

**MAINEDOT REGION 3**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**  
**A LOCALLY COORDINATED PLAN**

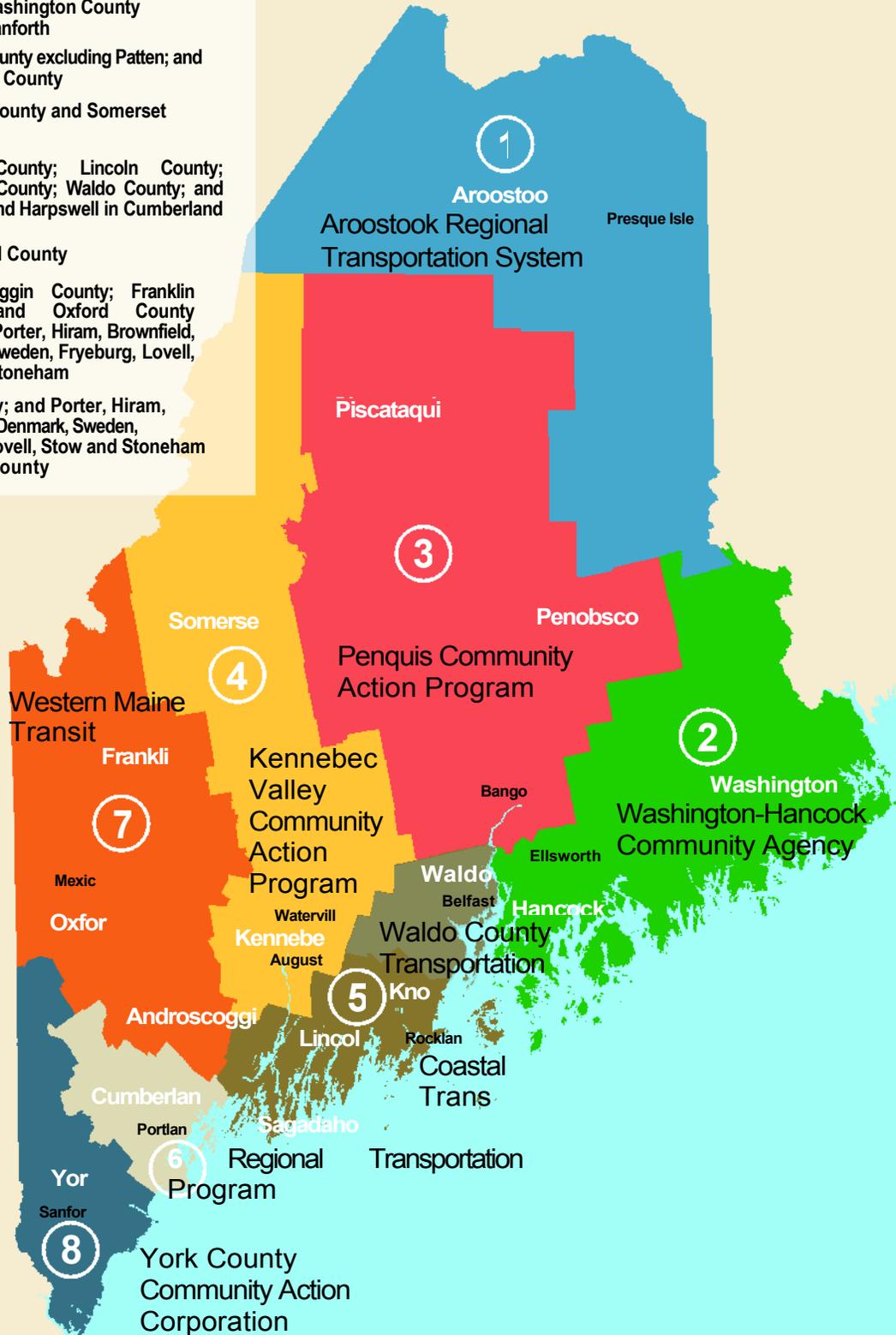
**PENQUIS TRANSPORTATION PROGRAM**  
**THE LYNX**

**COMMUNITY CONNECTOR**  
**CITY OF BANGOR**

**CYR BUS LINE**  
**JOHN T. CYR & SONS, 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 3**

**BIENNIAL OPERATIONS PLAN**

**FY 2011 AND FY 2012**

**A LOCALLY COORDINATED PLAN**

**PENQUIS TRANSPORTATION PROGRAM  
THE LYNX**

**COMMUNITY CONNECTOR  
CITY OF BANGOR**

**CYR BUS LINE  
JOHN T. CYR & SONS, INC.**

**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.*

**MAINEDOT REGION 3**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**

**REGIONAL OVERVIEW**

**MAINEDOT REGION 3**

**REGIONAL OVERVIEW**

**TABLE OF CONTENTS**

**LOCATON OF REGION 3 .....1**

**POPULATION OF REGION 3.....1**

**REGIONAL PUBLIC AND PRIVATE TRANSPORTATION PROVIDERS .....2**

    A.    PUBLIC TRANSPORTATION PROVIDERS .....2

    B.    PRIVATE TRANSPORTATION PROVIDERS .....3

    C.    PROVIDERS SEEKING SECTION 5311 ASSISTANCE.....5

**DEVELOPMENT OF THE LOCALLY COORDINATED PLAN.....5**

    A.    EXISTING COORDINATION EFFORTS .....5

    B.    REGIONAL PLAN ADVISORY COMMITTEE .....7

    C.    ONGOING COLLABORATION.....10

    D.    OUTREACH EFFORTS .....10

    E.    GOVERNOR’S INTERAGENCY COORDINATING COMMITTEE.....11

**LOCALLY COORDINATED PLAN – RECOMMENDATIONS .....11**

    RECOMMENDATIONS – REGION 3.....12

    RECOMMENDATIONS – STATEWIDE.....13

**PERIODIC REVIEW OF SERVICES .....13**

    A.    LOCALLY ESTABLISHED CRITERIA .....13

    B.    METHODOLOGY FOR TRUE COST COMPARISONS .....14

    C.    COMPLAINTS FROM PRIVATE OPERATORS .....14

**AMERICANS WITH DISABILITIES ACT PLANS .....15**

# MAINEDOT REGION 3 BIENNIAL OPERATIONS PLAN

## REGIONAL OVERVIEW

### LOCATION OF REGION 3

Region 3 encompasses Penobscot County exclusive of the Patten area, and Piscataquis County. The service area is over 7,300 square miles in size (3,395 square miles in Penobscot County and 3,966 square miles in Piscataquis County) and has a population of approximately 171,458 (two-county total, 2010 Census). Penquis operates The LYNX and is the only regional provider in the two-county area. Penquis is headquartered in Bangor.

### POPULATION OF REGION 3

The table below shows that Penobscot County had a year 2010 population of 153,923. The County grew by 2% between the years 2000 and 2010, exceeding the overall state growth rate (4%). Piscataquis County has a very small population (17,535 in 2010), and it experienced a growth rate of 2% between the years 2000 and 2010. Between 1060 and the year 2010, Penobscot County grew by 22%, but Piscataquis County remained virtually unchanged with a growth rate of just 1%.

POPULATION OF PENOBSCOT COUNTY, PISCATAQUIS COUNTY AND MAINE			
Year	Penobscot County	Piscataquis County	Maine
1960	126,346	17,379	970,689
1970	125,393	16,285	992,048
1980	137,015	17,634	1,124,660
1990	146,601	18,653	1,227,928
2000	144,919	17,235	1,274,923
2010	153,923	17,535	1,328,361
1970-80 change	9%	8%	13%
1980-90 change	7%	6%	9%
1990-00 change	-1%	-8%	4%
2000-10 change	6%	2%	4%
1960-10 change	22%	1%	37%

Source: U.S. Census

**Penobscot County Profile.** As shown in the following table, Penobscot County's median household income in the year 2010 (\$42,366) was below the state median (\$46,541). The percentage of people living below the poverty level (14.7%) was higher than at the state level (12.6%). The percentage of people aged 65 and over (14.5%) is lower than at the state level (15.9%).

**Piscataquis County Profile.** Piscataquis County's median household income in the year 2010 (\$33,944) was substantially below the state median (\$46,541). The percentage of people living

below the poverty level (16.5%) was higher than at the state level (12.6%), as was the percentage of people aged 65 and over (20.3%).

One of the major transportation challenges facing Region 3 is the fact that outside of the Bangor Metropolitan Area, the region is very large and the population is widely dispersed, making it costly to provide services to all areas on a frequent basis.

<b>PENOBSCOT AND PISCATAQUIS COUNTY PROFILES – 2010</b>			
<b>Measure</b>	<b>Penobscot County</b>	<b>Piscataquis County</b>	<b>Maine</b>
Total Population	153,923	17,535	1,328,361
Total Households	62,966	7,825	557,219
Average Household Size	2.47	2.29	2.43
Median Household Income	\$42,366	\$33,944	\$46,541
Persons below Poverty	14.7%	16.5%	12.6%
65 Years and Over	14.5%	20.3%	15.9%

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

## **REGIONAL PUBLIC AND PRIVATE TRANSPORTATION PROVIDERS**

### **A. PUBLIC TRANSPORTATION PROVIDERS**

Region 3 encompasses Penobscot and Piscataquis Counties. Public transportation providers include:

1. **Penquis CAP.** Penquis CAP is a non-profit corporation that is designated by MaineDOT as the regional provider of transportation services to the general public, individuals with disabilities, low income and elderly people in Region 3 which include Penobscot and Piscataquis Counties. Penquis CAP’s Transportation Program provides non-emergency public and social service transportation through a variety of transit services:

- **Demand response – The LYNX.** Penquis CAP provides scheduled van service to the general public in every community according to a published schedule. Service is available from each community at least once/week to one or more service center destinations such as Bangor, Brewer, Dover-Foxcroft, Lincoln, Millinocket and Old Town. Penquis CAP provides about 200 general public trips per month.
- **MaineCare transportation.** Penquis provides non-emergency medical transportation to individual MaineCare clients when no other transportation is available. Penquis 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 Penquis for MaineCare clients:
  - Friends and Family Program – this program provides MaineCare reimbursement for self-drive or by friends and family;
  - Penquis volunteers – services provided by volunteer drivers using private vehicles;

- Bus passes – Penquis purchases bus passes from Community Connector for eligible MaineCare clients who can be served by the Community Connector.
  - The LYNX (Penquis agency vehicles) - transportation provided by Penquis on either its scheduled LYNX service as described above or, more frequently, at other times. Penquis uses software that focuses on loading agency vehicles and volunteer vehicles, and that uses taxis as a last resort. Approximately 80% of the trips undertaken by The LYNX are for MaineCare clients.
  - Other – Penquis uses other transportation providers such as taxis and regional providers in adjacent regions as appropriate.
- **Paratransit services.** The LYNX provides paratransit services to Community Connector for individuals within  $\frac{3}{4}$  mile of Community Connector service routes who are unable to use Community Connector.
  - **Local Shuttles.** The LYNX operates community-supported shuttle services in Millinocket and Newport.

All services are available by appointment only at phone # 973-3695.

2. **Community Connector** is a City owned and operated public transportation system that provides fixed route service in Bangor, Brewer, Hampden, Veazie, Orono, the University of Maine and Old Town, at # 992-4670.

**Fixed Route.** Community Connector now operates 11 routes including:

- Capehart
- Mall Hopper
- Center Street
- Hammond Street
- Stillwater Avenue
- Mount Hope
- Brewer North
- Brewer South
- Hampden
- Old Town
- Black Bear Orono Express

## **B. PRIVATE TRANSPORTATION PROVIDERS**

### **Bus Companies**

1. **Acadian**, 158 Main Street, Bangor, # 942-1700
2. **Community Connector**, 481 Maine Avenue, Bangor, # 992-4670
3. **Concord Trailways**, 1039 Union Street, Bangor, # 945-4000
4. **Concord Trailways Airport Shuttle**, 1039 Union Steet, Bangor, # 942-8686

5. **First Student**, Hampden, # 862-2054; 2841 Bennoch Road, Alton, # 394-3286
6. **Greyhound Bus Lines/Vermont Transit**, 158 Main Street, Bangor, # 945-3000
7. **John T. Cyr & Sons**, headquartered in Old Town is a private inter-city bus and charter coach service. It provides a broad array of bus services, including scheduled service between Bangor and Limestone, at # 827-2335.
8. **Street RW & Sanborn HM** Old Town, # 827-7117

#### **Taxi Services**

1. **Airport/River City Taxi**, 18 Bomarc Road, Bangor, # 947-8294
2. **B & J Taxi**, 11 Bomarc Road, Bangor, # 745-0940
3. **Big MT Cab**, 55 Iron Bridge Road, Millinocket, # 723-2000
4. **Brad's Cab**, 4 Lemon Street, Bangor, # 941-9695
5. **Checker Cab**, 28 Bomarc Road, Bangor, # 942-5581
6. **Checker Taxi**, 490 Broadway, Bangor, # 942-5581
7. **Dick's Taxi**, 547 Hammond Street #C, Bangor, # 942-6403
8. **Harold's Taxi**, 28 Bomarc Road, Bangor, Maine, # 942-8752
9. **Mr. J's Taxi of Newport, PO Box 29, Newport**, # 341-0258
10. **Old Town Taxi**, 434 and 705 Stillwater Avenue, Old Town, # 827-8800, # 827-8801
11. **Rickshaw Taxi Service**, 968 Main Street, Corinth, # 285-0500
12. **Town Taxi**, 28 Bomarc Road,, Bangor, # 942-5581, # 945-5671
13. **Town Taxi**, 55 Iron Bridge Road, Millinocket, # 723-2000
14. **Yellow Cab Company**, 28 Bomarc Road, Bangor, # 945-6441

#### **Wheelchair Providers**

**Meridian**, 931 Union Street, Bangor, # 262-3115

## **C. PROVIDERS SEEKING SECTION 5311 AND/OR STATE ASSISTANCE**

The Lynx (Penquis) and the John T. Cyr Co. are seeking Section 5311 assistance and/or state assistance to rural areas. Community Connector (City of Bangor), which provides fixed route service to the Bangor/Brewer area, is seeking Section 5307 assistance.

## **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.

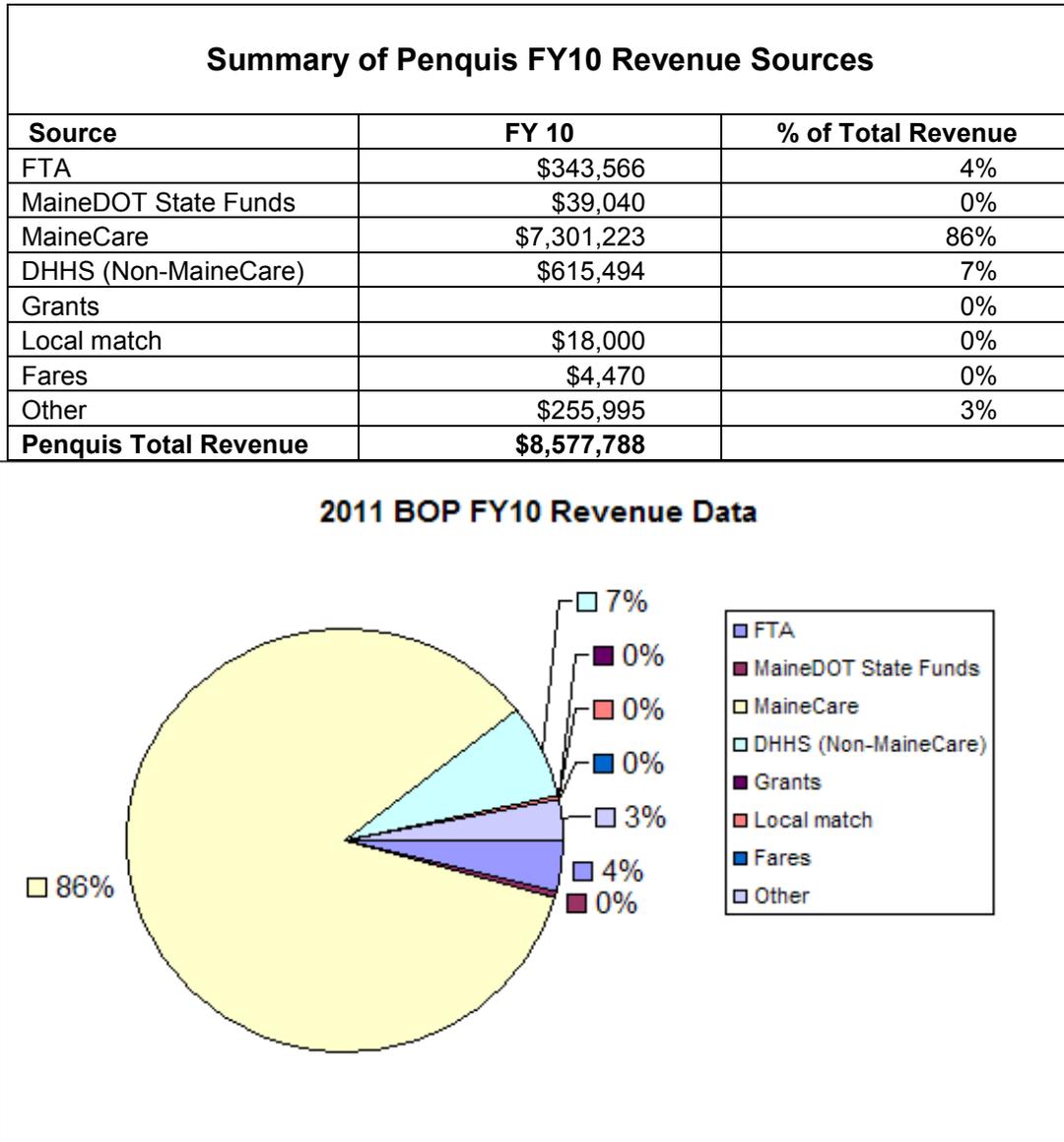
Below are the various processes used in meeting the locally coordinated plan requirements and the state mandates on coordination of human services transportation.

- 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**

Penquis 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. The following paragraphs contain a brief summary of those coordination efforts. As shown in the chart below, 86% of total revenues received in FY 2010 were derived from MaineCare funds. Consequently, Penquis 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 Penquis 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 Penquis' coordination efforts.



Penquis maintains regular contact with various agencies, as well as other providers, in an effort to provide transportation services in a cost-effective manner to those who need it.

**Department of Health and Human Services.** Penquis contracts with the Department of Health and Human Services to service children, adults in protective services, and low-income elderly. Penquis also provides MaineCare transportation services that are reimbursed by the Department of Health and Human Services. Penquis also subcontracts with area agencies that administer MaineCare funding for transportation services provided to certain clients who require specialized transportation.

**Other Transportation Providers.** Penquis has either written or verbal transportation agreements with Aroostook Regional Transportation System, Inc., Washington Hancock Community Agency, Waldo Community Action Partners, and the Kennebec Valley Community Action Program. These agreements cover the coordination of services between regions, particularly when it is necessary to transport a person from one region to the next.

**Nursing Home Services.** Penquis coordinates with and provides a variety of transportation services on a service agreement basis to nursing homes including Westgate Manor in Bangor, Ross Manor in Bangor, the Katahdin Nursing Home in Millinocket, the Hibbard Nursing Home in Dover-Foxcroft, and the East Side Rehabilitation and Living Center in Brewer.

**Community Connector (City of Bangor).** Penquis coordinates with and has a contract to provide paratransit services to Community Connector. Penquis also provides MaineCare eligible persons with passes to ride Community Connector.

**Local Services.** Penquis coordinates with local officials and provides a number of specialized services for local residents in specific communities including: a shuttle service in Millinocket (municipality pays the fare); and a shuttle service in Newport (municipality pays the fare).

**Child Development Services.** Penquis coordinates with and provides transportation services on a service agreement basis to Child Development Service Agencies located in Bangor and Dover-Foxcroft. These agencies, operating under the auspices of the Department of Education, provide early diagnosis and screening of pre-schoolers, as well as a range of other services these children may need.

**Eastern Agency on Aging.** Penquis has an agreement with the Eastern Agency on Aging to provide transportation services.

### **Daily Coordination Efforts**

Coordination of services occurs at all levels of planning and implementation at Penquis 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. Penquis 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 (RPAC)**

### **Introduction**

The Maine Department of Transportation and Penquis 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 Penquis and specific transit needs were also highlighted at the RPAC meeting on April 26, 2011. Additional details regarding the Region 3 RPAC forum are described below.

## **RPAC Forum**

**Agenda.** The RPAC forum was held on Wednesday, April 26, 2011, from 1:00 p.m. to 4:00 p.m., at the Penquis office, 262 Harlow Street, Bangor. 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
  - Penquis
  - Community Connector
  - Cyr Bus
  - 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
- Penquis and COMMUNITY CONNECTOR brochures
- A summary of the brokerage system being pursued by DHHS

**Presentations.** A MaineDOT consultant 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. Officials from Penquis and Community Connector provided an overview of their transportation services.

The Director of Penquis' transportation program 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 Penquis arranging and providing the trips as is current practice. This regulatory change, if fully implemented, could impact Penquis and its ability to continue to operate as a 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 Penquis, could not continue to serve as both a broker and a provider of services; and 3. NEMT providers such as Penquis 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*

- Hope House needs greater availability of MaineCare-funded Community Connector passes
- Many elderly and individuals with disabilities who want to work cannot do so because of the lack of transportation – this is especially true in rural areas
- COMMUNITY CONNECTOR service hours are not geared to normal working hours
- Funding limits prohibit COMMUNITY CONNECTOR from offering evening and weekend service
- Low income dialysis patients who don't qualify for MaineCare and who do not have a vehicle have trouble getting to their dialysis appointments
- St. Joseph's hospital has difficulty getting people home from discharges

### *Proposed Brokerage System*

- The proposed brokerage system could dramatically affect Penquis' ability to best coordinate trips which allows for more people to be served
- If the broker takes control of volunteer drivers, Penquis will lose its ability to match federal/state funding
- The brokerage system has the potential to dismantle the system as it is currently being operated
- There will be a lack of face-to-face contact with a brokered system
- The ability to solve problems will be diminished
- There will be greater standardized mileage reimbursement – not allowing for the occasional need for extra miles due to bad roads, construction, etc.
- COMMUNITY CONNECTOR will be negatively impacted and may have to reduce services if MaineCare bus passes are discontinued

## **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 3 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, Penquis 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 Penquis 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 Penquis by providing vehicles and operating support.

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

### Recommendations – Region 3

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. **JARC, New Freedom funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services and/or additional services for people with disabilities. Consider Job Access Reverse Commute (JARC) and New Freedom funds where appropriate matching funds have been identified.
5. **GoMaine vans.** Consider establishing a commuter program in Penobscot and Piscataquis Counties using GoMaine vans provided by MaineDOT.
6. **Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing commuter services and where potential funding sources have been identified.
7. **Medical facility partnerships.** Work with medical service providers on a request basis where there is interest in providing service for discharge patients after-hours and where appropriate funding sources have been identified.
8. **Scheduling.** Continue efforts to provide service on short notice to medical facility discharge patients to the maximum extent possible.
9. **Website.** Continue to maintain and update the Penquis website.
10. **Distribution of written materials.** Continue to distribute schedules and other written information to area service providers on a regular basis.
11. **Outreach/meetings.** Continue to meet with MaineCare, DHHS, MR providers and Eastern Area Agency of Aging. Consider meeting annually with area service providers to ensure one-on-one education about the range of available transportation services.
12. **Security training.** Apply to MaineDOT for funds to provide security training for bus drivers.
13. **On-board cameras.** Consider the installation of cameras on all buses.
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**

MaineDOT through its contract agreements with Penquis has identified performance measures and ridership reporting requirements to analyze transit services in the region. Region 3 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 public, other potential providers, and human service agencies are given an opportunity to review the service through the public notice process required for the preparation of the BOP.

#### **A. LOCALLY ESTABLISHED CRITERIA**

Penquis has generally utilized the following criteria in making service/provider decisions:

- (1) **Geographic Coverage** - Do the services, as a whole, generally cover the entire planning area? Are there portions of the planning area that are left unserved by public transportation? Do services relate to population distribution?
- (2) **Public Purpose** - Is the service clearly not charter, sightseeing or exclusive school bus service? Where service is designed to maximize usage by transportation dependent persons, is the general public afforded equal opportunity to utilize the service?
- (3) **Multiple Purpose** - Do the services, as a whole, provide for the range of purposes anticipated in the law: health care, shopping, education, employment, public services and recreation?

- (4) Lack of Other Resources - Is Section 5311 money a funding source of last resort? Does the particular target population have other resources or programs that could provide service?
- (5) Non-duplication of Services - Is the proposed service already being provided through private transportation or another source of public transportation?
- (6) Net Cost - Given the potential for revenues, and the projected operating expenses, what is the net cost per vehicle mile and passenger mile, for the proposed service?
- (7) Load Factors - Given deadhead miles and projected ridership, what are the projected load factors, or passengers per vehicle mile, for the proposed service?
- (8) If new or additional service is needed, Penquis will provide opportunities for other providers to be included.

Penquis anticipates that these criteria will continue to be used to meet the transportation needs of Region 3.

## **B. METHODOLOGY FOR MAKING TRUE COST COMPARISONS**

Requests to participate in service provision by private operators are encouraged and will be implemented if advantageous in terms of cost, efficiency and effectiveness when compared to present providers.

The procedure shall be as follows:

- (1) Request of proposal to provide service.
- (2) Utilize completely allocated costs.
- (3) Evaluation of proposal on basis of:
  - (a) Cost (allowing for 10% profit); and
  - (b) Equipment condition (compliance with 504 laws) and preventive maintenance.
- (4) Approval of subcontract by Penquis Board of Directors and Maine Department of Transportation.

## **C. COMPLAINTS FROM PRIVATE OPERATORS**

There have been no complaints from private operators to Penquis either during the planning process or during the previous service year.

## **AMERICANS WITH DISABILITIES ACT PLANS**

Penquis, Community Connector and Cyr Bus Line are 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. All three agencies have taken steps to ensure access to transportation services by elderly persons and persons with disabilities. Vehicles of all three agencies are accessible as required.

Penquis ensures access to transportation services by elderly persons and persons with disabilities. Penquis' fleet includes vehicles which are equipped with wheelchair lifts. Penquis uses a lift-equipped vehicle whenever there is a need for one.

Community Connector's buses are ADA compliant.

Cyr Bus Line has one bus that it uses on its subsidized route, and has another, older bus that is used as a back-up. These buses are ADA compliant.

**MAINEDOT REGION 3**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**

**PENQUIS TRANSPORTATION PROGRAM**  
**THE LYNX**

# PENQUIS TRANSPORTATION PROGRAM – THE LYNX

## TABLE OF CONTENTS

<b>PROJECT DESCRIPTION .....</b>	<b>1</b>
A.    RURAL TRANSIT PROVIDER .....	1
B.    SERVICE AREA .....	1
C.    GEOGRAPHIC AREA .....	1
D.    SERVICE DESCRIPTION .....	1
E.    FARE STRUCTURE .....	5
F.    PROPOSED CUTBACKS, EXPANSIONS .....	5
G.    CHARTER SERVICE .....	5
H.    COMPETITION WITH NON-SUBSIDIZED SERVICE .....	5
I.    PASSENGER STUDIES/SURVEYS .....	5
<b>PROJECT COORDINATION .....</b>	<b>6</b>
A.    SOCIAL SERVICE AGENCY COORDINATION .....	6
B.    SOCIAL SERVICE CONTRACT SUMMARY .....	6
C.    COORDINATION WITH OTHER PROVIDERS .....	6
<b>DISCRIMINATION .....</b>	<b>7</b>
<b>DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES .....</b>	<b>7</b>
A.    POTENTIAL DBE/WBE ENTERPRISES .....	7
B.    MONETARY GOALS .....	7
C.    ADVERTISING .....	7

<b>CAPITAL</b>	.....	<b>8</b>
A.	MAINTENANCE OF FLEET VEHICLES .....	8
B.	CAPITAL ACQUISITIONS.....	8
C.	CAPITAL RESERVE ACCOUNT .....	8
<b>GOALS AND OBJECTIVES</b>	.....	<b>8</b>
A.	STATUS REPORT ON EXISTING GOALS.....	9
B.	NEW GOALS .....	12
<b>BENCHMARKS</b>	.....	<b>12</b>
<b>SERVICE DATA</b>	.....	<b>13</b>
A.	ANNUAL REPORT .....	13
B.	REVENUES, COSTS, TRIPS, PASSENGER MILES .....	14
C.	PASSENGER INFORMATION – PAST TWO YEARS.....	20
D.	PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES .....	20
E.	BUDGET FOR 2011 AND 2012.....	21
<b>FLEET CONDITION</b>	.....	<b>22</b>
PTMS FORMS	.....	23
<b>APPENDIX</b>		
WEBSITE DESCRIPTION	.....	A-1
THE LYNX BROCHURE AND SCHEDULE	.....	A-6
MINUTES OF BOARD MEETING, CAPITAL PROGRAM	.....	A-8
DRIVER INSPECTION CHECKLIST.....		A-9
PREVENTIVE MAINTENANCE SCHEDULE.....		A-10

# MAINEDOT REGION 3 BIENNIAL OPERATIONS PLAN

## PENQUIS - THE LYNX

### PROJECT DESCRIPTION

#### A. RURAL TRANSIT PROVIDER

Provider: Penquis - The LYNX Transportation Program  
Contact Person: Marcia Larkin, Director  
Address: 262 Harlow Street, Bangor, Maine 04401  
Telephone: 207-973-3691  
E-mail: mlarkin@penquis.org; info@penquis.org  
WEB Page: www.penquis.org

#### B. SERVICE AREA

No. of Counties: Two  
Type of Service: Demand Response; Paratransit Service to Community Connector;  
Contact Service, Volunteers  
Service Area: Multi-county

#### C. GEOGRAPHIC AREA

Penquis provides demand response service through its Transportation Service Center by van and light duty bus and through private drivers throughout Region 3, which includes Penobscot and Piscataquis Counties.

#### D. SERVICE DESCRIPTION

The Penquis Transportation Service Center has been in business since 1984, serving residents of Penobscot and Piscataquis Counties. Operating within the Community Support Department, The LYNX provides door-to-door public and social service transportation in agency vehicles. MaineCare-covered and other social service transportation is also offered in private vehicles with volunteer drivers. As the MaineDOT-designated regional provider of rural public transportation in this two-county area, Penquis offers public transportation in most rural towns one if not more days per week, by appointment, Monday through Friday.

The Penquis Lynx Transportation mission is to provide safe, reliable transportation to its customers. Penquis is currently providing 1,100 rides per day, with the use of agency vehicles, 150 volunteers and taxis. At the same time, Penquis utilizes the most cost efficient means of transportation. The software that Penquis purchased focuses on the loading of agency vehicles and volunteers, using taxis as a last resort. Utilizing the software to its potential helps eliminate costs to the State of Maine, while maximizing the available resources. Penquis provided uninterrupted service to its regular customers and to some newer customers, during a time when transportation cuts were made to an organization that was transporting their own customers and

could no longer provide service. Penquis' agency vehicle operators go through extensive training to insure the safety of its riders, i.e., Passenger Service and Safety, BloodBorne Pathogens, Wheelchair Safety, CPR/First-Aid, Fire Extinguisher Training, etc. Penquis has a strong commitment to its Dialysis and Cancer Care customers, who rely on the service to get them to their vital life line appointments. The service provided by the Lynx Transportation is crucial, especially to those individuals who live in the rural areas and have no means of transportation. This is important to these individuals' well being and allows them to be a part of and contribute to society. Penquis strives to provide the best customer service to the residents of Penobscot and Piscataquis counties.

**Major Services.** Major services include the following:

- **DHHS Low Income.** Based on proof of monthly income, clients may be eligible for Penquis' low income program. This program provides for transportation to grocery stores and medical appointments if the person is not receiving MaineCare assistance. An application process must be completed and proof of income must be verified.
- **Transportation Assistance Program – T.A.P.** The Transportation Assistance Program, with funding provided by the Maine Department of Health and Human Services, is available by case worker referral or self-referral to individuals with a major mental health diagnosis who reside in Piscataquis, Penobscot, Washington and Hancock Counties. The TAP Program is a voucher program. Vouchers are used for gasoline, bus passes, taxi fare and/or mileage reimbursement. It is the responsibility of clients and case workers to determine the most cost effective mode of transportation available.
- **Bus Pass Program.** Since July 1, 2000, Penquis has provided MaineCare-eligible persons with passes to ride Community Connector, in large part because MaineCare will now pay for the passes, and the cost per ride is much cheaper than if Penquis were providing the transportation service. The use of bus passes marks a major change in services, with substantial savings to the State of Maine, although it has resulted in a decline in ridership on the LYNX. If a client lives in Bangor, Brewer, Orono, Old Town, Hampden or Veazie and is within  $\frac{3}{4}$  mile of a bus route, Penquis can issue a no-cost bus pass. The client must have a minimum of three medical appointments covered by MaineCare per month, and must have verification from these appointments to obtain a pass for the following month. The bus pass program has grown substantially and is very successful. Penquis currently issues about 700 bus passes per month
- **The LYNX.** The LYNX Transportation Program provides van service, volunteer driver service, and friend and family reimbursement to MaineCare clients, the Department of Health and Human Services, Eastside Rehabilitation, as well as many other social service agencies. Clients need to have MaineCare covered appointments, or previously contracted agreements with the LYNX Program to qualify for transportation. Service is available in Penobscot and Piscataquis Counties. Van service is available to MaineCare and other clients on referral from agencies with whom Penquis contracts. Van service is also available to the general public. Volunteer transportation is available to all MaineCare, DHHS and other clients of contracted social service agencies.

- **Local Shuttles.** Services developed with local funding support include a shuttle service in Millinocket (municipality pays the fare) and a shuttle service in Newport (municipality pays the fare).

**Service by Route (The LYNX)**

The LYNX does not follow formal routes, but provides transportation services to communities throughout Penobscot and Piscataquis Counties. A significant number of the trip destinations are in Bangor, with lower, but still significant numbers in Dover-Foxcroft, Lincoln, Millinocket, Old Town and Brewer. The following van service is available to the general public, MaineCare and other clients on referral from agencies with Penquis contracts. Volunteer transportation is available to all MaineCare, DHHS and other contracted social service agencies. Vans are handicap accessible. LYNX service is described in the following table.

**LYNX SERVICE TO COMMUNITIES**

<b>From</b>	<b>To</b>	<b>Day</b>	<b>Time</b>	<b>Cost (one way)</b>
Abbot	Bangor	Monday	7-3:00	\$5.00
	Dover	Tuesday	8:30-2:30	\$2.50
Alton	Bangor	Upon Request	Upon Request	\$2.00
Bradford	Bangor	Thursday	8:00-3:00	\$2.00
Brownville	Bangor	Thursday	8:00-3:00	\$4.00
	Dover-Foxcroft	Friday	9:00-2:00	\$2.00
Carmel	Bangor	Tuesday	8:00-3:00	\$2.00
Charleston	Bangor	Monday	7:00-3:00	\$2.50
Chester	Bangor	Monday	10:00-4:00	\$5.50
	Lincoln	Friday	9:00-2:00	\$1.50
Corinna	Bangor	Tuesday	8:00-3:00	\$3.50
Dexter	Bangor	Monday	8:00-2:00	\$4.00
	Bangor	Tuesday	8:00-3:00	\$4.00
	Dexter	Tuesday	9:30-3:00	\$1.00
Dixmont	Bangor	Tuesday	9:00-2:00	\$2.00
Dover - Foxcroft	Bangor	Monday	7:00-3:00	\$4.00
	Bangor	Tuesday	8:00-3:00	\$4.00
	Dover	Tuesday	9:30-11:30	\$0.50
	Dexter	Tuesday	9:30-3:00	\$1.50
	Bangor	Thursday	8:00-3:00	\$4.00
Enfield	Bangor	Monday	10:00-4:00	\$4.00
Etna	Bangor	Tuesday	8:00-3:00	\$2.50
Exeter	Bangor	Monday	8:00-2:00	\$2.50
	Dexter	Tuesday	9:30-3:00	\$1.50
E. Corinth	Bangor	Monday	7:00-3:00	\$2.00
E. Millinocket	Bangor	Monday	10:00-4:00	\$6.00
	Millinocket	Thursday	10:00-2:00	\$1.00
	Lincoln	Thursday	9:00-1:00	\$2.00
Garland	Bangor	Monday	8:00-2:00	\$2.50
	Dexter	Tuesday	9:30-3:00	\$1.00
Glenburn	Bangor	Monday	7:00-3:00	\$1.50
	Bangor	Thursday	8:00-3:00	\$1.50

<b>From</b>	<b>To</b>	<b>Day</b>	<b>Time</b>	<b>Cost (one way)</b>
Greenbush	Bangor	Monday	10:00-4:00	\$2.50
Greenville	Bangor	Monday	7:00-3:00	\$7.00
Guilford	Bangor	Monday	7:00-3:00	\$4.50
	Dover	Wednesday	8:00-10:00	\$1.00
	Guilford	Wednesday	11:00-1:00	\$0.50
Hermon	Bangor	Tuesday	8:00-3:00	\$2.00
Holden	Bangor	Thursday	10:00-12:00	\$2.00
	Brewer	Thursday	10:00-12:00	\$2.00
Howland	Bangor	Monday	10:00-4:00	\$3.50
	Lincoln	Tuesday	9:00-2:00	\$2.00
Hudson	Bangor	Monday	7:00-3:00	\$1.50
Kenduskeag	Bangor	Monday	7:00-3:00	\$1.50
Kingman	Lincoln	Wednesday	9:00-2:00	\$2.50
Lagrange	Bangor	Tuesday	8:00-3:00	\$3.00
	Bangor	Wednesday	8:00-3:00	\$3.00
	Bangor	Thursday	8:00-3:00	\$3.00
Levant	Bangor	Monday	8:00-2:00	\$2.00
Passadumkeag	Bangor	Monday	10:00-4:00	\$3.50
	Lincoln	Tuesday	9:00-2:00	\$2.50
	Lincoln	Friday	9:00-2:00	\$2.50
Prentiss	Lincoln	Wednesday	9:00-2:00	\$2.50
Springfield	Lincoln	Wednesday	9:00-2:00	\$2.00
Lee	Lincoln	Wednesday	11:00-3:00	\$1.00
Lincoln	Bangor	Monday	10:00-4:00	\$4.50
	Lincoln	Tuesday	9:00-2:00	\$1.00
	Lincoln	Wednesday	11:00-3:00	\$1.00
	Lincoln	Friday	9:00-2:00	\$1.00
	Millinocket	Thursday	10:00-2:00	\$2.50
Mattawamkeag	Bangor	Monday	10:00-4:00	\$6.00
	Millinocket	Thursday	10:00-2:00	\$2.00
	Lincoln	Thursday	9:00-1:00	\$1.50
Medway	Bangor	Monday	10:00-4:00	\$6.00
	Millinocket	Thursday	10:00-2:00	\$1.00
	Lincoln	Thursday	9:00-1:00	\$2.50
Millinocket	Bangor	Monday	10:00-4:00	\$7.00
	Millinocket	Tuesday	10:00-4:00	\$0.00
	Millinocket	Wednesday	10:00-4:00	\$0.00
	Millinocket	Thursday	10:00-4:00	\$0.00
	Lincoln	Thursday	9:00-1:00	\$2.50
	Millinocket	Thursday	10:00-2:00	\$1.00
Milford	Old Town	Monday	Upon Request	\$2.00
Milo	Bangor	Thursday	8:00-3:00	\$4.00
	Dover	Tuesday	9:00-12:00	\$2.00
	Milo	Thursday	2:00-4:00	\$0.50
Monson	Bangor	Monday	7:00-3:00	\$5.50
	Dover	Tuesday	8:30-2:30	\$3.00
Newport	Bangor	Tuesday	8:00-3:00	\$2.50
	Newport	Wednesday	10:00-3:00	\$0.00
	Newport	Friday	10:00-3:00	\$0.00

<b>From</b>	<b>To</b>	<b>Day</b>	<b>Time</b>	<b>Cost (one way)</b>	
Orrington	Bangor	Tuesday	10:00-2:00	\$1.00	
		Thursday	9:30-1:00	\$1.00	
Sangerville	Bangor	Monday	7:00-3:00	\$4.50	
		Dexter	Tuesday	9:30-3:00	\$1.50
		Dover	Wednesday	8:00-10:00	\$1.00
Sebec Corner	Bangor	Thursday	8:00-3:00	\$4.00	
Stetson	Bangor	Monday	8:00-2:00	\$2.00	
Winn	Bangor	Monday	10:00-4:00	\$6.00	
W. Enfield	Bangor	Monday	10:00-4:00	\$4.00	

As shown in the table, the LYNX serves Millinocket Ride and Newport Ride (town supported). These services provide transportation to residents at no cost to the rider, and are partially funded by the towns of Millinocket and Newport. The LYNX also operates in-town services in Dexter, Dover-Foxcroft, Guilford, and Lincoln.

**E. FARE STRUCTURE**

The fares established by Penquis are shown in the table above.

**F. PROPOSED CUTBACKS, EXPANSIONS**

Penquis continually reviews service requests to determine which individuals may be able to use a bus pass or the Friends and Family Program.

**Cutbacks.** Penquis may reduce the Millinocket and Newport shuttles because of a lack of sufficient funding.

**Expansions.** Penquis does not anticipate any expansions during the 2011/2012 biennium.

**G. CHARTER SERVICE**

No charter service is planned. However, Penquis may provide short rides for various groups to destinations within the region. For example, Penquis may transport residents of a nursing home on a brief outing.

**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.

**I. PASSENGER STUDIES/SURVEYS**

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

## PROJECT COORDINATION

### A. SOCIAL SERVICE AGENCY COORDINATION

**Regional Plan Advisory Committee (RPAC).** The preparation of this Biennial Operations Plan was undertaken with the assistance of the RPAC for Penobscot and Piscataquis Counties (Region 3). The work of the RPAC is summarized in the Regional Overview portion of this document.

### B. SOCIAL SERVICE CONTRACT SUMMARY

**Department of Health and Human Services.** Penquis has contracts with the Department of Health and Human Services that cover children, adults in protective services, and low-income elderly. Penquis also provides MaineCare transportation services that are reimbursed by the Department of Health and Human Services.

**Nursing Home Services.** Penquis coordinates with and provides a variety of transportation services on a service agreement basis to nursing homes including Westgate Manor in Bangor, Ross Manor in Bangor, the Katahdin Nursing Home in Bangor, the Hibbard Nursing Home in Dover-Foxcroft, and the East Side Rehabilitation and Living Center in Brewer.

**Community Connector (City of Bangor).** Penquis coordinates with and has a contract to provide paratransit services to Community Connector. Penquis also provides MaineCare eligible persons with passes to ride Community Connector.

**Local Services.** Penquis coordinates with local officials and provides a number of specialized services for local residents in specific communities including: a shuttle service in Millinocket (municipality pays the fare); and a shuttle service in Newport (municipality pays the fare).

**Child Development Services.** Penquis coordinates with and provides transportation services on a service agreement basis to Child Development Service Agencies located in Bangor and Dover-Foxcroft. These agencies, operating under the auspices of the Department of Education, provide early diagnosis and screening of pre-schoolers, as well as a range of other services these children may need.

**Eastern Agency on Aging.** Penquis has an agreement with the Eastern Agency on Aging to provide transportation services.

### C. COORDINATION WITH OTHER PROVIDERS

Penquis has either written or verbal transportation agreements with Aroostook Regional Transportation System, Inc., Washington Hancock Community Agency, Waldo Community Action Partners, and the Kennebec Valley Community Action Program. These agreements cover the coordination of services between regions, particularly when it is necessary to transport a person from one region to the next.

Penquis also works closely with Community Connector to ensure that transportation services in the 6-community Community Connector service area are provided in the most cost-effective,

coordinated manner possible. Penquis purchases bus passes for qualified clients who live within  $\frac{3}{4}$  mile of Community Connector's routes. Penquis also provides paratransit services to individuals within  $\frac{3}{4}$  mile of bus routes who are unable to access one of Community Connector's buses.

## **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**

None identified.

### **B. MONETARY GOALS**

In FY 2011, Penquis has the opportunity to contract for approximately \$31,000 in supplies and services (office supplies, printing, food, consulting services). Section 5311 and MaineDOT funds (\$324,847) as set forth in the budget) account for 4% of the total budget of \$8,070,071. Therefore, the federal/state share of contractible services is \$1,240 (4% of \$31,000), and the 1.34% monetary goal is \$16.62 (1.34% of \$1,240).

In FY 2012, Penquis has the opportunity to contract for approximately \$31,000 in supplies and services (office supplies, printing, food, consulting services). Section 5311 and MaineDOT funds (\$324,847) as set forth in the budget) account for 3.7% of the total budget of \$8,833,646. Therefore, the federal share of contractible services is \$1,147 (3.7% of \$31,000). If the federal DBE/WBE rate remains at 01.34%, then the DBE/WBE monetary goal would be \$15.37 (1.34% of \$1,147).

Penquis will seek to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services, with a goal of 1.34% participation associated with this plan. Penquis 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.

### **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

Penquis follows a written preventive maintenance schedule which includes the use of a checklist and the use of specific intervals for each procedure to ensure that all work is undertaken according to prescribed service intervals (see Appendix).

Penquis has leased a building on Farm Road in Bangor from Bangor Pipe and Supply for the storage of its vehicles. Penquis has a contract with Rawcliff's, Inc. in Hampden for the maintenance of its vehicles.

Penquis has a Safety Committee that meets quarterly to review safety issues including accidents involving agency vehicles. Penquis maintains a complete file of accident reports.

### B. CAPITAL ACQUISITIONS

Penquis anticipates the following vehicle replacement needs for FY 2011 and FY 2012, utilizing Federal Capital funds as available.

<b>PENQUIS/THE LYNX VEHICLE REPLACEMENT PLAN</b>		
<b>New Vehicles</b>	<b>Replaces Vehicles/Anticipated Mileage</b>	<b>Local Match</b>
<b>FY 2011</b> – 10/1/10- 9/30/11 (2) 7 passenger mini-vans \$38,000 per unit	#3 2007 Ford Star Trans w/lift 8+1 (113,675)	\$7,600
	#10 2007 Ford Star Trans w/lift 8+1 (97,002)	
<b>FY 2012</b> - 10/1/011- 9/30/12 ((2) 7 passenger mini-vans \$38,000 per unit	#2 2007 Ford Star Trans w/lift 6 + 2 (98,688)	\$7,600
	#1 2007 Ford Goshen w/lift 6 + 2 (75,735)	

### C. RESERVE ACCOUNT

The balance in the capital reserve account as of September 30, 2010, was \$128,000. The Board minutes authorizing this account are included in the Appendix.

## GOALS

### A. STATUS REPORT ON EXISTING GOALS

#### Penquis Goals

**Goal 1:** Meet the transportation needs of children and families.

Objective 1: Increase the number of volunteers who will transport children to 40.

*Status: Penquis has increased the number of volunteers who transport children to 108.*

Objective 2: Work to achieve a load factor of 2.5 on agency vehicles.

*Status: Penquis has achieved a load factor of 2.09 on agency vehicles. We believe this is due to the fact of more lifts in the rural area, and at times that do not work with other trips.*

**Goal 2:** Provide quality, efficient service.

Objective 1: 95% of pick-ups are less than 15 minutes late.

*Status: This goal is presumed to have been met because complaints from customers are below 5%.*

Objective 2: Satisfaction survey – overall rating of 95%.

*Status: This goal has been met. As of the last survey, the overall satisfaction rate is 97%.*

Objective 3: 99% of requested trips are accommodated.

*Status: This goal has been met. Penquis has been able to accommodate 99% of trips.*

**Goal 3:** Promote public awareness.

Objective 1: Penquis will participate with other community agencies in planning and developing transportation options.

*Status: Penquis has met this goal and will continue to work with other planning agencies.*

Objective 2: Penquis will promote transportation at least twice yearly in client newsletter, press releases and on-going distribution of brochures.

*Status: Penquis has met this goal and will continue to promote transportation.*

**Goal 4:** Continue to address the transportation needs within the region as they arise.

*Status: Penquis continues to partner with other agencies to address the transportation needs in our region as they arise.*

## **Regional Plan Advisory Committee Goals**

### **1. Additional funding**

- A. Regional mobility manager.** Continue to serve as the regional mobility manager and continue to work collaboratively with other community based agencies to maximize transit services.

*Status: Penquis continues to serve as the regional mobility manager for the two-county area.*

- B. JARC, New Freedom funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services and/or additional services for people with disabilities. Consider Job Access Reverse Commute (JARC) and New Freedom funds where appropriate matching funds have been identified.

*Status: The local match continues to be a major stumbling block. Reduction in reimbursement rates have also proven to be challenging.*

### **2. Employment transportation**

- A. GoMaine buses.** Consider establishing a commuter program in Penobscot and Piscataquis Counties using GoMaine vans provided by MaineDOT.

*Status: No action.*

- B. JARC funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services. Consider Job Access Reverse Commute (JARC) funds where appropriate matching funds have been identified.

*Status: No action. Most of the JARC funds are already committed.*

- C. Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing commuter services and where potential funding sources have been identified.

*Status: No action. There appears to be little interest in providing funding for such services. Penquis continues to be committed to providing basic services to the region.*

3. **Medical facility discharge transportation**

- A. **Medical facility partnerships.** Work with medical service providers on a request basis where there is interest in providing service for discharge patients after-hours and where appropriate funding sources have been identified.

*Status: Penquis has made presentations to hospitals, but case workers change on a regular basis. Some walk-in clinics have extended hours. Some requests can be accommodated at the last minute, but after-hour service continues to be a problem.*

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

*Status: Penquis has continued its efforts to provide service on short notice.*

4. **Outreach/education to area service providers**

- A. **Website clarification.** Clarify the range of transportation services on the Penquis website.

*Status: Penquis has updated its website.*

- B. **Distribution of written materials.** Continue to distribute schedules and other written information to area service providers on a regular basis.

*Status: Penquis continues to distribute schedules and other information to area service providers.*

- C. **Outreach/meetings.** Continue to meet with MaineCare, DHHS, MR providers and Eastern Area Agency of Aging. Consider meeting annually with area service providers to ensure one-on-one education about the range of available transportation services.

*Status: Penquis sponsored a meeting with service providers in March 2010, and has met with DHHS.*

- D. **Transit Toolkit.** Use the Transit Toolkit to help educate the public about transit.

*Status: Penquis has distributed the toolkit to people over 60 years of age.*

5. **Security training**

- A. **Security training.** Apply to MaineDOT for funds to provide security training for bus drivers.

*Status: Penquis provided customer service and security training through a private consultant.*

- B. On-board cameras.** Consider the installation of cameras on all buses.

*Status: Penquis is considering installation of cameras on its vehicles.*

## **B. NEW GOALS**

1. Meet the transportation needs of children and families

Objective 1: Increase the number of volunteers who will transport children to 115

Objective 2: Work to achieve a load factor of 2.5 on agency vehicles.

2. Provide quality, efficient service.

Objective 1: 97 % of pick-ups are less than 15 minutes late

Objective 2: Satisfaction survey-overall rating of 97%

Objective 3: Reduce operating & maintenance by 5% through fleet upgrade

3. Promote public awareness.

Objective 1: Penquis will participate with other community agencies in planning and developing transportation options.

Objective 2: Penquis will promote transportation at least four times a year in customer newsletter, press releases and on-going distribution of brochures.

Objective 3: Improve general public ridership by 5%

## **BENCHMARKS**

Penquis uses the following benchmarks to measure efficiency:

- We use customer surveys for timeliness and efficiency;
- We insure that passengers who are able to utilize the bus pass system do so;
- We instruct and educate our drivers on using the shortest possible route, thereby eliminating excessive deadhead miles;
- We load our agency vehicles first, volunteers second and taxis as a last resort. This keeps down costs to the state;
- We try to load our agency vehicles and volunteers to maximum capacity. At the same time, we make sure that the driver's route flows well to its destination;
- We rely on our fiscal staff to educate drivers on any vehicle or passenger mile errors as they first start out with the Lynx. This type of education helps eliminate future problems for the drivers and allows the fiscal department to become more efficient through timely billing.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled by Penquis's Transportation Service Center for the past two fiscal years. Penquis's fiscal year begins on October 1 (for example, FY 2009 begins on October 1, 2008 and ends on September 30, 2009).

<b>PENQUIS – THE LYNX ANNUAL REPORT – PAST TWO YEARS</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>		
Volunteer Drivers	122	163
Personal Vehicles in Service	122	163
<b>Vehicles (Penquis Fleet)</b>		
Number of Active Vehicles in Fleet	15	14
Number of Inactive Vehicles in Fleet	0	0
Number of Spare Vehicles in Fleet	4	4
Number of Vehicles Disposed	3	0
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	15	14
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	\$81,049	\$84,217
Annual Social Services Operating Expenses	\$5,037,296	\$5,034,128
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses	\$11,898	\$6,199
Annual Social Services Administrative Expenses	\$1,456,664	\$1,462,363
<b>Annual Operating Revenues</b>		
Fare Revenues	\$4,012	\$4,470
Transit Contract Revenues	0	0
Social Service Contract Revenues	\$7,244,447	\$8,138,241
FTA-Federal Operating Assistance	\$229,114	\$316,526
MaineDOT – State Operating Assistance	\$32,601	\$39,040
Local Operating Funds	\$24,000	\$18,000
<b>Total Annual Operating Revenues</b>	<b>\$7,534,174</b>	<b>\$8,516,277</b>

		FY 2009	FY 2010
<b>FTA-Sources of Capital Funds</b>			
FTA-Federal Capital Assistance		0	0
MaineDOT-State Capital Assistance		0	0
Local Capital Funds		0	0
Total Capital Funds		0	0
<b>Annual Passenger Miles</b>			
Annual Transit Miles (Gen Public, paratransit)		34,479	44,185
Annual Social Service Miles		10,872,456	12,220,570
<b>Annual Vehicle Hours</b>		16,192	15,531
<b>Annual Passenger Trips</b>			
Annual Transit Passenger Trips		4,393	4,581
Annual Social Services Passenger Trips		400,462	465,697
<b>Safety</b>			
Fatalities		0	0
Major Incidents		0	0
Major Injuries		0	0

Source: Penquis's Transportation Service Center

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

The following is a summary of revenues, costs, trips and passenger miles for 2009 and FY 2010. FY 2009 begins on October 1, 2008 and FY 2010 begins on October 1, 2009.

REVENUES, COSTS, TRIPS, PASSENGER MILES BY AGENCY PAST TWO FISCAL YEARS								
Social Service Agency/Program	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
General Public	\$11,713	\$12,783	\$93,997	\$154,767	4,393	4581	34,479	44,185
MaineCare	\$6,535,886	\$7,301,223	\$4,913,750	\$5,552,053	378,828	446,480	10,108,161	11,400,886
DHHS Regular	\$449,315	\$615,494	\$368,071	\$356,067	17,104	16,714	699,300	728,539
DHHS Special	one contract							
Other	\$537,260	\$586,778	\$1,211,089	\$1,635,123	4,530	2,513	64,995	91,145
<b>Total</b>	<b>\$7,534,174</b>	<b>\$8,516,278</b>	<b>\$6,586,907</b>	<b>\$7,698,010</b>	<b>404,855</b>	<b>470,288</b>	<b>10,906,935</b>	<b>12,264,755</b>

**REVENUES, COSTS, TRIPS, PASSENGER MILES  
BY MODE  
PAST TWO FISCAL YEARS**

<b>Mode</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Passenger Miles</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>
Agency Vehicles	\$593,969	\$785,620	\$787,344	\$1,052,087	22,816	21,595	224,444	248,290
Volunteers	\$3,427,808	\$3,891,698	\$2,602,023	\$3,068,561	122,914	147,213	4,681,722	5,419,558
Friends and Family	\$1,892,752	\$2,041,955	\$1,662,790	\$1,883,163	181,344	210,960	5,427,630	6,111,169
Subcontracted	\$693,829	\$602,160	\$580,395	\$418,508	36,870	33,452	573,139	485,738
Other/Taxi	\$539,722	\$788,749	\$584,387	\$891,856	30,180	46,380		
Bus Pass	\$386,094	\$406,096	\$370,706	\$383,835	8,282	8,508		
Meridian					2,449	2,180		
<b>Total</b>	\$7,534,174	\$8,516,278	\$6,587,645	\$7,698,010	404,855	470,288	10,906,935	12,264,755

<b>REVENUES AND EXPENSES – PAST TWO YEARS</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Revenues</b>		
MaineCare	\$6,535,886	\$7,301,223
DHHS	449,315	615,494
Section 5311	232,908	343,566
Other	316,065	255,995
<b>TOTAL</b>	<b>\$7,534,174</b>	<b>\$8,516,278</b>
<b>Expenses</b>		
Salaries	\$1,006,737	\$1,121,290
Benefits	263,249	347,359
Indirect	271,358	325,332
Audit	771	8,732
Computer	45,744	247,184
Staff Travel	32,432	21,832
Rent, Supplies, Postage	169,800	189,907
Equipment, Insurance, Telephone	56,065	43,753
Staff Development, Other	23,522	91,545
Volunteer Reimbursement	2,083,890	2,295,856
Family Reimbursement	1,220,792	1,355,441
Subcontracting Reimbursement	467,120	408,225
Bus Passes	333,208	348,487
Taxicabs	483,593	724,418
Vehicle Operating	128,626	168,648
<b>TOTAL</b>	<b>\$6,586,907</b>	<b>\$7,698,009</b>

**Mileage by Town.** Penquis has compiled a summary of vehicle miles traveled by town for 2009 and 2010 as shown on the following pages.

**Service by Town  
Penobscot County**

	2009			2010		
	Van Miles	Volunteer Miles	Friend & Family Miles	Van Miles	Volunteer Miles	Friend & Family Miles
Alton	124	12,749	12,919	0	15,788	15,979
Argyle	0	0	7,102	33	1,474	5,362
Bangor	391,955	1,661,862	2,259,480	338,601	1,936,013	2,519,418
Bradford	58	19,893	27,222	457	40,858	25,481
Bradley	5,123	14,933	11,373	2,620	11,160	14,671
Brewer	45,578	121,622	29,998	42,750	156,500	70,797
Burlington	14	9,649	16,128	0	9,536	6,971
Carmel	9,482	31,663	43,374	8,537	40,176	32,649
Carroll	0	139	1,527	0	977	17,269
Charleston	1,308	29,534	35,150	1,757	23,731	34,005
Chester	0	66	5,963	52	2,453	6,519
Clifton	0	12,578	10,854	0	8,479	15,987
Corinna	4,145	44,179	46,894	3,297	47,835	40,706
Corinth	16,394	94,615	73,604	26,306	104,736	46,106
Dexter	12,795	121,892	131,605	12,830	151,700	121,888
Dixmont	136	26,753	25,248	137	29,247	23,255
Drew	0	0	595	0	0	338
E. Millinocket	1,708	79,779	131,513	5,151	102,965	222,400
Eddington	13	21,828	39,931	15	13,271	32,691
Edinburg	0	0	929	0	0	0
Enfield	1,745	16,767	75,073	1,670	30,527	64,604
Etna	2,389	16,448	21,604	1,728	20,255	30,282
Exeter	25,543	48,401	29,105	28,724	34,563	38,567
Garland	2,821	34,940	14,960	1,247	32,691	39,468
Glenburn	10,230	31,117	39,817	10,592	36,692	30,479
Greenbush	123	33,935	66,371	562	44,906	53,152
Greenfield	0	482	9,056	0	269	10,825
Grindstone	0	0	4,017	0	497	4,745
Hampden	16,727	52,093	33,337	15,557	58,459	24,230
Hermon	5,338	32,832	28,621	3,532	37,256	21,209
Hersey	0	0	0	0	0	0
Holden	17	27,328	9,755	135	22,159	8,839
Howland	698	32,598	73,192	912	28,803	85,578
Hudson	5,855	21,414	47,225	5,421	23,984	40,434
Kenduskeag	10,650	29,501	11,297	8,086	18,398	11,404
Kingman	0	894	9,941	0	19,590	5,190
LaGrange	429	59,289	25,176	953	84,467	38,045
Lakeville	0	0	3,768	0	0	5,557
Lee	0	15,060	37,389	113	12,548	24,547
Levant	13,360	36,752	26,942	13,682	41,920	29,013
Lincoln	15,665	354,598	272,731	15,669	375,173	339,371
Lowell	158	35,877	6,677	356	39,783	4,081
Mattawamkeag	627	28,756	17,078	700	81,327	15,490

2009			2010			
	Van Miles	Volunteer Miles	Friend & Family Miles	Van Miles	Volunteer Miles	Friend & Family Miles
Maxfield	0	1,187	748	0	0	541
Medway	1,288	52,759	149,173	820	75,738	216,217
Milford	4,169	28,394	32,369	4,409	25,037	45,752
Millinocket	10,678	204,583	297,231	12,263	246,616	322,631
Mt. Chase	0	0	0	0	0	0
Newburgh	3,376	21,279	24,384	2,142	21,208	25,482
Newport	4,543	132,720	142,658	3,654	164,440	139,564
Old Town	69,256	156,594	72,821	55,064	180,209	83,247
Orono	37,129	49,062	29,652	25,283	40,228	40,947
Orrington	11,628	9,256	13,364	10,802	10,270	10,757
Passadumkeag	55	14,827	19,258	905	16,526	25,386
Patten	0	441	859	0	36,688	1,750
Plymouth	7	20,266	43,799	0	20,722	42,458
Prentiss	55	922	11,313	0	0	15,297
Seboeis	0	477	2,772	0	0	615
Springfield	20	4,141	17,357	1,930	12,628	14,898
Stacyville	0	12,718	336	0	6,287	1,056
Stetson	3,223	15,648	22,207	3,677	23,106	20,782
Veazie	1,366	6,735	2,482	990	6,798	5,786
Webster	3,430	2,526	14,697	4,821	127	18,032
Winn	58	7,213	44,968	50	11,769	35,625
Woodville	0	1,309	8,982	0	2,619	6,225
Total	751,489	3,955,873	4,725,971	678,992	4,642,182	5,250,650

**Service by Town  
Piscataquis County**

2009			2010			
	Van Miles	Volunteer Miles	Friend & Family Miles	Van Miles	Volunteer Miles	Friend & Family Miles
Abbot	0	2,899	9,875	14	1039	14,970
Atkinson	80	4,744	12,503	0	2,606	6,896
Barnard	0	0	749	0	172	139
Blanchard	0	0	0	0	0	116
Bowerbank	0	243	0	0	969	43
Brownville	532	60,889	49,087	1,893	57,219	60,174
Dover- Foxcroft	60,165	207,687	152,032	48,327	196,461	141,799
Greenville	501	7,493	39,481	63	7,545	39,855
Guilford	874	42,319	18,920	1,427	31,365	38,453
Kingsbury	0	0	1,904	0	0	0
Medford	0	4,046	5,659	0	0	24,840
Milo	1,808	162,417	113,241	1,671	140,311	104,869
Monson	729	11,782	2,894	290	18,498	5,564

2009			2010			
	Van Miles	Volunteer Miles	Friend & Family Miles	Van Miles	Volunteer Miles	Friend & Family Miles
Parkman	15	7,666	4,851	54	5,526	4,095
Sangerville	704	12,753	40,215	670	21,837	26,336
Sebec	208	1,210	31,032	59	1,528	30,766
Shirley	77	120	0	0	497	0
Wellington	0	992	4,045	0	0	3,931
Williamsburg	0	0	2,583	0	0	1,876
Willimantic	0	505	437	0	77	467
<b>Total</b>	<b>65,693</b>	<b>527,765</b>	<b>489,508</b>	<b>54,468</b>	<b>485,650</b>	<b>505,189</b>

**Total Service  
Penobscot and Piscataquis Counties**

2009			2010			
	Van Miles	Volunteer Miles	Friend & Family Miles	Van Miles	Volunteer Miles	Friend & Family Miles
Penobscot County	751,489	3,955,873	4,725,971	678,992	4,642,182	5,250,650
Piscataquis County	65,693	527,765	489,508	54,468	485,650	505,189
Misc. towns	256	263,484	294,843	315	291,556	307,346
<b>Grand total</b>	<b>817,438</b>	<b>4,747,122</b>	<b>5,510,322</b>	<b>733,775</b>	<b>5,419,388</b>	<b>6,063,185</b>

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

<b>NUMBER OF GENERAL PUBLIC, ELDERLY AND INDIVIDUALS WITH DISABILITIES</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
# General Public Passengers	1,085	1,086
# Elderly Passengers	878	877
# Individuals with disabilities	490	484
<b>Total</b>	<b>2,453</b>	<b>2,447</b>

There have been no passenger studies within the past two years.

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

The following is a summary of projected revenues, costs, trips and passenger miles for FY 2011 and FY 2012. FY 2011 begins on October 1, 2010; FY 2012 begins on October 1, 2011.

<b>PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES BY AGENCY NEXT TWO 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	\$15,800	\$17,380	\$189,600	\$208,560	3,900	4,290	39,000	42,900
MaineCare	\$7,160,283	\$7,876,311	\$6,498,533	\$7,148,386	352,666	387,933	14,075,600	15,483,160
DHHS Regular	\$434,315	\$434,315	\$377,126	\$377,126	17,036	18,740	652,461	717,707
DHHS Special	one contract							
Other	\$459,673	\$505,640	\$929,346	\$1,021,280	3,030	3,333	105,217	115,739
<b>Total</b>	<b>\$8,070,071</b>	<b>\$8,833,646</b>	<b>\$7,994,605</b>	<b>\$8,755,352</b>	<b>376,632</b>	<b>414,296</b>	<b>14,872,278</b>	<b>16,359,506</b>

**PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES  
BY MODE  
NEXT TWO YEARS**

Mode	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
Agency Vehicles	\$581,247	\$639,372	\$791,247	\$870,372	24,533	26,986	231,913	255,104
Volunteers	\$4,358,535	\$4,794,389	\$4,173,455	\$4,590,801	135,070	148,578	7,793,399	8,572,739
Friends & Family	\$2,456,353	\$2,658,555	\$2,146,428	\$2,322,356	176,567	194,224	6,744,894	7,419,383
Subcontracted	\$62,598	\$68,858	\$48,995	\$53,895	2,080	2,288	102,072	112,280
Other/Taxi	\$300,000	\$330,000	\$450,000	\$495,000	31,688	34,857		
Bus Pass	\$311,338	\$342,472	\$384,480	\$422,928	6,694	7,363		
Meridian					0	0		
<b>Total</b>	<b>\$8,070,071</b>	<b>\$8,833,646</b>	<b>\$7,994,605</b>	<b>\$8,755,352</b>	<b>376,632</b>	<b>414,296</b>	<b>14,872,278</b>	<b>16,359,506</b>

**E. BUDGET FY 2011 AND FY 2012**

The proposed budget for the two-year time frame covered by this Biennial Operations Plan is shown below.

<b>BUDGET FOR 2011 AND 2012</b>		
	<b>FY 2011</b>	<b>FY 2012</b>
<b>Anticipated Revenues</b>		
MaineCare	\$7,160,283	\$7,876,311
DHHS	434,315	434,315
Section 5311	324,847	324,837
Other	150,626	198,183
<b>TOTAL</b>	<b>\$8,070,071</b>	<b>\$8,833,646</b>
<b>Anticipated Expenses</b>		
Salaries	\$1,199,248	\$1,283,195
Benefits	389,756	432,629
Indirect	473,429	541,531
Audit	1,000	1,500
Computer	\$30,000	\$30,000

	<b>FY 2011</b>	<b>FY 2012</b>
Staff Travel	\$26,000	\$20,000
Rent, Supplies, Postage	171,116	140,000
Equipment, Insurance, Telephone	56,320	69,274
Staff Development, Other	31,187	30,365
Volunteer Reimbursement	3,195,294	3,514,823
Family Reimbursement	1,416,428	1,558,070
Subcontracting Reimbursement	44,912	49,403
Bus Passes	301,230	331,335
Taxicabs	450,000	495,000
Vehicle Operating	208,685	258,227
<b>TOTAL</b>	<b>\$7,994,605</b>	<b>\$8,755,352</b>

## **FLEET CONDITION**

Penquis operates 14 vehicles, all of which are ADA accessible. Information on Penquis' vehicles is summarized on the PTMS Vehicle Evaluation Summary Forms on the following pages.

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: PENQUIS**

1	VIN	1FDWE35LX7DB 43892	1FDWE35L17DB 43893	1FDWE35L37DB 43894	1FDWE35L83HA 77653	1FDWE35L57DB 43895	1FDSE35L9YHA 89185
2	Fleet # and Status*	1A	2A	3A	4A	5A	8S
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	Ford Star Trans	Ford Star Trans	Ford Star Trans	Ford Goshen	Ford Star Trans	Ford Goshen Pacer LTD
5	Year	2007	2007	2007	2003	2007	2000
6	Fuel Type	Gasoline	Gasoline	Gasoline	Gasoline	Gasoline	Gasoline
7	Fuel Use – 12 months***	\$4,994	\$5,814	\$8,121	\$3,309	\$3,715	\$1,651
8	Mileage	57,929	73,412	99,719	202,525	49,534	175,020
9	12-month Mileage	20,380	23,727	33,143	13,505	15,163	6,740
10	Repair Cost - 12 months	\$3,462.40	\$4,681.90	\$3,881.12	\$5,498.68	\$3,646.34	\$2,249.13
11	Repair frequency - 12 months****	1(7); 2(10)	1(9); 2(14)	1(13); 2(6)	1(4); 2(10); 3(1)	1(6); 2(14)	1(6); 2(4)
12	Vehicle appearance - interior	Good	Good	Good	Fair	Good	Fair
	Vehicle appearance - exterior	Good	Good	Good	Fair	Good	Fair
13	ADA Accessibility:	Yes	Yes	Yes	Yes	Yes	Yes
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	No	No	No	No	No	No
	Signage and Stops	No	No	No	No	No	N
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	No	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	Fare collection holder					
16	Date of Inspection	9/27/10	9/27/10	9/27/10	9/27/10	9/27/10	9/27/10
17	Inspector's Name:	Galen LaVertue					

\* A (Active); I (Inactive); S (Spare); D (Disposed); or Sold (SD)

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

\*\*\* Estimated based on total spent for fleet and prorated to each vehicle based on mileage

\*\*\*\* 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: PENQUIS**

1	VIN	IFDWE35L77DB 43896	IFDWE35L73HB 37194	IFDWE35L43HB 37198	IFDWE35L23HB 37197	IFDWE35L63HB 43262	IFD3E35L58DB 23568
2	Fleet # and Status*	10A	12A	14A	16S	18S	6A
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	Ford Star Trans	Ford Goshen GCII	Ford Goshen GCII	Ford Goshen GCII	Ford Goshen GCII	Ford Star Trans
5	Year	2007	2003	2003	2003	2003	2008
6	Fuel Type	Gasoline	Gasoline	Gasoline	Gasoline	Gasoline	Gasoline
7	Fuel Use – 12 months***	\$5,811	\$3,820	\$3,200	\$3,651	\$4,221	\$5,190
8	Mileage	81,559	134,533	141,788	231,395	125,993	50,214
9	12-month Mileage	23,716	15,589	13,059	14,902	17,229	21,183
10	Repair Cost - 12 months	\$695.02	\$5,790.42	\$6,102.17	\$6,460.20	\$5,672.57	\$1,314.28
11	Repair frequency - 12 months****	1(9); 2(4)	1(5); 2(13); 3(1)	1(7); 2(16); 3(1)	1(5); 2(11); 3(1)	1(4); 2(10); 3(1)	1(7); 2(7)
12	Vehicle appearance - interior	Good	Fair	Fair	Fair	Fair	Good
	Vehicle appearance - exterior	Good	Fair	Fair	Fair	Fair	Good
13	ADA Accessibility:	Yes	Yes	Yes	Yes	Yes	Yes
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	No	No	No	No	No	No
	Signage and Stops	No	No	No	No	No	N
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	No	No	No	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	Fare collection holder					
16	Date of Inspection	9/27/10	9/27/10	9/27/10	9/27/10	9/27/10	9/27/10
17	Inspector's Name:	Galen LaVertue					

\* A (Active); I (Inactive); S (Spare); D (Disposed); or Sold (SD)

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

\*\*\* Estimated based on total spent for fleet and prorated to each vehicle based on mileage

\*\*\*\* 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: PENQUIS**

1	VIN	IFD3E35L58DA 92337	IFD3E35L38DA 92336		
2	Fleet # and Status*	7A	13A		
3	Vehicle Type **	SMDB	SMDB		
4	Make, Model	Ford Star Trans	Ford Star Trans		
5	Year	2008	2008		
6	Fuel Type	Gasoline	Gasoline		
7	Fuel Use – 12 months***	\$3,962	\$7,266		
8	Mileage	39,791	77,112		
9	12-month Mileage	16,169	29,656		
10	Repair Cost - 12 months	\$2,455.01	\$5,458.65		
11	Repair frequency - 12 months****	1(7); 2(6)	1(12); 2(10)		
12	Vehicle appearance - interior	Good	Good		
	Vehicle appearance - exterior	Good	Good		
13	ADA Accessibility:	Yes	Yes		
	Equipped/Working	Yes	Yes		
	Tie Down	Yes	Yes		
	Announcement System	No	No		
	Signage and Stops	No	No		
14	Passenger Amenities				
	Air Conditioning	Yes	Yes		
	Working Heater	Yes	Yes		
	Tinted Windows	Yes	Yes		
	Padded Seats	Yes	Yes		
15	Type of fare collection system	Fare collection holder	Fare collection holder		
16	Date of Inspection	9/27/10	9/27/10		
17	Inspector's Name:	Galen LaVertue	Galen LaVertue		

\* A (Active); I (Inactive); S (Spare); D (Disposed); or Sold (SD)  
 \*\* SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).  
 \*\*\* Estimated based on total spent for fleet and prorated to each vehicle based on mileage  
 \*\*\*\* Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

**APPENDIX**

**PENQUIS TRANSPORTATION PROGRAM  
THE LYNX**

# PENQUIS

262 Harlow St • Bangor, Maine    Tel: 1 800 215 4942    Fax: (207) 973 3699    TDD: (207) 973 3520



[Homepage](#)   [About Penquis](#)   [Recent News](#)   [Contact Us](#)   [Frequent Questions](#)   [Member Login](#)

Home » [Transportation](#) » [The Lynx](#)

- + [Child Development](#)
- + [Energy & Utility Programs](#)
- + [Family Enrichment](#)
- + [Health](#)
- + [Housing](#)
- [Lending and Financial Counseling](#)
- [Special Services](#)
- + [Teen Programs](#)
- [Transportation](#)
- [The Lynx](#)
- [Lynx FAQs](#)
- [Lynx Schedule](#)
- [Volunteer Drivers Wanted](#)
- [Transportation Assistance Project](#)
- [Helpful Links](#)
- + [Victim Services](#)
- + [Volunteer Services](#)
- + [Career Opportunities](#)
- + [Events](#)
- + [Gifts & Giving](#)
- + [Publications](#)
- [Race Information](#)
- [HomePage](#)
- [Photo Gallery](#)

## The Lynx

The Lynx provides transportation services for residents of Penobscot and Piscataquis Counties. All transportation is by appointment. We need to hear from you two full business days prior to your appointment.

For more information about services and availability of transportation in your area, call:

**207-973-3695** in the Bangor area OR toll-free **1-866-853-LYNX** or **1-866-853-5969** outside of the Bangor area

Weekdays 8:00 am to 4:30 pm

Transportation in:

- vans and buses
- private vehicles
- direct family reimbursement for MaineCare covered services

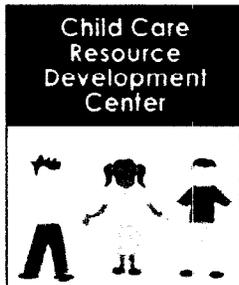
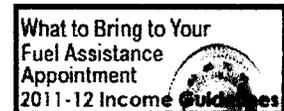
Serving:

- general public
- special services for the elderly
- MaineCare recipients
- other social service clients by agency contract
- paratransit provider for The Bus

Vans are fully accessible.

- [Lynx FAQs](#)
- [Lynx Schedule](#)
- [Volunteer Drivers](#)

- [Greater Bangor Open Sponsors Penquis Community Services](#)
- [Penquis Community Report](#)
- [Penquis Receives a Grant to Support Dads](#)
- [MaineStream Finance Increases the Residential Mortgage Amount](#)



**Already a customer? Print your Lynx Customer Reimbursement Form below! The PDF file requires Adobe Reader, which you may download for free [HERE](#).**

Funding provided in part by the Maine Department of Transportation and the Maine Department of Health and Human Services, Bureau of Medical Services.

# PENQUIS

262 Harlow St • Bangor, Maine    Tel: 1 800 215 4942    Fax: (207) 973 3699    TDD: (207) 973 3520

[Homepage](#)   [About Penquis](#)   [Recent News](#)   [Contact Us](#)   [Frequent Questions](#)   [Member Login](#)

Home » [Transportation](#) » [The Lynx](#) » [Lynx FAQs](#)

+ **Child Development**

+ **Energy & Utility Programs**

+ **Family Enrichment**

+ **Health**

+ **Housing**

**Lending and Financial Counseling**

**Special Services**

+ **Teen Programs**

- **Transportation**

- **The Lynx**

**Lynx FAQs**

**Lynx Schedule**

**Volunteer Drivers Wanted**

**Transportation Assistance Project**

**Helpful Links**

+ **Victim Services**

+ **Volunteer Services**

+ **Career Opportunities**

+ **Events**

+ **Gifts & Giving**

+ **Publications**

**Race Information**

**HomePage**

**Photo Gallery**

**The Lynx FAQ**

### **What are your hours?**

Office hours are 8:00 a.m. to 4:30 p.m. Monday through Friday. We are closed on State of Maine recognized holidays and, periodically, we close for a staff meeting (generally from 2:30 to 4:30 p.m. two to three times per year, as well as one full day per year for training). Someone is available at 973-3693 from 7:00 a.m. to 8:00 a.m. if you need to cancel a ride. This line is only to be used for same-day cancellations.

### **Why do you have a deadline of two full business days?**

Each and every day we arrange 1000+ trips. The two full business days deadline allows us to review all trip requests, locate and assign drivers, get the information to a driver and enter trip assignments into our computer system. We do try to accommodate late requests whenever possible.

### **How do I know when you are going to cancel transportation due to bad weather?**

If schools appear to be closing due to inclement weather, we often will cancel all transportation to ensure the safety of our passengers. We announce this on WLBZ and WABI television networks, as well as Cumulus radio stations, at the same time school closings are being announced. When The Lynx cancels transportation, dialysis appointments are the only exceptions and will still be done.

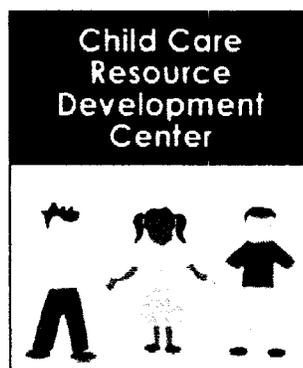
### **Why are we told we should not eat or drink while in your vehicles?**

We ask our passengers to refrain from this practice for several reasons—one is safety. If the vehicle needs to stop quickly, choking may occur. Another reason is purely for cleanliness.

Gr  
Sp  
Co  
  
Pe  
St  
  
Ma  
In  
Me  
  
Pe

Wh:  
Fue  
App  
201

B  
▼



Food gets dropped onto seats that other passengers will be sitting in after you depart. Soft drinks that are spilled are sticky and difficult to clean. When fluids are consumed while riding, the need to use a bathroom becomes more urgent, and we do not make stops at public restrooms—this is an especially difficult problem when we are transporting a child without his/her parent or guardian present.

### **Why can't I be picked up or dropped off wherever I want?**

If you are being transported to a MaineCare-covered service, we can provide transportation from your home to your medical appointment and back to your home. We only deviate from this with children who are in school before or after appointment times or if a child needs to be dropped off at a daycare that is on route.

### **Why do you pick me up so far ahead of my appointment?**

We try to pick up as many passengers as possible with one vehicle within a one-hour time frame. This helps to ensure that everyone who needs a ride gets a ride. Because of the need to do this, someone may get picked up perhaps an hour plus travel time before their appointment; normally we direct customers to be ready at least one-half hour plus travel time. To be prepared for these situations, it is always best to be ready early for your ride.

### **Why won't your drivers wait longer when I'm not ready to go? It's not always possible for me to know exactly when to have myself or my child ready to go out the door.**

We have hundreds of trips to handle each day, and oftentimes the driver will need to pick up other people after they have picked up you. The drivers' schedules are built around appointment times, and our dispatchers try to allow 3 minutes' wait time when picking up passengers. If they are required to wait too long, it will make other people late for their appointments.

### **I forgot to give you my new address when I called in my appointment. Why can't I be picked up at this new address today?**

In rare circumstances this might be possible, but generally our drivers are scheduled to pick up other people in the area of your old address, and do not have time to drive the additional distance with such short notice.

### **Why do I have to give you a return pick up time? I don't always know and could call you when I am ready.**

Because of the large volume of trips we do each day, it is impossible for us to have drivers available to go wherever, whenever each person is ready to be picked up. The most efficient way for us to schedule rides for everyone is to establish a pick up time in advance and then work around those appointments that run over the planned time. It is easier to work

with a few each day that run late than to make all trips on an as-needed basis. Another reason is due to the fact that not all of our drivers are accessible at all times by phone—again reducing our ability to respond “on call”.

**Why do you limit the number of people I can bring with me when I have an appointment? Sometimes I don't have a babysitter or I want a relative to go with me.**

We try to accommodate those times when childcare is an issue, but as a rule, we ask that only the person who needs the ride be in the vehicle. This allows us to meet all of the trip requests by scheduling more than one rider to a vehicle at a time. The more “unnecessary” riders, the fewer seats for those people who have appointments. Those riders who have a bona fide need for an attendant are allowed to request a seat for that person. We always encourage one parent to accompany a child to an appointment whenever possible.

**Why do I have to share rides with other people?**

We generally have 11 agency vehicles and 100 volunteers on the road on any given day. We may have 1000+ trips scheduled that will require one of our agency vehicles or volunteers. In order to ensure the most efficient transportation, and that everyone needing a ride gets a ride, we must schedule more than one rider to a vehicle whenever possible.

**Why am I not allowed to have the driver I want transport me?**

Our practice is to accommodate a rider's request to not go with a certain driver, but we cannot allow riders to request only certain drivers. Our schedules are built each day with as much efficiency in mind as possible. We may need a driver starting from a different location to pick you up on route. It would be inefficient to bring a different driver to your location because of personal preference. If you are having problems with a specific driver, please call our office and speak with a supervisor.

**What is this “nearest provider” rule I keep hearing about?**

If you receive MaineCare and use THE LYNX for your transportation, we must adhere to MaineCare's policies and regulations. MaineCare allows people to select their medical provider, but will only assist with transportation to the nearest provider accepting MaineCare. If you are on Primecare or Healthworks, you have already selected your primary care physician and the nearest provider rule does not apply unless you are requesting transportation to other types of services covered by MaineCare. In that case, we would look at closer providers accepting MaineCare and suggest that we can reimburse you to the closest provider. You can check with closer providers, if you are willing to change providers, or you can request that MaineCare approve your going to a provider outside the catchment area. If you elect to take the last option, we will need a

letter of medical necessity from your physician explaining why you cannot receive services locally, and we will request a prior authorization from MaineCare to cover these trips.

**The Department of Human Services is paying for my transportation. Why can't I call and arrange my own trips?**

Our contract with the Department of Human Services specifically states that all trip referrals must come from the caseworker or an assigned case manager and that the referral must be in writing. We have to abide by the rules of our contracts.

**I do my own transportation and am reimbursed. Why do you sometimes send my paperwork back indicating something is missing?**

We return paperwork when beginning and ending odometer readings are missing or when information specific to the appointment or signed verification of the appointment is missing. We are required to keep specific information on file, and when it is not there, we will return the documents for your corrections. Sometimes requests for reimbursement are submitted and the appointment is not in our computer system. MaineCare requires that we have advanced notice of each medical appointment (even if you are doing your own transportation). Please be sure you call appointments in to our office before leaving for your appointment.

**Why do you say yes to some trips and no to others?**

Each funding source we rely on to cover the cost of transportation has different regulations that we must follow. We need to evaluate each request for transportation to determine if the request can be met in that particular instance. For example: routine dental work is covered for children, but is not covered for adults except in certain instances. Or, mental health counseling through a mental health facility would be covered, but counseling with an LCSW who is not affiliated with a mental health facility or whose work is not supervised by a doctor may not be covered, except in circumstances involving children, or if you reside in specific towns.



is a service for residents of Penobscot and Piscataquis Counties.

All transportation is by appointment.

Two full business days notice is required.

For more information about services and availability of transportation in your area, call:

**973-3695**

**in the Bangor area**

**or toll-free**

**1-866-853-5969**

Weekdays 8:00 am to 4:30 pm

Transportation by vans, busses and private vehicles.

**THE LYNX**

262 Harlow Street  
PO Box 1162  
Bangor, Maine 04402

(207) 973-3695

TDD (207) 973-3520

Toll Free 1-866-853-5969

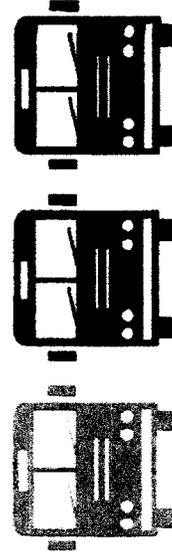
In accordance with federal regulations, Penquis CAP, INC. does not discriminate in access to or the provisions of its programs and services.

Services funded in part by the  
Maine Department of Transportation and the  
Maine Department of Health & Human Services.

This brochure was produced with support from the  
Maine Department of Transportation.



*providing transportation for medical, social service and life needs*



**SCHEDULE AND FEES**



**Transportation Available in  
Penobscot and Piscataquis Counties**

For more information about transportation services  
in your area, call weekdays  
between 8:00 am and 4:30 pm

975-4605 in the Bangor area  
Or toll-free

1-866-853-5369

**The following van service is available to the  
general public. All transportation is by  
appointment. We require two (2) full  
business days notice.**

FROM	TO	DAY	TIME	COST
Abbott	Bangor	Monday	7:00-3:00	\$5.00
	Dover	Tuesday	8:30-2:30	\$2.50
Alton	Bangor	Upon Request	Upon Request	\$2.00
Bradford	Bangor	Thursday	8:00-3:00	\$2.00
Brownville	Bangor	Thursday	8:00-3:00	\$4.00
	Dover-Fox	Friday	9:00-2:00	\$2.00
Carmel	Bangor	Tuesday	8:00-3:00	\$2.00
Charleston	Bangor	Monday	7:00-3:00	\$2.50
Chester	Bangor	Monday	10:00-4:00	\$5.50
	Lincoln	Friday	9:00-2:00	\$1.50
Corinna	Bangor	Tuesday	8:00-3:00	\$3.50
Dexter	Bangor	Monday	8:00-2:00	\$4.00
	Bangor	Tuesday	8:00-3:00	\$4.00
	Dexter	Tuesday	9:30-3:00	\$1.00
Dixmont	Bangor	Tuesday	9:00-2:00	\$2.00
Dover-Foxcroft	Bangor	Monday	7:00-3:00	\$4.00
	Bangor	Tuesday	8:00-3:00	\$4.00
	Dover	Tuesday	9:30-11:30	\$0.50
	Dexter	Tuesday	9:30-3:00	\$1.50
	Bangor	Thursday	8:00-3:00	\$4.00
Enfield	Bangor	Monday	10:00-4:00	\$4.00
Eina	Bangor	Tuesday	8:00-3:00	\$2.50
Exeter	Bangor	Monday	8:00-2:00	\$2.50
	Dexter	Tuesday	9:30-3:00	\$1.50

FROM	TO	DAY	TIME	COST
E. Corlith	Bangor	Monday	7:00-3:00	\$2.00
E. Millinocket	Bangor	Monday	10:00-4:00	\$6.00
	Millinocket	Thursday	10:00-2:00	\$1.00
	Lincoln	Thursday	9:00-1:00	\$2.00
Garland	Bangor	Monday	8:00-2:00	\$2.50
	Dexter	Tuesday	9:30-3:00	\$1.00
Glenburn	Bangor	Monday	7:00-3:00	\$1.50
	Bangor	Thursday	8:00-3:00	\$1.50
Greenbush	Bangor	Monday	10:00-4:00	\$2.50
Greenville	Bangor	Monday	7:00-3:00	\$7.00
Guilford	Bangor	Monday	7:00-3:00	\$4.50
	Dover	Wednesday	8:00-10:00	\$1.00
	Guilford	Wednesday	11:00-1:00	\$0.50
Hermon	Bangor	Tuesday	8:00-3:00	\$2.00
Holden	Brewer	Thursday	10:00-12:00	\$2.00
Howland	Bangor	Thursday	10:00-12:00	\$2.00
	Bangor	Monday	10:00-4:00	\$3.50
	Lincoln	Tuesday	9:00-2:00	\$2.00
Hudson	Bangor	Monday	7:00-3:00	\$1.50
Kenduskeag	Bangor	Monday	7:00-3:00	\$1.50
Kingman	Lincoln	Wednesday	9:00-2:00	\$2.50
Lagrange	Bangor	Tuesday	8:00-3:00	\$3.00
	Bangor	Wednesday	8:00-3:00	\$3.00
	Bangor	Thursday	8:00-3:00	\$3.00
Levant	Bangor	Monday	8:00-2:00	\$2.00
Passadumkeag	Bangor	Monday	10:00-4:00	\$3.50
	Lincoln	Tuesday	9:00-2:00	\$2.50
	Lincoln	Friday	9:00-2:00	\$2.50
Prentiss	Lincoln	Wednesday	9:00-2:00	\$2.50
Springfield	Lincoln	Wednesday	9:00-2:00	\$2.00
Lee	Lincoln	Wednesday	11:00-3:00	\$1.00
Lincoln	Bangor	Monday	10:00-4:00	\$4.50
	Lincoln	Tuesday	9:00-2:00	\$1.00
	Lincoln	Wednesday	11:00-3:00	\$1.00
	Lincoln	Friday	9:00-2:00	\$1.00
	Millinocket	Thursday	10:00-2:00	\$2.50

FROM	TO	DAY	TIME	COST
Mattawamkeag	Bangor	Monday	10:00-4:00	\$6.00
	Millinocket	Thursday	10:00-2:00	\$2.00
	Lincoln	Thursday	9:00-1:00	\$1.50
Medway	Bangor	Monday	10:00-4:00	\$6.00
	Millinocket	Thursday	10:00-2:00	\$1.00
	Lincoln	Thursday	9:00-1:00	\$2.50
Millinocket	Bangor	Monday	10:00-4:00	\$7.00
	Millinocket	Tuesday	10:00-4:00	\$0.00
	Millinocket	Wednesday	10:00-4:00	\$0.00
	Millinocket	Thursday	10:00-4:00	\$0.00
	Lincoln	Thursday	9:00-1:00	\$2.50
	Millinocket	Thursday	10:00-2:00	\$1.00
	Old Town	Monday	Upon Req	\$2.00
Milford	Bangor	Thursday	8:00-3:00	\$4.00
Milo	Dover	Tuesday	9:00-12:00	\$2.00
	Milo	Thursday	2:00-4:00	\$0.50
Monson	Bangor	Monday	7:00-3:00	\$6.50
	Dover	Tuesday	8:30-2:30	\$3.00
Newport	Bangor	Tuesday	8:00-3:00	\$2.50
	Newport	Wednesday	10:00-3:00	\$0.00
	Newport	Friday	10:00-3:00	\$0.00
Orrington	Bangor	Tuesday	10:00-2:00	\$1.00
	Bangor	Thursday	9:30-1:00	\$1.00
Sangerville	Bangor	Monday	7:00-3:00	\$4.50
	Dexter	Tuesday	9:30-3:00	\$1.50
	Dover	Wednesday	8:00-10:00	\$1.00
Sebec Corner	Bangor	Thursday	8:00-3:00	\$4.00
Stetson	Bangor	Monday	8:00-2:00	\$2.00
Winn	Bangor	Monday	10:00-4:00	\$6.00
W. Enfield	Bangor	Monday	10:00-4:00	\$4.00

**3. Executive Director's Report**

Charlie Newton presented a Board orientation covering the expectations of Board oversight. Charlie asked Board members to contact him if they were interested in filling vacancies on the Finance, Nominating or Audit Committee. Tom Lizotte offered to fill the vacancy on the Nominating Committee. Board members were asked to endorse the Conflict of Interest Policy and Practices Statement.

By a vote a six yeas and two nays the Board voted to oppose the referendum to repeal the excise tax.

By vote of five yeas and three nays the Board voted to table the request for Penquis to take a position on the "Tabor II" referendum until the September Board meeting.

**4. Finance Committee Report**

The Board reviewed the August 13, 2009 Finance Committee Report

**5. Consent Agenda**

On a motion made by Greg Swett and seconded by Dan Tremble the following Consent Agenda items were approved by unanimous vote.

Me. Depart. of Health & Human Services (\$457K)  
Me. Depart. of Transportation (DOT) – Rural (\$296K)  
Capital Reserve Account (\$128K)  
Me DOT Capital Assistance  
Autism Program (\$374K)  
Earned income Tax Credit (\$52K)  
Rape Response services (\$291K)  
Violence Against Women (\$44K)

**6. New proposals**

**Capitalize Housing Subsidiaries**

On a motion made by Dan Tremble and seconded by Tabitha Larrabee the Board voted to capitalize Penquis Development, Inc. and Penquis Housing, Inc. \$15,000 each in unrestricted funds by a vote of seven yeas and one nay.

**Brewer Land Purchase Commitment**

Steve Mooers, Housing Development Director, presented a proposal to purchase a parcel of land in Brewer for \$280,000 from the Bangor Housing Authority if Penquis is unable to develop a 32 unit elderly housing project on the site within two years. On a motion made by Greg Swett and seconded by Tabitha Larrabee, the Board voted unanimously approved the proposal as presented.

**Head Start Funding Reduction and Proposed Center Closures**

Jean Bridges, Child Development Director, presented the Board an approach she and the Head Start Policy Council will use in reducing enrollment by 32 children due to anticipated MaineCare reimbursement funding cuts of approximately \$415,000.

Following a discussion, Tabitha Larrabee made a motion to authorize Jean Bridges, in conjunction with the Policy Council, to make programmatic changes necessary to address the loss of the funds. Dan Tremble seconded and the motion was approved by a vote of seven yeas. Greg Swett abstained from voting.

# PENQUIS THE LYNX

## Pre-Trip and Post-Trip

DRIVER: \_\_\_\_\_

BUS #: \_\_\_\_\_

DATE: \_\_\_\_\_

CHECK Pre-Trip	OK	CHECK Pre-Trip	OK	CHECK Post-Trip	OK
Oil Level		Seatbelt Cutter		No one left onboard	
Coolant Level		Paper Towels		Brakes	
Leaks, loose wires		Passenger Seats		Noises	
Condition of Driver's Seatbelt		Seat belts working		Steering	
Headlights (Low/High Beam)		Wheelchair Devices		Body Damage	
Turn Signals		Wheelchair Track		Miscellaneous Problems	
Horn		Exterior Mirrors			
Emergency Brake		Clearance Lights			
Brake Lights		Exhaust System			
Interior Lights		Wheelchair Lift			
Windshield Wipers		Tires			
Brakes		Lug Nuts (Loose)			
Fire Extinguisher		Wheels (bent)			
First Aid Kit		License Plate			
Flare Kit		Registration Sticker			
Wheel Chocks					
Inspection Sticker					
Hazard Lights					
Bloodborne Kit					

COMMENTS

PAID HOURLY BREAKDOWN

Hours driven \_\_\_\_\_  
(includes pre/post trip inspection)

Earned time used \_\_\_\_\_

Holiday hours \_\_\_\_\_

Other hours worked \_\_\_\_\_

PENQUIS C.A.P., INC./THE LYNX

PREVENTATIVE MAINTENANCE  
SCHEDULE

The attached copies of vehicle maintenance inspection forms and schedules represent the process that Penquis C.A.P., Inc. follows in an effort to maintain a precise preventative maintenance schedule.

**A- Pre-Trip Inspection List**

Van Drivers pre-operative check list completed on a daily basis; reviewed by Penquis CAP Maintenance Supervisor.

**B- Repair Service Report**

The form is completed by the Maintenance Supervisor who summarizes the problem and identifies the date/time and repair facility where vehicle is scheduled for service. This report is forwarded to the repair facility with the vehicle and returned to Penquis CAP with comments when the vehicle is ready.

**C- Maintenance Service Form**

The form reflects preventative routine service intervals. The Maintenance Supervisor highlights the specific service needed and submits to the repair facility with the vehicle. The mechanic assigned to the job uses the check list to indicate that the job is complete.

**D- Preventative Maintenance and Repair Record**

Individual vehicle repair and tire summary. Data refers to specific work performed, mileage interval and cost which is maintained in a computer file by vehicle.

**E- Maintenance Service Interval Schedule**

The form reflects mileage intervals at which vehicles are serviced for specific components as recommended by the vehicle manufacturer.

\*\* Forms A, B, C, records are filed by vehicle.

**PENQUIS C.A.P., INC.  
THE LYNX  
TRANSPORTATION SERVICE CENTER**

**Agency Vehicle Pre-Trip Inspection List**

**DRIVER:** \_\_\_\_\_

**BUS # :** \_\_\_\_\_

**DATE:** \_\_\_\_\_

CHECK	OK	CHECK	OK	COMMENTS
Oil Level		Headlights		
Belts		Directional Lights		
Windows		Brake Lights		
Tires		Emergency Brake		
Lights		Fire Extinguisher		
Brakes		First Aid Kit		
Seats		Flares		
Coolant Level		Jack		
Exhaust System		License Plate		
Horn		Body Damage		
Windshield Wipers		Wheelchair Lift		

CHECK	OK	COMMENTS
Windows		
Floor		
Mats		
Wheelchair Floor Track Fittings		
Wheelchair Securement Straps and Belts		
Occupant Restraint Systems		

COMMENTS	PAID HOURLY BREAKDOWN
	<p>Hrs driven _____ (includes pre/post trip inspection)</p> <p>Earned time used _____</p> <p>Holiday hrs _____</p> <p>Other hrs worked _____ as they will appear on time sheet</p> <p><b>* DO NOT INCLUDE LUNCH IN THE ABOVE HOURLY BREAKDOWN</b></p>

**FENQUIS CAP, THE LYNX  
TRANSPORTATION SERVICE CENTER  
MAINTENANCE SERVICE FORM**

Vehicle ID# \_\_\_\_\_ Technician \_\_\_\_\_

Service Date \_\_\_\_\_ Odometer \_\_\_\_\_

✓ Mechanics check mark indicates job completed.

Description	✓	Mechanics Notes	Description	✓	Mechanics Notes	Description	✓	Mechanics Notes
Change Oil & Filter			Change Plugs			Check Front Brakes		
Grease Chasis			Check Distrib. Cap & Rotor			Check Rear Brakes		
Check all Fluid Levels			Check Plug Wires			Check Parking Brakes		
Check Trans. & Diff. Levels			Check Tie Rods			Check Shocks Front & Rear		
Check Tire Pressure			Check Ball Joints			State Inspection		
Lube Door Hinges & Latches			Change Transmsn Fluid			Rotate Tires		
Check Exhaust			Change Air Filter					
Check Cooling System			Change Fuel Filter					
Check Wheel Lugs (torque)			Change Emission Filter			Flush Radiator		
Check Steering Linkage			Check Drive Line & U-Joints - Lube			Change Anti-freeze		
			Insp. & Lubricate Frt. Whl Bearings					

Agency Vehicle Maintenance Service Form 6/4/04

## PREVENTATIVE MAINTENANCE SERVICE INTERVALS

	5,000	10,000	15,000	30,000
1. Lube Oil Filter	X	X	X	X
2. Lubricate door, hinges, latches	X	X	X	X
3. Check automatic transmission and rear axle	X	X	X	X
4. Rotate tires using spare, check pressure	X	X	X	X
5. Check wheel lugs (torque)	X	X	X	X
6. Belts, hose, cooling system checks (anti-freeze is changed every 24 months)	X	X	X	X
7. Fluid levels, brake, power steering	X	X	X	X
8. Drive line u-joints lube	X	X	X	X
9. Inspect disc brake system, lube caliper slide rails			X	X
10. Replace spark plugs				X
11. Replace air cleaner				X
12. Inspect exhaust system		X		X
13. Inspect parking brake operation				X
14. Inspect and lubricate front wheel bearings			X	X
15. Change transmission fluid				X
16. Check suspension and steering	X	X	X	X
17. Check lights and safety equipment	X	X	X	X

\*\* Note: Service interval variance on all Goshen buses:

1. PCV valve replacement - 100,000
2. Spark plugs - 100,000

**MAINEDOT REGION 3**

**BIENNIAL OPERATIONS PLAN**

**FY 2011 AND FY 2012**

**CITY OF BANGOR –COMMUNITY CONNECTOR**

# COMMUNITY CONNECTOR

## TABLE OF CONTENTS

<b>PROJECT DESCRIPTION</b> .....	<b>1</b>
A.    RURAL TRANSIT PROVIDER.....	1
B.    SERVICE.....	1
C.    GEOGRAPHIC AREA.....	1
D.    SERVICE DESCRIPTION.....	1
E.    FARE STRUCTURE.....	6
F.    PROPOSED CUTBACKS, EXPANSIONS.....	6
G.    CHARTER SERVICE.....	6
H.    COMPETITION WITH NON-SUBSIDIZED SERVICE.....	6
I.    PASSENGER STUDIES/SURVEYS.....	6
<b>PROJECT COORDINATION</b> .....	<b>7</b>
A.    SOCIAL SERVICE AGENCY COORDINATION.....	7
B.    COORDINATION WITH OTHER PROVIDERS.....	7
<b>DISCRIMINATION</b> .....	<b>7</b>
<b>DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES</b> .....	<b>8</b>
A.    POTENTIAL DBE/WBE ENTERPRISES .....	8
B.    MONETARY GOALS .....	8
C.    ADVERTISING .....	8
<b>CAPITAL</b> .....	<b>8</b>
A.    MAINTENANCE OF FLEET VEHICLES.....	8
B.    CAPITAL ACQUISITIONS .....	9
C.    CAPITAL RESERVE ACCOUNT .....	9

<b>GOALS.....</b>	<b>10</b>
A.    STATUS REPORT ON EXISTING GOALS .....	10
B.    NEW GOALS.....	12
<b>BENCHMARKS .....</b>	<b>13</b>
<b>SERVICE DATA .....</b>	<b>13</b>
A.    ANNUAL REPORT .....	13
B.    REVENUES, COSTS, TRIPS, MILES .....	15
C.    PASSENGER INFORMATION – PAST TWO YEARS .....	19
D.    PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES .....	20
E.    BUDGET .....	20
<b>FLEET CONDITION.....</b>	<b>22</b>
PTMS FORMS .....	23
<b>APPENDIX</b>	
WEBSITE DESCRIPTION .....	A-1
FARES .....	A-2
FOR STUDENTS .....	A-3
BASIC GUIDELINES.....	A-3
SCHEDULES AND MAPS.....	A-4
PREVENTIVE MAINTENANCE SCHEDULE .....	A-11
DRIVER’S VEHICLE INSPECTION REPORT .....	A-13

# MAINEDOT REGION 3 BIENNIAL OPERATIONS PLAN

## COMMUNITY CONNECTOR

### PROJECT DESCRIPTION

#### A. RURAL TRANSIT PROVIDER

Provider: Community Connector, City of Bangor  
Contact Person: Joseph McNeil, Manager  
Address: 481 Maine Avenue, Bangor, Maine 04401  
Telephone: 207-992-4670  
E-Mail: [bat@bangormaine.gov](mailto:bat@bangormaine.gov)  
WEB page: [www.bangormaine.gov](http://www.bangormaine.gov)

#### B. SERVICE

No. of Counties: One  
Type of Service: Fixed Route; Paratransit Service provided by Penquis  
Service Area: Municipal

#### C. GEOGRAPHIC AREA

The City of Bangor owns and operates the public transportation system, commonly known as Community Connector. Community Connector serves the following communities: Bangor, Brewer, Hampden, Veazie, Orono, and Old Town, as well as the University of Maine at Orono. The base of operations is 481 Maine Avenue, Bangor, Maine 04401. The City of Bangor provides service to the other communities on a contractual basis. The City of Bangor has operated Community Connector since December 1972, although it was known as The Bus until 2002.

Funding is provided through farebox receipts, local government funds, advertising and Federal Transit Administration funds. Policy structure is established by the Bangor Area Comprehensive Transportation Study (BACTS) Policy Committee whose members serve the elected officials of the participating communities.

#### D. SERVICE DESCRIPTION

Community Connector operates within and serves the urbanized area of the six member communities as well as the University of Maine at Orono. The urbanized area had a 2010 population of 69,899. The routes are within walking distance of 95 percent of the population of the six communities. The service area covers approximately 104 miles of roadway (measured one way only).

Major arterial services include the following:

- Route 1A area of Hampden, Bangor and Brewer
- Route 2 area of Old Town, Orono, Veazie and Bangor
- Route 15 area of Bangor and Brewer
- Route 222 area in Bangor
- Route 9 area in Brewer

Community Connector provides service system-wide Monday through Friday. Saturday service is offered for all routes except the Hampden route (no Saturday service). There is no service on Sundays. The basic hours of operation are from 6:15 a.m. to 6:15 p.m.

Except for the Mall Hopper and the Black Bear Orono Express, all buses offer service to and from a central terminal (Bangor Depot) located at Pickering Square in downtown Bangor. Most buses are scheduled to depart from the downtown terminal at either fifteen minutes before or fifteen minutes after the hour. Schedules are designed to allow quick and easy transfers between buses at Pickering Square. The first time that most routes converge at the downtown Bangor depot is 6:15 a.m. The final time all buses converge is 5:15 p.m. with most converging finally at 5:45 p.m.

Community Connector owns a total of 20 transit vehicles, 14 of which are in service during peak service times. The motorbus fleet is 100% wheelchair lift or ramp equipped. In FY 2010, Community Connector provided 889,804 rides, covered 588,407 vehicle revenue miles with 3,359,733 passenger miles, and operated 46,168 vehicle revenue hours using 14 active vehicles. This translates into 19.27 passengers per vehicle revenue hour, 207 passengers per day per vehicle, or a total of 2,898 passengers per day.

The Community Connector now operates 11 routes which are briefly described in the paragraphs that follow.

**1. Capehart:** Three buses are used on the Capehart route to provide service every 30 minutes during the week and on Saturday. Buses leave Bangor Depot along Ohio Street. The Capehart route connects with the Mall Hopper (#2, below) at the Airport Mall. Key locations along the Capehart route include:

- a) Alpha One
- b) Bangor International Airport
- c) Concord Coach Terminal
- d) Downtown Bangor
- e) Eastern Maine Healthcare offices on Union Street
- f) LL Bean Call Center
- g) Maine Department of Human Services/ASPIRE offices
- h) Penobscot Community Health Center on Union Street
- i) Penobscot Job Corps
- j) Residential complex adjacent to Griffin Road
- k) Residential neighborhoods along Ohio Street
- l) Residential area adjacent to outer Ohio Street
- m) The Airport Mall

2. **Mall Hopper:** The Mall Hopper is the route that provides a direct link between the Bangor Mall, the Airport Mall, and the Broadway Shopping Center. Service begins and ends at the Airport Mall, but does not directly link to the downtown terminal. There are three routes that connect with the Mall Hopper at various locations: the Capehart route at Airport Mall; the Center Street route at Broadway Shopping Center; and the Stillwater route at the Bangor Mall. Key locations along the Mall Hopper route include:

- a) Airport Mall
- b) Residential neighborhoods along Ohio Street
- c) All Saints School
- d) Bangor High School
- e) Bangor Mall
- f) Broadway Shopping Center
- g) Concord Coach Terminal
- h) Eastern Maine Healthcare offices
- i) Kenduskeag Residential multi-unit complexes
- j) Husson College
- k) Norumbega Medical Center
- l) Parkade Mall
- m) Retirement complexes on Ohio Street
- n) Residential multi-unit apartment complexes on Ohio Street
- o) St. Joseph's Health Center
- p) St. Mary's School

3. **Center Street:** One bus is used to provide half-hour service (one-hour service on Saturday) on the Center Street route which runs between Bangor Depot along Center Street to the Broadway shopping center, where it connects with the Mall Hopper. Key locations along this route include:

- a) Bangor High School
- b) Post Office
- c) Broadway Shopping Center
- d) Library
- e) Federal Building
- f) Residential neighborhoods in the vicinity of Center Street and portions of Broadway, Linden, Sherman, and Falvey Streets
- g) St. Joseph's Hospital

4. **Hammond Street:** One bus is used to provide 30-minute service to the Hammond Street route (one-hour service on Saturday). Key locations along this route include:

- a) Bangor Health and Community Services
- b) Bangor Savings Bank
- c) Bass Park
- d) Bangor Nursing and Rehab
- e) Hope House
- f) Northeast Cardiology
- g) Residences along Union Street

- h) Residential neighborhoods between Hammond Street and Third Street
- i) Recycling Building
- j) Sunbury Family Practice
- k) University College of Bangor
- l) Westgate Manor

**5. Stillwater Avenue:** The Stillwater Avenue Route is the route that offers a direct link from downtown Bangor to the Bangor Mall. The bus that serves the route travels via Broadway and Stillwater Avenue with a trip time that is nearly twice as fast as the old route to the Mall. After stopping at the Bangor Mall, the buses continue to Ridgewood before returning to the Mall via Wal-Mart and downtown. Key locations along this route include:

- a) Acadia Hospital
- b) Bangor Mall
- c) Hannaford Supermarket
- d) Home Depot
- e) Parkade Mall
- f) Residences along Broadway and Stillwater streets
- g) Ridgewood Drive
- h) Target
- i) Wal-Mart

**6. Mount Hope:** A single bus serves the Mount Hope route with a one-hour headway. Key locations along this route include:

- a) Car dealerships
- b) Dorothea Dix Psychiatric Center
- c) Eastern Maine Community College
- d) Hannaford Supermarket
- e) John Bapst High School
- f) Maine Veterans Hospital
- g) Residential neighborhoods along Somerset, Forest Avenue and Mount Hope Avenue
- h) Retail businesses north of Hogan Road (Target, Wal-Mart)
- i) Retail businesses south of Hogan Road (K-Mart, Bangor Mall, Circuit City)
- j) Sam's Club
- k) United Technologies Center

**7. Brewer North:** A single bus serves this route. The route begins at the Bangor Depot, travels north on Main Street in Brewer, then serves neighborhoods north of Wilson Street before arriving at Wilson Street and traveling east to Wal-Mart. Key locations along this route include:

- a) Brewer Shopping Plaza
- b) Eastern Maine Health Care Offices
- c) Marden's
- d) North Brewer Shopping Center
- e) Residential neighborhoods along Main Street, Parkway North, Washington Street, State Street and Chamberlain Street
- f) Twin City Plaza

- g) Wal-Mart
- h) Washington Street School

**8. Brewer South:** The Brewer South route is served by a single bus that leaves Bangor Depot and travels through the southern part of Brewer along South Main Street, Elm Street, Parkway South and outer Wilson Street. Key locations along this route include:

- a) Brewer High School
- b) Lafayette Family Cancer Center
- c) Penobscot Community Health Center
- d) Brewer Shopping Plaza
- e) Cianbro Modular Facility
- f) Lafayette Family Cancer Center
- g) Penobscot Community Health Center
- h) Industrial Park
- i) Marden's
- j) Pendleton Street School
- k) Residential neighborhoods along South Main Street, Elm Street and Parkway South
- l) Twin City Plaza
- m) Wal-Mart

**9. Hampden:** The Hampden Route connects the town of Hampden with downtown Bangor on an hourly basis. Key locations along this route include:

- a) Bass Park
- b) Beal College
- c) Hannaford Supermarket
- d) Hampden Academy
- e) Hannibal Hamlin Plaza
- f) Hampden Trailer Park
- g) Hollywood Slots in Bangor
- h) Manna, Inc.
- i) Residential neighborhoods along Western Avenue, Mayo Road, Kennebec Road and Main Road in Hampden
- j) Shaws Supermarket on Main Street, Bangor

**10. Old Town:** The Old Town route provides hourly service (two hours on Saturday) to Veazie, Orono and Old Town. The route begins at Bangor Depot and includes State Street in Bangor, Route 2 in Veazie, Orono and Old Town, and Main Street, Stillwater Avenue, College Avenue, and the University of Maine complex in Orono. Key locations along this route include:

- a) Dorothea Dix Psychiatric Center
- b) Downtown Old Town
- c) Eastern Maine Medical Center
- d) Hannaford Supermarket
- e) Orono Town Office
- f) Old Town High School
- g) Old Town Plaza

- h) Residential neighborhoods along the route
- i) Talmar Woods
- j) University of Maine
- k) University Mall (movie theater, IGA)
- l) Veazie Town Office
- m) YMCA

**11. Black Bear Orono Express.** The Black Bear Orono Express serves the University of Maine, operating during the school year (September through May). The hours of operation are from 6:55 a.m. to 9:55 p.m. Monday through Friday and 11:55 a.m. to 9:55 p.m. on Saturday. Key locations along this route include:

- a) Pat's Pizza
- b) Orchard Trails
- c) Recreation Center
- d) UM Union

**E. FARE STRUCTURE**

The fare system includes a single, integrated ticket that is good on all routes. As of July 1, 2011 cash fares will be increased from \$1.00 to \$1.25 throughout the system; a book of five-ride tickets will increase from \$4.00 to \$5.00, which will amount to \$1.00 per ticket instead of 80 cents per ticket. All transfers for connecting trips will continue to be free. The monthly pass will increase from \$40.00 to \$45.00. The monthly pass allows a rider to board as often as he or she likes without paying any additional fee. A high school monthly pass will continue to cost \$20.00. The University of Maine's Maine Card program will continue to provide fare-free rides for students and faculty on all routes.

**F. PROPOSED CUTBACKS, EXPANSIONS**

Officials at Community Connector do not anticipate any cutbacks or expansions during the 2011/12 biennium other than a shuttle for Eastern Maine Community College.

**G. CHARTER SERVICE**

Officials at Community Connector have no plans to offer charter service. There are several private charter companies in the Bangor area.

**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.

**I. PASSENGER STUDIES/SURVEYS**

A passenger study was conducted and as a result several routes were adjusted to accommodate increased ridership.

## **PROJECT COORDINATION**

### **A. SOCIAL SERVICE AGENCY COORDINATION**

The transit service offered by Community Connector is a public transportation service. As such, there are no specialized services, and Community Connector does not have contracts with social service agencies to carry their clients. However, Community Connector has a contract with Penquis to provide paratransit service within  $\frac{3}{4}$  mile of service routes.

Community Connector provides a vital service in the region serving elderly, individuals with disabilities, and low-income persons with service to most of the desired destinations in the urban area including medical, social service, education, shopping and employment centers. Service is provided to the public at large. A number of agencies, including the Department of Labor, Penquis, Wabanacki, Penobscot Community Health Center, PROP, Hope House, the Bangor Health and Community Services, the Department of Health and Human Services, and others purchase tickets and/or monthly passes for use by their respective clients. Specialized transportation services in the greater Bangor region are provided by Penquis through The LYNX. Officials at Community Connector maintain ongoing, informal contacts with social service personnel. All buses are fully ADA compliant (lift-equipped, low-floors, internal and external signage, etc).

Officials from Community Connector participated in the Regional Plan Advisory Committee meetings that were held during the preparation of this Biennial Operations Plan. A summary of the meetings and the various outcomes are described in the Overview section of this Plan.

### **B. COORDINATION WITH OTHER PROVIDERS**

Officials at Community Connector work closely with Penquis and the Department of Health and Human Services. Penquis and DHHS refer numerous people to Community Connector, where appropriate, and purchase tickets and passes for MaineCare-eligible clients and others in the six-town area that live near a bus route and can ride it. Officials at Community Connector refer people to Penquis, when appropriate. Community Connector has a working agreement with Penquis, under which Penquis provides complementary paratransit service to Community Connector on a request basis. Community Connector also does minor route deviation when practical.

Community Connector also has a University of Maine card program that allows students and faculty to ride free on all routes. The new, very successful, Black Bear Orono Express is a shuttle service that provides free transportation between downtown Orono and the University at Orono. This service was the result of a cooperative effort between MaineDOT, the town of Orono, the University of Maine, the Bangor Area Comprehensive Transportation System (BACTS) and BAT. This service began in the fall of 2009. Community Connector plans to start a similar service with the Eastern Maine Community College in July 2011.

## **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**

Stefani Berkeley, 80 Banair Rd., Bangor, ME 04401-8701; phone: 207-990-6028  
Jane Cutter, 295 Bayside Road, Greenland, NH 03840; phone: 603-436-0008

### **B. MONETARY GOALS**

In FY 2011, Community Connector has the opportunity to contract for approximately \$14,500 in services and supplies (office supplies, clothing, custodial services, drug/alcohol testing, advertising and marketing). State and federal funds (\$867,133) account for about 37% of overall budgeted revenues (\$2,362,999). Therefore, the federal/state share of contractible services is \$5,365 (37% of \$14,500), and the 1.34% monetary goal is \$72.00 (1.34% of \$5,365).

In FY 2012, Community Connector has the opportunity to contract for approximately \$10,900 in services and supplies (office supplies, clothing, custodial services, drug/alcohol testing, advertising and marketing). State and federal funds (\$867,133) account for about 36% of overall budgeted revenues (\$2,397,907). Therefore, the federal/state share of contractible services is \$3,924 (36% of \$10,900). If the federal DBE/WBE rate remains at 1.34%, then the DBE/WBE monetary goal would be \$53.00 (1.34% of \$3,924).

Opportunities for contracting or direct purchase of goods or services from disadvantaged or women-owned businesses (DBE/WBE) are extremely limited due to the scarcity of DBE/WBE enterprises, particularly those offering goods and services that could be purchased by a bus company. Moreover, the City of Bangor makes all purchases on behalf of Community Connector, thus limiting the ability of Community Connector to directly influence purchasing practices. Despite these limitations, the City of Bangor will continue to work with the Director of the Office of Equal Opportunity of MaineDOT to assure that all certified DBE/WBE are considered in the purchase of goods and services. The City of Bangor is sensitive to the need to support minority and women-owned business enterprises.

### **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**

The City of Bangor Fleet Maintenance currently provides for maintenance of the buses. The Fleet Maintenance has computerized its entire operation. The computerized system includes preventive maintenance, work orders, repair/cost histories, labor management, fuel/oil tracking and parts inventory. Existing maintenance includes the following:

1. **Schedule.** Community Connector follows a written preventive maintenance schedule under which specific maintenance procedures are performed at pre-determined levels (see Appendix).
2. **Accidents.** Officials at Community Connector maintain a file of accidents and accident investigations to determine the cause of accidents. The investigation is done out of City Hall.
3. **Fuel.** The City's Fleet Maintenance maintains a supply of fuel for both Community Connector and the City's other vehicles.
4. **Maintenance Facility.** Community Connector does not have its own facility. The City provides maintenance at the Fleet Maintenance Facility.
5. **Road Call System.** Community Connector has a road call system to determine the cause of breakdowns.
6. **Vehicle History.** Community Connector maintains a complete vehicle history through record keeping.

## **B. CAPITAL ACQUISITIONS**

1. **Public Notice.** Not applicable.
2. **Planned Vehicle/Equipment/Facility Acquisitions.** Officials at Community Connector are planning to make the following acquisitions during the biennium:

**FY 2011:** Four new buses at \$390,000 each; funded through federal stimulus funds

**FY 2012:** None

## **C. RESERVE ACCOUNT**

Community Connector has a reserve account in its budget, funded with local money that is to be used for the purchase of capital equipment. The account does not identify any specific future capital needs. As of June 2010, the Reserve Account figures were as follows:

- Bangor Reserve: \$105,141.56
- Brewer Reserve: (Brewer maintains its own reserve account)
- Hampden Reserve: \$36,738.61
- Veazie, Orono, Old Town, UMO (VOOT): \$96,396.49
- Black Bear Shuttle: \$9,358.14

# GOALS

## A. STATUS REPORT ON EXISTING GOALS

### Community Connector Goals

Overall Mission: The mission of Community Connector is to meet the transportation needs of the residents of Bangor, Brewer, Hampden, Veazie, Orono, and Old Town, including the students and faculty at all area universities and colleges. The service will provide reasonable schedules in a safe, reliable manner to the extent permitted by financial and geographical considerations.

1. Continue to implement the recommendations of the 2003 route redesign study and the transit recommendations of the University of Maine's transportation study.

*Status: Community Connector has implemented many of the recommendations of the 2003 route design study and the 2007 route design study where they proved economically viable, including ADA improvements.*

2. Maintain good relations with the University of Maine.

*Status: This is an ongoing commitment. Community Connector officials meet on a periodic basis with officials from the University of Maine to determine how Community Connector can continue to best meet the transportation needs of the University.*

*Community Connector has implemented the new and very successful, Black Bear Orono Express, a shuttle service that provides free transportation between downtown Orono and the University of Maine.*

*As a result of the success with the University of Maine service, Community Connector plans to start a similar service for the Eastern Maine Community College beginning in July 2011.*

3. Strive for zero Workers' Compensation claims.

*Status: There were no Workers' Compensation claims during the 2009/10 biennium.*

4. Maintain system-wide fleet reliability to a minimum of 50,000 miles between major breakdowns.

*Status: Community Connector is struggling to meet this standard due to the aging fleet.*

5. Maintain an above average farebox recovery ratio.

*Status: The farebox recovery ratio is 30% or better.*

6. Continue to monitor the service improvements recommended in the 2007 route design study. Make adjustments, as necessary, to ensure reliable, safe, on-time service, despite increasing passenger loads and traffic congestion.

*Status: Community Connector continues to monitor and modify service, as needed, on an on-going basis. Most recently, a bus was added on the Capehart route to improve on-time service and frequency, and the schedule for the Hammond Street route was adjusted to provide better service.*

7. Continue to improve ADA paratransit management.

*Status: Community Connector continues to monitor ADA paratransit needs, and make changes as necessary.*

8. Maintain a current and up-to-date Rider's Guide and WEB site.

*Status: Community Connector maintains an up-to-date Rider's Guide and WEB page.*

## **Regional Plan Advisory Committee Goals**

### **1. Community Connector bus schedule**

- A. **One-on-one assistance.** Continue and expand one-on-one assistance through the Community Connector office.

*Status: Community Connector responds to all requests for assistance on a daily basis. Requests are mostly made by phone or as office walk-ins.*

- B. **Improvements to schedule.** Develop some how-to-read language for insertion in the new schedule design.

*Status: Community Connector has not added how-to-read language to its bus schedule, but does work one-on-one and with groups to teach people how to use the schedule. Community Connector continues to look for ways to improve its schedule, particularly when making updates to reflect changes in service.*

### **2. Outreach/education to area service providers**

- A. **Transit Toolkit.** Distribute the Transit Toolkit at key locations in the service area.

*Status: Community Connector has copies of the Transit Tool Kit available at its office and will post it on its WEB page. Community Connector has also distributed the kit to the City of Bangor's Health and Community Services Department. Community Connector suggests that Tool Kits be distributed to Chambers of Commerce, the Bangor Visitor's Center, realtor offices, and other similar entities.*

### 3. Security training

- A. Training opportunities.** Take advantage of opportunities offered for security training for drivers.

*Status: Community Connector provides security and safety training for drivers, including annual refresher training, on an on-going basis.*

- B. On-board cameras.** Continue to acquire on-board security cameras when procuring new buses.

*Status: On-board security cameras are installed on all new buses, as they are purchased. Currently, there are four buses with on-board cameras.*

### 4. Community Connector service areas and hours

- A. Reconfigurations and adjustments.** Continue to evaluate existing services so that, as opportunities arise, current resources may be reallocated to enhance service.

*Status: Community Connector has modified some of its routes and services in response to the recommendations of the 2007 Route Redesign Study. For example, the Caphart route was expanded to improve frequency on on-time service by adding a bus, and the Hammond Street route schedule and route was adjusted to improve the service.*

*Community Connector also does passenger surveys and pilot projects occasionally to evaluate the need to make modifications to its service. For example: surveys of usage for Eastern Maine Community College and Husson University were conducted, and a pilot project was implemented to serve a medical cluster located in Evergreen Woods near the Mount Hope route.*

- B. Partnerships.** Continue to work with organizations, municipalities, major employers and other entities who are interested in expanding services (either routes and/or hours), to increase service where appropriate resources are available, or can be obtained.

*Status: Community Connector continues to actively explore opportunities to improve services through collaboration. Most recently, Community Connector worked with the Eastern Maine Community College to start a shuttle service similar to the very successful University of Maine, Black Bear Orono Express. This service is to start July 2011.*

### **B. NEW GOALS:**

Overall Mission: The mission of Community Connector is to meet the transportation needs of the residents of Bangor, Brewer, Hampden, Veazie, Orono, and Old Town, including the

students and faculty at all area universities and colleges. The service will provide reasonable schedules in a safe, reliable manner to the extent permitted by financial and geographical considerations.

1. Continue to monitor the service improvements recommended in the 2007 route design study. Make adjustments, as necessary, to ensure reliable, safe, on-time service, despite increasing passenger loads and traffic congestion.
2. Continue to monitor ADA paratransit service and improve as needed.
3. Maintain system-wide fleet reliability to a minimum of 50,000 miles between major breakdowns.
4. Maintain an above average farebox recovery ratio.
5. Strive for zero Workers' Compensation claims.
6. Maintain good relations with the University of Maine and Eastern Maine Community College.
7. Maintain a current and up-to-date Rider's Guide and WEB site. Explore other opportunities to improve education and communications on the Community Connector.

## **BENCHMARKS**

The mission of the Community Connector is to provide alternative transportation within its service area. Community Connector, as a fixed route operator, uses farebox recovery as its measure of efficiency. BAT's goal is to have 30% to 35% of operating costs recovered by farebox revenues. Community Connector also uses average passenger miles as a benchmark for viability on individual routes and system-wide.

## **SERVICE DATA**

### **A. ANNUAL REPORT**

The following table contains service data compiled by Community Connector for the past two fiscal years. Community Connector's fiscal year begins July 1 of the previous calendar year (FY 2009 begins on July 1, 2008 and ends on June 30, 2009).

**COMMUNITY CONNECTOR  
ANNUAL REPORT – PAST TWO YEARS**

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>		
Volunteer Drivers	N.A.	N.A.
Personal Vehicles in Service	N.A.	N.A.
<b>Vehicles</b>		
Number of Active Vehicles in Fleet	15	15
Number of Inactive Vehicles in Fleet	1	1
Number of Spare Vehicles in Fleet	1	3
Number of Vehicles Disposed	0	0
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	17	19
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	\$2,161,224	\$2,128,625
Annual Social Services Operating Expenses	N.A.	N.A.
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses	N.A.	N.A.
Annual Social Services Administrative Expenses	N.A.	N.A.
<b>Annual Operating Revenues</b>		
Fare Revenues	\$700,717	\$697,655
Transit Contract Revenues	0	0
Social Service Contract Revenues	0	0
FTA-Federal Operating Assistance	\$345,357	\$341,660
JARC	\$28,101	\$31,103
MaineDOT – State Operating Assistance	\$59,614	\$45,358
Local Operating Funds	\$181,755	\$244,866
Advertising	\$85,321	\$76,117
Total Annual Operating Revenues	\$1,400,865	\$1,436,759
<b>FTA-Sources of Capital Funds</b>		
FTA-Federal Capital Assistance	0	0
MaineDOT-State Capital Assistance	0	0
Local Capital Funds	0	0
Total Capital Funds	0	0

		<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Vehicle Miles</b>			
	Annual Transit Miles	566,998	588,407
	Annual Social Service Miles	N.A.	N.A.
<b>Annual Vehicle Hours</b>			
<b>Annual Passenger Trips</b>			
	Annual Transit Passenger Trips	869,999	889,804
	Annual Social Services Passenger Trips	N.A.	N.A.
<b>Safety</b>			
	Fatalities	0	0
	Major Incidents	0	0
	Major Injuries	0	0

*Source: Community Connector*

**B. REVENUES, COSTS, TRIPS, MILES**

Information on revenues and costs, trips and vehicle miles by route for the past two years is contained in the following tables.

The City of Bangor’s Health and Community Services purchase tickets directly from Community Connector and issues tickets to eligible recipients. Penquis (LYNX) also issues vouchers to eligible individuals.

Most of the ridership growth during the past two years has been through University of Maine identification card ridership and the new Black Bear Orono shuttle service; also through Penquis programs that include monthly passes supported by MaineCare.

**REVENUES, COSTS, TRIPS, VEHICLE MILES  
PAST TWO FISCAL YEARS**

Route	Revenues*		Costs		One-Way Trips		Vehicle Miles	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
Bangor	\$1,131,992	\$1,062,203	\$1,131,992	\$1,062,203	579,580	580,670	308,016	298,753
Brewer	\$303,915	\$276,894	\$303,915	\$276,894	109,635	102,118	90,624	91,179
Hampden	\$126,019	\$131,626	\$126,019	\$131,626	37,687	38,552	49,968	50,688
VOOT**	\$338,840	\$316,562	\$338,840	\$316,562	143,097	129,147	118,390	122,887
BBOS	0	\$77,528	0	\$77,528	0	39,317	0	24,900
<b>Total</b>	<b>\$1,900,776</b>	<b>\$1,864,813</b>	<b>\$1,900,776</b>	<b>\$1,864,813</b>	<b>869,999</b>	<b>889,804</b>	<b>566,998</b>	<b>588,407</b>

\* Revenues include farebox, federal and state support, advertising and miscellaneous revenue. It does not include community support. Community support is shown in the following table.

\*\*Veazie, Orono, Old Town, University of Maine

**COMMUNITY SUPPORT**

	FY 2009	FY 2010
Bangor	\$260,457	\$264,813
Brewer	77,042	81,643
Hampden	34,769	41,585
BBOS	000	47,528
VOOT	69,944	74,109
<b>Total</b>	<b>\$442,212</b>	<b>\$509,678</b>

**ADA  
REVENUES, COSTS, TRIPS, VEHICLE MILES  
PAST TWO FISCAL YEARS**

Route	Revenues		Costs		One-Way Trips		Vehicle Miles	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
<b>Total</b>	\$210,322	\$186,080	\$210,322	\$186,080	12,250	9,690	70,735	49,476

**COMMUNITY CONNECTOR  
REVENUES – PAST TWO YEARS**

<b>Funding Source</b>	<b>FY 2009</b>	<b>FY 2010</b>
Federal	\$373,458	\$372,763
State	59,614	45,358
Farebox	700,717	697,655
Advertising	85,321	76,117
Community Support	442,212	509,678
<b>Total</b>	<b>\$1,661,322</b>	<b>\$1,701,571</b>

**COMMUNITY CONNECTOR  
EXPENSES – PAST TWO YEARS**

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Salary</b>		
Regular	\$86,867	\$89,325
Temporary	803,400	883,911
Overtime	2,809	3,104
State Retirement	4,186	4,439
ICMA Plan II	62,765	69,059
Medicare	12,512	13,747
Major Medical	9,257	10,019
Unemployment	2,560	2,803
Workers Compensation	30,839	34,868
ICMA Disability II	13,695	14,811
Misc.(holiday, vacation, sick, jury)	39,276	45,190
Disability	389	409
<b>Subtotal</b>	<b>\$1,068,555</b>	<b>\$1,171,684</b>
<b>Supplies</b>		
Office	\$1,640	\$1,307
Clothing	4,398	3,009
Gas	640	2,192
Furniture	0	2,272
Electricity	1,550	1,738
Misc.	925	1,453
<b>Subtotal</b>	<b>\$9,153</b>	<b>\$11,970</b>

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Contract Services</b>		
Drug and Alcohol	\$1,123	\$1,302
Other Services ADA	187,371	170,095
Postage	583	601
Insurance, Non-Employee	27,811	24,381
Telephone	1,948	1,551
Water	495	582
Sewer	239	300
Radio	0	1,019
Travel	6,411	1,347
Advertising	443	2,950
Marketing	854	248
Education	0	590
Miscellaneous	8,917	10,141
<b>Subtotal</b>	<b>\$236,195</b>	<b>\$215,107</b>
<b>Inter-Fund Transfers</b>		
Motor Pool - Fuel	\$286,718	\$247,008
Motor Pool - Maintenance	436,480	385,247
Transfers to Trust	5,900	5,900
Office Supplies	214	667
Printing	8,655	7,912
Rent	4,116	4,464
Public Works	574	118
Audit	0	0
ICAP	25,824	26,600
Misc. Loan Interest / Principal	49,589	47,792
Transfers to Reserves	25,000	0
Miscellaneous	4,251	4,156
<b>Subtotal</b>	<b>\$847,321</b>	<b>\$729,864</b>
<b>TOTAL</b>	<b>\$2,161,224</b>	<b>\$2,128,625</b>

<b>AVERAGE DAILY MILEAGE</b>			
<b>Route</b>	<b>Miles</b>	<b>Route</b>	<b>Miles</b>
Brewer North	119		
Brewer South	178	Center/Hammond Saturday	107
Hampden	198	Mall Hopper	147
Capehart 1	135	Mt Hope	119
Saturday	131	Stillwater	119
Capehart 2	144	Old Town 1	238
Saturday	140	Old Town 2	198
Center	115	Saturday	221
Hammond	158	BBO Express	167
Capehart 3	78	Saturday	110

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

Community Connector does not compile revenue by passenger fare categories, but does compile statistics on ridership by passenger fare category.

<b>ONE-WAY TRIPS BY PASSENGER FARE CATEGORY PAST TWO YEARS</b>		
<b>Category</b>	<b>FY 2009</b>	<b>FY 2010</b>
Full Fare (Cash)	142,959	145,406
Tickets	138,833	132,162
Elderly and Individuals with Disabilities	4,223	3,927
Student	7,480	6,385
Other Discount – Monthly Pass	358,370	385,528
Transfers	101,879	99,428
University of Maine	88,333	77,651
BBO Express	0	39,317
Free Fare Friday	27,922	0
<b>Total</b>	<b>869,999</b>	<b>889,804</b>

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

<b>PROJECTED REVENUES, COSTS, TRIPS, VEHICLE MILES NEXT TWO YEARS</b>								
<b>Route</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Vehicle 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>
Bangor	\$1,479,886	\$1,488,419	\$1,479,886	\$1,488,419	556,712	619,841	298,753	298,753
Brewer	\$303,817	\$315,652	\$303,817	\$315,652	103,761	117,926	91,179	91,179
Hampden	\$134,725	\$142,728	\$134,725	\$142,728	34,972	43,263	50,688	50,688
VOOT	\$329,575	\$350,628	\$329,575	\$350,628	123,600	144,660	122,887	122,887
BBOS	\$114,996	\$100,480	\$114,992	\$100,480	39,100	40,000	26,000	26,000
<b>Total</b>	<b>\$2,362,999</b>	<b>\$2,397,907</b>	<b>\$2,362,995</b>	<b>\$2,397,907</b>	<b>858,145</b>	<b>965,690</b>	<b>589,507</b>	<b>589,507</b>

**E. BUDGETS**

The anticipated budget for each of the next two years is shown in the following tables.

<b>COMMUNITY CONNECTOR PROJECTED REVENUES – NEXT TWO YEARS</b>		
	<b>FY 2011</b>	<b>FY 2012</b>
Federal	\$692,680	\$692,680
State	91,046	91,046
Farebox Revenue	720,755	750,489
Advertising	75,000	89,704
ADA - Federal	83,407	83,407
Community Support	700,111	690,581
<b>TOTAL</b>	<b>\$2,362,999</b>	<b>\$2,397,907</b>

**COMMUNITY CONNECTOR  
PROJECTED EXPENSES – NEXT TWO YEARS**

	<b>FY 2011</b>	<b>FY 2012</b>
<b>Salary</b>		
Regular	\$125,254	\$100,954
Temporary	1,034,803	1,015,282
Overtime	3,000	3,000
State Retirement	7,557	10,596
ICMA Plan II	71,214	71,632
Medicare	15,603	15,566
Major Medical	10,367	11,128
Unemployment	3,417	3,943
Workers Comp	56,279	57,490
Workers Comp Credit	(5,277)	0
ICMA Disability II	16,142	15,873
Disability	394	353
<b>Subtotal</b>	<b>\$1,338,753</b>	<b>\$1,305,817</b>
<b>Supplies</b>		
Office	\$1,500	\$1,500
Clothing	3,000	3,000
Gas	1,500	1,500
Printing	3,500	3,500
Electricity	1,500	1,600
Misc.	2,000	1,500
<b>Subtotal</b>	<b>\$13,000</b>	<b>\$12,600</b>
<b>Contract Services</b>		
Drug and Alcohol	\$1,400	\$1,400
Custodial	2,500	2,000
Postage	600	600
Insurance, Non-Employee	22,613	23,551
Telephone	2,000	1,600
Water	550	640
Sewer	250	300
Radio	500	500
Travel	600	1,100
Advertising	5,100	2,000
Education	3,098	3,200
Marketing	1,000	1,000
Miscellaneous	1,425	1,500
<b>Subtotal</b>	<b>\$41,636.00</b>	<b>\$39,391</b>

	<b>FY 2011</b>	<b>FY 2012</b>
<b>Inter-Fund Transfers</b>		
Motor Pool - Fuel	\$273,594	\$307,550
Motor Pool	453,836	449,765
Transfer to Trust	5,900	5,900
Office Supplies and Copies	1,000	500
Printing	9,000	7,000
ADA	139,860	155,034
Rent	4,500	4,500
Public Works	1,000	1,000
Parking Garage	4,000	4,000
Audit	0	1,200
ICAP	27,406	27,954
Transfers to Reserves	0	25,000
Miscellaneous	300	0
Dept. P&I	49,210	50,696
<b>Subtotal</b>	<b>\$969,606</b>	<b>\$1,040,099</b>
<b>TOTAL</b>	<b>\$2,362,995</b>	<b>\$2,397,907</b>

## **FLEET CONDITION**

Information on Community Connector's vehicles, all of which are ADA-accessible and have lifts, is summarized on the following pages.

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: COMMUNITY CONNECTOR**

1	VIN	1T7KL2B26X1 068501	1T7KL2B21X1 068499	1T7KL2B24X1 06850	5DF232DA82J A27447	1BAGJBPA36 W1000339	1GBG5V1929F4 02014
2	Fleet # and Status*	11 - A	12 - S	13 - S	B0314 - A	B0621 - A	B0924 - A
3	Vehicle Type **	MHDB	MHDB	MHDB	MHDB	MHDB	SMDB
4	Make, Model	Thomas	Thomas	Thomas	Thomas	Bluebird	Chevy Goshen
5	Year	1999	1999	1999	2003	2006	2009
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use – 12 months	4,167	3,151	4,429	5,915	6,366	6,077
8	Mileage	350,468	254,772	345,705	122,715	146,189	49,405
9	12-month Mileage	22,444	27,027	25,664	25,778	25,587	43,817
10	Repair Cost - 12 months	\$11,160	\$11,430	\$9,671	\$48,793	\$28,744	\$3,855
11	Repair frequency - 12 mos.***	21	51	49	75	59	15
12	Vehicle appearance - interior	Poor	Poor	Poor	Fair	Good	Good
	Vehicle appearance - exterior	Poor	Poor	Poor	Fair	Good	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	No	No	No	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	No	No	No	No	No	Yes
15	Type of fare collection system	Demonator	Demonator	Demonator	Demonator	Demonator	Demonator
16	Date of Inspection	January 2011	January 2011	January 2011	January 2011	January 2011	January 2011
17	Inspector's Name:	Laurie Linscott	Laurie Linscott	Laurie Linscott	Laurie Linscott	Laurie Linscott	Laurie Linscott

\*A (Active); I (Inactive); S (Spare); or D (Disposed). \*\*SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van). \*\*\* Includes all of the following - 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: COMMUNITY CONNECTOR**

1	VIN	5DF232DA32J A2 8067	5DF232DA52J A28068	5DF232DA32JA 30353	5DF232DA52J A30354	5DF232DA72J A30355	SFD182AL7X GW13786
2	Fleet # and Status*	B0315 - A	B0316 - A	B0317 - A	B0318 - I	B0319 - A	B0120 - A
3	Vehicle Type **	MHDB	MHDB	MHDB	MHDB	MHDB	MHDB
4	Make, Model	Thomas	Thomas	Thomas	Thomas	Thomas	Thomas
5	Year	2003	2003	2003	2003	2003	2001
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use - 12 months	6,491	6,803	6,211	5,666	6,135	5,915
8	Mileage	282,584	67,559	227,481	43,899	250,666	112,969
9	12-month Mileage	32,626	29,121	28,585	26,775	31,533	41,879
10	Repair Cost - 12 months	\$28,071	\$31,520	\$29,734	\$28,762	\$30,533	\$23,654
11	Repair frequency - 12 mos***	71	73	63	53	78	25
12	Vehicle appearance - interior	Fair	Fair	Fair	Fair	Fair	Fair
	Vehicle appearance - exterior	Fair	Fair	Fair	Fair	Good	Fair
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	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	No	No	No	No	No	Yes
15	Type of fare collection system	Demonator	Demonator	Demonator	Demonator	Demonator	Demonator
16	Date of Inspection	January 2011	January 2011	January 2011	January 2011	January 2011	January 2011
17	Inspector's Name:	Laurie Linscott	Laurie Linscott	Laurie Linscott	Laurie Linscott	Laurie Linscott	Laurie Linscott

\* A (Active); I (Inactive); S (Spare); or D (Disposed). \*\* SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van). \*\*\* Includes all of the following - 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: COMMUNITY CONNECTOR**

1	VIN	2B1519P74T60 32188	2B1510P72T60 32190	2B1519P76T60 32192	1HVBTAAL97 H471780	1HVBTAAL07 H471781	1HVBTAAFM77 H522890
2	Fleet # and Status*	43 - S	44 - A	45 - A	B0722 - A	B0723 - A	B0725 - A
3	Vehicle Type **	MHDB	MHDB	MHDB	SMDB	SMDB	SMDB
4	Make, Model	Orion	Orion	Orion	Champion Int	Champion Int	Eldora Int
5	Year	1996	1996	1996	2007	2007	2007
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use - 12 months	6,758	73,330	7,762	5,352	6,127	1,622
8	Mileage	650,083	492,442	604,024	118,638	170,753	23,064
9	12-month Mileage	34,161	41,963	44,725	31,498	46,267	16,363
10	Repair Cost - 12 months	\$18,293	\$8,799	\$24,844	\$8,117	\$16,936	\$2,332
11	Repair frequency - 12 mos.***	23	19	73	47	56	13
12	Vehicle appearance - interior	Good	Good	Good	Excellent	Excellent	Excellent
	Vehicle appearance - exterior	Good	Good	Good	Excellent	Excellent	Excellent
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	No	No	No	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	No	No	No	No	No	No
15	Type of fare collection system	Demonator	Demonator	Demonator	Demonator	Demonator	Demonator
16	Date of Inspection	January 2011					
17	Inspector's Name	Laurie Linscott					

\* A (Active); I (Inactive); S (Spare); or D (Disposed). \*\* SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van). \*\*\*Includes all of the following - 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: COMMUNITY CONNECTOR**

1	VIN	IHVBTAFM07 H506740			
2	Fleet # and Status*	B0726 - A			
3	Vehicle Type **	SMDB			
4	Make, Model	Eldora Intl.			
5	Year	2007			
6	Fuel Type	Diesel			
7	Fuel Use – 12 months	1,653			
8	Mileage	14,329			
9	12-month Mileage	12,391			
10	Repair Cost - 12 months	\$3,522			
11	Repair frequency - 12 mos.***	15			
12	Vehicle appearance - interior	Excellent			
	Vehicle appearance - exterior	Excellent			
13	ADA Accessibility:				
	Equipped/Working	Yes			
	Tie Down	Yes			
	Announcement System	Yes			
	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	Demonator			
16	Date of Inspection	January 2011			
17	Inspector's Name	Laurie Linscott			

\* A (Active); I (Inactive); S (Spare); or D (Disposed). \*\* SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van). \*\*\*Includes all of the following - Repair Frequency: (1) Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

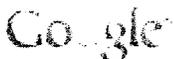
**APPENDIX**

**BAT COMMUNITY CONNECTOR**

*The Official Web Site of the City of Bangor*

**City Government    City Services    Business Development    Visiting Bangor    Living In Bangor**

City of Bangor



**BANGOR-EGov Services**

E-mail quick links

City News/Weather

City's Photo Gallery

City Calendar

**Frequently Asked Questions**

Bids/Proposals/Results

Departments/Contacts

Election Information

Election Ballots

Employment Opportunities

City of Bangor - Special Committee - Comprehensive Planning

Pay Taxes by Credit Card

OnLine Re-Registrations

Stormwater

BAT - Public Transit

Parking Schedule

Neighborhood Stabilization Program Application Materials

Commission on Cultural Development Grant Application

Bangor Historic Preservation Program

Road Closures

City Charter/Code of Ordinances

Bangor Parks & Recreation

Auditorium/Civic Center/Fair

Proposed Arena Project

Bangor International Airport

Bangor Public Library

**City Services**  
*Public Transit*



Veazie, Orono, Old Town, and Hampden. The Bus also provides service to the University of Maine. The City of Bangor supplies service to these communities on a contractual basis. Our base of operation is 481 Maine Avenue, Bangor, Maine 04401. The City of Bangor has been operating public transportation since December 1972.

BAT Community Connector operates within the urbanized area of the six member communities. The routes are within walking distance of 75% of the population of the six communities. The service area covers 103 miles of roadway (measured one-way only).

**Major Arterial services includes the following:**

- Route 1A area of Hampden, Bangor, and Brewer
- Route 2 area of Old Town, Orono, Veazie, and Bangor
- Route 15 area of Bangor and Brewer
- Route 222 area in Bangor
- Route 9 area in Brewer

BAT Community Connector provides service system-wide Monday through Friday. Saturday service is offered for all routes except Hampden (no Saturday service). No Sunday service is provided. The basic hours of operation are from 6:15 a.m. to 6:15 p.m. The first time that all routes converge at the downtown Bangor depot is 6:45 a.m. The final time all buses converge is 5:15 p.m. with most converging finally at 5:45 p.m.

BAT Community Connector owns a total of 18 transit vehicles. The motorbus fleet is 100 percent wheelchair lift equipped. In FY 2007 Community Connector provided 814,643 rides, covered 590,855 vehicle revenue hours, and operated 40,156 vehicle revenue hours with 3,311,545 passenger miles, and operated 40,156 vehicle revenue hours with 3,311,545 passenger miles. This translates into 20.29 passengers per vehicle revenue hour or 2654 passengers per day per vehicle, or 2654 passengers per day.

BAT Community Connector can be reached at 992-4670 or bat@bangormaine.gov

**Forms/Links**

All About The E

BAT Advertising Rates & Signs

Contact Us

The BAT - All R

Brewer Schedu

Capehart Sche  
Map

Center Schedu

Hammond Stre  
Schedule & Ma

Hampden Sche  
Map

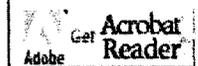
Mall Hopper Sc  
Map

Mount Hope Sc  
Map

Black Bear Oro  
Express

Old Town Sche  
Map

Stillwater Sche  
Map



*The Official Web Site of the City of Bangor*

**City Government    City Services    Business Development    Visiting Bangor    Living In Bangor**

City of Bangor



**BANGOR-EGov Services**

E-mail quick links

City News/Weather

City's Photo Gallery

City Calendar

Frequently Asked Questions

Bids/Proposals/Results

Departments/Contacts

Election Information

Election Ballots

Employment Opportunities

City of Bangor - Special  
Committee - Comprehensive  
Planning

Pay Taxes by Credit Card

OnLine Re-Registrations

Stormwater

BAT - Public Transit

Parking Schedule

Neighborhood Stabilization  
Program Application Materials

Commission on Cultural  
Development Grant Application

Bangor Historic Preservation  
Program

Road Closures

City Charter/Code of Ordinances

Bangor Parks & Recreation

Auditorium/Civic Center/Fair

Proposed Arena Project

Bangor International Airport

Bangor Public Library

**City Services**

**Public Transit**

**Welcome to BAT Community Connector**

**ALL ABOUT THE BAT**

**Bus Stops**

Signal the driver by a wave of your hand as the bus is approaching. The driver will only stop at intersections. Stop locations in downtown Bangor are designated by BAT bus stop signs.

**Bike 'N Bus**

All BAT buses are equipped with bike racks that are available on a first come first serve basis. For instructions on how to use the bike racks, ask your friendly bus driver for a demonstration.

**Holidays**

The BAT does not operate on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

**For Info and Schedules**

The friendly people at the BAT are happy to help you with all your questions. Call our information number at 992-4670 to find out how to get where you want to go. Ask the driver to help you locate your stop. For a copy of the bus schedule, call (207) 992-4670, or email us at [BAT@bangormaine.gov](mailto:BAT@bangormaine.gov). Office hours are 5:00am to 7:00pm, Monday through Friday. The office is located at 481 Maine Avenue, Bangor, ME 04401.

**Boarding the Bus**

Please following the guidelines when boarding, please have your pass, ticket, or transfer ready to give to the driver. When paying in cash, please have EXACT change ready to deposit in the canister. Remember, the driver does not carry change! For your safety, limit your boarding items to what you can carry on at one time.

**Click Here For Bus Guidelines**

**Getting Off The Bus**

One block before your stop, pull the cord over the window. The driver will then stop the bus as close to the next block as can be safely done.

**Forms/Links**

BAT Fare Infor

BAT Goes To C

BAT Guidelines

BAT FAQ'S

BAT ADA Infor



Contact Us

The BAT - All R

Brewer Schedu

Capehart Sche  
Map

Center Street S  
& Map

Hammond Stre  
Schedule & Ma

Hampden Map  
Schedule

Mall Hopper Ma  
Schedule

Mount Hope Sc  
Map

Old Town Map  
Schedule

Stillwater/Mt H  
& Schedule

Black Bear Oro  
Express



Bangor School Department

Bangor Region Chamber of  
Commerce

Convention and Visitors Bureau

Downtown Bangor



**SENIOR CITIZENS & PERSONS WITH  
DISABILITIES**

If you are a senior citizen, a holder of a Medicare card, or if you have a disability entitled to travel half-fare during the of (8:15am to 10:45am) by presenting a bus pass. You can obtain a half-fare pass at town office or city hall. Half-fare passes are 50 cents per ride.

**Wheelchair Lifts / ADA**

All BAT buses are wheelchair accessible. For more information about additional ADA transportation options, call the BAT at 992-4670.

**ADVERTISING**

To advertise on BAT buses; call or email us at: (207) 992-4670 or [BAT@bangormaine.gov](mailto:BAT@bangormaine.gov)

[top]

---

[City Government](#) | [City Services](#) | [Business Development](#) | [Visiting Bangor](#) | [Living in Bangor](#) | [Home](#)

Copyright ©2004 City of Bangor

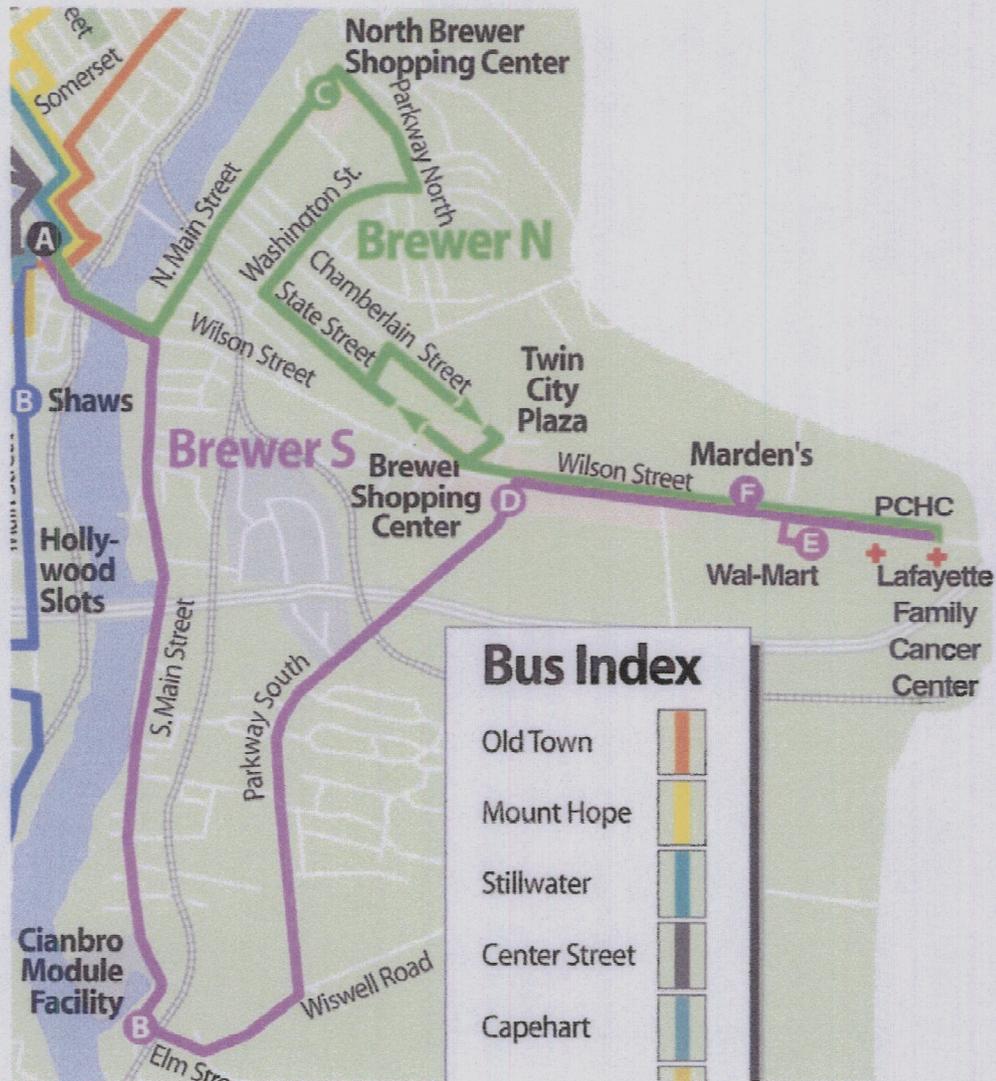
For best performance, please view this site in a modern CSS-capable browsers such as Netscape 7.0 or Internet Explorer 6.0 or higher.



## **FARES 2010**

<b>Single Ride</b>	<b>\$1.25</b>
<b>Under 12 with an adult</b>	<b>\$.60</b>
<b>Under 5 with an adult</b>	<b>FREE</b>
<b>Five-Ride Tickets</b>	<b>\$5.00</b>
<b>Monthly Pass</b>	<b>\$45.00</b>
<b>Student Monthly Pass</b>	<b>\$20.00</b>
<b>Transfers</b>	<b>FREE</b>
<b>With University of Maine Card</b>	<b>FREE</b>
<b>With Senior / Disabled 1/2 fare pass</b>	<b>\$.60</b>



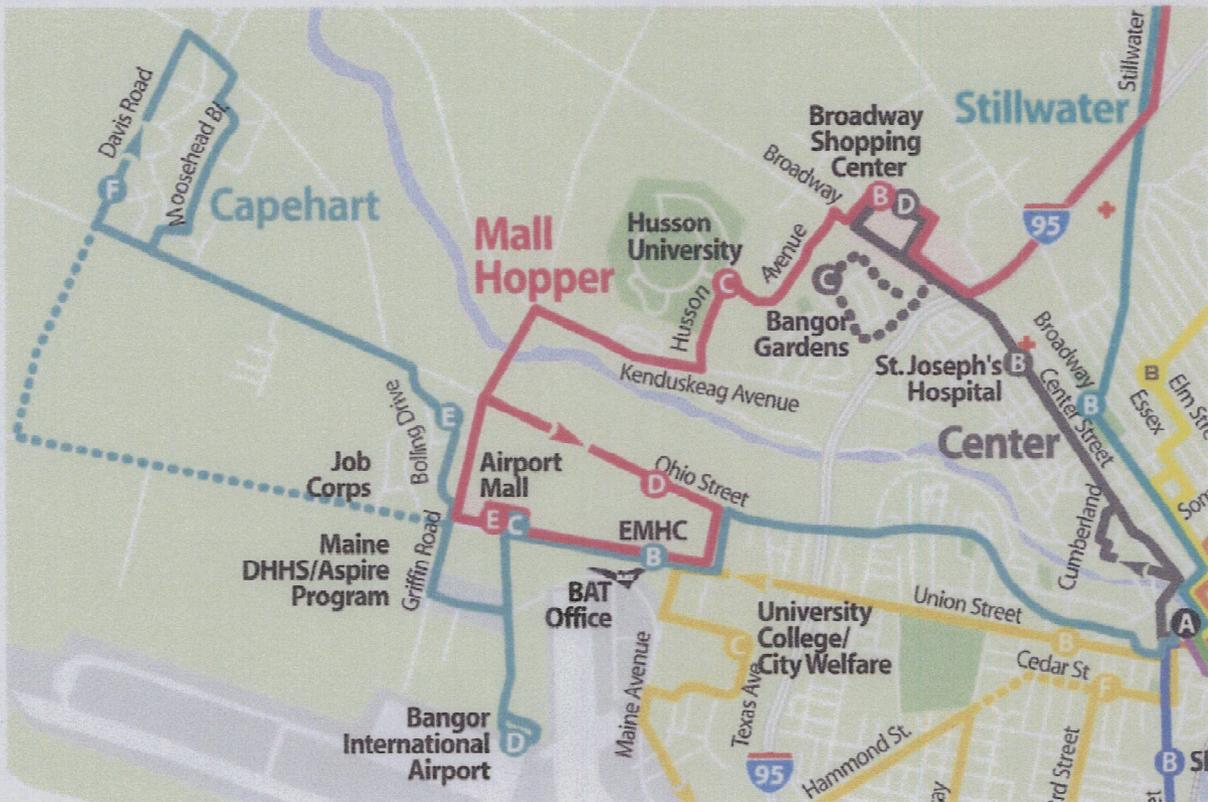


## Brewer S/Brewer N

South and North Brewer routes to Wal-Mart

A	B	C	D	E	F	D	C	B	A
Bangor Depot	South Main & Elm	North Brewer	Brewer Shopping Center	Wal-Mart	Marden's	Brewer Shopping Center	North Brewer	South Main & Elm	Bangor Depot
6:45	6:53	-	7:00	7:10	7:18	7:22	-	7:30	7:37
7:15	-	7:20	7:35	7:40	7:48	-	8:00	-	8:07
7:45	7:53	-	8:00	8:10	8:18	8:22	-	8:30	8:37
8:15	-	8:20	8:35	8:40	8:48	-	9:00	-	9:07
8:45	8:53	-	9:00	9:10	9:18	9:22	-	9:30	9:37
9:15	-	9:20	9:35	9:40	9:48	-	10:00	-	10:07
9:45	9:53	-	10:00	10:10	10:18	10:22	-	10:30	10:37
10:15	-	10:20	10:35	10:40	10:48	-	11:00	-	11:07
10:45	10:53	-	11:00	11:10	11:18	11:22	-	11:30	11:37
11:15	-	11:20	11:35	11:40	11:48	-	12:00	-	12:07
11:45	11:53	-	12:00	12:10	12:18	12:22	-	12:30	12:37
12:15	-	12:20	12:35	12:40	12:48	-	1:00	-	1:07
12:45	12:53	-	1:00	1:10	1:18	1:22	-	1:30	1:37
1:15	-	1:20	1:35	1:40	1:48	-	2:00	-	2:07
1:45	1:53	-	2:00	2:10	2:18	2:22	-	2:30	2:37
2:15	-	2:20	2:35	2:40	2:48	-	3:00	-	3:07
2:45	2:53	-	3:00	3:10	3:18	3:22	-	3:30	3:37
3:15	-	3:20	3:35	3:40	3:48	-	4:00	-	4:07
3:45	3:53	-	4:00	4:10	4:18	4:22	-	4:30	4:37
4:15	-	4:20	4:35	4:40	4:48	-	5:00	-	5:07
4:45	4:53	-	5:00	5:10	5:18	5:22	-	5:30	5:37
5:15	-	5:20	5:35	5:40	5:48	-	R	-	R
5:45	5:53	-	6:00	6:10	6:18	6:22	-	R	R

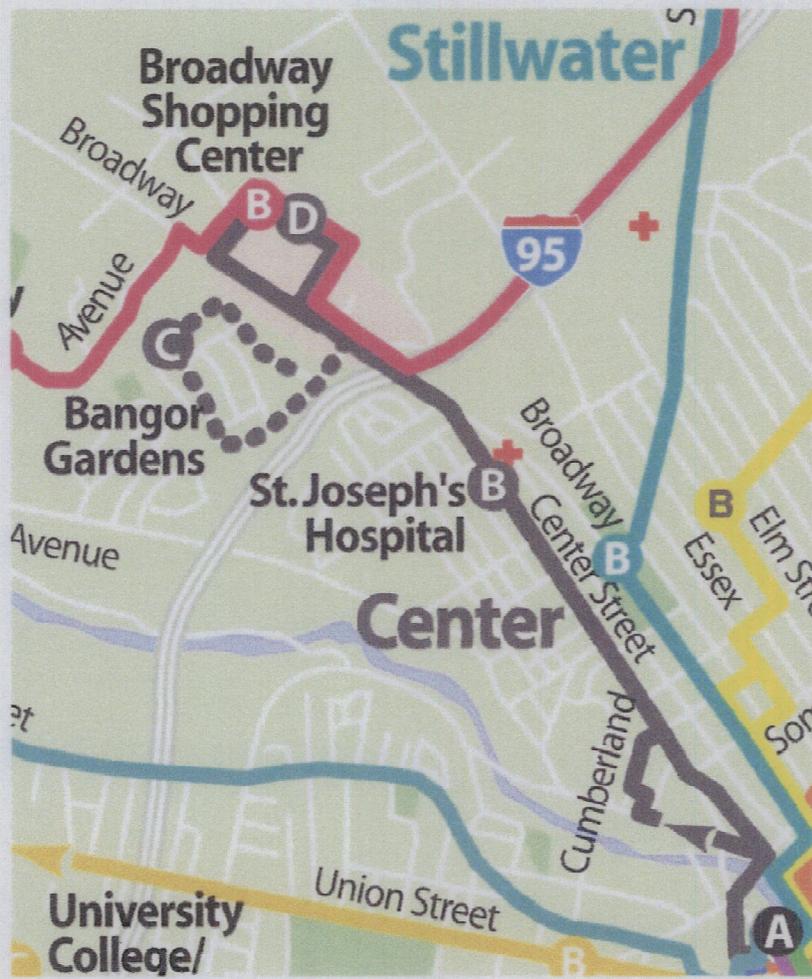
All trips operate Monday through Saturday.



## Capehart

Monday through Friday									
A	B	C	D	E	F	E	D	C	A
Bangor Depot	EMHC	Airport Mall	BIA/DHHS	Bolling Drive	Capehart	Bolling Drive	BIA/DHHS	Airport Mall	Bangor Depot
					6:06	6:11	6:18	6:25	6:35
6:15	6:23	6:25	R	6:28	6:36	6:41	6:48	6:55	7:05
6:45	6:53	6:55	R	6:58	7:06	7:11	R	7:25	7:35
7:15	7:23	7:25	R	JC	7:36	7:41	R	7:55	8:05
7:45	7:53	7:55	R	7:58	8:06	8:11	R	8:25	8:35
8:15	8:23	8:25	R	8:28	8:36	8:41	R	8:55	9:05
8:45	8:53	8:55	R	8:58	9:06	9:11	R	9:25	9:35
9:15	9:23	9:25	R	9:28	9:36	9:41	R	9:55	10:05
9:45	9:53	9:55	R	9:58	10:06	10:11	R	10:25	10:35
								10:50	11:05
10:15	10:23	10:30	10:35	10:40	10:50	11:00	11:10	11:20	11:35
10:45	10:53	11:00	11:05	11:10	11:20	11:30	11:40	11:50	12:05
11:15	11:23	11:30	11:35	11:40	11:50	JC	12:10	12:20	12:35
11:45	11:53	12:00	12:05	12:10	12:20	12:30	12:40	12:50	1:05
12:15	12:23	12:30	12:35	12:40	12:50	1:00	1:10	1:20	1:35
12:45	12:53	1:00	1:05	1:10	1:20	1:30	1:40	1:50	2:05
1:15	1:23	1:30	1:35	1:40	1:50	2:00	2:10	2:20	2:35
1:45	1:53	2:00	2:05	2:10	2:20	2:30	2:40	2:50	3:05
2:15	2:23	2:30	2:35	2:40	2:50	3:00	3:10	3:20	3:35
2:45	2:53	3:00	3:05	3:10	3:20	3:30	3:40	3:50	4:05
3:15	3:23	3:30	3:35	3:40	3:50	4:00	4:10	4:20	4:35
3:45	3:53	4:00	4:05	4:10	4:20	JC	4:40	4:50	5:05
4:15	4:23	4:30	4:35	4:40	4:50	5:00	5:10	5:20	5:35
4:45	4:53	5:00	5:05	5:10	5:20	JC	5:40	R	
5:15	R	5:30	5:35	5:40	5:50	6:00	6:10	R	
5:45	R	6:00	6:05	6:10	6:20	6:30	6:40	R	
Saturday Service									
A	B	C	D	E	F	E	D	C	A
Bangor Depot	EMHC	Airport Mall	BIA/DHHS	Bolling Drive	Capehart	Bolling Drive	BIA/DHHS	Airport Mall	Bangor Depot
					7:06	7:11	7:18	7:25	7:35
7:15	R	7:25	R	7:28	7:36	7:41	R	7:55	8:05
7:45	R	7:55	R	7:58	8:06	8:11	R	8:25	8:35
CONTINUES EVERY 30 MINUTES UNTIL...									
5:15	R	5:25	R	5:28	5:36	5:41	R	R	
5:45	R	5:55	R	5:58	6:06	6:11	R	R	

JC serves Job Corps



## Center Street

Broadway Shopping Center					
A	B	C	D	B	A
Bangor Depot	Saint Joseph Hospital	Bangor Gardens	Broadway Shopping Center	Saint Joseph Hospital	Bangor Depot
6:15	6:22	-	6:28	6:31	6:38
6:45	6:52	6:55	6:58	7:01	7:08
7:15	7:22	-	7:28	7:31	7:38
7:45	7:52	-	7:58	8:01	8:08
8:15	8:22	-	8:28	8:31	8:38
8:45	8:52	8:55	8:58	9:01	9:08
9:15	9:22	-	9:28	9:31	9:38
9:45	9:52	-	9:58	10:01	10:08
10:15	10:22	-	10:28	10:31	10:38
10:45	10:52	10:55	10:58	11:01	11:08
11:15	11:22	-	11:28	11:31	11:38
11:45	11:52	-	11:58	12:01	12:08
12:15	12:22	-	12:28	12:31	12:38
12:45	12:52	12:55	12:58	1:01	1:08
1:15	1:22	-	1:28	1:31	1:38
1:45	1:52	-	1:58	2:01	2:08
2:15	2:22	-	2:28	2:31	2:38
2:45	2:52	2:55	2:58	3:01	3:08
3:15	3:22	-	3:28	3:31	3:38
3:45	3:52	-	3:58	4:01	4:08
4:15	4:22	-	4:28	4:31	4:38
4:45	4:52	4:55	4:58	5:01	5:08
5:15	5:22	-	5:28	5:31	5:38
5:45	5:52	5:55	5:58	6:01	6:08

Saturdays, a 5:45pm bus offers drop offs on request.



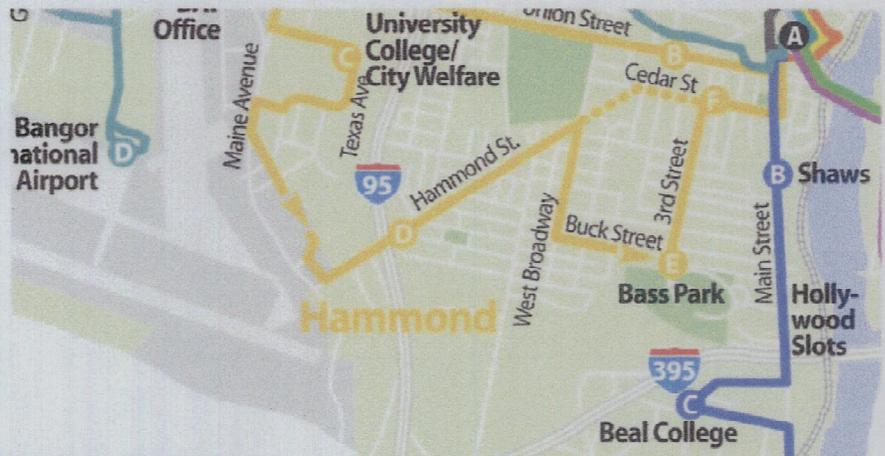
## Hammond St.

### Neighborhood Loop

A	B	C	D	E	F	A
Bangor Depot	Union Street	Univ College	Hammond St	Buck & 3rd	Cedar Street	Bangor Depot
		5:55	6:00	6:03	6:05	6:10
6:15	6:17	6:25	6:30	6:33	6:35	6:40
6:45	6:47	6:55	7:00	7:03	7:05	7:10
7:15	7:17	7:25	7:30	7:33	7:35	7:40
7:45	7:47	7:55	8:00	8:03	8:05	8:10
8:15	8:17	8:25	8:30	8:33	8:35	8:40
8:45	8:47	8:55	9:00	-	9:05	9:10
9:15	9:17	9:25	9:30	9:33	9:35	9:40
9:45	9:47	9:55	10:00	-	10:05	10:10
10:15	10:17	10:25	10:30	10:33	10:35	10:40
10:45	10:47	10:55	11:00	-	11:05	11:10
11:15	11:17	11:25	11:30	11:33	11:35	11:40
11:45	11:47	11:55	12:00	-	12:05	12:10
12:15	12:17	12:25	12:30	12:33	12:35	12:40
12:45	12:47	12:55	1:00	-	1:05	1:10
1:15	1:17	1:25	1:30	1:33	1:35	1:40
1:45	1:47	1:55	2:00	-	2:05	2:10
2:15	2:17	2:25	2:30	2:33	2:35	2:40
2:45	2:47	2:55	3:00	-	3:05	3:10
3:15	3:17	3:25	3:30	3:33	3:35	3:40
3:45	3:47	3:55	4:00	-	4:05	4:10
4:15	4:17	4:25	4:30	4:33	4:35	4:40
4:45	4:47	4:55	5:00	-	5:05	5:10
5:15	5:17	5:25	5:30	5:33	5:35	5:40
5:45	5:47	5:55	6:00	-	6:05	6:10

Saturday trips are shaded.

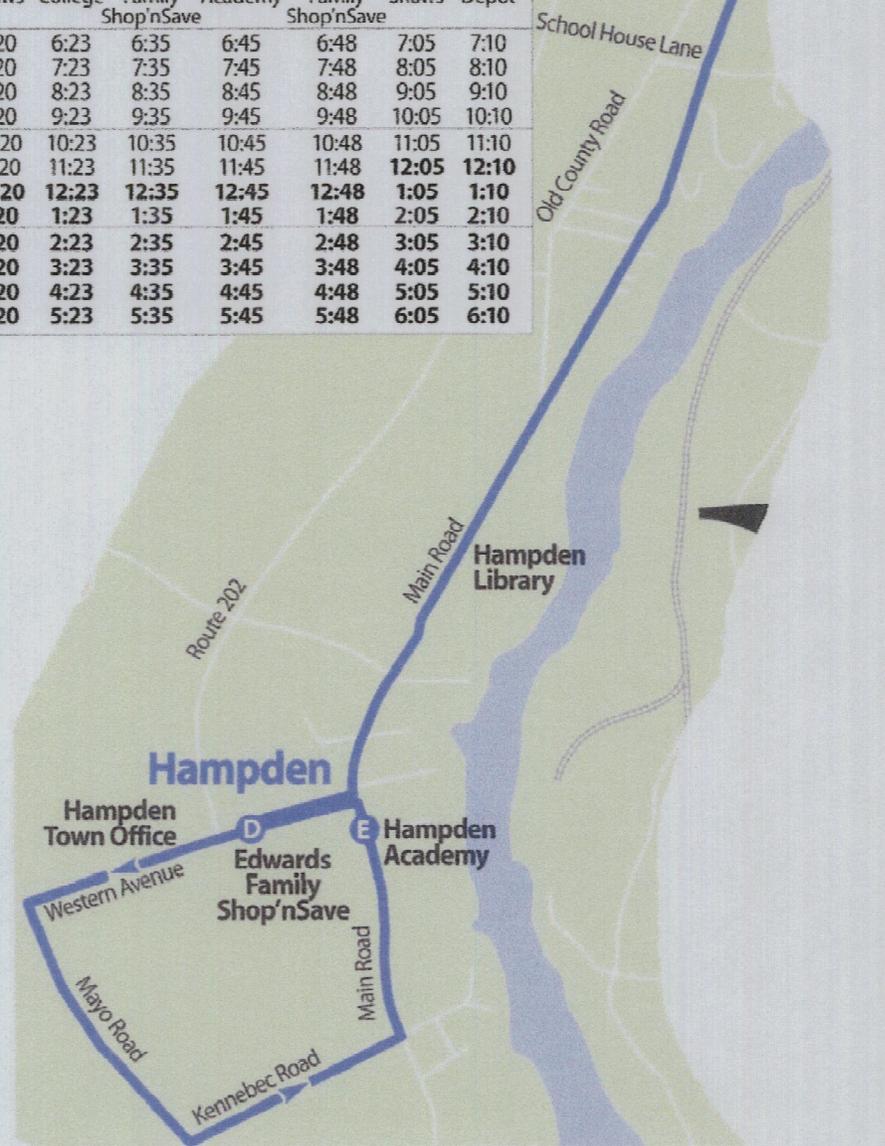
Saturdays, a 5:45pm bus offers drop offs on request.

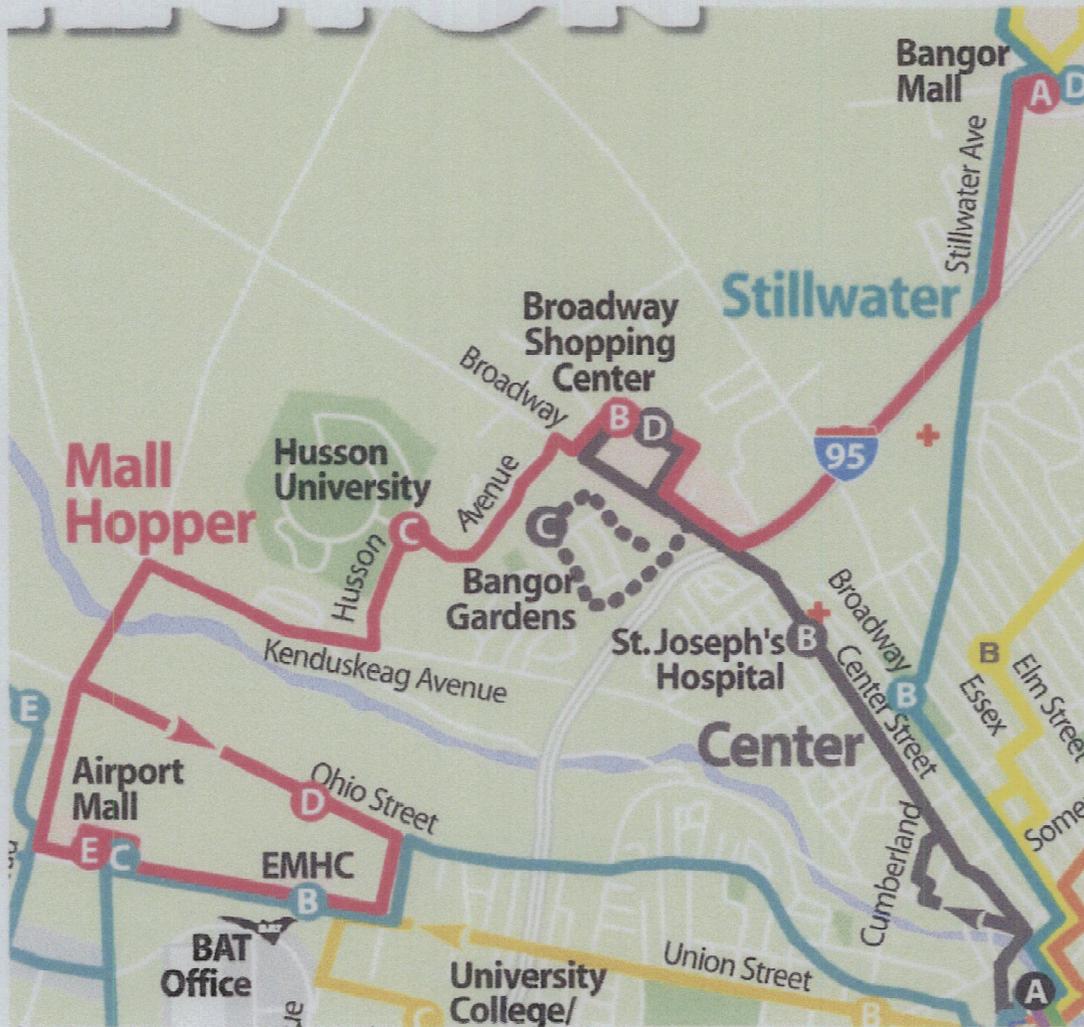


# Hampden

Monday through Friday

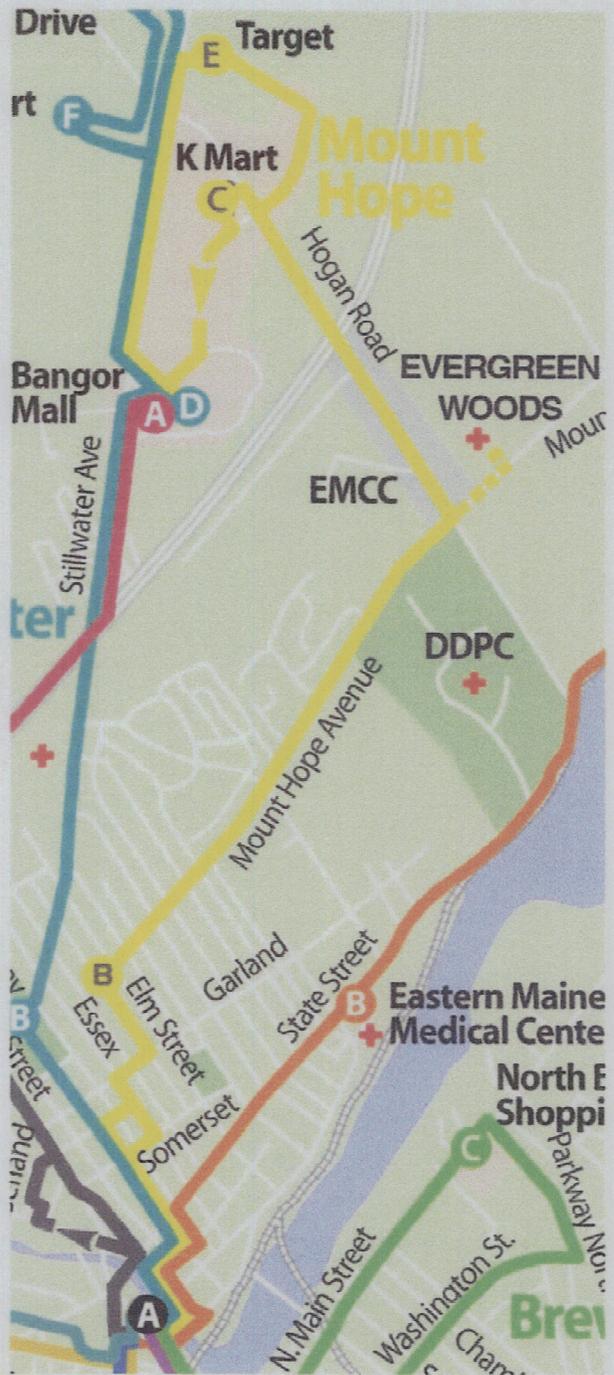
A	B	C	D	E	D	B	A
Bangor Depot	Shaws	Beal College	Edwards Family Shop'nSave	Hampden Academy	Edwards Family Shop'nSave	Shaws	Bangor Depot
6:15	6:20	6:23	6:35	6:45	6:48	7:05	7:10
7:15	7:20	7:23	7:35	7:45	7:48	8:05	8:10
8:15	8:20	8:23	8:35	8:45	8:48	9:05	9:10
9:15	9:20	9:23	9:35	9:45	9:48	10:05	10:10
10:15	10:20	10:23	10:35	10:45	10:48	11:05	11:10
11:15	11:20	11:23	11:35	11:45	11:48	<b>12:05</b>	<b>12:10</b>
<b>12:15</b>	<b>12:20</b>	<b>12:23</b>	<b>12:35</b>	<b>12:45</b>	<b>12:48</b>	<b>1:05</b>	<b>1:10</b>
<b>1:15</b>	<b>1:20</b>	<b>1:23</b>	<b>1:35</b>	<b>1:45</b>	<b>1:48</b>	<b>2:05</b>	<b>2:10</b>
<b>2:15</b>	<b>2:20</b>	<b>2:23</b>	<b>2:35</b>	<b>2:45</b>	<b>2:48</b>	<b>3:05</b>	<b>3:10</b>
<b>3:15</b>	<b>3:20</b>	<b>3:23</b>	<b>3:35</b>	<b>3:45</b>	<b>3:48</b>	<b>4:05</b>	<b>4:10</b>
<b>4:15</b>	<b>4:20</b>	<b>4:23</b>	<b>4:35</b>	<b>4:45</b>	<b>4:48</b>	<b>5:05</b>	<b>5:10</b>
<b>5:15</b>	<b>5:20</b>	<b>5:23</b>	<b>5:35</b>	<b>5:45</b>	<b>5:48</b>	<b>6:05</b>	<b>6:10</b>





# Mall Hopper

Airport Mall / B'way Shop Center / Bangor Mall								
E	C	B	A	A	B	C	D	E
Airport Mall	Husson Univ	Broadway Shopping Center	arrive Bangor Mall	depart Bangor Mall	Broadway Shopping Center	Husson Univ	Ohio Street	Airport Mall
6:55	7:02	7:05	7:15	7:20	7:30	7:35	7:40	7:45
7:55	8:02	8:05	8:15	8:20	8:30	8:35	8:40	8:45
8:55	9:02	9:05	9:15	9:20	9:30	9:35	9:40	9:45
9:55	10:02	10:05	10:15	10:20	10:30	10:35	10:40	10:45
10:55	11:02	11:05	11:15	11:20	11:30	11:35	11:40	11:45
11:55	12:02	12:05	12:15	12:20	12:30	12:35	12:40	12:45
12:55	1:02	1:05	1:15	1:20	1:30	1:35	1:40	1:45
1:55	2:02	2:05	2:15	2:20	2:30	2:35	2:40	2:45
2:55	3:02	3:05	3:15	3:20	3:30	3:35	3:40	3:45
3:55	4:02	4:05	4:15	4:20	4:30	4:35	4:40	4:45
4:55	5:02	5:05	5:15	5:20	5:30	5:35	5:40	5:45
5:55	6:02	6:05	6:15	6:20	6:30	6:35	6:40	6:45



# Mount Hope

## Bangor Mall / K-Mart / Target

A	B	C	D	E	B	A
Bangor Mt Hope/ Depot	Elm	KMart	Bangor Mall	Target	Mt Hope/Bangor Elm	Depot
6:15	6:20	6:30	6:35	6:48	7:00	7:05
7:15	7:20	7:30	7:35	7:48	8:00	8:05
8:15	8:20	8:30	8:35	8:48	9:00	9:05
9:15	9:20	9:30	9:35	9:48	10:00	10:05
10:15	10:20	10:30	10:35	10:48	11:00	11:05
11:15	11:20	11:30	11:35	11:48	12:00	12:05
12:15	12:20	12:30	12:35	12:48	1:00	1:05
1:15	1:20	1:30	1:35	1:48	2:00	2:05
2:15	2:20	2:30	2:35	2:48	3:00	3:05
3:15	3:20	3:30	3:35	3:48	4:00	4:05
4:15	4:20	4:30	4:35	4:48	5:00	5:05
5:15	5:20	5:30	5:35	5:48	6:00	6:05

Mount Hope buses will stop inbound at EMCC at :55 minutes

# BLACK BEAR ORONO EXPRESS



## Monday thru Friday

A	B	C	D	D	A
Pat's Pizza	Orchard Trails	Rec Center	arrive UM Union	depart UM Union	Pat's Pizza
6:55	7:04	7:10	7:13	7:17	7:25
7:25	7:34	7:40	7:43	7:47	7:55
<b>CONTINUES EVERY 30 MINUTES</b>					
8:55	9:04	9:10	9:13	9:17	9:25
9:25	9:34	9:40	9:43	9:47	9:55

## Saturday

A	B	C	D	D	A
Pat's Pizza	Orchard Trails	Rec Center	arrive UM Union	depart UM Union	Pat's Pizza
11:55	12:04	12:10	12:13	12:17	12:25
12:25	12:34	12:40	12:43	12:47	12:55
<b>CONTINUES EVERY 30 MINUTES</b>					
8:55	9:04	9:10	9:13	9:17	9:25
9:25	9:34	9:40	9:43	9:47	9:55

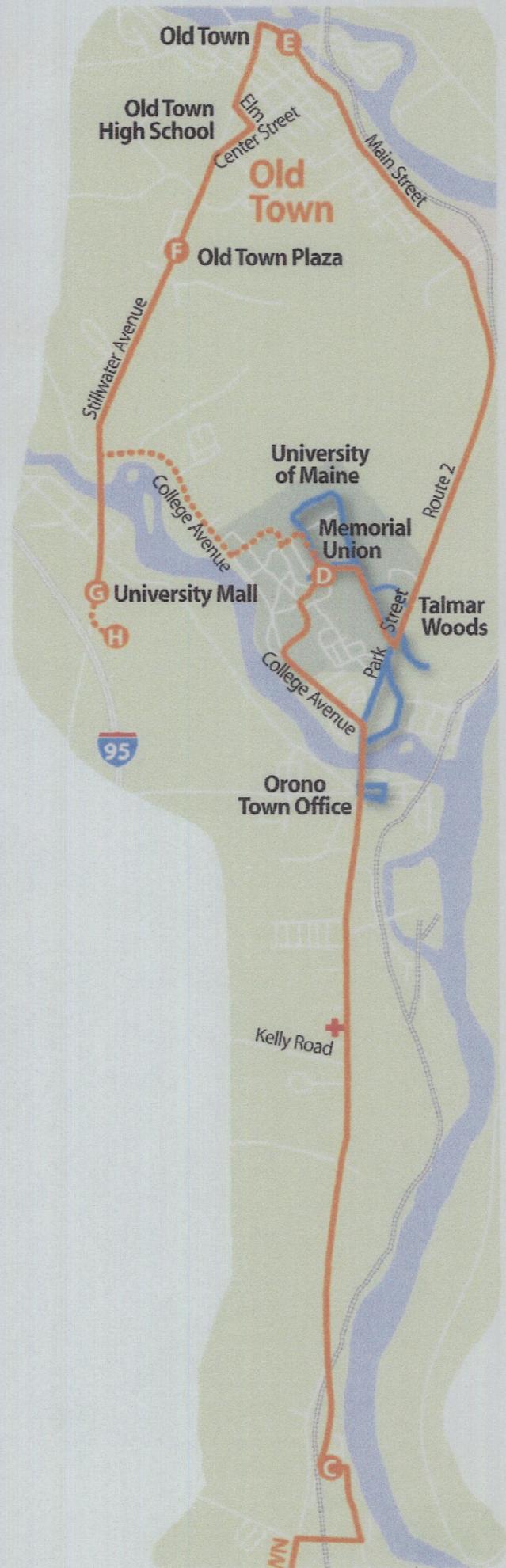
# Old Town

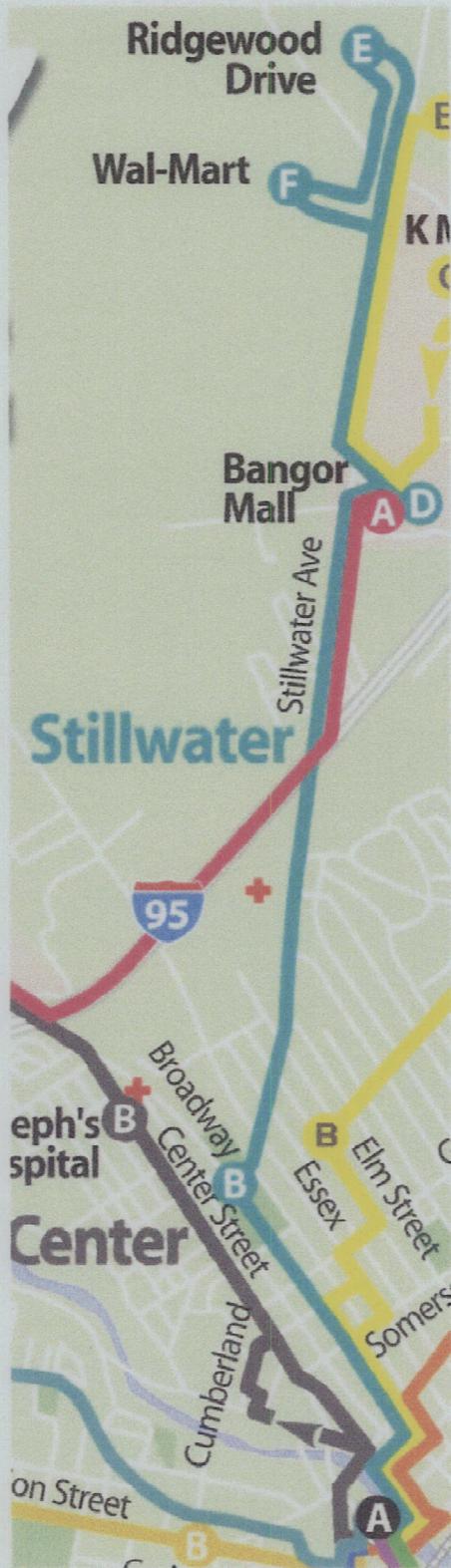
## Monday through Friday

A	B	C	D	E	F	G	H	F	E	D	C	B	A
Bangor Depot	EMMC	Veazie	UM Union	Old Town	Old Town Plaza	Univ Mall	Orono Research Park	Old Town Plaza	Old Town	UM Union	Veazie	EMMC	Bangor Depot
6:15	6:20	6:30	6:45	5:55	6:01	6:07	6:10	-	-	6:30	6:40	6:50	7:00
7:15	7:20	7:30	7:45	via College Ave	6:55	6:55	6:58	7:08	7:15	7:30	7:40	7:50	8:00
8:15	8:20	8:30	8:45	via College Ave	7:55	7:55	7:58	8:08	8:15	8:30	8:40	8:50	9:00
9:15	9:20	9:30	9:45	9:55	10:01	10:10	-	10:15	10:20	10:35	10:45	10:55	11:05
10:15	10:20	10:30	10:45	10:55	11:01	11:10	-	11:15	11:20	11:35	11:45	11:55	12:05
11:15	11:20	11:30	11:45	11:55	12:01	12:10	-	12:15	12:20	12:35	12:45	12:55	1:05
12:15	12:20	12:30	12:45	12:55	1:01	1:10	-	1:15	1:20	1:35	1:45	1:55	2:05
1:15	1:20	1:30	1:45	1:55	2:01	2:10	-	2:15	2:20	2:35	2:45	2:55	3:05
2:15	2:20	2:30	2:45	2:55	3:01	3:07	3:10	via College Ave	3:30	3:40	3:50	4:00	
3:15	3:20	3:30	3:45	3:55	4:01	4:07	4:10	via College Ave	4:30	4:40	4:50	5:00	
4:15	4:20	4:30	4:45	4:55	5:01	5:07	5:10	via College Ave	5:30	5:40	5:50	6:00	
5:15	5:20	5:30	5:45	5:55	6:01	6:07	6:10	via College Ave	6:30	6:40	6:50	7:00	

## Saturday Service

A	B	C	D	E	F	G	H	F	E	D	C	B	A
Bangor Depot	EMMC	Veazie	UM Union	Old Town	Old Town Plaza	Univ Mall	Orono Research Park	Old Town Plaza	Old Town	UM Union	Veazie	EMMC	Bangor Depot
6:15	6:20	6:30	6:45	6:55	7:01	7:10	-	7:15	7:20	7:35	7:45	7:55	8:05
8:15	8:20	8:30	8:45	8:55	9:01	9:10	-	9:15	9:20	9:35	9:45	9:55	10:05
10:15	10:20	10:30	10:45	10:55	11:01	11:10	-	11:15	11:20	11:35	11:45	11:55	12:05
12:15	12:20	12:30	12:45	12:55	1:01	1:10	-	1:15	1:20	1:35	1:45	1:55	2:05
2:15	2:20	2:30	2:45	2:55	3:01	3:07	-	3:15	3:20	3:35	3:45	3:55	4:05
5:15	5:20	5:30	5:45	5:55	6:01	6:07	-	6:15	6:20	6:35	6:45	6:55	7:05





# Stillwater

## Bangor Mall / RidgeWood Drive / Wal-Mart

A	B	D	E	F	D	B	A
Bangor Depot	Broadway	Bangor Mall	RidgeWood Drive	Wal-Mart	Bangor Mall	Broadway	Bangor Depot
6:45	6:52	7:00	7:05	7:13	7:20	7:27	7:35
7:45	7:52	8:00	8:05	8:13	8:20	8:27	8:35
8:45	8:52	9:00	R	9:13	9:20	9:27	9:35
9:45	9:52	10:00	R	10:13	10:20	10:27	10:35
10:45	10:52	11:00	R	11:13	11:20	11:27	11:35
11:45	11:52	12:00	R	<b>12:13</b>	<b>12:20</b>	<b>12:27</b>	<b>12:35</b>
<b>12:45</b>	<b>12:52</b>	<b>1:00</b>	R	<b>1:13</b>	<b>1:20</b>	<b>1:27</b>	<b>1:35</b>
<b>1:45</b>	<b>1:52</b>	<b>2:00</b>	<b>2:05</b>	<b>2:13</b>	<b>2:20</b>	<b>2:27</b>	<b>2:35</b>
<b>2:45</b>	<b>2:52</b>	<b>3:00</b>	<b>3:05</b>	<b>3:13</b>	<b>3:20</b>	<b>3:27</b>	<b>3:35</b>
<b>3:45</b>	<b>3:52</b>	<b>4:00</b>	R	<b>4:13</b>	<b>4:20</b>	<b>4:27</b>	<b>4:35</b>
<b>4:45</b>	<b>4:52</b>	<b>5:00</b>	R	<b>5:13</b>	<b>5:20</b>	<b>5:27</b>	<b>5:35</b>
<b>5:45</b>	<b>5:52</b>	<b>6:00</b>	R	<b>6:13</b>	<b>6:20</b>	<b>6:27</b>	<b>6:35</b>



**MaineCard**

MAINE

Picture



RESEARCHER/SCHOLAR  
**MaineCard**

UNIVERSITY OF  
MAINE

BEAR,  
BANANAS THE




**MaineCard**

MAINE

BEAR, BANANAS THE




**MaineCard**



UNIVERSITY OF  
MAINE

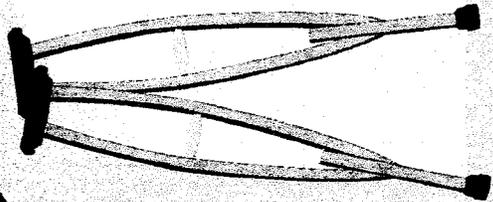
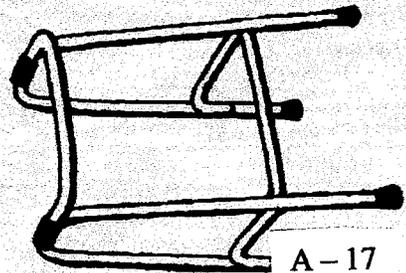
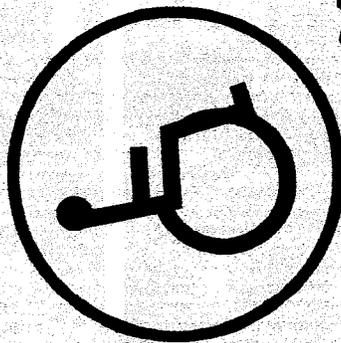
BEAR, BANANAS THE

6391 4900 0000 0001

Other

## Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 (the ADA) is the culmination of almost 20 years of debate on the issue of disability rights. It provides a comprehensive framework and approach for ending discrimination against persons with disabilities. The stated national goals of the ADA are identified in its preamble and include assuring that persons with disabilities have equality of opportunity, a chance to fully participate in society, are able to live independently, and can be economically self-sufficient. Complementary paratransit service is required in Section 223 of the ADA to serve those persons whose needs cannot be met by fixed-route systems.

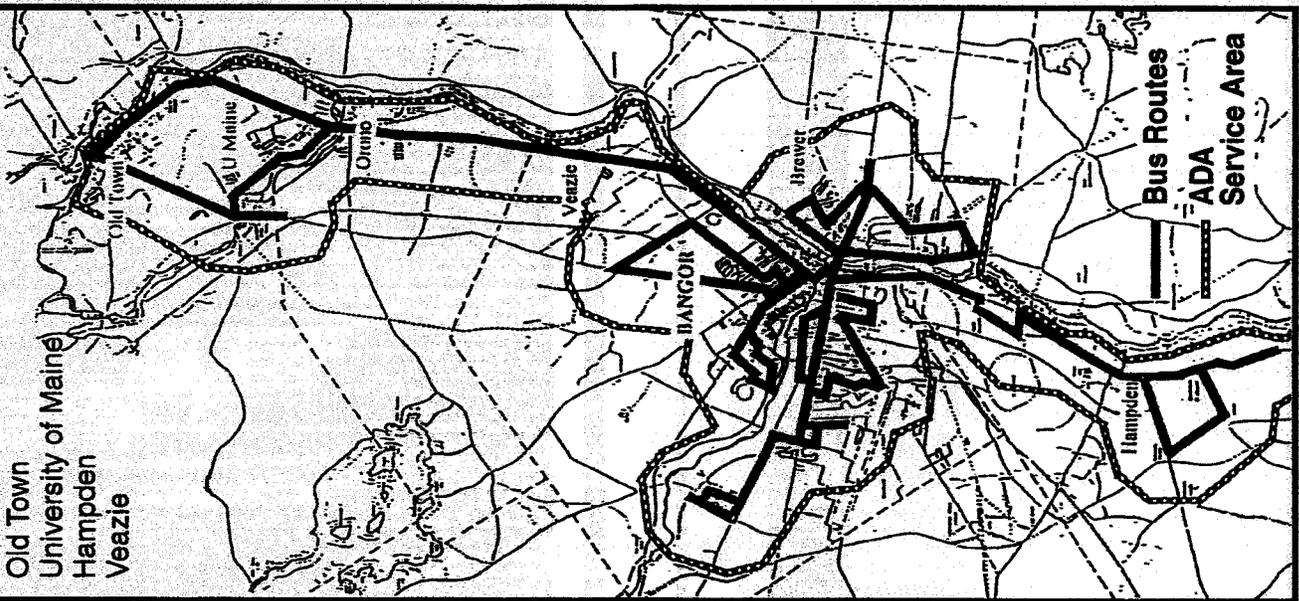


A-17

### Greater BANGOR

With portions of:

- Orono
- Brewer
- Old Town
- University of Maine
- Hampden
- Veazie



# ADA COMPLEMENTARY PARATRANSIT SERVICE



(207) 992-4673  
481 Maine Ave.  
Bangor, ME 04401

## Welcome to ADA Complementary Paratransit Service

The City of Bangor has an agreement with The Lynx to deliver this service for the BAT Community Connector. Please direct all questions to the management of the BAT Community Connector at: (207) 992-4673 or E-mail us at: [bat@bangormaine.gov](mailto:bat@bangormaine.gov).

### ADA Note

**(Americans with Disabilities Act)**  
ADA is intended as a safety net for individuals whose disability prevents the use of the BAT Community Connector, our accessible fixed-route transportation system. ADA stresses the importance of persons with disabilities having the opportunity and encouragement to use accessible fixed-route transportation.

Once you have been established eligible for ADA Paratransit, **it does not guarantee that each trip will meet the criteria.** The management at the BAT Community Connector will determine if the individual trip qualifies under the ADA guidelines.

- Fare will double the regular bus fare and double any paid transfers. You can verify the correct amount by call the BAT Community Connector office at (207) 992-4673.
- Please have exact fare, drivers do not carry change.

### Where can I GO?

- The service area is based on the fixed-route system, including up to 3/4 mile from any fixed route. Please see map on the back of this brochure.

## What are the HOURS of service?

- Services provided during the hours and days when the fix route service operates (Example: Hampden service not provided on Saturday)

- Closed all major holidays

## How do I SCHEDULE a trip?

- Call (207) 992-4673 and have the following information ready:

- Have your ADA number ready
- Time & date of appointment.
- Complete street address, including number.
- An estimated pickup time.
- 24-hour notice is needed for a scheduled trip. 10 a.m. is the cut off time for next day trips.

## How do I CANCEL a trip?

- Call The Lynx at: (207) 973-3695

- If Lynx is closed due to weather, all ADA trips are cancelled

## There is a "3 Strikes and You're Out" Policy

- X No-shows
  - X Not ready on pickup or return
  - X No call to cancel trip
  - X Unacceptable behavior
- Any combination of the above will make you ineligible for transportation using this service.*

## Points to Remember

- **Please be ready one hour before your appointment time.** If you miss your ride, you will have to call again, and may not get a ride for that same day.
- **The drivers are not PCAs (personal care attendants).** The drivers are not allowed to go inside the residences, you have to be able to come out to the door.
- **Wheelchairs must be equipped with properly working brakes.**
- **Remember that ADA is a shared ride service.** Please plan to ride up to one hour en route to your destination. Other passengers may be picked up and dropped off along the way.
- **Our ADA service is a mirror image of our fixed route transit system.** Please see the schedule for more detailed information. You can also visit us on the web at: [www.bangormaine.gov](http://www.bangormaine.gov).
- **One Certified PCA (Personal Care Attendant)** may ride with an ADA certified individual at no charge. The PCA must ride to and from the same destination as the ADA passenger.
- **One Companion** may accompany an ADA certified individual on a trip. In addition to a PCA. Companions pay full fare charged by The Lynx and must travel to and from the same destination as the ADA passenger. However, advance notice is needed to ensure space availability.
- **Visitors** that are ADA certified by another transit system may use our system for 21 days. After 21 service days, the BAT Community Connector must then certify visitors if they wish to continue to ride.

# DIESEL POWERED VEHICLE INSPECTION WORKSHEET

TYPE

UNIT NO. \_\_\_\_\_ MILEAGE/HRS. \_\_\_\_\_ DATE \_\_\_\_\_

C-Inspection Every 24,000 Miles or 1000 Hrs.  
 B-Inspection Every 12,000 Miles or 500 Hrs.  
 A-Inspection Every 6,000 Miles or 250 Hrs.

**INSPECTION CODE:**       **OK**       **FOLLOW-UP NEEDED**       **ADJUSTED/SERVICED/REPAIRED**

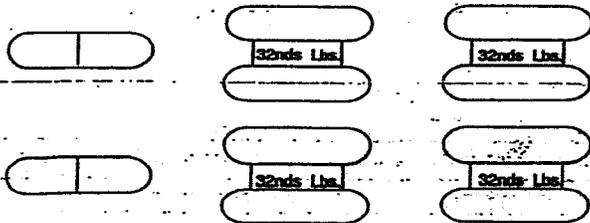
DRIVE ON INSPECTION	CODE	INT.
CHECK SPRING PARKING BRAKE		
CHECK CLUTCH PEDAL FREE TRAVEL		
CHECK INSTRUMENTS		
RECORD GOVERNED (HIGH IDLE) RMP _____		
RECORD TEMPERATURE _____ OIL PRESSURE _____		
CHECK HORNS		
CHECK WIPER & WASHER OPERATION, BLADE COND.		
CHECK OPERATION OF ALL ACCESSORIES		
CHECK DOOR GLASS & WINDSHIELD COND. & OPER.		
CHECK MIRRORS		
CHECK SAFETY EQUIPMENT		
CHECK AIR COMPRESSOR GOV. SETTING		
CHECK AIR PRESSURE DROP, BRAKES NOT APPLIED		
CHECK AIR PRESSURE DROP, BRAKES APPLIED		
CHECK AIR TANK CHECK VALVES		
CHECK EMERGENCY OPERATION OF SPRING BRAKES		
CHECK LOW AIR PRESSURE WARNING DEVICE		
CHECK AIR PRESSURE BUILD-UP TIME		
CHECK TRACTOR PROTECTION VALVE		
CHECK AIR TANK & DRIER DRAIN VALVE OPERATION		
CHECK SEATS, SEAT BELTS AND FLOOR MATS		
IS CAB CLEAN, PANELS SECURE & LOCKS OPERABLE		
<b>CIRCLE INSPECTION</b>		
CHECK ALL LIGHTS AND REFLECTORS		
CHECK FOR PHYSICAL DAMAGE		
CHECK INNER AND OUTER HUBS FOR LEAKS		
CHECK FUEL TANK MOUNTING		
CHECK INTAKE AND EXHAUST MOUNTING		
CHECK CAB LATCHES (TILT CABS)		
CHECK TRAILER LIGHT CORD & SOCKETS		
CHECK AIR HOSES & GLAD HANDS		
CHECK FIFTH WHEEL CONDITION/MOUNTING		
CHECK RADIATOR & A/C CONDENSER FOR BUGS		

TIRE AND WHEEL INSPECTION	CODE	INT.
CHECK TIRES FOR IRREGULAR OR ALIGNMENT WEAR		
CHECK FOR CUTS OR TEARS		
CHECK FOR MISMATCHED TREAD OR CASING DESIGN		
CHECK REMAINING TREAD AND RECORD BELOW		
CHECK DUAL MATING WITH SQUARE		
CHECK VALVE STEMS & CAPS		
CHECK AIR PRESSURE AND RECORD BELOW		
INFLATE TIRES TO CORRECT AIR PRESSURE		
CHECK WHEELS FOR CRACKS OR LOOSE LUGS		

ENGINE COMPARTMENT INSPECTION	CODE	INT.
CHECK ANTIFREEZE, RECORD PROTECTION LEVEL _____		
PRESSURE TEST COOLING SYSTEM, CHECK FOR LEAKS		
CHECK HOSE CONDITION		
CHECK ALL BELTS FOR CONDITION & ADJUSTMENT		
CHECK AIR CONDITIONER COMPRESSOR		
CHECK FOR EVIDENCE OF EXHAUST LEAKS		
CHECK FAN ASSEMBLY		
CHECK RADIATOR & FAN SHROUD		
CHECK ENGINE FOR OIL LEAKS		

UNDERVEHICLE INSPECTION	CODE	INT.
CHECK ENGINE AND TRANSMISSION MOUNTS		
CHECK VIBRATION DAMPER		
CHECK BOTTOM OF ENGINE FOR OIL LEAKS		
CHECK TRANSMISSION FOR LEAKS		
CHECK DIFFERENTIAL AND AXLES FOR LEAKS		
CHECK DRIVE LINES, "U" JOINTS & SLIP YOKES		
CHECK SPRINGS & "U" BOLTS		
CHECK SPRING SHACKLES & HANGER BRACKETS		
CHECK REAR BRAKES, RECORD LINING LEFT _____		
DETERMINE IF AUTO SLACKS ARE WORKING		
CHECK BRAKE ADJUSTMENT, ADJUST IF REQUIRED		
CHECK BRAKE HOSES		
CHECK ENTIRE STEERING SYSTEM (TIE ROD ENDS, STEERING ARMS, DRAG LINK, IDLER ARM, PITMAN ARM, STEERING BOX, STEERING SHAFT SPLINES, JOINTS, PINCH BOLTS, P/S HOSES & COMPONENTS, ETC.)		

RAISE FRONT END	CODE	INT.
INSPECT FRONT TIRES FOR CUTS AND/OR DAMAGE		
CHECK HUBS FOR PROPER OIL LEVEL		
CHECK FOR NOISY OR LOOSE WHEEL BEARINGS		
CHECK KING-PINS FOR WEAR		
CHECK FOR SPECIAL ORDER PARTS		



THE ABOVE TIRE PRINTS ARE TO BE USED TO RECORD EXISTING TREAD DEPTHS AND AIR PRESSURES.

THIS CERTIFIES THAT THE INSPECTION DOCUMENTED ON THIS FORM COMPLIES WITH THE REQUIREMENTS OF FWHA PART 396-17.

ITEMS NOT LISTED ON THIS FORM BUT FOUND TO BE IN NEED OF ATTENTION ARE TO BE WRITTEN ON A REPAIR ORDER.

Form #MP002

PRINT INSPECTOR'S NAME \_\_\_\_\_

INSPECTOR'S SIGNATURE \_\_\_\_\_

# DIESEL POWERED VEHICLE INSPECTION WORKSHEET

INSPECTION CODE:

OK

FOLLOW-UP NEEDED

ADJUSTED/SERVICED/REPAIRED

LUBRICATION	A	B	C	INT.
LUBRICATE CHASSIS AND ACCESSORIES				
LUBRICATE DOOR HINGES AND LATCHES				
<b>CHECK THESE LUBRICANT LEVELS</b>				
MANUAL STEERING BOX				
POWER STEERING FLUID				
ENGINE OIL (IF NOT DUE FOR CHANGE)				
MANUAL TRANS LUBE				
DIFFERENTIAL LUBE				
CHECK TRANS AND DIFFERENTIAL BREATHERS				
CHANGE DIFF LUBE FILTER & FLUID (IF EQUIPPED)				
CHANGE POWER STEERING FLUID & FILTER				
<b>BRAKE LINING &amp; WHEEL BEARINGS</b>				
PULL BOTH FRONT WHEELS EACH 24,000 MILES				
CHECK:				
DRUM CONDITION				
RECORD LINING LEFT _____ (1/4" MIN)				
REMOVE, CLEAN & INSPECT BEARINGS				
REINSTALL & LUBRICATE				
CHECK REAR WHEELS FOR LOOSE OR NOISY BEARINGS				
<b>BATTERY INSPECTION</b>				
CHECK & RECORD COLOR OF STATE OF CHARGE INDICATORS OR OPEN CIRCUIT VOLTAGE				
#1 _____ #2 _____ #3 _____ #4 _____				
CHECK FOR CORROSION				
CHECK TERMINALS & CABLES				
CHECK HOLD-DOWNS & BOX MOUNTING				
LOAD TEST, RECORD READINGS:				
1 AMP _____ 2AMP _____ 3AMP _____ 4AMP _____				
VOLTS _____ VOLTS _____ VOLTS _____ VOLTS _____				
<b>CRANKING SYSTEM</b>				
MAKE VISUAL INSPECTION				
MAKE STARTER CRANKING TEST				
<b>CHARGING SYSTEM</b>				
MAKE VISUAL INSPECTION				
CHECK/RECORD OUTPUT VOLTS _____				
CHECK/RECORD A & B BAT. VOLT _____				
<b>AIR CLEANER</b>				
CHECK FILTER MINDER, RECORD READING _____				
CHECK VACUATOR VALVE				
CHECK INTAKE PIPES AND CONNECTIONS				

ENGINE SERVICE AND TUNE-UP	A	B	C	INT.
PERFORM ENGINE TUNE-UP PER SHEET				
<b>ENGINE OIL AND FILTER</b>				
CHANGE ENGINE OIL WHEN REQUIRED				
CHANGE OIL FILTERS EACH OIL CHANGE				
COLLECT OIL SAMPLE				
CHANGE FUEL FILTER EACH OIL CHANGE				
STOP ENGINE, CHECK OIL LEVEL				
REPLACE AUTO TRANS FLUID & FILTER				
REPLACE HYD OIL & FILTER				
<b>ENGINE CHECK</b>				
RUN ENGINE, CHECK FOR NOISES, SURGING, MISSING				
CHECK ALL GOVERNOR LINES AND SEALS				
<b>ALIGNMENT CHECK</b>				
CHECK TOE-IN, RECORD _____				
CHECK REAR ALIGN, RECORD L _____ R _____				
CHECK REAR SPACING, RECORD L _____ R _____				
CHECK LICENSE PLATE & BRACKETS, PERMITS AND STATE SAFETY INSPECTION STICKER				
ATTACH PM REMINDER STICKER				
<b>ADDITIONAL EQUIPMENT</b>				
<b>BUSES:</b>				
CHECK ALL CHAIR LIFTS & CONTROLS - LUBRICATE				
CHECK ALL WARNING SYSTEMS				
CHECK & ADJUST RIDE HEIGHT				
<b>TRUCKS:</b>				
CHECK ALL PLOW EQUIPMENT				
CHECK ALL SANDING EQUIPMENT				
CHECK ALL HYDRAULICS FOR LEAKS				
CHECK ALL ACCESSORIES				
<b>EQUIPMENT:</b>				
CHECK ALL ATTACHMENTS				
CHECK ALL HYDRAULICS FOR LEAKS				
CHECK FOR BROKEN WELDS ON ARMS & BOOMS				



# Driver's Vehicle Inspection Report & Defect Slip



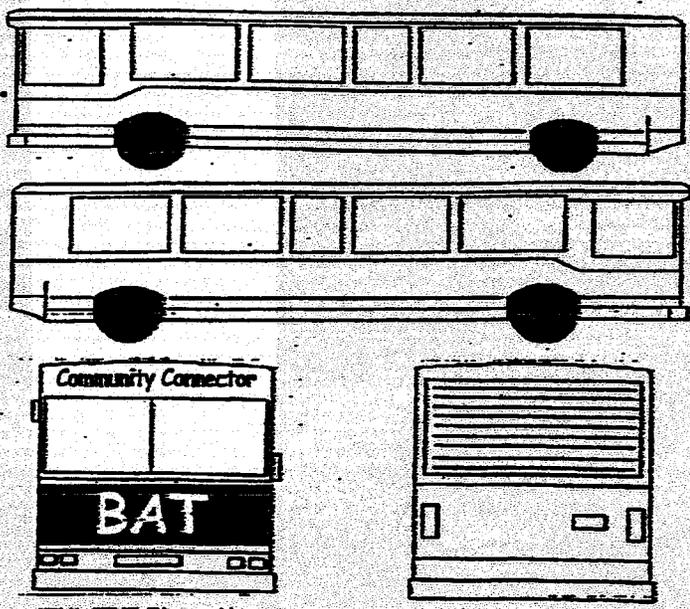
Date \_\_\_\_\_ Bus \_\_\_\_\_ Route \_\_\_\_\_

### DAILY MILES

End Miles \_\_\_\_\_  
 Start Miles \_\_\_\_\_  
 Total Miles \_\_\_\_\_  
 Fill Fuel Tanks - Gallons \_\_\_\_\_  
 Fixed Route #1 \_\_\_\_\_  
 Fixed Route #2 \_\_\_\_\_  
 Fixed Route #3 \_\_\_\_\_  
 Driver #1 \_\_\_\_\_  
 Driver #2 \_\_\_\_\_  
 Driver #3 \_\_\_\_\_

### DAMAGE NOTED AT BEGINNING OF SHIFT

Mark with an **X** the location of any vehicle damage present at the beginning of your shift.



Other Services Required: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### DAILY CHECKLIST

CHECK IF OK IF DEFECTIVE, MARK **X**

ITEM	Driver		
	#1	#2	#3
WATER/OIL LEAKS			
TIRES/LUG NUTS			
HEADLIGHTS LOW/HIGH			
EMERGENCY FLASHERS			
CLEARANCE LIGHTS			
MIRRORS/GLASS			
BRAKE LIGHTS			
WIPERS/WASHERS			
SEATS/HANDRAILS			
FIRE EXTINGUISHER			
SEAT BELTS			
3 EMERG. TRIANGLES			
4 W/C TIEDOWNS			
W/C LIFT CYCLE			
STOP CHIME			
DESTINATION SIGN			
THERMOKING AC/HEATER			
PROHEAT HEATER			
HEATER/DEFROSTER			
AIR CONDITIONER			
VAULT/COUNTER			
GAUGES			
SERVICE BRAKES			
EMERG./PARKING BRAKE			
WARNING LIGHTS			
HORN			
STEERING			
SPEEDOMETER			
KEYS			
TURN SIGNALS			
BACK-UP BEEPER			
RADIO/PA			
RETARDER SWITCH			
AIR PRESSURE BUILD-UP			

D BY \_\_\_\_\_ DATE \_\_\_\_\_

**MAINEDOT REGION 3**

**BIENNIAL OPERATIONS PLAN**

**FY 2011 AND FY 2012**

**JOHN CYR CO. - CYR BUS LINE**

**CYR BUS LINE**

**TABLE OF CONTENTS**

**PROJECT DESCRIPTION.....1**

- A. RURAL TRANSIT PROVIDER.....1
- B. SERVICE.....1
- C. GEOGRAPHIC AREA.....1
- D. SERVICE DESCRIPTION.....1
- E. FARE STRUCTURE.....3
- F. PROPOSED CUTBACKS, EXPANSIONS.....3
- G. CHARTER SERVICE.....3
- H. COMPETITION WITH NON-SUBSIDIZED SERVICE.....3
- I. PASSENGER STUDIES/SURVEYS.....3

**PROJECT COORDINATION .....3**

- A. SOCIAL SERVICE AGENCY COORDINATION.....3
- B. COORDINATION WITH OTHER PROVIDERS.....4

**DISCRIMINATION .....4**

**DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES.....4**

- A. POTENTIAL DBE/WBE ENTERPRISES .....4
- B. MONETARY GOALS .....4
- C. ADVERTISING .....5

**CAPITAL .....5**

- A. MAINTENANCE OF FLEET VEHICLES.....5
- B. CAPITAL ACQUISITIONS .....5
- C. CAPITAL RESERVE ACCOUNT .....5

<b>GOALS.....</b>	<b>5</b>
A.    STATUS REPORT ON EXISTING GOALS .....	5
B.    NEW GOALS.....	6
<b>BENCHMARKS .....</b>	<b>6</b>
<b>SERVICE DATA .....</b>	<b>7</b>
A.    ANNUAL REPORT .....	7
B.    REVENUES, COSTS, TRIPS/PASSENGER MILES .....	8
C.    PASSENGER INFORMATION – PAST TWO YEARS .....	10
D.    PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES .....	11
E.    BUDGET FOR 2011 AND 2012.....	11
<b>FLEET CONDITION.....</b>	<b>12</b>
PTMS FORMS .....	13
<b>APPENDIX</b>	
BROCHURE AND SCHEDULE .....	A-1
ONE-WAY FARES.....	A-3
ROUND TRIP FARES .....	A-4
MAINTENANCE CHECKLIST .....	A-5

# MAINEDOT REGION 3 BIENNIAL OPERATIONS PLAN

## CYR BUS LINE

### PROJECT DESCRIPTION

#### A. RURAL TRANSIT PROVIDER

Provider: John T. Cyr & Sons Inc.  
Contact Person: Rebecca Cyr Whitmore  
Address: 153 Gilman Falls Avenue, Old Town, Maine 04468  
Telephone: 827-2335  
E-mail: becky@cyrbustours.com  
WEB Page: www.cyrbustours.com

#### B. SERVICE DESCRIPTION

No. of Counties: Two  
Type of Service: Intercity  
Service Area: Multi-County

#### C. GEOGRAPHIC AREA

The Cyr Bus Line, owned by John Cyr & Sons, Inc., is a privately owned bus company headquartered on Gilman Falls Avenue in Old Town, Maine. The company provides a range of services throughout the northern part of the state, including a fixed route, scheduled service which operates between Bangor and Caribou. Scheduled service includes one round trip daily between the two communities, 365 days per year. The Bangor to Caribou route provides connections to Greyhound at the Bangor Bus Terminal and Concord Coachlines at the Trailways Transportation Center.

#### D. SERVICE DESCRIPTION

The route between Bangor and Caribou is the only route operated by Cyr Bus Line which receives a Section 5311 subsidy. The route was expanded to Fort Kent in November 2008, but daily service to Fort Kent, Madawaska and Van Buren was terminated on April 4, 2011.

The schedule that was in effect during the reporting period of this Biennial Operations Plan (FY 2009 and FY 2010), is shown on the next page, followed by the schedule that became effective on April 4, 2011.

**Schedule Prior to April 4, 2011**

<b>Schedule of Bus Stops</b>	<b>Heading South Departures Read Down</b>	<b>Heading North Departures Read Up</b>
Fort Kent (Irving Blue Canoe)	4:30 AM	12:30 PM
Madawaska (P.P.J. Irving)	5:15 AM	11:45 PM
Van Buren (Corner of Bridge and Main Streets)	6:00 AM	11:00 PM
Limestone (Loring Job Corp Center)	6:30 AM	10:45 PM
Caribou (One Stop, Bennett Drive)	7:00 AM	10:20 PM
Presque Isle (Mobile Station – Main St.)	7:25 AM	9:55 PM
Mars Hill (One Stop)	7:45 AM	9:35 PM
Bridgewater (Post Office)	7:55 AM	9:25 PM
Monticello (Village Green)	8:05 AM	9:15 PM
Houlton (Irving Big Stop)	8:30 AM	9:00 PM
Oakfield (Oakfield Citgo)	8:50 AM	8:30 PM
Sherman (Irving Station)	9:05 AM	8:05 PM
Medway (Irving Station)	9:30 AM	7:40 PM
Howland (The 95er Diner)	10:05 AM	7:10 PM
Bangor (Concord Coachlines Terminal)	10:50 AM	6:30 PM
Hollywood Slots		6:15 PM
Bangor (Greyhound Terminal)	11:10 AM	6:00 PM
Orono (University of Maine)	11:30 AM	5:45 PM
Old Town (Cyr Bus Terminal)	11:40 AM (Arrive)	5:30 PM

**New Schedule as of April 4, 2011**

<b>Schedule of Bus Stops</b>	<b>South Bound</b>	<b>North Bound</b>
Caribou Fosters	7:00 AM	10:20 PM
Presque Isle On the Run	7:25 AM	9:55 PM
Mars Hill APEX	7:45 AM	9:35 PM
Houlton Circle K Big Stop	8:20 AM	9:00 PM
Oakfield Circle K	8:50 AM	8:30 PM
Sherman Circle K	9:05 AM	8:05 PM
Medway Irving	9:30 AM	7:40 PM
Howland The 95er	10:05 AM	7:10 PM
Bangor, Concord Trailways	10:50 AM	6:30 PM
Bangor, Greyhound	11:10 AM	6:00 PM
Orono, University of Maine	11:30 AM	5:40 PM
Old Town, Cyr Bus Terminal	11:45 AM	5:30 PM

A copy of the schedule is included in the Appendix.

**E. FARE STRUCTURE**

As shown on the rate tables included in the Appendix, there is a separate fare structure for one-way trips and round trips. The cost of the fare depends upon the distance traveled. One child under the age of five may ride free if accompanied by an adult. Additional children under the age of five are charged one half of the adult fare. Children between the ages of five and twelve are charged one half the adult fare. There is a 10% discount for seniors and students.

**F. PROPOSED CUTBACKS, EXPANSIONS**

John T. Cyr & Sons, Inc. eliminated daily service to Fort Kent, Madawaska and Van Buren on April 4, 2011. Daily service between Bangor and Caribou will continue.

**G. CHARTER SERVICE**

John T. Cyr & Sons, Inc. is a privately owned company which is substantially involved in providing charter service. The company is authorized and licensed by the state to provide this service. The Bangor to Caribou fixed route service is unique to the range of services typically offered by the company.

**H. COMPETITION WITH NON-SUBSIDIZED SERVICE**

There is no non-subsidized carrier offering this service. The Aroostook Regional Transportation System, Inc. is a subsidized service that provides demand response transportation in the Aroostook County portion of this route. Penquis is a subsidized service that provides demand response transportation through The LYNX in the Penobscot County portion of this route.

**I. PASSENGER STUDIES/SURVEYS**

There have been no passenger studies or surveys during the past two years.

**PROJECT COORDINATION**

**A. SOCIAL SERVICE AGENCY COORDINATION**

Cyr Bus provides an important service to the people of Penobscot and Aroostook Counties. Essentially, it links northern Penobscot County and Aroostook County to Bangor and the rest of Maine and the United States. Cyr Bus serves all people, including the elderly, the disabled, and people who do not have a vehicle. Cyr Bus does not provide specialized services, and does not have contracts with social service agencies, but its bus is equipped with a chair lift. Specialized, social service agency transportation services are provided by Penquis in the greater Bangor region, and by the Aroostook Regional Transportation System, Inc. in Aroostook County.

## **B. COORDINATION WITH OTHER PROVIDERS**

The Cyr Bus Line provides connections to Greyhound Bus at the Bangor Bus Terminal and Concord Coachlines at the Concord Transportation Center. This enables riders from Northern Penobscot and Aroostook Counties to make connections at these terminals for other parts of the country. Officials at Cyr Bus communicate on a regular basis with officials at Greyhound Bus and Concord Coachlines on the delivery of transportation services, particularly during periods of peak ridership.

## **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**

Mrs. Joseph Cyr owns 22.3% percent of John T. Cyr & Sons, Inc. The only woman-owned business that Cyr is aware of is:

Gossamer Press  
Carina Larson  
240 Main Street  
Old Town, Maine  
827-9881

John T. Cyr & Sons, Inc. will seek to involve Disadvantaged and Women-owned business Enterprises in the procurement of outside goods and services, with a goal of 1.34% participation. The company will utilize MaineDOT's DBE/WBE list when it solicits certain services and supplies.

### **B. MONETARY GOALS**

In FY 2011, John T. Cyr & Sons, Inc. has the opportunity to contract for approximately \$55,000 in accounting, auditing and legal services, and \$1,500 in supplies, for a total of \$56,500 in contractible services. Section 5311 funds (\$30,000) account for about 8.7% of overall budgeted revenues (\$343,500). Therefore, the federal share of contractible services is \$4,924 (8.7% of \$56,500) and the 1.34% monetary goals is \$66.00 (1.34% of \$4,924).

In FY 2012, John T. Cyr & Sons, Inc. has the opportunity to contract for approximately \$56,000 in accounting, auditing and legal services, and \$1,500 in supplies, for a total of \$57,500 in contractible services. Section 5311 funds (\$30,000) account for about 8.5% of overall budgeted revenues (\$354,000). Therefore, the federal share of contractible services is \$4,888 (8.5% of \$57,500). If the federal DBE/WBE rate remains at 1.34%, then the DBE/WBE monetary goal would be \$65.00 (1.34% of \$4,888).

## 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

John T. Cyr & Sons, Inc. owns its own maintenance facility and services its own fleet. The company follows a written preventive maintenance schedule which includes the use of a checklist to ensure that all work is undertaken according to proscribed service intervals. A copy of the checklist is included in the Appendix.

### B. CAPITAL ACQUISITIONS

In 2010, John T. Cyr & Sons, Inc. purchased a 54-passenger wheelchair-equipped Volvo motor coach with grant assistance from the Maine Department of Transportation. This new bus was a replacement of the bus used on the Bangor/Fort Kent route. Another replacement bus will be purchased in 2012, an estimated cost of \$439,000.

Buses are in service for four years, with one in active use and one in reserve.

### C. CAPITAL RESERVE ACCOUNT

Not applicable.

## GOALS

### A. STATUS REPORT ON EXISTING GOALS

#### Cyr Goals

**Goal 1.** Increase farebox revenues by 10% between 2008 and 2010.

*Status: Farebox revenues increased a small amount growing from \$317,367 in 2008 to \$318,320 in 2009. Farebox revenues then decreased by 1% to \$314,199 in 2010.*

**Goal 2.** Increase ridership by 10 passengers per day.

*Status: The number of one-way trips went from 17,512 in 2008, to 15,244 in 2009 and 15,662 in 2010. This includes ridership as a result of the expansion to Fort Kent that began in November 2008. Changes in ridership may be the result of fluctuations in the price of gas and the overall economy with people driving less when fuel prices increase.*

## **Regional Plan Advisory Committee Goals**

### **Goal 1. Outreach/education to area service providers**

- A. Transit Toolkit.** Distribute the Transit Toolkit at key locations in the service area.

*Status: Cyr has not identified an appropriate way to utilize the Transit Toolkit.*

### **Goal 2. Security training**

- A. Training opportunities.** Take advantage of opportunities offered for security training for drivers.

*Status: U.S border patrol personnel routinely check Cyr buses in Houlton. Cyr will take advantage of any opportunities for security training for drivers as it becomes available.*

- B. On-board cameras.** Continue to acquire on-board security cameras when procuring new buses.

*Status: On-board security cameras are on all of Cyr's buses.*

## **B. NEW GOALS**

**Goal 1.** Increase farebox revenues by 5% between 2010 and 2012.

**Goal 2.** Increase ridership by 5 passengers per day.

## **BENCHMARKS**

Cyr Bus uses ridership and fare revenue data as well as customer feedback to evaluate the success and quality of its system.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled by John T. Cyr & Sons Inc. for the route between Bangor, Limestone and Fort Kent for the past two fiscal years. Cyr Bus Line's fiscal year is the calendar year.

<b>JOHN T. CYR &amp; SONS INC.</b>		
<b>ANNUAL REPORT – LAST TWO YEARS</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>		
Volunteer Drivers	-	-
Personal Vehicles in Service	-	-
<b>Vehicles</b>		
Number of Active Vehicles in Fleet	2	2
Number of Inactive Vehicles in Fleet	0	0
Number of Spare Vehicles in Fleet	0	0
Number of Vehicles Disposed	0	0
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	2	2
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	\$404,576	\$431,090
Annual Social Services Operating Expenses	-	-
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses	Incl. above	Incl. above
Annual Social Services Expenses	-	-
<b>Annual Operating Revenues</b>		
Fare Revenues	\$318,320	\$314,199
Transit Contract Revenues	-	-
Social Service Contract Revenues	-	-
FTA-Federal Operating Assistance	-	-
MDOT-State Operating Assistance	\$60,000	\$60,000
Local Operating Funds	-	-
<b>Total Annual Operating Revenues</b>	<b>\$378,320</b>	<b>\$374,199</b>
<b>FTA-Sources of Capital Funds</b>		
FTA-Federal Capital Assistance	-	-
MDOT-State Capital Assistance	\$174,800	\$174,800
Local Capital Funds	-	-
<b>Total Capital Funds</b>	<b>\$174,800</b>	<b>\$174,800</b>

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Vehicle Miles</b>		
Annual Transit Miles	215,350	215,350
Annual Social Service Miles	-	-
Annual ADA miles	-	-
<b>Annual Vehicle Hours</b>	5,110	5,110
<b>Annual Passenger Trips</b>		
Annual Transit Passenger Trips	15,244	15,662
Annual Social Services Passenger Trips	-	-
Annual ADA Passenger Trips	-	-
<b>Safety</b>		
Fatalities	0	0
Major Incidents	0	0
Major Injuries	0	0
Source: John T. Cyr and Sons, Inc.		

**B. REVENUES, COSTS, TRIPS, VEHICLE MILES**

Revenues, costs, ridership and vehicle miles for FY 2009 and FY 2010 are displayed below. Much of the increase in ridership over the past two years is due to people traveling between Bangor and the Jobs Corps Center in Limestone. The Job Corps is Cyr Bus' largest client group. It includes people who transfer from Concord Coachlines or Greyhound to Cyr Bus in Bangor for the trip north between Bangor and the Job Corps Center in Limestone, as well as the trip from the Job Corps Center to Bangor.

<b>REVENUES, COSTS, TRIPS, VEHICLE MILES PAST TWO YEARS</b>								
<b>Route</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Vehicle Miles</b>	
	<b>2009</b>	<b>2010</b>	<b>2009</b>	<b>2010</b>	<b>2009</b>	<b>2010</b>	<b>2009</b>	<b>2010</b>
Bangor to Limestone/ Fort Kent	\$378,320	\$374,199	\$404,576	\$431,090	15,244	15,662	215,350	215,350
<b>Total</b>	<b>\$378,320</b>	<b>\$374,199</b>	<b>\$404,576</b>	<b>\$431,090</b>	<b>15,244</b>	<b>15,662</b>	<b>215,350</b>	<b>215,350</b>

The following tables contain a more detailed breakdown of revenues and operating expenses.

### Revenues – Past Two Years

Total revenues for this route decreased from \$389,415 in 2009 to \$387,693 in 2010 (these figures include freight revenue, which is not included in the revenue figures on page 2). Revenue breakdowns for 2009 and 2010 are shown below:

<b>CYR BUS LINE REVENUE BREAKDOWN</b>		
	<b>2009</b>	<b>2010</b>
Fares	\$318,320	\$314,199
Freight*	11,095	13,494
State of Maine subsidy	60,000	60,000
<b>Total</b>	<b>\$389,415</b>	<b>\$387,693</b>

\*Not included in Annual Report

### Expenses – Past Two Years

Total expenses for this route were \$404,576 in 2009 and \$431,090 in 2010, as shown below:

<b>CYR BUS LINE EXPENSE BREAKDOWN</b>		
	<b>2009</b>	<b>2010</b>
Salary and Wages	\$127,100	\$128,400
Payroll Taxes	9,532	9,630
Workman's Compensation	13,276	8,400
Meals and Lodging	18,850	20,640
Vehicle Fuel and Oil	73,104	95,100
Vehicle Maintenance and Repair	2,932	5,055
Supplies	1,500	1,500
Excise and Registrations	6,000	6,000
Legal and Accounting	54,000	54,000
Utilities and Telephone	7,710	10,180
Advertising	4,702	5,520
Depreciation – Bus	75,000	75,000
Rent	3,600	3,600
Office Supplies	1,770	2,200
Uniforms and Cleaning	5,500	5,865
<b>Total Operating</b>	<b>\$404,576</b>	<b>\$431,090</b>

**C. PASSENGER INFORMATION**

The following table contains estimates of the number of general public, elderly and disabled passengers for each of the past two years. However, the total for each year is an actual count of the number of one-way trips.

<b>PASSENGERS BY CATEGORY – PAST TWO YEARS</b>		
<b>Category</b>	<b>2009</b>	<b>2010</b>
General Public	12,144	12,352
Elderly	3,000	3,200
Disabled	100	110
<b>Total</b>	<b>15,244</b>	<b>15,662</b>

Cyr Bus does not track fare revenues by passenger fare categories, but does tabulate total fare revenues, as shown in the table below.

<b>REVENUES BY PASSENGER FARE CATEGORY – PAST TWO YEARS</b>		
<b>Category</b>	<b>2009</b>	<b>2010</b>
Full Fare	Unknown	Unknown
Children under Five	Unknown	Unknown
Children Ages 5 to 12	Unknown	Unknown
Seniors	Unknown	Unknown
Students	Unknown	Unknown
<b>Total</b>	<b>\$318,320</b>	<b>\$ 314,199</b>

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

Cyr Bus' projected revenues, costs, ridership, and vehicle miles for the Bangor to Caribou service are shown below. The detailed breakdown of projected revenues and expenses is shown in the proposed budget.

<b>REVENUES, COSTS, TRIPS, VEHICLE MILES NEXT TWO YEARS</b>								
<b>Route</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Vehicle Miles</b>	
	<b>2011</b>	<b>2012</b>	<b>2011</b>	<b>2012</b>	<b>2011</b>	<b>2012</b>	<b>2011</b>	<b>2012</b>
Bangor to Caribou	\$330,00	\$380,000	\$361,350	\$370,325	15,000	15,500	146,000	146,000
<b>Total</b>	<b>\$330,000</b>	<b>\$380,000</b>	<b>\$361,350</b>	<b>\$370,325</b>	<b>15,000</b>	<b>15,500</b>	<b>146,000</b>	<b>146,000</b>

**E. BUDGET**

The anticipated budget for each of the next two years is shown below.

<b>CYR BUS BUDGET NEXT TWO YEARS</b>		
	<b>2011</b>	<b>2012</b>
<b>Revenues (Estimates)</b>		
Farebox Revenues:	\$300,000	\$310,000
Freight Revenues	13,500	14,000
Section 5311 Intercity	30,000	30,000
<b>Total</b>	<b>\$343,500</b>	<b>\$354,000</b>
<b>Expenses (Estimates)</b>		
Utilities	\$10,000	\$10,750
Insurance	10,600	11,000
Accounting, Auditing, Legal	55,000	56,000
Vehicle, Fuel and Oil	95,000	97,500
Salaries and Fringe	56,000	56,500
Rent	3,600	3,600
Advertising	5500	5875
Vehicle Maintenance	5,500	5750
Taxes and Registration	6,650	6,850
Supplies	1,500	1,500
Other**	112,000	115,000
<b>Total</b>	<b>\$361,350</b>	<b>\$370,325</b>
** includes vehicle depreciation.		

## **FLEET CONDITION**

John T. Cyr & Sons, Inc. uses one Volvo bus to serve the Bangor to Caribou route (a second is used as a backup). Information on these buses is included on the PTMS form on the next page.

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: JOHN T. CYR & SONS, INC.**

1	VIN	3CET2M62XA51 40469	2M93JMHA58W 064629		
2	Fleet # and Status*	1040 - A	930 - A		
3	Vehicle Type * *	SHDB - Volvo Coach	SHDB - MCI 54 Passenger Coach		
4	Make, Model	Volvo 9700	MCI J 4500		
5	Year	2010	2008		
6	Fuel Type	Diesel	Diesel		
7	Fuel Use	10,269 gallons	14,023 gallons		
8	Mileage	71,884	359,954		
9	12-month Mileage	71,884	98,158		
10	Repair Cost - 12 months	\$5,000	\$9,772		
11	Repair frequency - 12 months***	A-10, B-20, C-7	A-20, B-40, C-10		
12	Vehicle appearance - interior	Good	Good		
	Vehicle appearance - exterior	Good	Good		
13	ADA Accessibility:				
	Equipped/Working	Yes	Yes		
	Tie Down	Yes	Yes		
	Announcement System	Yes	Yes		
	Signage and Stops	No	No		
14	Passenger Amenities				
	Air Conditioning	Yes	Yes		
	Working Heater	Yes	Yes		
	Tinted Windows	Yes	Yes		
	Padded Seats	Yes	Yes		
15	Type of fare collection system	Pre-paid	Pre-paid		
16	Date of Inspection	12/31/10	12/31/10		
17	Inspector's Name	Steve Miles, Jr.	Steve Miles, Jr.		

\* A (Active); I (Inactive); S (Spare); or D (Disposed).

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

\*\*\* Repair Frequency: (A) - Routine Preventative Maintenance; (B) Minor Repairs (vehicle not taken out of service); (C) Major Repairs

**APPENDIX**

**CYR BUS**

## TICKET AGENCIES & BUS STOPS

**BANGOR**  
Concord Coach Lines  
1039 Union Street  
Tel. 800-639-3317

**BANGOR**  
Greyhound Bus Terminal  
158 Main Street  
Tel. 800-894-3355

**BRIDGEWATER (Flag Stop)**  
Post Office  
Route 1  
Tel. 800-244-2335

**CARIBOU**  
Fosters  
117 Bennett Drive  
Tel. 207-498-3655

**HOULTON**  
Circle K/Big Stop  
US Route 1  
Tel. 207-532-2948

**HOWLAND**  
95er Diner  
1-95 & Lagrange Road  
Tel. 207-732-3412

**MARS HILL**  
APEX  
Route 1 & 1a  
Tel. 207-429-9286

**MEDWAY**  
Irving Station  
I-95 & Route 157  
Tel. 207-746-3411

**MONTICELLO (Flag Stop)**  
Village Green  
Route 1  
Tel. 800-244-2335

**OAKFIELD**  
Circle K/Irving  
I-95 & Route 212  
Tel. 207-757-8810

**OLD TOWN**  
Cyr Bus Terminal  
Gilman Falls Ave.  
Tel. 800-244-2335 or  
207-827-2335

**ORONO**  
University of Maine  
Campus Bus Stop at Memorial Gym

**PRESQUE ISLE**  
On the Run  
700 Main Street  
Tel. 207-769-0871

**SHERMAN**  
Circle K  
18 Main Street  
Tel. 207-365-4485

FOR INFORMATION  
**CALL TOLL FREE**  
**1-800-244-2335**

**ENLARGED COPIES OF THIS BROCHURE ARE  
AVAILABLE FOR THE VISUALLY IMPAIRED  
PASSENGER & AUDIO TAPES AVAILABLE FOR  
THE BLIND. PLEASE CALL OUR GENERAL  
OFFICE AT 1-800-244-2335 FOR INFORMATION.**

EFFECTIVE APRIL 2011

# CYR BUS LINE

## MAINE BANGOR - CARIBOU



[WWW.CYRBUSTOURS.COM](http://WWW.CYRBUSTOURS.COM)

### BANGOR

Bridgewater - Caribou - Houlton  
Howland - Mars Hill - Medway - Monticello  
Oakfield - Old Town - Orono - Univ. of Maine  
Presque Isle - Sherman

153 Gilman Falls Avenue • P.O. Box 366 • Old Town, ME 04468  
207-827-2335 or 800-244-2335

# BANGOR-HOULTON-CARIBOU

READ DOWN		READ UP	
1	← SCHEDULE NUMBER →		2
	Folder No. <b>2450</b>		
	← FREQUENCY →		
① 2 15	② 12 00	Lv Boston, MA.....Ar	① 3 25 ② 4 15
① 4 15	② 2 15	Lv Portland, ME.....Ar	① 1 25 ② 2 05
① 6 30	② 5 25	Ar Bangor, ME.....Lv	① 11 00 ② 11 20
	5 30	Lv Old Town, ME (Cyr Bus Term.).....Ar	f 11 40
	5 45	Orono (Univ. of Maine Men. Gym)....	11 30
	6 00	▲ Bangor (Greyhound Term.).....	11 15
	6 15	Hollywood Slots.....	11 10
	6 30	▲ Bangor (Concord Twys. Ter.).....	10 50
	7 10	▲ Howland (The 95er Diner).....	10 05
	7 40	▲ Medway (Irving Station).....	9 30
	8 05	▲ Sherman (Circle K).....	9 05
	8 30	Oakfield (Circle K Irving).....	8 50
	8 50	Ar ▲ Houlton (Circle K Big Stop).....Lv	8 30
	9 00	Lv ▲ Houlton (Circle K Big Stop).....Ar	8 20
	9 15	f Monticello (Village Green).....	8 05
	9 25	f Bridgewater (Post Office).....	7 55
	9 35	▲ Mars Hill (APEX).....	7 45
	9 55	▲ Presque Isle (On the Run).....	7 25
	10 20	Ar ▲ Caribou, ME (Fosters, Bennett Dr.)..Lv	7 00

2450-0912cb

**CYR BUS LINE WILL NOT BE HELD LIABLE FOR MISSED CONNECTIONS.**

**GENERAL INFORMATION**

**SCHEDULES** - Every effort will be made to operate according to published schedules. Circumstances sometimes develop beyond our control and accordingly Cyr Bus Line cannot be held responsible for errors in timetables, inconvenience or damage resulting from delayed coaches. Connections are not guaranteed and schedules are subject to change without notice.

**OBJECTIONABLE PERSONS** - Cyr Bus Lines reserves the right to refuse transportation to any person under the influence of intoxicating beverages or drugs or who is unable to take care of themselves or to any person whose conduct is such or likely to be such, as to make them objectionable to other passengers. Passengers not wearing shoes or other protective foot wear will be denied transportation.

**CHILDREN'S FARES** - Children who have not reached their fifth (5th) birthday must be accompanied by an adult paying passenger. One child under (5) years of age will be carried free of charge. Additional children under five (5) years of age will be required to pay the applicable half fare. Children who have reached their fifth (5th) birthday but have not reached their twelfth (12th) birthday will be charged one half (1/2) of the adult fare.

**ANIMALS** - No animals may be carried with the exception of a certified service animal

**STUDENT & SENIOR CITIZEN FARES** - Military personnel, students 12 and older will receive ten (10%) off of the regular adult fare. Senior citizens will receive ten (10%) off the regular adult fare.

**BAGGAGE** - National Bus Traffic Association limitations are: For damage of loss of baggage not to exceed \$250.00.

Accessible transportation is available. Please call with advanced notice.

- ① - Via Concord Trailways.
- ② - Via Greyhound Lines.
- ▲ - Full service agency handling tickets, baggage & express, including C.O.D.
- f - Bus will stop on signal to receive and discharge passengers.

AM - Light Face Figures

PM - Bold Face Figures

All trips operate daily.



**All Schedules are Non Smoking**

**TDD TELEPHONE NUMBER FOR THE HEARING IMPAIRED 1-800-639-8080**

**CHARTER SERVICE**  
is a convenient, economical method of **GROUP TRAVEL.**  
Call TOLL FREE 1-800-244-2335

**BUS PACKAGE EXPRESS**  
All regular buses carry Package Express and this is a **FAST-PREMIUM** Service for packages going anywhere in the U.S.A.  
CALL TOLL FREE 1-800-244-2335

# Effective November 15, 2008

	BANGOR	Old Town	Howland	Medway	Sherman	Oakfield	Houlton	Monticello	Bridgewater	Mars Hill	Presque Isle	Caribou
ONE WAY												
BANGOR	xxx	\$1.25	\$7.75	\$11.50	\$14.00	\$17.00	\$19.25	\$20.75	\$22.75	\$23.00	\$25.00	\$27.25
OLD TOWN	\$1.25	xxx	\$7.00	\$10.50	\$13.00	\$16.00	\$18.25	\$19.50	\$21.75	\$22.00	\$24.25	\$26.00
Howland	\$7.75	\$7.00	xxx	\$4.75	\$7.75	\$10.50	\$13.00	\$14.50	\$16.00	\$17.00	\$19.00	\$20.75
Medway	\$11.50	\$10.50	\$4.75	xxx	\$7.25	\$9.75	\$12.00	\$14.00	\$15.00	\$16.25	\$18.25	\$20.00
Sherman	\$14.00	\$13.00	\$7.75	\$7.25	xxx	\$4.75	\$7.25	\$8.25	\$9.75	\$10.75	\$12.75	\$14.50
Oakfield	\$17.00	\$16.00	\$10.50	\$9.75	\$4.75	xxx	\$3.00	\$5.00	\$6.00	\$7.25	\$9.50	\$10.75
Houlton	\$19.25	\$18.25	\$13.00	\$12.00	\$7.25	\$3.00	xxx	\$2.75	\$3.50	\$5.00	\$7.25	\$8.50
Monticello	\$20.75	\$19.50	\$14.50	\$14.00	\$8.25	\$5.00	\$2.75	xxx	\$2.25	\$3.00	\$5.00	\$7.25
Bridgewater	\$22.75	\$21.75	\$16.00	\$15.00	\$9.75	\$6.00	\$3.50	\$2.25	xxx	\$2.00	\$3.50	\$5.50
Mars Hill	\$23.00	\$22.00	\$17.00	\$16.25	\$10.75	\$7.25	\$5.00	\$3.00	\$2.00	xxx	\$3.00	\$4.75
Presque Isle	\$25.00	\$24.25	\$19.00	\$18.25	\$12.75	\$9.50	\$7.25	\$5.00	\$3.50	\$3.00	xxx	\$2.75
Caribou	\$27.25	\$26.00	\$20.75	\$20.00	\$14.50	\$10.75	\$8.50	\$7.25	\$5.50	\$4.75	\$2.75	xxx

# Effective November 15, 2008

Round Trip	Bangor	Old Town	Howland	Medway	Sherman	Oakfield	Houlton	Monticello	Bridgewater	Mars Hill	Presque Isle	Caribou
<u>Bangor</u>	xxx	\$2.25	\$14.25	\$21.00	\$25.25	\$30.75	\$34.75	\$37.00	\$41.00	\$41.50	\$45.75	\$49.00
<u>Old Town</u>	\$2.25	xxx	\$13.50	\$18.75	\$23.50	\$28.75	\$32.75	\$35.25	\$39.00	\$39.75	\$43.50	\$47.00
<u>Howland</u>	\$14.25	\$13.50	xxx	\$8.50	\$13.75	\$19.25	\$23.50	\$26.25	\$28.75	\$30.75	\$34.00	\$37.00
<u>Medway</u>	\$21.00	\$18.75	\$8.50	xxx	\$13.00	\$17.25	\$21.75	\$25.25	\$26.75	\$29.25	\$32.75	\$35.75
<u>Sherman</u>	\$25.25	\$23.50	\$13.75	\$13.00	xxx	\$9.25	\$13.00	\$15.00	\$17.50	\$19.25	\$23.00	\$26.25
<u>Oakfield</u>	\$30.75	\$28.75	\$19.25	\$17.25	\$9.25	xxx	\$5.50	\$8.75	\$11.00	\$13.00	\$16.75	\$19.25
<u>Houlton</u>	\$34.75	\$29.75	\$23.50	\$21.75	\$13.00	\$5.50	xxx	\$5.00	\$6.25	\$9.00	\$13.00	\$15.50
<u>Monticello</u>	\$37.00	\$32.75	\$26.25	\$25.25	\$15.00	\$8.75	\$5.00	xxx	\$4.00	\$5.50	\$9.00	\$13.00
<u>Bridgewater</u>	\$41.00	\$39.00	\$28.75	\$26.75	\$17.50	\$11.00	\$6.25	\$4.00	xxx	\$3.50	\$6.00	\$10.00
<u>Mars Hill</u>	\$41.50	\$39.75	\$30.75	\$29.25	\$19.25	\$13.00	\$9.00	\$5.50	\$3.50	xxx	\$5.50	\$9.00
<u>Presque Isle</u>	\$45.75	\$43.50	\$34.00	\$32.75	\$23.00	\$16.75	\$13.00	\$9.00	\$6.00	\$5.50	xxx	\$5.00
<u>Caribou</u>	\$49.00	\$47.00	\$37.00	\$35.75	\$26.25	\$19.25	\$15.50	\$13.00	\$10.00	\$9.00	\$5.00	xxx

COACH MAINTENANCE --- P. M. INSPECTION

5000 MILES 10,000 --- FULL

UNIT #: \_\_\_\_\_

✓ = OK

MILEAGE: \_\_\_\_\_

X - ATTENTION REQUIRED

REPAIR ORDER #: \_\_\_\_\_

R - REPAIR

DATE: \_\_\_\_\_

A/R - AS REQUIRED

	OK	NOT OK
1. INSPECT ENGINE COMPARTMENT - STEAM CLEAN IF NECESSARY .....	_____	_____
2. IGNITION SWITCH "ON" - CHECK ENGINE, AIR PRESSURE WARNING SIGNALS .....	_____	_____
3. START ENGINE. CHECK OPERATION OF THE FOLLOWING:		
a. ALL GAUGES: OIL PRESSURE _____ TEMP. _____ TRANS. TEMP _____		
TACH _____ VOLTMETER _____ AMMETER _____ AIR PRESSURE _____		
4. CHECK INTERIOR LIGHTS _____ DASH LIGHTS _____ CEILING LIGHTS _____ HORN _____	_____	_____
5. CHECK EXTERIOR LIGHTS _____ HEADLIGHTS _____ HIGH BEAM INDICATOR _____	_____	_____
TAIL _____ STOP _____ STEPWELL _____ CLEARANCE _____	_____	_____
6. CHECK TURN SIGNALS _____ 4-WAY FLASHERS _____	_____	_____
7. CHECK WINDSHIELD WIPER OPERATION _____ WASHER _____	_____	_____
8. CHECK MAX AIR PRESSURE (SHOULD BE 110-120 PSI) .....	_____	_____
9. CHECK ALL SWITCHES - OPERATION .....	_____	_____
10. CHECK ALTERNATOR OUTPUT ON VOLTMETER .....	_____	_____
11. CHECK OPERATION OF PARKING/SPRING BRAKES .....	_____	_____
12. DEPRESS BRAKE PEDAL - CHECK FOR LEAKS IN BRAKE SYSTEM .....	_____	_____
13. INSPECT CONDITION OF WINDSHIELD _____ SIDE GLASSES _____ MIRRORS _____	_____	_____
14. INSPECT CONDITION OF WIPER BLADES _____ FILL WASHER CONTAINER _____	_____	_____
15. INSPECT FRONT DOOR ASSEMBLY: CONTROLS _____ ADJUSTMENT _____	_____	_____
16. INSPECT OPERATION AND LOCKING OF ALL BAGGAGE DOORS .....	_____	_____
17. CHECK OPERATION OF ALL DOOR AND WINDOW WARNING BUZZERS _____ CHECK	_____	_____
ROOF HATCHES .....	_____	_____
18. CHECK WEBASTO OPERATION .....	_____	_____
19. CHECK CONDITION AND ADJUST ALL BELTS _____ FAN DRIVER _____ ALTERNATOR _____	_____	_____
WATER PUMP _____ POWER STEERING _____ AIR CONDITIONER _____	_____	_____
20. INSPECT ENGINE MOUNTS - CONDITION AND SECURITY .....	_____	_____
21. INSPECT AIR INTAKE DUCTS --- HOSES FOR CONDITION AND CHAFING.....	_____	_____
22. CHECK AIR CLEANER RESTRICTION INDICATOR. SERVICE FILTER IF NECES-		
SARY ... FULL SERVICE ONLY .....	_____	_____
23. INSPECT COOLING SYSTEM FOR LEAKS - RADIATOR _____ HOSES _____	_____	_____
24. INSPECT FAN DRIVE ASSEMBLY - MOUNTING _____ ALIGNMENT _____ FAN BLADES _____	_____	_____
25. CHECK COOLANT LEVEL. SET FOR -30° .....	_____	_____
26. CHECK FAN DRIVE GEAR LUBE LEVEL _____ GREASE SHAFT _____	_____	_____
27. CHECK POWER STEERING FLUID LEVEL .....	_____	_____
28. CHECK EXHAUST .....	_____	_____
29. CHECK LUBE LEVEL - REAR AXLE _____ TRANS. _____	_____	_____
30. CHECK BRAKES AND DRUMS, ROTORS AND PADS. CHECK ADJUSTMENT .....	_____	_____
31. CHECK REAR AXLE VENT .....	_____	_____
32. INSPECT REAR SPRINGS, BAGS, WISHBONES AND TORQUE RODS .....	_____	_____
33. INSPECT AIR SUSPENSION FOR CRACKS _____ WEAR _____ PROPER HEIGHT _____	_____	_____

--- CONTINUED ON REVERSE

