-town passengers who have only one day of bus service.

**Wait Policy**

When the ARTS driver arrives to pick you up, the bus will wait a maximum (3) minutes for the rider. If you are going to be late or need to change your trip time, please call ARTS at least (1) hour in advance so we can notify the driver. If you miss your pick up, the bus will not come back.

**Cancellation Policy**

Any rider who needs to cancel their scheduled trip must notify ARTS at least (1) hour before the pick-up time. Failure to cancel your trip could result in the rider being charged with a "no-show". Riders with three (3) or more no-shows may have their ridership privileges reduced or altered.

**Passenger Assistance**

ARTS bus drivers are trained in passenger assistance techniques and will provide assistance in boarding and disembarking from the vehicle if needed. Passenger assistance may include guiding the passenger to the vehicle, lending a steady arm for balance when boarding the vehicle, finding a seat or loading and securing a wheelchair.

ARTS drivers will not provide assistance that involves bearing weight including lifting and/or carrying passengers. Individuals who need extensive assistance in traveling must arrange for a personal care attendant to accompany and assist them. The driver may refuse services if the passenger cannot safely travel to and from the vehicle without the driver lifting and/or carrying them. For passengers using wheelchairs, the path to and from the bus must be clear. ARTS drivers will not enter the passenger's home to assist them. This is the safety of both drivers and passengers, ARTS does not

*provide in-home assistance.*

**Personal Care Attendants (PCA)**

An eligible personal care attendant can ride at no charge. The passenger may be asked to provide information about the function of the PCA. *ARTS does not provide personal care attendants.*

**Service Animals**

Service animals are allowed to ride for free with bus passengers. Service animals must be under the control of the rider at all times. *(ADA regulations define service animals as individually trained to provide assistance to an individual with a disability. No proof of license or certification can be required of the rider.)*

**Food Consumption & Smoking**

Eating, drinking, or any tobacco use is not permitted on ARTS vehicles. Please do not bring open food or beverage containers on board.

**Seat Belts and Restraints**

Maine law requires that all passengers use seat belts if the vehicle is equipped with them and appropriate child safety restraints while the vehicle is in motion. Passengers must remain seated until the vehicle comes to a complete stop.

Passengers with a medical seat belt exemption must provide a medical exemption certification when boarding. This exemption must be updated every year by your physician. Child safety seats must be used appropriate to the size/height and weight of the child. ARTS buses are equipped with built-in child seats; however parents are encouraged to use their own due to the limited number of built-ins. *Parents are responsible for securing children in safety seats.*

**Oxygen Tanks**

Some portable oxygen tanks are permitted on ARTS vehicles. Allowable tanks must be secured to a mobility device or be of a portable design that permits the user to carry the tank with a shoulder strap. Wheeled oxygen tanks are not permitted on ARTS vehicles as the buses are not equipped with appropriate devices to secure them. Oxygen tanks may not be stored in vehicle aisles. *ARTS drivers are not responsible for oxygen tanks.*

**Passenger Conduct**

Passengers are expected to adhere to commonly accepted rules of conduct. Please be courteous with your driver and other passengers. A driver may refuse to transport a passenger who appears to be under the influence of alcohol, illegal or dangerous substances, or whose behavior and/or language is abusive, offensive, disorderly or dangerous to him/herself, the driver or other passengers. Littering or defacing of property is prohibited. *ARTS reserves the right to deny service as appropriate.*

**Hazardous Materials**

Guns, knives, explosives, dangerous liquids and hand carried parcels that could cause injury to other passengers are banned by law.

**Audio/Video Devices**

Radios, scanners and portable CD/tape/DVD players may be used on the bus only if the sound is transmitted to the user by ear plugs or headphones and the content is not offensive to other passengers.

**Proper Attire**

Proper attire including shirts and shoes must be worn on ARTS vehicles.

**Adverse Weather**

ARTS may reduce or cancel services during severe weather events. Local radio and television stations will be updated when a service reduction or closure occurs.

**Suspension and Appeals**

ARTS may suspend a rider for incidents of disruptive behavior, violating the Passenger Conduct, Hazardous Materials, Audio/Video Device policies or breaking the law. Riders will be notified in writing of a suspension or penalty.

A rider may appeal a suspension or penalty. Appeals must be submitted in writing within (10) days of receipt of the written suspension or penalty addressed to ARTS, Attn: Executive Director, PO Box 552, Presque Isle, ME 04769. The appeal must include the rider's name, mailing address, telephone number and the reason for the appeal. ARTS will respond to the appeal in writing within (10) business days.

**Complaints**

Complaints regarding ARTS service or staff may be submitted in writing to the Operations Manager at the above address. ARTS will respond to complaints in writing within (10) business days.

*ARTS reserves the right to change guidelines without immediate notification.*

*Effective date: September 1, 2009*

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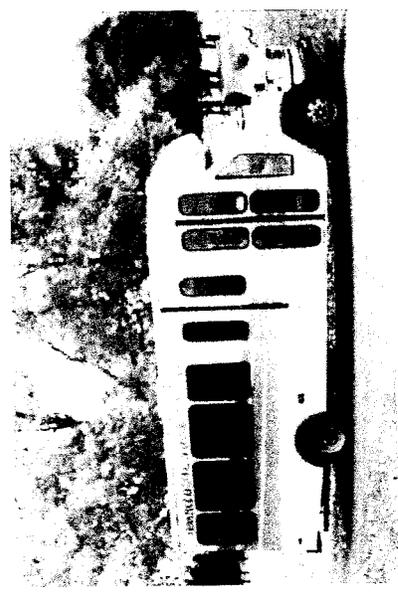
Bus | MaineCare | Contact

Aroostook Regional Transportation System, Inc.  
PO Box 552  
24 Houlton Road  
Presque Isle, ME 04769  
(207) 764-1290 (Main Office)

**AROOSTOOK REGIONAL  
TRANSPORTATION SYSTEM, INC.**

**CARIBOU  
AREA BUS SCHEDULE**

Service to: Fort Fairfield, Limestone, Colby Sid-  
ing, New Sweden, Stockholm, Washburn, Wade,  
Perham, Crouseville, Woodland, Loring, Caswell,  
Westmanland, Jemtlund and Presque Isle.



**GENERAL PUBLIC TRANSPORTATION**  
Local Dispatch Telephone 764-3384  
Toll Free 1-800-442-3320  
Dispatch hours 6:00 a.m. - 5:00 p.m.

Our Main Office is TTY/TDD Equipped  
Buses Are Wheelchair-lift Equipped  
Schedule and fares:  
Effective July 1, 2009

Aroostook Regional Transportation System, Inc.  
is funded with support of federal and state pro-  
grams administered by the Maine Department  
of Transportation and Department of Health &  
Human Services as well as contributions from  
local communities and fare revenues.

Service is provided without regard to race, color,  
or national origin.

Safety Belts Do Make A Difference  
**Please Buckle Up**

**GENERAL PUBLIC  
DESIGNATED STOPS**

Cary Medical Center	9:30	12:30
Skyway Plaza	9:32	12:32
Miller's	9:35	12:35
Shop & Save	9:39	12:39
Family Dollar	9:44	12:44
Downtown Mall	9:48	12:48
Sleepers	9:51	12:51
Cary Medical Center	9:56	12:56
Skyway Plaza	9:59	12:59
Miller's	10:01	1:01
Shop & Save	10:05	1:05
Family Dollar	10:08	1:08
Downtown Mall	10:11	1:11
Sleepers	10:14	1:14

Fare is \$1.00 per pick up.

**BUS COURTESY**

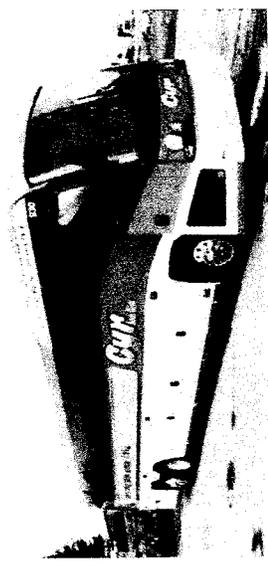
In consideration of other riders, smoking, food,  
drinks, and pets are not allowed on the bus.  
Payment is expected at time of boarding the bus.  
Please have correct fares ready.  
Restrictions apply for size and weight of packages.  
Please contact the office for more information.  
Schedules are available from bus drivers or by call-  
ing ARTS at 1-800-442-3320 or 764-3384.  
You may use our service to get to an outlying com-  
munity on the day scheduled for that community.  
Reservations must be made a day ahead. If you  
have any questions concerning service, call local dis-  
patch site at 1-800-442-3320 or 764-3384.  
Management reserves the right to deny service.

**THURSDAY**

8:00	Pick up Presque Isle to Caribou	
9:00-2:30	In town Caribou	
9:15	Pick up Caribou to Stockholm, New Sweden, Westmanland, Jemtlund and Colby	
9:30-10:00	Pick up Stockholm, New Sweden, Westmanland, Jemtlund, and Colby to Caribou	
11:00-2:30	In town Caribou	
2:30	Leave Caribou to return to above towns and return to Presque Isle	
	Round Trip Fares to/from Caribou:	Elderly/ General
	Presque Isle	Disabled Public \$3.00 \$6.00
	Stockholm/Jemtlund	\$3.00 \$6.00
	New Sweden/Westmanland/Colby	\$3.00 \$6.00
	In town Caribou	\$2.00 See back

**FRIDAY**

8:00	Pick up Presque Isle to Caribou	
9:00-2:30	In town Caribou	
10:30	Leave Caribou to Fort Fairfield	
11:00-11:30	Pick up Fort Fairfield to Caribou	
12:00-2:30	In town Caribou	
2:30	Leave Caribou to return to above towns and return to Presque Isle	
	Round Trip Fares to/from Caribou:	Elderly/ General
	Presque Isle	Disabled Public \$3.00 \$6.00
	Fort Fairfield	\$3.00 \$6.00
	In town Caribou	\$2.00 See back



**Connecting Aroostook to Bangor  
and points South.**  
For additional information,  
call Cyr Bus Line at 1-800-244-2335.

### General Public Fare Information

In town service is available to all Caribou residents. The schedule with pick up and drop off times is located on the last page. Fare is \$1.00 per stop.

General public service to or from outlying towns is listed below. People leaving Caribou will be dropped off and picked up when the bus returns in the afternoon to return to Caribou. People going to Caribou will pay the listed fares, be picked up at home, have two stops in Caribou and return ride home for that fare. Children under 12 ride at ½ fare.

Fares include pick up, two stops and a final drop off. Additional stops are \$1.00 per stop and will only be allowed if service time is available.

Reservations Must Be Made A Day Ahead  
Call 764-3384 or 1-800-442-3320

## CARIBOU AREA BUS SCHEDULE

### MONDAY

8:00 Pick up Presque Isle to Caribou  
9:00-2:30 In town Caribou  
9:30 Pick up Caribou to Washburn, Crouseville, Perham, Wade, and Woodland  
10:00-10:30 Pick up Washburn, Crouseville, Perham, Wade, and Woodland to Caribou  
11:00-2:30 In town Caribou  
Leave Caribou to return to above towns and return to Presque Isle

Round Trip Fares to/from Caribou:  
Presque Isle Elderly/ Disabled \$3.00 General Public \$6.00  
Washburn, Crouseville, Perham \$3.00  
Wade/Woodland \$2.50  
In town Caribou \$5.00 See back

### TUESDAY

8:00 Pick up Presque Isle to Caribou  
9:00-2:30 In town Caribou  
9:30 Pick up Caribou to Limestone, Loring and Caswell  
10:00-10:30 Pick up Limestone, Loring and Caswell to Caribou  
11:00-2:30 In town Caribou  
2:30 Leave Caribou to return to above towns and return to Presque Isle

Round Trip Fares to/from Caribou:  
Presque Isle Elderly/ Disabled \$3.00 General Public \$6.00  
Limestone/Loring/Caswell \$3.00  
In town Caribou \$2.00 See back

### 2nd WEDNESDAY

9:15-10:00 Pick up Caribou, Washburn, Crouseville, Woodland, Perham and Wade to Presque Isle  
11:00-2:30 In Town Presque Isle  
2:30 Leave Presque Isle to return to above towns and return to Presque Isle

3rd WEDNESDAY  
9:15-10:00 Pick up Caribou, Limestone, Loring, and Caswell to Presque Isle  
11:00-2:30 In Town Presque Isle  
2:30 Leave Presque Isle to return to above towns and return to Presque Isle

### EVERY WEDNESDAY

8:00 Pick up Presque Isle to Caribou  
9:00-2:30 In Town Caribou  
2:30 Leave Caribou to Presque Isle

### 4th WEDNESDAY

9:15-10:00 Pick up Caribou, Stockholm, New Sweden, Colby, Westmanland and Jemtland to Presque Isle  
11:00-2:30 In Town Presque Isle  
2:30 Leave Presque Isle to return to above towns and return to Presque Isle

### 1st and 5th WEDNESDAY

9:30-10:00 Pick up Caribou to Presque Isle  
11:00-2:30 In Town Presque Isle  
2:30 Leave Presque Isle to return to above towns and return to Presque Isle

Round Trip Fares to Presque Isle:  
Caribou Elderly/ Disabled \$3.00 General Public \$6.00  
Washburn/Crouseville/Wade \$3.00  
Perham/Woodland \$3.00  
Stockholm/New Sweden/Colby \$4.00  
Westmanland/Jemtland \$4.00  
Limestone/Loring/Caswell \$4.00  
In town Caribou \$2.00 See back

**THURSDAY**

**Bus 1**  
 8:00 (1st, 3rd, and 5th weeks)  
 Leave Fort Kent for Wallagrass, Plaisted, Soldier Pond, Eagle Lake, Winterville, Quimby, Daigle, Guerrette, Sinclair, St. Agatha, and Frenchville to Madawaska  
 8:30 (2nd and 4th weeks)  
 Leave Fort Kent for St. John, St. Francis, Allagash, Fort Kent, Frenchville to Madawaska

10:30  
 Arrive Madawaska  
 10:30-2:00  
 In town Madawaska  
 2:00  
 Leave Madawaska for return to above towns

**Bus 2**  
 10:30-2:30  
 In town Fort Kent

Round Trip Fares to Madawaska	Elderly/Disabled	General Public
Fort Kent	\$3.50	\$7.00
Frenchville	\$2.50	\$5.00
Daigle/Sinclair/St. Agatha/	\$3.50	\$7.00
Guerrette	\$4.00	\$8.00
Winterville/Quimby	\$4.00	\$8.00
Eagle Lake		
Soldier Pond/Plaisted/Wallagrass	\$4.00	\$8.00
St. John	\$4.00	\$8.00
St. Francis	\$4.00	\$8.00
Allagash	\$4.00	\$8.00
In town Fort Kent	\$2.00	\$4.00

**FRIDAY**

8:30  
 Leave Fort Kent for Daigle, Guerrette, Sinclair, St. Agatha, and Frenchville to Fort Kent  
 10:30-2:30  
 In town Fort Kent  
 2:30  
 Leave Fort Kent for return to above towns

Round Trip Fares to Fort Kent:	Elderly/Disabled	General Public
Daigle	\$2.50	\$5.00
Guerrette	\$3.00	\$6.00
Sinclair/St. Agatha	\$3.50	\$7.00
Frenchville	\$2.50	\$5.00
In town Fort Kent	\$2.00	\$4.00

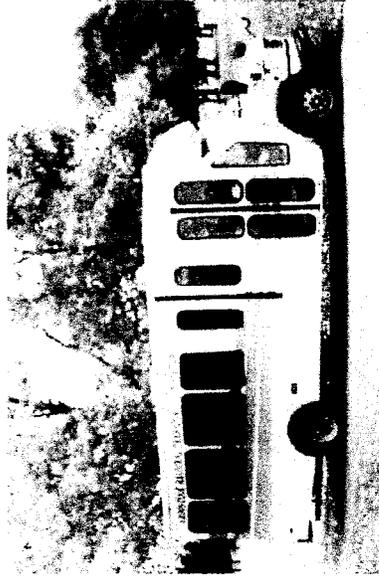
**BUS COURTESY**

In consideration of other riders, smoking, food, drinks, and pets are not allowed on the bus. Payment is expected at time of boarding the bus. Please have correct fares ready. Restrictions apply for size and weight of packages. Please contact the office for more information. Schedules are available from bus drivers or by calling ARTS at 1-800-442-3320 or 764-3384. You may use our service to get to an outlying community on the day scheduled for that community. Reservations must be made a day ahead. If you have any questions concerning service, call local dispatch site at 1-800-442-3320 or 764-3384. Management reserves the right to deny service.

**AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.**

**FORT KENT AREA BUS SCHEDULE**

Service to: Allagash, St. John, St. Francis, Quimby, Winterville, Eagle Lake, Plaisted, Wallagrass, Guerrette, Daigle, Soldier Pond, Sinclair, St. Agatha, Frenchville, Madawaska, Presque Isle, and Caribou.



**GENERAL PUBLIC TRANSPORTATION**  
 1-800-442-3320  
 Dispatch hours 6:00 a.m. - 5:00 p.m.

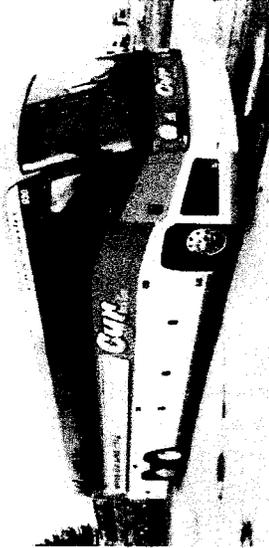


Our Main Office is TTY/TDD Equipped  
 Buses Are Wheelchair-lift Equipped  
 Schedule and fares: Effective July 1, 2009

Aroostook Regional Transportation System, Inc. is funded with support of federal and state programs administered by the Maine Department of Transportation and Department of Health & Human Services as well as contributions from local communities and fare revenues.

Service is provided without regard to race, color, or national origin.

Safety Belts Do Make A Difference  
**Please Buckle Up**



**Connecting Aroostook to Bangor and points South.**

For additional information, call Cyr Bus Line at 1-800-244-2335.

**Fare Information**

Fares include pick up, two stops and a final drop off. Additional stops are \$1.00 per stop and will only be allowed if service time is available. Children under 12 ride for ½ fare.

Reservations Must Be Made A Day Ahead  
 Call 764-3384  
 or 1-800-442-3320

**FORT KENT AREA  
 BUS SCHEDULE**

**MONDAY**

8:30 Leave Fort Kent for St. John, St. Francis, and Allagash to Fort Kent  
 10:30 Arrive Fort Kent  
 10:30-2:30 In town Fort Kent  
 2:30 Leave Fort Kent for return to above towns

Round Trip Fares to Fort Kent:	Elderly/Disabled	General Public
St. John	\$2.50	\$5.00
St. Francis	\$3.00	\$6.00
Allagash	\$3.50	\$7.00
In town Fort Kent	\$2.00	\$4.00

**TUESDAY**

8:30 Leave Fort Kent for Wallagrass, Plaisted, Soldier Pond, Eagle Lake, Winterville, and Quimby to Fort Kent  
 10:15 Arrive Fort Kent  
 10:15-2:30 In town Fort Kent  
 2:30 Leave Fort Kent for return to above towns

Round Trip Fares to Fort Kent:	Elderly/Disabled	General Public
Wallagrass/Plaisted/Soldier Pond	\$2.50	\$5.00
Eagle Lake	\$3.00	\$6.00
Winterville/Quimby	\$3.50	\$7.00
In town Fort Kent	\$2.00	\$4.00

**WEDNESDAY**

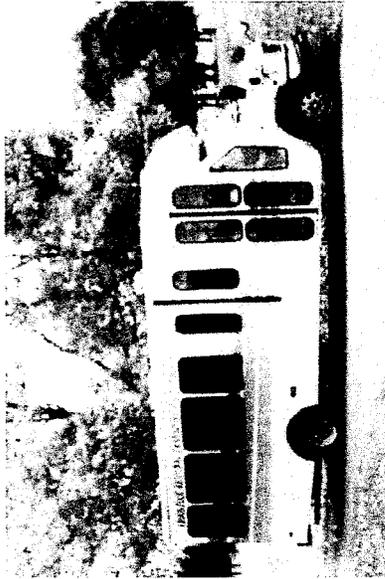
Bus 1  
 8:00 (1st Week) Leave Fort Kent for Carlbou and Presque Isle  
 8:00 (2nd Week) Leave Fort Kent for Frenchville, St. Agatha, Sinclair, and Guerrette to Carlbou and Presque Isle  
 8:00 (3rd Week) Leave Fort Kent for St. John, St. Francis, and Allagash to Carlbou and Presque Isle  
 8:00 (4th & 5th Week) Leave Fort Kent for Wallagrass, Soldier Pond, Eagle Lake, Winterville and Quimby to Presque Isle  
 10:30 Arrive Presque Isle  
 10:30-2:00 In town Presque Isle  
 2:00 Leave Presque Isle for Carlbou  
 2:20 Arrive Carlbou  
 3:00 Leave Carlbou for return to above towns  
 Bus 2  
 10:30-2:30 In town Fort Kent

Round Trip Fares to Carlbou/Presque Isle:	Elderly/Disabled	General Public
All Above Towns	\$4.00	\$8.00
In town Fort Kent	\$2.00	\$4.00

**AROOSTOOK REGIONAL  
TRANSPORTATION SYSTEM, INC.**

**HOULTON AREA  
BUS SCHEDULE**

Service to: Oakfield, Dyer Brook, Cary, Smyrna Mills, Ludlow, Danforth, Hodgdon, Weston, Amity, Littleton, Monticello, Bridgewater, Mars Hill, Presque Isle, Patten, Island Falls, Linneus, Sherman, Orient, Haynesville, Wytotitlock, Bancroft, Macwahoc, Molonkus, Mt. Chase, and Benedicta.



**GENERAL PUBLIC TRANSPORTATION**

Dispatch Telephone 764-3384  
Toll Free 1-800-442-3320  
Dispatch Hours 6:00 a.m. to 5:00 p.m.



Our Main Office is TTY/TDD Equipped  
Buses are Wheelchair-lift Equipped  
Schedule and Fares: Effective July 1, 2009

Aroostook Regional Transportation System, Inc. is funded with support of federal and state programs administered by the Maine Department of Transportation and Department of Health & Human Services as well as contributions from local communities and fare revenues.

Service is provided without regard to race, color, or national origin.

Safety Belts Do Make A Difference  
**Please Buckle Up**

**GENERAL PUBLIC  
DESIGNATED STOPS**

Market Square	12:00
Wal-Mart	12:14
Shop & Save	12:19
Andy's IGA	12:27
Mardens	12:30
Houlton Regional Hospital	12:37
Market Square	12:44

Fare is \$1.00 per pick up.

**BUS COURTESY**

In consideration of other riders, smoking, food, drinks and pets are not allowed on the bus.

Payment is expected at time of boarding the bus. Please have correct fares ready.

Restrictions apply for size and weight of packages. Please contact the office for more information.

Schedules are available from bus drivers or by calling ARTS at 1-800-442-3320 or 764-3384.

You may use our service to get to an outlying community on the day scheduled for that community.

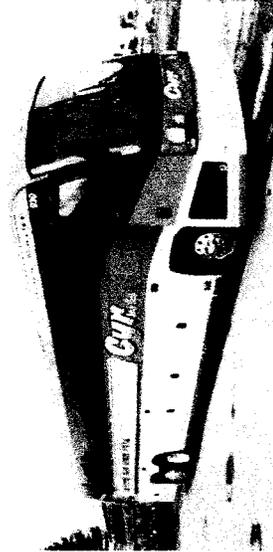
Reservations must be made a day ahead. If you have any questions concerning service, call local dispatch site at 1-800-442-3320 or 764-3384.

Management reserves the right to deny service.

**FRIDAY**

8:00-8:30	In town	Houlton
8:30	Pick up	Houlton to Monticello and Littleton
9:00-9:45	Pickup	Monticello and Littleton to Houlton
9:45-1:15	In town	Houlton
1:15	Leave	Houlton to return to above towns and return to Houlton
2:30-3:30	In town	Houlton

Round Trip Fares to/from Houlton:	Elderly/ Disabled	General Public
Littleton	\$2.50	\$5.00
Monticello	\$3.00	\$6.00
In town, Houlton	\$2.00	See back



**Connecting Aroostook to Bangor  
and points South.**

For additional information,  
call Cyr Bus Line at 1-800-244-2335.

### General Public Fare Information

In town service is available to all Houlton residents. The schedule with pickup and drop off times is located on the last page. Fare is \$1.00 per stop.

General public service to or from outlying towns is listed below. People leaving Houlton will be dropped off and picked up when the bus returns in the afternoon to return to Houlton. People going to Houlton will pay the listed fares, be picked up at home, have two stops in Houlton and return ride home for that fare. Children under 12 ride at ½ fare.

Fares include pick up, two stops and a final drop off. Additional stops are \$1.00 per stop and will only be allowed if service time is available.

Reservations Must Be Made A Day Ahead  
Call 764-3384 or 1-800-442-3320

## HOULTON AREA BUS SCHEDULE

### MONDAY

#### 1st and 3rd Monday

8:15 Pick up **Hodgdon and Houlton to Littleton, Monticello, Bridgewater, Mars Hill, Westfield and Presque Isle**

10:00-1:00

In town **Presque Isle**

1:00 Leave **Presque Isle** to return to above towns and return to Houlton.

### MONDAY

#### 2nd, 4th, and 5th Monday

8:00-2:30 In town **Houlton**

Round Trip Fares to/from Presque Isle:  
**Bridgewater** Elderly/ Disabled \$3.00 General Public \$6.00  
**Mars Hill/Westfield** \$3.00 \$6.00  
**Monticello** \$4.00 \$8.00  
**Littleton** \$4.00 \$8.00  
**Houlton** \$4.00 \$8.00  
 In town **Houlton** \$2.00 See Back

### TUESDAY

8:00-8:30

In town **Houlton**

8:30

Pick up **Houlton to Oakfield, Dyer Brook, Smyrna Mills, Ludlow and New Limerick**

8:45-9:45

Pickup **Oakfield, Dyer Brook, Smyrna Mills, Ludlow and New Limerick to Houlton**

9:45-1:00

In town **Houlton**

1:00

Leave **Houlton** to return to above towns and return to **Houlton**

2:30

Arrive **Houlton**

2:30-3:30

In town **Houlton**

Round Trip Fares to/from Houlton:  
**Ludlow/New Limerick** Elderly/ Disabled \$2.50 General Public \$5.00  
**Dyer Brook/Oakfield/Smyrna** \$3.00 \$6.00  
 In town **Houlton** \$2.00 See back

### WEDNESDAY

8:00-8:30

In town **Houlton**

8:30

Pick up **Houlton to Danforth, Cary, Hodgdon, Weston, Amity, Linneus, Orient, Haynesville, Wytopitlock and Bancroft**

9:00-11:00

Pickup **Danforth, Cary, Hodgdon, Weston, Amity, Linneus, Orient, Haynesville, Wytopitlock and Bancroft to Houlton**

11:00-2:30

In town **Houlton**

2:30

Leave **Houlton** to return to above towns and return to **Houlton**

Round Trip Fares to/from Houlton:  
**Hodgdon/Linneus** Elderly/ Disabled \$2.50 General Public \$5.00  
**Weston/Orient/Haynesville** \$3.50 \$7.00  
**Amity/Cary/Danforth/Bancroft/Wytopitlock** \$4.00 \$8.00  
 In town **Houlton** \$2.00 See back

### THURSDAY

8:00-8:30

In town **Houlton**

8:30

Leave **Houlton to Sherman, Stacyville, Patten, Island Falls, Dyer Brook, Oakfield, Smyrna Mills, Ludlow, Macwahoc, Molunkus, Mt. Chase and Benedicta**

9:15-10:30

Pickup **Sherman, Stacyville, Patten, Island Falls, Dyer Brook, Oakfield, Smyrna Mills, Ludlow, Macwahoc, Molunkus, Mt. Chase and Benedicta to Houlton**

10:30-2:30

In town **Houlton**

2:30

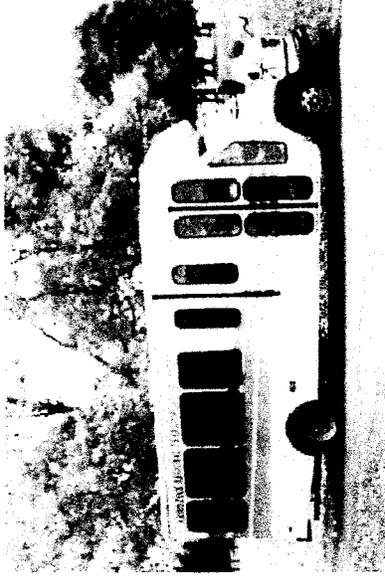
Leave **Houlton** to return to above towns and return to **Houlton**

Round Trip Fares to/from Houlton:  
**Macwahoc/Molunkus/Benedicta/Sherman/Stacyville** Elderly/ Disabled \$4.00 General Public \$8.00  
**Patten/Crystal** \$4.00 \$8.00  
**Island Falls** \$3.50 \$7.00  
**Oakfield/Dyer Brook/Smyrna Ludlow** \$3.00 \$6.00  
 In town **Houlton** \$2.50 \$5.00  
 See back

**AROOSTOOK REGIONAL  
TRANSPORTATION SYSTEM, INC.**

**MADAWASKA  
AREA BUS SCHEDULE**

Service to: Van Buren, Grand Isle, Frenchville, Lille,  
Keegan, Fort Kent, Presque Isle and Caribou.



**GENERAL PUBLIC TRANSPORTATION**

Toll Free 1-800-442-3320  
Dispatch hours 6:00 a.m. - 5:00 p.m.

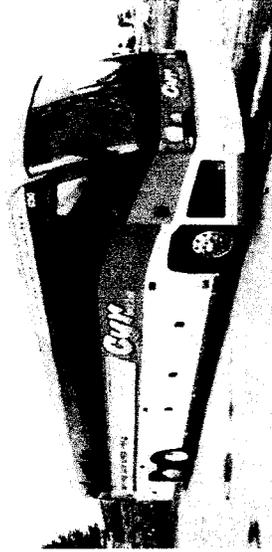


Our Main Office is TTY/TDD Equipped  
Buses Are Wheelchair-lift Equipped  
Schedule and fares: Effective July 1, 2009

Aroostook Regional Transportation System, Inc. is funded with support of federal and state programs administered by the Maine Department of Transportation and Department of Health & Human Services as well as contributions from local communities and fare revenues.

Service is provided without regard to race, color, or national origin.

**Safety Belts Do Make A Difference  
Please Buckle Up**



**Connecting Aroostook to Bangor  
and points South.**

For additional information,  
call Cyr Bus Line at 1-800-244-2335.

**BUS COURTESY**

In consideration of other riders, smoking, food, drinks, and pets are not allowed on the bus.

Payment is expected at time of boarding the bus. Please have correct fares ready

Restrictions apply for size and weight of packages. Please contact the office for more information.

Schedules are available from bus drivers or by calling ARTS at 1-800-442-3320 or 764-3384.

You may use our service to get to an outlying community on the day scheduled for that community.

Reservations must be made a day ahead. If you have any questions concerning service, call local dispatch site at 1-800-442-3320 or 764-3384.

Management reserves the right to deny service.

## Fare Information

Fares include pick up, two stops and a final drop off. Additional stops are \$1.00 per stop and will only be allowed if service time is available. Children under 12 ride for ½ fare.

Reservations Must Be Made A Day Ahead  
Call 1-800-442-3320

## MADAWASKA AREA BUS SCHEDULE

### MONDAY

10:30-2:00

Service In town Madawaska

### TUESDAY

Service to *Caribou* and *Presque Isle* from *Madawaska, Lille, Grand Isle* and *Van Buren* area. Priority seating for residents of *Madawaska, Grand Isle* and *Lille*.

8:00

Leave *Madawaska* for *Caribou* and *Presque Isle*

8:45

Pick up in *Van Buren* and leave for *Caribou*

9:45-10:00

Arrive in *Caribou* and drop off passengers. (*Caribou* bus is available to move passengers locally).

10:00

Leave *Caribou* for *Presque Isle*

10:15

Arrive in *Presque Isle*

10:15-2:00

In town *Presque Isle*

2:00

Leave *Presque Isle* for *Caribou*

2:20

Arrive *Caribou* and pick up for return trip to above towns.

3:00

Leave *Caribou* for return to *Madawaska* area

3:45

Arrive *Van Buren* and drop off passengers

4:30

Arrive *Madawaska* drop off passengers  
Service finished for the day.

Round Trip Fares:	Elderly/ Disabled	General Public
<i>Madawaska</i> to <i>Van Buren</i>	\$3.00	\$6.00
<i>Grand Isle/Lille</i> to <i>Van Buren</i>	\$2.50	\$5.00
Round Trip to <i>Presque Isle/Caribou</i>		
<i>Madawaska</i>	\$4.00	\$8.00
<i>Lille/Grand Isle</i>	\$3.50	\$7.00
<i>Van Buren/Keegan</i>	\$3.00	\$6.00
Connor	\$2.50	\$5.00
In town <i>Madawaska</i>	\$2.00	\$4.00

### WEDNESDAY

No Service

### THURSDAY

10:30-2:00

In town *Madawaska* (service by Fort Kent bus)

In town fares	Elderly/ Disabled	General Public
	\$2.00	\$4.00

### FRIDAY

Service to *Caribou* and *Presque Isle* from *Van Buren* and *Keegan* area. Serviced from *Presque Isle*.

8:45

Pick up in *Van Buren* and *Keegan* and leave for *Caribou* and *Presque Isle*

9:45-10:00

Arrive in *Caribou* and drop off passengers

10:00

Leave *Caribou* for *Presque Isle*

10:15

Arrive *Presque Isle*

10:15-2:00

In town *Presque Isle*

2:00

Leave *Presque Isle* for *Caribou*

2:20

Arrive *Caribou* and pick up for return to above towns

3:00

Leave *Caribou* for return to *Van Buren* area

3:45

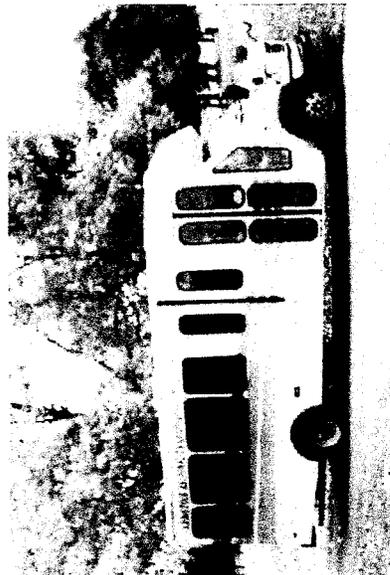
Arrive *Van Buren* and drop off passengers

Round Trip to <i>Presque Isle/Caribou:</i> <i>Van Buren/Keegan</i> Connor	Elderly/ Disabled	General Public
	\$3.00	\$6.00
	\$2.50	\$5.00

**AROOSTOOK REGIONAL  
TRANSPORTATION SYSTEM, INC.**

**PRESQUE ISLE  
AREA BUS SCHEDULE**

Service to: Fort Fairfield, Mapleton, Ashland, Portage, Sheridan, Caribou, Mars Hill, Westfield, Bridgewater, Easton, Masardis, Robinson, Oxbow, and E Plantation.



**GENERAL PUBLIC TRANSPORTATION**  
Local Dispatch Telephone 764-3384  
Dispatch hours 6:00 a.m. - 5:00 p.m.

Our Main Office is TTY/TDD Equipped  
Buses Are Wheelchair-lift Equipped  
Schedule and fares: Effective July 1, 2009

Aroostook Regional Transportation System, Inc. is funded with support of federal and state programs administered by the Maine Department of Transportation and Department of Health & Human Services as well as contributions from local communities and fare revenues.

Service is provided without regard to race, color, or national origin.

Safety Belts Do Make A Difference  
**Please Buckle Up**

**GENERAL PUBLIC  
DESIGNATED STOPS**

NMCC Christie Bldg.	9:30	11:30	3:30
UMPI Campus Center	9:38	11:38	3:38
TAMC/Pinkham Entrance	9:44	11:44	3:44
Corner State and Main Street	9:48	11:48	3:48
North Street Plaza	9:51	11:51	3:51
Aroostook Centre Mall	9:56	11:56	3:56
Mardens/Graves	10:00	12:00	4:00
Wal-Mart	10:03	12:03	4:03
North Street Plaza	10:06	12:06	4:06
Aroostook Centre Mall	10:12	12:12	4:12
TAMC/Pinkham Entrance	10:21	12:21	4:21
UMPI Campus Center	10:28	12:28	4:28
Corner State and Main Street	10:31	12:31	4:31
NMCC Christie Bldg.	10:36	12:36	4:36

Fare is \$1.00 per pick up.

**BUS COURTESY**

In consideration of other riders, smoking, food, drinks, and pets are not allowed on the bus.

Payment is expected at time of boarding the bus. Please have correct fares ready.

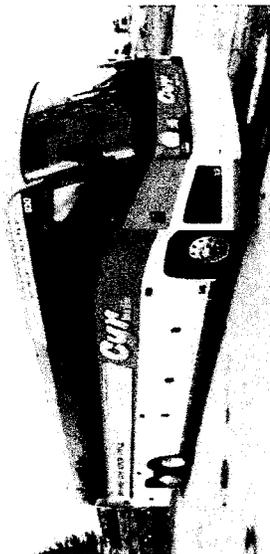
Restrictions apply for size and weight of packages. Please contact the office for more information.

Schedules are available from bus drivers or by calling ARTS at 1-800-442-3320 or 764-3384.

You may use our service to get to an outlying community on the day scheduled for that community.

Reservations must be made a day ahead. If you have any questions concerning service, call local dispatch site at 1-800-442-3320 or 764-3384.

Management reserves the right to deny service.



**Connecting Aroostook to Bangor  
and points South.**

For additional information,  
call Cyr Bus Line at 1-800-244-2335.

## General Public Fare Information

In town service is available to all Presque Isle residents. The schedule with pick up and drop off times is located on the last page. Fare is \$1.00 per stop.

General public service to or from outlying towns is listed below. People leaving Presque Isle will be dropped off and picked up when the bus returns in the afternoon to return to Presque Isle. People going to Presque Isle will pay the listed fares, be picked up at home, have two stops in Presque Isle and return ride home for that fare. Children under 12 ride at ½ fare.

Fares include pick up, two stops and a final drop off. Additional stops are \$1.00 per stop and will only be allowed if service time is available.

Reservations Must Be Made A Day Ahead  
Call 764-3384

## PRESQUE ISLE AREA BUS SCHEDULE

### MONDAY

8:30-3:00 Bus 1  
In town Presque Isle  
10:30 Bus 2  
Pick up Presque Isle to Fort Fairfield  
11:00-11:30 Bus 2  
Pick up Fort Fairfield to Presque Isle  
12:00-2:30 Bus 2  
In town Presque Isle  
2:30 Bus 2  
Leave Presque Isle to Fort Fairfield and return to Presque Isle

Round Trip Fares Elderly/ General  
to/from: Disabled Public  
Fort Fairfield \$3.00 \$6.00  
In town Presque Isle \$2.00 See back

### TUESDAY

8:30-3:00 Bus 1  
In town Presque Isle  
8:30 Bus 2  
Pick up Presque Isle to Ashland, Sheridan, Portage, Mapleton, Oxbow, and Masardis  
9:15-10:45 Bus 2  
Pick up Ashland, Sheridan, Portage, Mapleton, Oxbow, and Masardis to Presque Isle  
11:00-2:30 Bus 2  
In town Presque Isle  
2:30 Bus 2  
Leave Presque Isle to return to above towns and return to Presque Isle

Round Trip Fares Elderly/ General  
to/from: Disabled Public  
Ashland \$3.00 \$6.00  
Sheridan \$3.00 \$6.00  
Portage \$3.50 \$7.00  
Mapleton \$2.50 \$5.00  
Masardis \$3.50 \$7.00  
Oxbow \$3.50 \$7.00  
In town Presque Isle \$2.00 See back

### WEDNESDAY

8:30-3:00 Bus 1  
In town Presque Isle  
Bus 2  
10:00-10:30 - 1st, 4th, & 5th week  
Pick up Presque Isle to Caribou  
9:30-10:30 - 2nd week  
Pick up Presque Isle to Mars Hill, Bridgewater, Easton to Caribou  
9:30-10:30 - 3rd week  
Pick up Presque Isle to Mapleton to Caribou  
11:30-2:30 Bus 2  
In town Caribou  
2:30 Bus 2  
Leave Caribou to return to above towns and return to Presque Isle

Round Trip Fares Elderly/ General  
to/from Caribou: Disabled Public  
Presque Isle \$3.00 \$6.00  
Mars Hill \$3.50 \$7.00  
Easton \$3.50 \$7.00  
Bridgewater \$4.00 \$8.00  
Mapleton \$3.50 \$7.00  
In town Caribou/Presque Isle \$2.00 See back

### THURSDAY

8:30-4:00  
In town Presque Isle

Fares: Elderly/ General  
In town Presque Isle \$2.00 See back

### FRIDAY

8:30-3:00 Bus 1  
In town Presque Isle  
9:30 Bus 2  
Pick up Presque Isle to Westfield, Mars Hill, Blaine, E Plantation, Bridgewater, and Easton  
10:00-11:00 Bus 2  
Pick up Westfield, Mars Hill, Blaine, E Plantation, Bridgewater, and Easton to Presque Isle  
11:30-2:30 Bus 2  
In town Presque Isle  
2:30 Bus 2  
Leave Presque Isle to return to above towns and return to Presque Isle

Round Trip Fares Elderly/ General  
to/from: Disabled Public  
Westfield \$3.00 \$6.00  
Blaine \$3.00 \$6.00  
Mars Hill \$3.00 \$6.00  
E Plantation \$3.00 \$6.00  
Easton \$3.00 \$6.00  
Bridgewater \$3.50 \$7.00  
Robinson \$3.50 \$7.00  
In town Presque Isle \$2.00 See back

## **AMERICANS WITH DISABILITIES ACT PLANS**

Aroostook Regional Transportation System's ADA plan is included in the paragraphs below.

### **A. ADA REVIEW**

Aroostook Regional Transportation System, Inc. is in compliance with the "Non Discrimination on the Basis of Handicap" in Financial Assistance Programs in accordance with CFR Parts 27 and 609, Federal Register, May 23, 1986. Aroostook Regional Transportation System, Inc. ensures access to transportation services by elderly persons and persons with disabilities.

### **B. ADA PLAN**

Aroostook Regional Transportation System's Plan to fully comply with the Americans with Disabilities Act of 1991 includes the following:

#### **Explanation of the Americans with Disabilities Act (ADA)**

In September of 1991, Civil Rights legislation known as the Americans with Disabilities Act (ADA) was enacted. This legislation enhanced existing 504 Civil Rights legislation by establishing specific standards for accessibility to elderly persons and persons with disabilities in public accommodations, workplaces and public transportation.

#### **Policy Regarding Accessibility in Transportation**

All general use vehicles operated by Aroostook Regional Transportation System, Inc. (ARTS) are wheelchair accessible. The facility occupied by Aroostook Transportation System, Inc. is appropriately designed for accessibility to the handicapped. TDD's (Telecommunications Devices for the Deaf) are installed at the central office. It has been the policy of Aroostook Regional Transportation System, Inc. since its inception in 1979 to support the rights of elderly persons and persons with disabilities by meeting or exceeding all past requirements of Section 504, and it is the continued policy of Aroostook Regional Transportation System, Inc. to meet or exceed all requirements of the ADA.

#### **ADA Compliance Plan**

The ADA legislation has established new standards for Public Transportation Systems in the areas of vehicle specifications, driver training and complementary paratransit services. ARTS has developed the following general guidelines for meeting the requirements of the ADA:

##### **1. Vehicle Procurement**

All general use buses obtained by ARTS will meet the ADA specifications for handicapped accessibility. These specifications will include wheelchair lift designs as outlined in ADA, forward facing wheelchair tie-down positions with appropriate securing devices.

##### **2. Access to Services**

- (a) The dispatch site will continue to have TDD (Telecommunication Devices for the Deaf) available.
- (b) All elderly and disabled persons will continue to travel at half fare.
- (c) All escorts of disabled persons will continue to ride free.
- (d) Service animals are allowed on ARTS' vehicles.
- (e) Central office and garage area is handicapped accessible.
- (f) Boarding chairs and chair transfer devices are available.
- (g) All notices of public meetings will include the opportunity for hearing impaired individuals to have the meeting "signed," or other special needs for other disabilities.

### **3. Driver Training**

ARTS shall continue to train all drivers in the following areas:

- (a) **Passenger Assistance Techniques (PAT):** A comprehensive program detailing the characteristics of, and proper assistance methods for passengers with functional deficits; wheelchair management techniques; sensitivity training; transfer techniques; and proper use of vehicle lift and tie-down equipment. ARTS' Operations Manager and Dispatcher are certified Passenger Assistance and Safety Trainers (PASS). This is an updated version of the P.A.T. program and is certified by the Community Transportation Association of America.
- (b) **CPR-First Aid:** Yearly updates for certification in CPR and First Aid are provided to current employees, and new employees are required to complete training within three months.
- (c) **Defensive Driving:** Sponsored and approved by the Agency's vehicle insurance carrier, One Beacon.
- (d) **Pre-trip Inspections:** Proper pre-trip inspection of Agency vehicles to insure the safety of driver and passengers has been expanded to include wheelchair lift inspections.
- (e) **Various ongoing training segments** including emergency procedures, blood-bourn pathogens, use of fire extinguishers and other related issues.
- (f) ARTS has a driver's handbook which describes procedures for dealing with persons with wheelchairs and other disabilities.

- (g) All drivers and other personnel receive a minimum of one hour training annually in Drug and Alcohol Use as required by the Federal Transit Administration.

### **Complementary Paratransit Service**

Since ARTS provides door-to-door services for all clients, it is exempt from providing Complementary Paratransit Services as detailed in existing ADA legislation. Complementary Paratransit requires that alternative accessible transportation is made available to qualified elderly or disabled individuals who live within a 1-1/2 mile wide corridor surrounding existing transit routes who cannot use existing transit services. ARTS has continually endeavored to make all transportation services available to disabled individuals equal to the transportation services available to non disabled people.

### **Conclusion**

Aroostook Regional Transportation System, Inc. recognizes that availability of public transportation is a fundamental right for all citizens regardless of an individual's disability. ARTS has been and will continue to remain committed to the provisions of accessible transportation.

## AROOSTOOK REGIONAL TRANSPORTATION SYSTEM

### PREVENTATIVE MAINTENANCE PLAN

The purpose of this document is to establish a Preventative Maintenance Plan for the Aroostook Regional Transportation System and to provide specific procedure and time schedule records for maintenance work.

Each fleet vehicle will have a separate file, which will clearly indicate work done for preventative maintenance and date of completion. An explanation of any other maintenance work completed on the vehicle, which was not scheduled, will be noted in the file. This file shall be maintained by the Mechanic and reviewed quarterly by the Operations Manager and annually by the Executive Director.

When a new bus comes on line which requires a different maintenance schedule, as indicated in the manufacturer's handbook, the Mechanic is to notify the Operations Manager and adjustments to the maintenance schedule for that vehicle are to be made. It is the intention of the Preventative Maintenance Plan to comply with the manufacturer's maintenance schedule and to document all work completed.

The Code Schedule is as Follows:

Code A= 5,000 miles; Code B = 15,000 miles; Code C = 30,000; Code D = 60,000 miles

Preventative Maintenance Schedule by Code period.

Miles	Code	Miles	Code
5,000	A	145,000	A
10,000	A	150,000	A,B,C
15,000	A,B	155,000	A
20,000	A	160,000	A
25,000	A	165,000	A,B,C
30,000	A,B,C,	170,000	A
35,000	A	175,000	A
40,000	A	180,000	A,B,C,D
45,000	A,B	185,000	A
50,000	A	190,000	A
55,000	A	195,000	A,B
60,000	A,B,C,D.	200,000	A
65,000	A	205,000	A
70,000	A	210,000	A,B,C,D
75,000	A,B	215,000	A
80,000	A	220,000	A
85,000	A	225,000	A,B
90,000	A,B,C,	230,000	A
95,000	A	235,000	A
100,000	A	240,000	A,B,C,D,
105,000	A,B		
110,000	A		
115,000	A		
120,000	A,B,C,D		
125,000	A		
130,000	A		
135,000	A,B		
140,000	A		





Freightliner	Mileage	Bus No.	Year
Code A (10000 Mi)	Code B (30000 Mi)	Code C (60000 Mi)	Bi-annual Lift Insp
Change Oil and Filter	Replace Air Filter	Change Air Drier Desiccant	Check Elec. Connections
Chassis Lube	Check Starting Sys	Flush Radiator	Check Fasteners
Lube Fan Drive Bearing	Check Charging Sys	Replace Coolant	Check Switches
Clean Crankcase Breather	Check Radiator Cap	Change Oil in Oil-Filled Hub	Check Fluid
Clean Fuel Inlet Screen	Check Fan Drive	Change Axle Lube	Check Chains
Fuel Filter (Primary) Clean	Check Trans Breather		Check Padding
Fuel Filter (Sec.) Replace	Check All Ground Cables		Check Cylinders
Clean ABS Tone Rings	Check Electrical Wiring		Check Operation
Check Brakes			Check Hand Rails
Check Trans Fluid			Check Hair Pins
Check Power Steering Fluid			Check Cotter Pins
Check Coolant			Check Hoses
Check Cyl Head Grnd Stud			Check Mounting Brackets
Check Air compr Filter			Check for Leaks
Check Belt			Lubricate
Check Air Filter			
Check/Clean Exh Partic Fltr			
Check Air Drier			
Check Brake Hoses			
Check Exhaust			
Check Battery & Cables			
Check Oil-Filled Hubs			
Check Tires and Lug Nuts			
Lube Door Hinges			
Lube Batt Box Tray			

