

**MAINEDOT REGION 5**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**  
**A LOCALLY COORDINATED PLAN**

**COASTAL TRANS, INC. (CTI)**  
**WALDO COMMUNITY ACTION PARTNERS (WCAP)**  
**BATH CITY BUS**

# 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



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Prepared by

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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.

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**REGIONAL OVERVIEW**

**MAINEDOT REGION 5**

**REGIONAL OVERVIEW**

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# MAINEDOT REGION 5 BIENNIAL OPERATIONS PLAN

## REGIONAL OVERVIEW

### LOCATION OF REGION 5

Region 5 encompasses Waldo County, as well as Knox, Lincoln and Sagadahoc Counties and the towns of Brunswick and Harpswell in Cumberland County. Region 5 has a population of approximately 173,290 (2010 Census for Waldo County, Knox County, Lincoln County, Sagadahoc County, Brunswick and Harpswell). There are two MaineDOT-designated regional providers serving Region 5. Waldo Community Action Partners (WCAP), headquartered in Belfast, serves Waldo County. Coastal Trans, Inc. (CTI), headquartered in Rockland and Brunswick, serves the remainder of the area.

### POPULATION OF REGION 5

The tables below show that all four counties in Region 5 had populations in the year 2010 that ranged between a little over 34,000 to over 39,000. Between 2000 and 2010, Waldo County grew at a faster rate than the state as a whole, but the other three counties showed a smaller rate of growth. Both Brunswick and Harpswell lost population, most likely because of the closure of Brunswick Naval Air Station.

<b>POPULATION OF WALDO, KNOX, LINCOLN AND SAGADAHOC COUNTIES</b>				
<b>Year</b>	<b>Waldo County</b>	<b>Knox County</b>	<b>Lincoln County</b>	<b>Sagadahoc County</b>
1960	22,632	28,575	18,497	22,793
1970	23,328	29,013	20,537	23,452
1980	28,414	32,941	25,691	28,795
1990	33,018	36,310	30,357	33,535
2000	36,280	39,618	33,616	35,214
2010	38,786	39,736	34,457	35,293
1970-80 change	22%	14%	25%	23%
1980-90 change	16%	10%	18%	16%
1990-00 change	10%	9%	11%	5%
2000-10 change	7%	0%	3%	0%
1960-00 change	71%	39%	86%	55%

Source: US Census

<b>POPULATION OF BRUNSWICK, HARPSWELL AND MAINE</b>			
<b>Year</b>	<b>Brunswick</b>	<b>Harpswell</b>	<b>Maine</b>
1960	15,797	2,032	970,689
1970	16,195	2,552	992,048
1980	17,366	3,796	1,124,660
1990	20,906	5,012	1,227,928
2000	21,172	5,239	1,274,923
2010	20,278	4,740	1,328,361
1970-80 change	7%	49%	13%
1980-90 change	20%	32%	9%
1990-00 change	1%	5%	4%
2000-10 change	-4%	-10%	4%
1960-10 change	28%	133%	37%

Source: US Census

The following table shows that the median household income in Waldo and Knox Counties (\$41,697 and \$45,147) were below the state median (\$46,541), while in Lincoln and Sagadahoc Counties, median household incomes (\$48,034 and \$54,986) were above the state median. Comparing all four counties, the percentage of people living below the poverty level was highest in Waldo County (14.9%). Lincoln County had the highest percentage of people aged 65 and over (21.5%) of any jurisdiction shown in the table.

<b>COUNTY PROFILES – 2010</b>					
<b>Measure</b>	<b>Waldo County</b>	<b>Knox County</b>	<b>Lincoln County</b>	<b>Sagadahoc County</b>	<b>Maine 2000</b>
Total Population	38,786	39,736	34,457	35,293	1,328,361
Total Households	16,431	17,258	15,149	15,088	557,219
Average Household Size	2.38	2.31	2.29	2.40	2.50
Median Household Income	\$41,697	\$45,147	\$48,034	\$54,986	\$46,541
Persons below Poverty	14.9%	12.3%	10.6%	8.7%	12.6%
65 Years and Over	16.2%	19.1%	21.5%	16.4%	15.9%

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

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

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

Public transportation providers in Region 5 include:

- 1. Coastal Trans, Inc. (CTI)** is a private, non-profit corporation providing transportation services to the low-income, elderly, individuals with disabilities, and general population of

its service area which includes Knox, Lincoln, and Sagadahoc Counties, as well as the towns of Brunswick and Harpswell in Cumberland County. Coastal Trans, Inc. provides about 500 trips per day. CTI provides non-emergency public and social service transportation through a variety of transit services:

- **Deviated Fixed Route Service – Brunswick Explorer.** Since September, 2010, CTI has operated the Brunswick Explorer, a deviated fixed route transit system that operates throughout the Town of Brunswick Monday through Friday from 6:00 a.m. to 9:00 p.m. The bus will deviate up to  $\frac{3}{4}$  miles off the route for the general public and for individuals with disabilities. Major stops include:
  - Sweetser
  - Mid Coast Hospital
  - Walmart
  - Merrymeeting Plaza
  - Pejepscot Terrace
  - People Plus
  - Hannaford Supermarket
  - Maine Street Station
  - Bowdoin College
  - Parkview Medical Center
  - Thornton Oaks Retirement Community
  - Mallard Pond
  
- **Demand response.** CTI 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 Rockland, Damariscotta, Brunswick and Bath. CTI provides about 750 general public trips per month.
  
- **MaineCare transportation.** CTI provides non-emergency medical transportation to individual MaineCare clients when no other transportation is available. CTI 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 CTI for MaineCare clients:
  - Friends and Family Program – this program provides MaineCare reimbursement for self-drive or by friends and family;
  - CTI volunteers – transportation is provided by volunteer drivers using private vehicles;
  - Brunswick Explorer – CTI reimburses MaineCare clients who are able to use the Brunswick Explorer to get to covered services.
  - CTI agency vehicles - CTI provides about 22% of its MaineCare trips on agency vehicles. CTI uses software that focuses on loading agency vehicles in the most efficient way possible.
  - Other – CTI uses other transportation providers such as taxis and regional providers in adjacent regions as appropriate.

Approximately 88% of the trips undertaken by CTI are for MaineCare clients.

- **Transportation services to other agencies and organizations both through formal and informal agreements.** CTI provides transportation to clients of a number of agencies and organizations. The major ones are:

- Department of Health and Human Services, Office Child and Family Services
- Department of Health and Human Services, Office of Adults with Cognitive and Physical Disabilities
- Child Development Services/Project PEDS

2. **Waldo Community Action Partners (WCAP)** is a private, non-profit corporation that provides non-emergency public transportation services low-income, elderly, individuals with disabilities, and the general population of its service area which includes Waldo County. WCAP provides about 400 trips per day. WCAP provides non-emergency public and social service transportation through a variety of transit services:

- **Belfast Shopper.** WCAP operates the In-Town Belfast Shopper on Mondays, Wednesdays and Fridays for \$1.00 for a one-way ticket. No reservations are required.

Major stops include:

- Belfast Center
- Belfast Square Apartments
- Volunteers of America Apartments
- Midcoast Apartments
- Hilltop Birches Apartments
- Belfast Birches Apartments
- Ambassador Apartments
- Hannaford
- Reny's Plaza
- Goodwill
- Walgreen's
- Rite Aid
- Family Dollar Main Street Plaza
- Belfast Coop
- Belfast Waterfront

- **Demand response.** WCAP 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 Belfast, Bangor, Rockland, Augusta and Waterville. WCAP provides about 900 general public trips per month.

- **MaineCare transportation.** WCAP provides non-emergency medical transportation to individual MaineCare clients when no other transportation is available. WCAP 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 WCAP for MaineCare clients:

- Friends and Family Program – this program provides MaineCare reimbursement for self-drive or by friends and family;

- WCAP volunteers – transportation is provided by volunteer drivers using private vehicles;
- WCAP agency vehicles - WCAP provides about 37% of its MaineCare trips on agency vehicles. WCAP uses software that focuses on loading agency vehicles in the most efficient way possible.
- Other – WCAP uses other transportation providers such as taxis and regional providers in adjacent regions as appropriate.

Approximately 86% of the trips undertaken by WCAP are for MaineCare clients.

- **Transportation services to other agencies and organizations both through formal and informal agreements.** WCAP provides transportation to clients of:
  - Department of Health and Human Services, Office of Child and Family Services
  - Department of Health and Human Services, Office of Adults with Cognitive and Physical Disabilities
  - Other: WCAP coordinates and delivers transportation services for most service agencies in Waldo County as well as some outside agencies.

### 3. City of Bath

**Deviated Fixed Route Service.** The City of Bath operates Bath City Bus, a deviated fixed route transit system serving in-town Bath and managed by the City of Bath. Bus service begins at about 6:15 a.m. with two Bath Iron Works (BIW) commuter runs which arrive at BIW prior to 7:00 A.M. They return at about 3:10 p.m. to pick up workers for the ride home.

Throughout the rest of the day, Bath City Bus offers deviated fixed route service anywhere in the City except North Bath. The City uses two buses that operate in a two-loop route configuration that interconnects in a figure eight pattern and uses the downtown as a hub.

The two-loop system provides service to nearly all of the key origins and destinations in Bath. It offers bus stops at or near each of the City’s senior citizen apartment complexes. Bus routes also serve the City’s major low and moderate-income residential neighborhoods. The system serves downtown Bath, Midcoast Center for Higher Education at the former Bath Memorial Hospital and the Bath Shopping Center.

Bath City Bus also offers a separate run to Midcoast Hospital in Brunswick twice per day by appointment.

**Seasonal Trolley Service.** The City also operates a seasonal trolley service that provides tours during the summer and during the winter holiday season. There are no federal or state subsidies.

4. **Schooner Bay Taxi.** Schooner Bay Taxi provides an accessible taxi service to individuals with disabilities within the region through a MaineDOT New Freedom Grant Program called “Accessible Taxi Program.” Schooner Bay Taxi leases two minivans with side entry ramps that provide rides for individuals with disabilities, as well as the general public, in

coordination with the two MaineDOT-designated regional providers (CTI and WCAP). The program began in August of 2011 and data collection on ridership will be submitted to MaineDOT.

## **B. PRIVATE TRANSPORTATION PROVIDERS**

### **Bus Lines**

Concord Trailways, phone # 1-800-639-3317

### **Bus Charter and Rental**

- 1. Bo-Mar Transportation, Inc.**, 7 Birch Ridge Avenue, Topsham, # 725-7189
- 2. Richard's Coach Service**, 14 Brodis Road, Lincolnville, # 763-2780

### **Taxi Services**

- 1. Bay Limousine and Taxi**, 964 Swan Lake Avenue, Swanville, # 338-1993
- 2. Brunswick Taxi**, 1 Simpson's Point Road, Brunswick, # 729-3688
- 3. Don's Taxi**, Thomas Street, Camden, # 236-4762
- 4. Hit The Road**, 23 Alder Lane, South Thomaston, # 691-0295
- 5. Joe's Taxi**, 74 Mahalas Lane, Owls Head, # 975-3560
- 6. Little Man Taxi**, 7 Back Searsport Road, Belfast, # 338-2746
- 7. Platinum Plus Taxi**, 66 Bull Rock Road, West Bath, # 443-9166
- 8. Riverside Cab Company**, 11 Dallas Drive, Boothbay, # 633-3859
- 9. Rockland Yellow Cab**, 301 Hosmer Pond Road, Camden, # 596-3440
- 10. Schooner Bay Limo and Taxi Inc**, 12 Moran Drive, Rockland, # 594-5000

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

Three providers are seeking 49 USC Section 5311 Funding and/or state assistance: Coastal Trans, Inc., WCAP (Waldo Community Action Partners), and Bath Shuttle Bus.

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

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

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

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

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

### **A. EXISTING COORDINATION EFFORTS IN REGION 5 (Knox, Lincoln and Sagadahoc Counties and the Towns of Brunswick and Harpswell in Cumberland County)**

#### **Coordination between CTI and WCAP**

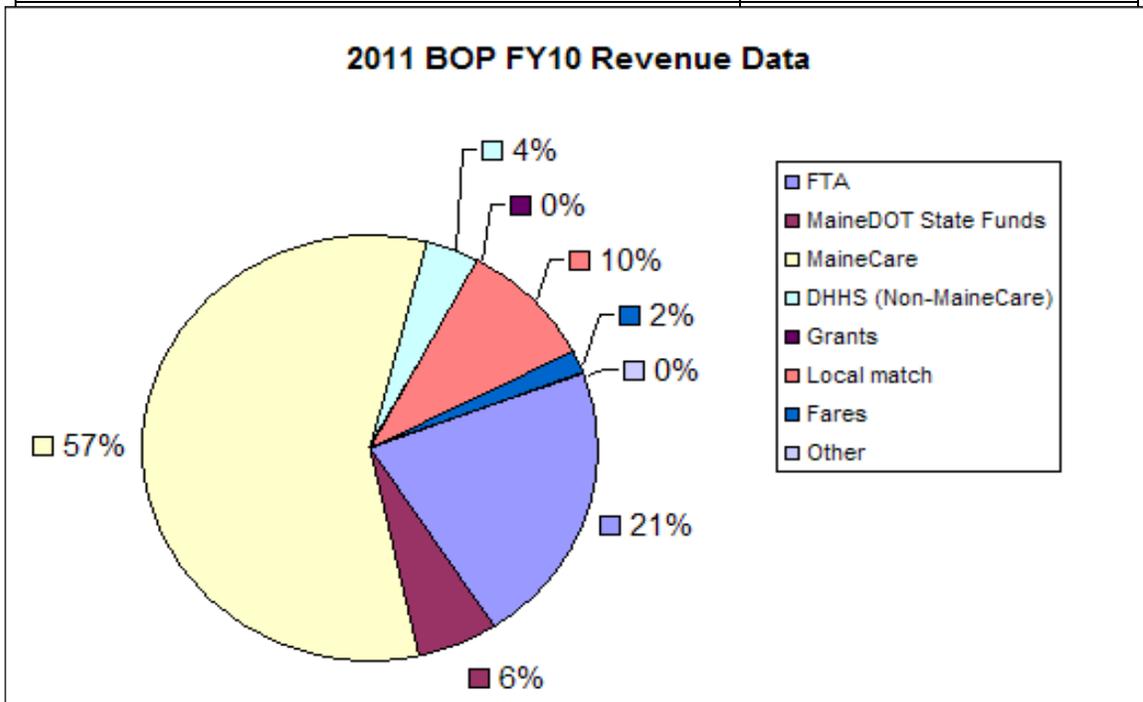
CTI and WCAP have established a continuous working relationship with community representatives and area social service agencies to adequately address the transportation needs of the greater coastal region. Both agencies have an ongoing relationship with various social service agencies in an effort to continuously evaluate and respond to identified transportation needs. CTI and WCAP work with these organizations to determine the most effective means of providing transportation for their respective clients. Meetings are held throughout the year with municipal officials as well as community groups in an effort to improve coordination and efficiency of transportation services.

CTI and WCAP signed an agreement in December 1993, under which they have agreed to cooperate in the delivery of transportation services throughout Region 5. Additional discussion

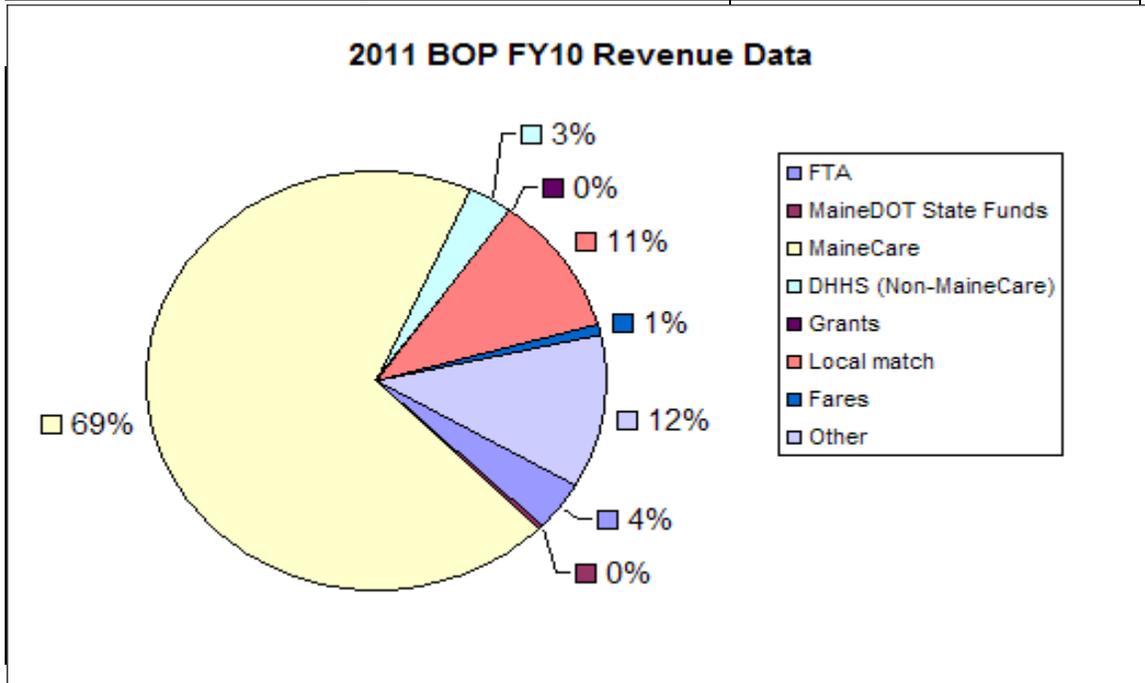
of coordination efforts of CTI and WCAP can be found in the next section of this Biennial Operations Plan.

As shown in the charts below, 57% of CTI’s revenues in FY 2010 were derived from MaineCare, and 69% of WCAP’s revenues were derived from MaineCare. Consequently, CTI and WCAP rely 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 CTI and WCAP 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 charts provide an overview of some of the coordination efforts of both agencies.

<b>Summary of CTI FY10 Revenue Sources</b>		
<b>Source</b>	<b>FY10</b>	<b>% of Total Revenue</b>
<b>FTA</b>	<b>\$572,978</b>	<b>21%</b>
<b>MaineDOT State Funds</b>	<b>\$153,342</b>	<b>6%</b>
<b>MaineCare</b>	<b>\$1,545,210</b>	<b>57%</b>
<b>DHHS (Non-MaineCare)</b>	<b>\$110,671</b>	<b>4%</b>
<b>Grants</b>		<b>0%</b>
<b>Local match</b>	<b>\$258,689</b>	<b>10%</b>
<b>Fares</b>	<b>\$43,705</b>	<b>2%</b>
<b>Other</b>	<b>\$0</b>	<b>0%</b>
<b>Coastal Total Revenue</b>	<b>\$2,684,595</b>	



Summary of WCAP FY10 Revenue Sources		
Source	FY10	% of Total Revenue
FTA	\$90,580	4%
MaineDOT State Funds	\$7,574	0%
MaineCare	\$1,590,619	69%
DHHS (Non-MaineCare)	\$68,898	3%
Grants		0%
Local match	\$252,000	11%
Fares	\$20,385	1%
Other	\$266,629	12%
<b>WCAP Total Revenue</b>	<b>\$2,296,685</b>	



**Coordination - Coastal Trans, Inc.**

**Midcoast Collaborative for Access to Transportation.** CTI has been working in the Brunswick area with an organization called the Midcoast Collaborative for Access to Transportation for the past five years. Other members of the Collaborative include: Town of Brunswick, Town of Topsham, Bowdoin College, Independence Association, Tedford Shelter, Sexual Assault Support Services of Midcoast Maine, People Plus, Brunswick Housing Authority, and Maine Department of Health and Human Services.

The focus of the group has been three-fold:

- To develop a fixed-flex bus route for the greater Brunswick area;
- To increase volunteer transportation in the area; and
- To better coordinate the efforts of agencies currently providing transportation.

The Brunswick Explorer now serves the Town of Brunswick five days per week.

**Department of Health and Human Services.** CTI has a contract with DHHS to provide transportation for protected children and adults as well as low-income individuals. CTI holds quarterly meetings with the Rockland office of the Office of Child and Family Services.

**Department of Health and Human Services, MaineCare.** CTI contracts with the Office of MaineCare Services to provide transportation for MaineCare clients. There is no fixed contract; DHHS pays CTI on a mileage and trip basis. CTI uses both vans and volunteers to transport MaineCare clients.

**Child Development Services.** CTI has contracts with Knox County Child Development Services and also with Sagadahoc County Child Development Services to provide transportation for children to services provided by CDS.

### **Other**

- **Knox Lincoln Aging and Disabilities Resources Coalition:** During the course of 2008, CTI became involved with the work of the transportation subcommittee of the Knox Lincoln Aging and Disabilities Resources Coalition. This group is interested in finding ways to increase transportation options for seniors and people with disabilities.
- **Mid Coast District Coordinating Council of the Office of Local Public Health.** CTI made a presentation at a meeting of the Mid Coast District Coordinating Council of the Office of Local Public Health on October 22, 2008. Executive Director Lee Karker is a member of the Council.

### **Coordination - Waldo Community Action Partners Transportation Program**

The Waldo County Transportation Program negotiates annually with a number of social service agencies to coordinate transportation services for specific client groups. In addition to the social service agencies WCAP coordinates transportation to area medical facilities, shopping complexes, employment locations and senior citizen outings.

Routes which have been established for meeting specific client group transportation needs have been used as the basis for building a public transportation system in Waldo County. This past year transportation services was targeted for funding cuts originating in the Governor's office specific to the Maine Department of Health and Human Services programs.

Specific coordination efforts are conducted as follows:

**Maine Department of Health and Human Services, Office of Child and Family Services.** The Department and Waldo County Transportation Program have an established open referral process whereby referrals are made on a daily basis by fax as negotiated in the contract. Services are provided for children and adults accepted by the Department relevant to eligibility criteria established by the State of Maine.

**Maine Department of Health and Human Services, Office of MaineCare Services.** The Waldo County Transportation Program is the designated provider of MaineCare transportation for Waldo County residents. Transportation is coordinated by just about every mode of

transportation available so that people have access to medical facilities across the country. Payments for services are on a reimbursement by report and fee for service basis. Fee for Service rates are established by the Bureau of Medical Services.

**Department of Health and Human Services, Office of Adults with Cognitive and Physical Disabilities.** The Department's role in providing transportation for BDS clients is to provide the seed match to the Office of MaineCare Services at the State of Maine's matching fund rate for federal Medicaid dollars. Routes are established based on clients authorized to receive transportation services. The mileage for each client is estimated based on the frequency of service and projected costs are determined in alignment with WCAP's approved MaineCare rates. The Office of Adults with Cognitive and Physical Disabilities provides seed match directly to the State of Maine Office of MaineCare Services.

**Other Agencies.** WCAP coordinates and delivers transportation services for most service agencies in Waldo County and some outside organizations. In most cases clients are directly referred to WCAP outside formal contractual agreements. The following list is not inclusive of all coordination efforts between local agencies and programs and WCAP.

1. Child Development Services	10. Group Home Foundation
2. Senior Spectrum	11. Waldo Knox AIDS Coalition
3. Waldo County Public Health	12. Waldo County Home Health
4. Mid Coast Mental Health	13. SAD 34 Adult Education
5. Belfast Area Children’s Center	14. Tall Pines Health Care Facility
6. Waldo County Preschool Services	15. Bayview Boarding Home
7. Waldo County Head Start	16. Waldo County Correctional Facility
8. SAD #3	17. Worker’s Compensation
9. Disability Determination Services	

**Daily Coordination Efforts**

Coordination of services occurs at all levels of planning and implementation at CTI and WCAP 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. 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, 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 COMMITTEES**

**Introduction**

The Maine Department of Transportation, working in partnership with Waldo Community Action Partners (WCAP) and Coastal Trans, Inc. (CTI), 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 CTI and WCAP and specific transit needs were also highlighted at the RPAC meetings held on May 3 and May 5, 2011. Additional details regarding the Region 5 RPAC forum are described below.

## **RPAC Forums**

Two RPAC forums were held:

1. **Waldo Community Action Partners Forum.** The first RPAC forum was held on Tuesday, May 3, 2011, at WCAP's office, 9 Field Street in Belfast. The primary focus of this forum was on public transportation in Waldo County. A total of 13 people signed the attendance sheets.
2. **Coastal Trans, Inc. Forum.** The second RPAC forum was held on Thursday, May 5, at the Department of Health and Human Services Office, 91 Camden Street in Rockland. The primary focus of this forum was on public transportation in Knox, Lincoln and Sagadahoc Counties, and the towns of Brunswick and Harpswell in Cumberland County. A total of 21 people signed the attendance sheets.

**Agenda.** Both meetings were scheduled from 1:00 p.m. to 4:00 p.m. The agenda in both locations 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

Coastal Trans, Inc.  
Waldo Community Action Partners  
Bath City 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
- CTI and WCAP brochures
- A summary of the brokerage system being pursued by DHHS

**Presentation – State Overview.** A MaineDOT official provided an overview of the BOP preparation process, the work of the Governor's Interagency Transportation Coordinating Committee, federal and state transit planning requirements, and the parameters and availability of funding for the JARC and New Freedom programs. An official from CTI provided an overview of CTI's transportation services at the Rockland forum. An official from WCAP provided an overview of WCAP's transportation services at the Belfast forum.

Officials from the Maine Department of Transportation and Maine Department of Health and Human Services 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 CTI and WCAP arranging and providing the trips as is current practice. This regulatory change, if fully implemented, could impact CTI and WCAP and their ability to continue to operate as transportation providers.

- 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 CTI and WCAP, could not continue to serve as both a broker and a provider of services; and 3. NEMT providers such as CTI and WCAP 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.

**Presentation – WCAP (Belfast, May 3)**

- Has been in existence since 1970
- Coordinates with CTI
- Full service MaineCare provider with accessible vehicles, volunteers, friends and family program
- The vehicles are old but there are no federal dollars
- The program is struggling; last year, MaineCare went from a blended rate to a single statewide rate, causing a loss of \$100,000 which resulted in two staff layoffs
- Belfast has a newly revised shopper route this year
- Staff are working diligently to save transit

**Presentation – Coastal Trans, Inc. (Rockland, May 5)**

- Provide NEMT services for MaineCare in Knox, Lincoln, Sagadahoc Counties as well as DHHS family services and low income
- Brunswick Explorer operates on an hourly fixed route basis; during first eight months, they averaged 64 riders per day
- Expanding into mobility management which has resulted in the Ride Finder
- Have a voucher system using New Freedom money which is for people with disabilities
- Coordinate with other providers to help solve driver shortage

**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:

**Waldo County Transportation Meeting – Belfast, May 3**

*Unmet need*

- Elder Independence of Maine will pay for transportation at a higher rate but cannot find anyone to provide the transportation – this transportation is part of the Gould Assessment – home health care workers will not transport because of the liability issue so the mileage money is lost (there is no method for WCAP to provide the transportation)
- There is a huge gap for people who do not qualify for MaineCare

- The Belfast Area Transition Initiative (BATI) believes a lot of people do not know about the Belfast Shopper
- There is a need for people to access food, clothing and to go out of town
- Car pooling could be enhanced if someone could manage a database
- Need a formalized bus service in the region

*Proposed brokerage system*

- WCAP has a good system; fearful it will be gone
- Concerned that professionalism may be lost on therapeutic children
- Too many people are operating unsafe vehicles
- Belfast does not have all the necessary medical services for special needs children and transportation needed
- Will result in lost jobs may result in lost service

**Coastal Trans, Inc. Meeting – Rockland May 5**

*Unmet Need*

- High gasoline prices may shut down the volunteer program
- Funding is very specific to target populations making it hard to meet a wide range of needs
- CTI unable to guarantee a ride
- Hard to coordinate dialysis transportation
- Maine does not get a lot of transit money compared to other states
- Regional provider gets blamed for the loss of volunteers due to low reimbursement rate
- CTI has the vehicles but not enough funding to pay for drivers
- Turning away about 10% of people requesting a ride
- Lack of volunteers forces CTI to use vans more often
- Taxi rates are reasonable in-town
- Taxi services won't wait for their money and CTI can't front the money
- General public do not use public transit until they give up their vehicles or gas prices get too high – then they want to know where the bus service is
- Fixed route, hourly bus service is needed on Route 1, but there is no group pushing for it
- We need an on-going, regional dialogue
- There is a need for transportation to work for people who can't drive
- School construction outside of built-up area creates an unmet need for after-school transportation that will never be met

*Proposed brokerage service*

- Research shows that in some cases, costs may go up and there may be some lost service
- It may be hard to broker without a lot of providers
- Worst case scenario is that CTI will cease providing MaineCare transportation

### **C. ONGOING COLLABORATION**

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

### **D. OUTREACH EFFORTS**

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

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

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

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

## **LOCALLY COORDINATED PLAN – RECOMMENDATIONS**

The rural transit services provided in Region 5 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, Coastal Trans, Inc. and Waldo Community Action Partners provide and coordinate 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 Coastal Trans, Inc. and Waldo Community Action Partners 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 Coastal Trans, Inc. and Waldo Community Action Partners by providing vehicles and operating support.

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

### **Recommendations – Region 5**

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. **NEMT Brokered Transportation.** Prepare for changes in the way MaineCare transportation is funded and position Coastal Trans, Inc. and Waldo Community Action Partners to deal with brokered transportation.
4. **Coordination.** Continue to coordinate the delivery of transit services with state and regional agencies and continue to meet informally with individual agencies.
5. **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.
6. **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.
7. **Transit Infrastructure.** Improve connections and pedestrian access to both fixed-route and demand-response services, including but not limited to street crossings, sidewalks and shelters.
8. **Websites.** Continue to maintain, update and improve websites and work with medical service providers to establish a workable link on their websites to provider services.

9. **Marketing.** Continue to market transit systems through brochures, schedules, posters and websites, with an emphasis on promoting independence from vehicles.

#### **Coastal Trans, Inc.**

10. **GoMaine Vans.** Consider establishing a commuter program in the four-county area using GoMaine vans provided by MaineDOT.
11. **Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing additional services and where potential funding sources have been identified.
12. **Annual Meeting.** Convene a joint meeting of all service providers to explain CTI's services and to address common problems related to transportation.
13. **Commuter Runs.** Continue to explore options for commuter runs to Bath, as well as GoMaine vans for Camden/Rockland.

#### **Waldo Community Action Partners**

14. **Partnerships for senior transportation.** Work with organizations, municipalities and other entities on a request basis where there is an interest in providing additional transportation services for seniors and where potential funding sources have been identified.
15. **Individual Agency Meetings.** Continue to meet with DHHS and other agencies on a one-to-one basis to explain WCAP's transportation program.
16. **Periodic Joint Meetings.** Continue to Convene periodic joint meetings of all service providers to explain WCAP's transportation program and to address common problems related to transportation

#### **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.

## **MidCoast Transportation Summit**

On May 26, 2011, the Maine Center for Disease Control (CDC) and Prevention, Division of Local Public Health, sponsored a Transportation Summit in Damariscotta for organizations, providers and the general public. The summit focused on identifying transit needs and resources in the Midcoast area. The CDC subsequently posted several transit-related documents on its website:

- Midcoast Transportation Toolkit for Providers
- Midcoast Transportation Decision Tree
- MaineCare Information (Handbook Document; Friends and Family Flyer)
- Midcoast Ride Finder
- Transportation Provider Information (Coastal Trans, Inc, Waldo Community Action Program, City of Bath, Brunswick Explorer, American Cancer Society-Road to Recovery)

## **PERIODIC REVIEW OF SERVICE**

### **A. OVERVIEW**

MaineDOT through its contract agreements with Coastal Trans, Inc. Waldo Community Action Partners and Bath City Bus, has identified performance measures and ridership reporting requirements to analyze transit services in the region. Region 5 challenges are unique in that it has a vast geographic area with numerous coastal peninsulas 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.

Coastal Trans, Inc. and Waldo Community Action Partners review their services on a regular and continuing basis. The preparation of the Biennial Operations Plan provides an opportunity for periodically reviewing service. To date, there has been no expression of interest in such participation. CTI and WCAP anticipate that, in accordance with MDOT policies, if a current Section 5311 provider no longer wished to provide service, the route(s) or runs which they operated would be put out to bid. Likewise, if a new provider wished to provide a service, a bid process would be used.

### **B. LOCALLY ESTABLISHED CRITERIA**

CTI and WCAP periodically review their operations to ensure that the widest possible range of transportation services is provided in Region 5, particularly for those persons who are low income, individuals with disabilities or elderly.

At the service delivery level, CTI and WCAP continue to examine and document the most cost-effective means of transporting individuals. Essentially, economics have become a significant factor in trip-making decisions. In some cases, CTI and WCAP have found it cheaper to use volunteer drivers and private taxi service to transport clients.

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

In the event that a private operator presents a proposal for delivering transportation services in the region, a cost comparison analysis will be conducted for the purpose of determining the most cost-effective method of service delivery. The cost comparison will include an analysis of all services and costs. The cost analysis will be reviewed by the Executive Director and presented to the CTI Board and/or the WCAP Board for final action.

**D. COMPLAINTS FROM PRIVATE OPERATORS**

There have been no complaints from private operators.

**AMERICANS WITH DISABILITIES ACT PLANS**

Coastal Trans, Inc, Waldo Community Action Partners and Bath City Bus 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.

**MAINEDOT REGION 5**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**

**COASTAL TRANS, INC. (CTI)**

**COASTAL TRANS, INC.**

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# MAINEDOT REGION 5 BIENNIAL OPERATIONS PLAN

## COASTAL TRANS, INC.

### PROJECT DESCRIPTION

#### A. RURAL TRANSIT PROVIDER

**Provider:** Coastal Trans, Inc.  
**Contact Person:** Jim Huff, Transportation Director  
**Address:** 46 Summer Street, Rockland, Maine 04841  
**E-mail:** [jhuff@mchinc.org](mailto:jhuff@mchinc.org)  
**Telephone:** 207-596-6477  
**Web Site:** [www.coastaltrans.org](http://www.coastaltrans.org)

#### B. SERVICE

**No. of Counties:** Four  
**Type of Service:** Demand Response, Deviated Fixed Route  
**Service Area:** Multi-County

#### C. GEOGRAPHIC AREA

Coastal Trans, Inc. serves all of Knox, Lincoln, and Sagadahoc counties, as well as the towns of Brunswick and Harpswell in Cumberland County.

#### D. SERVICE DESCRIPTION

Coastal Trans, Inc (CTI) is a non-profit subsidiary of MCH, Inc. that provides non-emergency medical transportation for MaineCare eligible riders, as well as services for riders who are elderly, have disabilities, and people with low income and transportation for the general public. CTI collaborates with a number of agencies to provide connections to services for mental health, medical care, and adult rehabilitation services. CTI operates demand response services for riders, a Midcoast Shuttle that provides round-trip morning and afternoon service from Brunswick to Edgecomb, and a new fixed route service, the Brunswick Explorer that operates in the Town of Brunswick.

Services and routes are set forth in brochures printed by Coastal Trans, Inc., and are summarized below. The formal schedule does not include the driving that is undertaken by volunteers, nor does it include deviations to transport clients at times other than those specified in the brochures. Moreover, the brochures do not include specialized services such as delivery of persons to workshops and job sites. Coastal Trans, Inc. serves most towns in its service area at least once per week.

## Van Service

Local rides may be provided on one of CTI's vans. Wheelchair accessible vans are available for anyone who needs them.

## Volunteer Driver Services

Longer trips may be scheduled with one of CTI's volunteer drivers who use their own vehicles.

## Self-Drive Program

If a client has his/her own car, or a friend or family member can drive the client to MaineCare appointments, the client or the family members or friend may be paid mileage. To qualify for mileage payments, trips must be approved in advance.

## Low-Income Transportation

Some free transportation is available for qualified low-income passengers.

## Dialysis Transportation

CTI offers special rates for dialysis transportation.

## Schedule

CTI's demand response schedule is shown in the table below.

<b>Knox County Transportation Schedule</b>					
<b>Service From</b>	<b>Service To</b>	<b>Days</b>	<b>Approximate Pick-up Time</b>	<b>Approximate Return Time</b>	<b>One-Way Fares</b>
Cushing	Rockland	Monday	10:00 am	1:30 pm	\$4.50
Friendship	Rockland	Monday	10:00 am	1:30 pm	\$8.00
N. Whitefield	Rockland	Monday	7:45 am	1:30 pm	\$16.00
Coopers Mills	Rockland	Monday	7:45 am	1:30 pm	\$15.50
Jefferson	Rockland	Monday	7:45 am	1:30 pm	\$12.50
Washington	Rockland	Monday	7:45 am	1:30 pm	\$11.50
Union	Rockland	Monday	7:45 am	1:30 pm	\$7.50
Spruce Head	Rockland	Thursday	9:45 am	1:00 pm	\$4.00
St. George	Rockland	Thursday	9:45 am	1:00 pm	\$4.50
Owl's Head	Rockland	Thursday	9:45 am	1:00 pm	\$2.50
Tenants Hbr	Rockland	Thursday	9:45 am	1:00 pm	\$6.50
Waldoboro	Rockland	Thursday	9:15 am	1:00 pm	\$8.00
Warren	Rockland	Thursday	9:15 am	1:00 pm	\$5.00
Thomaston	Rockland	Thursday	9:15 am	1:00 pm	\$2.50
Camden	Rockland	Monday	8:15 am	12:15 pm	\$4.00
Rockport	Rockland	Monday	8:15 am	12:15 pm	\$3.50

**Lincoln County Transportation Schedule**

<b>Service From</b>	<b>Service To</b>	<b>Days</b>	<b>Approximate Pick-up Time</b>	<b>Approximate Return Time</b>	<b>One-Way Fares</b>
Waldoboro	Damariscotta	Monday	9:30 am	11:30 am	\$5.50
Nobleboro	Damariscotta	Monday	9:30 am	11:30 am	\$2.50
Boothbay	Damariscotta	Friday	10:00 am	12:30 pm	\$8.00
Boothbay Hbr	Damariscotta	Friday	10:00 am	12:30 pm	\$9.00
Bremen	Damariscotta	Thursday	10:00 am	12:30 pm	\$4.00
Bristol	Damariscotta	Thursday	10:00 am	12:30 pm	\$3.00
Pemaquid	Damariscotta	Thursday	10:00 am	12:30 pm	\$5.00
Damariscotta	Brunswick	Monday	9:45 am	1:00 pm	\$13.50
Newcastle	Brunswick	Monday	9:45 am	1:00 pm	\$13.00
Edgecomb	Brunswick	Monday	9:45 am	1:00 pm	\$12.00
Wiscasset	Brunswick	Monday	10:15 am	1:00 pm	\$9.50
Woolwich	Brunswick	Monday	10:15 am	1:00 pm	\$5.00

**Sagadahoc County Transportation Schedule**

<b>Service From</b>	<b>Service To</b>	<b>Days</b>	<b>Approximate Pick-up Time</b>	<b>Approximate Return Time</b>	<b>One-Way Fares</b>
Dresden	Brunswick	Tuesday	9:30 am	12:30 pm	\$11.50
Richmond	Brunswick	Tuesday	9:30 am	12:30 pm	\$9.00
Bowdoinham	Brunswick	Tuesday	9:30 am	12:30 pm	\$6.00
Bowdoin	Brunswick	Tuesday	9:30 am	12:30 pm	\$5.50
Topsham	Brunswick	Daily	see schedule	see schedule	\$3.00
Harspswell	Brunswick	Wednesday	9:30 am	12:30 pm	\$4.50
Cundy's Hbr.	Brunswick	Wednesday	9:30 am	12:30 pm	\$6.00
Bailey's Island	Brunswick	Wednesday	9:30 am	12:30 pm	\$8.00
Bath	Brunswick	Daily	see schedule	see schedule	\$4.50
Phippsburg	Bath	Thursday	9:00 am	12:00 pm	\$3.50
Sebasco	Bath	Thursday	9:00 am	12:00 pm	\$6.00
Arrowsic	Bath	Friday	9:00 am	12:00 pm	\$3.50
Georgetown	Bath	Friday	9:00 am	12:00 pm	\$5.50

**Brunswick Explorer**

Since September, 2010, Coastal Trans, Inc. has operated the Brunswick Explorer, a deviated fixed route transit system that operates Monday through Friday from 6:00 a.m. to 9:00 p.m. Each stop is served hourly at the same time past the hour (service is every other hour from 5:00 p.m. to 9:00 p.m.). Some stops are designated as request stops. The bus will deviate up to ¾ mile from the route for the general public and for individuals with disabilities. CTI provides the

service with hybrid-electric buses with low floors that make boarding easier for everyone, including those with wheelchairs or strollers. The buses also have bike racks.

<b>Brunswick Explorer Route Schedule</b>			
<b>Bus Stop</b>	<b>First Bus</b>	<b>Hourly Service</b>	<b>Last Bus</b>
	AM Service		PM Service
<b>Eastbound</b>			
Mallard Pond	6:00	:00	7:00
Parkview Medical Center	6:06	:06	7:06
Brunswick Station	6:11	:11	7:11
Hannaford Supermarket	6:13	:13	7:13
People Plus	6:17	:17	7:17
Woodlawn Towers	6:22	:22	7:22
Bowdoin College	6:26	:26	7:26
Pejepscot Terrace	6:30	:30	7:30
Merrymeeting Plaza	6:38	:38	7:38
Cooks Corner Mall	6:41	:41	7:41
Walmart	6:45	:45	7:45
Mid Coast Hospital	6:50	:50	7:50
Sweetser	6:54	:54	-
<b>Westbound</b>			
Sweetser	7:00	:00	-
Mid Coast Hospital	--	--	8:15
Walmart	7:03	:03	8:18
Cooks Corner Mall	7:08	:08	8:23
Merrymeeting Plaza	7:11	:11	8:26
Pejepscot Terrace	7:15	:15	8:30
Bowdoin College	7:20	:20	8:35
Woodlawn Towers	7:26	:26	8:41
People Plus	7:31	:31	8:46
Hannaford Supermarket	7:33	:33	8:48
Brunswick Station	7:35	:35	8:50
Parkview Medical Center	7:40	:40	8:55
Mallard Pond	7:45	:45	9:00

## **E. FARE STRUCTURE**

CTI's demand response fare structure is shown in the tables above. A central dispatch office in Damariscotta serves all of Knox, Lincoln and Sagadahoc counties and the towns of Brunswick and Harpswell. CTI's fleet is spread among Rockland, Damariscotta and Brunswick. In-town fares in Rockland, Damariscotta, Bath and Brunswick are \$2 per one-way trip.

Fares for the Brunswick Explorer are:

- \$1.00 one way cash fare
- \$2.00 day pass (unlimited rides)
- \$10.00/12-ride ticket
- \$30/monthly pass
- \$20 discount monthly pass (for seniors 65+ and persons with disabilities)

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

### **Cutbacks**

CTI may have to reduce service because of funding cuts that became effective September 1, 2010. Funding cuts have already resulted in a reduction in the use of agency vehicles and a greater reliance on volunteer drivers and the Friends and Family Program.

### **Expansions**

**Brunswick Explorer.** Coastal Trans, Inc. worked collaboratively with a number of agencies and other organizations on establishment of a fixed route transit system for the Town of Brunswick. The Brunswick Explorer formally began operations on September 1, 2010. CTI anticipates that this service will continue to operate throughout the biennium.

**Mobility Manager.** CTI applied for New Freedom money to fund a mobility manager position which has been filled. The person's job will be to make it easier for people to get rides. Work will include a voucher program for people with disabilities, off-hours transportation and bus shelters. Coastal Trans anticipates that this position will lead to better transportation opportunities for people within the region.

**Ferry, train shuttle.** CTI is considering a possible role in providing shuttle services when high-speed ferry and passenger train service becomes available in Region 5. CTI officials believe there is also a place for CTI in meeting some of the transit priorities set by MaineDOT in a recent transit study.

## **G. CHARTER SERVICE**

No charter service is planned.

## **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**

**Annual Survey of Seniors.** CTI undertakes an annual survey of seniors that most recently revealed the following information:

- In a survey of this group more than 90% felt that the transportation provided them by CTI was reliable (90%), safe (100%), timely (97%), comfortable (99%) and convenient (91%). This met or exceeded CTI's projections.
- 72% of this group said that they would either be unable or less likely to be able to live independently without the services of CTI. 87% reported that they would either be completely isolated or more isolated without the services of CTI.

- CTI was disappointed to see that the number of individuals in this group who felt they were able to get transportation consistently to medical services fell from 75% in the previous year to 67% last year. The number of individuals who felt they were able to get transportation consistently to non-medical services dropped from 63% to 50%.

Most of this was due to cuts in service in response to MaineCare rate cuts.

**Survey of Individuals with Physical Disabilities.** CTI also surveyed individuals with physical disabilities and received the following responses:

- A survey of this group indicates that the transportation provided to them by CTI was: safe (100%), reliable (81%), timely (94%), convenient (89%) and comfortable (100%).
- 87% felt that CTI was important to their ability to live independently while 82% said that they would be more isolated without it.
- 71% of this group, the same as last year, said that they were able to get consistent transportation to medical services while 68% (more than last year) reported that they were able to get consistent transportation to non-medical services.

## **PROJECT COORDINATION**

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

**Midcoast Collaborative for Access to Transportation.** CTI has been working in the Brunswick area with an organization called the Midcoast Collaborative for Access to Transportation for the past five years. Other members of the Collaborative include: Town of Brunswick, Town of Topsham, Bowdoin College, Independence Association, Tedford Shelter, Sexual Assault Support Services of Midcoast Maine, People Plus, Brunswick Housing Authority, and Maine Department of Health and Human Services.

The focus of the group has been three-fold:

- To develop a fixed-flex bus route for the greater Brunswick area;
- To increase volunteer transportation in the area; and
- To better coordinate the efforts of agencies currently providing transportation.

The Brunswick Explorer now serves the Town of Brunswick five days per week.

**Department of Health and Human Services.** CTI has a contract with DHHS to provide transportation for protected children and adults as well as low-income individuals. CTI holds quarterly meetings with the Rockland division of the Office of Child and Family Services.

**Department of Health and Human Services, MaineCare.** CTI contracts with the Office of MaineCare Services to provide transportation for MaineCare clients. There is no fixed contract; DHHS pays CTI on a mileage and trip basis. CTI uses both vans and volunteers to transport MaineCare clients.

**Child Development Services.** CTI has contracts with Knox County Child Development Services and also with Sagadahoc County Child Development Services to provide transportation for children to services provided by CDS.

#### **Other**

- **Knox Lincoln Aging and Disabilities Resources Coalition:** During the course of 2008, CTI became involved with the work of the transportation subcommittee of the Knox Lincoln Aging and Disabilities Resources Coalition. This group is interested in finding ways to increase transportation options for seniors and people with disabilities.
- **Mid Coast District Coordinating Council of the Office of Local Public Health.** CTI made a presentation at a meeting of the Mid Coast District Coordinating Council of the Office of Local Public Health on October 22, 2008. Executive Director Lee Karker is a member of the Council.

### **B. SOCIAL SERVICE CONTRACT SUMMARY**

1. **Department of Health and Human Services, Office of Child and Family Services.** The contract covers eligible persons who need access to necessary services such as medical, nutritional, social and rehabilitative services.
2. **Child Development Services – Knox County.** The contract covers transportation of children to services provided by CDS. Third party payment is used whenever possible.
3. **Department of Health and Human Services, Office of Adults with Cognitive and Physical Disabilities.** This contract is for transportation of clients to Maine Care eligible services. There is no contract amount. Billing is done through the Office of Maine Care Services.

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

Several years ago, CTI took the initiative to formulate and execute an interagency agreement with the Waldo County Committee for Social Action (now Waldo Community Action Partners, or WCAP) under which both agencies have agreed to provide demand response services in Region 5. Under the terms of the agreement, CTI will continue to provide these services in Knox, Lincoln and Sagadahoc Counties, and in Harpswell and Brunswick; WCAP will continue to provide these services in Waldo County. CTI's agreement with WCAP covers the division of federal/state funds.

CTI also maintains regular contact with other providers, and works with them on a cooperative basis when there is a need to transport someone from one region to the next, or where a particular service at the edge of one provider's jurisdiction could be provided more economically by a provider in an adjacent region. CTI works with KVCAP on a regular basis and with RTP in Portland, WCAP in Belfast and Community Concepts in Auburn on an occasional basis.

## **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**

Potential contracting agencies that could qualify as DBE/WBE Enterprises include Pen Bay Glass Company and Huston Tuttle, a woman-owned office supply business located in Rockland. CTI purchases some of its office supplies from Huston Tuttle and uses Pen Bay Glass for windshield and other glass repair for vehicles.

CTI's dispatch software was purchased from a certified woman-owned business, Mobilitat, a transit software company.

CTI will make every effort to direct 1.34% of its operating budget for contracts to women-owned and disadvantaged businesses.

### **B. MONETARY GOALS**

CTI's FY 2011 budget contains \$51,400 in contractible services (\$25,000 for legal fees, \$15,400 for accounting/audit, \$8,000 for office expenses, and \$3,000 for advertising and marketing). Federal/state funds (\$142,230), including \$123,363 in Federal Section 5311 funds, \$15,667 in state funds, and \$3,200 in RTAP funds, account for 8.0% of the total budget (\$1,776,112). Therefore, the federal/state share of contractible services is \$4,112 (8.0% of \$51,400), and the 1.34% monetary goal is \$55 (1.34% of \$4,112).

CTI's FY 2012 budget contains \$51,400 in contractible services (\$25,000 for legal fees, \$15,400 for accounting/audit, \$8,000 for office expenses, and \$3,000 for advertising and marketing). Federal/state funds (\$142,230), including \$123,363 in Federal Section 5311 funds, \$15,667 in state funds, and \$3,200 in RTAP funds) account for 8.0% of the total budget (\$1,776,112). Therefore, the federal/state share of contractible services is \$4,112 (8.0% of \$51,400). If the federal DBE/WBE rate remains at 1.34%, then the monetary goal would be \$55 (1.34% of \$4,112).

### **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**

Coastal Trans, Inc. has a vehicle maintenance program which is computerized. CTI's fleet maintenance supervisor monitors daily inspection forms and tracks mileage on vehicles and schedules both preventive maintenance and repairs on vehicles.

CTI also maintains a file of accidents and accident investigations to determine the cause of accidents. Fuel is not maintained on the premises, and CTI does not have its own maintenance facility. CTI has a contract with Rockport Automotive for the maintenance of its fleet.

### **B. CAPITAL ACQUISITIONS**

CTI anticipates the following vehicle replacement needs for FY 2011 through FY 2013, utilizing Federal Capital funds as available:

#### ***FY 2011***

Four 12+2 Cutaways  
Two Minivans  
Misc. Office  
Equipment

#### ***FY 2012-13***

Two Bus Shelters  
Four 12+2 Light Duty Buses  
Two Center Aisle Vans  
Two minivans  
Computers and office equipment

### **C. CAPITAL RESERVE ACCOUNT**

CTI has a single line item in its budget, labeled "capital equipment reserve," which includes the capital reserve account. The resolution of the CTI Board authorizing establishment of the reserve account is included in the Appendix. As of September 30, 2010, the Capital Reserve Account balance was \$46,471.71.

## GOALS AND OBJECTIVES

### A. STATUS REPORT ON EXISTING GOALS

#### Coastal Trans, Inc. Goals

1. Enhance mobility as measured by increased transit ridership.

*Status: The new Brunswick Explorer fixed route service is providing service to between 65 and 70 riders per day in Brunswick and ridership is continuing to build. It operates from 6:00 AM to 9:00 PM and transports people to work, medical appointments, grocery shopping and other destinations.*

*Talks with BIW have been discontinued. The company was not able to subsidize the service and falling gasoline prices (in 2009 and 2010) decreased the interest of workers there in alternative transportation.*

2. Increase farebox revenues (cash) and increase the percentage of fare generated from total revenue.

*Status: The Brunswick Explorer is adding to fare revenues for CTI. We decided against raising CTI public fares. Our experience has been that higher fares result in lower ridership and at best level fare income.*

3. Increase efficiency and/or productivity.

*Status: CTI has been successful in its effort to operate more efficiently. Our transportation director has closely monitored dispatch efficiency, efficient use of driver time and agency expenses with the result that CTI had substantial surpluses in FY 2009 and FY 2010 enabling us to overcome the large deficit that we were in previously.*

#### RPAC Goals

##### 1. More Funding

- A. **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 JARC and New Freedom funds where appropriate matching funds have been identified.

*Status: CTI applied for New Freedom money to fund a mobility manager position which has been filled. This person's job will be to make it easier for people to get rides. Work will include developing a transportation resource guide, a voucher program for off-hours transportation for people with disabilities, and bus shelters. CTI has also received United Way donations.*

- B. GoMaine vans.** Consider establishing a commuter program in the four-county area using GoMaine vans provided by MaineDOT.

*Status: CTI has had discussions with GoMaine about commuter transportation in their region. At the time of the discussion GoMaine did not have enough vans to provide services in this region and CTI did not have any spare vehicles that could be used in this way.*

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

*Status: CTI worked collaboratively with a number of agencies and other organizations on establishment of the Brunswick Explorer. They also attempted unsuccessfully to partner with merchants in Damariscotta on a parking shuttle. They have also worked very closely with the Midcoast District Coordinating Council for Public Health.*

## 2. Coordination

- A. Website.** Complete the website, then continue to maintain, update and improve it.

*Status: CTI has developed a transportation resource website ([www.midcoastridefinder.org](http://www.midcoastridefinder.org)) and a website for the Brunswick Explorer. Work has begun on updating the CTI website.*

- B. Web links.** Work with service providers to establish a workable link on their websites to Coastal Trans Inc.' services.

*Status: CTI's mobility manager has made numerous connections with transportation providers and non-profit service providers, some of whom have agreed to let us link with their websites. When the CTI website is updated we will be working on getting links put on others sites.*

- C. Flyer distribution.** Distribute transportation flyers/brochures to service providers.

*Status: CTI has prepared and distributed flyers on the Brunswick Explorer and has prepared a comprehensive Riders Guide which is being distributed.*

- D. Individual agency meetings.** Continue to meet with DHHS and other agencies on a one-to-one basis to explain CTI's services.

*Status: CTI continues to meet DHHS on a regular basis and with other agencies as needed to maintain good communications.*

- E. Annual meeting.** Convene a joint meeting of all service providers to explain CTI's services and to address common problems related to transportation.

*Status: No action*

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

*Status: Dispatchers use the Toolkit. The Midcoast Ridefinder that has been distributed also functions as a toolkit. CTI's mobility manager has been working with the Transportation sub-committee of the Midcoast District Coordinating Council for Public Health to develop a transportation toolkit.*

### **3. Volunteers**

- A. Recruitment.** Continue current efforts to recruit volunteers.

*Status: As of October, 2010, one dispatcher will work half-time on recruitment and training.*

- B. Incentives.** Consider incentives for attracting volunteers.

*Status: CTI gives volunteers an AAA membership and discounts on oil changes, tires. CTI works with businesses to get these discounts.*

### **4. Fixed route services.**

- A. Commuter runs.** Continue to explore options for commuter runs to Bath, as well as GoMaine vans for Camden/Rockland.

*Status: CTI explored a commuter option with BIW, but there did not appear to be any interest in funding it.*

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

*Status: CTI worked collaboratively with a number of organizations in the development and implementation of the Brunswick Explorer.*

### **5. Materials for the visually impaired**

- A. Review of materials.** Review written and web-based materials with interested parties and makes changes, if necessary, to make them more accessible to people with visual impairments.

*Status: CTI has developed larger print options for the Brunswick Explorer website as well as the Midcoast Ridefinder.*

**6. Slow reimbursement**

- A. Reimbursement options.** Consider options for speeding up the reimbursement process for the Friends and Family program.

*Status: The new MaineCare system has slowed down reimbursements. CTI does not have the funds to pay drivers prior to receiving payment from MaineCare.*

**7. Staff training**

**A. Training program**

- Contact other providers for information on training programs for working with the visually impaired.
- Include a segment on helping people with visual impairments in staff training.

*Status: No action as yet.*

**8. Youth transportation**

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

*Status: No action except Brunswick Explorer. The Brunswick Explorer discounts fares for K-12 students.*

**B. NEW GOALS**

1. Expand mobility management program to include voucher program for individuals with disabilities. Develop travel training program for seniors, individuals with disabilities and others requiring help with navigating transportation.
2. Increase ridership on Brunswick Explorer and begin to explore other opportunities for developing fixed route transportation.
3. Prepare for changes in the way Maine Care transportation is funded and position CTI to deal with brokered transportation.

**BENCHMARKS**

1. Miles

CTI currently tracks trip/passenger miles as a measure of productivity.

2. Passengers

CTI currently tracks one-way passenger trips and unduplicated individual riders as a measure of productivity. CTI also tracks passengers per hour on agency vehicles as an indication of efficiency.

3. Passenger miles/vehicle miles

CTI has not tracked vehicle miles in relation to passenger miles because total vehicle miles are not entered into the dispatch software.

4. Revenues/costs

CTI strives to have revenues cover the costs of operations by utilizing resources effectively and efficiently.

5. Deadhead miles/vehicle miles

CTI compares these measures on a year-to-year basis but (with the exception of passengers per hour) does not have any external benchmarks against which to measure performance.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled by Coastal Trans, Inc., for the past two fiscal years. CTI's fiscal year begins on October 1 of the prior calendar year (e.g., FY 2010 begins on October 1, 2009).

<b>Coastal Trans, Inc. Annual Report – Past Two Years</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>		
Volunteer Drivers	29	25
Personal Vehicles in Service	29	25
<b>Vehicles</b>		
Number of Active Vehicles in Fleet	25	22
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	3
Number of ADA Accessible Vehicles	12	12
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	\$590,769	\$661,280
Annual Social Services Operating Exp.	\$651,666	\$736,575
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses*	\$253,187	\$283,405
Annual Social Services Administrative Expenses	\$279,285	\$315,675
<b>Annual Operating Revenues</b>		
Fare Revenues	\$49,412	\$43,705
Transit Contract Revenues	0	0
Social Service Contract Revenues	\$1,584,169	\$1,661,186
FTA-Federal Operating Assistance	\$100,130	\$129,797
MaineDOT – State Operating Assistance	\$4,106	\$8,436
Local Operating Funds**	\$179,403	\$227,849
<b>Total Annual Operating Revenues</b>	<b>\$1,917,220</b>	<b>\$2,070,973</b>
<b>FTA-Sources of Capital Funds</b>		
FTA-Federal Capital Assistance	0	\$443,181
MaineDOT-State Capital Assistance	\$10,000	\$136,506
Local Capital Funds	\$2,500	\$30,840
<b>Total Capital Funds</b>	<b>\$12,500</b>	<b>\$610,527</b>

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Vehicle Miles</b>		
Annual Transit Miles	47,920	53,223
Annual Social Service Miles	634,646	707,105
<b>Annual Vehicle Hours</b>		
	15,213	16,896
<b>Annual Passenger Trips</b>		
Annual Transit Passenger Trips	10,118	9,133
Annual Social Services Passenger Trips	120,999	126,970
<b>Safety</b>		
Fatalities	0	0
Major Incidents	0	0
Major Injuries	0	0

\* Includes fixed route and other administrative services

\*\* Town support, United Way, annual appeal, gas tax rebate, and Misc. income

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

Information on revenues, costs, one-way trips and passenger miles are shown in tables on the following pages. FY 2009 covers the period from October 1, 2008 to September 30, 2009; and FY 2010 covers the period from October 1, 2009 to September 30, 2010.

<b>Revenues, Costs, Trips, Passenger Miles by Agency Past Two Fiscal Years</b>								
<b>Social Service Agency/Program</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Passenger Miles</b>	
	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>
General Public	\$49,412	\$43,705	\$253,187	\$283,406	10,118	9,133	106,600	101,826
MaineCare	\$1,446,919	\$1,549,183	\$1,403,213	\$1,620,018	111,576	120,041	2,454,476	2,661,726
DHHS Regular	\$72,736	\$38,049	\$57,297	\$25,857	4,556	1,916	33,225	12,208
DHHS Special	\$64,514	\$73,954	\$50,821	\$50,258	4,041	3,724	103,026	121,144
Other	\$283,639	\$366,082	\$10,389	\$17,396	826	1,289	25,455	30,332
<b>TOTAL</b>	<b>\$1,917,220</b>	<b>\$2,070,973</b>	<b>1,774,907</b>	<b>\$1,996,935</b>	<b>131,117</b>	<b>136,103</b>	<b>2,722,782</b>	<b>2,927,236</b>

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

Mode	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
Agency Vehicles	\$582,249	\$643,039	\$843,955	\$944,685	46,099	45,042	455,855	488,456
Volunteers	\$661,304	\$716,446	\$444,399	\$538,037	22,278	23,114	832,277	847,353
Friends and Family	\$463,066	\$462,767	\$405,746	\$402,464	51,585	50,799	1,237,521	1,332,565
Subcontracted	\$42,620	\$30,377	\$80,434	\$111,223	10,358	16,555	196,259	257,889
Other	\$167,982	\$218,345	\$372	\$526	797	593	870	973
<b>TOTAL</b>	<b>\$1,917,220</b>	<b>\$2,070,973</b>	<b>\$1,774,907</b>	<b>\$1,996,935</b>	<b>131,117</b>	<b>136,103</b>	<b>2,722,782</b>	<b>2,927,236</b>

**Revenues and Expenses.** Revenues and expenses for FY 2009 and FY 2010 are shown in the following tables.

**Transportation Revenues – Past Two Years**

Support and Revenue	FY 2009	FY 2010
Section 5311 - Federal	\$87,748	\$124,795
Section 5311 - State	4,105	8,436
RTAP Training	2,027	1,805
RTAP Training – Maine Transit Association	25,860	26,060
State Bond Funds	10,000	8,400
BCFC	133,905	110,671
Fares	52,228	42,519
MaineCare Fees	1,443,651	1,545,210
Town Donation Match	80,582	87,338
Donations	31,100	126,988
United Way	23,428	22,218
Town Support	27,555	27,114
Gas Tax Rebate	11,420	11,146
Miscellaneous	3,424	2,777
<b>Total Support and Revenue</b>	<b>\$1,937,033</b>	<b>\$2,145,477</b>

**Transportation Expenses – Past Two Years**

<b>EXPENSES</b>	<b>FY 2009</b>	<b>FY 2010</b>
Utilities	\$9,881	\$16,643
Insurance	47,670	47,106
Accounting and Legal Fees	10,723	29,694
Rent	26,797	27,427
Advertising	477	6,912
Vehicle Fuel and Oil	91,472	109,621
Other Vehicle Expenses	76,985	103,179
Vehicle Lease	0	27,000
Salaries and Benefits	649,073	689,997
Drivers' Reimbursement	712,601	736,278
Staff Medical	1,885	2,053
Staff Travel and Training	5,439	7,527
Office Supplies and Postage	19,116	29,053
RTAP Expenses – Maine Transit Association	25,860	26,060
Other Expenses	30,086	59,322
Indirect Costs	49,841	51,332
Depreciation	38,392	34,904
<b>Total Expenses</b>	<b>\$1,796,298</b>	<b>\$2,004,108</b>
Excess of Support and Revenue over Expenses	\$140,735	\$141,369
Net Assets, Beginning of Year	(65,815)	74,920
Net Assets, End of Year	\$74,920	\$216,289

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

<b>Demand Response Number Of General Public, Elderly And Individuals with disabilities</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
# of General Public Passengers Carried	10,118	9,133
# of Elderly Passengers Carried	16,517	17,310
# of Individuals with Disabilities	41,616	47,703
<b>Total</b>	<b>68,251</b>	<b>74,146</b>

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

Projected one-way trips and passenger miles for the demand response system, and anticipated revenues, costs, one-way trips and vehicle miles for the fixed route transit system are shown in the tables below. A detailed breakdown of anticipated revenues and costs is included in the budget tables on the following pages.

<b>Projected Revenues, Costs, Trips, Passenger Miles by Agency Next Two Fiscal Years</b>								
<b>Social Service Agency/Program</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Passenger Miles</b>	
	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>
General Public	\$43,705	\$43,705	\$283,406	\$283,406	9,133	9,133	101,826	101,826
MaineCare	\$1,479,183	\$1,479,183	\$1,620,018	\$1,620,018	120,041	120,041	2,661,726	2,661,726
DHHS Regular	\$38,049	\$38,049	\$25,857	\$25,857	1,916	1,916	12,208	12,208
DHHS Special	\$73,954	\$73,954	\$50,258	\$50,258	3,724	3,724	121,144	121,144
Other	\$366,082	\$366,082	\$17,396	\$17,396	1,289	1,289	30,332	30,332
<b>TOTAL</b>	<b>\$2,000,973</b>	<b>\$2,000,973</b>	<b>\$1,996,935</b>	<b>\$1,996,935</b>	<b>136,103</b>	<b>136,103</b>	<b>2,927,236</b>	<b>2,927,236</b>

<b>Projected Revenues, Costs, Trips, Passenger Miles by Mode Next Two Fiscal Years</b>								
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	\$643,039	\$643,039	\$944,685	\$944,685	45,042	45,042	488,486	488,486
Volunteers	\$676,446	\$676,446	\$538,037	\$538,037	23,114	23,114	847,323	847,323
Friends and Family	\$432,767	\$432,767	\$402,464	\$402,464	50,799	50,799	1,332,565	1,332,565
Subcontracted	\$30,377	\$30,377	\$111,223	\$111,223	16,555	16,555	257,889	257,889
Other	\$218,345	\$218,345	\$526	\$526	593	593	973	973
<b>TOTAL</b>	<b>\$2,000,973</b>	<b>\$2,000,973</b>	<b>\$1,996,935</b>	<b>\$1,996,935</b>	<b>136,103</b>	<b>136,103</b>	<b>2,927,236</b>	<b>2,927,236</b>

**E. BUDGET**

CTI's proposed budgets for each of the next two years are shown below.

**Transportation Revenues – Next Two Years**

<b>OPERATING INCOME</b>	<b>FY 2011</b>	<b>FY 2012</b>
<i>MDOT/FTA Funding</i>		
Section 5311 - Federal	\$123,363	\$123,363
Section 5311 - State	15,667	15,667
RTAP Training	3,200	3,200
	<b>\$142,230</b>	<b>\$142,230</b>
<i>MaineCare Income</i>		
Fleet Mileage – MaineCare	\$112,084	\$112,084
Fleet Base Rate	85,671	85,671
Volunteer Base Rate	67,137	67,137
Family and Friends Base Rate	188,568	188,568
	<b>\$453,460</b>	<b>\$453,460</b>
<i>Dayhab Income – Inc in MaineCare 2010</i>	\$365,767	\$365,767
<i>MaineCare Pass-Through</i>		
Volunteer Mileage – MaineCare	\$170,572	\$170,572
Family and Friends Mileage	238,919	238,919
Taxi, Tolls, Lodging	19,596	19,596
	<b>\$429,087</b>	<b>\$429,087</b>
<i>Dayhab – Pass Through</i>	<b>\$130,538</b>	<b>\$130,538</b>
<i>Contracts</i>		
Office of Child and Family Services	<b>\$115,000</b>	<b>\$115,000</b>
<i>Fares – including General Public</i>	<b>\$55,824</b>	<b>\$55,824</b>
<i>Donations and Grants</i>		
Project Matching Funds Gift of Transportation	\$30,000	\$30,000
United Way	22,300	22,300
Towns/Local	20,000	20,000
	<b>\$72,300</b>	<b>\$72,300</b>
<i>Other Income</i>		
Gas Tax Rebate	\$9,605	\$9,605
Interest Income	800	800
Miscellaneous Income	\$1,500	\$1,500
	<b>\$11,905</b>	<b>\$11,905</b>
<b>Total Operating Income</b>	<b>\$1,776,112</b>	<b>\$1,776,112</b>

**Transportation Expenses – Next Two Years**

<b>OPERATING EXPENSES</b>	<b>FY 2011</b>	<b>FY 2012</b>
<i>Salaries/Wages &amp; Fringes</i>		
Administration	\$155,960	\$155,960
Transportation Director	61,603	61,603
Operations	485,282	485,282
	<b>\$702,845</b>	<b>\$702,845</b>
<i>Professional Fees, Purchased Services</i>		
Legal Fees	\$25,000	\$25,000
Accounting/Audit Fees	15,400	15,400
Purchased Service – Medical, Computer	16,000	16,000
	<b>\$56,400</b>	<b>\$56,400</b>
<i>MaineCare Pass-Through</i>		
Uncollectible Pass-through @2.85%	\$15,949	\$15,949
Family and Friends Mileage	238,919	238,919
Volunteer Mileage	301,110	301,110
Taxi, Tolls, Lodging	19,596	19,596
	<b>\$575,575</b>	<b>\$575,575</b>
<i>Volunteer Mileage-Child and Family Services</i>	<b>\$45,018</b>	<b>\$45,018</b>
<i>Vehicle Expenses</i>		
Fuel	\$106,191	\$106,191
Tires, oil changes, cleaning, towing	25,000	25,000
Radio Expense	7,220	7,220
Insurance – Vehicles	35,278	35,278
Repairs - Vehicles	70,000	70,000
	<b>\$243,689</b>	<b>\$243,689</b>
<i>Admin/Office Costs</i>		
Dues and Subscriptions	\$900	\$900
Licenses, Permits and Fees	300	300
Office Expenses	8,000	8,000
Postage	5,350	5,350
Service Charges – Bank	214	214
Telephone	15,000	15,000
Rent Expenses –Damariscotta, Rockland	25,788	25,788
Insurance – Property and Liability	11,191	11,191
Equipment Leases - all	5,240	5,240
Interest Expense	475	475
Advertising/Marketing	3,000	3,000
	<b>\$75,458</b>	<b>\$75,458</b>

	<b>FY 2011</b>	<b>FY 2012</b>
<i>Employee/Volunteer Training etc.</i>		
Employee Training	\$3,000	\$3,000
Employee Mileage/Travel	4,000	4,000
Volunteer Incentive Program	2,000	2,000
	<b>\$9,000</b>	<b>\$9,000</b>
<i>Indirect Cost Allocation</i>	\$51,336	\$51,336
<i>RTAP</i>	\$3,200	\$3,200
<i>Miscellaneous</i>	\$12,000	\$12,000
	<b>\$15,200</b>	<b>\$15,200</b>
Total Operating Expense	<b>\$1,774,520</b>	<b>\$1,774,520</b>
Net Operating Profit/(Loss)	\$1,592	\$1,592
Depreciation	\$47,798	\$47,798
	(\$46,206)	(\$46,206)

## **FLEET CONDITION**

CTI operates a total of 24 vehicles, 12 of which are based in Rockland, and 12 of which are based in Brunswick (including three new hybrid buses and four sedans that were not purchased with any FTA or MaineDOT money). Twelve of the vehicles are ADA-accessible. In Rockland, parking and rent are provided free of charge at the Methodist Home building. In Brunswick, vehicle parking is provided as part of the rent at the CTI office. Information on CTI's vehicles is summarized on the PTMS Vehicle Evaluation Summary Forms on the following pages. In 2010, CTI sold one vehicle, a GMC Savana (fleet # 41671F).

**2010 PTMS VEHICLE EVALUATION SUMMARY FORM**

**AGENCY: COASTAL TRANS, INC.**

1	VIN	2G1WF52E 349129076	2G1WF52E 149154154	1GB9G5AG3A1 137350	1GB9G5AG8A1 136081	1GJHG39R4X 1150675	1FDWE35L 63HA77652
2	Fleet # and Status*	915MY A	913MY A	8221 BU A	8222 BU A	5298PH A	7201 A
3	Vehicle Type **	SEDAN	SEDAN	LDB	LDB	VAN	LDB
4	Make, Model	CHEVROLET IMPALA	CHEVROLET IMPALA	CHEVY 4500 HYBRID CUTAWAY	CHEVY 4500 HYBRID CUTAWAY	GMC SAVANA	FORD E-350 CUTAWAY
5	Year	2004	2004	2010	2010	1999	2003
6	Fuel Type	GAS	GAS	GAS/ELECTRIC	GAS/ELECTRIC	GAS	GAS
7	Fuel Use - 12 months	242 gal	367 gal	211 gal	126 gal	691 gal	2208 gal
8	Mileage	94174	97,459	1,538	3,172	260,782	161,626
9	12-month Mileage	5,765	8,088	1,538	3,172	8,989	19,702
10	Repair Cost - 12 months	\$2322.00	\$1102.38	\$0 (New)	\$0 (New)	\$1782.23	\$11766.66
11	Repair frequency - 12 months***	A-1 B-6	A-2 B-2	A-0 B-0 C-0	A-0 B-0 C-0	A-2 C-1	A-4 B-4 C-5
12	Vehicle appearance - interior	GOOD	GOOD	NEW	NEW	GOOD	FAIR
	Vehicle appearance - exterior	FAIR	GOOD	NEW	NEW	POOR	FAIR
13	ADA Accessibility:	NO	NO	YES Q-Straint	YES Q-Straint	NO	YES Q-Straint
	Equipped/Working	N/A	N/A	YES	YES	N/A	YES
	Tie Down	N/A	N/A	YES	YES	N/A	YES
	Announcement System	NO	NO	YES	YES	NO	NO
	Signage and Stops	NO	NO	YES	YES	NO	NO
14	Passenger Amenities						
	Air Conditioning	YES	YES	YES	YES	NOT WORKING	NOT WORKING
	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	DRIVER	DRIVER	DRIVER	DRIVER	DRIVER	DRIVER
Inspector's Name, Date of Inspection: Crawford Robinson, September, 2010							

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

\*\* 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 Preventive Maintenance; B - Minor Repairs (vehicle not taken out of service); C - Major Repairs

**2010 PTMS VEHICLE EVALUATION SUMMARY FORM**

**AGENCY: COASTAL TRANS, INC.**

1	VIN	1FBSS31L16 HB36181	1FDWE35L 63HA74542	1FDWE35L9 RHA29483	1FTSS34L57 DA20966	1D4GP2435 3B236844	1GB9G5AGXA1 139323
2	Fleet # and Status*	6338PH A	7203 A	99OLX A	382PC A	1211LG A	8223 BU A
3	Vehicle Type **	VAN	LDB	LDB	VAN	VAN	LDB
4	Make, Model	FORD E-350 15 Passenger	FORD E-350 CUTAWAY	FORD E-350 CUTAWAY	FORD-350 12 Passenger	DODGE CARAVAN	CHEVY 4500 HYBRID CUTAWAY
5	Year	2006	2003	2004	2007	2003	2010
6	Fuel Type	GAS	GAS	GAS	GAS	GAS	GAS/ELECTRIC
7	Fuel Use - 12 months	1854 gal	1993 gal	2219 gal	1144 gal	1453 gal	259 gal
8	Mileage	91,200	160,947	199,801	82,567	161,557	3,163
9	12-month Mileage	26,264	16,590	21,588	11,900	25,331	3,163
10	Repair Cost - 12 months	\$3982.64	\$6113.31	\$4117.35	\$761.14	\$2853.11	\$0 (New)
11	Repair frequency - 12 months***	A-5 B-2 C-1	A-4 B-5 C-2	A-4 B-2	A-2 B-2	A-5 B-5 C-3	A-0 B-0 C-0
12	Vehicle appearance - interior	GOOD	FAIR	FAIR	GOOD	GOOD	NEW
	Vehicle appearance - exterior	GOOD	FAIR	FAIR	GOOD	FAIR	NEW
13	ADA Accessibility:	NO	YES Q-Straint	YES Q-Straint	NO	YES Companion seat	YES Q-Straint
	Equipped/Working	N/A	YES	YES	N/A	YES	YES
	Tie Down	N/A	YES	YES	N/A	N/A	YES
	Announcement System	NO	NO	NO	NO	NO	YES
	Signage and Stops	NO	NO	NO	NO	NO	YES
14	Passenger Amenities						
	Air Conditioning	YES	NOT WORKING	NOT WORKING	YES	YES	YES
	Working Heater	YES	YES	YES	YES	YES	YES
	Tinted Windows	YES	YES	YES	YES	YES	YES
	Padded Seats	YES	YES	YES	YES	YES	YES
15	Type of fare collection system	DRIVER	DRIVER	DRIVER	DRIVER	DRIVER	DRIVER
Inspector's Name, Date of Inspection: Crawford Robinson , September, 2010							

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

\*\* 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 Preventive Maintenance; B - Minor Repairs (vehicle not taken out of service); C - Major Repairs

**2010 PTMS VEHICLE EVALUATION SUMMARY FORM**

**AGENCY: COASTAL TRANS, INC.**

1	VIN	1FDWE35L87D B43891	1FDWE35L07D B43884	1GJHG39R XX1056008	1FDWE35L47D B43886	1GBE4V1G07F42 0405	1D4GP2439 3B236846
2	Fleet # and Status*	9881PQ A	9348PQ A	41671F SD	9350PQ A	8209 BU A	1033LI A
3	Vehicle Type **	LDB	LDB	VAN	LDB	LDB	VAN
4	Make, Model	FORD E-350 CUTAWAY	FORD E-350 CUTAWAY	GMC SAVANA	FORD E-350 CUTAWAY	CHEVY 4500 STARTRANS SENATOR	DODGE CARAVAN
5	Year	2007	2007	1999	2007	2007	2003
6	Fuel Type	GAS	GAS	GAS	GAS	GAS	GAS
7	Fuel Use - 12 months	2758 gal	4094 gal	958 gal	3046 gal	1617 gal	1642 gal
8	Mileage	61,714	87,087	339,114	74,818	14,776	170,105
9	12-month Mileage	21,199	36,226	12,547	24,825	12,206	27,398
10	Repair Cost - 12 months	\$4893.34	\$6113.21	\$600.55	\$3146.43	\$277.36	\$3774.78
11	Repair frequency - 12 months***	A-4 B-4 C-2	A-7 B-6 C-2	A-1 B-1	A-5 B-8 C-2	A-2 B-1	A-6 B-5 C-2
12	Vehicle appearance - interior	GOOD	GOOD	POOR	GOOD	GOOD	GOOD
	Vehicle appearance - exterior	GOOD	GOOD	POOR	FAIR	GOOD	POOR
13	ADA Accessibility:	YES Q-Straint	YES Q-Straint	NO	YES Q-Straint	YES Sure-Lok	YES Companion seat
	Equipped/Working	YES	YES	N/A	YES	YES	YES
	Tie Down	YES	YES	N/A	YES	YES	N/A
	Announcement System	NO	NO	NO	NO	NO	NO
	Signage and Stops	NO	NO	NO	NO	NO	NO
14	Passenger Amenities						
	Air Conditioning	YES	YES	YES	YES	YES	YES
	Working Heater	YES	YES	YES	YES	YES	YES
	Tinted Windows	YES	YES	YES	YES	YES	YES
	Padded Seats	YES	YES	YES	YES	YES	YES
15	Type of fare collection system	DRIVER	DRIVER	DRIVER	DRIVER	DRIVER	DRIVER

Inspector's Name, Date of Inspection: Crawford Robinson, September, 2010

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

\*\* 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 Preventive Maintenance; B - Minor Repairs (vehicle not taken out of service); C - Major Repairs

**2010 PTMS VEHICLE EVALUATION SUMMARY FORM**

**AGENCY: COASTAL TRANS, INC.**

1	VIN	1FDWE35L 93HB37195	1FDWE35L 34HA29480	1FTSS34L9 5HA78343	2G1WF52EX 49308280	2G1WF52E 759164849	1FDWE35L 27DB43885
2	Fleet # and Status*	952LQ A	991LX A	8807MU A	914MY A	916MY A	9349PQ A
3	Vehicle Type **	LDB	LDB	VAN	SEDAN	SEDAN	LDB
4	Make, Model	FORD E-350 CUTAWAY	FORD E-350 CUTAWAY	FORD E-350 12 PASSENGER	CHEVROLET IMPALA	CHEVROLET IMPALA	FORD E-350 CUTAWAY
5	Year	2003	2004	2005	2004	2004	2007
6	Fuel Type	GAS	GAS	GAS	GAS	GAS	GAS
7	Fuel Use – 12 months	1595 gal	2161 gal	2406 gal	418 gal	469 gal	4594 gal
8	Mileage	188,250	149,081	167,454	97,523	100,507	95,821
9	12-month Mileage	15,061	20,561	30,322	9,503	11,007	35,166
10	Repair Cost - 12 months	\$6167.52	\$6157.90	\$5064.20	\$1150.28	\$491.01	\$6251.33
11	Repair frequency - 12 months***	A-3 B-4 C-5	A-5 B-8 C-6	A-6 B-4 C-4	A-2 C-2	A-3 B-1	A-7 B-7 C-4
12	Vehicle appearance - interior	GOOD	GOOD	GOOD	GOOD	GOOD	GOOD
	Vehicle appearance - exterior	FAIR	FAIR	GOOD	FAIR	GOOD	POOR
13	ADA Accessibility:	YES Q-Straint	YES Q-Straint	NO	NO	NO	YES Q-Straint
	Equipped/Working	YES	YES	N/A	N/A	N/A	YES
	Tie Down	YES	YES	N/A	N/A	N/A	YES
	Announcement System	NO	NO	NO	NO	NO	NO
	Signage and Stops	NO	NO	NO	NO	NO	NO
14	Passenger Amenities						
	Air Conditioning	NOT WORKING	NOT WORKING	YES	YES	YES	NOT WORKING
	Working Heater	YES	YES	YES	YES	YES	YES
	Tinted Windows	YES	YES	YES	NO	NO	YES
	Padded Seats	YES	YES	YES	YES	YES	YES
15	Type of fare collection system	DRIVER	DRIVER	DRIVER	DRIVER	DRIVER	DRIVER

Inspector's Name, Date of Inspection: Crawford Robinson, September, 2010

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

\*\* 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 Preventive Maintenance; B – Minor Repairs (vehicle not taken out of service); C – Major Repairs

**2010 PTMS VEHICLE EVALUATION SUMMARY FORM**

**AGENCY: COASTAL TRANS, INC.**

1	VIN	1GBE4V1G97F42 0418			
2	Fleet # and Status*	8211 Bu A			
3	Vehicle Type**	LDB			
4	Make, Model	Chevrolet 4500 Startrans Senator			
5	Year	2007			
6	Fuel Type	Gas			
7	Fuel Use-12 months	492 gal			
8	Mileage	5026			
9	12-month Mileage	5026			
10	Repair Cost-12 Months	\$424.42			
11	Repair Frequency-12 Months***	A-1 B-2			
12	Vehicle appearance-interior	NEW			
	Vehicle appearance-exterior	NEW			
13	ADA Accessibility:	YES Sure-Lok			
	Equipped/Working	YES			
	Tie Down	YES			
	Announcement System	NO			
	Signage and Stops	NO			
14	Passenger Amenities				
	Air Conditioning	YES			
	Working Heater	YES			
	Tinted Windows	YES			
	Padded Seats	YES			
15	Type of fare collection system	DRIVER			

Inspectors Name, Date of Inspection: Crawford Robinson September 2010

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

\*\* 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 Preventive Maintenance; B – Minor Repairs (vehicle not taken out of service); C – Major Repairs

**APPENDIX**

**COASTAL TRANS, INC.**



Rides



Contact CTI



Volunteer



CTI Policies

Community  
PartnersGreen Wheels  
Project

Self Transport

Transportation... It's about how we move people, not just vehicles.

## Our Locations

### Dispatch Office

241 US Route 1 Suite 1B  
Damariscotta, ME 04543  
800-289-6605  
800-444-6207  
207-563-5555  
Fax: 207-563-5588

### Administration Office

46 Summer St.  
Rockland, ME 04841  
207-596-6605  
Fax: 207-594-2746



## Who are we?

Coastal Trans, Inc. (CTI) is a non-profit subsidiary of Methodist Conference Home, Inc. CTI is a State of Maine designated Regional Transportation Provider. We are one of the 10 Full Service MaineCare Transportation Providers that represent a network of agencies that provide critical connections for MaineCare members to the healthcare services they require. CTI operates transportation services for residents of Knox, Lincoln, and Sagadahoc Counties and the Towns of Brunswick and Harpswell.

## What do we do?

We provide Non-Emergency Medical Transportation for **MaineCare** eligible riders, as well as services for riders who are elderly, have disabilities, and people with low income and transportation for the general public. We currently collaborate with a number of agencies to provide connections to services for mental health, medical care, adult rehabilitation services, and more! (Click here to learn more).

## How do we do it?

CTI operates a fleet of agency vehicles that include ADA accessible buses, as well as sedans and vans to provide transportation services. We operate Demand-Response services for riders, and a Midcoast Shuttle that provides round-trip morning and afternoon service from Brunswick to Edgecomb.

© 2009 Coastal Trans, Inc.

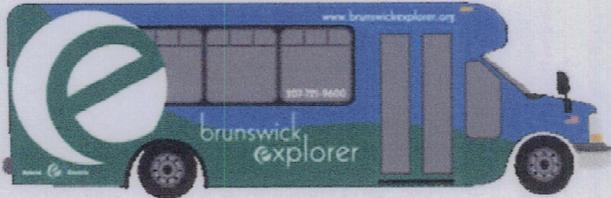
**Damariscotta:** 800-444-6207 or 800-289-6605 or 563-5555

**Rockland:** 596-6605

Site by: Tenacious Designs



- [HOME](#)
- [ROUTE MAP](#)
- [SCHEDULE](#)
- [FARES & PASSES](#)
- [ACCESSIBILITY](#)
- [ABOUT US](#)



## Getting Around Brunswick Just Got Easier... for Everyone

The new Brunswick Explorer provides public transit service throughout Brunswick. Buses run hourly, Monday through Friday from 7:30 a.m. to 5:30 p.m. For work, for shopping, for school or just for fun...Brunswick Explorer is the bus for everyone.

### Route and Schedule

The Brunswick Explorer route serves the locations shown at the right. [Click here for a detailed route map.](#) The map shows the location of all designated bus stops and major destinations near each stop.

The Brunswick Explorer schedule shows the time the bus arrives at each stop, both in eastbound and westbound directions. [Click here for the complete Explorer schedule.](#)

### Brunswick Explorer Bus Stops

All Brunswick Explorer bus stops are clearly signed as shown here. Each stop is served hourly at the same time past the hour. In addition, the bus serves a number of request stops. [Click here for details about request stops.](#)

### Fares and Passes

The basic bus fare is \$1.00 per ride or \$2.00 for an all day pass. Brunswick Explorer also offers money saving passes. [Click here for details on passes.](#)

### Accessibility

Brunswick Explorer buses are wheelchair accessible and have bike racks. The bus may deviate up to ¼ mile off the route upon request. For more information call 721-9600.

### Hybrid Electric Buses

Our buses are easy to use and easy on the environment. They are hybrid electric for less emissions and lower fuel consumption.



**BUSES OPERATE MONDAY THROUGH FRIDAY FROM 7:30 A.M. TO 5:30 P.M.**

- MALLARD POND
- THORNTON OAKS RETIREMENT COMMUNITY
- PARKVIEW MEDICAL CENTER
- BOWDOIN COLLEGE
- MAINE STREET STATION
- HANNAFORD SUPERMARKET
- PEOPLE PLUS
- PEJEPSCOT TERRACE
- MERRYMEETING PLAZA
- WALMART
- MID COAST HOSPITAL
- SWEETSER

**207-721-9600**

WWW.BRUNSWICKEXPLORER.ORG

- [HOME](#)
- [ROUTE MAP](#)
- [SCHEDULE](#)
- [FARES & PASSES](#)
- [ACCESSIBILITY](#)
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### Brunswick Explorer Route Map

The large, wide map below illustrates the Brunswick Explorer route (scroll across and down the screen to view the entire map). The route shows the location of all designated bus stops and major destinations near each stop. You can board and depart the bus at any of these stops. Each stop is served hourly at the same time past the hour. The times on the route map (:00) show the minutes past the hour when that stop is served.

[Go to the Schedule](#)





## Brunswick Explorer Route Schedule

The Brunswick Explorer buses run hourly, Monday through Friday from 7:30 a.m. to 5:30 p.m. Each stop is served hourly at the same time past the hour. The eastbound and westbound schedules show the time the bus arrives at each stop plus the first and last bus at that stop.

### Request Stops

Some stops are designated as request stops. These include:

- Pheasant Run
- Creekside Village
- Cooks Corner

The bus will pickup and drop off at these stops if requested, however you must call 721-9600 at least one hour in advance to request pickup. If you are on the bus and wish to be dropped at a request stop, let the driver know when you board.



### EASTBOUND

Bus Stop	First Bus	Hourly Service	Last Bus
Mallard Pond	7:30	:30	3:30
Thornton Oaks Retirement Community	7:32	:32	3:32
Parkview Medical Center	7:37	:37	3:37
Bowdoin College	7:42	:42	3:42
Maine Street Station	7:45	:45	3:45
Hannaford Supermarket	7:47	:47	3:47
People Plus	7:50	:50	3:50
Pejepscot Terrace	7:55	:55	3:55
Merrymeeting Plaza	8:03	:03	4:03
Walmart	8:09	:09	4:09
Mid Coast Hospital	8:14	:14	4:14
Sweetser	8:18	:18	4:18

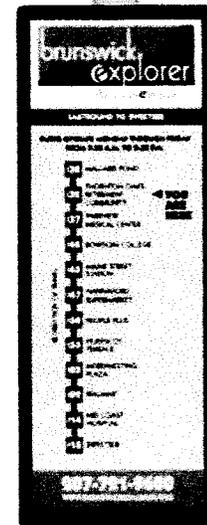
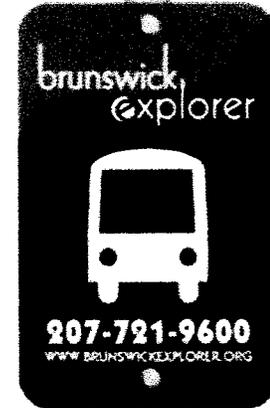


### WESTBOUND

Bus Stop	First Bus	Hourly Service	Last Bus
Sweetser	8:30	:30	4:30

Mid Coast Hospital	--	--	--
Walmart	8:35	:35	4:35
Merrymeeting Plaza	8:41	:41	4:41
Pejepscot Terrace	8:48	:48	4:48
People Plus	8:54	:54	4:54
Hannaford Supermarket	8:57	:57	4:57
Maine Street Station	8:59	:59	4:59
Bowdoin College	9:01	:01	5:01
Parkview Medical Center	9:07	:07	5:07
Thornton Oaks Retirement Community	9:12	:12	5:12
Mallard Pond	9:14	:14	5:14





## Fares and Passes

Fares/Passes	Price	Where to Pay
Cash Fare	\$1.00 one-way	Pay on bus, exact fare required
Day Pass	\$2.00 unlimited rides	Pay on bus, exact fare required
12-Ride Ticket	\$10.00	
Monthly Pass	\$30.00 unlimited rides	Any of our Pass Sales Outlets or by Mail (see details below)
Discount Monthly Pass For seniors (65+) and persons with disabilities	\$20.00 unlimited rides	

### Pass Sales Outlets

- Maine Street Station
- Brunswick Explorer Office
- Bowdoin College — David Saul Smith Union Info Desk
- Hannaford Supermarket
- Shaws at Merrymeeting Plaza

### Passes by Mail

To purchase passes by mail, send your check or money order and request for passes to:

**Brunswick Explorer**  
 16 Station Avenue  
 Brunswick, ME 04011

For more information call us at 721-9600.





GET WHERE YOU WANT TO GO...

---

39 Summer Street • Rockland, Maine 04841 • Tel: Bath 443-6207 Rockland 594-8947

CTI Board of Directors  
Resolution  
June 7, 1995

Resolved: That the Coastal Trans, Inc. policy of designating the "Seed" Account as the restricted capital reserve account be continued. The purpose of this account is to provide match for the purchase of capital equipment.

To clarify the purpose of this account, the name shall be changed to the "Restricted Capital Reserve Account".

Chairman, Coastal Trans, Inc.  
Board of Directors



**COASTAL TRANS, INC. COMPREHENSIVE  
ASSET MANAGEMENT PLAN**

**FLEET MAINTENANCE PLAN**



**Contents**

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<b>2. Vehicle Inventory</b>	<b>Pg. 4</b>
<b>3. Vehicle Replacement Schedule</b>	<b>Pg. 5</b>
<b>4. Vehicle Breakdown Policy</b>	<b>Pg. 5</b>
<b>5. Preventive Maintenance Program</b>	<b>Pg. 6</b>
<b>6. Clean Vehicle Policy</b>	<b>Pg. 7</b>
<b>7. Vehicle Maintenance Management</b>	<b>Pg. 8</b>
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## **FLEET MAINTENANCE PLAN**

### **Statement of Purpose**

The key operating goals of the Coastal Trans, Inc. (CTI) asset management plan are to provide safe, reliable, and high quality service to our customers while maximizing the use of our existing resources. As a product of those goals, CTI recognizes the importance of fully and consistently maintaining all vehicles in it's fleet and will meet or exceed vehicle manufacturer's recommendations to ensure safety, efficiency and longevity of vehicles.

The Fleet Maintenance Plan is based on lowest life cycle cost (LLCC) methodologies, defined as, "Lowest life cycle cost methodology is demonstrated by a cost model that reflects policies and standards in a planned preventive maintenance program resulting in the lowest maintenance costs over the life of an asset.

**Coastal Trans conducts incremental preventative maintenance activities to ensure safe operation of the vehicle, and to preserve and extend its life. In addition to preserving and extending the lifespan, this approach results in lower maintenance costs over the life of the vehicle.**

Using the LLCC method, Coastal Trans assess the cost of an asset over its projected useful life and is committed to taking the preventative maintenance measures needed to avoid more costly repairs, and extend the life of the asset.

**The overall approach to vehicle maintenance at CTI is based on 4 core focus areas**

- A strong focus on maintenance increases safety
- Preventive maintenance reduces operating expenses and maximizes resources
- Preventive maintenance enhances the organization's image and efficiency
- Preventive maintenance ensures compliance with federal and state regulations and mandates

Maintaining the fleet is the responsibility of all drivers, head drivers, Operations Personnel, and contracted mechanics. The success of the maintenance program depends on teamwork and following through on guidelines and activities outlined in this Fleet Maintenance Plan. Vehicle breakdowns are costly in many ways and stress the overall budget. Complying with basic preventative maintenance strategies can make the difference in Coastal Trans' survival and ability to thrive and serve.

### **Vehicle Inventory**

The vehicle inventory for each passenger service vehicle owned by CTI will include the following information:

• **Year/Make/Model**

- The year the vehicle was manufactured
- Make – The name of the manufacturer
- Model – The model name or number assigned by the manufacturer

• **Vehicle Identification Number (VIN)** – The serial number assigned by the manufacturer

• **Agency Vehicle Number** – The number assigned to the vehicle by the transit agency

• **Condition** – The point rating that best describes the condition of the vehicle asset:

- 100 – Only routine preventative maintenance needed
- 80-90 – Good working order, requiring only infrequent minor repairs (more than six months between repairs)
- 50-70 – Requires frequent minor repairs or infrequent major repairs
- 20-40 – Requires frequent major repairs (less than six months between repairs)
- 10 – Continued use presents excessive repair costs and potential service interruption

• **Seating Capacity and Configuration** – The number of seats available to the public (includes driver for vanpool vehicles) and the floor plan

• **Fuel Type** - The letter abbreviation of the type of fuel used by the vehicle.

• **MDOT Title** – If the vehicle was purchased with grant funds through MDOT, is the title still held by MDOT?

Two files are maintained for each vehicle. A **Vehicle Accounting File** will contain copies of title, original warranty information, original paperwork that came with the vehicle, and will include a vehicle detail sheet with all the above information. In addition, a Vehicle Review form will be updated annually, at the time of inspection with the MDOT certified Vehicle Maintenance Inspector, and added to the file.

A **Vehicle Maintenance File** will contain copies of any information that came with the vehicle (scheduled maintenance guides and warranties), repair and maintenance invoices, PM inspection forms and pre/post trip inspection forms to be rotated out to long-term filing annually and will be maintained in accordance with the CTI record retention policy. The Operations Manager together with Maintenance Manager (Head Driver) are responsible for creating, maintaining, and proper filing of all vehicle inventory documentation. Updated vehicle inventory documentation will be maintained in the

Rockland office of CTI. Any changes in, or issues with the keeping of Vehicle Inventory records will be reported to the Transportation Director.

### **Vehicle Replacement Schedule**

*Please see attached inventory sheet*

- Remaining useful life – The estimated number of years the vehicle will be able to carry out its intended purpose before being replaced. FTA establishes the minimum useful life of buses and minibuses.
- Replacement Cost – The current year estimated purchase price for a new vehicle of this type

*See Capital Plan*

### **Vehicle Breakdown Policy**

- In the event of a breakdown the driver will contact the dispatch center.
- The dispatch center will then initiate operations to retrieve the vehicle and ensure the safe delivery of any passengers on board.

## **Preventive Maintenance Program**

Preventive maintenance is the cornerstone of CTI's operational safety, reliability, and quality of service and is one of the most important functions of our maintenance program. The key goals of CTI's preventative maintenance program are to:

- Maintain the safety of our vehicles
- Maximize vehicle performance cost-effectively
- Maximize vehicle lifespan

The emphasis of the Coastal Trans maintenance program is preventive rather than reactive maintenance. A strong preventive maintenance program effectively reduces overall maintenance costs by decreasing the number of road calls and the high cost of unpredictable repairs caused by reactive maintenance. Coastal Trans uses a graduated preventative maintenance program (PM) that is based on the manufacturer's recommendations and modified based on our experience and the local conditions in Midcoast Maine. Solid PM practices maximize useful life, are cost efficient over the life of the vehicle, and ensure that our vehicles remain in safe operating condition.

Coastal Trans has an aggressive preventive maintenance program that schedules vehicle inspections based on a variety of categories. The PM schedule is based upon usage and vehicle type and manufacturers recommendations. The schedule is progressive. Each successive PM includes a higher level of maintenance inspection activity. Vehicles are inspected based on mileage and time, and in addition, each vehicle receives an annual comprehensive inspection.

Coastal Trans staff continually review our maintenance practices to identify potential improvements to the program. This assures optimum benefits from the scheduled inspections. Engine oil analysis is an integral part of the inspection program. Oil analysis is based on mileage operated. The purpose is for early identification of unusual engine wear thereby acting to prevent catastrophic engine failures.

### **On-time inspection variance**

The allowable variance with all preventive maintenance inspections is a minus 500 miles to a plus 500 miles. Any inspection completed within this parameter is considered on time.

Each vehicle type has its own specific PM schedule based on, but not limited to, manufacturers recommendations.

### **Local Conditions**

The rural area of Midcoast Maine that CTI serves has a direct impact on the level of PM needed. The fleet experiences dirt roads, hilly terrain, and stop-and-go conditions on a daily basis that require a higher level of PM. In addition, weather plays a role in the need

for increased PM. Sand and salt are known to cause premature wear on certain part. In conjunction with the contracted maintenance and repair vendors, CTI inspects parts of the vehicles that are most vulnerable to weather-induced wear and tear beyond the recommendations of the vehicle manufacturer.

**Clean Vehicle Policy**

Clean vehicles are important to the overall image of CTI and our commitment to quality customer service. Regular cleaning of CTI vehicles increase the life span of the vehicles, provide a higher quality work environment for drivers, a better experience for riders, and a demonstrated pride in transportation services.

**At the end of daily service period Drivers are required to:**

1. Buckle all lap belts and remove any trail dirt from belts and seats
2. Remove any garbage and sweep vehicles
3. Report conditions to the operations staff for which they are unable to take care of, i.e. graffiti removal

The maintenance manager (Head Driver) is responsible for ensuring that vehicles are washed and clean on a regular basis. The Operations Manger is responsible for any required follow-up and/or additional service to maintain vehicle cleanliness. The Operations Manager will conduct a weekly vehicle inspection. The Transportation Director will do vehicle inspections monthly in addition to periodic random checks to ensure compliance with the CTI Clean Vehicle Policy.

## **Vehicle Maintenance Management**

The Maintenance Manager (Head Driver) is responsible for developing the PM schedule for each vehicle and ensuring that all PM activities are completed in a timely manner and consistent with the manufacturer's recommendations and the CTI Fleet Maintenance Plan.

Throughout the PM and repair process the tasks performed by contracted vendors are reviewed and recorded by the Maintenance Manager (Head Driver) and staff.

This constant reviewing and recording is designed to ensure that review and decisions are made at the proper level of management.

- Each week the Maintenance Manager prints and reviews the PM tracking report to identify which vehicles are due or coming due for Preventative Maintenance. The identified vehicles are scheduled for work in coordination with Operations staff.
- Work is then assigned to a contracted vendor\* who performs the PM and completes the appropriate PM inspection form. The Maintenance Manager provides the maintenance vendor with complete instructions on how to perform the PM. Minor repairs such as light bulbs and the securing of fasteners etc. are done during the PM process.
- CTI maintains separate PM inspection process for specific component systems such as wheelchair lifts and HVAC systems. These component systems have their own PM schedules, forms, and tracking reports.
- The Maintenance Manager is responsible for reviewing and tracking reports and generating the work orders to perform the tasks. Other needed repairs may be identified during the PM inspection. These are referred to as "PM write ups". In addition, drivers may report vehicle problems on their daily Pre- and Post Inspection Forms (See attached example)
- The Maintenance Manager reviews the PM write-ups and driver reports and, in conjunction with Operations Staff, schedules vehicles for repair with the contracted vendor, and reviews invoice and completed repairs before the bus returns to service. A separate work order is issued for this type of repair.

**\* Contracted Maintenance Vendor for all FTA/MDOT vehicles is Rockport Automotive in Rockport, Maine.** Wherever feasible, all other vehicles in the CTI fleet will be serviced by Rockport Automotive to the standards of the Fleet Maintenance Plan. See attached copy of contract agreement.

## **Vehicle Maintenance Identification, Tracking and Reporting**

Coastal Trans uses a system of manual and computerized forms and reports to schedule and perform preventative maintenance (PM) and repairs to its vehicles. These documents include:

- Work orders
- Service orders
- Purchase orders
- Parts requests
- PM Tracking report
- PM Inspection forms (these vary based on type of vehicle and level of PM to be performed)

After the Maintenance Manager identifies which vehicles are due for PM, a work order is prepared that describes the work to be done, and instructions as to which level of PM is to be performed. All the PM labor and costs are captured on the work order. When there is a PM write-up, a new work order or multiple work orders are then generated listing those repairs. All repair labor and parts are charged to the work orders specific to the individual repairs. The PM work order is checked and completed by the contracted vendor. The Maintenance Manager updates the PM Tracking Report to show when the PM was completed. All paperwork for vehicle PM and repairs will be signed by Maintenance Manager and filed accordingly in the Vehicle Maintenance File.

## **A-B-C PM Schedule and Required Service**

This is currently being done by the “All Data” computer software that is utilized by the maintenance vendor. This system utilizes the vehicle’s current mileage and manufacturer recommendations to determine the scheduled PM and repairs.

## **Quality Assurance**

### **Process to oversee work done by contracted vendors**

CTI contracts with a maintenance vendor for its FTA/MDOT funded agency vehicles. This includes maintenance of all vehicles owned by CTI, when feasible. The maintenance vendor is required to maintain the vehicles in accordance with the CTI Fleet Maintenance Plan. To ensure compliance, CTI requires the maintenance vendor to submit all work orders for PM and repairs to our Maintenance Manager. In addition, CTI Transportation Director, with MDOT's Certified Vehicle Maintenance Manager will conduct an annual physical inspection of all CTI agency vehicles maintained by the contractor.

### **Warranty Recovery Plan**

CTI operates a warranty recovery program to ensure that cost of parts and repairs on warranty-covered items are recovered.

If a repair is determined to be covered under the warranty, the appropriate coding will be identified on the work order. Any warranty parts removed from the vehicle(s) are tagged with the repair information and held at the maintenance vendor's storage until requested by the manufacturer/vendor. The maintenance vendor submits a warranty claim to the applicable manufacturer/vendor. The maintenance vendor and/or Maintenance Manager track warranty claims via the open warranty tracking report.

### **Failed components**

Parts and components that may have failed prematurely are returned to the Maintenance vendor. The Maintenance Manager researches the original installation date, miles of usage on the failed component, and the vendor it was originally purchased from. If the part or component is covered by a warranty, it is returned to the vendor.

### **Return to manufacturer/vendor**

Authorization for warranty return and labor claims, when applicable, are obtained from the manufacturer or vendor. Information is supplied to the vendor on the circumstances of the failure, if known. The item is then returned to the vendor warranty department for repair or replacement. CTI retains copy of the warranty claim form for tracking purposes.

### **Receipt from manufacturer/vendor**

When a unit is received at CTI, it is entered into the inventory system via an Inventory Adjustment form that is coded as a warranty replacement. A warranty form, signed and dated by the Maintenance Manager is completed and forwarded to the Accounting Department to make the necessary accounting adjustments. A copy of the warranty form is kept in the Vehicle Maintenance File. Labor credit if received is applied to the appropriate cost center via a credit entry applied to the work order used when the defective part was removed.



**MAINEDOT REGION 5**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**

**WALDO COMMUNITY ACTION PARTNERS (WCAP)**

# WALDO COMMUNITY ACTION PARTNERS

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# MAINEDOT REGION 5 BIENNIAL OPERATIONS PLAN

## WALDO COMMUNITY ACTION PARTNERS

### WALDO COUNTY TRANSPORTATION PROGRAM

#### PROJECT DESCRIPTION

##### A. RURAL TRANSIT PROVIDER

Provider: Waldo Community Action Partners Transportation Program  
Contact Person: Edward J. Murphy, Transportation/CSBG Director  
Address: P.O. Box 130, Belfast, Maine 04915  
Telephone: 338-6809  
Web Site: [www.waldocap.org](http://www.waldocap.org)  
Email: [emurphy@waldocap.org](mailto:emurphy@waldocap.org)

##### B. SERVICE AREA

No. of Counties: One Primary (Four Secondary)  
Type of Service: Demand response, Contract, Volunteers. WCAP also operates a deviated fixed route In-Town Belfast shopper.  
Service Area: Waldo County (primary service area), as well as Knox, Lincoln and Sagadahoc Counties (secondary areas).

##### C. GEOGRAPHIC AREA

Waldo County Transportation is operated by the Waldo Community Action Partners (WCAP). Service is provided to Waldo County communities on an average of at least twice a week either by bus, van or volunteer driver. Some communities are provided service five days a week on a regular basis.

The towns of Unity, Troy and Burnham are part of Waldo County, but are in the service area covered by Kennebec Valley Community Action Program (KVCAP). Waldo County Transportation has negotiated with the Transportation Manager from KVCAP to allow WCAP to provide unrestricted transportation services for Unity, Troy and Burnham residents (these towns are located in region 4).

Regularly scheduled trips are also made to Bangor, Rockland, Augusta and Waterville. WCAP provides a limited number of trips in Knox, Lincoln and Sagadahoc counties for DHHS-referred clients under contract with the Maine Department of Health and Human Services.

#### D. SERVICE DESCRIPTION

Demand response services and routes are set forth in a bus schedule printed by WCAP and are summarized below. Each route is operated on a demand response basis. Routes are run in a general direction but provide flexibility along the way to pick up passengers at their homes. Waldo County is extremely rural with a limited population base. Belfast is the major destination of most routes. Routes are also run to Waterville, Augusta, and Rockland twice per month so that passengers can avail themselves of services that are unavailable in Waldo County. Routes are run to Bangor on a weekly basis. Trips made in Knox, Lincoln and Sagadahoc counties originate as a result of a DHHS referral in cooperation to assist Coastal Trans, Inc.

##### Belfast to Waterville

From	To	Pick Up Time	Return	Days	Bus Fare
Belfast	Waterville	9:00 am	1:00 PM	1 <sup>st</sup> & 3 <sup>rd</sup> Mon	\$3.50
Waldo	Waterville	9:10 am	1:00 PM	1 <sup>st</sup> & 3 <sup>rd</sup> Mon	\$3.50
Brooks	Waterville	9:20 am	1:00 PM	1 <sup>st</sup> & 3 <sup>rd</sup> Mon	\$3.00
Knox	Waterville	9:30 am	1:00 PM	1 <sup>st</sup> & 3 <sup>rd</sup> Mon	\$3.00
Thorndike	Waterville	9:40 am	1:00 PM	1 <sup>st</sup> & 3 <sup>rd</sup> Mon	\$3.00
Unity	Waterville	9:50 am	1:00 PM	1 <sup>st</sup> & 3 <sup>rd</sup> Mon	\$2.50
Burnham	Waterville	10:00 am	1:00 PM	1 <sup>st</sup> & 3 <sup>rd</sup> Mon	\$2.50

##### Belfast to Augusta

From	To	Pick Up Time	Return	Days	Bus Fare
Belfast	Augusta	9:00 am	1:00 PM	2 <sup>nd</sup> & 4 <sup>th</sup> Mon.	\$3.50
Belmont	Augusta	9:15 am	1:00 PM	2 <sup>nd</sup> & 4 <sup>th</sup> Mon.	\$3.25
Morrill	Augusta	9:25 am	1:00 PM	2 <sup>nd</sup> & 4 <sup>th</sup> Mon.	\$3.25
Searsmont	Augusta	9:35 am	1:00 PM	2 <sup>nd</sup> & 4 <sup>th</sup> Mon.	\$3.25
Montville	Augusta	9:45 am	1:00 PM	2 <sup>nd</sup> & 4 <sup>th</sup> Mon.	\$3.25
Liberty	Augusta	9:50 am	1:00 PM	2 <sup>nd</sup> & 4 <sup>th</sup> Mon.	\$3.25
Palermo	Augusta	10:00 am	1:00 PM	2 <sup>nd</sup> & 4 <sup>th</sup> Mon.	\$2.75

##### Belfast to Rockland

From	To	Pick Up Time	Return	Days	Bus Fare
Belfast	Rockland	9:00 am	1:00 PM	2 <sup>nd</sup> & 4 <sup>th</sup> Tues.	\$3.00
Northport	Rockland	9:15 am	1:00 PM	2 <sup>nd</sup> & 4 <sup>th</sup> Tues.	\$2.75
Lincolntown	Rockland	9:30 am	1:00 PM	2 <sup>nd</sup> & 4 <sup>th</sup> Tues.	\$2.50

##### Belfast to Bangor

From	To	Pick Up Time	Return	Days	Bus Fare
Belfast	Bangor	9:10 am	1:00 PM	Friday	\$3.50
Searsport	Bangor	9:20 am	1:00 PM	Friday	\$3.50
Stockton Springs	Bangor	9:30 am	1:00 PM	Friday	\$3.00

Prospect	Bangor	9:40 am	1:00 PM	Friday	\$2.75
Frankfort	Bangor	9:50 am	1:00 PM	Friday	\$2.50
Winterport	Bangor	10:00 am	1:00 PM	Friday	\$2.25

### From Other Cities/Towns to Belfast

Monday through Friday

From	To	Pick Up Time	Return	Bus Fare
Searsport	Belfast	8:00 am	10:30 am	\$2.00

Tuesday

From	To	Pick Up Time	Return	Bus Fare
Troy	Belfast	7:30 am	11:30 am	\$2.50
Unity	Belfast	7:45 am	11:30 am	\$2.50
Thorndike	Belfast	8:00 am	11:30 am	\$2.50
Freedom	Belfast	8:15 am	11:30 am	\$2.50
Knox	Belfast	8:20 am	11:30 am	\$2.50
Jackson	Belfast	8:35 am	11:30 am	\$2.50
Brooks	Belfast	8:45 am	11:30 am	\$2.50
Waldo	Belfast	8:55 am	11:30 am	\$2.00

Wednesday

From	To	Pick Up Time	Return	Bus Fare
Swanville	Belfast	9:00 am	11:30 am	\$2.50
Monroe	Belfast	9:12 am	11:30 am	\$2.00
Jackson	Belfast	9:25 am	11:30 am	\$2.50
Brooks	Belfast	9:35 am	11:30 am	\$2.50
Waldo	Belfast	9:45 am	11:30 am	\$2.00

Wednesday

From	To	Pick Up Time	Return	Bus Fare
Winterport	Belfast	9:40 am	12:30 am	\$2.50
Frankfort	Belfast	9:50 am	12:30 am	\$2.50
Prospect	Belfast	10:00 am	12:30 am	\$2.50
Stockton Springs	Belfast	10:10 am	12:30 am	\$2.50
Searsport	Belfast	10:20 am	12:30 am	\$2.00

Wednesday-Friday

From	To	Pick Up Time	Return	Bus Fare
Lincolnton Ctr.	Belfast	9:40 am	12:00 am	\$2.50
Lincolnton Beach	Belfast	9:50 am	12:00 am	\$2.50
Northport	Belfast	10:10 am	12:00 am	\$2.00

Thursday

<b>From</b>	<b>To</b>	<b>Pick Up Time</b>	<b>Return</b>	<b>Bus Fare</b>
Palermo	Belfast	7:30 am	11:30 am	\$2.50
Freedom	Belfast	7:45 am	11:30 am	\$2.50
Montville	Belfast	8:00 am	11:30 am	\$2.50
Liberty	Belfast	8:15 am	11:30 am	\$2.50
Searsmont	Belfast	8:25 am	11:30 am	\$2.25
Morrill	Belfast	8:35 am	11:30 am	\$2.25
Belmont	Belfast	8:45 am	11:30 am	\$2.00

### **Belfast Shopper**

WCAP also operates the In-Town Belfast Shopper on Mondays, Wednesdays and Fridays for \$1.00 for a one-way ticket. No reservations are required.

BELFAST CENTER	10:00 Begin
BELFAST SQUARE APARTMENTS	10:04
VOLUNTEERS OF AMERICA APARTMENTS	10:08
MIDCOAST APARTMENTS	10:12
HILLTOP BIRCHES APARTMENTS	10:16
BELFAST BIRCHES APARTMENTS	10:20
AMBASSADOR APARTMENTS	10:24
HANNAFORD	10:30
RENY'S PLAZA	10:34
GOODWILL	10:38
WALGREENS	10:42
RITE-AID	10:46
FAMILY DOLLAR MAIN STREET PLAZA	10:50
BELFAST CO-OP	10:54
BELFAST WATERFRONT	10:58
HANNAFORD	11:08
MID COAST APTS	11:12
VOLUNTEERS OF AMERICA	11:16
HILL TOP BIRCHES	11:20
BELFAST BIRCHES	11:24
AMBASSADOR	11:28
BELFAST SQUARE APTS	11:32
BELFAST CENTER	11:36
BELFAST CO-OP	11:40
BELFAST WATERFRONT	11:44
FAMILY DOLLAR STORE MAIN ST PLAZA	11:48
RITE-AID	11:52
WALGREENS	11:56
RENY'S	12:00
GOODWILL	12:04
HANNAFORD	12:08

(Drop off at apartment complexes for return riders)	12:12 – 12:32
Belfast Center	12:32
BELFAST CO-OP	12:36
BELFAST WATERFRONT	12:40
FAMILY DOLLAR MAIN STREET PLAZA	12:44
RITE-AID	12:48
WALGREENS	12:52
RENY'S	12:56
GOODWILL	1:00
HANNAFORD – LAST PASSENGER BOARDING	1:10
(Drop off at apartment complexes for return riders)	1:12 – Last Drop

**E. FARE STRUCTURE**

WCAP's fare structure is zone based. Passengers traveling the farthest pay a slightly increased fare on established routes (See exact fares in the preceding tables).

**F. PROPOSED EXPANSIONS, CUTBACKS**

**Expansions:**

MaineDOT has agreed to move the towns of Unity, Troy and Burnham from Region 4 (KVCAP's service area) back to Region 5 after the 2010 Census is complete. WCAP and KVCAP have agreed that WCAP can provide unrestricted transportation services for Burnham, Troy, and Unity residents until the region is changed.

WCAP is planning to offer services from Belfast to Bangor on Saturdays and Sundays.

In 2010, WCAP hired a safety consultant on a consulting basis to help with overall safety issues and training.

**Cutbacks:**

WCAP's new dispatching software has achieved a number of efficiencies which partially offset MaineCare revenue reductions, however we are still anticipating an \$88,000.00 shortfall that will lead to service reductions, yet to be determined.

**G. CHARTER SERVICE**

The Waldo Community Action Partners Board of Directors adopted a new Charter Policy on November 18<sup>th</sup> allowing the Waldo County Transportation Program to provide charter service in compliance with federal regulation. All routes and trips are open to the public. However, WCAP has adopted a new policy of free community event transportation for communities that financially support WCAP.

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

The Waldo County Transportation Program is the only mass transportation system operating in Waldo County. There is no competition. The county is rural in nature and for the most part people have to travel 20 to 30 miles just to go grocery shopping. Waldo County has two taxi companies, Schooner Bay Taxi and Bay Taxi that operate on demand. Both companies have accessible taxis. WCAP has a working relationship with both taxi companies and they accept and bill trips through WCAP for MaineCare people traveling to medical appointments. There are no registered, local MaineCare wheelchair van providers serving Waldo County.

## **I. PASSENGER STUDIES/SURVEYS**

The Waldo Community Action Partners Transportation Program conducts passenger surveys every six months surveying customers and DHHS Case Workers. Surveys are designed to address four indicators that are essential in providing transportation services for the general public and social services clients.

The four indicators are:

1. **Indicator: Timely**  
Goal: Assess whether or not a minimum of 90% of ridership arrive at their destination on time.
2. **Indicator: Safe**  
Goal: Assess if customers feel safe riding on agency vans or buses and with volunteer drivers.
3. **Indicator: Reliable**  
Goal: Assess if existing customers transportation needs are being met.
4. **Indicator: Access to Services**  
Goal: Assess if transportation requests are being met for individuals with disabilities.

Survey results haven't changed overall. 98% of the riders report arriving at their destination on time. 100% feel safe riding with WCAP's trained drivers in both agency and volunteer drivers' vehicles. 98% say that their transportation needs are being met with the exception of evening and weekend service. 100% of the service needs for individuals with disabilities individuals were met when requests were made within normal operating hours.

## **PROJECT COORDINATION**

### **A. PROJECT COORDINATION EFFORTS WITH SOCIAL SERVICE AND PRIVATE AGENCIES**

The Waldo County Transportation Program negotiates annually with a number of social service agencies to coordinate transportation services for specific client groups. In addition to the social service agencies WCAP coordinates transportation to area medical facilities, shopping complexes, employment locations and senior citizen outings.

Routes which have been established for meeting specific client group transportation needs have been used as the basis for building a public transportation system in Waldo County. This past year transportation services was targeted for funding cuts originating in the Governor’s office specific to the Maine Department of Health and Human Services programs.

Specific coordination efforts are conducted as follows:

**Transportation on Demand**

**Maine Department of Health and Human Services, Office of Child and Family Services.** The Department and Waldo County Transportation Program have an established open referral process whereby referrals are made on a daily basis by fax as negotiated in the contract. Services are provided for children and adults accepted by the Department relevant to eligibility criteria established by the State of Maine.

**Maine Department of Health and Human Services, Office of MaineCare Services.** The Waldo County Transportation Program is the designated provider of MaineCare transportation for Waldo County residents. Transportation is coordinated by just about every mode of transportation available so that people have access to medical facilities across the country. Payments for services are on a reimbursement by report and fee for service basis. Fee for Service rates are established by the Office of MaineCare Services.

**Maine Department of Health and Human Services, Office of Adults with Cognitive and Physical Disabilities.** The Department's role in providing transportation for BDS clients is to provide the seed match to the Office of MaineCare Services at the State of Maine's matching fund rate for Federal Medicaid dollars. Routes are established based on BDS clients authorized to receive transportation services. The mileage for each client is estimated based on the frequency of service and projected costs are determined in alignment with WCAP's approved MaineCare rates. BDS provides seed match directly to the State of Maine Office of MaineCare Services.

**Other Agencies.** WCAP coordinates and delivers transportation services for most service agencies in Waldo County and some outside organizations. In most cases clients are directly referred to WCAP outside formal contractual agreements. The following list is not inclusive of all coordination efforts between local agencies and programs and WCAP.

1. Child Development Services	10. Group Home Foundation
2. Senior Spectrum	11. Waldo Knox AIDS Coalition
3. Waldo County Public Health	12. Waldo County Home Health
4. Mid Coast Mental Health	13. SAD 34 Adult Education
5. Belfast Area Children’s Center	14. Tall Pines Health Care Facility
6. Waldo County Preschool Services	15. Bayview Boarding Home
7. Waldo County Head Start	16. Waldo County Correctional Facility
8. SAD #3	17. Worker’s Compensation
9. Disability Determination Services	

## **B. SOCIAL SERVICE CONTRACT SUMMARY**

WCAP has a service contract with the Maine Department of Health Human Services, Office of Child and Family Services.

WCAP has informal agreements with Child Development Services and Waldo County Preschool Services.

The State of Maine's Department of Health and Human Services, Office of MaineCare Services funds MaineCare eligible transportation services for the DHHS Behavioral and Developmental Services division's clients as well as MaineCare member's medical transportation.

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

WCAP was certified as a Regional Transportation Corporation for Region 5, effective August 1, 1995 for the purpose of providing rural public transportation services for the communities in Waldo County that are in Region 5 (see Appendix). WCAP is a Full Service Transportation Provider. All types of transportation services are provided in Waldo County.

WCAP and Kennebec Valley Community Action Program have an informal agreement that permits WCAP to provide all types of transportation for the towns of Burnham, Troy and Unity (towns that will be moved from Region 4 to Region 5 after the 2010 Census is complete).

WCAP also has formal agreements with the Kennebec Valley Community Action Program, PENQUIS Community Action Program (The LYNX) and Washington Hancock Community Action Program to provide and/or coordinate transportation services for border residents (see Appendix). Coastal Trans Inc. is the designated Regional Transportation Coordinator for the remainder of Region 5.

Bay Area Taxi has one wheelchair van but chose not to become a MaineCare Wheelchair Provider. There are no registered MaineCare Wheelchair Van Providers serving Waldo County. The difference from WCAP and a Wheelchair Van Provider is that MaineCare pays a higher rate for them to provide door through door services. Since WCAP is a full service MaineCare provider, WCAP is not eligible to be a Wheelchair Van Provider.

WCAP and Coastal Trans work together. On occasion, one agency or the other will provide trips for clients when the other is not able to find a driver.

## **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**

WCAP is not aware of any potential DBE/WBE's. Belfast Office Supply and Services was the only known DBE/WBE in Waldo County and now they are no longer certified.

### **B. MONETARY GOALS**

In FY 2011, WCAP has the opportunity to contract for approximately \$28,228.00 in supplies and services (legal fees \$45.00, office supplies \$10,000.00 staff training \$18,183.00). Section 5311 and MDOT funds \$129,330.00 as set forth in the budget) account for 7% of the total budget of \$1,854,729.00. Therefore, the federal/state share of contractible services is \$1,976.00 (7% of \$28,228.00), and the 1.34% monetary goal is \$26.48 (1.34% of \$1,976.00).

In FY 2012, WCAP has the opportunity to contract for approximately \$28,283.00 in supplies and services (legal fees \$100.00, office supplies \$10,000.00 staff training \$18,183.00). Section 5311 and MDOT funds \$129,330.00 as set forth in the budget) account for 7.4% of the total budget of \$1,757,198.00. Therefore, the federal/state share of contractible services is \$2,093.00 (7.4% of \$28,283.00); if the federal DBE/WBE rate remains at 1.34%, then the DBE/WBE monetary goal would be \$28.05 (1.34% of \$2,093.00).

WCAP consistently exceeds this goal. WCAP 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. WCAP will utilize MDOT's list of DBE/WBE in procuring bids, as well as qualified firms that have responded to MDOT's public notice regarding DBE/WBE participation.

### **C. ADVERTISING**

The Maine Department of Transportation publishes an ad on behalf of all transportation providers.

## **CAPITAL**

### **A. MAINTENANCE**

WCAP follows a written preventive maintenance schedule for the service of its vehicles (see appendix).

### **B. CAPITAL ACQUISITIONS**

#### **WCAP EQUIPMENT REPLACEMENT PLAN**

The Waldo County Transportation Program views timely replacement of vehicles as a safety and cost-efficiency issue for planning purposes. Waldo County Transportation Program uses a five year and/or

150,000 mile life expectancy following the Maine Department of Transportation guidelines for replacement expectations. Office equipment is replaced on an as needed basis.

Estimated replacement dates are based on the anticipation that the State of Maine will apply for Federal Capital Equipment acquisition grants and the availability of matching funds in time frames that coincide.

**2010-2015**

<b>Veh. #</b>	<b>Vehicle Data</b>	<b>Passenger Capacity</b>	<b>Lift Equipped</b>	<b>Mileage</b>	<b>Replacement Time Frame</b>	<b>Approx. Cost</b>
1	2002 GMC Air Bus	20	No	121,445	2013	\$175,000.00
2	2003 Dodge Caravan	7	Comp Seat	201,425	2011	\$48,618.00
3	2003 Ford F350	9	YES	228,470	2012	\$75,000.00
4	2006 Dodge Caravan	7	No	100,234	2013	\$25,000
8	2003 Ford Goshen Coach	21	YES	231,461	2011	\$155,000
9	2003 Ford Goshen Coach	21	YES	176,896	2011	\$155,000
21	2001 Chevy Van	7	NO	232,204	2011	\$48,618.00
241	2007 Dodge Caravan	7	Comp Seat	122,425	2012	\$25,000.00
242	2007 Dodge Caravan	7	Comp Seat	117,826	2012	\$25,000.00
243	2007 Dodge Caravan	7	Comp Seat	116,355	2012	\$25,000.00
244	2007 Dodge Caravan	7	Comp Seat	114,866	2012	\$25,000.00
245	2007 Star Trans	8	YES	127,609	2013	\$75,000.00
246	2007 Star Trans	8	YES	123,146	2013	\$75,000.00

Note:

- MDOT has put out a bid notice to purchase two accessible minivans to replace vans #2 and 21
- Bus #'S 8 and 9 will be of a much higher quality and are being built at the factory at this present time. Delivery is anticipated in September or early October of this year.
- Van # 2 will be used as a back up spare van
- Bus # 8 will be sent to the State of Maine auction when we receive the two new buses this fall
- Van # 21 will be sent to the State of Maine auction when we receive the replacement van

**Vehicle Funding Plan**

<b>EQUIPMENT</b>	<b>Replacement Time Frame</b>	<b>FEDERAL SOURCES</b>	<b>FEDERAL AMOUNT</b>	<b>STATE</b>	<b>WCTP LOCAL SHARE</b>	<b>Total Cost</b>
Van #2	2011	5310 Grants	\$38,894.00	\$ .00	\$9,724.00	\$48,618.00
Bus # 8	2010	MDOT ARRA	\$155,000.00	\$ .00	\$ .00	\$155,000.00
Bus # 9	2010	TBD	\$48,000.00	\$ .00	\$ .00	\$155,000.00
Van #21	2011	5310 Grants	\$38,894.00	\$ .00	\$9,724.00	\$48,618.00

**WCAP OFFICE EQUIPMENT REPLACEMENT PLAN  
2010-2015**

The Waldo County Transportation Program will replace its old black and white copier with a new colored copier, purchase a new colored printer for the Operations Managers office and replace the high speed printer used to print trip sheets using existing MDOT 5310 grants matched with a local share.

<b>Office Equipment</b>	<b>Replacement Time Frame</b>	<b>Estimated Cost</b>	<b>Federal Funding</b>	<b>Local Share</b>	<b>Total Cost</b>
Black and white copier with a high speed colored copier	2011	\$10,000.00	\$8,000.00 from 5310 Grants	\$2,000.00 Budgeted	\$10,000.00
Colored printer for Jamie Parson's office	2011	\$1,000.00	\$800.00 from 5310 Grants	\$200.00 Budgeted	\$1000.00
High speed printer for printing trip sheets	2011	\$2,690.00	\$2,152.00 from 5310 Grants	\$538.00 Budgeted	\$2,690.00

Note:

- Funds are budgeted annually to replace one computer and/or monitor annually under office supplies.

Estimated replacement dates are based on the anticipation that the State of Maine will apply for Federal Capital Equipment acquisition grants and the availability of matching funds in time frames that coincide.

**C. CAPITAL RESERVE ACCOUNT**

As of July 28, 2010, WCAP's Capital Reserve Account balance was \$30,000.00. The Board authorization for the Capital Reserve Account is in the appendix.

**GOAL AND OBJECTIVES**

**A. STATUS REPORT ON EXISTING GOALS:**

**1. MaineCare administrative base rates**

- A. Base rate negotiation.** Work with MaineCare to achieve more equitable base rates.

*Status: MaineCare has established a single, statewide base rate of \$7.*

**2. Transportation for seniors**

- A. Partnerships for senior transportation.** Work with organizations, municipalities and other entities on a request basis where there is an interest in

providing additional transportation services for seniors and where potential funding sources have been identified.

*Status: WCAP is working with the Senior College located at the University of Maine Hutchinson Center which pays for group trip transportation services for seniors. Spectrum Generations was approached for funding, however their available funding had been allocated to Coastal Trans for Knox, Lincoln, and Sagadahoc Counties.*

- B. Grant programs.** Consider applying for other grant programs aimed at improving transportation for seniors.

*Status: WCAP received an ARRA Community Development Block Grant which was used to purchase two used vehicles for general transportation, as well as training for Easy Ride dispatch software.*

### 3. Parent education

- A. One-on-one assistance.** Continue to provide one-on-one assistance when riders or service providers request information about transportation.

*Status: WCAP continues to provide one-on-one assistance. In addition WCTP sends an information packet by mail in response to all inquires.*

- B. Distribution of brochures.** Continue to distribute the reference guide and other materials to riders, service providers and the general public.

*Status: WCAP has continued to distribute the reference guide and other material according to the program's Marketing Plan.*

- C. DHHS follow-up.** Follow up with DHHS to see if Waldo Transportation's printed information has been displayed on the DHHS bulletin board.

*Status: WCAP met with DHHS on August 10, 2010, to coordinate its services.*

### 4. Volunteers

- A. Recruitment.** Continue current efforts to recruit volunteers, and explore more options for recruitment.

*Status: Recruitment is an on-going activity at WCAP.*

### 5. Better communication

- A. Website.** Continue to maintain, update and improve the Waldo County Transportation website.

*Status: The website is a work in progress; it is continually refined.*

- B. Web links.** Work with service providers to establish a workable link on their websites to Waldo County Transportation services.

*Status: No action.*

- C. Flyer distribution.** Continue to distribute transportation flyers to service providers.

*Status: WCAP continues to distribute flier according to WCTP's Marketing Plans.*

- D. Individual agency meetings.** Continue to meet with DHHS and other agencies on a one-to-one basis to explain WCAP's transportation program.

*Status: WCAP continues to meet with agencies on a one-to-one basis.*

- E. Annual meeting.** Convene a joint meeting of all service providers to explain WCAP's transportation program and to address common problems related to transportation.

*Status: On March 2, 2010, WCAP convened a meeting which was attended by 20 people from 16 different agencies. The immediate results of this project were easily identified. A six member advisory committee was established along with increased transportation services for the Tall Pines Adult Day Program. The Director also met with the Belfast Area Children's Center (BACC) in an effort to establish a new route that would best serve their needs. Unfortunately, BACC could not come up with the funding to pay for transporting their customers.*

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

*Status: WCTP is working with the Mid Coast District Health Coordinating Committee transportation Task Force to roll out a Transportation Tool Kit for all four counties in April or may this year. WCAP has relied in the past on its website, dispatchers and written brochures following WCTP's Marketing Plan to educate the public about transit.*

## **6. Employment transportation**

- A. GoMaine vans.** Consider establishing a commuter program in Waldo County using GoMaine vans provided by MaineDOT.

*Status: WCAP met with GoMaine and set up a meeting but no one came. In addition to that effort WCTP sent flyers to major employers in the Belfast area and put out flyers in the Unity, Troy and Burnham area to see if there is interest in establishing a Unity to Belfast Employment Route to no avail.*

- B. JARC funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services and where

potential local funding sources have been identified. Consider Job Access Reverse Commute (JARC) funds where appropriate.

*Status: Not applicable. There has been no interest in providing local funds for transit services. JARC funds have been committed to projects in other parts of the state.*

## 7. **Coordination**

- A. **Annual meeting.** Periodically convene a joint meeting of all service providers to explain WCAP's transportation program and to address common problems related to transportation.

*Status: This was done in March, 2010 (see 5.E., above)*

## B. **NEW GOALS**

### **TRANSPORTATION PROGRAM- 5-YEAR PLAN**

**Goal 1- To create a culture of workability fueled by personal integrity in all actions by:**

**Strategy 1. Succession Planning**

***Action Steps:***

- a. Develop Desk Top Procedure Manuals for Program Operations, Intake Positions, Dispatching, Agency Driver Management, Volunteer Driver Management, and Vehicle Maintenance Management by **September 30, 2011**

**Benchmarks:**

- Program Operations, Intake Positions, and Dispatching by June 30, 2011
- Agency Driver Management, Volunteer Driver Management, and Vehicle Maintenance Management by September 30, 2011

- b. Review and update Desk Top Procedure Manuals for Program Operations, Intake Positions, Dispatching, Agency Driver Management, Volunteer Driver Management, and Vehicle Maintenance Management by **September 30<sup>th</sup> each year**

**Benchmarks:**

- Program Operations, Intake Positions, and Dispatching by June 30, 2011
- Agency Driver Management, Volunteer Driver Management, and Vehicle Maintenance Management by September 30, 2011

- c. Develop a complete Policy Manual by **June 30, 2011**

**Benchmarks:**

- Current Board approved program policies will be reviewed by the program director by April 30<sup>th</sup>, 2011.
- Recommended changes to existing policies will be available to be sent to the Board by May 10<sup>th</sup>, 2011.
- Draft Policy Manual will be available for review by May 30<sup>th</sup>, 2011.
- Policy Manual will be complete on June 30, 2011

- d. Review and update Policy Manual by **June 30<sup>th</sup> each year.**

**Benchmarks:**

- Current Board approved program policies will be reviewed by the program director by April 30<sup>th</sup> each year.
  - Recommended changes to existing policies will be available to be sent to the Board by May 10<sup>th</sup>, each year.
  - Policy Manual will be completely updated by June 30<sup>th</sup> each year.
- e. Develop a complete Regulations Manual for the Waldo County Transportation Program by **December 31, 2011**
- Benchmarks:**
- Research and print DHHS regulations by August 31, 2011
  - Research and print Department of Transportation regulations by October 31, 2011.
  - Create Regulations Manual separated by funders by December 31, 2011.
  - Update Regulations Manual as regulations change.

## **Strategy II. Professional Development**

### ***Action Steps:***

- a. Create a Staff Training Manual by **October 1, 2011.**

**Benchmarks:**

- Research and print funders training requirements by July 31, 2011
  - Create a Training Plan by August 15<sup>th</sup> each year.
  - Create a Training Calendar for the next fiscal year by September 1<sup>st</sup> each year.
  - Prepare the Training Manual by October 1, 2011.
  - Update manual as changes occur.
- b. Working with program operations deliver scheduled training as outlined in the Training Calendar.
- Benchmarks:**
- Secure a training site and qualified trainer for in-house training by the first of each month.
  - Notify staff expected to attend training two weeks in advance.
  - Keep attendance records for submission to Human Resources at each training event.
  - Submit training documentation to WCAP's Human Resource Department within three days of completion.
  - Human Resources will log training information for each staff person and create a monthly report by the 15<sup>th</sup> of each month.
- c. Staff will participate in statewide training events that are scheduled and identified in their training plan.
- Benchmarks:**
- Training records will be maintained in WCAP's Human Resources Department as training occurs.

## **Strategy 111. Monitoring and Evaluation**

### ***Action Steps:***

- a. Develop a report card for the Board that includes Agency Vehicle Miles, Trips delivered by agency vehicles, volunteer vehicle mile, trips delivered by volunteers vehicles, number of volunteers and volunteer hours, number of clients transported by age group, number of miles and trips provided for Transit and Social Services, number of people denied service, number of client complaints and number of trips canceled by riders by **July 1, 2011.**

**Benchmarks:**

- Include data above in the Board Program Report prepared monthly by the 10<sup>th</sup> of each month for submission to the Board.
- b. Develop a report card for the Board that includes meeting the reporting requirements set forth in this plan for Succession Planning, Professional Development, Monitoring and Evaluation, Efficiency and Organization, Customer Service, Marketing, Volunteer Development, and Fund Raising by **October 1, 2011.**

**Benchmarks:**

- Develop a draft report format for the Board by September 1, 2011.
  - Prepare the first report by January 15<sup>th</sup>, 2012 for October 31, 2011 to December 31, 2011 for submission to the Board.
- c. Develop a monitoring system for the Board's Program Committee **by March 31, 2012.**

**Benchmarks:**

- Meet with the Program Committee by January 31, 2012 to gather ideas.
- Develop a draft monitoring tool for Program Committee review by February 28, 2012.
- Provide final draft to the Program Committee by March 31, 2012 with monitoring completion to be done by June 30, 2012 and each June 30th thereafter.

**Strategy IV. Efficiency and Organization**

***Action Steps:***

- a. Update the 5 Year Strategic Plan for the Transportation Program as required by the Maine Department of Transportation annually by **June 30th each year** for Board review.

**Benchmarks:**

- Update program goals by March 31st, each year.
- Update equipment replacement plan by April 30<sup>th</sup>
- Redraft plan by May 30th each year for Executive Review
- Present Final draft plan to the Board for action by June 30th each year.

- b. Develop and maintain a complete an electronic Forms Manual by **September 30, 2012.**

**Benchmarks:**

- Update and organize forms into categories by June 30, 2012.
- Create an index by August 31, 2012
- Present electronic files to staff by June 30<sup>th</sup>, 2012.

- c. Update the Waldo County Transportation Mobility Plan for the Transportation Program as required by the Maine Department of Transportation. by **June 30th each year**

**Benchmarks:**

- Present document for review by June 30, 2012.

- d. Create operating efficiencies through Evaluation of system reports within **30 days after each quarter ends.**

**Benchmarks:**

- Update the vehicle operating cost chart by the first day of the month of each beginning quarter.

- Run reports by each vehicle route for each day of operation to compare operating costs against revenues earned by the 10<sup>th</sup> of the month of the first month of each quarter for the previous quarter.
- Operations manager will work with Dispatch to organize routes to be cost efficient within 30 days after the quarter ends.

**Goal 2. – To maximize the effectiveness of existing programs by:**

**Strategy I. Customer Service**

***Action Steps:***

- a. All administrative staff shall review the Telephone Answering Guide **June 30, 2011.**

**Benchmarks:**

- A signed copy of the Telephone Answering Guide will be placed in each staff person's file that answers the telephone by July 15, 2011.

- b. Draft written procedures for returning calls to customers by **June 30, 2011.**

**Benchmarks:**

- A signed copy of the procedures will be placed in each staff person's file that answers the telephone by July 15, 2011.

- c. Provide Customer Service training for all staff each year by **June 30.**

**Benchmarks:**

- Full Customer Service Training will be provided for all staff within their first year of employment with WCAP.
- A Refresher Customer Service Training will be provided for staff that has had the full training every two years by September 30<sup>th</sup>.

- d. Customer Satisfaction Surveys will be conducted on **a monthly, quarterly and yearly basis as of June 30<sup>th</sup>.**

**Benchmarks:**

- Telephone Satisfaction surveys equally representing funders client caseloads shall be conducted by the 30<sup>th</sup> of each month.
- Satisfaction Surveys will be mailed to 20% of the DHHS referred customers by the first of the third month of each quarter.
- Satisfaction Surveys will be mailed to all DHHS Case Workers by March 1st and September 1st, each fiscal year.
- A minimum of 300 Satisfaction Surveys will be handed out to customers they transport by June 1st each fiscal year.
- The results of all Satisfaction Surveys will be listed in the Transportation Program Board Report by the 10<sup>th</sup> of each month.

**Strategy II. Marketing**

***Action Steps:***

- a. The Waldo County Transportation Marketing Plan as required by the Maine Department of Transportation shall be updated by **September 30<sup>th</sup> each year.**

**Benchmarks:**

- Implement the action steps of the Marketing Plan according to the dates established in the Plan.
- Review and update the Marketing Plan by July 30<sup>th</sup> each year

- Submit the Marketing Plan to the Board for Board Action in August each year.
- b. Transportation Brochures shall be reviewed and updated by the programs administrative team by **April 1<sup>st</sup> each year.**
- Benchmarks:**
- Recommended changes will be put before the Board for action at the April Board Meeting each year.
  - Contingent upon available funding Brochures will be reprinted annually by August 1<sup>st</sup> of each fiscal year.

### **Strategy III. Volunteer Development**

#### ***Action Steps:***

- a. Review and update the Waldo County Transportation Manual by **September 30<sup>th</sup> each year.**
- Benchmarks:**
- Review and update the Volunteer Manual by July 30<sup>th</sup> each year
  - Submit the Volunteer Manual to the Board for Board Action in August each year.
- b. Create a Volunteer Recruitment Plan by **September 30, 2011.**
- Benchmarks:**
- Engage staff for input for plan development by July 31, 2011
  - Create the Volunteer Recruitment Plan by August 31, 2011
  - Submit the Volunteer recruitment Plan for Board Action at the September 2011 Board Meeting.

### **Strategy IV. Program Fundraising**

#### ***Action Steps:***

- a. Review, update and implement the Waldo County Transportation Fund Raising Plan by **September 30<sup>th</sup> each year.**
- Benchmarks:**
- Engage staff for buy in and input into the plan development by July 15, 2011
  - Review and update the Fund Raising Plan by July 30<sup>th</sup> each year.
  - Submit the Fund Raising Plan to the Board for Board Action in August each year.
  - Begin implementation October 1, 2011.

### **Goal 3. – To strengthen advocacy efforts for low-income families through collaborations and networks by:**

#### **Strategy I. Maintain membership and participation in state and national organizations**

#### ***Action Steps:***

- a. Continue membership and participation in the Maine Transit Association **annually.**
- Benchmarks:**
- Pay the annual dues for membership in the Maine Transit Association in October each year.
  - Attend and participate in regular Maine Transit Association (MTA) meetings on the third Wednesday of every other month.
  - Post MTA minutes on WCAP's Web Site as they are received.
- b. Continue participation on the Board of Directors of the Mid Coast District Health Coordinating Council (MCDHCC) **annually.**

**Benchmarks:**

- Attend and participate in regular Board meetings every other month.
  - Attend and participate on the MCDHCC Transportation Taskforce meetings as scheduled.
  - Provide the MCDHCC minutes to WCAP’s Executive Director every two months as they are received.
- c. Conduct speaking engagements by request.
- d. Participate in the Town Funding Campaign to educate community members **throughout the year.**

**Benchmarks:**

- Prepare Town Meeting Packet materials for Executive Director Review by August 31, each year.
- Attend Budget and Selectman meetings as we are invited
- Attend town meetings and present educational material for residents at each annual town meeting.

**BENCHMARKS**

WCAP uses the following measures to evaluate the efficiency of its services:

- WCAP’s Board Program Committee conducts a formal program evaluation annually that involves monitoring Intake Personnel.
- Random Telephone Customer Satisfaction Surveys are completed on a quarterly basis to measure how well we do at customer service as follows:
  1. Did you have difficulty getting through when you called to schedule your ride?  
 YES     NO
  2. Was the reservationist courteous and helpful when you scheduled your ride?     YES  
 NO
  3. Are you able to schedule your appointments regularly?     YES     NO
  4. Did the driver arrive on time?     YES     NO
  5. Was the driver courteous?     YES     NO
  6. Was the vehicle neat and clean?     YES     NO
  7. Did the driver assist you into and out of the vehicle?     YES     NO
  8. Did you feel safe using the service we offer?     YES     NO
- The Maine Department of Transportation and Department of Health and Human Services monitor the program for policy and procedure compliance annually
- Staff and volunteers are surveyed annually focusing on program delivery
- MDOT’s RTAC meets every 2 years to review the program and make planning recommendations
- Staff are now able to produce a revenue report for each driver’s routes on any giving day that is compared to the cost of doing business.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled by Waldo Community Action Partners' Transportation Program for the past two fiscal years. WCAP's fiscal year is the calendar year.

<b>Waldo Community Action Partners Annual Report – Past Two Years</b>			
		<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>			
	Volunteer Drivers	29	26
	Personal Vehicles in Service	29	26
<b>Vehicles</b>			
	Number of Active Vehicles in Fleet	12	13
	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	6	5
<b>Annual Operating Expenses</b>			
	Annual Transit Operating Expenses	\$85,093	\$83,781
	Annual Social Services Operating Expenses	\$1,085,217	\$1,190,190
<b>Annual Administrative Expenses</b>			
	Annual Transit Administrative Expenses	\$84,765	\$97,215
	Annual Social Services Administrative Expenses	\$541,922.	\$650,165
<b>Annual Operating Revenues</b>			
	Fare Revenues	\$18,380	\$20,385
	Transit Contract Revenues	\$0	\$4,299
	Social Service Contract Revenues	\$856,585	\$960,628
	FTA-Federal Operating Assistance	\$54,324	\$59,756
	MDOT – State Operating Assistance	\$7,574	\$7,574
	Local Operating Funds**	\$233,447	\$216,881
	<b>Total Annual Operating Revenues</b>	<b>\$1,170,310</b>	<b>\$1,269,523</b>
<b>FTA-Sources of Capital Funds</b>			
	FTA-Federal Capital Assistance		\$31,255
	MDOT-State Capital Assistance		
	Local Capital Funds		
	<b>Total Capital Funds</b>		<b>\$31,255</b>

		<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Vehicle Miles</b>			
Annual Transit Miles		96,104	113,889
Annual Social Service Miles		2,289,726	2,534,873
<b>Annual Vehicle Hours</b>		19,575	21,019
<b>Annual Passenger Trips</b>			
Annual Transit Passenger Trips		11,387	20,904
Annual Social Services Passenger Trips		81,313	85,122
<b>Safety</b>			
Fatalities		0	0
Major Incidents		0	0
Major Injuries		0	0

**B. REVENUES, COSTS, ONE-WAY TRIPS, MILEAGE**

<b>Revenues, Costs, Trips, Passenger Miles by Agency Past Two Fiscal Years</b>								
Agency	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	\$158,326	\$180,709	\$158,326	\$180,709	11,048	11,199	87,235	99,847
MaineCare	\$1,399,933	\$1,540,049	\$1,399,933	\$1,540,049	77,652	90,807	2,186,986	2,467,336
DHHS Regular	\$35,164	\$41,168	\$35,310	\$41,168	1,555	1,731	30,901	39,494
DHHS Special	\$62,158	\$27,194	\$62,158	\$27,194	1,474	771	71,839	28,043
Other	\$61,650	\$60,238	\$2,107	\$64,686	971	1,518	8,869	14,042
Inkind	\$169,163	\$198,800	\$169,163	\$198,800				
<b>Total</b>	<b>\$1,886,394</b>	<b>\$2,048,158</b>	<b>\$1,826,997</b>	<b>\$2,052,606</b>	<b>92,700</b>	<b>106,026</b>	<b>2,385,830</b>	<b>2,648,762</b>

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

Mode	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
Agency Vehicles	\$721,371	\$801,187	\$844,963	\$801,187	38,085	48,507	515,401	712,641
Volunteers	\$564,947	\$66,1630	\$526,471	\$661,630	12,752	15,632	524,805	718,980
Friends and Family	\$461,861	\$491,489	\$374,342	\$491,489	39,564	40,526	1,140,722	1,217,141
Other	\$138,215	\$93,852	\$81,221	\$98,300	2,299	1,361	20,902	0
<b>Total</b>	<b>\$1,886,394</b>	<b>\$2,048,158</b>	<b>\$1,826,997</b>	<b>\$2,052,606</b>	<b>92,700</b>	<b>106,026</b>	<b>2,385,830</b>	<b>2,648,762</b>

**C. PASSENGER INFORMATION FOR THE 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	398	388
# Elderly Passengers	327	339
# Individuals with Disabilities	66	57
<b>Total</b>	<b>791</b>	<b>784</b>

**WCAP Transportation Revenues – Past Two Years  
FY 2009 and FY 2010**

<b>REVENUES</b>	<b>FY 2009</b>	<b>FY 2010</b>
16 (b)(2) Section 5310	\$0	\$30,824
State Gas Tax	0	7,957
RTAP Scholarship	1,750	2,648
BSS-SSBG - DHHS	97,322	68,362
Bridges DHHS Contract	0	1,423
5311 State	15,214	15,377
Federal Gas Tax	0	1,701
BMS - Medicaid	1,399,933	1,540,049
UMTA Federal 5311	107,503	109,424
Town Funding	42,859	39,342
Waldo County Commissioners	3,500	3,500
Public Fares	18,380	20,385
Trip Income	2,942	4,299
Child Development Services Agency	1,151	0
Child Development Services Volunteer	8,145	0
Disability Determination	1,300	664
Early Head Start	0	183
Aspire	0	17
Fund Raising	51	0
SAD 3	0.	42
Group Home	1,952	2,461
Inkind	169,163	198,800
Contributions	10,701	50
Insurance Claim	4,528	650
<b>TOTAL</b>	<b>\$1,886,394</b>	<b>\$2,048,158</b>

**WCAP Transportation Expenses – Past Two Years  
FY 2009 and FY 2010**

<b>EXPENSES</b>	<b>FY 2009</b>	<b>FY 2010</b>
Salaries	\$451,481	\$528,344
Fringe Benefits	141,157	166,713
Consultant	978	1,500
Legal Fees	6,936	0
Maintenance Contract	1,084	338
Rent	14,237	14,036
Cellular Communication	11,114	11,893
Telephone	3,671	3,349
Insurance	15,492	19,144
Miscellaneous Supplies	12,780	14,470
Equipment Purchase	0	31,255
Equipment Lease	\$1,612	\$0

	<b>FY 2009</b>	<b>FY 2010</b>
Small Equipment Maintenance	\$783	\$11,468
Travel Expenses	720,340	731,163
Driver Incentives	1,640	1,670
Vehicle Maintenance	82,826	93,690
Gas, Oil, Fluids	62,845	96,101
Advertising	498	304
Dues, Subscriptions, Regs	540	1,436
Ground and Building Maintenance	3,345	2,213
Volunteer Incentives	200	300
Staff Training	3,880	7,610
Drug and Alcohol Tests	1,320	1,187
Volunteer stipends	1,360	2,176
Driver Physical Exams	891	1,234
Copier Usage	1,740	1,065
Staff Certifications	874	790
In-kind Volunteer	169,163	198,800
Capital Reserve	30,000	0
Indirect Cost	84,210	110,357
<b>TOTAL</b>	<b>\$1,826,997</b>	<b>\$2,052,606</b>

**WCAP TOWN TRIP REPORT – ONE-WAY TRIPS FY 2009**

TOWN	VAN	MAINECARE VOLUNTEER	DHHS VOLUNTEER	OTHER VOLUNTEER	TOTAL FAMILY	TOTAL TAXI	TOTAL TRIPS	TOTAL MILES
APPLETON	0	1	14	0	0	0	15	904
AUGUSTA	0	0	2	0	0	0	2	109
BANGOR	224	0	0	0	0	0	224	638
BELFAST	14,062	1,762	517	22	6,496	309	23,168	427,870
BELMONT	1,628	159	298	3	947	16	3,051	55,973
BROOKS	871	1,339	5	2	781	121	3,119	95,635
BUCKSPORT	0	0	1	0	0	0	1	82
BURNHAM	69	1,083	97	2	1,279	61	2,591	112,543
FRANKFORT	1,958	377	90	1	2,020	44	4,490	106,698
FREEDOM	425	215	16	0	272	238	1166	25,649
ISLESBORO	0	0	0	0	466	0	466	9,671
JACKSON	150	499	41	9	1,002	80	1,781	62,320
KNOX	88	358	8	2	2,014	23	2,493	89,588
LIBERTY	263	632	0	0	916	92	1903	70,925
LINCOLNVILLE	120	215	0	2	741	50	1128	30,012
MONROE	250	442	245	0	837	105	1879	57,389
MONTVILLE	188	191	52	0	929	35	1395	52,073
MORRILL	97	251	15	0	793	4	1160	37,129
NORTHPORT	795	237	52	2	1,295	107	2,488	64,066
ORLAND	8	276	0	0	0	0	284	16,512
PALERMO	100	302	1	3	1,337	65	1,808	70,440
PROSPECT	885	94	0	0	1,669	38	2,686	65,758
ROCKLAND	2	0	5	0	0	0	7	145
ROCKPORT/GLEN CO.	0	2	0	0	0	0	2	228
SEARSMONT	436	245	32	1	727	188	1629	51,017
SEARSPORT	3,910	370	28	5	4,233	133	8,679	185,755
STOCKTON SPRINGS	2,585	304	1	21	1,976	92	4,979	118,328
SWANVILLE	2,066	668	287	4	2,145	58	5,228	118,575
THOMASTON	0	0	1	0	0	0	1	145
THORNDIKE	74	428	57	0	1,008	37	1,604	53,390
TROY	1,076	369	18	54	1,538	99	3,154	106,998

**WCAP TOWN TRIP REPORT – ONE-WAY TRIPS FY 2009**

TOWN	VAN	MAINECARE VOLUNTEER	DHHS VOLUNTEER	OTHER VOLUNTEER	TOTAL FAMILY	TOTAL TAXI	TOTAL TRIPS	TOTAL MILES
UNITY	1,526	1,249	160	5	1,331	198	4,469	146,116
WALDO	481	37	1	5	908	9	1,441	41,668
WALDOBORO	0	0	1	0	0	0	1	16
WINTERPORT	985	768	49	1	2,310	95	4,208	111,465
<b>TOTAL</b>	<b>35,322</b>	<b>12,873</b>	<b>2094</b>	<b>144</b>	<b>39,970</b>	<b>2297</b>	<b>92,700</b>	<b>2,385,830</b>

**WCAP TOWN TRIP REPORT – ONE-WAY TRIPS FY 2010**

TOWN	VAN	VOLUNTEER MEDICAID	VOLUNTEER DHHS	VOLUNTEER OTHER	TOTAL FAMILY	TOTAL TAXI	TOTAL TRIPS	TOTAL MILES
APPLETON	7	0	0	0	0	0	7	175
BANGOR	316	0	0	0	0	0	316	544
BATH	0	0	4	0	0	0	4	1,030
BELFAST	25,830	2,657	237	74	6,428	116	35,342	552,089
BELMONT	1,896	110	1	1	584	3	2,595	49,545
BROOKS	2,038	784	58	20	1,635	57	4,592	152,090
BUCKSPORT	2	0	0	0	8	0	10	417
BURNHAM	73	1,283	7	1	1,213	8	2,585	109,667
CAMDEN	0	43	0	0	0	19	62	393
DIXMONT	0	0	0	0	34	0	34	890
ELLSWORTH	1	0	0	0	0	0	1	82
FRANKFORT	1,107	102	3	1	1,419	1	2,633	56,772
FREEDOM	193	504	12	6	195	307	1,217	34,025
ISLESBORO	2	0	0	0	186	0	188	4,919
JACKSON	292	315	0	7	1,575	25	2,214	69,614
KNOX	35	204	13	1	1,848	6	2,107	77,032

**WCAP TOWN TRIP REPORT – ONE-WAY TRIPS FY 2010**

<b>TOWN</b>	<b>VAN</b>	<b>VOLUNTEER MEDICAID</b>	<b>VOLUNTEER DHHS</b>	<b>VOLUNTEER OTHER</b>	<b>TOTAL FAMILY</b>	<b>TOTAL TAXI</b>	<b>TOTAL TRIPS</b>	<b>TOTAL MILES</b>
LEE	0	0	1	0	0	0	1	282
LIBERTY	414	347	2	0	1,133	47	1,943	74,525
LINCOLNVILLE	286	179	0	0	537	24	1026	24,051
MONROE	464	405	2	9	1,384	43	2,307	64,866
MONTVILLE	201	129	48	0	1,387	5	1,770	61,082
MORRILL	219	131	0	1	489	0	840	21,312
NORTHPORT	1,058	160	36	0	1,745	201	3,200	83,621
PALERMO	73	460	0	0	574	29	1136	53,073
PROSPECT	1,313	174	0	0	1,384	5	2,876	78,937
ROCKLAND	0	0	13	0	0	0	13	1,151
ROCKPORT/GLEN C	0	0	2	0	0	0	2	106
SEARSMONT	219	428	3	0	654	96	1400	51,629
SEARSPORT	3,230	563	31	2	4,318	39	8,183	201,899
STOCKTON SPRINGS	2,190	401	0	5	1,019	30	3,645	121,984
SWANVILLE	2,653	461	31	2	2,624	21	5,792	137,095
THORNDIKE	18	277	1	0	1,365	11	1,672	58,605
TROY	988	857	26	0	1,026	40	2,937	112,027
UNION	0	0	0	0	0	1	1	0
UNITY	1,326	1,970	139	6	1,599	55	5,095	162,014
WALDO	880	123	105	5	1,687	7	2,807	94,566
WASHINGTON	0	0	2	0	0	0	2	167
WINTERPORT	1,183	1,622	20	5	2,476	165	5,471	136,486
<b>TOTAL</b>	<b>48,507</b>	<b>14,689</b>	<b>797</b>	<b>146</b>	<b>40,526</b>	<b>1361</b>	<b>106,026</b>	<b>2,648,762</b>

**D. PROJECTED REVENUES, COSTS, TRIPS AND MILES FOR THE NEXT TWO YEARS**

<b>Projected Revenues, Costs, Trips, Passenger Miles by Agency Next Two Fiscal Years</b>								
Agency	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
General Public	\$132,530	\$132,530	\$132,530	\$132,530	11,199	11,199	85,000	85,000
MaineCare	\$1,295,761	\$1,240,033	\$1,295,761	\$1,240,033	82,107	82,107	2,431,355	2,431,355
DHHS	\$43,448	\$43,448	\$43,448	\$43,448	2,502	2,502	52,000	52,000
Other	\$382,990	\$341,187	\$382,990	\$341,187	1,518	1,518	12,000	12,000
<b>Total</b>	<b>\$1,854,729</b>	<b>\$1,757,198</b>	<b>\$1,854,729</b>	<b>\$1,757,198</b>	<b>97,326</b>	<b>97,326</b>	<b>2,580,355</b>	<b>2,580,355</b>

<b>Projected Revenues, Costs, Trips, Passenger Miles by Mode Next Two Fiscal Years</b>								
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	\$896,321	\$896,321	\$896,321	\$896,321	40,507	40,507	600,000	600,000
Volunteers	\$382,570	\$382,570	\$382,570	\$382,570	13,632	13,632	933,098	933,098
Friends and Family	\$219,924	\$219,924	\$219,924	\$219,924	40,526	40,526	1,047,257	1,047,257
Subcontracted Providers	\$55,429	\$0	\$55,429	\$0	1,361	1,361	0	0
Other	\$3,00485	\$258,383	\$3,00485	\$258,383	1,300	1,300	0	0
<b>Total</b>	<b>\$1,854,729</b>	<b>\$1,757,198</b>	<b>\$1,854,729</b>	<b>\$1,757,198</b>	<b>97,326</b>	<b>97,326</b>	<b>2,580,355</b>	<b>2,580,355</b>

**E. PROPOSED BUDGET**

<b>WCAP Projected Budget FY 2011 And FY 2012</b>		
<b>REVENUES</b>	<b>FY 2011</b>	<b>FY 2012</b>
16 (b)(2) Section 5310	\$84,468	\$36,000
RTAP Scholarship	3,200	3,200
BSS-SSBG - DHHS	43,448	43,448
Bridges DHHS Contract	6,268	6,268
5311 State	14,574	14,574
BMS One Way Trip	459,591	459,952
BMS Direct Agency	214,372	214,372
BMS Volunteer Mileage	339,841	339,831
BMS Family, Friends and Neighbors	218,214	219,924
BMS Tolls and Fees	2,857	2,857
BMS Common Carrier	55,201	0
BMS Ferry Service	2,433	2,433
BMS Related Travel	3,252	3,252
UMTA Federal 5311	114,756	114,756
Town Funding	34,429	34,429
Waldo County Commissioners	3,500	3,500
Public Fares	18,912	19,000
Trip Income	3,991	4,000
Child Development Services Agency	48	50
Child Development Services Volunteer	13,376	13,000
Disability Determination Volunteer	883	900
Early Head Start Volunteer	1,468	1,468
State Gas Tax	6,350	6,350
Federal Gas Tax	4,400	4,400
Aspire	566	575
Group Home	2,559	2,560
Inkind	198,799	198,799
Contributions	111	100
Capital Reserve	2,862	7,200
<b>TOTAL</b>	<b>\$1,854,729</b>	<b>\$1,757,198</b>

<b>EXPENSES</b>	<b>FY 2011</b>	<b>FY 2012</b>
Salaries	\$216,946	\$201,303
Annual Leave Bank	0	18,338
Salaries Operating	212,705	203,264
Annual Leave Bank	0	9,744
Pension	8,852	9,260
Pension Operating	7,741	5,259
FICA	16,596	15,379
FICA Operating	16,271	15,550
Unemployment Insurance	\$6,577	\$4,806

<b>EXPENSES</b>	<b>FY 2011</b>	<b>FY 2012</b>
Unemployment Insurance Operating	\$11,338	\$11,852
Workmen's Compensation	1,415	1,307
Workmen's Compensation Operating	10,863	13,517
Health Insurance	42,534	39,407
Health Insurance Operating	10,552	14,178
AD & D	277	236
AD & D Operating	359	497
LTD	899	825
LTD Operating	457	607
Legal Fees	45	100
Maintenance Contract	6,000	7,000
Rent	14,776	14,776
Cellular Communication	12,633	12,633
Telephone	3,626	3,626
Insurance	17,000	17,000
Office Supplies	10,000	10,000
Maintenance Supplies	520	520
Meeting Supplies/ Food	736	736
Equipment Purchase	23,888	0
Small Equipment Maintenance	1,869	1,869
Local Staff Travel	3,995	3,995
Family, Friends and Neighbors	219,924	219,924
Volunteers	374,881	374,881
Related Travel	3,252	3,252
Common Carrier	55,429	0
Tolls and Fees	2,856	2,857
Ferry Service	2,432	2,433
No-Show Mileage	7,690	7,690
Driver Incentives	1,940	1,940
Vehicle Maintenance	50,000	55,000
Gas, Oil, Fluids	85,000	89,405
Advertising	499	499
Dues, Subscriptions, Regs	1,350	1,350
Ground and Building Maintenance	2,887	2,887
Volunteer Incentives	300	300
Staff Training	18,183	18,183
Drug and Alcohol Tests	972	972
Volunteer stipends for training	1,520	1,520
Driver Physical Exams	980	980
Copier Usage	1,504	1,504
Vehicle Procurement	75,254	45,000
Staff Recognitions	450	450
Staff Certifications	900	900
In-kind Volunteer	198,799	198,799
Indirect Cost	88,257	88,888
<b>TOTAL</b>	<b>\$1,854,729</b>	<b>\$1,757,198</b>

The budget is projected to be flat funded for the biennium due to the economy.

## **FLEET CONDITION**

Information on WCAP's vehicles is summarized on the PTMS Vehicle Evaluation Summary Forms on the following pages.

**PTMS VEHICLE EVALUATION SUMMARY FORM 2010**  
**AGENCY: WCAP Transportation CONTACT PERSON: Edward J. Murphy**

Passenger Vehicle Information						
1	VIN #	1GDJG31FX21144 7195	1D4GP24343B12 9937	1FDWE35L83HC0 8189	1D4GP24R96B721 819	1FDXE45F13HA8 2309
2	Fleet # and Status*	1--A	2--A	3--A	4--A	8--A
3	Vehicle Type **	SMDB	VAN	SMDB	VAN	SMDB
4	Make, Model	GMC AIR BUS	Dodge Caravan	Ford E350	Dodge Caravan	Ford Goshen Coach
5	Year	2002	2003	2003	2006	2003
6	Fuel Type	GAS	Gas	Gas	Gas	Diesel
7	Fuel Use	2,167 Gallons	957 Gallons	2,256 Gallons	1,706 Gallons	4,475 Gallons
8	Mileage	121,899	202,666	229,781	102,334	223,666
9	12-month Mileage	19,500	17,230	22,555	34,113	33,562
10	Repair Cost - 12 months	\$4,922.	\$997.	\$9,534.	\$2,891.	\$9,694.
11	Repair frequency - 12 months***	A-8, B-10	A-4, B-2	A-4, B-12, C-2	A-7, B-8	A-8, B-13, C-3
12	Vehicle appearance - interior	GOOD	GOOD	POOR	GOOD	POOR
	Vehicle appearance - exterior	GOOD	GOOD	POOR	GOOD	POOR
13	ADA Accessibility:	NO	Companion Seat	Yes	No	Yes
	Equipped/Working	N/A	Yes	Yes	No	Yes
	Tie Down	N/A	No	Yes	No	Yes
	Announcement System	N/A	No	Yes	No	Yes
	Signage	N/A	No	No	No	No
14	Passenger Amenities	YES	Yes	Yes	Yes	Yes
	Air Conditioning	YES	Yes	Yes	Yes	Yes
	Working Heater	YES	Yes	Yes	Yes	Yes
	Tinted Windows	YES	Yes	Yes	Yes	Yes
	Padded Seats	YES	Yes	Yes	Yes	Yes
15	Type of fare collection system	Bank bags	Bank bags	Bank bags	Bank bags	Bank bags
Inspector's Name, Date of Inspection: Edward J. Murphy, Transportation Director - March 4, 2011						

\* 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)

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

**PTMS VEHICLE EVALUATION SUMMARY FORM**  
**AGENCY: WCAP Transportation CONTACT PERSON: Edward J. Murphy**

Passenger Vehicle Information								
1	VIN #	IFDXE45F13HA8 2312	1GNEL19W11B 102642	1D4GP25R47B145 251	1D4GP25R27B145 250	1D4GP25R67B145 249		
2	Fleet # and Status*	9--A	21--A	241--A	242--A	243--A		
3	Vehicle Type **	SMDB	VAN	VAN	VAN	VAN		
4	Make, Model	Ford Goshen Coach	Chevy Van	Dodge Caravan	Dodge Caravan	Dodge Caravan		
5	Year	2003	2001	2007	2007	2007		
6	Fuel Type	Diesel	Gas	Gas	Gas	Gas		
7	Fuel Use	4,024 Gallons	623 Gallons	1,601 Gallons	1,589 Gallons	1,309 Gallons		
8	Mileage	210,222	232,544	123,391	120,019	117,786		
9	12-month Mileage	30,180	11,222	32,014	31,786	26,175		
10	Repair Cost - 12 months	\$5,377.	\$3,192.	\$1,816.	\$2,048.	\$1,858.37		
11	Repair frequency - 12 months***	A-8, B-7	A-3, B-10	A-9, B-6	A-9, B-3	A-8, B-6		
12	Vehicle appearance - interior	POOR	POOR	Good	Good	Good		
	Vehicle appearance - exterior	POOR	Good	Good	Good	Good		
13	ADA Accessibility:	Yes	No	Yes	Yes	Yes		
	Equipped/Working	Yes	No	Yes	Yes	Yes		
	Tie Down	Yes	No	No	No	No		
	Announcement System	Yes	No	No	No	No		
	Signage	No	No	No	No	No		
14	Passenger Amenities	Yes	Yes	Yes	Yes	Yes		
	Air Conditioning	Yes	Yes	Yes	Yes	Yes		
	Working Heater	Yes	Yes	Yes	Yes	Yes		
	Tinted Windows	Yes	No	Yes	Yes	Yes		
	Padded Seats	Yes	Yes	Yes	Yes	Yes		
15	Type of fare collection system	Bank bags						
Inspector's Name, Date of Inspection: Edward J. Murphy, Transportation Director - Date: March 4, 2011								

\* 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)

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

**PTMS VEHICLE EVALUATION SUMMARY FORM**  
**AGENCY: WCAP Transportation CONTACT PERSON: Edward J. Murphy**

Passenger Vehicle Information				
1 VIN #	ID4GP25R67B1452 52	IFDWE35L07DB4 3898	IFDWE35L97DB4 3897	
2 Fleet # and Status*	244--A	245--A	246--A	
3 Vehicle Type **	VAN	SMDB	SMDB	
4 Make, Model	Dodge Caravan	Ford Star Trans	Ford Star Trans	
5 Year	2007	2007	2007	
6 Fuel Type	Gas	Gas	Gas	
7 Fuel Use	1,460 Gallons	6,333 Gallons	4,798 Gallons	
8 Mileage	119,377	129,606	123,146	
9 12-month Mileage	29,197	50,666	38,384	
10 Repair Cost - 12 months	\$2,352.	\$6,496.	\$6,437.	
11 Repair frequency - 12 months***	A-9, B- 6	A-25, B-7	A-10, B-10, C-1	
12 Vehicle appearance - interior	Good	Good	Good	
Vehicle appearance - exterior	Good	Good	Good	
13 ADA Accessibility:	Yes	No	Yes	
Equipped/Working	Yes	No	Yes	
Tie Down	No	No	Yes	
Announcement System	No	No	Yes	
Signage	No	No	No	
14 Passenger Amenities	Yes	Yes	Yes	
Air Conditioning	Yes	Yes	Yes	
Working Heater	Yes	Yes	Yes	
Tinted Windows	Yes	No	Yes	
Padded Seats	Yes	Yes	Yes	
15 Type of fare collection system	Bank bags	Bank bags	Bank bags	
Inspector's Name, Date of Inspection:	Edward J. Murphy, Transportation Director Date: March 4, 2011			

\* 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)

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

**APPENDIX**

**WALDO COMMUNITY ACTION PARTNERS**



How can we help you?

- Home
- About Us
- Services
- News
- Resources
- Get Involved
- Job Openings
- Contact



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Transportation

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Energy Services  
Fuel Assistance

Housing

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## Transportation

Office Hours: 8:00am – 4:00pm Monday through Friday  
Telephone: (207) 338-4769 or 1-800-439-7865  
[E-mail Us](#)

**NEWS!** [Click here](#) for a public announcement concerning our Belfast Shopper route.  
**NEWS!** [Click here](#) for important information regarding client mileage reimbursement deadlines.

### GENERAL PUBLIC TRANSPORTATION

#### What is it?

Waldo County Public Transportation (WCPT) provides non-emergency public transportation to low income, elderly, and disabled individuals in Waldo County as well as the general public. Service is provided by bus, van, and volunteer driver on a regular basis. Residents of Waldo County may ride any of the scheduled bus routes to Belfast, Bangor, Augusta, Waterville, and Rockland.

#### How do I get a ride?

Call the Waldo County Transportation Program office at 338-4769 or 1-800-439-7865, or stop in at the office on 9 Field Street in Belfast two business days in advance to arrange a ride. To see our bus schedule and fares, [click here](#).

#### How much will it cost?

Fees charged to customers vary:

- Medical transportation for MaineCare eligible customers is free
- Any transportation provided for DHS certifice eligible clients is free
- Customers riding on regularly scheduled routes are charged fares ranging from \$1.00 to \$5.00 for a one-way trip
- Elderly customers that cannot use the regularly scheduled bus route system have the opportunity to pay \$0.44 cents per mile for their ride to medical appointments. Services will be provided by volunteer drivers.

#### Can I get a ride to a town not listed on the bus schedule?

Transportation arrangements can be made for requests made to destination not listed on the bus schedule for:

- Approved medical appointments anywhere in the United States for customers that hold a valid MaineCare card
- Mandated appointments referred by the Department of Human Services
- Meeting the needs of low-income customers certified eligible under Maine Department of Human Services income guidelines

**WCAP**  
9 Field Street, P.O. Box 130  
Belfast, Maine 04915  
Phone: (207) 338-6809

- Any purpose by bus or van within 100 miles of the Waldo County line under charter agreement

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Accessibility / Website Requirements / Submit a Bug

#### How do I get a fee waiver?

If you are unable to afford WCTP's rates and you are income-eligible, you may opt to complete an application certification process for a fee waiver.

#### Are the buses handicap accessible?

Yes. If you are scheduling an appointment, please remember to inform the dispatcher ahead of time.

### THE BELFAST SHOPPER

#### What is it?

The Belfast Shopper is a bus run that makes a continuous loop through Belfast on Mondays, Wednesdays, and Fridays. Passengers may be dropped off and picked up at any medical facility, bus stop, or anywhere on the route.

#### How much does it cost?

General public riders must pay a \$1.00 one-way fare when boarding the bus. No appointment is necessary to use this service. For a list of stops as well as a list of times for the Belfast Shopper, please visit our Bus Fares webpage by clicking here.

### MAINE CARE TRANSPORTATION

#### What is it?

Waldo County Transportation Program (WCTP) provides transportation by bus, van, or car for MaineCare members to medical appointments. This service is for MaineCare clients who cannot arrange their own medical transportation. Medical transportation requires two business days notice.

#### How do I sign up?

Call the Waldo County Transportation Program office at 338-4769 or 1-800-439-7865, or stop in at the office on 9 Field Street.

### SELF-DRIVE REIMBURSEMENT PROGRAM

#### What is it?

Waldo County residents that hold a current MaineCare card are eligible for mileage and related travel expense reimbursement when they provide or arrange their own medical transportation. Mileage is reimbursable at a rate of \$0.21 per mile from the MaineCare members home to their medical appointment destination and return trip home. Expenses for hotels, meals, tolls, common carrier charges, parking, etc., are reimbursable for medical appointments requiring an overnight stay outside the state of Maine with prior authorization. Reimbursement is also available for tolls, common carrier charges, and parking expenses incurred when traveling to medical appointments anywhere in the state of Maine.

#### How do I sign up?

Stop in at the office on 9 Field Street and provide WCTP's dispatch office with a copy of your current MaineCare card.

#### How do I get reimbursed?

To be reimbursed for self drive appointments there are several steps that must be taken:

1. Notify WCTP by calling the self drive appointment line at 338-5757 or dropping by the WCTP dispatch office prior to each medical appointment time and date
2. Have appointments verified by the medical facility you attend
3. Complete the client reimbursement sheer for each trip and submit to WCTP for processing.

#### Where can I get blank reimbursement sheets?

If you are in need of more Self-Drive Reimbursement Sheets, you can stop in at WCAP's main office Monday through Friday from 8:00am to 4:30pm. Blank sheets are located to the right of the bin where completed sheets are to be turned in. If you have access to a printer, you can also click the Self-Drive Reimbursement Sheet icon below to access the Self-Drive Reimbursement Sheet electronically. For instructions on how to fill out the Self-Drive Reimbursement Sheet, click on the Self-Drive Reimbursement Sheet Instructions icon, also below.



WCCTP buses pick passengers up at their homes on advertised routes or at a designated pickup point when piggybacking on another person's trip. Passengers may be dropped off and picked up at any medical facility or major shopping mall on routes traveled.

General public riders must pay their one-way fare when boarding the bus. No one will be refused a ride based on sex, race, color, or national origin. Service animals are allowed.

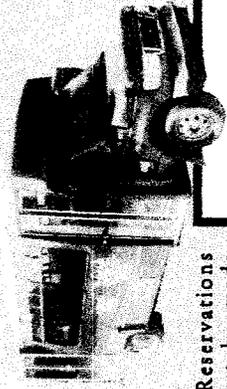
**Belfast Shopper \$1.00 Monday, Wednesday & Friday**

- No reservations needed -

Clark's Trailer Park	9:30 am	11:10 am	12:55 pm
Keene's Trailer Park	9:32 am	11:12 am	12:59 pm
Bay Head Apartments	9:37 am	11:15 am	1:03 pm
Belfast Square Apartments	9:43 am	11:21 am	1:07 pm
Field Crossing	9:46 am	11:24 am	1:10 pm
Belfast Center	9:50 am	11:28 am	1:14 pm
Belfast Coop	9:54 am	11:32 am	1:18 pm
The Family Dollar (Main Street)	9:57 am	11:35 am	1:21 pm
Ambassador Apartments	10:00 am	11:38 am	1:24 pm
Rite-Aid	10:04 am	11:42 am	1:28 pm
Reny's Plaza	10:08 am	11:46 am	1:32 pm
Goodwill	10:10 am	11:48 am	1:36 pm
Hannaford	10:14 am	11:52 am	1:40 pm
McLeod's Trailer Park	10:19 am	12:02 pm	1:50 pm
Aubuchon Hardware	10:21 am	12:04 pm	1:53 pm
Penobscot Shores	10:23 am	12:07 pm	1:57 pm
Huntress Gardens	10:27 am	12:11 pm	2:01 pm
WCGH	10:30 am	12:14 pm	2:04 pm
MidCoast Apartments	10:34 am	12:18 pm	2:08 pm
Volunteer of America Apartments	10:37 am	12:21 pm	2:12 pm
Belfast Birches	10:39 am	12:23 pm	2:16 pm
Hilltop Birches	10:41 am	12:25 pm	2:18 pm
Hannaford	10:44 am	12:29 pm	2:22 pm
Rite-Aid	10:50 am	12:35 pm	2:28 pm
Reny's Plaza	10:54 am	12:38 pm	2:32 pm
Goodwill	10:56 am	12:41 pm	2:34 pm
The Family Dollar (Main Street)	11:00 am	12:43 pm	2:38 pm
Belfast Co-op	11:04 am	12:47 pm	2:42 pm

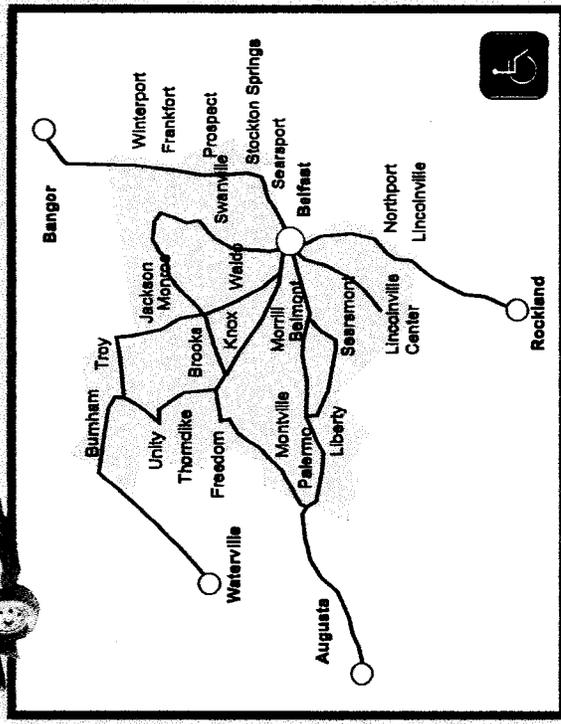
**WALDO COUNTY  
PUBLIC  
TRANSPORTATION**

**Bus Schedule**



Reservations must be made by 4:00 pm two business days in advance to reserve a seat. Reservations for the Belfast Shopper route are not required. Riders must be ready for their pickup one-half hour before the scheduled travel time for the trips.

WCCTP is a full MaineCare transportation services provider. Reimbursement is available for MaineCare self-drive customers. Medical transportation on an individual basis is available for MaineCare customers that are unable to schedule appointments to coincide with the Bus Schedule anywhere in the country when authorized by the Bureau of Medical Services in advance. BMS authorization is not required for routine in-state medical transportation. Contracted transportation services including group trips are provided at pre-established rates.



Waldo Community Action Partners  
**WCAP**  
for individuals people  
**1-800-439-7865**  
**338-4769**  
Waldo County buses and vans are open to the public  
**Effective March 1, 2009**

## To Belfast

FROM	TO	PICK UP TIME	RETURN	DAYS	BUS FARE
Searsport	Belfast	8:00 am	10:30 am	Mon-Fri	2.00
Troy	Belfast	7:30 am	11:30 am	Tuesday	2.50
Unity	Belfast	7:45 am	11:30 am	Tuesday	2.50
Thorndike	Belfast	8:00 am	11:30 am	Tuesday	2.50
Freedom	Belfast	8:15 am	11:30 am	Tuesday	2.50
Knox	Belfast	8:20 am	11:30 am	Tuesday	2.50
Jackson	Belfast	8:35 am	11:30 am	Tuesday	2.50
Brooks	Belfast	8:45 am	11:30 am	Tuesday	2.50
Waldo	Belfast	8:55 am	11:30 am	Tuesday	2.00
Swanville	Belfast	9:00 am	11:30 am	Wednesday	2.25
Monroe	Belfast	9:12 am	11:30 am	Wednesday	2.00
Jackson	Belfast	9:25 am	11:30 am	Wednesday	2.50
Brooks	Belfast	9:35 am	11:30 am	Wednesday	2.50
Waldo	Belfast	9:45 am	11:30 am	Wednesday	2.00
Winterport	Belfast	9:40 am	12:30 pm	Wednesday	2.50
Frankfort	Belfast	9:50 am	12:30 pm	Wednesday	2.50
Prospect	Belfast	10:00 am	12:30 pm	Wednesday	2.50
Stockton Springs	Belfast	10:10 am	12:30 pm	Wednesday	2.50
Searsport	Belfast	10:20 am	12:30 pm	Wednesday	2.00
Lincolnville Ctr	Belfast	9:40 am	12:00	Wed-Fri	2.50
Lincolnville Beach	Belfast	9:50 am	12:00	Wed-Fri	2.50
Northport	Belfast	10:00 am	12:00	Wed-Fri	2.00
Palermo	Belfast	7:30 am	11:30 am	Thursday	2.50
Freedom	Belfast	7:45 am	11:30 am	Thursday	2.50
Montville	Belfast	8:00 am	11:30 am	Thursday	2.50
Liberty	Belfast	8:15 am	11:30 am	Thursday	2.50
Searsmont	Belfast	8:25 am	11:30 am	Thursday	2.25
Morrill	Belfast	8:35 am	11:30 am	Thursday	2.25
Belmont	Belfast	8:45 am	11:30 am	Thursday	2.00

## From Belfast to:

**Waterville, Augusta, Rockland, Bangor**  
 (Residents from communities not listed below may be able to connect with the out-of-county routes by paying a \$5.00 one-way trip fare.)

FROM	TO	PICK UP TIME	RETURN	DAYS	BUS FARE
Belfast	Waterville	9:00 am	1:00 pm	1st & 3rd Mon.	3.50
Waldo	Waterville	9:10 am	1:00 pm	1st & 3rd Mon.	3.50
Brooks	Waterville	9:20 am	1:00 pm	1st & 3rd Mon.	3.00
Knox	Waterville	9:30 am	1:00 pm	1st & 3rd Mon.	3.00
Thorndike	Waterville	9:40 am	1:00 pm	1st & 3rd Mon.	3.00
Unity	Waterville	9:50 am	1:00 pm	1st & 3rd Mon.	2.50
Burnham	Waterville	10:00 am	1:00 pm	1st & 3rd Mon.	2.50
Belfast	Augusta	9:10 am	1:00 pm	2nd & 4th Mon.	3.50
Belmont	Augusta	9:15 am	1:00 pm	2nd & 4th Mon.	3.25
Morrill	Augusta	9:25 am	1:00 pm	2nd & 4th Mon.	3.25
Searsmont	Augusta	9:35 am	1:00 pm	2nd & 4th Mon.	3.25
Montville	Augusta	9:45 am	1:00 pm	2nd & 4th Mon.	3.25
Liberty	Augusta	9:50 am	1:00 pm	2nd & 4th Mon.	3.25
Palermo	Augusta	10:00 am	1:00 pm	2nd & 4th Mon.	2.75
Belfast	Rockland	9:00 am	1:00 pm	2nd & 4th Tues.	3.00
Northport	Rockland	9:15 am	1:00 pm	2nd & 4th Tues.	2.75
Lincolnville	Rockland	9:30 am	1:00 pm	2nd & 4th Tues.	2.50
Belfast	Bangor	9:10 am	1:00 pm	Friday	3.50
Searsport	Bangor	9:20 am	1:00 pm	Friday	3.50
Stockton Springs	Bangor	9:30 am	1:00 pm	Friday	3.00
Prospect	Bangor	9:40 am	1:00 pm	Friday	2.75
Frankfort	Bangor	9:50 am	1:00 pm	Friday	2.50
Winterport	Bangor	10:00 am	1:00 pm	Friday	2.25



## For reservations:

**call by 4:00 pm two business days in advance**  
**1-800-439-7865 • (207) 338-4769**  
 (No reservations needed for Belfast Shopper)

Waldo County Transportation is funded in partnership with the  
 Maine Departments of Transportation and Health and Human Services

# NOTICE!

## MaineCare Recipients

Waldo County Transportation can provide mileage reimbursement for your medical transportation provided by:



**Call Us At:  
338-4769**

No one will be refused a ride based on sex, race, color, or national origin. Service animals are allowed.

Transportation Services is a program of The Waldo Community Action Partners.

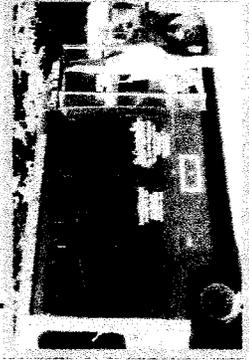
Waldo County Transportation is funded in partnership with the Maine Departments of Transportation and Health and Human Services.

Waldo Community Action Partners  
**WCAP**  
we have ideas for people

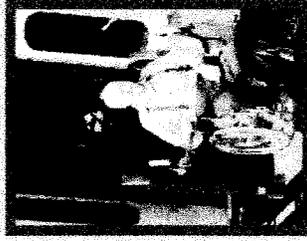
TRANSPORTATION  
SERVICES  
RIDE GUIDE

**A**

## Reference Guide To Riding With



## Waldo County Public Transportation



Waldo County buses and vans  
are open to the public

**1-800-439-7865  
(207) 338-4769**

Waldo Community Action Partners  
Waldo County Transportation  
PO Box 130  
Belfast, ME 04915



**Q. I live in Waldo County. Am I eligible for transportation services provided by the Waldo County Transportation program?**

*A. Yes, everyone is eligible to ride the buses on scheduled routes outlined in the Waldo County Transportation Program Bus Schedule.*

**Q. I need a ride next week to a destination not listed on the Bus Schedule. Is it possible for me to get a ride?**

*A. Yes, as long as the cost of the trip is paid for by the individual or a service organization or when the trip can piggyback on a trip already going in the same direction!*

*Transportation arrangements can be made for requests made to destinations not listed on the bus schedule for:*

- *approved medical appointments anywhere in the United States for customers that hold a valid MaineCare card.*
- *mandated appointments referred by the DHHS.*
- *meeting the needs of low-income customers certified eligible under Maine Department of Health and Human Services income guidelines.*
- *any purpose by bus or van within 100 miles of the Waldo County line under contractual agreement for group trips open to the public.*

**Q. Do I need to fill out an application?**

*A. Low-income people that cannot afford WCTP rates must complete an application certification process. General Public Riders do not need to fill out an application.*

**Q. How do I arrange a ride?**

*A. Call 338-4769 or toll free 1-800-439-7865 or drop into the dispatch office.*

**Q. Do I need to provide advance notice?**

*A. Yes, two full business days advance notice is required to reserve a ride.*

**Q. When can I expect my ride to arrive?**

*A. Up to one-half hour plus the travel time to get to the appointment.*



**Q. Will the driver pick me up at home?**

*A. Yes, on advertised routes except for people riding on the Belfast Shopper Run.*

**Q. Are car seats available for my child?**

*A. Yes, upon request with advance notice.*

**Q. My mother is in a wheelchair. Can she be scheduled for a ride too?**

*A. Yes, a lift-equipped bus will be dispatched providing she meets the qualifications to ride on the scheduled trip.*

**All trip rates are consistent with MaineCare rates. Rides may be subsidized by several funding sources.**

**Q. Will the driver assist my mother with her parcels?**

*A. Yes, drivers will help with parcels.*

**Q. Will the driver come back to pick me up when I am ready to return home?**

*A. Yes, your return trip time and location should be scheduled when you make your trip appointment.*

**Q. How much will my ride cost me?**

- A. Fees charged to customers vary:*
- *Customers riding on regularly scheduled routes are charged bus fares ranging from \$1.00 to \$5.00 for a one-way trip.*
  - *Medical transportation for MaineCare eligible customers is free for the consumer.*
  - *Any transportation provided for DHHS certified eligible clients is free for the consumer.*
  - *Elderly customers that cannot use the regularly scheduled bus route system have the opportunity to pay 44¢ a mile for their ride to medical appointments. Services will be provided by volunteer drivers.*
  - *\$1.04 rate is charged for contracted transportation.*

**Q. How will I know if the buses cancel in stormy weather?**

*A. Tune into WABI channel 5 or WLBB channel 2 on your television or radio station Real Country 103.3.*

**Waldo County Dispatch Office:**  
Suite #302, Belfast Center  
9 Field Street • Belfast, Maine  
(207) 338-4769

## **WCCTP MaineCare Self-Drive Program**

Transport a Family Member,  
Friend or Neighbor  
for Mileage Reimbursement

*Meeting your transportation  
needs is our business!*

*Sign up to be a regular WCCTP  
Volunteer Driver at 44¢ a mile.*

### **volunteer opportunities**



WCCTP needs volunteers to assist in the office, transporting clients, riding with other drivers as an attendant, fundraising and marketing the program's services.

*If you have the time, we have a position for you!*

Help a neighbor by telling them about the services provided by the Waldo County Transportation Program.

*Waldo County Transportation is funded in partnership with the Maine Departments of Transportation and Health and Human Services*



**Waldo County buses and vans  
are open to the public**

Waldo Community Action Partners  
**WCAP**  
*we care about people*



## **WCCTP**

**Low and No Cost  
Transportation Benefits**

Waldo County Public  
Transportation Program

**1-800-439-7865  
(207) 338-4769**

Waldo County Transportation  
PO Box 130  
Belfast, ME 04915

## Please call Waldo County Transportation to:

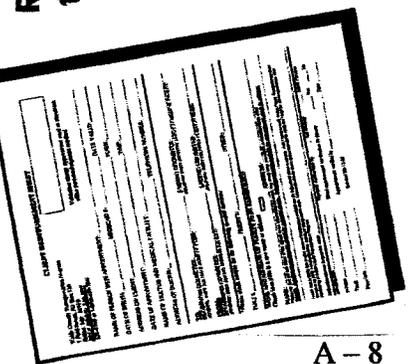
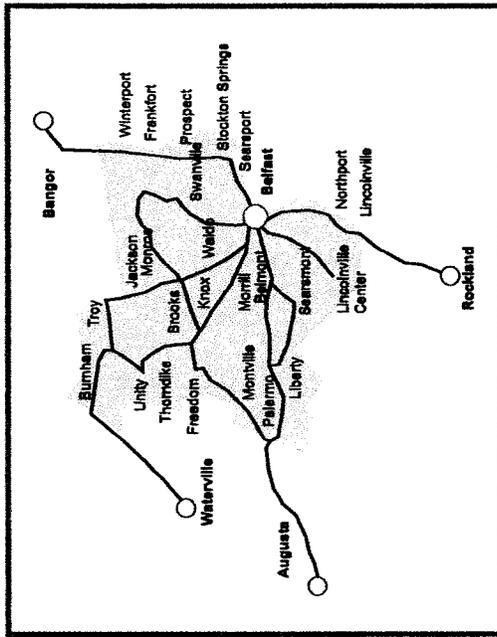
- reserve a ride
- set up reimbursement for a self-drive medical appointment
- receive an information packet TODAY!



**Regular, dependable bus routes run from most Waldo County towns weekly to Belfast, Bangor, Rockland, Waterville and Augusta**

Highly qualified drivers operating agency-owned buses and vans pick customers up at their homes and deliver them to agreed upon destinations as outlined in the Waldo County Transportation Program's Bus Schedule.

No one will be refused a ride based on sex, race, color, or national origin. Service animals are allowed.



## Reimbursement for MaineCare recipients' transportation to medical appointments

The Waldo County Transportation Program will reimburse MaineCare Recipients at a rate of 22¢ per mile when they arrange and/or provide their own transportation to qualifying medical appointments.

**All bus routes are open to the general public**



**Individualized medical trips arranged and provided for qualified people anywhere in the New England states**

The Waldo County Transportation Program can arrange and provide medical trips that can be paid for by the recipient or a second party such as MaineCare anywhere in Maine or the United States. Related travel expenses (such as meals, tolls, motel/hotel, and mileage) previously authorized by the Bureau of Medical Services is available for Medicaid recipients and/or the person providing the service.

**Waldo County  
Dispatch Office:**  
Suite #302, Belfast Center  
9 Field Street  
Belfast, Maine  
(207) 338-4769  
1-800-439-7865

**MOTION:**

The Waldo County Committee for Social Action Transportation Program Capitol Reserve Account authorized by the Board on October 29, 1992 shall be increased by up to \$15,000.00 from program revenues annually. Additional fund raising proceeds specifically raised for capitol equipment purchases shall be added to the Capitol Reserve Account. WCCSA's Transportation Programs Capitol Reserve Account fund balance will be considered a permanent restricted net asset for future equipment purchases to be used as needed. The fund balance of the Capitol Reserve Account shall be reviewed by the Board annually beginning in March 1998 and there after.

Recommended by Transportation Committee:

Robert A. Gould  
Signature

3/13/98  
Date

William Thompson  
Signature

3/13/98  
Date

Edward F. Warner II  
Signature

13 March 1998  
Date

Motion approved by the WCCSA Board of Directors on 3/19/98

Wetwood Grid, Jr  
WCCSA BOARD CHAIRMAN

3/19/98  
DATE



ANGUS S. KING, JR.  
GOVERNOR

STATE OF MAINE  
DEPARTMENT OF TRANSPORTATION  
16 STATE HOUSE STATION  
AUGUSTA, MAINE  
04333-0016

JOHN G. MELROSE  
COMMISSIONER

September 13, 1996

Mr. Joseph Watson, Transportation Director  
Waldo County Committee for Social Action  
P.O. Box 130  
Belfast, Maine 04915

Dear Joe:

Pursuant to 30-A Maine Revised Statutes Annotated (MRSA), §3501(2), the Department certifies Waldo County Committee for Social Action as a Regional Transportation Corporation for Region 5, effective August 1, 1995, for the purpose of providing rural public transportation services to the following communities:

Belmont	Brooks	Frankfort	Freedom
Islesboro	Jackson	Knox	Liberty
Lincolnville	Monroe	Montville	Northport
Palermo	Prospect	Searsmont	Searsport
Swanville	Thorndike	Winterport	

The municipalities signed a "Resolution: stating:

- ° That they (the municipalities) do not have public mass transportation.
- ° Waldo County Committee for Social Action has the capability to provide such transportation service.
- ° Waldo County Committee for Social Action is desirous of being designated as a Regional Transportation Corporation.

If you have any questions or comments, please do not hesitate to contact me at 287-3313.

Sincerely,

MAINE DEPARTMENT OF TRANSPORTATION  
Office of Passenger Transportation

*Pamela S. Pottle*

Pamela S. Pottle, Manager  
Transportation Programs Unit

THE MAINE DEPARTMENT OF TRANSPORTATION IS AN AFFIRMATIVE ACTION - EQUAL OPPORTUNITY EMPLOYER  
TDD (207) 237-3392 FAX (207) 287-2392

**WALDO COUNTY COMMITTEE FOR SOCIAL ACTION  
9 FIELD STREET, P.O. BOX 130  
BELFAST, ME 04915**

**INTER-AGENCY AGREEMENT**

**BETWEEN**

**WALDO COUNTY COMMITTEE FOR SOCIAL ACTION  
AND  
COASTAL TRANS**

The two agencies listed above that operate in Regional Transportation Advisory Committee Region #5 agree that the county lines of Waldo and Knox will be the boundaries for service origination for transportation services.

In the event that Coastal Trans receives a request to provide transportation services to a client who originates in the WCCSA's catchment area, the client will be referred to the Waldo County Transportation Program.

In the event that WCCSA receives a request to provide transportation services to a client who originates in the Coastal Trans catchment area, the client will be referred to Coastal Trans.

In the event that Coastal Trans cannot provide the service to a client whose residence is in an abutting boundary town to WCCSA's catchment area, Coastal Trans will make a request for Waldo County Transportation Program to provide service to the client.

In the event that WCCSA cannot provide service to a client whose residence is an abutting boundary town to Coastal Trans catchment area, Waldo County Transportation will make a request from Coastal Trans to provide service to the client.

Coastal Trans and WCCSA agree that all requests for approval to provide services outside their respective catchment areas will be done in writing. Services may be provided with oral approval via the telephone, with the formal written approval to follow from the Agency giving the permission. Each request for service outside the originating catchment area will be considered individually and a one-time agreement does not constitute permanent permission to provide service outside the originating catchment area.

A. Lee Kuhn  
Coastal Trans

Title: Executive Director

Date: 7-10-98

John Cole  
Waldo County Committee for Social Action

Title: Executive Director

Date: 8/12/98

OCT 10 1995

1  
WALDO COUNTY COMMITTEE FOR SOCIAL ACTION  
175 HIGH STREET P.O. BOX 130  
BELFAST, MAINE 04915

INTER-AGENCY AGREEMENT

BETWEEN

WALDO COUNTY COMMITTEE FOR SOCIAL ACTION  
AND  
PENQUIS COMMUNITY ACTION PROGRAM

The two agencies listed above agree that the boundaries as established by the Regional Transportation Advisory Committee shall be the boundaries for service origination for transportation services.

In the event that PENQUIS receives a request to provide transportation services to a client who originates in the WCCSA's catchment area, the client will be referred to the Waldo County Transportation Program.

In the event that WCCSA receives a request to provide transportation services to a client who originates in the PENQUIS catchment area, the client will be referred to Penquis Community Action Program.

In the event that PENQUIS cannot provide service to a client whose residence is in an abutting boundary town to WCCSA's catchment area, PENQUIS will make a request for Waldo County Transportation Program to provide service to the client.

In the event that WCCSA cannot provide service to a client whose residence is an abutting boundary town to PENQUIS catchment area, Waldo County transportation will make a request from Penquis Transportation Program to provide service to the client.

PENQUIS and WCCSA agree that all requests for approval to provide services outside their respective catchment areas will be done in writing and services to the client will not be provided without written approval by each Agency. Each request for service outside the originating catchment area will be considered individually and a one time agreement does not constitute permanent permission to provide service outside the originating catchment area.

Sharon Eaton  
Penquis Community Action Program

Date 10-3-95

[Signature]  
Waldo County Committee for Social  
Action

Date 9/26/95

WALDO COUNTY COMMITTEE FOR SOCIAL ACTION  
9 FIELD STREET, PO BOX 130  
BELFAST, MAINE 04915

INTER-AGENCY AGREEMENT

BETWEEN

WALDO COUNTY COMMITTEE FOR SOCIAL ACTION  
AND  
KENNEBEC VALLEY COMMUNITY ACTION PROGRAM

The two agencies listed above agree that the boundaries as established by the Regional Transportation Advisory Committee shall be the boundaries for service origination for transportation services.

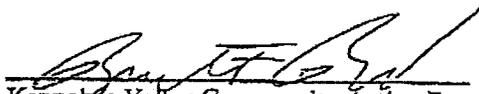
In the event that KV CAP receives a request to provide transportation services to a client who originates in the WCCSA's catchment area, the client will be referred to the Waldo County Transportation Program.

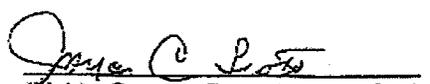
In the event that WCCSA receives a request to provide transportation services to a client who originates in the KV CAP catchment area, the client will be referred to Kennebec Valley Transportation Program.

In the event that KV CAP cannot provide service to a client whose residence is in an abutting boundary town to WCCSA's catchment area, KV CAP will make a request for Waldo County Transportation Program to provide service to the client.

In the event that WCCSA cannot provide service to a client whose residence is an abutting boundary town to KV CAP catchment area, Waldo County transportation will make a request from KV CAP Transportation Program to provide service to the client.

KV CAP and WCCSA agree that all requests for approval to provide services outside their respective catchment areas will be done in writing. Services may be provided with oral approval via the telephone, with the formal written approval to follow from the Agency giving the permission. Each request for service outside the originating catchment area will be considered individually and a one time agreement does not constitute permanent permission to provide service outside the originating catchment area.

  
Kennebec Valley Community Action Program  
Title EXECUTIVE DIRECTOR

  
Waldo County Committee for Social  
Action  
Title EXECUTIVE DIRECTOR

Date 3/4/99

Date 2/19/97

WALDO COUNTY COMMITTEE FOR SOCIAL ACTION  
175 HIGH STREET P.O. BOX 130  
BELFAST, MAINE 04915

INTER-AGENCY AGREEMENT

BETWEEN

WALDO COUNTY COMMITTEE FOR SOCIAL ACTION  
AND  
WASHINGTON-HANCOCK COMMUNITY AGENCY

The two agencies listed above agree that the boundaries as established by the Regional Transportation Advisory Committee shall be the boundaries for service origination for transportation services.

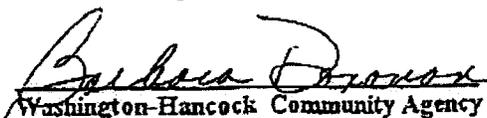
In the event that WHCA receives a request to provide transportation services to a client who originates in the WCCSA's catchment area, the client will be referred to the Waldo County Transportation Program.

In the event that WCCSA receives a request to provide transportation services to a client who originates in the WHCA catchment area, the client will be referred to WHCA.

In the event that WHCA cannot provide service to a client whose residence is in an abutting boundary town to WCCSA's catchment area, WHCA will make a request for Waldo County Transportation Program to provide service to the client.

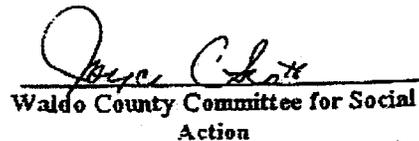
In the event that WCCSA cannot provide service to a client whose residence is an abutting boundary town to WHCA catchment area, Waldo County transportation will make a request from WHCA Transportation Program to provide service to the client.

WHCA and WCCSA agree that all requests for approval to provide services outside their respective catchment areas will be done in writing and services to the client will not be provided without written approval by each Agency. Each request for service outside the originating catchment area will be considered individually and a one time agreement does not constitute permanent permission to provide service outside the originating catchment area.

  
Washington-Hancock Community Agency

Date

10-1-95

  
Waldo County Committee for Social  
Action

Date

10/1/95

## **WCAP VEHICLE MAINTENANCE PROCESS FOR AGENCY VEHICLES:**

**Goal:** The Waldo County Transportation Program (WCTP) will provide regular, safe, reliable, timely and cost efficient transportation services.

**Objective:** Safely maintain at a reasonable cost a fleet of passenger vans and lift-equipped buses for timely, reliable client transport.

### **RESPONSIBILITIES:**

WCTP's **Transportation/CSBG Director** is responsible for all aspects of vehicle maintenance (except for maintaining computer records) as follows:

- Reviewing and filing pre and post trip inspection forms daily making sure that both the garage facility that performed repairs and driver have signed off on the form if repairs had to be made.
- Monitoring vehicle maintenance intervals.
- Meeting directly with drivers when vehicle maintenance issues arise and/or vehicle breakdowns occur
- Scheduling vehicle maintenance and repairs with service providers following the guide outlined in this process.
- All communications with the vehicle maintenance providers.
- Writing and authorizing purchase orders before services are delivered, forwarding the yellow copy to the **Transportation Bookkeeper** on the same date following WCAP's policy for issuing purchase orders.
- Assigning drivers to deliver and pick up vehicles at the facilities where they are being serviced and repaired.
- Getting registration renewals completed when due

WCTP's **Operations Manager** is responsible for backing up the **Transportation/CSBG Director**

WCTP's **Assistant Operations Manager** is responsible for backing up the **Operations Manager**.

WCTP's **Transportation/CSBG Director** is responsible for approving payment for vehicle maintenance services, maintaining computer vehicle maintenance records on each vehicle, and monitoring vehicle maintenance activities.

**Agency Drivers** are responsible for:

- Completing pre and post trip inspections of the vehicle that they are driving for the day and reporting defects noted directly to WCTP's **Transportation/CSBG Director** on the same date as noted.
- Vehicle maintenance on their assigned vehicles by:
  - a. Keeping the vehicle clean inside and out
  - b. Monitoring service intervals, inspection and registration due dates
  - c. Requesting purchase orders from the **Transportation/CSBG Director**
- Delivering and picking up vehicles at the facilities where they are being serviced and repaired as assigned.
- Picking up the signed Pre and Post Trip Inspection Forms from the garage facility that performed the repairs when picking up the vehicle.
- Signing off on repairs noted on Pre and Post Trip Inspection Forms returning the signed forms to the **Transportation/CSBG Director**

- Signing the invoice provided by the garage facility that performed the repairs and/or required service when picking up the vehicle.
- Dropping the invoice off in the mail box on the Transportation/CSBG Director door.

### VEHICLE MAINTENANCE PROCESS GUIDE

Vehicle maintenance services will be purchased as follows:

- 5,000 mile service and safety checks will be performed at X-Press Lube unless the vehicle needs other repairs or a more extensive service that cannot be made at X-Press Lube
- State Inspections will be performed by Eastside Garage as they do not require an appointment, most of the time
- Minor repairs such as replacing a headlight, installing new wiper blades ECT. will be performed in between service intervals by Eastside Garage ( Generally these type of repairs can be done simply)
- Two quotes for tires will be obtained from Motorstar Inc. and Lee's Tire to get the best price meeting our tire specifications below.
- Whenever possible repairs and other preventive maintenance will be performed on off duty hours at either Rockport Auto or K&K Enterprises (Saturday and evening service available)
- Oil, fluids and maintenance supplies shall be purchased at VIP and/or Auto Zone
- 15,000, 30,000, 45,000, and 60,000 Mile service and safety checks may be performed at Eastside Garage, Rockport Auto and/or K & K Enterprises
- Routine repairs may be performed at Eastside Garage, Rockport Auto and/or K & K Enterprises based on availability
- Towing Services may be performed by Eastside Garage, Pooler's Truck Repair and/or Totman's Towing
- Body replacement parts will be performed by J & B Auto and/or Autotronics.
- Air conditioning work shall be performed by Rockport Auto
- Wheel chair lift repairs will be performed by Rockport Auto
- Buses and Vans still under warrantee will be repaired at the appropriate dealer's garage.
- Glass repairs and replacement will be done at Dirigo Glass in Belfast

**Tires** - purchased shall meet the following specifications: tires with a minimum grade a traction rating, grade a temperature rating and no less than a 400 point tire wear rating conforming to the uniform tire quality grading system.

**Re-works or warranty work** -will be completed with a purchase order indicating type of work to be completed with -0- cost.

**Vehicle Maintenance Records** - computerized vehicle maintenance files on each vehicle will be maintained on the **Transportation/CSBG Director** computer. The file will indicate the date of any service provided the mileage on the vehicle when service is provided, the name of the service provider, detailed explanation of service or repairs provided and the total cost of the service or repair. Maintenance records will be maintained for the life of the vehicle.

Vehicle Maintenance Records are available to each driver and are located in the Vehicle Maintenance File in the driver's break room. Records will be updated monthly by WCTP's Operations Manager.

**Purchase Orders:**

- When each purchase order book is logged out it is assigned to a specific program and can only be used to purchase for that program. A PO book issued to HEAP cannot be used for Head Start.
- The purchase order needs to be filled out completely: Date, Vendor name, telephone number and point of contact. Funding Source. Description of item, number and estimated cost. Terms of purchase and any special conditions. Terms of delivery. Shipping address. General ledger account coding such as 500380 is for generic office supplies (see your bookkeeper for a complete list of codes for your program). Signature of person originating PO and signature of authorizing personnel.
- The yellow copy of ALL purchase orders must be forwarded to the Fiscal Office immediately upon issuance of the purchase order. Invoices will not be paid without the purchase order.
- Purchase Orders written for \$1,500.00 or more for vehicle maintenance and repairs will have to be co-authorized by the **Transportation/CSBG Director**.

**Purchase Order Account Numbers:** - 500419 for vehicle maintenance and repairs, 500420 for oil and fluids, and 500381 for vehicle maintenance supplies.

**Vehicle Maintenance Contact Numbers**

<b>Autotronics</b>	<b>69 Perry Rd, Bangor</b>	<b>(207) 947-9897</b>
<b>Bangor Brake Service</b>	<b>170 Washington St, Bangor</b>	<b>(800) 432-7945</b>
<b>Dutch</b>	<b>6 Belmont Ave, Belfast</b>	<b>(207) 338-1470</b>
<b>Eastside Garage</b>	<b>Mill Lane Rd, Belfast</b>	<b>(207) 338-4131</b>
<b>Flagg's Garage</b>	<b>Poors Mill Rd, Belfast</b>	<b>(207) 338-2300</b>
<b>J &amp; B Auto Body</b>	<b>278 Lincolnville Ave, Belfast</b>	<b>(207) 338-1383</b>
<b>Motorstar Inc.</b>	<b>Lewiston, Maine</b>	<b>(800) 439-0546</b>
<b>Quirk (Motor City)</b>	<b>244 Main St, Belfast</b>	<b>(207) 338-1300</b>
<b>Rockport Automotive</b>	<b>271 Commercial St, Rockport</b>	<b>(207) 236-2431</b>
<b>Xpress Lube</b>	<b>Starrett Dr, Belfast</b>	<b>(207) 338-9094</b>
<b>K &amp; K Enterprises</b>	<b>311 Moosehead Trail, Waldo</b>	<b>(207) 338-3986</b>
<b>Lee's Tire &amp; Service</b>	<b>P.O. Box 386, Topson, Me</b>	<b>(207) 504-1540</b>
<b>Pooler's Truck Repair</b>	<b>Swanlake Ave, Belfast, Me</b>	<b>(207) 338-1499</b>
<b>Totman's Enterprises</b>	<b>Searsmont, Maine</b>	<b>(207) 342-4306</b>

**ROUTINE/PREVENTIVE MAINTENANCE SCHEDULE**

### **Every 5,000 miles**

- Change engine oil and oil filter
- Inspect and lubricate automatic transmission shift linkage
- Lubricate steering linkage suspension, drive shaft U-joint if equipped with Greece fittings and lubricate slip yoke (if equipped)
- Inspect exhaust system for leaks, damage or loose parts. Remove any foreign material trapped by exhaust system shielding.
- Check all fluid levels.

### **Every 15,000 miles**

- Change engine oil and oil filter
- Rotate tires and adjust air pressure
- Inspect and lubricate automatic transmission shift linkage
- Lubricate steering linkage suspension, drive shaft U-joint if equipped with Greece fittings and lubricate slip yoke (if equipped)
- Inspect exhaust system for leaks, damage or loose parts. Remove any foreign material trapped by exhaust system shielding.
- Check all fluid levels.
- Inspect engine cooling system, hoses, and clamps. Test coolant for temperature level (-30 degrees)
- Inspect disc brake system pulling wheels, lubricate caliper slide rails. (Replace brake pads that are 2/3rds worn)
- Inspect drum brake systems, hoses and lines. (Replace brake pads that are 2/3rds worn)
- Replace fuel filter
- Service wheel chair lift

### **Every 30,000 miles**

- Change engine oil and oil filter
- Rotate tires and adjust air pressure
- Inspect and lubricate automatic transmission shift linkage
- Lubricate steering linkage suspension, drive shaft U-joint if equipped with Greece fittings and lubricate slip yoke (if equipped)
- Inspect exhaust system for leaks, damage or loose parts. Remove any foreign material trapped by exhaust system shielding.
- Check all fluid levels.
- Inspect engine cooling system, hoses, and clamps. Test coolant for temperature level (-30 degrees)
- Inspect disc brake system pulling wheels, lubricate caliper slide rails. (Replace brake pads that are 2/3rds worn)
- Inspect drum brake systems, hoses and lines. (Replace brake pads that are 2/3rds worn)
- Replace fuel filter
- Replace air cleaner filter
- Replace crankcase emission air filter
- Change automatic transmission fluid
- Inspect and lubricate front wheel bearings
- Service wheel chair lift
- Inspect parking brake system for damage and operation
- Lubricate throttle kick down or TV lever ball studs

- Replace spark plugs
- Service wheel chair lift

**Every 45,000 miles**

- Change engine oil and oil filter
- Rotate tires and adjust air pressure
- Inspect and lubricate automatic transmission shift linkage
- Lubricate steering linkage suspension, drive shaft U-joint if equipped with Greece fittings and lubricate slip yoke (if equipped)
- Inspect exhaust system for leaks, damage or loose parts. Remove any foreign material trapped by exhaust system shielding.
- Check all fluid levels.
- Inspect engine cooling system, hoses, and clamps. Test coolant for temperature level (-30 degrees)
- Inspect disc brake system pulling wheels, lubricate caliper slide rails. (Replace brake pads that are 2/3rds worn)
- Inspect drum brake systems, hoses and lines. (Replace brake pads that are 2/3rds worn)
- Replace fuel filter
- Check all fluid levels.
- Change engine coolant
- Service wheel chair lift

**Every 60,000 miles**

- Change engine oil and oil filter
- Rotate tires and adjust air pressure
- Inspect and lubricate automatic transmission shift linkage
- Lubricate steering linkage suspension, drive shaft U-joint if equipped with Greece fittings and lubricate slip yoke (if equipped)
- Inspect exhaust system for leaks, damage or loose parts. Remove any foreign material trapped by exhaust system shielding.
- Check all fluid levels.
- Inspect engine cooling system, hoses, and clamps. Test coolant for temperature level (-30 degrees)
- Inspect disc brake system pulling wheels, lubricate caliper slide rails. (Replace brake pads that are 2/3rds worn)
- Inspect drum brake systems, hoses and lines. (Replace brake pads that are 2/3rds worn)
- Replace fuel filter
- Replace air cleaner filter
- Replace crankcase emission air filter
- Change automatic transmission fluid
- Inspect and lubricate front wheel bearings
- Replace PVC valve
- Check thermostat, hoses and clamps
- Inspect accessory drive belts condition
- Replace spark plug wires
- Service wheel chair lift

All vehicles operated by WCTP shall be inspected jointly by a licensed inspection station and WCTP's designated staff person following this process: remove all wheels to check brakes, fluid leaks etc., check front end, check all fluid levels, check tire pressure, check body structure, check all lights, wiper blades, electrical components, engine for leaks, mirrors, horn, gauges, heaters, defrosters, air conditioners, safety equipment including fire extinguishers, first aid kits, and reflectors, back-up alarms, seats, seatbelts, shocks, steering, and wheelchair lift mechanisms. The inspection shall include a road test.

**Waldo County Transportation Maintenance Schedule (By Mileage)**

5,000 Miles - 5,000 Mile Service	185,000 Miles - 5,000 Mile Service
10,000 Miles - 5,000 Mile Service	190,000 Miles - 30,000 Mile Service
15,000 Miles - 15,000 Mile Service	195,000 Miles - 5,000 Mile Service
20,000 Miles - 5,000 Mile Service	200,000 Miles - 5,000 Mile Service
25,000 Miles - 5,000 Mile Service	205,000 Miles - 45,000 Mile Service
30,000 Miles - 30,000 Mile Service	210,000 Miles - 5,000 Mile Service
35,000 Miles - 5,000 Mile Service	215,000 Miles - 5,000 Mile Service
40,000 Miles - 5,000 Mile Service	220,000 Miles - 60,000 Mile Service
45,000 Miles - 45,000 Mile Service	225,000 Miles - 5,000 Mile Service
50,000 Miles - 5,000 Mile Service	230,000 Miles - 5,000 Mile Service
55,000 Miles - 5,000 Mile Service	235,000 Miles - 15,000 Mile Service
60,000 Miles - 60,000 Mile Service	240,000 Miles - 5,000 Mile Service
65,000 Miles - 5,000 Mile Service	245,000 Miles - 5,000 Mile Service
70,000 Miles - 5,000 Mile Service	250,000 Miles - 30,000 Mile Service
75,000 Miles - 15,000 Mile Service	255,000 Miles - 5,000 Mile Service
80,000 Miles - 5,000 Mile Service	260,000 Miles - 5,000 Mile Service
85,000 Miles - 5,000 Mile Service	265,000 Miles - 45,000 Mile Service
90,000 Miles - 30,000 Mile Service	270,000 Miles - 5,000 Mile Service
95,000 Miles - 5,000 Mile Service	275,000 Miles - 5,000 Mile Service
100,000 Miles - 5,000 Mile Service	280,000 Miles - 60,000 Mile Service
105,000 Miles - 45,000 Mile Service	285,000 Miles - 5,000 Mile Service
110,000 Miles - 5,000 Mile Service	290,000 Miles - 30,000 Mile Service
115,000 Miles - 5,000 Mile Service	295,000 Miles - 5,000 Mile Service
120,000 Miles - 60,000 Mile Service	300,000 Miles - 5,000 Mile Service
125,000 Miles - 5,000 Mile Service	305,000 Miles - 45,000 Mile Service
130,000 Miles - 5,000 Mile Service	310,000 Miles - 5,000 Mile Service
135,000 Miles - 15,000 Mile Service	315,000 Miles - 5,000 Mile Service
140,000 Miles - 5,000 Mile Service	320,000 Miles - 60,000 Mile Service
145,000 Miles - 5,000 Mile Service	325,000 Miles - 5,000 Mile Service
150,000 Miles - 30,000 Mile Service	330,000 Miles - 5,000 Mile Service
155,000 Miles - 5,000 Mile Service	335,000 Miles - 15,000 Mile Service
160,000 Miles - 5,000 Mile Service	340,000 Miles - 5,000 Mile Service
165,000 Miles - 45,000 Mile Service	345,000 Miles - 5,000 Mile Service
170,000 Miles - 5,000 Mile Service	250,000 Miles - 30,000 Mile Service
175,000 Miles - 5,000 Mile Service	255,000 Miles - 5,000 Mile Service
180,000 Miles - 60,000 Mile Service	260,000 Miles - 5,000 Mile Service

### WCAP Vehicle Listing

<b>Veh #</b>	<b>MILEAGE</b>	<b>Make/Model/Year</b>	<b>Vin #s</b>	<b>Registration Expiration Date</b>	<b>Inspection Expiration Date</b>	<b>Plate #</b>
1	121,445	2002 GMC Air Bus	1GDJG31FX211447195	11/30/2011	10/1/2011	BU 8210
2	201,425	2003 Dodge Caravan	1D4GP24343B219937	11/30/2011	03/3/2011	5632LE
3	228,470	2004 Ford E350 Startrans	1FDWE35L83HCO8189	11/30/2011	01/31/2012	7204
4	100,234	2006 Dodge Caravan	1D4GP24R96B721819	11/30/2011	10/30/2011	5628RS
8	231,461	2003 Ford Goshen Coach	1FDXE45F13HA82309	11/30/2011	06/30/2011	6804
9	176,896	2003 Ford Goshen Coach	1FDXE45F13HA82312	11/30/2011	06/30/2011	6803
21	232,204	2001 Chevy Astro Van	1GNEL19W11B102642	11/30/2011	09/30/2011	1612JS
41	122,425	2007 Dodge Caravan	1D4GP25R47B145251	11/30/2011	12/03/2011	241PC
42	117,826	2007 Dodge Caravan	1D4GP25R27B145250	11/30/2011	12/31/2011	242PC
43	116,355	2007 Dodge Caravan	1D4GP25R67B145249	11/30/2011	02/28/2011	243PC
44	114,866	2007 Dodge Caravan	1D4GP25R67B145252	11/30/2011	02/28/2011	244PC
45	127,609	2007 Startrans (Ford)	1FDWE35L07DB43898	11/30/2011	01/31/2012	7272
46	123,146	2007 Startrans (Ford)	1FDWE35L97DB43897	11/30/2011	02/28/2012	7273

WCTP's Transportation/CSBG Director monitors the mileage daily on all vehicles operated for the purpose of scheduling vehicle maintenance.

**MAINEDOT REGION 5**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**

**BATH CITY BUS**

**BATH CITY BUS**  
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# MAINEDOT REGIONAL BIENNIAL OPERATIONS PLAN

## BATH CITY BUS

### PROJECT DESCRIPTION

#### A. RURAL TRANSIT PROVIDER

**Provider:** City of Bath, City Bus  
**Contact Person:** Jim Upham, City Planner  
**Address:** 55 Front Street, Bath, Maine 04530  
**Telephone:** 443-8363  
**Web Site** [www.cityofbath.com/bath\\_bus.html](http://www.cityofbath.com/bath_bus.html)

#### B. SERVICE AREA

No. of Counties: One  
Type of Service: Deviated Fixed Route, Seasonal Trolley Service  
Service Area: Municipal

#### C. GEOGRAPHIC AREA

Bath is unique in Maine among communities of its size for its long-standing commitment to provide fixed-route transit service to its citizens. Bath City Bus is a fixed route transit system serving intown Bath. Responsibility for the management of the system rests with the City Manager. Three City employees are responsible for the operation of the system on a day-to-day basis (the City Finance Director, the City Planning Director, and Facilities Manager who provides day-to-day supervision). The management team meets periodically to review the overall operation of the system. The system is designed to reduce congestion in downtown Bath and to serve the needs of individuals with disabilities, elderly, low income and general public. Bath City Bus also provides a separate, fixed service for employees of Bath Iron Works that includes early morning transportation to the shipyard and an afternoon pickup at BIW.

In addition to the fixed route system, the City operates a seasonal trolley service. There are no federal or state subsidies supporting the operation of the trolley system. The trolley operates in the summer providing tours primarily for tourists and during the winter holiday season. The City relies on the \$1.00 per ride fares, advertising, and charters to cover expenses.

#### D. SERVICE DESCRIPTION

Bath City Bus service begins with two Bath Iron Works (BIW) commuter runs. These start out from the City Public Works garage at about 6:15 AM. The BIW commuter buses are scheduled to arrive at BIW prior to 7:00 AM. They return to BIW at about 3:10 PM to pick up workers for their return ride home. Operation of the two BIW routes currently results in a one-hour interruption of afternoon in-town bus service (3:00 PM to 4:00 PM).

The route schedule consists of a two-loop route configuration that interconnects in a figure eight pattern and uses the downtown as a hub. Bus service begins with the North Loop at 8:00 AM. The North Loop takes about 35 minutes, returning to City Hall at 8:35 AM. The North Loop is served nine times a day beginning at 8:00 AM, 9:00 AM, 10:00 AM, 11:00 AM, 12:00 PM, 1:00 PM, 2:00 PM, 4:00 PM and 5:00 PM.

The South Loop begins at City Hall at 8:35 AM. The South Loop takes about 25 minutes, returning to City Hall at 9:00 AM. The South Loop is served eight times a day beginning at 8:35 AM, 9:35 AM, 10:35 AM, 11:35 AM, 12:35 PM, 1:35 PM, 2:35 PM, and 4:35 PM.

The North and South Loops continue operating on an alternating basis until the end of the North Loop run at City Hall at 5:30 PM. Service is provided five days a week, Monday through Friday. The South Loop is approximately 8.3 miles long; the North Loop extends for about 7.0 miles, for a total of 15.3 miles.

In addition to the BIW runs and the North and South Loops, Bath City Bus provides a separate run to Midcoast Hospital in Brunswick twice a day, by appointment. The first trip, if scheduled, will leave from City Hall at 9:30 AM and return at 10:00 AM. The second trip will leave City Hall at 1:30 PM and return at 2:00 PM.

Bath City Bus now offers deviated fixed route service anywhere in the City except North Bath, provided that riders call the City ahead of time.

The City uses two buses and two drivers to provide service. Both are used on the BIW commuter run, after which one begins the regular morning run with the North Loop. The second driver uses the second bus to provide the two runs to Midcoast Hospital. Service is continued throughout the day, but both drivers are used to complete the afternoon BIW commuter run.

The two-loop system provides service to nearly all of the key origins and destinations in Bath. It offers bus stops at or near each of the City's senior citizen apartment complexes. Bus routes also serve the City's major low and moderate-income residential neighborhoods. The system serves downtown Bath, Midcoast Center for Higher Education at the former Bath Memorial Hospital and the Bath Shopping Center.

See Appendix for schedule.

## **E. FARE STRUCTURE**

The fare for riding City Bus is \$1.00 per person, with one child under the age of five free when accompanied by an adult. Discount cards can be purchased for \$10.00, which provides 12 rides for an average of about 83 cents per ride. Rides on the Bath Trolley cost \$1.00 per ride. The fare to Midcoast Hospital is \$2.00. Bath City Bus does not offer senior or student discounts.

**F. PROPOSED CUTBACKS, EXPANSIONS**

**Expansions**

There are no expansions planned for FY 2011 and FY 2012.

**Cutbacks**

Midcoast Hospital. Discontinue service to Midcoast Hospital unless scheduled by appointment 24 hours in advance.

**G. CHARTER SERVICE**

Bath City Bus does not provide charter service. Charters are provided by the Bath Trolley, which is a City-owned, non-state and non-federally subsidized service.

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

Bath City Bus does not compete with non-subsidized service in offering its currently subsidized fixed-route transit service. Non-subsidized transportation providers have expressed no interest in providing these services. The Bath Trolley does provide charters. However, the Trolley is not a state or federally subsidized service.

**I. PASSENGER STUDIES/SURVEYS**

There have been no recent passenger studies.

Based upon observation, City officials estimate that at least 40% of the ridership is elderly. Based on approximately 10,484 one-way trips in FY 2009 and 10,415 in FY 2010, the elderly ridership is estimated to be approximately 4,194 one-way trips in FY 2009 and 4,166 in FY 2010.

**PROJECT COORDINATION**

**A. SOCIAL SERVICE AGENCY COORDINATION**

Bath City Bus does not provide specialized services, and does not have contracts with social service agencies. Specialized services are provided by Coastal Trans, which is headquartered in Rockland.

Bath City Bus provides an important service, primarily to the residents of the City of Bath. The elderly, individuals with disabilities, and low-income persons rely on City Bus to get to various destinations in the community. Many of these people would have no other way to get around other than by taxi, which many could not afford. All of the buses are equipped with wheel chair lifts.

**B. SOCIAL SERVICE CONTRACT SUMMARY**

Not applicable.

**C. COORDINATION WITH OTHER PROVIDERS**

Both the City Bus and the Bath Trolley are operated by the City, and operated by the same City staff members. Much coordination takes place.

**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**

The City of Bath is responsible for all procurement on behalf of Bath City Bus. Bath City Bus does not purchase its own services or materials from other businesses. For example, fuel is purchased through the Public Works Department through a bid process. Bath City Bus is not aware of any potential DBE/WBE businesses.

**B. MONETARY GOALS**

For FY 2011, the City has budgeted \$10,000 for contractible services (maintenance and repairs). Federal/state funds (\$52,479) account for 50% of the total budget (\$104,957). Therefore, the federal/state share of contractible services is \$5,000 (50% of \$10,000), and the 1.34% monetary goal is \$67 (1.34% of \$5,000).

For FY 2012, the City has budgeted \$12,532 for contractible services (maintenance and repairs). Federal/state funds (\$54,641) account for 50% of the total budget (\$109,282). Therefore, the federal/state share of contractible services is \$6,266 (50% of \$12,532). If the federal DBE/WBE rate remains at 1.34%, the monetary goal would be \$84 (1.34% of \$6,266).

**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**

Bath City Bus maintains a complete vehicle history through record-keeping and follows a written preventive maintenance schedule with forms describing regular inspections at predetermined intervals (See Appendix). There was one accident during the past two years. Bath City Bus stores its vehicles at the wastewater treatment plant and utilizes Bill Reed (DBA

Bath Bus Service) and the City's Public Works Department for maintenance. A source of fuel is maintained on the City's premises. There hasn't been a need to develop a road call system to determine what causes breakdowns or a list of what steps will be taken to minimize future breakdowns, because there hasn't been any problem with breakdowns. The small size of the fleet makes keeping track of maintenance and problems a relatively simple task.

## **B. CAPITAL ACQUISITIONS**

Bath City Bus currently owns three buses (two 2006, 16-passenger buses and one 1999, 8-passenger bus, a Ford Goshen). The three buses are sufficient to cover the services now offered by Bath City Bus. One 2006 bus serves the two in-town loops. The other 2006 bus serves the BIW early morning and late afternoon commute, as well as the run to Midcoast Hospital. The 1999 bus serves as a back-up.

## **C. CAPITAL RESERVE ACCOUNT**

Bath City Bus maintains a capital reserve account, consisting of local money, for the purchase of new vehicles. There was \$93,805.73 in the capital reserve account as of June 30, 2010. The reserve account is part of the budget adopted by City Council.

## **GOALS AND OBJECTIVES**

The City of Bath operates the Bath City Bus. This is a fixed route transit system. The route is a figure-eight loop of the City that takes one hour to complete. The City Bus operates Monday through Friday.

The overall goal of Bath City Bus, as a municipal entity, is to provide convenient, efficient and cost effective public bus transportation to the citizens of Bath, individuals that work and/or do business within Bath and other people traveling within the City and neighboring areas. Bath, as a center of commerce and employment, is strategically located with sea, highway, and rail access, to serve as a transportation hub. Bath City Bus should serve as an important link within the integrated transportation network of the region.

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

- 1. Schedule and Route.** We will review the schedule and route to determine the best ways to serve the residents of Bath.

*Status: A meeting was held with drivers to review the schedule and routes, and a survey was conducted to seek input from the riders. Based upon this information the schedule and route were not changed.*

- 2. Buses.** Over the next five years the City of Bath intends to replace all three vehicles. The Ford Goshen will be replaced in 2011. The two Startran buses will be replaced in 2012.

*Status: The buses have not been replaced. However, the City is still requesting replacement buses.*

- 3. Ridership.** Over the next five years we intend to increase ridership 10% per year. This will be done by working with Main Street Bath and the downtown Bath merchants on ways to convince Bath-resident downtown employees that riding the bus is smarter than driving their cars downtown and parking them for eight hours. We will also continue to run promotions such as Free Fare Fridays and Commute Another Way Week.

*Status: Ridership did not increase in FY 2009, but did increase in FY 2010.*

## **B. NEW GOALS**

- 1. Schedule and Route.** We will work with Main Street Bath to survey the downtown merchants and we will survey the riders to determine the best routes and schedule to serve the maximum number of customers.
- 2. Buses.** Over the next five years the City of Bath intends to replace all three vehicles.
- 3. Bus Maintenance.** The City will purchase software to improve the tracking of preventative maintenance.
- 4. Ridership.** Over the next five years we intend to grow the ridership each year. This will be done by working with Main Street Bath and the downtown Bath merchants on ways to convince Bath-resident downtown employees that riding the bus is smarter than driving their cars downtown and parking them for eight hours. We will also continue to run promotions such as Commute Another Way Week.
- 5. Service to riders:** We will begin erecting shelters for passengers at bus stops.

## **REGIONAL PLAN ADVISORY COMMITTEE GOALS**

- 4. Transit Toolkit.** We will make the (MaineDOT) Transit Toolkit available to the public to help educate them about the City Bus.

## **BENCHMARKS**

The City of Bath uses ridership and costs to measure efficiency. Bath City Bus has kept its costs very low, while maintaining ridership.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled by the City of Bath for the past two fiscal years for Bath City Bus. Bath City Bus' fiscal year begins on July 1 of the prior calendar year (e.g., FY 2010 begins on July 1, 2009).

<b>Bath City Bus Annual Report – Past Two Years</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Vehicles</b>		
Number of Active Vehicles in Fleet	2	2
Number of Inactive Vehicles in Fleet	1	2
Number of Spare Vehicles in Fleet:	1	0
Number of Vehicles Disposed	0	0
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	4	4
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	\$105,985.66	\$103,490.43
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses	\$8,577.30	\$10,881.77
<b>Annual Operating Revenues</b>		
Fare Revenues	\$7,672.41	\$7,632.65
FTA-Federal Operating Assistance	\$44,337.99	\$48,771.00
MaineDOT – State Operating Assistance	\$10,306.89	\$6,194.00
Local Operating Funds	\$43,875.15	\$29,017.29
Interest Income	\$489.02	\$251.38
Total Annual Operating Revenues	\$106,681.46	\$91,866.32
<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 Vehicle Miles</b>		
Annual Transit Miles	39726	40610
<b>Annual Vehicle Hours</b>		
	3050	3187.5

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Passenger Trips</b>		
Annual Transit Passenger Trips	10484	10415
<b>Safety</b>		
Fatalities	0	0
Major Incidents	0	0
Major Injuries	0	0

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

Information on revenues, costs, trips and vehicle miles is shown in the following tables for FY 2009, and FY 2010 (Bath's fiscal year begins on July 1).

<b>Revenues, Costs, Trips, Vehicle Miles Past Two Fiscal Years</b>								
	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Vehicle 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>
<b>Total</b>	\$106,682	\$91,867	\$114,563	\$114,372	10,484	10,415	39,726	40,610

<b>Bath City Bus Revenues - Past Two Years</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
Fare Revenues	\$7,672.41	\$7,632.65
FTA – Federal Operating Assistance	\$44,337.99	\$48,771.00
MaineDOT – State Operating Assistance	\$10,306.89	\$6,194.00
City of Bath Contribution	\$43,875.15	\$29,017.29
Interest Income	\$489.02	\$251.38
<b>Total</b>	<b>\$106,681.46</b>	<b>\$ 91,866.32</b>

Source: City of Bath

**Bath City Bus  
Expenses - Past Two Years**

	<b>FY 2009</b>	<b>FY 2010</b>
Management Fees	\$1,560.00	\$1,170.00
Insurance	\$6,892.30	\$8,632.55
Other Administrative	\$125.00	\$1,079.22
Telephone	\$749.41	\$752.77
Wages	\$67,023.88	\$67,458.05
Fringe Benefits	\$11,600.17	\$12,393.35
Maintenance And Repairs	\$11,399.69	\$10,471.49
Fuel	\$13,246.60	\$10,412.18
Tires	0	\$644.70
Other Operating Expenses	\$1,965.91	\$1,357.89
Capital	0	0
<b>Total</b>	<b>\$114,562.96</b>	<b>\$ 114,372.20</b>

Source: City of Bath

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

Bath City Bus does not compile passenger fare revenues by passenger fare category. However, the City does keep a running tally of the number of riders according to three broad categories: full fare, discount and free. For the period June 26, 2009 through December 30, 2009 (a 129 - day period) there were 5,100 riders on City Bus. Ridership included:

Full fare: 1,790 riders (35.1% of the total)  
Discount: 2,451 riders (48.1% of the total)  
Free: 859 riders (16.8% of the total)

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

The City of Bath anticipates that over the next two years, mileage will remain stable, but revenues and costs may increase. Personnel costs will probably increase. In May of 2006, the City received two new 14-passenger Startran Senator buses from MaineDOT. The City now operates the system with the 2006 buses and uses a 1999 eight-passenger Ford Goshen bus as a back-up. The City plans to replace the Ford Goshen in 2011.

**Projected Revenues, Costs, Trips, Vehicle Miles  
Next Two Years**

	<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>
<b>Total</b>	\$104,957	\$109,282	\$104,957	\$109,282	10,500	10,500	40,000	40,000

## E. BUDGET

The proposed budget for each of the next two years is shown in the table below.

<b>Proposed Budgets Next Two Years</b>		
	<b>FY 2011</b>	<b>FY 2012</b>
<b>Revenues</b>		
Farebox	\$8,500.00	\$8,500.00
City Of Bath Contribution	\$40,425.00	\$45,000.00
Federal/State	\$55,532.00	\$55,532.00
Investment Income	\$500.00	\$250.00
<b>Total Income</b>	<b>\$104,957.00</b>	<b>\$109,282.00</b>
<b>Expenses</b>		
Management Fees	\$3,000.00	\$3,000.00
Insurance	\$9,000.00	\$9,000.00
Other Administrative	\$500.00	\$500.00
Telephone	\$850.00	\$850.00
Wages	\$51,960.00	\$53,500
Fringe Benefits	\$13,400.00	\$13,400.00
Maintenance And Repairs	\$10,000.00	\$12,532.00
Fuel	\$14,000.00	\$14,000.00
Tires	0	0
Other Operating Expenses	\$2,247.00	\$2,500.00
Capital	0	0
<b>Total</b>	<b>\$104,957.00</b>	<b>\$109,282.00</b>

## FLEET CONDITION

Bath City Bus owns a fleet of three buses. The overall condition of these vehicles is summarized on the following page.

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2010**

**AGENCY: City of Bath**

1	VIN	1FDXE45P56DA21016	1FDXE45P56DA21017	1FDSE30L5XHB67094 (Out Of Service-Junked)	1FDSE30L2XHC05087
2	Fleet # and Status*	BUS 2 --A	BUS 1--A	BUS 3 --D	BUS 4 --S
3	Vehicle Type **	Light Duty Bus	Light Duty Bus	Light Duty Bus	Light Duty Bus
4	Make, Model	Ford E 450	Ford E 450	Ford Goshen	Ford Goshen
5	Year	2006	2006	1999	1999
6	Fuel Type	Diesel	Diesel	Gas	Gas
7	Fuel Use - 12 months	1941.4	2066.1	646.7	790.3
8	Mileage	81578	82813	149958	144375
9	12-month Mileage	18410	19209	1198	1463
10	Repair Cost - 12 months	\$4,654.25	\$4,112.24	0	\$2,038.28
11	Repair frequency - 12 months***	(1)	(1)	N/A	(1)
12	Vehicle appearance - interior	GOOD	GOOD	POOR	FAIR
	Vehicle appearance - exterior	GOOD	GOOD	POOR	FAIR
13	ADA Accessibility:				
	Equipped/Working	YES	YES	YES	YES
	Tie Down	YES	YES	YES	YES
	Announcement System	YES	YES	NO	NO
	Signage and Stops	YES	YES	YES	YES
14	Passenger Amenities				
	Air Conditioning	YES	YES	NO	NO
	Working Heater	YES	YES	YES	YES
	Tinted Windows	YES	YES	NO	YES
	Padded Seats	YES	YES	YES	YES
15	Type of fare collection system	Farebox	Farebox	N/A	Farebox
16	Date of Inspection	8/19/2010	7/7/2010	N/A	8/11/2010
17	Inspector's Name:	Bath Bus	Bath Bus	N/A	Bath Public Works

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

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

\*\*\* Repair Frequency: A - routine preventive maintenance; B - minor repairs (vehicle not taken out of service); C - major repairs (vehicle taken out of service).

**APPENDIX**

**BATH CITY BUS**



Long known as the "City of Ships," Bath is famous in shipbuilding. From its architecture downtown, Bath's shipbuilding roots

- ★ Visiting Bath
  - ★ Our Community
- Bath City Government

### Departments

- ☑ Bath City Government
- ☑ Assessor's Office
- ☑ Bath Community Television

- ☑ Bath Transportation
- City Bus Homepage
- Bath Trolley
- Bath Bus and Trolley Services

- ☑ City Clerk
- ☑ City Council
- ☑ Codes Enforcement
- ☑ Community Development Office
- ☑ Development
- ☑ Directions
- ☑ Emergency Preparedness
- ☑ Employee Directory
- ☑ Employment Opportunities
- ☑ Finance
- ☑ Fire Department
- ☑ General Assistance
- ☑ Parks & Recreation
- ☑ Cemeteries & Forestry
- ☑ Planning and Development
- ☑ Police Department
- ☑ Public Works
- ☑ Regional School Unit #1
- ☑ Solid Waste & Recycling
- ☑ Vehicle Registration
- ☑ Wastewater Treatment

Search:

- Entire Site
- Bath Transportation

Search



Home > ☑ Bath

## City Bus Homepage

The Bath city bus runs Monday through Friday from 8:00 am until 5:30 pm. The cost of a lift to the store, downtown or anywhere in between is one small dollar or if you are a regular 12 rides for \$10.00. For a list of times and "landmarks" click on the schedule below. The times are approximate and the bus will stop anywhere along the route if you stand and wave them down.

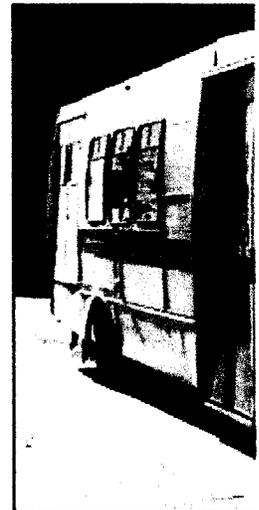
### Bus Schedule

- Bus Routes
- South Loop
- North Loop

Jim Upham, AICP, Director of Planning and Development

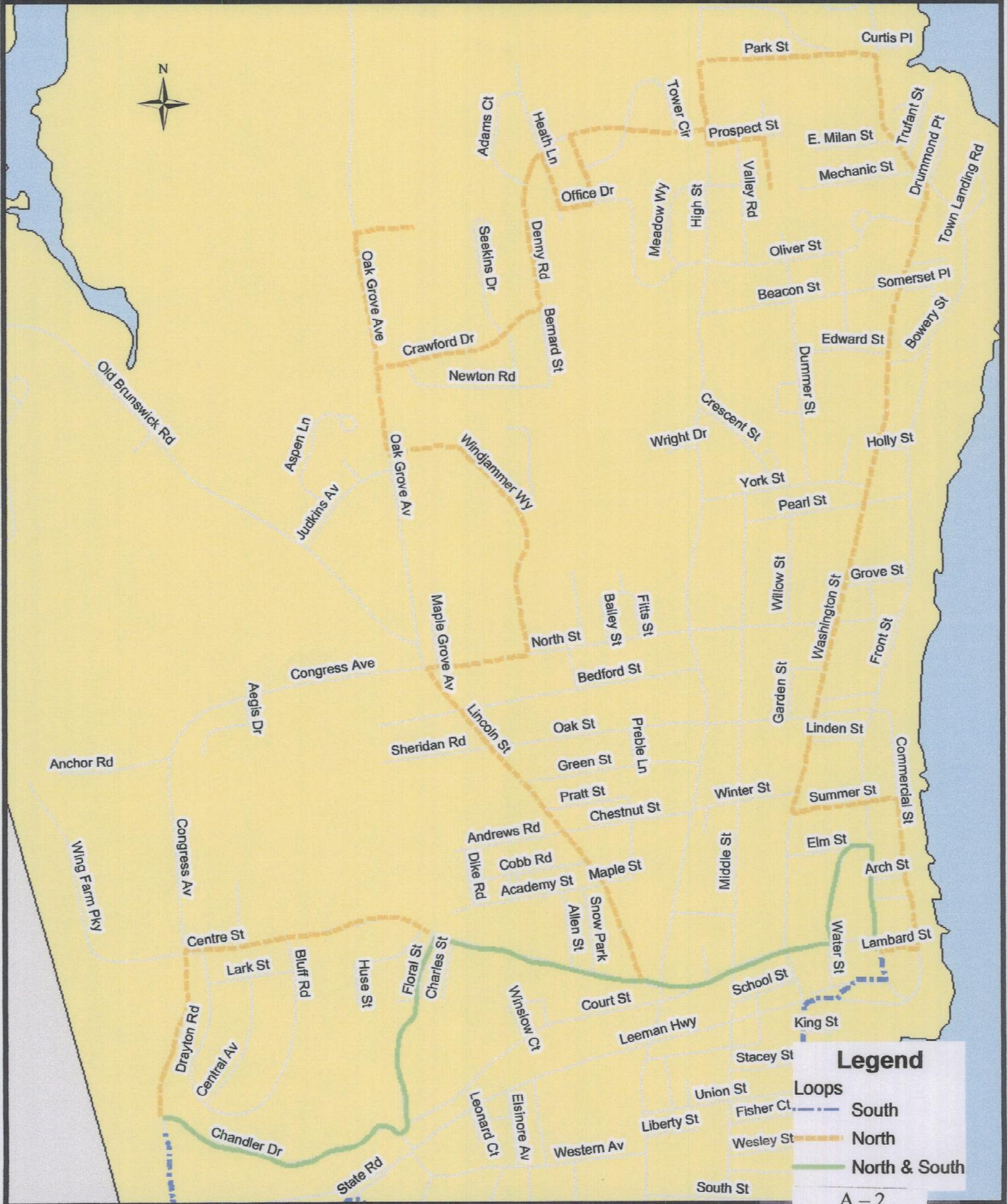
Mike Peabody, Maintenance and Bus Supervisor

Debby Labrecque, Administrative Assistant  
Office Hours: Monday - Friday 8:30 AM - 4:30 PM  
(207) 443-8363 office  
(207) 443-8337 fax



See something that needs to be updated?  
[Click here to contact this department's administrator](#)

# Bus Routes

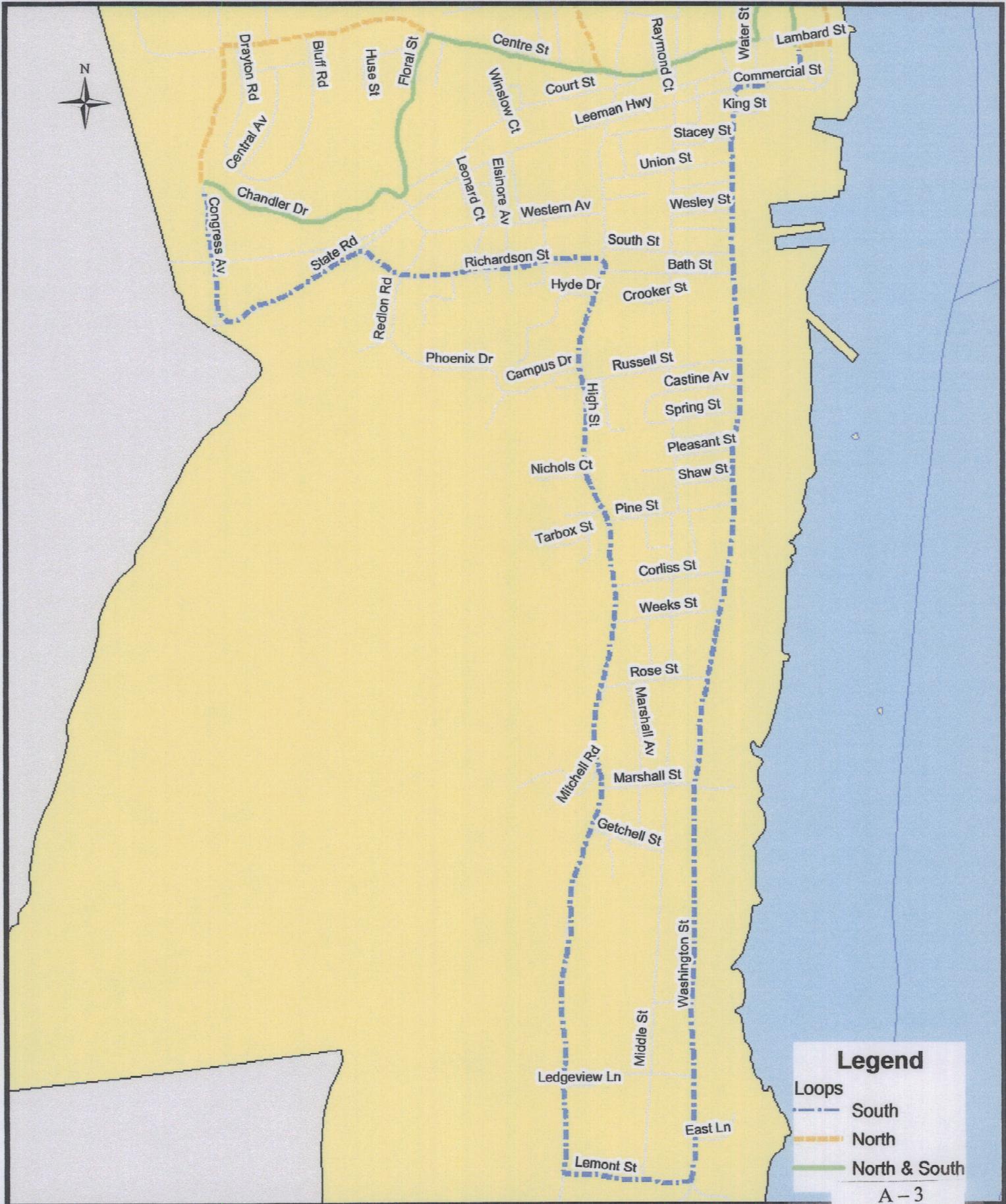


**Legend**

**Loops**

- South
- North
- North & South

# Bus Routes

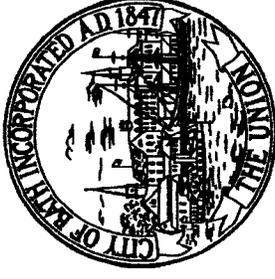


**Legend**

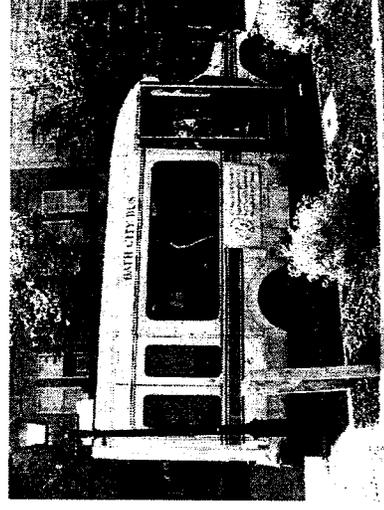
Loops

- South
- North
- North & South

# City of Bath



# Bath Bus Schedule



Please buckle up  
when riding the

City Bus.



Have a nice ride with  
us, and we hope to see  
you again!



The Bath City Bus will make trips to Midcoast Hospital by appointment only. These trips will be available as follows:

Leaving City Hall at 9:30 AM and returning to City Hall at 10:00 AM, and leaving City Hall at 1:30 PM and returning at 2:00 PM.

The cost of the trip will be \$2.00 each way. Please call us if you need to schedule a trip.

Thank you for riding,  
City Bus Staff



**REGULAR MEETING MINUTES  
CITY COUNCIL OF THE CITY OF BATH, MAINE  
Wednesday, June 1, 2011 6:00 PM  
City Council Chambers, Bath City Hall**

Present: Councilors Brackett, Omo, Paulhus, Rogers, Eosco, Sinclair, Pagurko, Winglass and Chairman Wyman.

Also in attendance were the City Manager – William Giroux, City Solicitor - Roger Therriault and City Clerk - Mary White.

Chairman Wyman led the Pledge of Allegiance and City Clerk White called the Roll.

**C. Public Hearings 6:01 PM**

**1) Ordinance: Moratorium on Smart Meters (second passage)**

Chairman Wyman read the amended Ordinance as proposed by Councilor Sinclair.

**MORATORIUM ORDINANCE  
PROHIBITING THE INSTALLATION OF SO-CALLED “SMART METERS”**

The City Council of the City of Bath hereby Ordains as follows:

**1. Authority**

This ordinance is adopted pursuant to the enabling provisions of Article VIII, Part 2, Section 1 of the Maine Constitution, the provisions of 30-A M.R.S.A. Section 301 (Home Rule), and 30-A M.R.S.A. Section 3001 (Ordinance Power).

**2. Purpose**

The purpose of this Ordinance is to prohibit the installation of so-called “smart meters” within the City of Bath, without the prior approval of the owner/resident, until such time as the factors listed in Paragraph 3, Statement of Necessity, below, are properly addressed by the Maine Public Utilities Commission.

**3. Statement of Necessity**

A number of concerns regarding the installation and operation of “smart meters” have been raised, several of which have been addressed in a Resolution previously adopted by the City Council of the City of Bath. They include the following:

- Health concerns regarding medical devices and the effect of radiofrequency and microwave radiation associated with “smart meters” upon such medical devices; and
- Cyber safety concerns with respect to electronic devices within the home resulting in potential invasion of personal privacy and the compromise of confidential and secure information; and
- A potential fire hazard.

The City Council of the City of Bath believes that these concerns have not been properly addressed, although they are items within the scope of enabling Legislation under Title 35-A M.R.S.A. Section 3143. In addition, the Commission has not adequately and finally addressed the issues of opting out and costs associated with that decision. The City Council of the City of Bath is not in favor of proceeding with installation of “smart meters” within the City of Bath until the Public Utilities Commission has fully and finally addressed the issues and concerns outlined in this Moratorium Ordinance and those expressed in Complaints currently pending before the Public Utilities Commission regarding the installation of “smart meters” and implementation of the “smart grid.” Based on these circumstances, the City Council finds that it is premature to install “smart meters” until these issues and concerns have been properly addressed, without the prior approval of the owner/resident.

- (b) Event Signs: If the temporary sign is intended to advertise a particular event such as a sale, theatre production, or political election, then the sign may be erected six (6) weeks prior to the event and must be removed one (1) week after the conclusion of the event.
3. Location: Where the sign is to be erected on private property, the person erecting the sign shall obtain the permission of the owner or appropriate agent of the private property. No such signs shall be posted or erected on any City of Bath property.

Councilor Rogers made a motion to put this Ordinance on the floor for discussion. Councilor Pagurko seconded the motion.

Ruth Welch of Cherry Street asked to have the six-week terminology explained.

Councilor Omo stated that Section 2.(b) states that the sign can only be erected 6 weeks prior to the election and must be taken down 1 week after the election.

Rabyrne Hutton of 195 South Street read the full text of the first amendment of the United States Constitution. He expressed that this Ordinance is in violation of his rights of free speech according to this Constitutional text.

**ROLL CALL VOTE :**

**YEAS: Brackett, Omo, Paulhus, Eosco, Sinclair, Pagurko, Winglass**

**NAYS: Rogers,**

**Ordinance passed. 7-1**

Chairman Wyman stated this Ordinance would become law in 21 days.

**D. Consent Agenda 7:03PM**

**\*4) Minutes of the previous meetings of May 4, and 18, 2011. (Motion to Accept as Presented)**

Councilor Pagurko made a motion to accept the Consent Agenda as presented. Councilor Omo seconded the motion. All were in favor of the motion.

**E. Time Devoted to Residents to Address the City Council 7:03 PM**

No one spoke.

**F. Ordinances, Resolutions and Orders 7:05 PM**

**5) Resolution: City Operating Budget Component**

Chairman Wyman read the following Resolution:

**RESOLUTION - CITY OPERATING BUDGET COMPONENT** ✓

***BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BATH, MAINE***, that the City Operating Budget for the fiscal year commencing on July 1, 2011 and terminating on June 30, 2012, be and hereby is adopted with a total expenditure of ***\$ 8,790,340.00***, balanced with an equal amount of estimated revenue. Summary of appropriations are attached to this resolution in the following two pages.

*Summary paperwork on file with the agenda materials for 6-1-11 in the City Clerk's Office.*

Councilor Pagurko made a motion to put this Ordinance on the floor for discussion. Councilor Omo seconded the motion.

**VOTE :**

**YEAS: Brackett, Omo, Paulhus, Rogers, Eosco, Sinclair, Pagurko, Winglass**

**NAYS: None**

**Resolution passed unanimous. 8-0**

**6) Resolution: City Capital Improvement Budget**

Chairman Wyman read the following Resolution:

**RESOLUTION – CITY CAPITAL IMPROVEMENT COMPONENT** ✓

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BATH, MAINE**, that the City Capital Improvement Budget as reallocated and/or appropriated for the fiscal year commencing on July 1, 2011 and terminating on June 30, 2012, be and hereby is adopted with a total expenditure of **\$ 893,034.00**, balanced with an equal amount of estimated revenue. Summary of funded projects is on the following page.

*Summary paperwork on file with the agenda materials for 6-1-11 in the City Clerk's Office.*

Councilor Pagurko made a motion to put this Ordinance on the floor for discussion. Councilor Omo seconded the motion.

**VOTE :**

**YEAS: Brackett, Omo, Paulhus, Rogers, Eosco, Sinclair, Pagurko, Winglass**

**NAYS: None**

**Resolution passed unanimous. 8-0**

**7) Resolution: Landfill Fund Component**

Chairman Wyman read the following Resolution:

**RESOLUTION – LANDFILL FUND COMPONENT**

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BATH, MAINE**, that the Landfill Fund Component as reallocated and/or appropriated for the fiscal year commencing on July 1, 2011 and terminating on June 30, 2012, be and hereby is adopted with a total expenditure of **\$ 1,789,054.00** balanced with an equal amount of estimated revenue. Summary of appropriations is attached on the following page.

*Summary paperwork on file with the agenda materials for 6-1-11 in the City Clerk's Office.*

Councilor Pagurko made a motion to put this Ordinance on the floor for discussion. Councilor Omo seconded the motion.

Councilor Winglass asked the City Manager to set up a Workshop for Council on the Landfill.

City Manager stated that this could possibly happen in the Fall.

**VOTE :**

**YEAS: Brackett, Omo, Paulhus, Eosco, Sinclair, Pagurko, Winglass**

**NAYS: Rogers**

**Resolution passed. 7-1**

# BATH CITY BUS DRIVER'S INSPECTION REPORT

CHECK DEFECTS ONLY. Explain under REMARKS  
 COMPLETION OF THIS REPORT REQUIRED BY FEDERAL LAW, 49CFR 396.11 & 396.13.  
Starting Mileage (No Tenths)

Bus No. \_\_\_\_\_ Ending Mileage (No Tenths) \_\_\_\_\_ Time Out \_\_\_\_\_  
 \_\_\_\_\_ Time Returned \_\_\_\_\_

DAILY CHECKS							
	CHECKED	REPAIRS NEEDED	REPAIRS COMPLETED		CHECKED	REPAIRS NEEDED	REPAIRS COMPLETED
Brakes - Service				Mirror			
Brakes - Parking				Springs			
BrakeLines - Hoses/Valves				Steering			
Cooling System				Transmission			
Engine Oil Level				Rear Axle			
Electrical System				Tires & Wheels			
Exhaust System				Wipers			
Fuel System				Splash Guards			
Fire Extinguisher				Seats & Cab Interior			
Fazes (Reflector)				Battery Box/Corrosion			
Glass				Hydraulic Fluid			
Head Lights				Chair Lift			
Tail Lights				Washed & Cleaned			
Stop & Directional Lights				Other			

**REMARKS**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**REPORTING DRIVER**

Name: \_\_\_\_\_ Emp. No: \_\_\_\_\_

Date: \_\_\_\_\_ R.O. #'s \_\_\_\_\_

Certified by: \_\_\_\_\_ Location: \_\_\_\_\_

**SHOP REPAIRS**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_