

**MAINEDOT REGION 6**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**  
**A LOCALLY COORDINATED PLAN**

**REGIONAL TRANSPORTATION PROGRAM  
(RTP)**

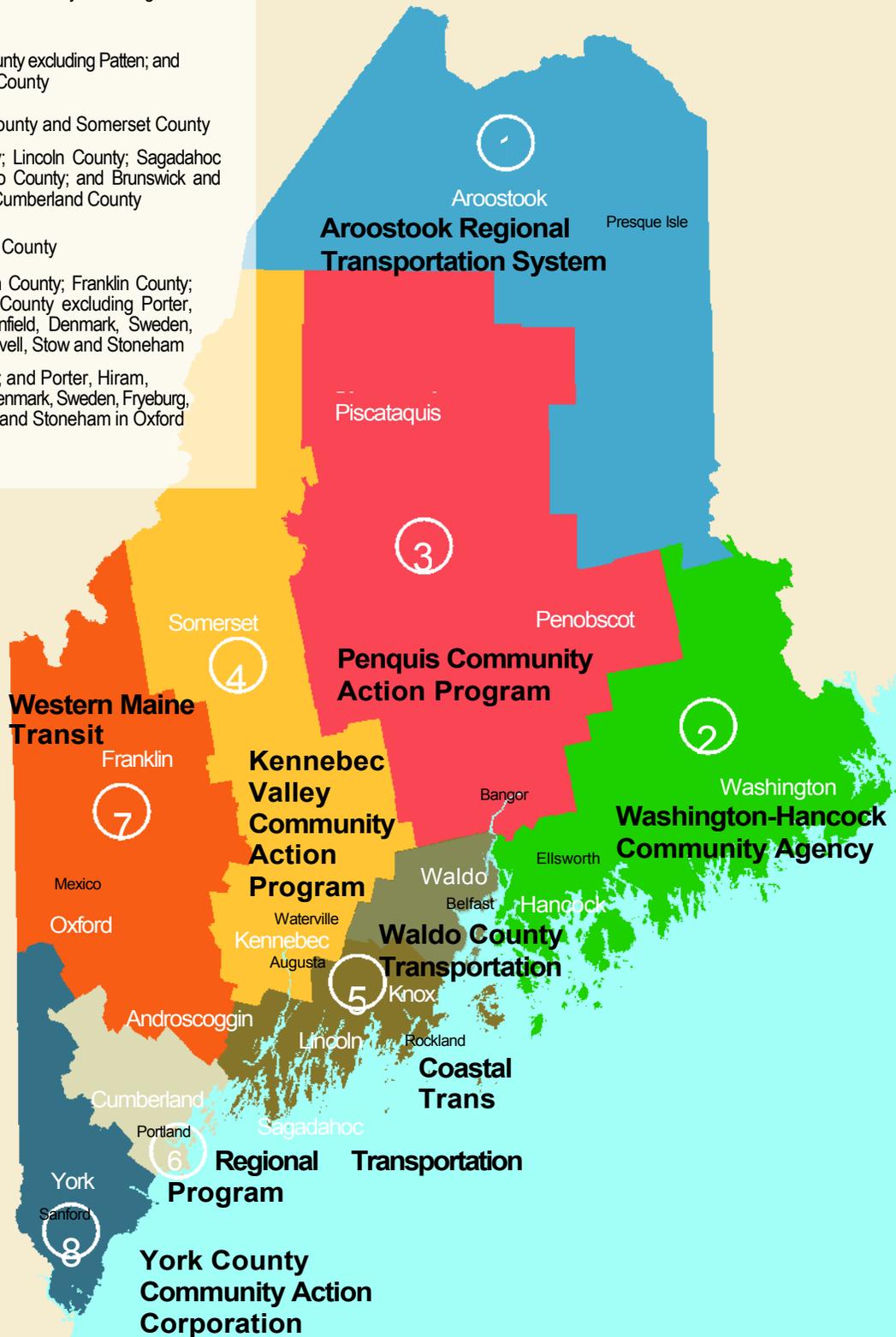
**GREATER PORTLAND TRANSIT DISTRICT (METRO)**

**SOUTH PORTLAND BUS SERVICE (SPBS)**

**CASCO BAY ISLAND TRANSIT DISTRICT (CBITD)**

# 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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**GREATER PORTLAND TRANSIT DISTRICT (METRO)**  
**SOUTH PORTLAND BUS SERVICE (SPBS)**  
**CASCO BAY ISLAND TRANSIT DISTRICT (CBITD)**  
**A LOCALLY COORDINATED PLAN**

Prepared by  
Rothe Associates

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

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

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**REGIONAL OVERVIEW**

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# MAINEDOT REGION 6 BIENNIAL OPERATIONS PLAN

## REGIONAL OVERVIEW

### LOCATION OF REGION 6

Region 6 encompasses all of Cumberland County exclusive of Brunswick and Harpswell, which includes Maine's largest urban area, the greater Portland urban area. Cumberland County is 835 square miles in size and has a population of 281,674 people (2010 Census).

### POPULATION OF REGION 6

Cumberland County has been one of Maine's fastest growing counties. Between 2000 and 2010, Cumberland County's population grew from 265,612 people to 281,674 people, a gain of 6% (2010 Census). This rate of growth was 50% more than the population growth statewide.

<b>POPULATION OF CUMBERLAND COUNTY AND MAINE</b>		
<b>Year</b>	<b>Cumberland County</b>	<b>Maine</b>
1960	182,751	970,689
1970	192,528	992,048
1980	215,789	1,124,660
1990	243,135	1,227,928
2000	265,612	1,274,923
2010	281,674	1,328,361
1970-80 change	12%	13%
1980-90 change	13%	9%
1990-00 change	9%	4%
2000-10 change	6%	4%
1960-10 change	54%	37%

Source: U.S. Census

Based on 2010 Census and American Community Survey data, Cumberland County is one of the more affluent counties in Maine. The County's median household income (\$54,342) is much higher than the statewide figure (\$46,541). Further, Cumberland County's poverty rate (10.4%) is lower than the state level (12.6%). The proportion of senior citizens (65 and older) for Cumberland County is slightly lower than it is statewide.

<b>CUMBERLAND COUNTY PROFILE – 2010</b>		
<b>Measure</b>	<b>Cumberland County</b>	<b>Maine</b>
Total Population	281,674	1,328,361
Total Households	117,339	557,219
Average Household Size	2.49	2.50
Median Household Income	\$54,342	\$46,541
Persons below Poverty Level	10.4%	12.6%
65 Years and Over	14.3%	15.9%

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

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

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

- 1. Regional Transportation Program, Inc. (RTP)** (127 St. John St., Portland, #774-2666). RTP is a non-profit human service agency designated by MaineDOT as the regional provider of transportation services to the general public, individuals with disabilities, low income and elderly people in Region 6 which includes all of Cumberland County except Brunswick and Harpswell.

RTP’s mission is to enable individuals with diverse transportation needs to enjoy full access to their communities by providing effective and efficient community based transportation services in a safe, reliable and environmentally responsible manner. RTP also provides mass transit services to the general public. It also delivers non-emergency medical transportation for MaineCare clients, shopping opportunities for seniors, job transportation for clients of human service agencies and mobility options for persons with disabilities. RTP utilizes “paratransit” as its transportation model for service delivery. The agency serves all of Cumberland County, both rural and urbanized areas, including Portland, South Portland, Falmouth and Westbrook. In these four municipalities it operates the ADA complimentary paratransit system parallel with the two fixed route services - Greater Portland Transit District (METRO) and the South Portland Bus Service (SPBS).

RTP provides about 1,400 trips per day. RTP’s Transportation Program provides non-emergency public and social service transportation through a variety of transit services:

- **Demand response.** RTP provides scheduled demand response service to the general public in every community along 56 different routes. Service is available from each community at least once/week to one or more service center destinations Portland, Westbrook and South Portland. RTP provides about 2,300 general public trips per month.
- **MaineCare transportation.** RTP provides non-emergency medical transportation to individual MaineCare clients when no other transportation is available. RTP must select the least expensive means of transportation that is suitable to meet the client’s

medical needs. Approximately 80% of the trips undertaken by RTP are for MaineCare clients. Below are the categories of services provided by RTP for MaineCare clients:

- Friends and Family Program – this program provides MaineCare reimbursement for self-drive or by friends and family;
  - RTP volunteers – services provided by volunteer drivers using private vehicles;
  - Bus passes – RTP purchases bus passes from METRO and South Portland Bus Service for eligible MaineCare clients who can be served by these fixed route providers.
  - Agency vehicles - transportation provided by RTP on one of its 56 routes or, more frequently, at other times. RTP uses software that focuses on loading agency vehicles and volunteer vehicles, and that uses taxis as a last resort.
  - Other – RTP uses other transportation providers such as taxis and regional providers in adjacent regions as appropriate.
- **Paratransit services.** RTP provides paratransit services to METRO and South Portland Bus Service for individuals within ¾ mile of their service routes who are unable to use fixed route services.
  - **Shopper’s Express.** RTP offers weekly bus service for seniors and others living in apartment complexes in Portland, South Portland, Westbrook, Falmouth and Scarborough to supermarkets and shopping malls in the greater Portland area.
  - **Transportation services to other agencies and organizations both through formal and informal agreements.** RTP has contracts with the Department of Health and Human Services (BCFS), Child Development Services (CDS) and various other agencies.

RTP has a Rider’s Guide to help consumers better understand and use RTP services. The Rider’s Guide has been distributed to general public riders, social service agency contacts, public officials, and RTP’s own riders. The Rider’s Guide is posted on RTP’s web site: [www.rtprides.org](http://www.rtprides.org), and is included in the Appendix of this document.

## 2. **Greater Portland Transit District (METRO)** (114 Valley Street, Portland, # 774-0351).

**Fixed Route.** METRO is a quasi-municipal corporation that operates public fixed route transit service within the greater Portland urbanized area, including Portland, Westbrook, Falmouth and the Maine Mall area of South Portland. METRO operates eight major routes, and one limited service route during the summer and fall months. METRO owns and operates a fleet of standard heavy-duty diesel buses and CNG buses (compressed natural gas). All of METRO’s buses are wheelchair lift equipped. METRO provides about 4,000 trips per day. Paratransit services are provided by RTP. METRO’s routes are:

- Route 1 – Congress Street
- Route 2 – Riverton
- Route 3 – North Deering (Stevens Avenue)
- Route 4 – Westbrook
- Route 5 – Maine Mall

Route 6 – North Deering (Washington Avenue)  
Route 7 – Falmouth  
Route 8 – Pine Street  
Route 8A – Deviated Route

**3. South Portland Bus Service (SPBS)** (46 O’Neal St., South Portland, # 767-5556).

**Fixed Route.** SPBS is owned and operated by the City of South Portland. It provides fixed-route transit service to the City of South Portland and includes stops in downtown Portland and Scarborough. SPBS operates three major routes. Bus service is provided six days per week on two of the urban area routes, and five days per week on the other urban area route. SPBS operates a fleet of eight transit buses, all of which are wheelchair lift equipped. Paratransit services are provided by RTP. The South Portland Bus Service provides about 800 rides per day along the following routes:

Route 21 – Willard Square  
Route 24A – Maine Mall via Main Street  
Route 24B – Maine Mall via Community Center

**4. Casco Bay Island Transit District (CBITD)** (P.O. Box 4656, Portland, # 774-7871).

**Island Ferry.** CBITD is a publicly owned ferry transit system (body corporate and politic) created under state enabling legislation in 1981. CBITD purchased the assets of the privately owned Casco Bay Lines (CBL) through bankruptcy proceedings to ensure the continuation of transportation service among and between the islands of Casco Bay and the mainland terminal in Portland, Maine.

CBITD is governed by a 12-person Board of Directors, ten of whom are elected to represent the islands served, with one appointee from the City of Portland and one from the Maine Department of Transportation. CBITD provides public ferry service between the Casco Bay Ferry Terminal on the Maine State Pier in Portland and Peaks Island, Cliff Island, Chebeague Island, Long Island, Great Diamond Island (State Wharf and Diamond Cove), and Little Diamond Island.

CBITD is the “lifeline” for the residents of the islands. The service operates 365 days per year, with a minimum of four weekday and three weekend trips to the Down Bay islands and fourteen trips per day to Peaks Island. CBITD carries vehicles, the U.S. mail and transports school children to and from Portland. Incidental tour and cruise service is offered during the spring, summer and fall seasons. Charter service is available all year since the addition of the *Bay Mist* ferry.

**5. Biddeford/Saco ShuttleBus (Biddeford, Saco, Old Orchard Beach Transit Committee)** (Alfred Road Business Park, Biddeford, # 282-5408, # 877-843-0666)

**Fixed Route\Commuter.** ShuttleBus provides bus service from Biddeford, Saco and Old Orchard Beach to and from the City of Portland and the Maine Mall (South Portland), and offers “Zoom” commuter service during commuter hours. The ZOOM Turnpike Express is a weekday commuter bus service traveling between Biddeford/Saco to downtown Portland.

Stops are located at Turnpike Park and Ride lots (Exit 5, Saco and Exit 4 Biddeford) as well as USM and several METRO stops in Portland.

**6. Amtrak Downeaster (Northern New England Passenger Rail Authority) (75 West Commercial Street, Portland, # 780-1000)**

**Passenger Rail.** AMTRAK operates passenger rail service with 4 daily trips between Portland and Boston (Portland Transportation Center and Boston's North Station), with Maine stops in Old Orchard Beech, Saco and Wells.

**7. Independent Transportation Network (ITN) (Westbrook, # 854-0505).**

**Volunteer.** ITN is a non-profit organization that uses volunteer drivers to provide personalized transportation to senior citizens and others. Roughly 24-40 percent of the rides are provided annually to seniors and the visually impaired. Fares cover approximately half the cost of the rides. Community support makes up the rest.

**B. PRIVATE TRANSPORTATION PROVIDERS**

**Intercity Services**

**Concord Trailways** (100 Sewall, Portland, # 882-1151, # 800-639-3317) - serves the major corridors between Kittery, Portland, Brunswick, Lewiston and Augusta, a coastal route from Portland to Bangor by way of Brunswick and Rockland, and a service between Portland and Boston, including service to Logan Airport.

**Greyhound Lines** (950 Congress Avenue, Portland, # 772-6587 - provides daily service from Bar Harbor (seasonal), Bangor, Waterville, Augusta, Lewiston, Brunswick, Portland and Wells to Boston's South Station with direct through service to and from New York City.

**Charter Bus Services**

1. **Custom Coach and Limousine**, 184 Main Street, South Portland, # 797-9100
2. **Mermaid Transportation**, 3 Glasgow Road, Scarborough, # 885-5630
3. **Vacationland Tours and Shuttle**, Pope Road, Windham, # 892-8005
4. **VIP Tour and Charter Bus Company**, 129 Fox Street, Portland, # 772-4457

**Taxi Services:**

1. **A Taxi**, 640 Brighton Avenue, Portland, # 772-5756
2. **AAAA Taxi Wind, 289 Gray Road #1**, Windham, # 893-8294
3. **A-1 Jetport Taxi**, 56 Park Ave, South Portland # 799-7774, # 866-799-7771
4. **AB Cab**, 11 Frost Brook Lane, Freeport, # 865-2222

5. **ABC Taxi**, 200 Anderson, Portland, # 772-8685
6. **Ace Taxi**, **46 Johnson Road**, Gorham, # 671-5451
7. **Airport Cab**, 151 North Street, Portland, # 899-5335
8. **Airport Cab Service Co., World Taxi, ABC Water Taxi**, Portland, # 774-4778
9. **Airport Car Express**, Windham, # 893-8294
10. **Airport Limo & Taxi**, 395 River Road, Windham, # 773-3433
11. **AM & PM Taxi**, Portland, # 866-859-2676
12. **American Taxi**, Portland, # 749-1600
13. **ASAP Taxi & Courier Service**, 7 Thompson's Point Rd, Portland, # 791-2727
14. **B & S Taxi**, 111 Eben Hill Dr, Portland, # 523-9998
15. **Cal's Taxi Service**, Gorham, # 854-9495
16. **Custom Coach and Limousine**, 184 Main Street, South Portland, # 797-9100
17. **Elite Taxi, Town Taxi Co**, 211 Valley, Portland, # 871-7274
18. **Freeport Taxi**, 88 Bow Street, Freeport, # 865-9494
19. **Friendly Taxi**, Portland, # 772-4240
20. **Gorham Taxi & Livery**, Gorham, # 839-8333
21. **Home Runners, LLC**, # 332-7433
22. **Jetport Limo and Taxi**, 200 Main St, Windham, # 893-1962
23. **Jetport Taxi**, 32 Dennett Street, Portland, # 282-6990
24. **Kleen Taxi Ko**, Portland, #773-0055
25. **Metro Cab**, 159 North Street, Portland, # 272-7270
26. **New England Livery Services**, 5 Sweetbrier Lane, Scarborough, # 839-8333
27. **Old Port Taxi**, 56 Park Avenue, South, Portland, # 773-8294
28. **Pine State Taxi**, 201 Congress St, Portland, # 877-697-8283

29. **Sid's Taxi**, Portland, # 756-0666
30. **Silver House Taxi & Discount Limo**, Portland, # 264-4411
31. **South Portland Taxi, Inc.** 10 Cox St, South Portland, # 767-5200
32. **South Street Auto & Taxi**, 235 St John Street, Portland, # 772-2471
33. **Trixie's & Poly's Taxi Cab**, Portland, # 450-4959
34. **Westbrook Taxi**, 40 Falmouth Street, Westbrook, # 854-9858
35. **Within Ten**, 56 Park Avenue, South Portland, # 347-5168
36. **Yarmouth Taxi**, PO Box 507, Yarmouth, # 846-9336

#### **Local Water-Borne Providers**

1. **Presumpscot Water Taxi**, 72 Commercial St, Portland, # 879-2562
2. **Island Water Taxi**, South Portland, # 799-1818

#### **Private Ferries**

**Chebeague Transportation Company** (Chebeague Island, # 846-3700) is a private corporation owned by the residents of Chebeague Island that provides passenger ferry service between Chebeague and Cousins Island (Yarmouth).

#### **Wheelchair Transportation Services (Non-emergency door-to-door wheelchair transportation services)**

1. **ANTS - Accessible Non-Ambulatory Transportation Service** (division of ABC Taxi), Portland, # 772-8685/
2. **North East Mobile Health**, 24 Washington Ave, Scarborough, # 883-1557
3. **American Medical Response**, 12 Runway Road, Scarborough, # 885-9801

### **C. PROVIDERS SEEKING SECTION 5311 ASSISTANCE AND/OR STATE ASSISTANCE (RURAL AND URBAN)**

#### **Section 5311 Assistance and State Assistance for Rural Areas**

The providers in Region 6 that are seeking Section 5311 and state assistance for rural areas are the Regional Transportation Program, Inc. (RTP), the Designated Regional Transportation Provider in Region 6, and the Casco Bay Island Transit District.

## State Assistance for Urban Areas

The following providers are seeking state assistance for urban areas within Region 6:

1. The Regional Transportation Program, Inc. (RTP)
2. The Greater Portland Transit District (METRO)
3. The South Portland Bus Service (SPBS)
4. The Casco Bay Island Transit District (CBITD)

## 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.

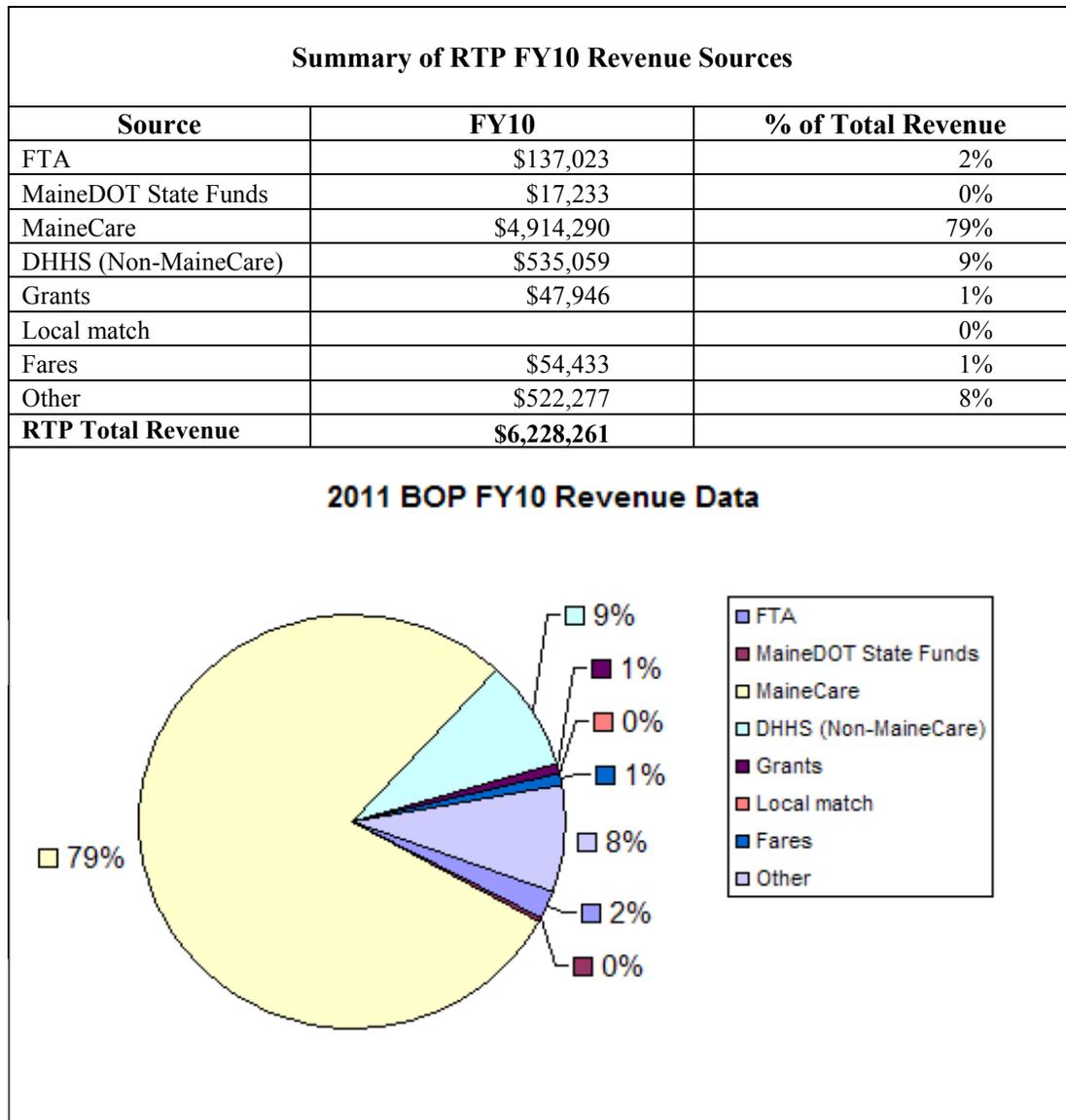
Below are the various processes used in meeting the locally coordinated plan requirements and the state mandates on coordination of human services transportation.

- 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

RTP has worked closely for many years with social service agencies, service providers and others to ensure that its limited resources are used as efficiently as possible. As shown in the chart below, 79% of total revenues received in FY 2010 were derived from MaineCare funds. Consequently, RTP relies heavily on their MaineCare transportation services to leverage other funding sources and coordinate trips to remain as a viable public transportation provider in the

region. For example, there are members of the general public that rely solely on RTP to access medical care, groceries and other basic living needs including elderly, individuals with disabilities and low income individuals who have marginal incomes and who do not qualify for any local, state or federal assistance programs. The importance of using a variety of funding sources as reflected in the chart provide the region with an affordable, integrated and comprehensive transit service. Moreover, the ability to leverage a variety of funding sources, instead of relying on a single source of revenue, is critical to support the current level of service or the expected demand for more services. The paragraphs following the chart provide an overview of some of RTP’s coordination efforts.



RTP, as the MaineDOT-designated provider for Transit Region 6, maintains an ongoing working relationship with other transportation providers, social service agencies and regional communities to coordinate and manage the mobility needs of Cumberland County residents and visitors. This effort includes RTP representation at meetings in the region that pertain to transportation, such as the PACTS Transit Committee, the PACTS Operators Sub-Committee, United Way of Greater Portland, organizations of the Greater Portland Council of Governments

and other transit groups throughout Cumberland County. RTP regularly meets with area social services agencies and groups and organizations that represent interests of the transportation dependent.

In 2009 RTP formed the Mobility Advisory Council (MAC), a group of stakeholders and riders who meet quarterly to discuss the ADAPT complementary paratransit component of RTP's service.

Whenever possible, RTP encourages use of the fixed-route bus services. Within the Greater Portland Area RTP refers people to the fixed route services provided by METRO, SPBS, CBITD and the ShuttleBus. RTP also has an agreement with METRO, SPBS and CBITD whereby RTP issues a proof of disability card to qualified persons so that they can ride at ½ price fare. RTP issues about 700 MaineCare bus passes to those in greater Portland to Ride METRO, SPBS, and the Shuttle Bus.

Within Region 6, RTP coordinates state human service transportation through the Departments of Health and Human Services, the MaineCare program, the Southern Maine Area Agency on Aging and the Portland Housing and Community Development Agency. RTP maintains on-going contact with department heads, front line supervisors and caseworkers. RTP employs a staff person to oversee this coordination effort.

The following is a list of the social service organizations that contract with RTP for transportation services. The list includes a description of the service that is for fiscal year 2011 and/or will be applicable to 2012 (FY October 1 through September 30).

- **Department of Health and Human Services, Office of Child and Family Services.** Under contract to DHHS, RTP provides transportation to child and adult protective services clients, qualifying elderly and individuals with disabilities, and certain persons enrolled within the Aspire Program.
- **Department of Health and Human Services, Office of MaineCare Services.** RTP provides non-emergency medical transportation services for MaineCare clients and utilizes a bus pass program designed to create incentives to use fixed route services as the preferred mode of transportation when no other means of transportation is available.
- **Child Development Services (CDS).** RTP provides transportation for children with special needs to CDS services in Cumberland County.
- **Southern Maine Area Agency on Aging, Inc.** RTP provides transportation services to residents 60 years or older, with services focused on those who are not low income. Transportation is provided for most any kind of trip (e.g. medical, shopping, volunteer, foster grandparents, etc.).
- **MaineCare Pass Program.** RTP has an agreement with MaineCare to operate the "MaineCare Bus Pass" program, which gives a free monthly bus pass to MaineCare recipients who make two or more healthcare-related, MaineCare eligible trips in a given month.

**Maine Mall Transit Center:** The Maine Mall Transit Center located in South Portland at the Maine Mall is an important transit stop utilized by all of the major transit providers, including RTP, METRO, SPBS and the Biddeford/Saco Shuttle Bus. This site is also used by taxis, private carriers and charter services as a convenient, readily identifiable drop-off and pick-up point. The transit center, located outside JC Penny's, consists of an awning to protect bus patrons from inclement weather, a curbside bus pullout to accommodate two 40-foot buses, and two large monitors to display bus arrival and departure times.

### **Daily Coordination Efforts**

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

Additional discussion of RTP's coordination efforts can be found in the next section of this Biennial Operations Plan.

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

### **Introduction**

The Maine Department of Transportation and RTP 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 RTP and specific transit needs were also highlighted at the RPAC meeting on May 24, 2011. Additional details regarding the Region 6 RPAC forum are described below.

## **RPAC Forum**

**Agenda.** The RPAC forum was held on May 24, 2011, at the METRO office in Portland, from 1:00 p.m. to 4:00 p.m. A total of 17 people signed the attendance sheets. The agenda included:

1. Introduction
  - Welcome and introductions
  - Importance of regional transportation system
  - Introduction to the RPAC process
  - Federal requirements
  - Expected outcomes
2. JARC and New Freedom Summary
3. Summary of transit services
  - RTP
  - METRO
  - SOUTH PORTLAND BUS SERVICE
  - CASCO BAY ISLAND TRANSIT DISTRICT
  - 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
- Provider brochures
- A summary of the brokerage system being pursued by DHHS

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

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 RTP arranging and providing the trips as is current practice. This regulatory change, if fully implemented, could impact RTP and its ability to continue to operate as a designated regional transportation provider.

- The change being considered by DHHS, Office of MaineCare Services, was a response to the notice they received from the Centers for Medicare and Medicaid Services (CMS) that they were out of compliance with NEMT regulations in three areas: 1. DHHS was billing services at the full reimbursement rate instead of the administrative rate; 2. NEMT providers, such as RTP, could not continue to serve as both a broker and a provider of services; and 3. NEMT providers such as RTP 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.

## **RTP**

- The focus of RTP’s services is on the most vulnerable – the elderly, low income, the individuals with disabilities, and the general public
- RTP operates with 38 vehicles
- The volunteer system is fairly robust, but there has been a sharp decline in the number of volunteers as gas prices have risen
- RTP provides 1,500 to 1,700 trips per day
- There’s a growing demand for service from individuals with disabilities and elderly populations
- RTP is able to pool resources to maximize the number of rides it provides
- RTP is starting to hear from more people who are outside the  $\frac{3}{4}$  mile corridor of the fixed route system

## **METRO**

- METRO is one of two fixed route systems serving the Portland region
- There are eight fixed routes serving three municipalities
- There are 70 employees; more in the summer
- Annual ridership is 1.4 million
- The system is challenged by high fuel prices

- Would like to explore having regional collaboration with South Portland Bus with one pass available to be used between systems
- All providers work together to develop ways to get people more places more efficiently

### **South Portland Bus Service**

- There are three routes Monday through Friday that operate between 5:30 a.m. and 11:00 p.m., and two on Saturday, 7:00 a.m. to 7:00 p.m.
- Service extends to downtown Portland, Scarborough and the mall
- Annual ridership is 220,000

### **Casco Bay Island Transit District**

- CBITD serves six islands in Casco Bay 365 days per year
- There are three basic routes – frequency depends on season
- 50% of the fare revenue is generated in the summer months; 90% of the revenue comes from fares
- The spare ferry is chartered out to help generate revenue
- Annual ridership is 950,000 passengers; 250,000 vehicles along with freight, U.S. mail, FedEx and UPS

### **GoMaine**

- There are at least 15 vans that originate from or come into Portland (more go out than in)
- 350 commuters in the Portland area use the system
- Annual ridership is 175,000 trips
- Portland is underserved

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

#### *Unmet needs*

- Recent route changes have negatively impacted some people because bus stops are now farther away
- MaineCare folks cannot get to all services from outlying communities (some of the services are not covered by MaineCare)
- Dialysis rides are exhausting volunteers
- Methadone treatment rides are also very challenging
- People with MaineCare are having difficulty getting last-minute rides and can't always get through to RTP
- Hospitals don't provide transportation home when ER tells people they can go
- Highest priority goes to life-threatening medical needs and cancer treatment
- There is a need for a way to make it easier for RTP to provide trips for MaineCare people in the area who are actually shown in the system to be in another area
- There is a need to increase the frequency of the fixed route system

#### *Proposed brokerage system*

- The potential for this to dismantle a fully coordinated system is great and may affect some providers in more adverse ways

- If we can't serve everyone now, how will going to a broker make it better? Why fix something that isn't broken?
- What will happen to people who don't have MaineCare?
- 80% of RTP revenue is MaineCare-related. This will have a huge impact
- RTP is a non-profit; if there are excess revenues, they go back into services. For-profits make profits for shareholders.

### **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 6 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, RTP provides and coordinates the delivery of transit services and works closely with state and regional agencies that need to transport their client base.

At the state level:

- the Governor’s Interagency Transportation Coordinating Committee (ITCC) coordinates transit programs and support among the Maine Departments of Transportation, Health and Human Services and Labor;
- The Department of Health and Human Services works with RTP 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 RTP by providing vehicles and operating support.

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

### Recommendations – Region 6

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 the region 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.
10. **Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing additional service between service centers and where potential funding sources have been identified.
11. **On-Time Service.** Continue current efforts to improve on-time service and coordination and make improvements where possible within the range of available funding.

### **Recommendations – Statewide**

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

### **PERIODIC REVIEW OF SERVICE**

MaineDOT through its contract agreements with RTP, METRO, South Portland Bus Service and Casco Bay Island Transit District, has identified performance measures and ridership reporting requirements to analyze transit services in the region. Increased service and expansion of services is difficult to achieve as the rideship 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.

RTP, as the Designated Regional Transit Corporation, is responsible for the periodic review of service in Region 6. To date, no private operators have come forward to express interest in participating in the Section 5311 program. RTP employs private sector transit to meet demands for growth that are outside the target population service area.

RTP has developed a Private Enterprise Participation Policy that includes procedures for reviewing existing transportation services in the region to determine whether service can be provided more effectively by the private for-profit sector. These policies include the following:

***Policy*** - Periodically examine existing service to determine where opportunities may exist for private enterprise participation. RTP management will work with the staff at Portland Area Comprehensive Transportation Study (PACTS) and the Greater Portland Council of Governments (GPCOG) to make an annual evaluation.

RTP management will present a written report to the Board of Directors regarding opportunities for private enterprise participation.

Additionally, RTP has approved the following policy:

***Policy*** - Involve private operators at an early stage in planning for new or restructured service.

To the maximum extent feasible, RTP management will try to involve private-for-profit transportation service organizations at an early stage in the planning for new or restructured service. RTP will take such action to maintain the best services for its clients.

Additionally, 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 Biennial Operations Plan (BOP). There has been no expression of interest in such participation.

RTP's private enterprise participation policy is subject to revision or rescission based on the FTA's rescission of its October 22, 1984 Private Enterprise Policy Statement, and related circulars or parts thereof (59 FR 21900).

It should be noted that RTP makes many referrals and has a number of working agreements with private sector taxicabs, charter companies, wheelchair services, MaineCare providers, and others.

### **Locally Established Criteria and Methodology for True Costs Comparisons:**

RTP's Private Enterprise Participation Policy includes the following:

***Policy*** - Establish objective criteria for judging any service proposals that are received from private entrepreneurs.

RTP will establish criteria for judging proposals. The criteria will be based on the following factors: proposed service quality, cost efficiency, degree of proposed coordination with RTP services, and reputation and experience of the proposer.

### **Complaints from Private Operators:**

RTP is not aware of any formal complaints from private transportation providers.

## **AMERICANS WITH DISABILITIES ACT PLANS**

The four subsidized transportation providers are in compliance with the Americans with Disabilities Act (ADA) regulations. All providers operate vehicles that are accessible. Additionally, RTP is providing paratransit service (ADAPT) within the urbanized area in compliance with federal law.

Prior Biennial Operations Plans (BOPs) have identified the need for additional overall capacity and later day trips to address the growing demand for paratransit service. It appears that the demand for this type of service will continue to grow.

To address the needs identified in prior BOPs, RTP has purchased additional vehicles and expanded its in-town service. RTP purchased advanced scheduling software, which has improved efficiency, and should further reduce the number of late day trips. All RTP vehicles are lift-equipped and can be used for ADA service.

With consumer input from the ADAPT Committee, RTP continues to look for ways to accommodate the rapidly increasing demand for transportation to the disabilities communities.

**MDOT REGION 6**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**  
**REGIONAL TRANSPORTATION PROGRAM, INC.**  
**(RTP)**

# REGIONAL TRANSPORTATION PROGRAM (RTP)

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# REGION 6 BIENNIAL OPERATIONS PLAN

## REGIONAL TRANSPORTATION PROGRAM (RTP)

### PROJECT DESCRIPTION

#### A. RURAL AND URBAN TRANSIT PROVIDER

**Provider:** Regional Transportation Program, Inc.  
**Contact Person:** Sara Trafton, Executive Director  
**Address:** 127 St. John Street, Portland, Maine 04102  
**Telephone:** (207) 774-2666 X 112  
**Web Site:** [www.rtprides.org](http://www.rtprides.org)  
**Email:** [trafton@rtprides.org](mailto:trafton@rtprides.org)

#### B. SERVICE

**No. of Counties:** One  
**Type of Service:** Demand Response  
**Service Area:** Cumberland County

#### C. GEOGRAPHIC AREA

The Regional Transportation Program is the coordinating provider of public transportation services in Cumberland County. RTP also operates public transit services within the urban areas. The agency serves all of Cumberland County, both rural and urbanized areas, including Portland, South Portland, Falmouth and Westbrook. In these four municipalities it operates the ADA complimentary paratransit system parallel with the two fixed route services - Greater Portland Transit District (METRO) and the South Portland Bus Service.

#### D. SERVICE DESCRIPTION

##### DEMAND RESPONSE AND PARATRANSIT SERVICES

RTP is designated by MaineDOT as the provider of public transportation for Transit Region 6, which encompasses all the towns of Cumberland County except Brunswick and Harpswell. RTP provides demand response transportation service on an advanced reservation basis, throughout Cumberland County, with major destinations being medical facilities, social service agencies, and employment locations in the more urbanized areas of Portland and South Portland. RTP provides a range of mobility options for riders, with the largest volume of trips being transportation for non-emergency medical trips. Other services provided are the senior shoppers express (which provides weekly supermarket bus service from 22 elderly housing facilities throughout Cumberland County), and door-to-door service for persons with disabilities who attend skill-building workshops in the Greater Portland area. RTP also operates the Americans with Disabilities Act (ADA) Complimentary Paratransit Service (ADAPT) for the Greater Portland Transit District (METRO) and the South Portland Bus Service (SPBS) through a contract with the Cities of Portland, South Portland, Westbrook and the Town of Falmouth.

**Routes** - RTP's demand response and paratransit routes are listed below. These routes are subject to change based on the expressed transportation needs for each day. The "Rural" and "Urban" designation for each route listed is based on the point of origin of the route.

**Route 1 (Rural/Urban):** Monday through Friday – Standish, Gorham, Portland, and return 7:00 A.M. to 4:00 P.M.

**Route 2 (Urban):** Monday through Friday – Scarborough, Cape Elizabeth and South Portland to Portland and return; 6:30 A.M. to 3:30 P.M.

**Route 5 (Urban):** Monday through Friday - Portland, South Portland and Westbrook; 8:00 A.M. to 3:00 P.M.

**Route 6 (Urban):** Monday through Friday - Portland, South Portland and Westbrook; 6:00 A.M. to Noon

**Route 7 (Urban):** Monday through Friday - Portland, South Portland and Westbrook; 7:00 A.M. to 4:00 P.M.

**Route 8 (Urban):** Monday through Friday - Portland, South Portland and Westbrook; 7:00 A.M. to 4:00 P.M.

**Route 9 (Urban):** Monday through Friday - Portland, South Portland and Westbrook; 7:00 A.M. to 4:00 P.M.

**Route 11 (Urban):** Monday through Friday - Portland, South Portland and Westbrook; 7:00 A.M. to 4:00 P.M.

**Route 12 (Rural/Urban):** 7:00 A.M. to 4:00 P.M.

Monday - Freeport to Yarmouth and return

Tuesday - Freeport to Portland and return

Wednesday - local route in Portland, South Portland and Westbrook

Thursday - local route in Portland, South Portland and Westbrook

Friday - Yarmouth to Falmouth and return

**Route 13 (Urban):** Monday through Thursday - Portland, Westbrook, South Portland, Scarborough; 5:00 A.M. to 12:00 P.M.

**Route 14 (Rural/Urban):** Monday through Friday - Bridgton, Harrison, Casco and Naples to Bridgton; and Tuesday – Bridgton, Windham to Portland; 7:00 A.M. to 4:00 P.M.

**Route 15 (Urban):** Monday through Friday – local route in Portland, South Portland and Westbrook; 6:00 A.M. to 1:00 P.M.

**Route 16 (Urban):** Monday through Friday – local route in-town Portland, South Portland, Scarborough, Cape Elizabeth and Westbrook; 7:00 A.M. to 4:00 P.M.

**Route 17 (Urban):** Monday through Friday – local route in-town Portland, South Portland, Westbrook; 7:00 A.M. to 4:00 P.M.

**Route 18 (Urban):** Saturday, Sunday –Portland, South Portland and Westbrook; 6 A.M. to Noon.

**Route 19 (Urban):** Monday through Friday - Portland, South Portland and Westbrook; 7:00 A.M. to 3:00 P.M.

**Route 21 (Urban):** Monday through Friday - local route in-town Portland, South Portland and Westbrook; Noon to 5:00 P.M.

**Route 22 (Urban):** Monday through Friday – local route in-town Portland, South Portland and Westbrook; 12: Noon to 6:00 P.M.

**Route 23 (Urban):** Monday through Friday – local route in-town Portland, South Portland and Westbrook; Noon to 6:00 P.M.

**Route 24 (Urban):** Monday through Friday - local route in-town Portland, South Portland and Westbrook; 7:00 A.M. to Noon

**Route 25 (Urban):** Monday through Friday - local route in-town Portland, South Portland and Westbrook; Noon to 6:00 P.M.

**Route 26 (Urban):** Monday through Friday - local route in-town Portland, South Portland and Westbrook; 6:00 A.M. to Noon

**Route 27 (Urban):** Monday through Friday - local route in-town Portland, South Portland and Westbrook; Noon to 9:00 P.M.

**Route 29 (Urban):** Monday, Wednesday and Friday – local in-town Portland, South Portland and Westbrook; Noon to 9:00 P.M.

**Route 30 (Urban):** Monday through Friday -Portland to Saco; 7:00 A.M. to 4 P.M.

**Route 32 (Urban):** Monday through Wednesday – Portland, Westbrook; 7 A.M. to Noon

**Route 34 (Urban):** Tuesday and Thursday – Portland, Westbrook, South Portland; 4 P.M. to 10 P.M. and Sunday 8:00 A.M. to 6:00 P.M.

**Route 36 (Urban):** Monday through Friday – Portland, Westbrook, South Portland; Noon to 8 P.M.

**Route 40 (Urban):** Monday through Friday – Windham, Westbrook, Portland 7:00 A.M. 4:00 P.M.

**Route 42 (Urban):** Monday through Friday – Portland, Westbrook, South Portland; 6 A.M. to Noon

**Route 50 (Urban):** Wednesday through Friday – Portland, Scarborough, Cape Elizabeth, Westbrook; Noon to 4 P.M.

**Route 51 (Urban):** Monday through Friday - Portland

**Route 52 (Urban):** Tuesday through Friday – Portland, Westbrook, South Portland; 11:00 A.M. to 6:00 P.M.

**Route 53 (Urban):** Tuesday through Friday – Portland, Westbrook, South Portland; 11:00 A.M. to 6:00 P.M.

**Route 56 (Urban):** Tuesday through Friday – Portland, Westbrook, South Portland; 11:00 A.M. to 6:00 P.M.

## **E. FARE STRUCTURE**

RTP fares for the countywide bus service range from \$2.50 to \$5.00 for a one-way trip. The fare for the ADAPT program, the complimentary paratransit service that serves Falmouth, Westbrook, Portland and South Portland is \$2.50 one way. RTP has agreements with METRO, SPBS and CDITD where individuals with disabilities can obtain a proof of disability card from RTP that can be used to ride at half price fares.

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

**Cutbacks.** RTP is considering cutbacks to all the Shopper Shuttle Routes.

**Expansions.** RTP is considering the following expansions in service.

- 1. Integrated Travel Resource Center.** RTP is actively working on plans to implement a regional center to coordinate transportation resources and act as a one-call/one stop center to better integrate services, maximize regional capacity, and to enhance ease-of-use for riders.
- 2. Portland Peninsula.** RTP will consider running a fixed and variable route service throughout the Portland Peninsula, in coordination with METRO. Consideration would be given to residents of the Portland Peninsula for travel to clinics, health care services, shopping, and general public services. RTP is currently the lead agency working on an initiative to develop bus service to the Lakes Region.
- 3. Community-Based Taxi Service.** RTP is working on plans to develop a community based taxi service that could meet the all the performance standards of transportation as spelled out by MaineCare and funding agencies.
- 4. Social Service Transportation Agreements.** RTP will consider identifying social service transportation agreements with medical centers, health care agencies, social service agencies, school systems and other agencies that target service to the elderly, individuals with disabilities, or needy.

5. **Environment.** With regard to the environment, RTP will work toward further “greening” of its property, fleet and program. RTP instituted a recycling program in 2009, has banned the use of Styrofoam kitchen products, and is currently investigating the potential for employing CNG vehicles in the fleet.

## **G. CHARTER SERVICE**

RTP does not currently do charter service but may consider reviewing protocols in 2011 or 2012.

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

This project is not in competition with or supplemental to a non-subsidized transportation service.

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

### **Passenger Survey Results.**

RTP conducted a passenger survey in October, 2010. RTP customers were queried about their level of satisfaction, according to guidelines established by the Department of Health and Human Services. The following are the responses to each of the survey questions:

- 96% of the riders reporting they get to their appointments on time
- 92% said they could count on RTP to get where they needed to go
- 99% of the riders said the drivers were safe
- 97% of the riders said the buses were clean
- 94% of the riders said the ride was comfortable
- 95% of the riders said the dispatchers were friendly

## **PROJECT COORDINATION**

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

Within Region 6, RTP coordinates state human service transportation through the Departments of Health and Human Services, the MaineCare program, the Southern Maine Area Agency on Aging and the Portland Housing and Community Development Agency. RTP maintains on-going contact with department heads, front line supervisors and caseworkers. RTP employs a staff person to oversee this coordination effort.

**Regional Plan Advisory Committee.** The preparation of this Biennial Operations Plan was undertaken with the assistance of a Regional Plan Advisory Committee RPAC 6 for Cumberland County (Region 6). The work and findings of the RPAC are summarized in the Regional Overview portion of this document.

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

The following is a list of the social service organizations that contract with RTP for transportation services. The list includes a description of the service that is for fiscal year 2011 and/or will be applicable to 2012 (FY October 1 through September 30).

**Department of Health and Human Services, Office of Child and Family Services.** Under contract to DHHS, RTP provides transportation to child and adult protective services clients, qualifying elderly and individuals with disabilities, and certain persons enrolled within the Aspire Program.

**Child Development Services (CDS).** RTP provides transportation for children with special needs to CDS services in Cumberland County.

**MaineCare Services.** RTP provides non-emergency medical transportation services for MaineCare clients.

**Southern Maine Area Agency on Aging, Inc.** RTP provides transportation services to residents 60 years or older, with services focused on those who are not low income. Transportation is provided for most any kind of trip (e.g. medical, shopping, volunteer, foster grandparents, etc.).

**MaineCare Pass Program.** RTP has an agreement with MaineCare to operate the "MaineCare Bus Pass" program, which gives a free monthly bus pass to MaineCare recipients who make two or more healthcare-related, MaineCare eligible trips in a given month.

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

RTP, as the Maine-DOT-designated provider for Transit Region 6, maintains an ongoing highly effective and functional working relationship with other transportation providers, social service agencies and regional communities to coordinate and manage the mobility needs of Cumberland County residents and visitors. This effort includes RTP representation at meetings in the region that pertain to transportation, such as the PACTS Transit Committee, the PACTS Operators Sub-Committee, United Way of Greater Portland, organizations of the Greater Portland Council of Governments and other transit groups throughout Cumberland County. RTP regularly meets with area social services agencies and groups and organizations that represent interests of the transportation dependent.

In 2009 RTP formed the Mobility Advisory Council (MAC), a group of stakeholders and riders who meet quarterly to discuss the ADAPT complimentary paratransit component of RTP's service.

Whenever possible, RTP encourages use of the fixed-route bus services. Within the Greater Portland Area RTP refers people to the fixed route services provided by METRO, SPBS, CBITD and the ShuttleBus. RTP also has an agreement with METRO, SPBS and CBITD whereby RTP issues a proof of disability card to qualified persons so that they can ride at ½ price fare. RTP issues about 700 MaineCare bus passes to those in greater Portland to Ride METRO, SPBS, and the Shuttle Bus.

RTP participates in the Greater Portland Council of Government's bulk purchasing program for fuel and tires.

## **DISCRIMINATION**

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

## **DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES (DBA/WBE)**

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

The following is a list of potential/existing DBE/WBE enterprises:

Gertrude Dunphy  
40 Portland Pier  
Portland, Maine 04107

Friendly Taxi, Sharon Cooper  
1 South Grafton  
Portland, Maine 04101

Pamela Plumb and Associates  
104 Park Street  
Portland, Maine 04101

ANTS  
ABC Taxi  
Mary Johnson  
200 Anderson  
Portland, Maine 04107

### **B. MONETARY GOALS**

RTP seeks to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services.

RTP's FY 2011 budget contains \$140,871 in contractible services (consultants, auditing services, computer repairs and maintenance, legal services, advertising/public relations, office supplies, office equipment/maintenance/purchase). Federal/state transportation funds (\$737,329) account for 12% of the total operating budget (\$6,202,224). Therefore, the federal/state share of contractible services is \$16,905 (12% of \$140,871) and the 1.34% monetary goal is \$227 (1.34% of \$16,905).

RTP's FY 2012 budget contains \$99,895 in contractible services (consultants, auditing services, computer repairs and maintenance, legal services, advertising/public relations, office supplies, office equipment/maintenance/purchase). Federal/state transportation funds (\$494,898) account for 8.5% of the total operating budget (\$5,820,458). Therefore, the federal/state share of contractible services is \$8,491 (8.5% of \$99,895). If the federal DBE/WBE rate remains at 1.34%, the monetary goal will be \$114 (1.34% of \$8,491).

### **C. ADVERTISING**

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

## CAPITAL

### A. MAINTENANCE OF FLEET VEHICLES

Nearly all of RTP's operations are computerized, including a key-based fuel pump control and data collection system. The preventive maintenance schedule consists of seven different inspection intervals and includes annual inspections and regular washing and interior cleaning. Detailed vehicle histories are computerized. RTP has its own maintenance facility and maintains a source of fuels on the premises. RTP now has three full-time mechanics.

RTP keeps a record of accidents, and investigations are conducted to determine the cause of accidents. RTP has a road call system to deal with vehicle breakdowns. A mechanic is responsible for responding to breakdowns and for determining the cause. RTP has an extensive preventive maintenance program to minimize the frequency of breakdowns.

### B. CAPITAL ACQUISITIONS

#### Public Notice.

None. New buses were purchased through the Maine Department of Transportation bid process.

**Planned Vehicle/Equipment/Facility Acquisitions.** RTP's capital budgets for fiscal years 2011 and 2012 are displayed in the following tables.

CAPITAL BUDGET FY 2011								
Capital Item	Total Cost	5310	5307	5311	ARRA/ 5309/Other	STP	State	RTP Match
6 (12+2) Passenger Vans	347,628	70,684	71,843	-	169,758		17,382	17,961
1 Gas Hybrid (18+2) bus	165,561	-				132,000		33,561
Transit software with mobile data/AVL	282,649	73,588		-		133,465		75,596
Office Copier	6,470							6,470
2 Accessible "Taxi" vans	72,470				57,976			14,494
<b>TOTAL</b>	<b>874,778</b>	<b>144,272</b>	<b>71,843</b>		<b>227,734</b>	<b>265,465</b>	<b>17,382</b>	<b>148,082</b>

CAPITAL BUDGET FY 2012 (Proposed)					
Capital Item	Total Cost	5309/Other	STP/5310	State	RTP Match
11 (12+2) passenger vans	693,000	298,576	255,824		138,600
1 (18+2) passenger bus	150,000	120,000			30,000
1 Vehicle Lift for Maintenance Dept	135,000	108,000			27,000
<b>Totals</b>	<b>978,000</b>	<b>526,576</b>	<b>255,824</b>		<b>195,600</b>

## C. CAPITAL RESERVE ACCOUNT

Historically, RTP has maintained a capital reserve account for capital purchases or to provide the required match for capital projects funded, in part, by federal and state agencies. As reported in RTP's Audit Report for the fiscal year ended September 30, 2010, the capital reserve balance was \$131,784. The Board approved a \$100,000 addition to the reserve by December 31, 2010. The sources of the revenue that comprise the reserve for capital vary, and are designated to the reserve for capital acquisitions. In FY 2010, Regional Transportation Program applied \$45,589 from the reserve for capital expenditures.

## GOALS AND OBJECTIVES

### A. STATUS REPORT ON EXISTING GOALS

#### RTP Goals

1. **Non-urbanized Area Service Expansion** – RTP will expand services to meet changing community transit needs in the non-urbanized areas of Cumberland County. RTP will expand current recruitment of volunteers and families to enhance transportation in rural areas when buses and vans are not available. RTP will also consider reshaping its long standing County Wide Bus service, and is meeting with health and social service organizations to survey interests in shared ride contracted services that target the transportation dependent such as elderly, low income and individuals with disabilities for recreational, social service, and shopping needs. RTP will continue to work with PACTS on the development of transportation for the Windham region, and with the current plan in progress.

*Status: In 2009 RTP won a competitively bid Technical Assistance grant from CTAA/USDA to fund an implementation planning strategy for the Lakes Region Bus Service. The Lakes Region initiative will provide service to a number of rural towns in the north-western part of RTP's catchments area, including Bridgton, Harrison, Naples, Casco, Raymond, and North Windham.*

2. **Service Development** – RTP will serve a larger and more diverse group of passengers, by offering a greater variety of services, including improved rural service throughout Cumberland County.

*Status: Between 2007 and 2010 RTP's rural bus trips increased from 40,172 in 2007 to 67,401 in 2010, an increase of 59% over the 4 year period. In 2007, 80% of RTP's bus trips were urban, and 20% were rural. In 2010 the percentages were 76% urban and 24% rural.*

3. **Intermodal Services** - Foster intermodal services that will maximize opportunities for linkages among other transportation providers, such as the METRO, SPBS, CBITD, Shuttle Bus (York County), Concord Bus, Vermont Transit, Portland Jet Port, AMTRAK and the Portland International Ferry Terminal.

*Status: RTP continues to foster intermodal services and works to maximize linkages between transportation providers. RTP Works with both public and private transportation providers. In addition to the providers listed above, RTP works with a variety of public and private transportation providers to ensure the greatest possible connectivity for riders. Providers that RTP works with that are not mentioned in the list above include Northeast, Mermaid Transportation, Community Concepts, Inc., United Ambulance, and others.*

4. **Networking** - Forge appropriate relationships with rural community land use planners and economic development directors within the RTP service area. Continue outreach programs involving a broad-based network of stakeholders who will assist RTP in measuring consumer satisfaction and the need for service charges.

*Status: RTP continues to build relationships with land use and economic development staff in a number of the municipalities the Agency serves. Municipal officials and staff from Bridgton to Windham are involved in planning the Lakes Region Bus Service, and RTP is also engaged with the Lakes Region Comprehensive Planning process. RTP's Executive Director serves as the Chair person for the PACTS Transit Committee and holds a voting seat on both the PACTS Policy and Executive Committees. RTP staff meet regularly with stakeholders and social service agency staff to discuss service needs and issues, and work collaboratively with stakeholders to create solutions to transportation problems in the region.*

5. **Safe, Quality Services** – RTP will provide services which are safe, timely, reliable and accommodating to the needs of the clientele.

*Status: RTP continues to provide safe, efficient, and friendly service to riders. Please see passenger survey results, on-time performance, and accident statistics in other sections of this report.*

6. **Financial Management** – RTP will remain financially sound to support planned growth in agency services.

*Status: RTP continues to prudently budget for its operations and capital needs. In prior years, we have generally realized modest annual surpluses that the Board designated to the agency's capital reserve. RTP continues to meet all compliance requirements as defined by both federal and state agencies that fund our agency. Notwithstanding our history of fiscal accomplishment, RTP now faces the challenges related to substantial rate and funding reductions by MaineCare and other DHHS agencies. To be sure, FY 2012 will be a defining year for our agency's finances as related to the new MaineCare brokerage system and its potential impact on how we provide our services and generate revenues. RTP's Board and management remains committed to making the necessary adjustments to continue our partnership with the state in order to provide the best possible service to our riders.*

7. **Continual Quality Improvement** – RTP's workforce, both staff and volunteers, will be highly motivated, enthusiastic, professional, committed to the mission, doing high quality work and contributing to the well being of the organization.

*Status: Please see RTP's Quality Service Charter which is included in the Appendix.*

- 8. Technology** – RTP will make optimum use of technology for continual improvement of service delivery, fleet maintenance, and management and business purposes.

*Status: RTP is in the process of preparing an RFP for CAD/AVL dispatch and scheduling software and integrated MDC.*

- 9. Environment** – RTP will provide service in an environmentally sound and socially responsible manner.

*Status: RTP instituted a recycling program in 2009, has banned the use of Styrofoam kitchen products, and is currently investigating the potential for employing CNG and other alternative fuel vehicles in the fleet.*

- 10. Customer Service**--We will continue to analyze RTP's level of professionalism and performance and quality of customer service by reviewing factors such as on-time performance; initial and on-going training of personnel; vehicle cost per hour; up-to-date equipment used for transporting clients; a program of on-going vehicle maintenance; and replacement of old vehicles with new or rehabbed vehicles; a solid financial base which allows for local matching amounts for the purchase of capital equipment; a financial management system capable of accurate and timely tracking/reporting of all income and expenses; a competitive salary and benefits package for all personnel; a planning process which permits the agency to deal with today as well as preparing for the inevitable changes coming tomorrow; a board of advisors and directors which ensures that the mission of the agency is sustained and which provides appropriate linkages to the wider community; and a consumer driven orientation to ensure that real consumer needs are being met.

*Status: In 2010 RTP analyzed its phone service which resulted in a change of vendors. This change led to a re-design of the phone system, with a new routing structure that has greatly improved call-hold times without impacting call volume. With the re-design of the phone system, RTP has realized improved customer satisfaction and a significant reduction in complaints related to telephone issues.*

## **Regional Plan Advisory Committee Goals**

### **1. Rural service**

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

*Status: RTP used a technical assistance grant from the Community Transportation Association of America to analyze a range of potential transit services to the lakes region. The Executive Director of RTP serves as the chair of the PACTS Transit Committee which works on regional transit issues.*

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

*Status: RTP has continued to serve as a regional mobility manager. RTP is continually working to improve and enhance mobility services, and collaborates with several regional agencies on these goals. A short list of agencies include, The Iris Network, AlphaOne, Vocational Rehabilitation Services, Goodwill, Bayside Neurological Rehabilitation, Catholic Charities of Maine, Peoples Regional Opportunity Program (PROP), STRIVE, The Morrison Development Center, and many others.*

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

*Status: No action as JARC funds are now fully committed to other projects. Budget cuts have made it extremely difficult to meet local match requirements. A proposal is being drafted to apply for New Freedom Funds for improving Mobility Management goals.*

## **2. Last minute service**

**Service provider education.** Inform service providers that clients who cannot comply with the notice requirement should call RTP anyway to see if a ride can be arranged, but continue to encourage advance notice.

*Status: RTP continues to try to accommodate all ride requests, many of which are made on the same day. RTP has worked closely with hospital discharge staff and local taxi providers to create a process for handling transportation needs of people being discharged after RTP's normal operating hours. RTP has worked closely with Youth Alternatives/Ingraham to create a process to meet their clients need for last-minute crisis transportation.*

**Ride accommodation.** Continue to accommodate last minute requests to the maximum extent possible.

*Status: See above*

## **3. Unmet need.**

**Data collection.** Document unmet needs, utilizing the system developed by the Governor's Coordinating Committee.

*Status: Data on unmet needs is not being tabulated.*

#### 4. **On-time service**

**Continuation of current efforts.** Continue current efforts to improve on-time service and coordination and make improvements where possible within the range of available funding. Continually review the cause of bottlenecks and other impediments to on-time service.

*Status: Service is on-time 85%-95% of the time. Providing on-time service with fewer resources is challenging. Most of the demand is between 8:00 a.m. and 10 a.m., and between 1:00 p.m. and 3:00 p.m.*

**AVL system.** Implement an AVL (Automated Vehicle Location) system to provide information about the location of buses and help maximize ride capacity all hours of the day.

*Status: RTP has an AVL system that has not been reliable in providing accurate information. RTP is currently preparing an RFP for enhanced scheduling/dispatch software with integrated mobile data terminals with the potential to improve performance, efficiency, and capacity.*

#### 5. **Non-Medical trips**

**Partnerships for transportation.** Work with organizations, municipalities and other entities on a request basis where there is an interest in providing additional transportation services that do not meet eligibility guidelines and where potential funding sources have been identified.

*Status report: See #1, above.*

**Grant programs.** Consider applying for grant programs aimed at providing a wider range of services.

*Status: See #1, above. There are very few grant sources that are not already being tapped. Over the coming biennium RTP will be pursuing a variety of funding resources, including private foundation grants.*

#### 6. **Volunteer reimbursement rates**

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

*Status: RTP had a significant increase in the number of Volunteer Drivers during 2009-2010. The number of Volunteer Drivers has begun to decline, starting when the state reduced the MaineCare mileage reimbursement rates, and more so since the price of gas began to increase in late January, 2011. RTP gives a \$25 gas card to volunteer drivers who refer successful new volunteer candidates, and offers gift cards to volunteers who attend Saturday trainings. RTP uses public access television to post recruitment ads on local access stations.*

**Incentives.** Consider local incentives for attracting volunteers.

*Status: See above.*

## 7. **Marketing**

**Current efforts.** Continue current marketing efforts aimed at making the public more aware of transit services, utilizing schedules, brochures, websites, bus advertising, driver training and customer training, use of marketing agents and phone systems.

*Status: In 2009 RTP created a brochure called The GoGuide which outlines services the agency provides. RTP also created new MaineCare Bus Pass brochures. In 2010 RTP finalized a new logo and is currently updating the website to incorporate the new design.*

**Link to other web pages.** Continue to work with social service agencies to link their web pages to RTP's.

*Status: RTP's website has links to other websites.*

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

*Status: RTP has a new Go Guide (mentioned above) and uses material from the Transit Tool kit to help educate the public about transit options in Region 6 and around the state.*

**Regional call center.** Consider the creation of a regional call center.

*Status: The PACTS operations committee is working on this.*

## 8. **MaineCare Bus passes**

**System resolution.** Work to improve the functioning of the bus pass system.

*Status: All providers have worked collaboratively on implementing a successful MaineCare bus pass system. Since working to improve the bus pass system, bus pass utilization has increased by 25%.*

## **B. NEW GOALS**

1. Implement the Lakes Region Commuter Bus Service along route 302
2. Take steps toward creation of regional Intergrated Travel Resource Center.
3. Increase "General Public" transportation as a percentage of service provided by the Agency
4. Improve coordination with social service agencies and other transportation providers, both public and private
5. Improve and increase communication with ridership and the public by offering access to information in a variety of forms and translated in at least 3 languages through website, print material, and social media.

6. Create public/private partnerships that support RTP's mission and enhance the Agencies ability to meet increasing demand for service.

## **BENCHMARKS**

Specific benchmarks that RTP tracks on a daily and monthly basis include:

- Taxicab use
- Number of trips overall
- Volunteer trips
- Agency vehicle trips
- Family and community service trips
- Bus passes issued monthly
- Revenue/driver/hour
- Cost/driver/hour
- Overtime
- Complaints and compliments
- On time performance
- Comprehensive Financial Records and Monthly Reports
- No shows
- Accidents
- Number of driver hours on the road
- Number of FTE Volunteer driver hours on the road

## SERVICE DATA

### A. ANNUAL REPORT

**Rural Demand Response.** The following table contains service data for RTP's rural demand response service for the past two fiscal years. The fiscal year runs from October 1<sup>st</sup> through September 30<sup>th</sup> of the year listed in each column.

<b>REGIONAL TRANSPORTATION PROGRAM ANNUAL REPORT – PAST TWO YEARS <u>RURAL GENERAL PUBLIC TRANSIT SERVICES (DEMAND RESPONSE)</u></b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>		
Volunteer Drivers	61	66
Personal Vehicles in Service	0	0
<b>Vehicles</b>		
Number of Active Vehicles in Fleet	16	12
Number of Inactive Vehicles in Fleet	0	0
Number of Spare Vehicles in Fleet	2	2
Number of Vehicles Disposed	0	0
Number of Vehicles Sold	2	3
Number of ADA Accessible Vehicles	15	11
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	0	0
Annual Social Services Operating Expenses	\$832,529	\$681,496
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses	0	0
Annual Social Services Administrative Expenses	\$202,785	\$153,583
<b>Annual Operating Revenues</b>		
Fare Revenues	\$20,132	\$19,150
Transit Contract Revenues	0	0
Social Service Contract Revenues	\$755,251	\$618,508
FTA – Federal Operating Assistance	\$142,606	\$55,545
MaineDOT – State Operating Assistance	\$20,785	\$6,614
Local Operating Funds	0	0
<b>Total Annual Operating Revenues</b>	<b>\$938,774</b>	<b>\$699,817</b>
<b>FTA - Sources of Capital Funds</b>		
FTA - Federal Capital Assistance	\$23,565	\$361,539
MaineDOT - State Capital Assistance	0	\$704
Local Capital Funds	\$5,891	\$19,005
<b>Total Capital Funds</b>	<b>\$29,456</b>	<b>\$381,248</b>

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Vehicle/Passenger Miles</b>		
Annual Transit Miles	0	0
Annual Social Services Miles	528,090	403,693
<b>Annual Vehicle Hours (Transit Service Hours)</b>	-	-
<b>Annual Passenger Trips</b>		
Annual Transit Passenger Trips	0	0
Annual Social Services Passenger Trips	66,827	49,122
<b>Safety</b>		
Fatalities	0	0
Major Incidents	0	0
Major Injuries	0	0

**Urban Demand Response.** The following table contains service data for RTP's urban demand response service for the past three fiscal years. The fiscal year runs from October 1<sup>st</sup> through September 30<sup>th</sup> of the year listed in each column.

<b>REGIONAL TRANSPORTATION PROGRAM  ANNUAL REPORT – PAST TWO YEARS  <u>URBAN</u> GENERAL PUBLIC TRANSIT SERVICES (DEMAND RESPONSE)</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>		
Volunteer Drivers	20	22
Personal Vehicles in Service	0	0
<b>Vehicles</b>		
Number of Active Vehicles in Fleet	19	24
Number of Inactive Vehicles in Fleet	0	0
Number of Spare Vehicles in Fleet	2	2
Number of Vehicles Disposed	0	0
Number of Vehicles Sold	2	3
Number of ADA Accessible Vehicles	19	24
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	\$176,553	\$189,593
Annual Social Services Operating Expenses	\$456,132	\$556,448
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses	0	0
Annual Social Services Administrative Expenses	\$632,685	\$746,041

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Operating Revenues</b>		
Fare Revenues	\$24,608	\$35,282
Transit Contract Revenues	\$176,553	\$189,593
Social Service Contract Revenues	\$746,532	\$913,354
FTA – Federal Operating Assistance	\$167,264	\$81,478
MaineDOT – State Operating Assistance	\$10,375	\$10,619
Local Operating Funds	0	0
<b>Total Annual Operating Revenues</b>	<b>\$1,125,332</b>	<b>\$1,230,326</b>
<b>FTA - Sources of Capital Funds</b>		
FTA - Federal Capital Assistance	0	0
MaineDOT - State Capital Assistance	0	0
Local Capital Funds	0	0
<b>Total Capital Funds</b>	<b>0</b>	<b>0</b>
<b>Annual Vehicle/Passenger Miles</b>		
Annual Transit Miles	138,211	144,297
Annual Social Services Miles	507,232	675,327
<b>Annual Vehicle Hours (Transit Service Hours)</b>	<b>-</b>	<b>-</b>
<b>Annual Passenger Trips</b>		
Annual Transit Passenger Trips	20,536	21,456
Annual Social Services Passenger Trips	61,141	78,277
<b>Safety</b>		
Fatalities	0	0
Major Incidents	0	0
Major Injuries	0	0

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

The following tables display information on RTP’s demand response system by agency and by mode for the past two years.

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

Social Service Agency/Program	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
General Public	\$335,805	\$344,191	\$467,167	\$464,778	26,680	27,356	205,866	237,956
MaineCare	\$4,602,446	\$4,917,290	\$4,602,446	\$4,917,290	264,883	300,817	4,943,500	5,691,323
DHHS Regular	\$299,220	\$317,021	\$299,220	\$317,021	23,433	21,941	330,276	345,564
DHHS Special	\$196,677	\$218,038	\$196,677	\$218,038	7,103	8,500	333,149	354,929
Other	\$589,109	\$430,021	\$213,452	\$318,650	7,884	8,444	91,608	152,527
<b>Total</b>	<b>\$6,023,257</b>	<b>\$6,226,561</b>	<b>\$5,778,962</b>	<b>\$6,235,777</b>	<b>329,983</b>	<b>367,058</b>	<b>5,904,399</b>	<b>6,782,299</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	\$2,064,106	\$1,930,145	\$2,500,262	\$2,497,465	148,504	148,855	1,173,533	1,223,312
Volunteers**	\$3,959,151	\$4,296,416	\$3,278,700	\$3,738,312	80,992	101,037	3,094,074	3,660,569
Friends and Family					54,394	71,777	1,280,834	1,524,276
Subcontracted Providers					37,223	36,984	355,958	374,142
Other- Bus Pass					8,870	8,405	N/A	N/A
<b>Total</b>	<b>\$6,023,257</b>	<b>\$6,226,561</b>	<b>\$5,778,962</b>	<b>\$6,235,777</b>	<b>329,983</b>	<b>367,058</b>	<b>5,904,399</b>	<b>6,782,299</b>

\*\* Revenue & Costs Include Friends & Family and Subcontractors.

One Way Trips & Passenger Miles split by mode.

\*\*\* Agency Vehicle Cost (Bus Program) Include Depreciation & Amortization

## Revenues and Expenses – Past Two Years

The following tables display RTP revenues and expenses for the past two years. The fiscal year runs from October 1<sup>st</sup> through September 30<sup>th</sup> of the year listed.

<b>RTP Revenues and Expenses FY 2009 and FY 2010</b>		
	<b>FY 2009 Actual</b>	<b>FY 2010 Actual</b>
<b>Operating Revenue</b>		
Medicaid - BMS	\$3,760,767	\$4,104,371
Medicaid - Bus Pass	437,498	426,376
Medicaid - CSA	404,181	386,543
BCFS	299,220	317,021
BCFS Special	196,677	218,038
ADA	291,065	289,758
United way	75,552	76,115
Municipal grants	23,374	20,746
Dept of Mental Health Grant	22,500	22,500
SMAAA	12,700	0
Other State / Federal Grants	0	0
Welfare to Work	0	0
Maine Transit Assoc Grant	3,587	0
Community development	3,744	0
RTAP Scholarship	3,200	4,700
Farebox Donations/Bath Shuttle/ADA	44,740	54,433
Other income	68,555	111,446
Investment income	284	20
Fuel tax refund	32,401	34,751
Sale of assets	900	2,504
University of Maine Grant	0	0
County General Operating	0	0
Miscellaneous Income	1,282	2,983
MDOT 9 urban (deficit funding)	10,375	10,619
MDOT 18 rural (deficit funding)	20,785	6,614
FTA section 9 urban (deficit funding)	167,264	81,478
FTA section 18 rural (deficit funding)	142,606	55,545
<b>Total Operating Revenue</b>	<b>\$6,023,257</b>	<b>\$6,226,561</b>
<b>Operating Expenses</b>		
<b>Wages</b>		
Wages Drivers	\$731,683	\$757,257
Wages Administration	296,142	310,966
Wages Vehicle Maintenance	101,319	98,172
Wages Operations	248,467	289,153
Vacation	73,360	79,615
Holiday	61,961	65,946
Sick	30,490	34,587
Overtime wages	91,894	108,802
<b>Total Wages</b>	<b>\$1,635,316</b>	<b>\$1,744,498</b>

	<b>FY2009 Actual</b>	<b>FY2010 Actual</b>
<b>Wage Related Expenses</b>		
FICA	\$123,651	\$131,324
Unempt. ins. (state)	7,567	13,387
Workers comp. ins.	61,967	56,460
Annuity	23,179	20,284
Health/Dental Insurance	195,841	251,712
Life & dis. ins.	26,228	30,049
Uniforms	12,722	8,569
Other fringes	8,113	14,757
Employee Administrative Expense	8,129	10,856
<b>Total Wage Related Expenses</b>	<b>\$467,397</b>	<b>\$537,398</b>
<b>Total Wages and Wage Related Exp.</b>	<b>\$2,102,713</b>	<b>\$2,281,896</b>
<b>Professional/Consultants' Fees</b>		
Consultants	\$0	\$1,321
Temporary help/Office	1,518	3,717
Audit/403 b/Section 125	16,339	16,550
Legal	11,008	17,528
University of Maine Grant	0	0
C.O.G	84	1,146
<b>Total</b>	<b>\$28,949</b>	<b>\$40,262</b>
<b>Vehicle Maintenance</b>		
Veh Maint / Outsourced Labor	\$13,783	\$11,496
Veh Maint / Outsourced Cleaning	1,666	119
Veh Maint / Towing	4,809	3,590
Vehicle parts	90,895	78,672
Tires & tubes	15,687	15,291
Garage other	18,914	19,962
Radio expense & maint..	3,129	4,215
Refuse disposal	861	1,269
Adjustment for Inventory (veh parts & tires)	(7,480)	4,840
Vehicle Leasing	454	0
<b>Total</b>	<b>\$142,718</b>	<b>\$139,454</b>
<b>Fuel/Lubricants/Tolls</b>		
Fuel	\$205,090	\$248,293
Oil and fluids	7,836	8,511
Tolls-buses	1,652	2,722
<b>Total</b>	<b>\$214,578</b>	<b>\$259,526</b>
<b>Special Transportation</b>		
Volunteer	\$1,474,774	\$1,755,795
Taxi fares	722,392	669,505
CSA Reimbursement Expense	179,433	163,359
Medicaid - Bus Pass	382,407	373,500
Medicaid - Interpreter Services	38	200
Intercity state	8,011	19,630
<b>Total</b>	<b>\$2,767,055</b>	<b>\$2,981,989</b>

	<b>FY2009 Actual</b>	<b>FY2010 Actual</b>
<b>Programs</b>		
Dept of Mental Health Expenses	\$13,750	\$5,728
Maine Transit Assoc	0	0
Welfare to Work	0	0
<b>Total</b>	<b>\$13,750</b>	<b>\$5,728</b>
<b>Printing/Advertising</b>		
Advertising/Public Relations	\$7,078	\$12,282
Printing	879	395
<b>Total</b>	<b>\$7,957</b>	<b>\$12,677</b>
<b>Training/Travel</b>		
Training & development	\$9,780	\$11,307
Travel	3,146	3,651
<b>Total</b>	<b>\$12,926</b>	<b>\$14,958</b>
<b>Office and Computer Services/Supplies</b>		
Office supplies	\$16,451	\$15,146
Telephones/Cellphones/Beepers	32,168	36,660
Postage	6,189	5,889
Bank/ADP service chgs.	15,245	15,644
Office equip. maintenance/purchases	9,615	8,667
Computer repairs & maint.	39,601	82,358
Software Purchases Expense	500	0
<b>Total</b>	<b>\$119,769</b>	<b>\$164,364</b>
<b>Facility</b>		
Building lease	\$36,585	\$39,902
Building maintenance	15,573	16,335
Data Storage	3,339	4,530
Electricity	16,923	14,009
Heat	5,224	3,358
Water & sewer	2,058	2,258
<b>Total</b>	<b>\$79,702</b>	<b>\$80,392</b>
<b>Insurance</b>		
Vehicle Insurance	\$75,693	\$68,258
Other business ins.	10,073	11,559
<b>Total</b>	<b>\$85,766</b>	<b>\$79,817</b>
<b>Other Expenses</b>		
Dues & subscriptions	\$1,326	\$2,715
Directors meetings	2,037	1,509
Interest	0	0
Bad Debt Expense	0	0
Miscellaneous	127	187
<b>Total</b>	<b>\$3,490</b>	<b>\$4,411</b>
<b>Total Operating Expenses</b>	<b>\$5,579,373</b>	<b>\$6,065,474</b>

	<b>FY2009 Actual</b>	<b>FY2010 Actual</b>
<b>Surplus (deficit)</b>	<b>\$443,884</b>	<b>\$161,087</b>
<b>CAPITAL AND OTHER INCOME</b>		
5310 FTA Capital Funding	\$0	\$72,432
CMAQ for BIW Buses	0	0
5309/ARRA/Other Capital Funding	0	289,107
5311 Capital Funding	23,565	
STP Capital Funding	0	0
5307/FTA 9 Capital Grant	0	0
Other Fed/State Grants (COG)	0	0
State Bond/Special Revenue match	0	704
<b>Total Capital and Other Income</b>	<b>\$23,565</b>	<b>\$362,243</b>
<b>CAPITAL AND OTHER EXPENSES</b>		
Depreciation	\$189,633	\$164,958
Amortization	9,956	5,344
Contribution Expense	0	0
Equipment Purchases (Capitalized)	51,458	409,928
<b>Total Capital and Other Expense</b>	<b>\$251,047</b>	<b>\$580,230</b>

#### C. PASSENGER INFORMATION

<b>Number of General Public, Elderly and Individuals with disabilities</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
# General Public Passengers		
# Elderly Passengers		
# Individuals with Disabilities		
<b>Total **</b>	<b>4,867</b>	<b>5,628</b>

\*\* RTP does not distinguish between general public, elderly and individuals with disabilities. The number listed here is for our unduplicated clients served for each fiscal year.

#### D. PROJECTED REVENUES, COSTS, TRIPS AND VEHICLE MILES

The following information is for RTP's demand response system by agency and by mode for fiscal year 2011 (ending September 30, 2011) and fiscal year 2012 (ending September 30, 2012).

<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	\$348,791	\$338,327	\$470,150	\$470,150	25,441	25,441	221,299	221,299
MaineCare	\$4,377,817	\$4,246,482	\$4,377,817	\$4,246,482	279,760	279,760	5,292,930	5,292,930
DHHS Regular	\$296,220	\$287,333	\$296,220	\$287,333	20,405	20,405	321,375	321,375
DHHS Special	\$200,000	\$194,000	\$200,000	\$194,000	7,905	7,905	330,084	330,084
Other	\$1,004,759	\$754,315	\$1,037,643	\$802,098	7,853	7,853	141,850	141,850
<b>Total</b>	<b>\$6,227,587</b>	<b>\$5,820,458</b>	<b>\$6,381,830</b>	<b>\$6,000,064</b>	<b>341,364</b>	<b>341,364</b>	<b>6,307,538</b>	<b>6,307,538</b>

<b>Projected Revenues, Costs, Trips, Passenger Miles by Mode Next Two Fiscal Years</b>								
<b>Mode</b>	<b>Revenues</b>		<b>Costs***</b>		<b>One-Way Trips</b>		<b>Passenger Miles</b>	
	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>
Agency Vehicles	\$1,930,463	\$1,804,259	\$2,555,960	\$2,403,061	138,435	138,435	1,137,680	1,137,680
Volunteers**	\$4,297,124	\$4,016,199	\$3,825,870	\$3,597,003	93,964	93,964	3,404,329	3,404,329
Friends and Family					66,753	66,753	1,417,577	1,417,577
Subcontracted Providers					34,395	34,395	347,952	347,952
Other- Bus Pass					7,817	7,817	N/A	N/A
<b>Total</b>	<b>\$6,227,587</b>	<b>\$5,820,458</b>	<b>\$6,381,830</b>	<b>\$6,000,064</b>	<b>341,364</b>	<b>341,364</b>	<b>6,307,538</b>	<b>6,307,538</b>

\*\* Revenue & Costs Include Friends & Family and Subcontractors.

One Way Trips & Passenger Miles split by mode.

\*\*\* Agency Vehicle Cost (Bus Program) Include Depreciation & Amortization

## E. BUDGET

RTP's projected revenues and expenses for fiscal year 2011 (data cover October 1, 2010 through September 30, 2011), and fiscal year 2012 (data cover October 1, 2011 through September 30, 2012) are included on the following pages.

<b>RTP Projected Revenues and Expenses FY 2011 and FY 2012</b>		
	<b>FY2011 Budget</b>	<b>FY2012 Estimated</b>
<b>Operating Revenue</b>		
Medicaid - BMS	\$3,614,162	\$3,505,737
Medicaid - Bus Pass	438,533	425,377
Medicaid - CSA	325,122	315,368
BCFS	296,220	287,333
BCFS Special	200,000	194,000
ADA	290,791	282,067
United way	76,000	73,720
Municipal grants	18,000	17,460
Dept of Mental Health Grant	15,930	15,452
SMAAA	0	0
Other State / Federal Grants	0	0
Welfare to Work	0	0
Maine Transit Assoc Grant	0	0
Community development	0	0
RTAP Scholarship	5,000	4,850
Farebox Donations/Bath Shuttle/ADA	58,000	56,260
Other income	120,000	116,400
Investment income	0	0
Fuel tax refund	34,500	33,465
Sale of assets	2,500	2,425
University of Maine Grant	0	0
County General Operating	0	0
Miscellaneous Income	500	495
MDOT 9 urban (deficit funding)	11,542	11,542
MDOT 18 rural (deficit funding)	42,612	21,806
FTA section 9 urban (deficit funding)	341,069	225,000 **
FTA section 18 rural (deficit funding)	337,106	231,700 **
<b>Total Operating Revenue</b>	<b>\$6,227,587</b>	<b>\$5,820,458</b>
** FY 12 apply \$60K from \$732K		
<b>Operating Expenses</b>		
<b>Wages</b>		
Wages Drivers	\$796,720	\$725,000
Wages Administration	352,761	342,178
Wages Vehicle Maintenance	105,991	102,811
Wages Operations	314,803	265,600
Vacation	96,820	96,820
Holiday	81,953	81,953
Sick	42,782	41,499
Overtime wages	95,060	45,000
<b>Total Wages</b>	<b>\$1,886,890</b>	<b>\$1,700,861</b>

	<b>FY2011 Budget</b>	<b>FY2012 Estimated</b>
<b>Wage Related Expenses</b>		
FICA	\$142,970	\$130,115
Unempt. ins. (state)	15,030	14,579
Workers comp. ins.	60,000	58,200
Annuity	24,689	23,948
Health/Dental Insurance	281,350	292,000
Life & dis. ins.	28,217	27,370
Uniforms	10,000	10,000
Other fringes	13,000	8,000
Employee Administrative Expense	11,000	11,000
<b>Total Wage Related Expenses</b>	<b>\$586,256</b>	<b>\$575,213</b>
<b>Total Wages and Wage Related Exp.</b>	<b>\$2,473,146</b>	<b>\$2,276,074</b>
<b>Professional/Consultants' Fees</b>		
Consultants	\$3,000	\$2,910
Temporary help/Office	4,000	2,500
Audit/403 b/Section 125	17,250	17,250
Legal	36,121	15,000
University of Maine Grant	0	0
C.O.G	5,000	0
<b>Total</b>	<b>\$65,371</b>	<b>\$37,660</b>
<b>Vehicle Maintenance</b>		
Veh Maint / Outsourced Labor	\$13,500	\$13,095
Veh Maint / Outsourced Cleaning	500	485
Veh Maint / Towing	4,000	3,880
Vehicle parts	75,000	72,750
Tires & tubes	15,000	14,550
Garage other	23,000	22,310
Radio expense & maint..	4,000	3,880
Refuse disposal	1,500	1,455
Adjustment for Inventory (veh parts & tires)	0	0
Vehicle Leasing	0	0
<b>Total</b>	<b>\$136,500</b>	<b>\$132,405</b>
<b>Fuel/Lubricants/Tolls</b>		
Fuel	\$260,000	\$256,000
Oil and fluids	8,300	8,051
Tolls-buses	2,600	2,522
<b>Total</b>	<b>\$270,900</b>	<b>\$266,573</b>
<b>Special Transportation</b>		
Volunteer	\$1,691,163	\$1,640,428
Taxi fares	643,940	624,622
CSA Reimbursement Expense	155,956	151,277
Medicaid - Bus Pass	379,485	368,100
Medicaid - Interpreter Services	100	97
Intercity state	25,000	15,000
<b>Total</b>	<b>\$2,895,644</b>	<b>\$2,799,525</b>

	<b>FY2011 Budget</b>	<b>FY2012 Estimated</b>
<b>Programs</b>		
Dept of Mental Health Expenses	0	0
Maine Transit Assoc	\$1,125	\$1,125
Welfare to Work	0	0
<b>Total</b>	<b>\$1,125</b>	<b>\$1,125</b>
<b>Printing/Advertising</b>		
Advertising/Public Relations	\$13,000	\$7,500
Printing	5,000	3,500
<b>Total</b>	<b>\$18,000</b>	<b>\$11,000</b>
<b>Training/Travel</b>		
Training & development	\$15,000	\$7,000
Travel	5,000	5,000
<b>Total</b>	<b>\$20,000</b>	<b>\$12,000</b>
<b>Office and Computer Services/Supplies</b>		
Office supplies	\$18,000	\$17,460
Telephones/Cellphones/Beepers	37,660	25,000
Postage	6,000	5,820
Bank/ADP service chgs.	16,000	15,520
Office equip. maintenance/purchases	7,500	7,275
Computer repairs & maint.	46,000	32,500
Software Purchases Expense	0	0
<b>Total</b>	<b>\$131,160</b>	<b>\$103,575</b>
<b>Facility</b>		
Building lease	\$42,750	\$37,750
Building maintenance	22,500	21,825
Data Storage	5,000	4,850
Electricity	19,000	19,000
Heat	5,500	5,500
Water & sewer	2,300	2,300
<b>Total</b>	<b>\$97,050</b>	<b>\$91,225</b>
<b>Insurance</b>		
Vehicle Insurance	\$79,500	\$77,115
Other business ins.	9,453	9,169
<b>Total</b>	<b>\$88,953</b>	<b>\$86,284</b>
<b>Other Expenses</b>		
Dues & subscriptions	\$1,375	\$1,875
Directors meetings	2,500	637
Interest	0	0
Bad Debt Expense	0	0
Miscellaneous	500	500
<b>Total</b>	<b>\$4,375</b>	<b>\$3,012</b>
<b>Total Operating Expenses</b>	<b>\$6,202,224</b>	<b>\$5,820,458</b>

	<b>FY2011 Budget</b>	<b>FY2012 Estimated</b>
<b>Surplus (deficit)</b>	<b>\$25,363</b>	<b>\$0</b>
<b>CAPITAL AND OTHER INCOME</b>		
5310 FTA Capital Funding	\$144,272	\$255,824
CMAQ for BIW Buses	0	0
5309/ARRA/Other Capital Funding	227,734	526,576
5311 Capital Funding	0	0
STP Capital Funding	265,465	0
5307/FTA 9 Capital Grant	71,843	0
Other Fed/State Grants (COG)	0	0
State Bond/Special Revenue match	17,382	0
<b>Total Capital and Other Income</b>	<b>\$726,696</b>	<b>\$782,400</b>
<b>CAPITAL AND OTHER EXPENSES</b>		
Depreciation	\$178,795	\$178,795
Amortization	811	811
Contribution Expense		0
Equipment Purchases (Capitalized)	874,778	978,000
<b>Total Capital and Other Expense</b>	<b>\$1,054,384</b>	<b>\$1,157,606</b>

## **FLEET CONDITION**

RTP currently owns 37 buses and vans. All buses and vans are accessible. These vehicles are listed in the following 2010 PTMS Vehicle Evaluation Summary tables. All RTP tie downs meet current ADA requirements.

### **Note:**

- In FY 2010, RTP acquired vehicles #101-107.
- During FY 2010, RTP maintained a 13% spare vehicle ratio (five vehicles). While RTP has not specifically designated certain vehicles to function as spares, generally the older vehicles or some of the Dodge Caravans serve this function and are put in service when the other buses and vans are being serviced.
- RTP did not sell any vehicles after 9/30/2010 that were in service during FY 2010 (10/1/2009-9/30/2010).

**FY 2010 PTMS VEHICLE EVALUATION SUMMARY FORM**  
**AGENCY: Regional Transportation Program CONTACT PERSON: Sara Traflet**

Passenger Vehicle Information							
1	VIN	1FDWE45F83HA20238	1FDWE45F63HA20237	1FDWE45F93HA20233	1T88H2C1541139017	1T88H2C1741139018	
2	Fleet # and Status*	69 A	70 A	71 A	72 A	73 A	
3	Vehicle Type **	V	V	V	MHDB	MHDB	
4	Make, Model	Ford	Ford	Ford	Thomas	Thomas	
5	Year	2003	2003	2003	2004	2004	
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	
7	Fuel Usage	2,208.7	2,820.9	2,427.9	2,458.4	3,244.4	
8	Mileage	225,899	236,670	220,908	181,733	174,706	
9	12 Month Mileage	22,469	28,006	25,272	20,616	26,966	
10	Repair Cost - 12 Months	\$6,330	\$5,832	\$4,786	\$4,008	\$6,266	
11	Repair Frequency - 12 months						
	Routine Maintenance	4	6	5	4	5	
	Minor Repair	12	13	18	11	13	
	Major Repair	3	2	1	2	1	
12	Vehicle appearance - interior	Fair	Fair	Fair	Fair	Fair	
	Vehicle appearance - exterior	Poor	Poor	Poor	Fair	Fair	
13	ADA Accessibility						
	Equipped / Working	Yes	Yes	Yes	Yes	Yes	
	Tie Down	Yes	Yes	Yes	Yes	Yes	
	Announcement System	Yes	Yes	Yes	No	No	
	Signage	Yes	Yes	Yes	Yes	Yes	
14	Passenger Amenities						
	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	
Inspector's Name, Date of Inspection Christopher Martin, March 1, 2011							
* 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)							

**FY 2010 PTMS VEHICLE EVALUATION SUMMARY FORM**

**AGENCY: Regional Transportation Program CONTACT PERSON: Sara Trafton**

Passenger Vehicle Information						
1 VIN	1T88H2C1941139019	1T88H2C1541139020	1T88H2C1341139016	1T88H2C1741139021	1FDXE45F63HA47975	
2 Fleet # and Status*	74 A	75 A	76 A	77 A	78 A	
3 Vehicle Type **	MHDB	MHDB	MHDB	MHDB	V	
4 Make, Model	Thomas	Thomas	Thomas	Thomas	Ford	
5 Year	2004	2004	2004	2004	2003	
6 Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	
7 Fuel Usage	1,871.4	2,412.1	2,456.5	2,217.6	3,402.6	
8 Mileage	133,828	153,819	155,104	164,242	209,569	
9 12 Month Mileage	17,302	20,176	22,651	20,961	31,650	
10 Repair Cost - 12 Months	\$3,125	\$2,946	\$5,557	\$6,423	\$5,803	
11 Repair Frequency - 12 months						
Routine Maintenance	3	4	5	4	6	
Minor Repair	10	10	18	14	16	
Major Repair	0	0	0	1	1	
Vehicle appearance - interior	Fair	Fair	Fair	Fair	Fair	
Vehicle appearance - exterior	Fair	Fair	Fair	Fair	Fair	
13 ADA Accessibility						
Equipped / Working	Yes	Yes	Yes	Yes	Yes	
Tie Down	Yes	Yes	Yes	Yes	Yes	
Announcement System	No	No	No	No	Yes	
Signage	Yes	Yes	Yes	Yes	Yes	
14 Passenger Amenities						
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	
Inspector's Name, Date of Inspection	Christopher Martin, March 1, 2011					
* 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)						

**FY 2010 PTMS VEHICLE EVALUATION SUMMARY FORM**

**AGENCY: Regional Transportation Program CONTACT PERSON: Sara Trafton**

Passenger Vehicle Information						
1	VIN	1FDWE45F83HB85593	1FDWE45FX3HB85594	1GAHG39R4Y1248462	1FDXE45P16DA25287	1FDXE45PX6DA25286
2	Fleet # and Status*	79 A	80 A	83 A	84 A	85 A
3	Vehicle Type **	V	V	V	V	V
4	Make, Model	Ford	Ford	Chevy	Ford	Ford
5	Year	2004	2004	2000	2006	2006
6	Fuel Type	Diesel	Diesel	Gas	Diesel	Diesel
7	Fuel Usage	2,669.0	2,859.8	1,079.6	2,954.7	3,573.6
8	Mileage	211,496	203,498	185,621	132,246	153,802
9	12 Month Mileage	27,156	29,301	14,747	31,056	36,035
10	Repair Cost - 12 Months	\$4,687	\$3,256	\$826	\$6,246	\$7,334
11	Repair Frequency - 12 months					
	Routine Maintenance	5	6	3	6	7
	Minor Repair	15	14	5	22	17
	Major Repair	1	0	1	2	1
12	Vehicle appearance - interior	Fair	Fair	Fair	Good	Good
	Vehicle appearance - exterior	Fair	Fair	Poor	Good	Good
13	ADA Accessibility					
	Equipped / Working	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	NO	Yes	Yes
	Announcement System	Yes	Yes	No	Yes	Yes
	Signage	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities					
	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

Inspector's Name, Date of Inspection Christopher Martin, March 1, 2011

\* 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)

**FY 2010 PTMS VEHICLE EVALUATION SUMMARY FORM**  
**AGENCY: Regional Transportation Program CONTACT PERSON: Sara Trafton**

Passenger Vehicle Information								
1	VIN	1FDXE45P77DA13761	1D4GP25R87B145253	1D4GP25RX7B145254	1D4GP25R17B145255	1D4GP25R37B145256		
2	Fleet # and Status*	86 A	87 A	88 A	89 A	90 A		
3	Vehicle Type **	V	V	V	V	V		
4	Make, Model	Ford	Dodge	Dodge	Dodge	Dodge		
5	Year	2007	2007	2007	2007	2007		
6	Fuel Type	Diesel	Gas	Gas	Gas	Gas		
7	Fuel Usage	3,045.3	483.4	312.6	1,559.4	271.5		
8	Mileage	128,810	61,423	50,557	67,423	52,887		
9	12 Month Mileage	32,059	7,104	4,915	29,733	5,666		
10	Repair Cost - 12 Months	\$5,694	\$242	\$88	\$1,424	\$405		
11	Repair Frequency - 12 months							
	Routine Maintenance	6	1	1	6	1		
	Minor Repair	14	3	1	6	2		
	Major Repair	1	0	0	0	0		
12	Vehicle appearance - interior	Good	Good	Good	Good	Good		
	Vehicle appearance - exterior	Good	Good	Good	Good	Good		
13	ADA Accessibility							
	Equipped / Working	Yes	Yes	Yes	Yes	Yes		
	Tie Down	Yes	No	No	No	No		
	Announcement System	Yes	Yes	Yes	Yes	Yes		
	Signage	Yes	Yes	Yes	Yes	Yes		
14	Passenger Amenities							
	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		
Inspector's Name, Date of Inspection Christopher Martin, March 1, 2011								
* 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)								

**FY 2010 PTMS VEHICLE EVALUATION SUMMARY FORM**  
**AGENCY: Regional Transportation Program CONTACT PERSON: Sara Trafon**

Passenger Vehicle Information							
1 VIN	ID4GP25R57B145257	ID4GP25R77B145258	1FDWE35L97DB4883	1FDWE35L73HA77661	1FDWE35L54HA29481		
2 Fleet # and Status*	91 A	92 A	93 A	94 A	95 A		
3 Vehicle Type **	V	V	V	V	V		
4 Make, Model	Dodge	Dodge	Ford	Ford	Ford		
5 Year	2007	2007	2007	2003	2004		
6 Fuel Type	Gas	Gas	Gas	Gas	Gas		
7 Fuel Usage	313.8	700.2	4,388.8	2,949.7	3,570.0		
8 Mileage	49,694	55,515	101,111	187,036	173,140		
9 12 Month Mileage	5,691	12,016	36,087	25,404	31,881		
10 Repair Cost - 12 Months	\$440	\$310	\$4,619	\$7,231	\$4,089		
11 Repair Frequency - 12 months							
Routine Maintenance	1	2	7	5	6		
Minor Repair	2	4	16	13	19		
Major Repair	0	0	0	2	1		
Vehicle appearance - interior	Good	Good	Good	Fair	Fair		
Vehicle appearance - exterior	Good	Good	Good	Poor	Poor		
13 ADA Accessibility							
Equipped / Working	Yes	Yes	Yes	Yes	Yes		
Tie Down	No	No	Yes	Yes	Yes		
Announcement System	Yes	Yes	Yes	Yes	Yes		
Signage	Yes	Yes	Yes	Yes	Yes		
14 Passenger Amenities							
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		
Inspector's Name, Date of Inspection Christopher Martin, March 1, 2011							
* 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)							

**FY 2010 PTMS VEHICLE EVALUATION SUMMARY FORM**  
**AGENCY: Regional Transportation Program CONTACT PERSON: Sara Trafton**

Passenger Vehicle Information						
1 VIN	IFD3E35LX8DB23565	IFDSE35L6YHA89189	1FBSS31L5WHB55106	IFTNS24L13HBB63889	IFTNE242X3HBB26760	
2 Fleet # and Status*	96 A	97 A	98 A	99 A	100 A	
3 Vehicle Type **	V	V	V	V	V	
4 Make, Model	Ford	Ford	Ford	Ford	Ford	Ford
5 Year	2008	2000	1998	2003	2003	2003
6 Fuel Type	Gas	Gas	Gas	Gas	Gas	Gas
7 Fuel Usage	5,008.5	2,149.8	1,611.3	1,778.4	1,736.3	1,736.3
8 Mileage	90,680	190,567	125,172	124,935	106,438	106,438
9 12 Month Mileage	45,078	19,647	16,404	20,694	28,009	28,009
10 Repair Cost - 12 Months	\$3,789	\$2,627	\$4,175	\$2,233	\$2,929	\$2,929
11 Repair Frequency - 12 months						
Routine Maintenance	9	4	3	4	6	6
Minor Repair	14	11	17	10	7	7
Major Repair	1	0	0	0	0	0
Vehicle appearance - interior	Good	Fair	Good	Good	Good	Good
Vehicle appearance - exterior	Good	Poor	Good	Good	Good	Good
13 ADA Accessibility						
Equipped / Working	Yes	Yes	Yes	Yes	Yes	Yes
Tie Down	Yes	Yes	Yes	Yes	Yes	No
Announcement System	Yes	Yes	Yes	Yes	Yes	no
Signage	Yes	Yes	Yes	Yes	Yes	Yes
14 Passenger Amenities						
Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes

Inspector's Name, Date of Inspection Christopher Martin, March 1, 2011

\* 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)

**FY 2010 PTMS VEHICLE EVALUATION SUMMARY FORM**

**AGENCY: Regional Transportation Program CONTACT PERSON: Sara Trafon**

Passenger Vehicle Information									
1 VIN	1FDWE45F83HA20238	1FDWE45F63HA20237	1FDWE45F93HA20233	1T88H2C1541139017	1T88H2C1741139018				
2 Fleet # and Status*	101 A	102 A	103 A	104 A	105 A				
3 Vehicle Type **	V	V	MHDB	SMDB	SMDB				
4 Make, Model	Ford	Ford	Ford	Chevrolet	Chevrolet				
5 Year	2003	2003	2003	2010	2010				
6 Fuel Type	Gas	Gas	Gas	Gas	Gas				
7 Fuel Usage	2,799.0	2,595.2	1,580.5	0.0	0.0				
8 Mileage	165,879	174,030	163,184	1,072	1,073				
9 12 Month Mileage	26,230	22,684	12,218	0	0				
10 Repair Cost - 12 Months	\$5,553	\$5,705	\$4,194	\$0	\$0				
11 Repair Frequency - 12 months									
Routine Maintenance	5	5	2	0	0				
Minor Repair	20	21	6	0	0				
Major Repair	2	2	1	0	0				
Vehicle appearance - interior	Fair	Fair	Fair	New	New				
Vehicle appearance - exterior	Poor	Poor	Poor	New	New				
13 ADA Accessibility									
Equipped / Working	Yes	Yes	Yes	Yes	Yes				
Tie Down	Yes	Yes	Yes	Yes	Yes				
Announcement System	Yes	Yes	Yes	Yes	Yes				
Signage	Yes	Yes	Yes	Yes	Yes				
14 Passenger Amenities									
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				

Inspector's Name, Date of Inspection Christopher Martin, March 1, 2011

\* 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)

**FY 2010 PTMS VEHICLE EVALUATION SUMMARY FORM**  
**AGENCY: Regional Transportation Program CONTACT PERSON: Sara Trafton**

	Passenger Vehicle Information				
1	VIN	1GB9G5AG1A1140182	FTNE24W27DA56252		
2	Fleet # and Status*	106 A	107 A		
3	Vehicle Type **	SMDB	V		
4	Make, Model	Chevrolet	Ford		
5	Year	2010	2007		
6	Fuel Type	Gas	Gas		
7	Fuel Usage	0.0	77.0		
8	Mileage	1,084	100,780		
9	12 Month Mileage	0	512		
10	Repair Cost - 12 Months	\$0	\$883		
11	Repair Frequency - 12 months				
	Routine Maintenance	0	0		
	Minor Repair	0	2		
	Major Repair	0	0		
12	Vehicle appearance - interior	New	Good		
	Vehicle appearance - exterior	New	Good		
13	ADA Accessibility				
	Equipped / Working	Yes	Yes		
	Tie Down	Yes	Yes		
	Announcement System	Yes	Yes		
	Signage	Yes	Yes		
14	Passenger Amenities				
	Air Conditioning	Yes	Yes		
	Working Heater	Yes	Yes		
	Tinted Windows	Yes	Yes		
	Padded Seats	Yes	Yes		

Inspector's Name, Date of Inspection Christopher Martin, March 1, 2011

\* 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)

**APPENDIX**

**REGIONAL TRANSPORTATION PROGRAM  
(RTP)**



August 22, 2011

**Welcome to RTP!**

Regional Transportation Program, Inc. (RTP) is a private, non-profit, United Way agency that provides publicly funded, low-cost transportation to persons in Cumberland County who need rides. If you or someone you know needs a ride, please call 207-774-2666 or toll-free at 1-800-244-0704, or click on the buttons to the left to find out more about our many programs.



Need a ride?



How to qualify



Rides to healthcare



Rides for persons with disabilities



Rides to shopping



Rides for the general public



Want to be a volunteer driver?



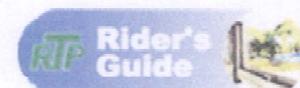
About Us



Rules, Responsibilities and Policies



Useful links



**RTP HOLIDAY SCHEDULE 2011**

Holiday	Day/Date Observed	Holiday	Day/Date Observed
New Years Day	Friday, December 31, 2010	Columbus Day	Monday, October 10, 2011
Martin Luther King Day	Monday, January 17, 2011	Veterans Day	Friday, November 11, 2011
Presidents Day	Monday, February 21, 2011	Memorial Day	Monday, May 30, 2011
Patriots Day	Monday, April 18, 2011	Thanksgiving Day	Thursday, November 24, 2011
Independence Day	Monday, July 4, 2011		Friday, November 25, 2011
Labor Day	Monday, September 5, 2011	Christmas Day	Monday, December 26, 2011

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## Need a ride?

August 22, 2011

### RTP County-wide Bus Service

#### Door-to-Door Rides from Volunteers

#### County-wide Bus Service

RTP offers bus service from Cumberland County cities and towns. Some rides go to the downtown Portland area and the Maine Mall. Others may go to shopping centers in nearby communities. Please call our dispatch office for more information on locations / days served and times. Communities served on a regular basis include:

Bridgton	Gray	Sebago
Baldwin	Naples	Sebago Lake
Cape Elizabeth	New Gloucester	Scarborough
Casco	North Bridgton	South Portland
Cumberland	North Windham	South Windham
Falmouth	North Yarmouth	Standish
Freeport	Portland	Westbrook
Gorham	Pownal	Windham
Harrison	Raymond	Yarmouth

The one-way fare is \$2.50 within one town, or between neighboring towns, and \$5.00 between non-adjoining towns.

Anyone can take advantage of RTP's county bus routes. Ride the bus for shopping, hospital visits, city errands, a visit to the public library, or any other purpose.

To see if you qualify for free transportation, just fill out an application and submit it to RTP. If you already have an application on file, just call our office. Applications must be renewed yearly and require the rider to submit income verification with the completed application. [Click here for an application](#)

Call 207-774-2666 or 1-800-244-0704 to request a ride. Our dispatchers are on duty to schedule rides from 8:00 a.m. to 4:30 p.m., Monday through Friday.

Most County bus Trips arrive in Portland by 10:00 a.m. and leave by 2:00 p.m. Additional early morning service is available on some routes. Call the RTP office, and the dispatcher will tell you where and when you can get on the bus in your town.

#### Door-to-Door Rides for Volunteers

If no bus is available or a special route is requested, RTP uses volunteer drivers to pick you up at your door and take you where you need to go. Volunteer rides can be scheduled for eligible appointments.

**Call 774-2666 or 800-244-0704 to request a ride.**



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## How to Qualify

August 22,  
2011

Riders qualify for RTP's services by:

**Age**

**Income**

**MaineCare eligibility**

**ADA eligibility**

**DHHS Child Protective referral**

**Child Development Services referral**

**Other**

### Age

For those riders who are 60 or over and low income, RTP contracts with DHHS to provide transportation to medical and other appointments. A yearly application with income verification is required. [Click Here for an application.](#)

For those riders who are 60 or older and over income guidelines provided by DHHS, you will still qualify for our services. With the exception of life-saving dialysis or cancer treatment transportation, a \$2.50 fare is required for each one-way trip. An application must be on file. [Click Here for an application.](#)

### Income

Any rider who is 59 or younger will qualify for our services if you are below the DHHS income guidelines. A yearly application with income verification is required. [Click Here for an application.](#)

### MaineCare

Any rider who is active MaineCare eligible is qualified for our services. Riders who receive MaineCare can call our dispatch office to set themselves up in our system. Make sure to have all of your information (including MaineCare number) ready when you call.

### ADA

A rider who is ADA eligible will qualify for our services. The ADA program is for those riders, who because of a disability, can not use the METRO / SPBS to get to their appointments. An application is required, including diagnosis from your healthcare provider. [Click Here for an application](#)

### DHHS Child Protective

RTP contracts with DHHS to provide transportation for Child Protective clients. An active referral from DHHS is required to qualify for transportation. Your DHHS Child Protective worker must call to set up this transportation.

### Child Development Services (CDS)

RTP contracts with CDS to provide transportation to special needs children. The

child's CDS worker must send a referral in order to qualify under this contract.

**Other**

In addition to the ways to qualify above, RTP also has contracts with the Division of the Blind, Disability Determination, DHHS Department of Mental Health, and some local nursing homes, among others. If you do not see your agency here, please call our dispatch office for more information.

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## Rides to healthcare

August 22, 2011

### Rides by RTP Bus or Van

#### Volunteer Drivers

#### MaineCare Family and Friends Program

#### MaineCare METRO Bus Pass

#### MaineCare Out of State Transportation

RTP provides dependable transportation with our buses, vans and volunteer drivers. Rides are available in our lift-equipped buses and vans by certified, trained RTP drivers as well as our volunteer drivers who use their own vehicle, especially in the rural areas we serve.

### Rides for non-MaineCare, non-ADA eligible riders

For qualified riders, we schedule rides so that you can get to your medical and other appointments. (See: "How to qualify for RTP's Services") Appointments for those riders living in Portland, South Portland or Westbrook may be on a daily basis. Appointments need to be between the hours of 10:00 am and 2:00 pm. If you live in another town, Call RTP dispatch to get the schedule of times/days available. Rides can be set up 14 days in advance, but no later than two business days prior to your appointment date.

Some agencies, such as CDS, have contracted with RTP to provide rides for their clients to therapeutic day care services. If we have a contract with an outside agency, times and availability may be different that what is stated above. Please call for more information.

### Rides for ADA eligible riders

Certified ADAPT riders may use the service seven days a week for any trip purpose. The one-way trip fare is \$2.50. The fare must be paid each time you board a vehicle. Riders may set up a ride no later than 5:00 pm the day before the ride is needed, but not more that 14 days before the ride will be taken. Click here for an ADAPT application.

ADAPT services are available Monday through Friday, 5:30 am to 11:40 pm; Saturdays from 5:45 am to 11:40 pm; and Sundays from 9:10 am to 7:03 pm.

### Rides for MaineCare eligible riders

#### Rides by bus or van

We schedule MaineCare rides so that you can get to your medical appointments. Medical appointments can be at anytime throughout the day.

#### Rides by Volunteer Drivers

We also provide rides to get you to your medical appointments by volunteer drivers, especially in the rural areas of Cumberland County. Rides can be scheduled up to 14 days in advance, but no later than 2 business days prior to your appointment date.

#### MaineCare Family and Friends Program

Family members or friends who drive a MaineCare eligible rider to a MaineCare

appointment may receive reimbursement as part of a program offered by RTP. Each trip must receive a trip authorization number in advance from RTP and the appropriate paperwork must be filled out and returned to our office, including the doctor's office verification that the appointment happened. Click here to download RTP's "Family & Friends Driver Reimbursement Form". You also can receive this reimbursement if you are a MaineCare eligible client and are driving yourself to your appointments. For more information or to receive authorization numbers, call 774-2666 option1, option 3.

#### **MaineCare METRO Bus Pass Program**

RTP provides free bus passes for MaineCare recipients who have three or more MaineCare eligible appointments. To get your pass, you must:

1. Have three MaineCare eligible appointments during the month which you can use the METRO or South Portland Bus Service to get to, and the appointments must not have happened before you come to pick up your pass. Note: The appointments must be MaineCare eligible
2. Bring proof of the three appointments to our office. Proof can either be three appointment cards filled out, a letter on your doctor's letterhead telling your name and the dates of your upcoming appointments, or a filled out "Verification Form" from the previous month.
3. Bring your MaineCare ID Card and photo ID
4. Please note, if you are a returning bus pass client, you must have the "Verification Form" filled out, proving you went to your three appointments for the previous month, and listing your upcoming three appointments for the current month. If you have lost this form, you may get another from our office. Without this form, we can not issue another bus pass. Click here for a "Verification Form"

You are only allowed to pick up your own pass. If you do not have all the required information, a pass will not be issued. Do not laminate your pass. Duplicate passes will not be issued.

RTP issues passes the first 8 days of each month. If you can not get to RTP to get your pass, AMISTAD also issues passes. Please click here for RTP and AMISTAD's hours.

#### **Out of State Reimbursement for Approved MaineCare Riders**

If you have to travel out of state for a medical appointment, you may be able to get reimbursed for your travel expenses. You must notify RTP prior to your appointment. RTP and your doctor in Maine must submit a request for prior authorization to DHHS. If DHHS approves your transportation, then RTP is able to reimburse you for mileage (or other means of transportation), tolls and parking. In some instances, you may also be able to get reimbursement for overnight stays. Always remember to get receipts. Click here to download "Out of State" reimbursement forms.

Please call RTP at 774-2666 x 18 for more information.

Call 774-2666 or 1-800-244-0704 for more information.



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## Rides for persons with disabilities

### ADA Paratransit Service (ADAPT)

If a disability prevents you from getting to a METRO or South Portland Bus Service bus stop, the ADAPT service from RTP may be able to come to you.

RTP provides origin to destination, wheelchair-accessible rides to persons with disabilities in Portland, South Portland, Westbrook and Falmouth along the route 1 corridor who cannot use a regular city bus due to a disability.

Certified ADAPT riders may use the service seven days a week for any trip purpose. The one-way trip fare is only \$2.50. Riders may set up a ride not later than 5:00 p.m. the day before the ride is needed, or not more than 14 days before the day a ride will be taken.

Your fare is due each time you board the vehicle. You may pay by cash or check. You can also purchase ADA ride tickets in advance from our office. Please call 774-2666 x 10 for more information on purchasing ADA ride tickets.

ADAPT services are available Monday through Friday, 5:30 a.m. - 11:40 p.m., Saturdays from 5:45 a.m. - 11:40 p.m., and Sundays from 9:10 a.m. - 7:03 p.m.

### Should I apply?

- Do barriers like steep stairs, busy intersections, hills, lack of curb cuts, lack of sidewalks, the unavailability of a lift on a public bus, or heat or cold keep you from using the public bus system?
- Does a visual limitation, arthritis, spinal cord injury, traveling alone, difficulty recognizing new destinations or other impairment keep you from using fixed route bus systems?
- If you answered yes to any of the above, you may qualify for transportation service with ADAPT.

### How to apply...

- Complete the general information and release of information on the form.
- Have your doctor's office or rehabilitation specialist complete and stamp or sign the professional verification section.
- Send the completed application form to RTP.

### To sign up for the ADAPT service:

Call 774-2666 (voice or TDD), outside Greater Portland dial 1-800-244-0704 to have an application mailed to you, or click here for an ADA application. Mail or fax the completed application to:

Regional Transportation Program, Inc.  
127 St. John Street  
Portland, ME 04102-3072  
Fax: 207-828-8899

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## Need to go shopping?

August 22, 2011

### Shopper's Express

RTP offers weekly bus service for seniors and others living in apartment complexes in Portland, South Portland, Westbrook, Falmouth and Scarborough to supermarkets and shopping malls in the Greater Portland area, where you have a full hour to shop before the return ride.

RTP drivers help carry grocery bags from the bus to apartment building lobbies. Depending on your income, your ride may be free. To see if you qualify for free transportation, please fill out an application and return to RTP. Click here for an application.

For those riders who do not qualify for free transportation, a \$2.50 fare per one-way trip is required. You can even purchase ride tickets in advance. Just contact RTP at 774-2666 x 10 for more information on purchasing ride tickets.

Complexes served by the program include:

#### Monday

- Millbrook Estates to Hannaford's Westbrook
- Sagamore Housing Development to Shaw's Westbrook
- Falmouth Area to Falmouth Shaw's

#### Tuesday

- Congress Square to Shaw's Westgate
- Trelawny Building to Shaw's Westgate
- Scarborough area to Hannaford's at Oak Hill
- Loring House to Shaw's Westbrook

#### Wednesday

- Harbor Terrace to Millcreek Shopping Center
- Longfellow Place to Hannaford's Westbrook
- 100 State Street to Millcreek Shopping Center
- Washington Gardens/Penbrook area to Northgate Shopping Center
- Ridgeland Estates to Millcreek Shopping Center
- 48 Salem Street to Millcreek Shopping Center

#### Thursday

- Broadway East to Millcreek Shopping Center
- Deering Pavilion to Northgate Shopping Center
- Franklin Towers to Shaw's Westgate
- Millcove Area to Millcreek Shopping Center
- Liza Harmon Drive to Hannaford's Westbrook

- Scarborough Area to Walmart Scarborough

**Friday**

- 1700 Broadway to Millcreek Shopping Center
- Butler School to Shaw's Westgate
- Landry Village to Millcreek Shopping Center
- North School, Fridays, to Falmouth Shopping Shaw's
- Northfield Green to Northgate Shopping Center
- Northgate Apartments to Hannaford's Forest Ave
- 197 Pine Street to Hannaford's Forest Ave
- Payson Building to Hannaford's Forest Ave
- Atrium at Cedars to Northgate Shopping Center

Please call our office to see what time RTP picks up at your location (Most are around 9:30am). Reservations are required.

**Call 774-2666 or 1-800-244-0704 for more information.**

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*Providing Low Cost Rides in Cumberland County*  
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## Want to be a volunteer driver?

August 22, 2011

### Volunteer Corner

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RTP is seeking volunteer drivers willing to use their own vehicles to give rides to people without transportation. Volunteers are reimbursed for vehicle mileage costs up to 44 cents a mile. RTP uses volunteers to provide rides when our buses and vans are not available.

**For information on how to become an RTP volunteer driver, please call Kitty at 774-2666 ex. 110 or 1-800-244-0704 ex. 110, or click here to print and fill out the necessary volunteer application form.**

Please bring your completed application to our offices located at 127 Saint John Street, Portland, ME 04102.

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## About RTP

August 22, 2011

[History](#) | [Board of Directors](#) | [Give Us Feedback](#)

### History

Established in 1976, RTP was formed by combining the transportation services provided by the Portland Chapter of the American Red Cross, York-Cumberland Senior Services and the Social Services of the Greater Portland Transit District. Today, RTP is a United Way agency that provides low-cost transportation to the elderly, social service agency clients, the economically disadvantaged and persons with disabilities throughout Cumberland County.

With a fleet of 34+ lift-equipped buses and vans, 45 agency certified drivers and a volunteer program that involves more than 50 drivers, RTP serves over 4,500 people countywide each year, providing more than a 1,000 rides a day to people who need to get to medical appointments, grocery shopping, work and other important places. Located at 127 St. John Street in Portland, RTP runs 34 different routes across Cumberland County each day, doing rider pickups and drop-offs.

RTP serves 26 towns in the county, and several beyond the county line. Some of the communities served include Portland, South Portland, Scarborough, Cape Elizabeth, Westbrook, Gorham, Falmouth, Yarmouth, Freeport, Windham, Standish, Casco, Bridgton and more

**For more information, call 774-2666 (toll-free at 1-800-244-0704) or click on the buttons at this site to find out more about RTP's services.**

### RTP, Inc. Board of Directors, January 2011

- Sam Heck, President
- Michael Goldman, Vice President
- William Vernick, Treasurer
- Laura Snyder, Clerk
- Jim DeCamillis
- Cory Tracy

### We want to hear from you!

We want to hear from you! Please click on the Feedback link below to e-mail us your suggestions or comments:

### Feedback

Or contact us by: **Mail:**

127 St. John Street  
 Portland, Maine 04102-3072  
**Phone:**

(207) 774-2666 (outside Greater Portland call toll-free 1-800-244-0704)

**Fax:**

(207) 828-8899

**Staff e-mail addresses:**

**Sara Trafton, Executive Director**  
trafton@rtprides.org

**Jack DeBeradinis, Director of Finance and Administration**  
jackd@rtprides.org

**Cindy Gilson, Accounting and Systems Manager**  
cgilson@rtprides.org

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## Rules, Responsibilities and Policies

### General Responsibilities

- If a rider's pick-up or drop-off address is not accessible for a RTP bus, van or volunteer driver, it is the rider's responsibility to ensure such access for vehicles in advance. If the vehicle is not able to enter the pick-up location and the rider fails to meet the vehicle, a No-Show may be charged.
- Riders must call in trip cancellations before the scheduled pick-up time.
- Riders should be ready when the bus arrives. Drivers will only wait 3 minutes after a rider's scheduled pick up time.
- Riders must be prepared for trips. If assistance is required to prepare for a trip, an individual other than the driver must provide assistance.
- All riders **must** wear seatbelts while on RTP vehicles. Drivers will assist with seat belts.
- Riders are expected to treat reservationists, schedulers, dispatchers, drivers and other passengers courteously.
- Riders must not distract the driver.
- No smoking, eating or drinking is allowed while on a RTP vehicle.
- Radios, cassette, disc, mp3 or Ipods are not permitted to be played aloud when onboard a RTP vehicle.
- A rider may not bring explosives, flammable liquids, acids, or other hazardous materials onto the vehicle.
- If a rider is traveling with a child who needs a car seat, the rider must supply the child's car seat. Riders are responsible for securing it in the vehicle and for its removal.

### Seat Belts, Child restraints and Common Wheelchairs

- A rider 18 years of age or older is required to wear a seat belt while traveling on a RTP bus or van.
- A child rider less than 18 years of age is required to be properly secured while traveling on a RTP bus or van. Depending on age, height and weight, a child must be properly secured in a federally approved child restraint system, child safety seat, or seat belt.
- A rider is required to have his or her common wheelchair secured while traveling on a RTP bus or van

### Seriously Disruptive Behavior

- Regional Transportation does not permit riders to engage in violent, illegal or seriously disruptive behavior. Seriously disruptive behavior includes the following:
  - A rider who is physically abusive causing injury to the driver or other clients may be subject to criminal prosecution. The rider will be suspended immediately or service will be refused.
  - Disturbing a vehicle driver
  - Disturbing other riders

- Physically or verbally threatening the driver, another client or RTP employee
- Acting in a way that is a danger to himself/herself, the driver, other riders or RTP employee
- Damaging or destroying equipment

### **Cancellation Rule**

Cancellations should be made as soon as possible, but no later than two hours before the appointed pick-up time

### **Penalties for "No Shows"**

A rider who fails to cancel a ride according to the cancellation rule, or fails to be at the scheduled location at the scheduled pick-up time, will be assigned a "No Show". A rider assigned three or more "No Shows" in a 3 month "rolling" period is subject to penalties, up to and including suspension. Penalties will be assigned within the rules and guidelines of MaineCare and the ADA.

### **Suspensions, and Appeals**

RTP may suspend a rider for incidents of disruptive behavior, repeated no-shows, breaking of RTP rules / policies or breaking the law.

A rider may appeal an assigned suspension or penalty. Appeals must be submitted in writing to: Regional Transportation Program, Attn: Appeals Department, 127 Saint John Street, Portland, ME 04102. To qualify for acceptance, appeals must be received by RTP within ten business days of the suspension or penalty. The appeal must include the rider's name, mailing address, telephone number and the reason for the appeal. RTP will make a decision on the appeal and notify the rider within ten business days.

\* Regional Transportation Program reserves the right to cancel, suspend or delay transportation due to circumstances beyond its control.

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**RTP gives rides to ALL kinds of PEOPLE.....**

- ◆ General public riders
- ◆ Older adults
- ◆ People with disabilities
- ◆ MaineCare recipients
- ◆ People with low income
- ◆ People who need rides for special health care services

**RTP gives rides to ALL kinds of PLACES...**

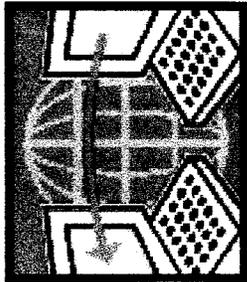
- ◆ Grocery Shopping
- ◆ Medical Appointments
- ◆ Therapeutic Services
- ◆ Dialysis Centers
- ◆ Cancer Treatment Facilities
- ◆ Pre-school/DayCare
- ◆ Rehabilitative Services
- ◆ Places of employment

**Where do you need to go?**

**CALL US TODAY**  
**207-774-2666**  
**1-800-244-0704**

REGIONAL TRANSPORTATION PROGRAM

2007-2011-2012



**CHECK US  
OUT ONLINE**

**WWW.RTPRIDES.ORG**

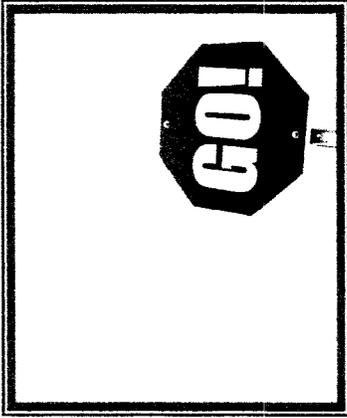
RTP has been managing the mobility needs of people in Greater Portland and Cumberland County since 1976

RTP is funded in part by DHHS, Maine DOT and the FTA



**United Way**

RTP is a United Way Agency



**YOUR TICKET  
TO A  
GREAT RIDE**

REGIONAL TRANSPORTATION PROGRAM

2007-2011-2012

**REGIONAL TRANSPORTATION PROGRAM**

**127 St. John St. Portland, Maine**

**207-774-2666**  
**1-800-244-0704**

**RTP's mission is to enable individuals to have full access to their communities by providing safe, efficient and affordable transportation**

## **HOW DOES RTP GET PEOPLE WHERE THEY NEED TO GO?**

- ◆ **RTP's vans and ADA** equipped buses are operated by a professionally trained, safe and friendly driving staff.
- ◆ **RTP's Volunteer Program** provides rides with professionally trained, safe, and friendly Volunteer Drivers

**The high standards we have for our drivers help ensure that your ride is a GREAT RIDE!**

**WWW.RTPRIDES.ORG**



## **HOW DO YOU BOOK A TRIP?**

- ◆ Call us or come in
- ◆ You may be asked to fill out a brief application, (you can do this on the phone)
- ◆ Let us know what kind of trips you need...where you need to go and when. Book your ride up to 2 weeks ahead. We need **AT LEAST 48 hours notice except for ADAPT.**

- ◆ We will check our schedule and do our best to find a ride that meets your needs. We will send you a copy of RTP's Good Ride Guide: Rights and Rules for Riders.

**RTP will work with you to make every trip a GREAT ride!**

## **RTP OFFICE HOURS**

Monday-Friday

7:30-4:30

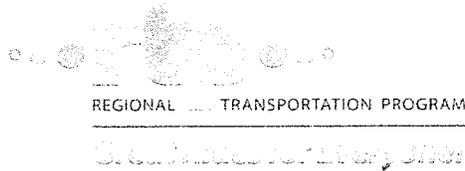
207-774-2666

1-800-244-0704

## **SERVICE SUMMARY**

- ◆ RTP provides safe, affordable transportation for residents of Cumberland County.
- ◆ RTP provides transportation to MaineCare eligible services, for DHHS families and children, older adults, and people with low income.
- ◆ RTP provides a Shopper Shuttle to help people access food.
- ◆ RTP provides rides to the general public for low fares
- ◆ RTP offers "Friends and Family" a mileage reimbursement program for MaineCare members that transport themselves or ride with someone else.

**The RTP team works hard everyday to get people where they need to go.**



## **THE RTP QUALITY SERVICE CHARTER and PROMISE OF EXCELLENCE**

### **Commitment to Quality**

RTP's first priority is our riders. RTP is committed to providing high quality transportation services. We prove this every day, through an on-going commitment to ***excellence at every level of the organization***, and quality ***customer service at every step*** of the process. With the rider as our priority and quality as our focus, we make a **Promise of Excellence** to the people, organizations, and communities we serve.

### **Promise of Excellence**

RTP's Board, Staff and Volunteers are **committed to making every effort** to ensure that:

- All rides will be **safe rides**
- All people will be treated with **dignity, respect, and courtesy**
- RTP and Volunteer **vehicles will be clean and well maintained**
- Rides will be delivered in a **reasonable time-frame**
- Riders and (when applicable) people that support them will receive **prompt communication about transportation issues**
- Riders and people who support them will be given the opportunity to have **issues, concerns, or complaints heard and resolved in a timely manner**

There will occasionally be issues that impact RTP's ability to meet our high expectations for excellence. ***Our Commitment to Quality and Promise of Excellence*** guide us to identify and communicate issues, to hear the concerns of riders, and to resolve complaints in a timely and satisfactory manner.

RTP is mobility for people. Every ride is important. Guided by our **Commitment to Quality and Promise of Excellence**, we apply our skills daily to **make every ride with RTP a GREAT ride.**

**Regional Transportation Program, Inc.  
Board of Directors  
127 St. John Street  
Portland, ME 04102  
Minutes September 6, 2010**

Officers		Members		Staff	
Michael Goldman, Pres.	X	Jim DeCamillis	X	Sara Trafton	X
Randy Caswell, VP		Ron Lizotte		Jack DeBeradinis	X
Laura Snyder, Sec.	X	Meg Robinson	X		
Will Vernick	X	Cory Tracy	X		
		Sam Heck			

Recorder: Laura Snyder, Secretary

<i>Topic</i>	<i>Discussion and/or Board Vote</i>	<i>Action To Be Taken</i>
<b>Quorum</b>	A quorum was established and Michael Goldman convened the meeting at 5:43 pm	
<b>Minutes of Previous Meetings (Action Item)</b>	<ul style="list-style-type: none"> <li>A motion to accept the minutes of July 12, 2010 was made. The board voted unanimously to accept the minutes</li> <li>The updated Key Bank signature card was signed</li> </ul>	
<b>Management Overview</b>	<ul style="list-style-type: none"> <li>There will be a DHHS administrative hearing on October 21st to address the audits.</li> <li>2011 Budget action vote was passed with an amendment.</li> <li>Discussed considered a request for management raises, amended the proposal and approved the amended proposal by a vote of 5 approvals and 1 abstention.</li> <li>The board approved a transfer in the amount of \$100,000 from the operating cash account to the capital reserve account by December 31, 2010..</li> </ul>	<ul style="list-style-type: none"> <li>Management will develop a salary scale for management</li> </ul>

<i>Topic</i>	<i>Discussion and/or Board Vote</i>	<i>Action To Be Taken</i>
<b>Management Overview (Cont.)</b>		
<b>Financial Report</b>	<ul style="list-style-type: none"> <li>• Over the last 5 months the agency has lost 20 volunteer drivers. The agency now has 85-95 volunteer drivers.</li> <li>• A motion was made to accept the financial report and the report was unanimously approved</li> </ul>	
<b>Board Items</b>		
<b>Adjourn (Action Item)</b>	<p>Mr. Goldman asked for a motion to adjourn:</p> <ul style="list-style-type: none"> <li>• A motion to adjourn the meeting was made and duly seconded and the board VOTED to adjourn at 7:50 pm</li> </ul>	

**Regional Transportation Program, 127 Saint John Street, Portland, Maine 04102**

- "A" PM SERVICE @ 5,000 miles
- "B" PM SERVICE @ 15,000 miles
- "C" PM SERVICE @ 30,000 miles

Veh No. \_\_\_\_\_ Date \_\_\_\_\_

Veh Mileage \_\_\_\_\_

	OK	REP
Disposable Gloves	_____	_____
Web Cutter - Front	_____	_____
Web Cutter - Rear	_____	_____
Fire Extinguisher	_____	_____
First Aid Kit	_____	_____
Body Fluid Kit	_____	_____
Wheel Chock	_____	_____
Triangle Flares	_____	_____
Safety Vest	_____	_____
Knee Pad	_____	_____

A, B, C Service	OK	Rep	Foll Up
Check parking brake	_____	_____	_____
Check instruments	_____	_____	_____
Check horns	_____	_____	_____
Check w/wiper operation & blades	_____	_____	_____
Check all accessories	_____	_____	_____
Check glass and mirror operation	_____	_____	_____
Check emergency exits	_____	_____	_____
Check WC lift & Tie Downs	_____	_____	_____
Check all seat belt operation	_____	_____	_____
Check valid reg & insp sticker	_____	_____	_____
Check all lights	_____	_____	_____
Check physical damage & note	_____	_____	_____
Check visual radiator core	_____	_____	_____
Check and fill cooling sys & note	_____	_____	_____
Check hose condition	_____	_____	_____
Check battery hold down	_____	_____	_____
Check corrosion on term & cable	_____	_____	_____
Check all belt conditions & adjust	_____	_____	_____
Check power steering hose & fluid	_____	_____	_____
Check fan assembly (looseness)	_____	_____	_____
Check master cylinder level	_____	_____	_____
Check all tires for valve caps	_____	_____	_____
Record tire pressure & tread depth	_____	_____	_____

/32	/32

/32	/32	/32	/32

RAISE VEHICLE	OK	Rep	Foll Up
Check bottom of engine for leaks	_____	_____	_____
Check transmission for leaks	_____	_____	_____
Check axel breathers & oil level	_____	_____	_____
Check engine & trans mounts	_____	_____	_____
Check driveline, u-joints & yokes	_____	_____	_____
Check all spring & leaves (cracks)	_____	_____	_____
Check loose u-bolts/spring hangers	_____	_____	_____
Check for exhaust leaks	_____	_____	_____
Check front end/steering	_____	_____	_____
Check steering box for leaks	_____	_____	_____
Check front wheel bearing	_____	_____	_____
Check brake pads for wear	_____	_____	_____
Lube entire chassis	_____	_____	_____
Change oil & Filter	_____	_____	_____
Run engine check for leaks	_____	_____	_____
Check engine oil & ATF levels	_____	_____	_____
Check Interlock Systems	_____	_____	_____
Clean tie downs tracks (if applicable)	_____	_____	_____

"B" Service -- All of the above plus	OK	Rep	Foll Up
Complete brake inspection	_____	_____	_____
Service air filter	_____	_____	_____
Change fuel filters (if required)	_____	_____	_____
Wheelchair Lift Maintenance	_____	_____	_____

Separate Sheet

"C" Service -- All of the above, plus	OK	Rep	Foll Up
Change transmission filter & fluid	_____	_____	_____
Change fuel filters	_____	_____	_____
Coolant Condition Test	_____	_____	_____
Replace Engine Drive Belts	_____	_____	_____

Note body damage      Safe \_\_\_\_\_      Unsafe \_\_\_\_\_

Wash & Vacuum      \_\_\_\_\_

PM performed by      \_\_\_\_\_

**MAINEDOT REGION 6**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**

**GREATER PORTLAND TRANSIT DISTRICT (METRO)**

**GREATER PORTLAND TRANSIT DISTRICT  
(METRO)**

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# MAINEDOT REGION 6 BIENNIAL OPERATIONS PLAN

## GREATER PORTLAND TRANSIT DISTRICT (METRO)

### PROJECT DESCRIPTION

#### A. RURAL TRANSIT PROVIDER

**Provider:** Greater Portland Transit District (METRO)  
**Contact Person:** David Redlefsen, General Manager  
**Address:** 114 Valley Street, Portland, Maine 04102  
**Telephone:** (207) 774-0351  
**Email:** [dredlef@metrobus.com](mailto:dredlef@metrobus.com)  
**Web Site:** [www.gpmetrobus.com](http://www.gpmetrobus.com)

#### B. SERVICE

**No. of Counties:** One  
**Type of Service:** Fixed Route, Paratransit provided by RTP  
**Service Area:** Municipal

#### C. GEOGRAPHIC AREA

The Greater Portland Transit District (METRO) provides public fixed route transit service within the Greater Portland urbanized areas, including Portland, Westbrook, Falmouth and the Maine Mall area of South Portland. Falmouth became a District member in April, 2009.

#### D. SERVICE BY ROUTE

METRO operates eight major routes and one limited service route during the summer and fall months. All routes are within the urbanized areas. Most bus routes converge at the METRO Pulse located at 21 Elm Street, Garage (Elm and Congress Street). METRO's nine routes are described below:

**Route 1. Congress Street** - route includes St. John Street, Munjoy Hill, Congress Street (downtown) and a stop near METRO Pulse transfer station; 7 days per week, and on Sunday the route includes the Maine Mall, Portland Transportation Center and Westgate. Weekdays, runs from 5:36 A.M. until 8:35 P.M.; Saturdays 6:48 A.M. to 8:35 P.M.; and Sundays 9:10 A.M. to 7:15 P.M.

**Route 2. Riverton** - route includes much of Forest Avenue, and a connection at the METRO Pulse, 6 days per week. Weekdays, runs from 6:20 A.M. to 10:40 P.M.; and Saturdays 8:15 A.M. to 10:40 P.M. The Forest Avenue Smart Travel Program has been used to increase the frequency of service to 20-minute intervals between 6 A.M. to 6:20 P.M.

**Route 3. North Deering (Stevens Avenue)** - route includes Northgate Shopping Center, Allen Avenue, Stevens Avenue, Congress Street, METRO Pulse; 6 days per week. Weekdays, runs from 5:45 A.M. to 10:40 P.M.; Saturdays 8:15 A.M. to 10:40 P.M.

**Route 4. Westbrook/Exit 8** - route includes Westbrook, Sappi Paper, Brighton Avenue, Woodfords Street (Saturdays), Forest Avenue, Congress Street, METRO Pulse; 7 days per week. Weekdays, runs from 5:25 A.M. to 11:50 P.M.; Saturdays 5:45 A.M. to 11:40 P.M.; and Sundays 9:40 A.M. to 6:10 P.M.

**Route 5. Maine Mall** - route includes Stroudwater, Portland International Jetport, Congress Street, Park Avenue, METRO Pulse, and the Portland Transportation Center; 6 days per week. Weekdays and Saturdays, runs from 5:55 A.M. to 10:45 P.M.

**Route 6. North Deering (Washington Avenue)** - route includes Washington Avenue, Northgate Shopping Center, Allen Avenue, Congress Street, METRO Pulse; 6 days per week. Weekdays, runs from 5:45 A.M. to 10:40 P.M.; Saturdays 7:15 A.M. to 10:40 P.M.

**Route 7. Falmouth** – route includes Washington Avenue, METRO Pulse, and in Falmouth - Route 1, Wal-Mart, Shaws, and the Oceanview Senior Complex. Operates 6 days per week with hourly service between 6:30 A.M. to 7:25 P.M.

**Route 8. Pine Street** - route includes Congress Street, Maine Medical Center, Emery Street, Danforth Street, High Street, Casco Bay Ferry Lines, Franklin Street; 6 days per week. Weekdays, runs from 6:42 A.M. to 6:14 P.M.; Saturdays 8:00 A.M. to 6:25 P.M.

**Route 8A (Deviated Route)** - route includes Congress Street, Park Street, the International Marine Terminal, Commercial Street, Casco Bay Ferry Terminal, Portland Ocean Terminal and Pearl Street. Service runs consistent with incoming cruise ships, and operates during the summer and fall.

## **E. FARE STRUCTURE**

The fares, as described on the time schedule, are as follows: \$1.50 general fare; \$1.25 for students age 5 through high school; \$.75 for persons age 65 and over, college students or staff, or people with disabilities; and free for children under five (limit 2 children per paying adult). METRO also offers an all day pass for \$5.00, a monthly pass for \$40.00, a 10-ride ticket/full fare for \$13.50 and a 10-ride ticket/half fare for \$6.75. These can be used throughout the entire system. A copy of METRO's Route and Time Schedule is included in the Appendix.

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

- 1. Cutbacks.** None anticipated at this time.
- 2. Expansions.** None planned at this time.

## **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**

### **Passenger On/Off Survey**

#### **Summary of the “Greater Portland Transit District (METRO) Passenger On/Off Survey”, Greater Portland Council of Governments/Greater Portland Transit District, February, 2010**

The Passenger On/Off Survey conducted by the Greater Portland Council of Governments every two years for METRO counts the number of persons boarding and alighting METRO buses. The most recent survey was conducted in 2010. Each route is surveyed once and an entire route’s data was usually collected in one day. The survey counted 8432 boardings during the sample week. Overall boardings for the survey rose by 6.8% as compared to the same period in 2007. Annual ridership increased by 2.0% during 2010 but the ridership was 4.1% below 2008.

Passengers riding on weekdays constituted 58.8% of total ridership measured in the survey. Saturday boardings comprised 34.3% of total ridership share, and Sundays 6.9%. For every route with the exception of route 7, typical weekday boardings accounted for a greater number of the route’s ridership than Saturday or Sunday boardings. Higher weekday ridership may be, at least in part, attributed to commuters, and the limited Saturday and Sunday service. However, Route 5 and Route 7 had nearly as many boardings on Saturday as on a weekday, possibly due to Saturday shoppers. These routes have the same amount of service on Saturdays and weekdays, and both routes serve shopping malls. Route 5 serves the Maine Mall in South Portland.

The survey results on passenger boardings by time of day showed weekday boardings rising steadily from the onset of the service day, peaking between 8:00 to 9:00 A.M.; then falling slightly by noon, and then rising again to the highest peak of the day between 2:00 to 3:00 P.M.; after which the number of boardings gradually declined until 6 P.M. and then fell off dramatically until the end of the service day. Saturday boardings rose steadily from the onset of the service day with several peaks occurring between 10:00 A.M. and 6:00 P.M. Sunday service showed peak boardings between 11 A.M. and noon and 5 P.M. to 6 P.M.

## **PROJECT COORDINATION**

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

METRO sells a large number of tickets to Regional Transportation Program (paratransit service provider for Region 6), the Department of Health and Human Services, and city-based social service providers. MaineCare recipients with at least three medical appointments per month are eligible for the pass.

**RPAC.** The preparation of this Biennial Operations Plan was undertaken with the assistance of a Regional Plan Advisory Committee (RPAC 6) for Cumberland County. The work of the RPAC is summarized in the Regional Overview portion of this document.

### **B. SOCIAL SERVICE CONTRACTS - None**

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

METRO participates as an active member of the PACTS Transit Subcommittee that meets on a monthly basis to identify and implement opportunities to collaborate and cooperate in such areas as service planning, joint sharing of information, joint training, joint purchasing and better utilization of technical services offered by the Greater Portland Council of Governments. METRO also participates as an active member of the PACTS Technical committee. The Cities of Portland and Westbrook and the Town of Falmouth contract with RTP for paratransit service through the ADAPT Program. The Paratransit service area includes 3/4 of a mile on either side of the fixed routes of METRO, and its schedules and routes match those of these fixed route services.

METRO works with the South Portland Bus Service and ShuttleBus (Biddeford-Saco-Old Orchard Beach) to coordinate the region's routes so that passengers can easily make transfers from one service to the other with no additional fare. Metro is also involved in a project to coordinate GPS (global positioning system) and vehicle equipment with other fixed route providers (ZOOM, SPBS, RTP) so the providers can track the location of each others' buses. This is scheduled to be activated in 2012/2013. METRO and SPBS have established a regional monthly pass to be used by both systems.

## **DISCRIMINATION**

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

## **DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES (DBE/WBE)**

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

Alternate Transit Advertising: Jane Cutter, 295 Bay Side Road, Greenland, N.H., 800-470-1619  
R Stewart Heavy Hauling; 1 Wallace Ave., So. Portland, ME 04106, 207-767-4848

### **B. MONETARY GOALS**

METRO has endeavored to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services with a goal of at least 4% participation. METRO has contracted in the past with Alternate Transit Advertising, Maine Lubrication, LT's Inc., and Balzer Family Clockworks and R Stewart Heavy Hauling.

METRO's FY 2011 budget will contain approximately \$2,237,400 in contractible services (consultants, advertising, computer and personnel, temporary office help, auditing services, office cleaning, computer maintenance, etc.). Federal/state transportation funds (\$1,401,165) account for 22.8% of the total budget of \$6,138,781. Therefore, the federal/state share of contractible services is \$510,128 (22.8% of \$2,237,400), and the 4% monetary goal is \$20,405 (4% of \$510,128).

METRO's FY 2012 budget will contain approximately \$2,259,800 in contractible services (consultants, advertising, computer and personnel), temporary office help, auditing services, office cleaning, computer maintenance, etc.). Federal/state transportation funds (\$1,401,165) account for 22.6% of the total budget of \$6,200,200. Therefore, the federal/state share of contractible services is \$510,700 (22.6% of \$2,259,800). If the federal DBE/WBE goal remains at 4%, then the monetary goal is \$20,428 (4% of \$510,700).

### **C. ADVERTISING**

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

# CAPITAL

## A. MAINTENANCE OF FLEET VEHICLES

METRO maintains a complete vehicle history and follows a written preventive maintenance schedule with cumulative inspections every 3,000, 6,000 and 12,000 miles. METRO has its own maintenance and fuel facility. METRO's safety director is responsible for maintaining a file of accidents and accident investigations to determine the cause of accidents. METRO also has a road call system to review the causes of breakdowns and minimize future breakdowns. (Copies of METRO's vehicle inspection reports are in the Appendix.)

## B. CAPITAL ACQUISITIONS

### 1. Public Notice

Not applicable.

### 2. Planned Vehicle/Equipment/Facility Acquisitions

METRO will be making capital purchases using Section 5307 funding which requires a local match of 20%. The items to be purchased for fiscal years 2011 and 2012 are as follows:

<b>METRO 2011 CAPITAL NEEDS</b>	
<b>Item</b>	<b>Cost</b>
Tires	\$5,000
Radiators	3,000
Bus Wheels	2,000
<b>Total</b>	<b>\$10,000</b>

<b>METRO 2012 CAPITAL NEEDS</b>	
<b>Item</b>	<b>Cost</b>
Engine Rebuilds	\$15,000
Transmissions	16,000
Tires	13,000
Radiators	3,000
Bus Wheels	3,000
Computer Hardware/Software	3,000
Maintenance Equipment/Other Miscellaneous	5,000
<b>Total</b>	<b>\$58,000</b>

The District will be obtaining long term financing in 2011 for the local match of \$113,100 toward the purchase of three new diesel buses and \$350,000 for the replacement of two bus lifts. Another \$350,000 in planned financing for the replacement of three other lifts will be requested in 2012. These will be 10 year notes.

### C. CAPITAL RESERVE ACCOUNT

METRO does not have a capital reserve account.

## GOALS AND OBJECTIVES

### A. EXISTING GOALS AND OBJECTIVES

METRO was included in the Greater Portland Council of Governments “Destination Tomorrow” document as part of the Portland Area Comprehensive Transportation Study (PACTS) published in 2006 to address a regional plan. Continuing goals and objectives are noted:

#### **Goal 1: METRO will be a part of a region-wide system serving the communities of Greater Portland**

- Establish viable and innovative suburban commuter services.
- Become part of a coordinated regional public transportation system.
- Expand service into other communities.

#### **Action**

- Be a catalyst for regional, intercommunity cooperation (*ongoing*).
- Integrate routes and schedules with other providers (*ongoing*).
- Run a demonstration on a number of commuter corridor routes (*ongoing*).
- Pursue possibilities for bus or shuttle services for suburban areas.

#### **Status Report:**

*METRO collaborated with PACTS and GPCOG and other area providers to create a Regional Transit Guide that includes route maps and schedules for travel throughout the region. METRO and South Portland Bus Service also created a regional monthly bus pass for a spring 2011 introduction. This new media allows riders to travel seamlessly between the two systems. Ongoing efforts between other providers also include; student discount programs, trade show event collaborations and ongoing combined marketing efforts.*

#### **Goal 2: METRO will continue to lead the way to environmentally friendly transportation.**

- Replace the METRO fleet over time, to compressed natural gas buses to reduce dependence on overseas fuel sources and help attain cleaner air.

- Continue to convert as many automobile users to public transit through innovative and user-friendly transit options, thus reducing vehicle emissions.

**Action**

- Demonstrate and evaluate various alternative fuel technologies and then use experience to choose appropriate technology for fleet replacement.

**Status Report:**

*METRO is a member of the PACTS Technical Committee involved in recommending alternatives to public transit vehicle.*

*METRO has no immediate plans for more CNG buses and none have been purchased since 2005. The District did participate in a state buy of clean diesel technology buses to be delivered in the spring of 2011.*

*The CNG fueling station was completed in 2006. This is the only CNG fueling station in Maine. The City of Portland continues to use METRO's fueling station and now maintains a fleet of seven school buses.*

*Marketing includes collaborations and partnerships with organizations and businesses that support and promote sustainability efforts.*

**Goal 3: The Greater Portland community should become aware and be supportive of public transit.**

- Educate the community on the many benefits of public transit.
- Inform decision makers at all levels of government about public transit's contribution to mobility, energy efficiency and clean air.
- Build support in the business community for a viable, vibrant regional public transportation system.

**Action**

- Develop multiple marketing techniques based on ridership, including flyers, public service announcements, advertising and outreach to schools and organizations.
- Engage governmental decision makers through presentations and arranging visits to METRO and rides on buses.
- Establish direct, regular contact with all large employers.

**Status Report:**

*Marketing efforts to promote ridership include partnerships with local schools (K-12) and colleges to educate and promote using public transportation.*

*'WE Go METRO' marketing campaign targeted to commuters featured testimonials from bus riders who ride the bus to work. Marketing included print ads and exterior and interior bus advertising.*

*Increased efforts for multilingual community included additional bus orientation opportunities and website capabilities.*

**Goal 4: METRO will be a customer-driven company, which is innovative, and employee friendly.**

- Strive for innovation in operations, maintenance, marketing and management.
- Continually adapt to customer needs.
- Strive for employee involvement and satisfaction.
- Accommodate the activities of current and future riders using routes and schedules.
- Provide service and information in a user friendly way.
- Attract many types of riders through versatile fares and passes.
- Provide a variety of new services, such as special events transportation and activity center shuttles operated as part of the current route structure.
- Optimize the safety and security of passengers, staff, fleet and facilities.

**Action**

- Develop a sales culture with incentives for employees, specific goals and a plan for mitigating disincentives.
- Thoroughly research customers' needs by segments.
- Evolve toward a company system of more participatory decision-making including the use of cross-sector committees.
- Broaden the job descriptions of employees to be more comprehensive and customer oriented and provide customer service training.
- Develop a building evacuation plan and continue to emphasize on-board safety and evacuation procedures.

**Status Report:**

*Representatives of all departments continue attending workshops, seminars, symposiums, classes, etc., to expand knowledge and learn of useful innovations.*

*METRO's employee program includes: praising employees for their customer-friendly interactions with the public, acknowledging all commendations received from the public working with any employees who have difficulty dealing with the public, and providing a customer training program.*

*METRO sponsors an annual event to honor all employees and present awards.*

*METRO contracts with GPCOG to conduct biennial passenger on-off surveys to ascertain how current routes and schedules meet the needs of users.*

*METRO has installed a state-of-the-art monitored security system including digital camera surveillance and gating of the property.*

**Goal 5: METRO will have a stable, adequate funding base.**

- Ensure that state and federal government provide increased financial support for METRO.
- Encourage the business community to work in partnership with METRO to provide customized work-site transportation and to encourage employee use of public transit.
- Ensure that fares remain affordable for METRO riders.
- Become internally funded and fiscally independent over the long term.
- Use available flexibility to earn other income.

**Action**

- Seek more funding from state and federal governments and other local governments.
- Develop and increase ridership.
- Work to develop a dedicated, guaranteed source of transit funding.

***Status Report:***

*METRO is a member of local, state, regional, national and international associations to network with peers and learn of funding opportunities. METRO personnel continue to review the current routes with community organizations and board members to determine if changes should be made that will increase ridership.*

**Goal 6: METRO will revise its Long Range Plan every two years.**

- Staff will work with the Metro Board and communities to find better solutions to existing routes.
- Metro will carefully implement route changes to ensure an easy transition for its ridership.
- Metro will continue to work to expand membership where interest from adjacent towns exists.

**Regional Plan Advisory Committee Goals**

**1. Rural service**

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

*Status Report:*

*The District will continue working with GPCOG and interested municipalities when JARC resources are available and municipalities are willing to match the funding.*

**2. Marketing**

- A. Current efforts.** Continue current marketing efforts aimed at making the public more aware of transit services, utilizing schedules, brochures, websites, bus advertising, driver training and customer training, use of marketing agents and phone systems.

*Status Report:*

*These are ongoing efforts managed by the Marketing Director.*

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

*Status Report:*

*Reference the MaineDOT website.*

- C. Regional call center.** Working with MaineDOT and other providers, consider the creation of a regional call center.

*Status Report:*

*No action.*

**3. MaineCare Bus passes**

- A. System resolution.** Work with other providers to improve the functioning of the bus pass system.

*Status Report:*

*No change.*

**B. NEW GOALS AND OBJECTIVES.**

METRO will continue to utilize the goals and objectives that were based on the Greater Portland Council of Governments “Destination Tomorrow” document as part of the Portland Area Comprehensive Transportation Study (PACTS) published in 2006.

**Goal 1: METRO will be a part of a region-wide system serving the communities of Greater Portland**

- Establish viable and innovative suburban commuter services.
- Become part of a coordinated regional public transportation system.
- Expand service into other communities.

### **Action**

- Be a catalyst for regional, intercommunity cooperation.
- Integrate routes and schedules with other providers.
- Run a demonstration on a number of commuter corridor routes.
- Pursue possibilities for bus or shuttle services for suburban areas.

### **Goal 2: METRO will lead the way to environmentally friendly transportation.**

- Replace the METRO fleet over time, to compressed natural gas or clean diesel buses to reduce dependence on overseas fuel sources and help attain cleaner air.
- Continue to convert as many automobile users to public transit through innovative and user-friendly transit options, thus reducing vehicle emissions.

### **Action**

- Continue to purchase and maintain CNG buses.

### **Goal 3: The Greater Portland community should become aware and be supportive of public transit**

- Educate the community on the many benefits of public transit.
- Inform decision makers at all levels of government about public transit's contribution to mobility, energy efficiency and clean air.
- Build support in the business community for a viable, vibrant regional public transportation system.

### **Action**

- Develop multiple marketing techniques based on ridership, including flyers, public service announcements, advertising and outreach to schools and organizations.
- Engage governmental decision makers through presentations and arranging visits to METRO and rides on buses.
- Establish direct, regular contact with all large employers.

### **Goal 4: METRO will be a customer-driven company, which is innovative, and employee friendly.**

- Strive for innovation in operations, maintenance, marketing and management.
- Continually adapt to customer needs.
- Strive for employee involvement and satisfaction.
- Accommodate the activities of current and future riders using routes and schedules.
- Provide service and information in a user friendly way.
- Attract many types of riders through versatile fares and passes.

- Provide a variety of new services, such as special events transportation and activity center shuttles operated as part of the current route structure.
- Optimize the safety and security of passengers, staff, fleet and facilities.

**Action**

- Develop a sales culture with incentives, specific goals and a plan for mitigating disincentives.
- Thoroughly research customers' needs by segments.
- Evolve toward a company system of more participatory decision-making including the use of cross-sector committees.
- Broaden the job descriptions of employees to be more comprehensive and customer oriented and provide customer service training.

**Goal 5: METRO will have a stable, adequate funding base.**

- Ensure that state and federal government provide increased financial support for METRO.
- Encourage the business community to work in partnership with METRO to provide customized work-site transportation and to encourage employee use of public transit.
- Ensure that fares remain affordable for METRO riders.
- Become internally funded and fiscally independent over the long term.
- Use available flexibility to earn other income.

**Action**

- Seek more funding from state and federal governments and other local governments.
- Develop and increase ridership.
- Work to develop a dedicated, guaranteed source of transit funding.

**Goal 6: METRO will revise its Long Range Plan every two years.**

**BENCHMARKS**

METRO uses increased ridership and on/off surveys to measure productivity and the efficiency of its routes.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled by METRO for the past two fiscal years. METRO's fiscal year is the calendar year.

<b>Greater Portland Transit District (METRO) Annual Report – Past Two Years</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>	0	0
<b>Vehicles</b>		
Number of Active Vehicles in Fleet	29	29
Number of Inactive Vehicles in Fleet	2	1
Number of Spare Vehicles in Fleet	5	5
Number of Vehicles Disposed	0	1
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	31	30
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	\$6,059,357	\$6,169,968
Annual Social Services Operating Expenses	0	
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses	\$946,854	\$855,410
Annual Social Services Administrative Expenses	0	0
<b>Annual Operating Revenues</b>		
Fare Revenues	\$1,452,551	\$1,523,929
Transit Contract Revenues	\$253,680	\$279,331
Social Service Contract Revenues	0	0
FTA – Federal Operating Assistance	\$1,617,000	\$1,377,870
MaineDOT – State Operating Assistance	\$167,060	\$136,301
Local Operating Funds	\$2,699,292	\$2,791,763
Total Annual Operating Revenues	\$6,189,583	\$6,109,194
<b>FTA - Sources of Capital Funds</b>		
FTA - Federal Capital Assistance	\$145,763	\$42,541
MaineDOT - State Capital Assistance	\$369,864	\$57,013
Local Capital Funds	\$8,000	\$8,000
Total Capital Funds	\$523,627	\$107,554

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Vehicle Miles</b>		
Annual Transit Miles	864,387	869,501
Annual Social Services Miles	0	0
<b>Annual Vehicle Hours (Transit Service Hours)</b>		
	71,793	74,714
<b>Annual Passenger Trips</b>		
Annual Transit Passenger Trips	1,411,842	1,440,156
Annual Social Services Passenger Trips		
<b>Safety</b>		
Fatalities	0	0
Major Incidents	0	0
Major Injuries	0	0

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

METRO's fiscal year is the calendar year. The following data on revenues, costs, trips and vehicle miles is for fiscal years 2009 and 2010.

<b>Revenues, Costs, Trips And Vehicle Miles Past Two Years</b>								
	<b>Revenues</b>		<b>Costs</b>		<b>Trips</b>		<b>Vehicle Miles</b>	
<b>Route</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>
1	\$106,956	\$103,337	\$521,769	\$534,360	205,909	195,353	73,992	74,430
2	\$111,692	\$119,713	\$1,102,664	\$1,129,273	202,566	213,234	156,368	157,293
3	\$50,391	\$50,822	\$470,567	\$481,923	103,646	97,519	66,731	67,126
4	\$193,282	\$199,930	\$1,351,357	\$1,383,968	320,938	328,357	191,635	192,769
5	\$166,448	\$179,150	\$859,456	\$880,196	265,070	282,771	121,879	122,600
6	\$62,724	\$59,880	\$822,883	\$842,741	109,579	106,410	116,692	117,382
7	\$38,935	\$44,501	\$593,086	\$607,397	78,191	81,873	84,105	84,603
8	\$95,438	\$101,376	\$373,650	\$382,667	125,943	134,639	52,985	53,298
Monthly Pass	\$506,289	\$524,088						
Other Passes*	\$120,396	\$141,132	-	-	-	-	-	-
<b>Total</b>	<b>\$1,452,551</b>	<b>\$1,523,929</b>	<b>\$6,095,432</b>	<b>\$6,242,525</b>	<b>1,411,842</b>	<b>1,440,156</b>	<b>864,387</b>	<b>869,501</b>
* Scrip, Bus and Buy Revenue								

A more detailed breakdown of METRO's revenues and expenses for the past two fiscal years is displayed in the following table:

<b>Greater Portland Transit District Actual Revenues</b>		
<b>Revenue Title</b>	<b>FY 2009</b>	<b>FY 2010</b>
<b>Passenger Fares</b>		
Passenger Fare Box	\$775,331	\$807,489
Monthly Pass Sales	506,288	524,088
Bus and Buy Sales	11,508	10,945
Scrip & Youth Ticket Sales	35,323	47,609
Ten Ride Ticket Sales	124,102	133,799
<b>Total Passenger Fares</b>	<b>\$1,452,551</b>	<b>\$1,523,929</b>
<b>Non-Transportation Revenues</b>		
Rental - RTP	\$2,750	\$2,750
Interest Income	353	423
Advertising	134,862	138,925
Miscellaneous Income	115,716	137,232
<b>Total Non-Transportation Revenues</b>	<b>\$253,680</b>	<b>\$279,331</b>
<b>Total Passenger and Non-Transportation Revenues</b>	<b>\$1,706,231</b>	<b>\$1,803,260</b>
<b>Operating Subsidies</b>		
Local	\$2,699,292	\$2,791,763
State	167,060	136,301
Federal	1,617,000	1,377,870
<b>Total Operating Subsidies</b>	<b>\$4,483,352</b>	<b>\$4,305,934</b>
<b>Total Revenues</b>	<b>\$6,189,583</b>	<b>\$6,109,194</b>

**Greater Portland Transit District  
Actual Operating Expenses**

<b>Expense Title</b>	<b>FY 2009</b>	<b>FY 2010</b>
<b>Administrative Department</b>		
Total Wages	\$371,909	\$339,733
Total Fringe Benefits	185,014	181,494
Total Services	187,256	146,445
Total Commodities	84,563	75,866
Total Insurance	118,110	111,873
<b>Total Administrative</b>	<b>\$946,854</b>	<b>\$855,410</b>
<b>Transportation Department</b>		
Total Wages	\$2,176,568	\$2,164,798
Total Fringe Benefits	1,186,634	1,254,465
Total Commodities	417,935	547,920
Miscellaneous Expenses	14,252	12,343
<b>Total Transportation</b>	<b>\$3,795,389</b>	<b>\$3,979,526</b>
<b>Maintenance Department</b>		
Total Wages	\$502,163	\$494,004
Total Fringe Benefits	290,174	315,756
Total Commodities	560,852	597,829
<b>Total Maintenance</b>	<b>\$1,353,189</b>	<b>\$1,407,589</b>
<b>Total Expenses</b>	<b>\$6,095,432</b>	<b>\$6,242,525</b>

**C. PASSENGER INFORMATION**

<b>METRO</b>		
<b>Revenues By Passenger Fare Categories - Past Two Years</b>		
<b>Category</b>	<b>FY 2009</b>	<b>FY 2010</b>
Full Fare	\$775,331	\$807,489
Monthly Pass	506,289	524,088
Scrip & Summer Youth	36,615	47,647
10 Ride	124,102	133,799
Bus and Buy / Park and Shop	11,508	10,945
<b>Total</b>	<b>\$1,453,846</b>	<b>\$1,523,968</b>

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

The following table displays data on revenues, costs, trips and vehicle miles for fiscal years 2011 and 2012.

<b>Projected Revenues, Costs, Trips And Vehicle Miles</b>								
	<b>Revenues</b>		<b>Costs</b>		<b>Trips</b>		<b>Vehicle Miles</b>	
<b>Route</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>
1	\$113,895	\$106,460	\$523,691	\$550,511	197,307	201,253	109,560	109,560
2	\$118,938	\$123,331	\$1,106,725	\$1,163,405	215,367	219,674	111,220	111,220
3	\$53,660	\$52,358	\$472,300	\$496,489	98,494	100,464	73,870	73,870
4	\$247,417	\$240,249	\$1,356,334	\$1,425,798	331,641	338,284	183,430	183,430
5	\$177,247	\$184,565	\$862,622	\$906,800	285,599	291,311	170,980	170,980
6	\$66,793	\$61,690	\$825,914	\$868,213	107,474	109,623	78,020	78,020
7	\$41,461	\$45,846	\$595,270	\$625,756	82,692	84,346	62,250	62,250
8	\$101,630	\$104,440	\$375,026	\$394,233	135,986	138,745	40,670	40,670
Monthly Pass	\$539,135	\$539,929						
Other Passes*	\$128,207	\$145,398	-	-	-	-	-	-
<b>Total</b>	<b>\$1,588,383</b>	<b>\$1,604,266</b>	<b>\$6,117,882</b>	<b>\$6,431,205</b>	<b>1,454,560</b>	<b>1,483,700</b>	<b>830,000</b>	<b>830,000</b>
* Scrip, Bus and Buy Revenue								

## E. BUDGET

METRO's budget and projection for fiscal years 2011 and 2012 are shown below and on the next page.

<b>Greater Portland Transit District Projected Revenues</b>		
<b>Revenue Title</b>	<b>2011</b>	<b>2012</b>
<b>Passenger Fares</b>		
Passenger Fare Box	\$848,997	\$853,789
Monthly Pass Sales	537,329	545,389
Bus and Buy Sales	11,054	11,220
Scrip Ticket & Summer Youth Pass	47,866	48,584
Ten Ride Ticket Sales	143,137	145,284
<b>Total Passenger Fares</b>	<b>\$1,588,383</b>	<b>\$1,604,266</b>
<b>Non-Transportation Revenues</b>		
Rental - RTP	\$2,750	\$2,750
Interest Income	300	300
Advertising	145,000	145,000
Miscellaneous Income	109,607	110,000
<b>Total Non-Transportation Revenues</b>	<b>\$257,657</b>	<b>\$258,050</b>
<b>Total Passenger and Non-Transportation Revenues</b>	<b>\$1,846,040</b>	<b>\$1,862,316</b>
<b>Operating Subsidies</b>		
Local	\$2,816,677	\$3,020,946
State	138,679	140,000
Federal	1,316,486	1,407,943
<b>Total Operating Subsidies</b>	<b>\$4,271,842</b>	<b>\$4,568,889</b>
<b>Total Revenues</b>	<b>\$6,117,882</b>	<b>\$6,431,205</b>

<b>Greater Portland Transit District Projected Operating Expenses</b>		
<b>Expense Title</b>	<b>2011</b>	<b>2012</b>
<b>Administrative Department</b>		
Total Wages	\$338,236	\$355,554
Total Fringe Benefits	186,151	195,682
Total Services	146,813	154,330
Total Commodities	76,094	79,990
Total Insurance	128,449	135,026
<b>Total Administrative</b>	<b>\$875,743</b>	<b>\$920,582</b>
<b>Transportation Department</b>		
Total Wages	\$2,102,844	\$2,210,510
Total Fringe Benefits	1,291,047	1,357,149
Total Commodities	501,690	527,376
Miscellaneous Expenses	9,267	9,741
<b>Total Transportation</b>	<b>\$3,904,848</b>	<b>\$4,104,776</b>
<b>Maintenance Department</b>		
Total Wages	\$490,100	\$515,280
Total Fringe Benefits	330,485	347,406
Total Commodities	516,706	543,161
<b>Total Maintenance</b>	<b>\$1,337,291</b>	<b>\$1,405,847</b>
<b>Total Expenses</b>	<b>\$6,117,882</b>	<b>\$6,431,205</b>

## **FLEET CONDITION**

METRO owns and operates a fleet of 17 standard heavy-duty diesel buses and 13 medium heavy-duty CNG buses (compressed natural gas). Information on METRO's vehicles is listed in the following PTMS tables.

**PTMS VEHICLE EVALUATION SUMMARY FORM (1/1/10 through 12/31/10)**

**AGENCY: GREATER PORTLAND TRANSIT DISTRICT      CONTACT PERSON: RICHARD NYE**

Vehicle Information	0026	0027	0028	0029	9604	9665
1 Vin	5FYD2TP04YU0 20680	5FYD2TP06YU0 20681	5FYD2TP08YU0 20682	8FYD2TP0XYU 020683	15GCD2019T108 6180	15GCD2013T108 6188
2 Fleet # and Status*	415-959 D	415-960 A	415-958 A	415-961 A	421-442-ME A	421-443-ME A
3 Vehicle Type **	MHDB	MHDB	MHDB	MHDB	SHDB	SHDB
4 Make, Model	New Flyer	New Flyer	New Flyer	New Flyer	Gillig Phantom	Gillig Phantom
5 Year	2000	2000	2000	2000	1996	1996
6 Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7 Fuel Use (Diesel or GEG)	0	6,251	6,204	5,352	5,335	5,461
8 Mileage	363,120	418,776	376,603	392,146	99,649	250,202
9 12-month Mileage	0	36,107	30,804	27,859	20,821	30,378
10 Repair Cost 12 months	\$1,412.62	\$2,367.52	\$1,785.67	\$4,809.37	\$1,319.25	\$2,567.82
11 Repair Frequency***	A-2; B-2; C-2	A-13; B-3; C-37	A-11; B-3; C-25	A-10; B-2; C-31	A-7; B-2 C-18	A-10; B-6; C-27
Vehicle Appearance						
12 Interior	Good	Good	Good	Good	Good	Good
Exterior	Good	Good	Good	Good	Good	Good
ADA Accessibility						
Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
13 Tie Down****	Yes	Yes	Yes	Yes	Yes	Yes
Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
Signage	Yes	Yes	Yes	Yes	Yes	Yes
Passenger Amenities						
Air Conditioning	Yes	Yes	Yes	Yes	No	No
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 Fare Collection System	Fare Box					

\* 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

\*\*\*\* Tie-down orientation and type: All SHDB have wheel lock and belt securement, and the SMDBs and MHDBs have four-point tie-downs.

**PTMS VEHICLE EVALUATION SUMMARY FORM (1/1/10 through 12/31/10)**  
**AGENCY: GREATER PORTLAND TRANSIT DISTRICT      CONTACT PERSON: RICHARD NYE**

Vehicle Information	9605	9609	9766	0530	9616	0531
1 Vin	15GCD2019T108 6168	15GCD2019T108 6209	1GF5CBFK1L D101078	1VHGF3L222567 01952	15GCD201XT10 86169	1VHGF3L23567 02026
2 Fleet # and Status*	421-431-ME A	421-921-ME A	421-465-ME A	419-735 A	421-920-ME A	419-736 A
3 Vehicle Type **	SHDB	SHDB	MHDB	SHDB	SHDB	SHDB
4 Make, Model	Gillig Phantom	Gillig Phantom	Gillig Phantom	Orion VII	Gillig Phantom	Orion VII
5 Year	1996	1996	1997	2005	1996	2005
6 Fuel Type	Diesel	Diesel	Diesel	CNG	Diesel	CNG
7 Fuel Use (Diesel or GEG)	6,261	6,682	5,563	10,782	6,143	10,689
8 Mileage	127,562	411,379	223,094	169,972	75,527	191,853
9 12-month Mileage	24,796	27,672	25,399	41,163	25,652	40,068
10 Repair Cost - 12 months	\$1,692.48	\$2,525.55	\$1,480.45	\$3,090.67	\$2,679.69	\$3,209.06
11 Repair Frequency***	A-11; B-6; C-23	A-9; B-6; C-29	A-8; B-6; C-18	A-13; B-5; C-28	A-9; B-9; C-22	A-14; B-5; C-37
Vehicle appearance						
12 Interior	Good	Good	Good	Good	Good	Good
Exterior	Good	Good	Good	Good	Good	Good
ADA Accessibility						
Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
13 Tie Down ****	Yes	Yes	Yes	Yes	Yes	Yes
Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
Signage	Yes	Yes	Yes	Yes	Yes	Yes
Passenger Amenities						
Air Conditioning	No	No	No	Yes	No	Yes
14 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 Fare Collection System	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box

\* 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  
 \*\*\*\* Tie-down orientation and type: All SHDB have wheel lock and belt securement, and the SMDBs and MHDBs have four-point tie-downs.

**PTMS VEHICLE EVALUATION SUMMARY FORM (1/1/10 through 12/31/10)**  
**AGENCY: GREATER PORTLAND TRANSIT DISTRICT CONTACT PERSON: RICHARD NYE**

Vehicle Information	9617	9014	0532	9016	0533	9018
1 Vin	15GCD2011T108 6173	IGF5CBFK5L D101083	1VHGF3L25567 02027	IGF5CBFK9L D101085	1VHGF3L27567 02028	IGF5CBFK2L D101087
2 Fleet # and Status*	421-444-ME A	409-710 I	419-737 A	409-712 I	419-739 A	409-714 A
3 Vehicle Type **	SHDB	SHDB	SHDB	SHDB	SHDB	SHDB
4 Make, Model	Gillig Phantom	Flexible METRO	Orion VII	Flexible METRO	Orion VII	Flexible METRO
5 Year	1996	1990	2005	1990	2005	1990
6 Fuel Type	Diesel	Diesel	CNG	Diesel	CNG	Diesel
7 Fuel Use (Diesel or GEG)	3,597	3,191	9,670	3,903	10,658	1,558
8 Mileage	227,637	558,920	171,164	578,783	212,128	692,637
9 12-month Mileage	16,999	11,547	35,980	8,262	43,866	5,015
10 Repair Cost - 12 months	\$2,333.04	\$2,611.28	\$2,330.20	\$1,624.53	\$5,147.11	\$1,547.85
11 Repair Frequency***	A-6; B-2; C-17	A-5; B-10; C-18	A-12; B-2; C-28	A-3; B-7; C-18	A-14; B-3; C-35	A-4; B-10; C-12
Vehicle appearance						
12 Interior	Good	Good	Good	Fair	Good	Fair
Exterior	Fair	Fair	Good	Poor	Good	Poor
ADA Accessibility						
Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
13 Tie Down *** *	Yes	Yes	Yes	Yes	Yes	Yes
Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
Signage	Yes	Yes	Yes	Yes	Yes	Yes
Passenger Amenities						
Air Conditioning	No	No	Yes	No	Yes	No
14 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 Fare Collection System	Fare Box					

\* 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

\*\*\*\* Tie-down orientation and type: All SHDB have wheel lock and belt securement, and the SMDBs and MHDBs have four-point tie-downs.

**PTMS VEHICLE EVALUATION SUMMARY FORM (1/1/10 through 12/31/10)**

**AGENCY: GREATER PORTLAND TRANSIT DISTRICT      CONTACT PERSON: RICHARD NYE**

Vehicle Information	9624	9645	0534	0535	0536	0537
1 Vin	15GCD2016T108 7934	15GCD201XT10 87936	1VHGF3L29567 02029	1VHGF3L27567 02031	1VHGF3L29567 02032	1VHGF3L20567 02023
2 Fleet # and Status*	421-426-ME A	421-432-ME A	419-738 A	419-745 A	419-746 A	419-747 A
3 Vehicle Type **	SHDB	SHDB	SHDB	SHDB	SHDB	SHDB
4 Make, Model	Gillig Phantom	Gillig Phantom	Orion VII	Orion VII	Orion VII	Orion VII
5 Year	1996	1996	2005	2005	2005	2005
6 Fuel Type	Diesel	Diesel	CNG	CNG	CNG	CNG
7 Fuel Use (Diesel or GEG)	8,230	6,300	10,121	11,151	9,009	9,019
8 Mileage	45,349	384,706	180,881	181,409	187,131	179,383
9 12-month Mileage	32,255	25,085	34,275	35,698	33,430	31,197
10 Repair Cost - 12 months	\$4,099.44	\$4,584.05	\$2,504.26	\$3,267.66	\$5,224.25	\$6,913.73
11 Repair Frequency***	A-10; B-6; C-28	A-9; B-6; C-33	A-12; B-4; C-33	A-12; B-1; C-33	A-11; B-2; C-30	A-11; B-2; C-37
Vehicle appearance						
12 Interior	Good	Good	Good	Good	Good	Good
Exterior	Fair	Fair	Good	Good	Good	Good
ADA Accessibility						
Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
13 Tie Down ****	Yes	Yes	Yes	Yes	Yes	Yes
Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
Signage	Yes	Yes	Yes	Yes	Yes	Yes
Passenger Amenities						
Air Conditioning	No	No	Yes	Yes	Yes	Yes
14 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 Fare Collection System	Fare Box					

\* 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

\*\*\*\* Tie-down orientation and type: All SHDB have wheel lock and belt securement, and the SMDBs and MHDBs have four-point tie-downs.

**PTMS VEHICLE EVALUATION SUMMARY FORM (1/1/10 through 12/31/10)**  
**AGENCY: GREATER PORTLAND TRANSIT DISTRICT CONTACT PERSON: RICHARD NYE**

Vehicle Information	0538	0539	0540	0541	0542	9659
1 Vin	1VHGF3L22567 02034	1VHGF3L24567 02035	1VHGF3L26567 02036	1VHGF3L26567 02036	1VHGF3L2X567 02038	15GCD2010T108 6181
2 Fleet # and Status*	419-744 A	419-741 A	419-742 A	416-755 A	419-743 A	421-430-ME A
3 Vehicle Type **	SHDB	SHDB	SHDB	SHDB	SHDB	SHDB
4 Make, Model	Orion VII	Gillig Phantom				
5 Year	2005	2005	2005	2005	2005	1996
6 Fuel Type	CNG	CNG	CNG	CNG	CNG	Diesel
7 Fuel Use (Diesel or GEG)	11,197	10,219	10,129	9,971	9,761	5,753
8 Mileage	178,236	179,399	181,715	187,801	171,093	150,014
9 12-mo. Mileage****	43,747	38,033	38,997	38,436	36,655	27,776
10 Repair Cost - 12 months	\$3,016.01	\$2,186.30	\$4,861.70	\$4,180.03	\$2,870.12	\$2,981.56
11 Repair Frequency***	A-15; B-11; C-32	A-12; B-2; C-23	A-13; B-2; C-32	A-13; B-2; C-27	A-13; B-1; C-34	A-10; B-1; C-28
Vehicle appearance						
12 Interior	Good	Good	Good	Good	Good	Good
Exterior	Good	Good	Good	Good	Good	Good
ADA Accessibility						
Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
13 Tie Down ****	Yes	Yes	Yes	Yes	Yes	Yes
Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
Signage	Yes	Yes	Yes	Yes	Yes	Yes
Passenger Amenities						
14 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 Fare Collection System	Fare Box					

\* 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

\*\*\*\* Tie-down orientation and type: All SHDB have wheel lock and belt securement, and the SMDBs and MHDBs have four-point tie-downs.

\*\*\*\*\* Buses arrived with approximately 2,000 miles showing on odometer

**PTMS VEHICLE EVALUATION SUMMARY FORM (1/1/10 through 12/31/10)**  
**AGENCY: GREATER PORTLAND TRANSIT DISTRICT      CONTACT PERSON: RICHARD NYE**

Vehicle Information	9767	9768	
1 Vin	15GCD2010T108 7928	15GCA2014V10 87491	
2 Fleet # and Status*	421-445-ME A	421-762-ME A	
3 Vehicle Type **	MHDB	MHDB	
4 Make, Model	Gillig Phantom	Gillig Phantom	
5 Year	1997	1997	
6 Fuel Type	Diesel	Diesel	
7 Fuel Use (Diesel or GEG)	4,446	2,353	
8 Mileage	265,410	205,371	
9 12-mo. Mileage****	20,435	11,025	
10 Repair Cost - 12 months	\$2,343.04	\$2,399.15	
11 Repair Frequency***	A-8; B-11; C-21	A-4; B-2; C-11	
Vehicle appearance			
12 Interior	Good	Good	
Exterior	Good	Good	
ADA Accessibility			
Equipped/Working	Yes	Yes	
13 Tie Down ****	Yes	Yes	
Announcement System	Yes	Yes	
Signage	Yes	Yes	
Passenger Amenities			
14 Air Conditioning	Yes	Yes	
Working Heater	Yes	Yes	
Tinted Windows	Yes	Yes	
Padded Seats	Yes	Yes	
15 Fare Collection System	Fare Box	Fare Box	

\* 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  
 \*\*\*\* Tie-down orientation and type: All SHDB have wheel lock and belt securement, and the SMDBs and MHDBs have four-point tie-downs.  
 \*\*\*\*\* Buses arrived with approximately 2,000 miles showing on odometer

**APPENDIX**

**GREATER PORTLAND TRANSIT DISTRICT  
(METRO)**

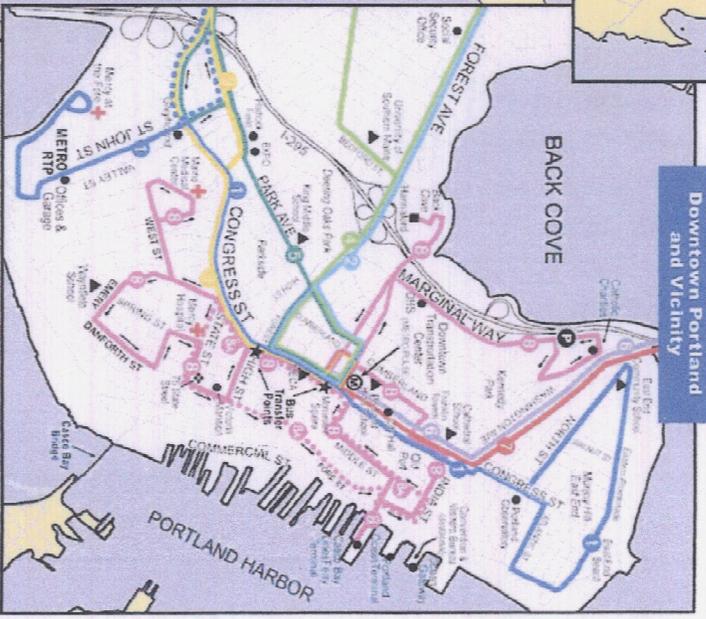
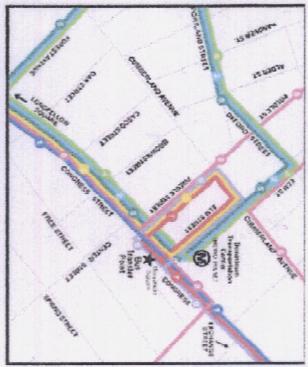
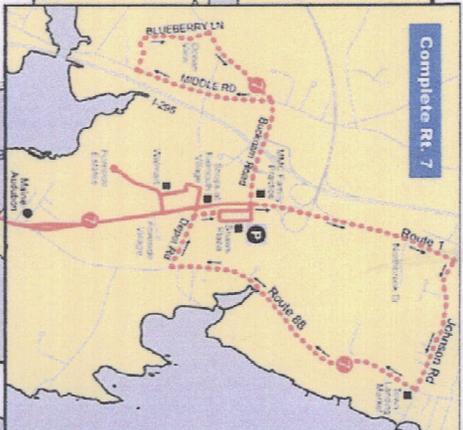
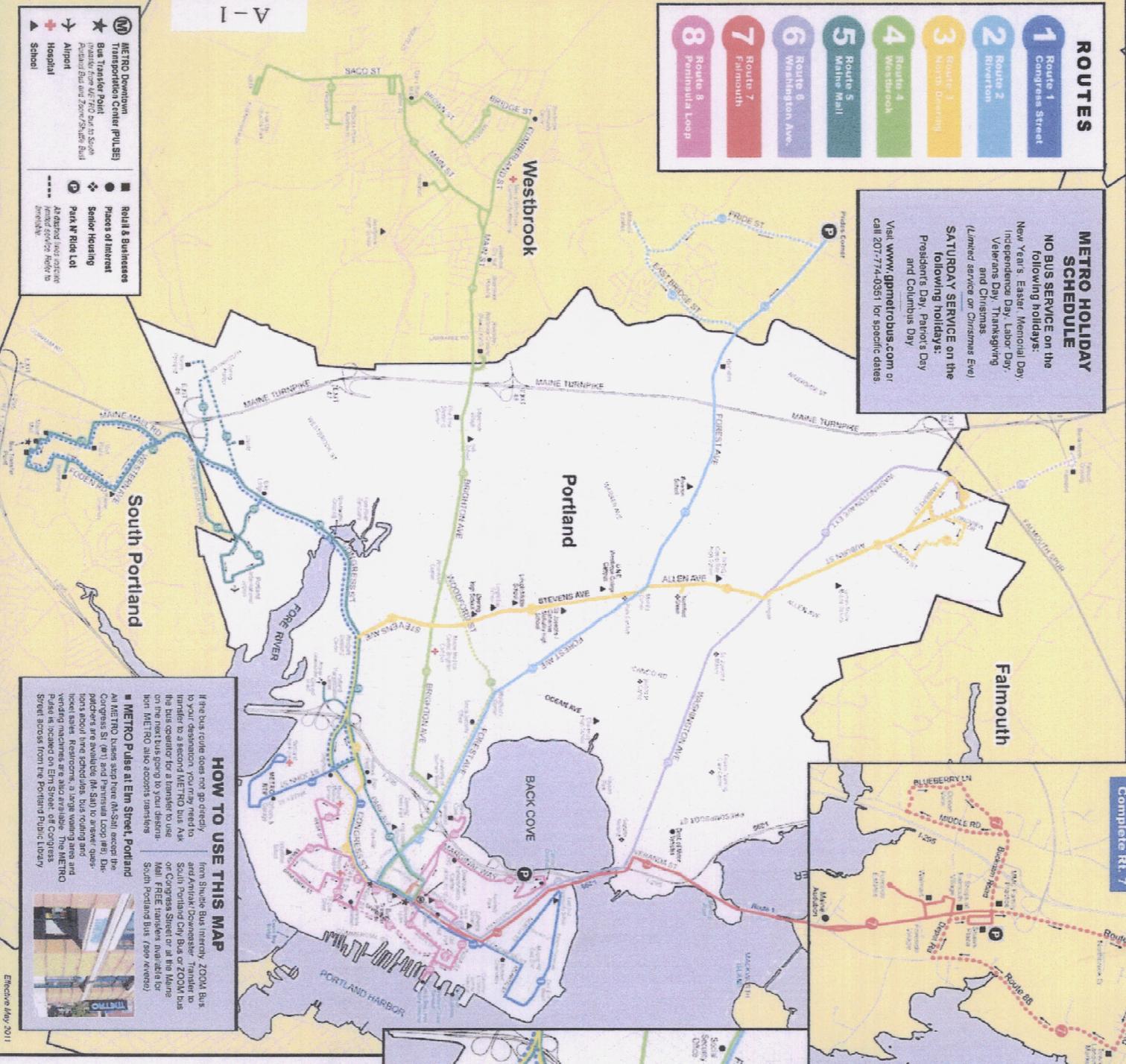
- ### ROUTES
- Route 1 Congress Street
  - Route 2 Riverton
  - Route 3 North Downing
  - Route 4 Westbrook
  - Route 5 Maine Mall
  - Route 6 Washington Ave.
  - Route 7 Falmouth
  - Route 8 Peninsula Loop

### METRO HOLIDAY SCHEDULE

**NO BUS SERVICE on the following holidays:**  
 New Year's, Easter, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving and Christmas  
*(Limited service on Christmas Eve)*

**SATURDAY SERVICE on the following holidays:**  
 President's Day, Patriot's Day and Columbus Day

Visit [www.gpmetrobus.com](http://www.gpmetrobus.com) or call 207-774-0351 for specific dates



### HOW TO USE THIS MAP

If the bus route does not go directly to your destination, you may need to transfer to a second METRO bus. Ask the bus operator for a transfer to use on the next bus going to your destination. METRO also accepts transfers from Shuttle Bus (only on the Congress St. (rt. 1) and Peninsula Loop (rt. 8) routes) and from the South Portland City Bus or ZOOM bus on the next bus going to your destination. METRO also accepts transfers from Shuttle Bus (only on the Congress St. (rt. 1) and Peninsula Loop (rt. 8) routes) and from the South Portland City Bus or ZOOM bus on the next bus going to your destination.

**METRO Pulse at Elm Street, Portland**  
 All METRO buses stop here (A-Sat, except the Congress St. (rt. 1) and Peninsula Loop (rt. 8) routes) are available (A-Sat) to answer questions about time schedules, bus routing and ticket sales. Restrooms, a large waiting area and vending machines are also available. This METRO Pulse is located on Elm Street, off Congress Street across from the Portland Public Library.



# METRO

Greater Portland Transit District  
 114 Valley Street, Portland, ME 04102

## BUS ROUTE & TIME SCHEDULE

— SERVING —  
 Portland, Westbrook, Falmouth and the  
 Maine Mall area of South Portland

For more information visit  
[www.gpmetrobus.com](http://www.gpmetrobus.com) or call 207-774-0351

# 1 Congress Street

Munjoy Hill / St. John Street

MONDAY - FRIDAY

OUTBOUND Departs		INBOUND Arrives/Departs			Arrives
METRO Garage (St. John St.)	Congress & Elm Streets	North Street & Promenade	Congress & Elm Streets	Mercy at the Fore	METRO Garage (St. John St.)
5:36	5:44	5:51	6:01	6:11	6:25
6:00	6:08	6:18	6:30	6:40	6:50
6:25	6:34	6:41	6:51	7:01	7:15
6:50	6:59	7:06	7:16	7:26	7:40
7:15	7:24	7:31	7:41	7:51	8:05
7:40	7:49	7:58	8:08	8:18	8:31
8:05	8:14	8:23	8:33	8:43	8:58
8:31	8:40	8:49	8:59	9:09	9:24
8:58	9:07	9:16	9:26	9:36	9:51
9:24	9:33	9:42	9:52	10:05	10:17
9:51	10:00	10:09	10:19	10:24	10:44
10:17	10:26	10:35	10:45	11:00	11:10
10:44	10:53	11:02	11:12	11:27	11:36
11:10	11:19	11:28	11:38	11:53	12:03
11:36	11:45	11:55	12:06	12:20	12:31
12:03	12:12	12:22	12:32	12:47	12:58
12:31	12:40	12:50	1:00	1:15	1:26
12:58	1:07	1:17	1:27	1:42	1:58
1:26	1:36	1:46	1:56	2:19	2:29
1:58	2:07	2:17	2:27	2:42	3:01
2:29	2:38	2:48	2:58	3:13	3:32
3:01	3:10	3:20	3:30	3:45	4:04
3:32	3:41	3:51	4:01	4:16	4:36
4:04	4:13	4:23	4:33	4:48	5:07
4:35	4:43	4:53	5:03	5:15	5:38
5:07	5:17	5:28	5:38	5:53	6:10
5:38	5:48	5:58	6:08	x	6:36
6:10	6:16	6:27	6:37	x	7:04
6:36	6:45	6:53	7:03	x	7:18
7:04	7:13	7:18	7:28	x	7:38
			8:25	x	8:35

SATURDAY

6:48	6:57	7:04	7:14	x	7:33
7:33	7:42	7:49	7:59	x	8:17
7:55	8:06	8:10	8:20	x	8:38
8:17	8:26	8:33	8:43	x	9:02
8:38	8:47	8:54	9:04	x	9:23
9:02	9:11	9:18	9:28	x	9:47
9:23	9:32	9:39	9:49	x	10:07
9:47	9:56	10:03	10:13	x	10:31
10:07	10:16	10:23	10:33	x	10:52
10:31	10:40	10:47	10:57	x	11:16
10:52	11:01	11:08	11:18	x	11:36
11:16	11:25	11:32	11:42	x	12:00
11:36	11:45	11:52	12:02	x	12:22
12:00	12:09	12:16	12:26	x	12:46
12:22	12:31	12:38	12:48	x	1:07
12:46	12:55	1:02	1:12	x	1:31
1:07	1:16	1:23	1:33	x	1:52
1:31	1:40	1:47	1:57	x	2:16
1:52	2:01	2:08	2:18	x	2:36
2:16	2:25	2:32	2:42	x	3:01
2:36	2:45	2:52	3:02	x	3:20
3:01	3:10	3:17	3:27	x	3:46
3:20	3:29	3:36	3:46	x	4:05
3:46	3:55	4:02	4:12	x	4:30
4:06	4:14	4:21	4:31	x	4:48
4:30	4:39	4:46	4:56	x	5:14
4:48	4:57	5:04	5:14	x	5:32
5:14	5:23	5:30	5:40	x	5:58
5:32	5:41	5:48	5:58	x	6:24
5:58	6:07	6:14	6:24	x	6:49
6:24	6:33	6:40	6:50	x	7:04
6:40	6:49	6:54	7:03	x	7:11
7:04	7:13	7:18	7:28	x	7:38
			8:25	x	8:36

X - No service to Mercy at the Fore

## LIMITED SUNDAY SERVICE

# 1 Congress Street

Munjoy Hill / St. John Street / PTC

# 5 Maine Mall

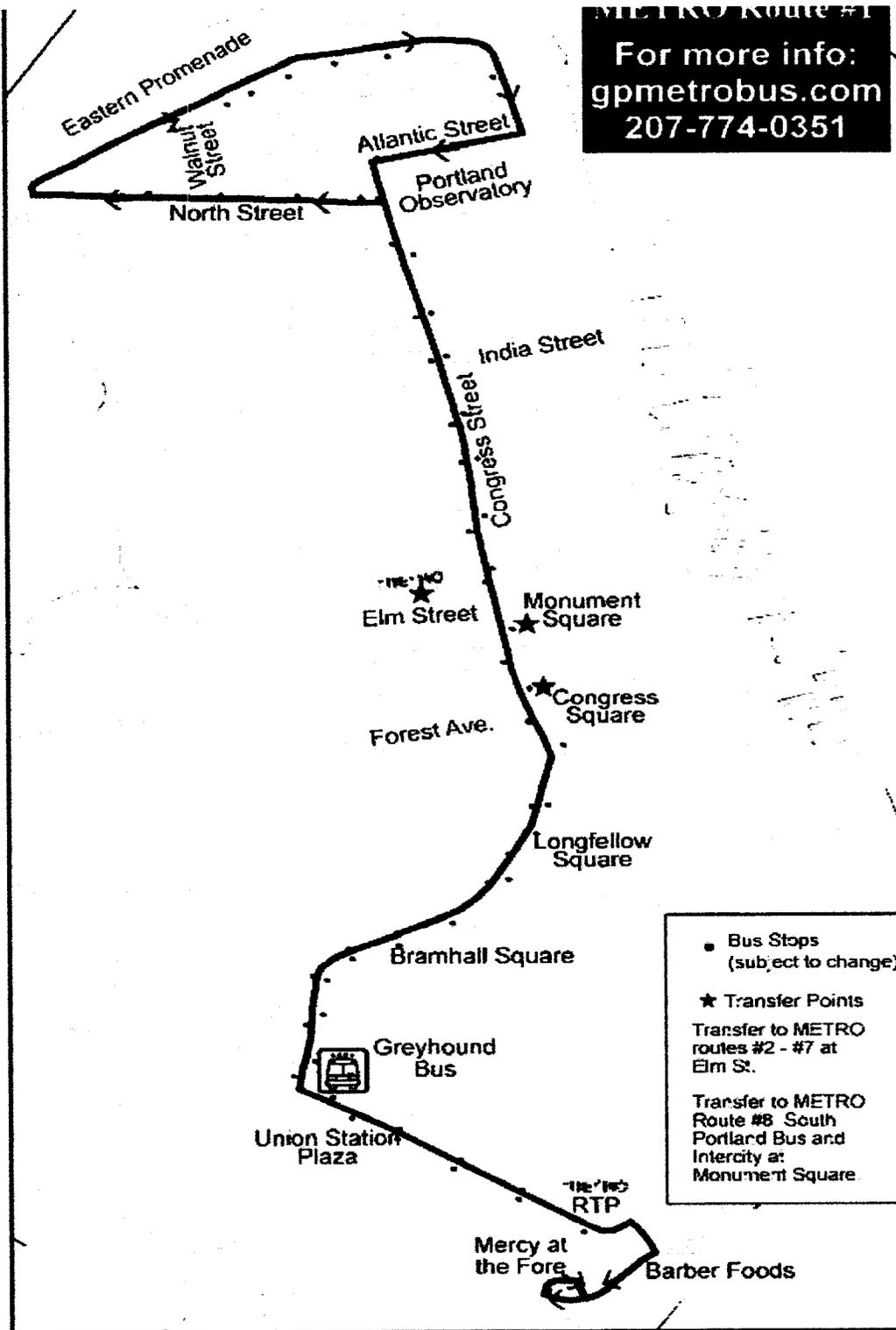
Portland Transportation Center (PTC)

SUNDAY

INBOUND Departs			OUTBOUND Arrives/Departs				INBOUND Arrives	
Congress & St. John Street	Congress & Elm	North St & Promenade	Congress & Elm	Congress & St. John Street	PTC	Maine Mall Alley & J.C. Penney (stops only)	PTC	
9:10	9:17	9:25	8:15	8:25	8:30	8:50	9:05	
10:30	10:37	10:45	9:35	9:45	9:50	10:10	10:25	
11:20	11:27	11:35	10:55	11:05	11:10	11:30	11:45	
11:50	11:57	12:05	11:45	11:55	12:00	12:20	12:35	
12:40	12:47	12:55	12:15	12:25	12:30	12:50	1:05	
1:10	1:17	1:25	1:05	1:15	1:20	1:40	1:55	
2:00	2:07	2:15	1:35	1:45	1:50	2:10	2:25	
2:30	2:37	2:45	2:25	2:35	2:40	3:05	3:20	
3:25	3:32	3:45	2:55	3:05	3:10	3:30	3:45	
3:50	3:57	4:05	3:25	3:35	3:40	4:15	4:30	
5:05	5:12	5:20	4:00	4:10	4:15	4:45	5:00	
			ends at North Street / Promenade					
			5:35	5:45	5:50	6:20	6:35	
			6:15*	6:25	6:30			
6:40	6:47	6:55	7:05	7:15	ends at Congress / St. John			

\* - Bus returning from Westbrook

Sunday service only - Routes 1/5 limited, combined service from Munjoy Hill to Maine Mall (end back) via Congress Street. No RL 1/5 service to Elm Street  
 PULSE: 4:05 trip does not return downtown. (See dotted blue line ●●●●●)  
 Regular Route 1 service from St. John Street to Munjoy Hill. (Solid blue line)



< Prev

search...

# METRO

Greater Portland Transit District

gpmetrobus.com • 207-774-0351

## 2 Riverton Riverton Avenue

M2

OUTBOUND Departs			INBOUND Arrives/Departs				Arrives
METRO PULSE (Elm St.)	Woodford's Corner	Morrill's Corner	Pride's Corner	Forest & Riverside	Morrill's Corner	Woodford's Corner (Dunkin' Donuts)	METRO PULSE (Elm St.)
6:20	6:25	6:30	6:05	6:10	6:15	6:20	6:40
6:40	6:45	6:50	6:45	6:50	6:55	7:00	7:20
7:00	7:05	7:10	7:05	7:10	7:15	7:20	7:40
7:20	7:25	7:30	7:25	7:30	7:35	7:40	8:00
7:40	7:45	7:50	7:45	7:50	7:55	8:00	8:20
8:00	8:05	8:10	8:05 F	8:10	8:15	8:20	8:40
8:20	8:25	8:30	8:25	8:30	8:35	8:40	9:00
8:40	8:45	8:50	8:45	8:50	8:55	9:00	9:20
9:00	9:05	9:10	9:05	9:10	9:15	9:20	9:40
9:20	9:25	9:30	9:25	9:30	9:35	9:40	10:00
9:40	9:45	9:50	9:45	9:50	9:55	10:00	10:20
10:00	10:05	10:10	10:05 F	10:10	10:15	10:20	10:40
10:20	10:25	10:30	10:25	10:30	10:35	10:40	11:00
10:40	10:45	10:50	10:45	10:50	10:55	11:00	11:20
11:00	11:05	11:10	11:05	11:10	11:15	11:20	11:40
11:20	11:25	11:30	11:25	11:30	11:35	11:40	12:00
11:40	11:45	11:50	11:45	11:50	11:55	12:00	12:20
12:00	12:05	12:10	12:05	12:10	12:15	12:20	12:40
12:20	12:25	12:30	12:25	12:30	12:35	12:40	1:00
12:40	12:45	12:50	12:45	12:50	12:55	1:00	1:20
1:00	1:05	1:10	1:05	1:10	1:15	1:20	1:40
1:20	1:25	1:30	1:25	1:30	1:35	1:40	2:00
1:40	1:45	1:50	1:45	1:50	1:55	2:00	2:20
2:00	2:05	2:10	2:05	2:10	2:15	2:20	2:40
2:20	2:25	2:30	2:25	2:30	2:35	2:40	3:00
2:40	2:45	2:50	2:45	2:50	2:55	3:00	3:20
3:00	3:05	3:10	3:05	3:10	3:15	3:20	3:40
3:20	3:25	3:30	3:25	3:30	3:35	3:40	4:00
3:40	3:45	3:50	3:45	3:50	3:55	4:00	4:20
4:00	4:05	4:10	4:05 F	4:10	4:15	4:20	4:40
4:20	4:25	4:30	4:25 F	4:30	4:35	4:40	5:00
4:40	4:45	4:50	4:45	4:50	4:55	5:00	5:20
5:00	5:05	5:10	5:05	5:10	5:15	5:20	5:40
5:20	5:25	5:30	5:25	5:30	5:35	5:40	6:00
5:40	5:45	5:50	5:45 F	5:50	5:55	6:00	6:20
6:00	6:05	6:10	6:05	6:10	6:15	6:20	6:40
6:20	6:25	6:30	6:25	6:30	6:35	6:40	7:00
7:20	7:25	7:30	6:45	6:50	6:55	7:00	7:20
9:30**		10:00	7:45	7:50	7:55	8:00	8:20
			10:08 F	10:11	10:15*		10:40
8:15	8:20	8:25	8:40	8:45	8:50	8:55	9:15
9:15	9:20	9:25	9:40 F	9:45	9:50	9:55	10:15
10:15	10:20	10:25	10:40	10:45	10:50	10:55	11:15
11:15	11:20	11:25	11:40 F	11:45	11:50	11:55	12:15
12:15	12:20	12:25	12:40	12:45	12:50	12:55	1:15
1:15	1:20	1:25	1:40	1:45	1:50	1:55	2:15
2:15	2:20	2:25	2:40 F	2:45	2:50	2:55	3:15
3:15	3:20	3:25	3:40	3:45	3:50	3:55	4:15
4:15	4:20	4:25	4:40	4:45	4:50	4:55	5:15
5:15	5:20	5:25	5:40	5:45	5:50	5:55	6:15
6:15	6:20	6:25	6:40	6:45	6:50	6:55	7:15
7:20	7:25	7:30	7:45 F	7:50	7:55	8:00	8:20
9:30**		10:00	10:08 F	10:11	10:15*		10:40

### NO SUNDAY SERVICE

\* - The 10:15 pm bus at Morrill's Corner runs inbound via Stevens Avenue.

\*\* - Use bus 6 / 3 North Deering.

F - Return via Forest Avenue

Check one-way section of route Inbound. Passenger will need to board Outbound bus.

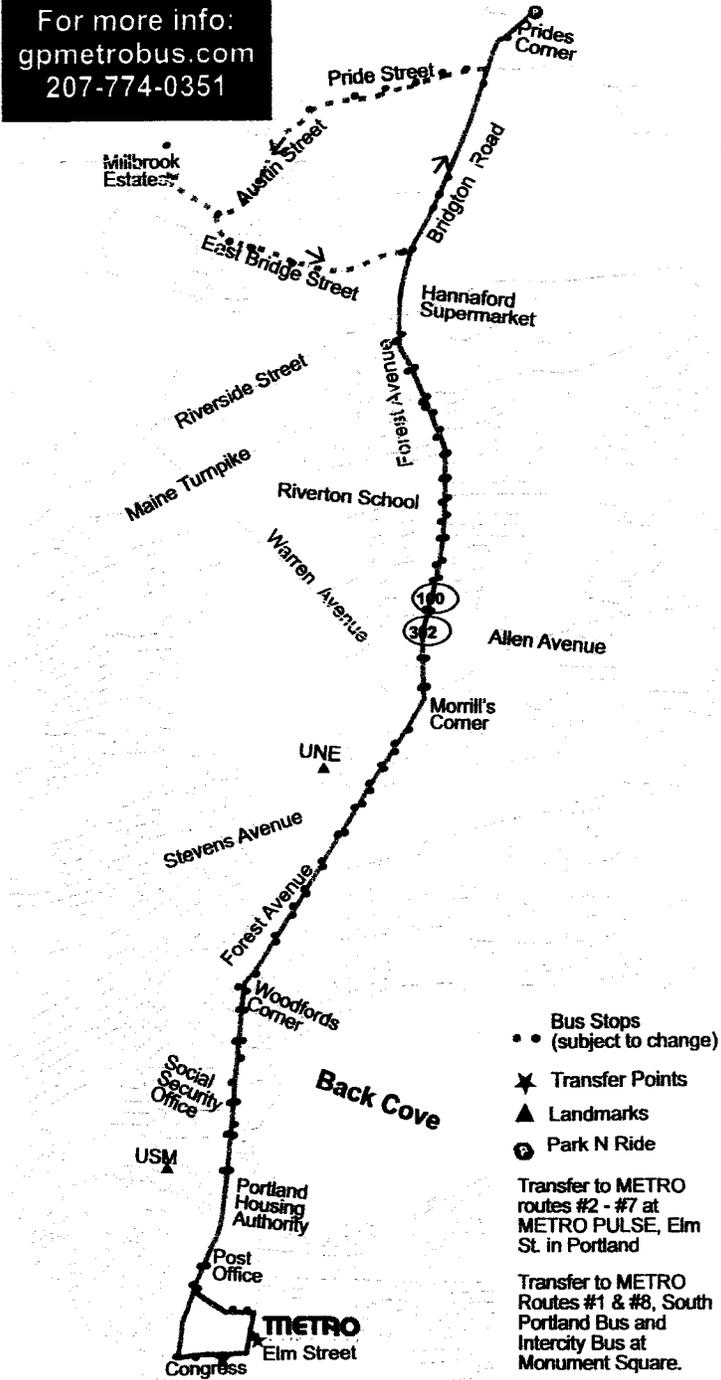
Service to Millbrook Estates on request only. (Call 774-0351).

METRO Bus travels throughout Portland, Westbrook, Falmouth and the Maine Mall area of South Portland.

METRO Monthly Passes & TenRide Tickets available along this route at METRO Pulse & Hannaford (Riverside). For fare information, please call 774-0351 or visit gpmetrobus.com

Updated January 2011 - schedule subject to change.

**METRO Route #2**  
 For more info:  
 gpmetrobus.com  
 207-774-0351



**A Quick Glimpse at METRO Route #2**

**Outbound Route #2** departs the METRO PULSE at Elm Street and travels to Forest Avenue, via Portland Street, with stops near USM, Portland Housing Authority, the Social Security Office and Riverton School – heading toward the Park and Ride at Prides Corner.

**Inbound METRO #2** leaves Pride's Corner and heads back to Forest Avenue, via Pride and East Bridge Street (service to Millbrook Estates by request) except where noted on schedule (F), and Congress and Elm Streets.

# METRO

Greater Portland Transit District

gpmetrobus.com • 207-774-0351

M3

OUTBOUND Departs			INBOUND Arrives/Departs			Arrives
METRO PULSE (Elm St.)	Westgate	Morrill's Corner	Washington & Lambert	Morrill's Corner	Westgate	METRO PULSE (Elm St.)
5:45 **			6:15	6:25	6:30	6:45
6:20	6:30	6:35	6:55	7:05	7:10	7:30
6:55 V	7:05	7:10	7:30 V	7:40	7:45	8:10
7:30	7:40	7:45	8:05	8:15	8:20	8:45
8:10	8:20	8:25	8:45	8:55	9:00	9:20
8:45	8:55	9:00	9:20	9:30	9:35	9:55
9:20	9:30	9:35	9:55 NG	10:05	10:10	10:35
9:55	10:05	10:10	10:30	10:40	10:45	11:10
10:35	10:45	10:50	11:10	11:20	11:25	11:45
11:10	11:20	11:25	11:45	11:55	12:00	12:20
12:20 V	12:30	12:35	12:55 V	1:05	1:10	1:35
1:35	1:45	1:50	2:10	2:20	2:25	2:45
2:10	2:20	2:25	2:45	2:55	3:00	3:20
2:45 NG	2:55	3:00	3:20	3:30	3:35	3:55
3:20	3:30	3:35	4:00	4:10	4:15	4:35
3:55	4:05	4:10	4:35	4:45	4:50	5:10
4:35 V	4:45	4:50	5:10 V	5:20	5:30	5:50
5:10	5:20	5:25	5:45	5:55	6:00	6:25
5:50	6:00	6:05	6:25	6:35	6:40	7:00
6:15 **			6:45 **	6:55	7:00	7:20
7:20 **			7:50 **	8:00	8:05	8:25
8:25 **			8:55 **	9:05	9:10	9:30
9:30 **			9:50 **	10:00 P	10:20	10:40
8:15 V	8:25	8:30	8:45 V	8:55	8:59	9:20
9:15	9:25	9:30	9:45	9:55	9:59	10:20
10:15	10:25	10:30	10:45 NG	10:55	10:59	11:20
11:15	11:25	11:30	11:45	11:55	11:59	12:20
12:15 V	12:25	12:30	12:45 V	12:55	12:59	1:20
1:15	1:25	1:30	1:45	1:55	1:59	2:20
2:15	2:25	2:30	2:45	2:55	2:59	3:20
3:15 NG	3:25	3:30	3:45	3:55	3:59	4:20
4:15 V	4:25	4:30	4:45 V	4:55	4:59	5:20
5:15	5:25	5:30	5:45	5:55	5:59	6:15
6:15 **			6:45 **	6:55	7:00	7:20
7:20 **			7:50 **	8:00	8:05	8:25
8:25 **			8:55 **	9:05	9:10	9:30
9:30 **			9:50 **	10:00 P	10:20	10:40

## NO SUNDAY SERVICE

NG - Via Northfield Green

\*\* - Trips operate in a loop running outbound via Route 6 then Inbound via Route 3 covering all points on both routes.

V - Runs via Crestview Acres

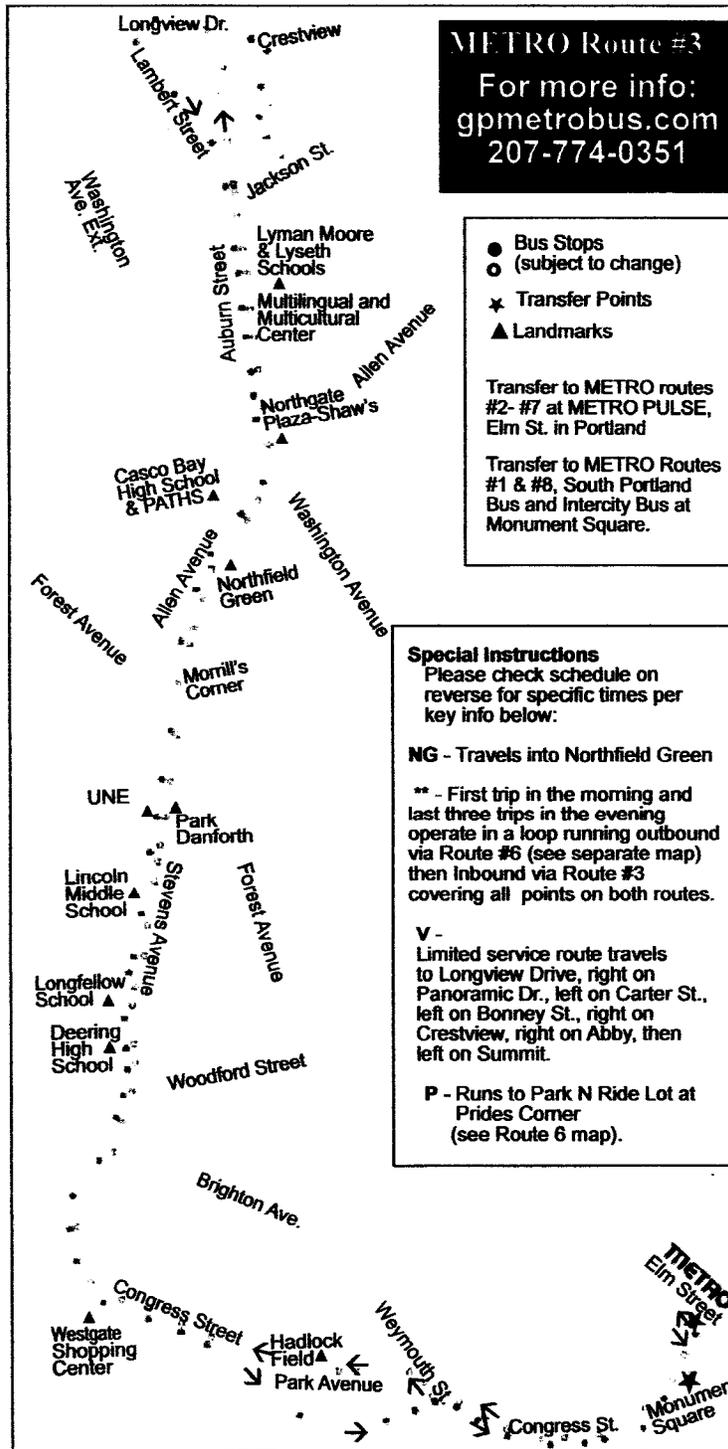
P - Runs to Park 'n Ride Lot at Four Seasons Bingo

(See Map for Route 6/3)

METRO Bus travels throughout Portland, Westbrook, Falmouth and the Maine Mall area of South Portland, with connections to South Portland City Bus, Intercity ShuttleBus (with service to Biddeford, Saco and OOB), Casco Bay Lines Ferry Terminal (METRO Route #8), PTC (Amtrack/DownEaster) and Portland Jetport (METRO Route #5).

METRO Monthly Passes & TenRide Tickets available along this route at: METRO PULSE, at Elm Street in Portland, Shaw's at Westgate Shopping Center and Northgate Plaza. For fare information, please call 774-0351 or visit gpmetrobus.com. See reverse side for Route #3 map.

Effective January 2010 - schedule subject to change.



**METRO Route #3**  
 For more info:  
[gpmetrobus.com](http://gpmetrobus.com)  
 207-774-0351

- Bus Stops
  - (subject to change)
  - ★ Transfer Points
  - ▲ Landmarks
- Transfer to METRO routes #2- #7 at METRO PULSE, Elm St. in Portland
- Transfer to METRO Routes #1 & #8, South Portland Bus and Intercity Bus at Monument Square.

**Special Instructions**  
 Please check schedule on reverse for specific times per key info below:

**NG** - Travels into Northfield Green

**\*\*** - First trip in the morning and last three trips in the evening operate in a loop running outbound via Route #6 (see separate map) then inbound via Route #3 covering all points on both routes.

**V** - Limited service route travels to Longview Drive, right on Panoramic Dr., left on Carter St., left on Bonney St., right on Crestview, right on Abby, then left on Summit.

**P** - Runs to Park N Ride Lot at Prides Corner (see Route 6 map).

**A Quick Glimpse at METRO Route #3**

**Outbound Route #3** departs the METRO PULSE at Elm Street and travels along Congress St. via Preble Street to Weymouth and Park Avenue and Congress to Stevens Ave. to Morrill's Corner, then bears right on Allen Ave., left on Auburn St. to Washington Ave. Ext. **Inbound Route #3** travels back to Congress Street and the METRO Pulse via Lambert St., Auburn Street, Allen Avenue and Stevens Avenue.

# Weekend Schedules

M4

OUTBOUND		INBOUND				Arrives	
Departs	Arrives/Departs	Relief to	River-	Rose-	Metro		
METRO PULSE (Eln St.)	Relief to	Notes	side	monte	PULSE		
(Eln St.)	Notes	for stop	Hannaford	via	(Eln St.)		
	Woodside		Street	Brighton			
	Woodside		Side	Woodside			
5:45 WPM	5:53 6:05	6:15 WPM	6:22	6:30	6:45		
6:15 SP	6:20	6:45 SP	6:50	7:00	7:15		
6:45 WPM	6:53 7:05	7:15 WPM	7:22	7:30	7:45		
7:15 SP	7:20	7:45 SP	7:50	8:00	8:15		
7:45 WPM	7:53 8:05	8:15 WPM	8:22	8:30	8:45		
8:15 SP	8:20	8:45 SP	8:50	9:00	9:15		
8:45 WPM	8:53 9:05	9:15 WPM	9:22	9:30	9:45		
9:15 SP	9:20	9:45 SP	9:50	10:00	10:15		
9:45 WPM	9:53 10:05	10:15 WPM	10:22	10:30	10:45		
10:15 SP	10:20	10:45 SP	10:50	11:00	11:15		
10:45 WPM	10:53 11:05	11:15 WPM	11:22	11:30	11:45		
11:30 SP	11:35	12:00 SP	12:05	12:15	12:25		
12:00 WPM	12:08 12:20	12:30 WPM	12:37	12:45	1:15		
12:45 WPM	12:53	1:15 WPM	1:20	1:30	1:45		
1:15 SP	1:20	1:45 SP	1:50	2:00	2:15		
1:45 WPM	1:53 2:05	2:15 WPM	2:22	2:30	2:45		
2:15 SP	2:20	2:45 SP	2:50	3:00	3:15		
2:45 WPM	2:53 3:05	3:15 WPM	3:22	3:30	3:45		
3:15 SP	3:20	3:45 SP	3:50	4:00	4:15		
3:45 WPM	3:53 4:05	4:15 WPM	4:22	4:30	4:45		
4:15 SP	4:20	4:45 SP	4:50	5:00	5:15		
4:45 WPM	4:53 5:05	5:15 WPM	5:22	5:30	5:45		
5:15 SP	5:20	5:45 SP	5:50	6:00	6:15		
5:45 WPM	5:53 6:05	6:15 WPM	6:22	6:25	6:45		
6:15 SP	6:20	6:45 SP	6:50	6:55	7:20		
6:45 WPM	6:53 7:05	7:15 WPM	7:22	7:25	7:45		
7:20 SP	7:25	7:50 SP	7:55	8:00	8:25		
8:20 WPM	8:32	8:55 WPM	9:00	9:05	9:30		
9:30 SP	9:35	10:00 SP	10:07	10:10	10:25		
10:45 WPM	10:53	11:15 WPM	11:20	11:25	11:40		
9:40 WPM	9:47 10:00	10:05 WPM	10:12	10:20	10:40		
10:40 WPM	10:47 11:00	11:10 WPM	11:17	11:25	11:45		
11:45 WPM	11:52	12:15 WPM	12:22	12:30	12:50		
12:50 WPM	12:57 1:10	1:20 WPM	1:27	1:35	1:50		
3:00 WPM	3:07	3:30 WPM	3:34	3:45	4:00		
4:00 WPM	4:07 4:20	4:30 WPM	4:37	4:45	5:05		
5:05 WPM	5:12	5:35 WPM	5:39	5:50	6:10		

M - Main Street  
 B - Brown Street  
 S - Saco Street  
 X - IDEXX  
 W - Westbrook Pointe Apartments  
 \* - Runs to PTC

Riverside trips do not service Shaw's on Saturday and Sunday.  
 Rosemont and Riverside Street are transfer points - Ask operator or call 774-0351 for details.

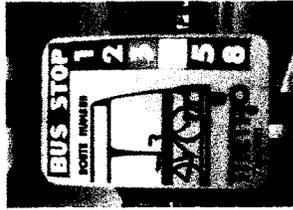
All Monday-Friday trips run to and from Westbrook via Brighton Avenue.

To determine specific route, check the letter(s), next to the time, against the key at the bottom of the schedule. For example, routes marked (M) travel via Main Street in Westbrook.

# Before you Ride Guide

METRO's eight routes travel throughout the Greater Portland area with service to Portland, Westbrook, Falmouth and the Maine Mall area of South Portland. There are hundreds of bus stops located throughout our service area. All buses have bike racks and are wheelchair accessible (weight limit is 600 lbs.).

Look for a METRO bus stop. It's a good idea to arrive five minutes before the bus is due to arrive. Look for the route number on the sign. The same number will be displayed on the bus. Use a hand motion to signal the bus driver to stop. Pull the cord when you are near your destination. Deposit exact fare into the fare box and/or show bus operator acceptable fare.



The METRO PULSE, located next to the Elm Street Garage, between Congress and Cumberland Ave. in Portland, is a convenient place to wait for the next bus and purchase Regional Monthly Passes and TenRide tickets.

METRO buses #2-#7 stop here (M-SA).  
 Routes #1 and #8 stop along Congress Street.



Regional Monthly Passes (for travel on METRO and South Portland Bus Service) and TenRide Tickets available along this route at the METRO Pulse - Elm Street in Portland, Westbrook City Hall, Shaw's (Riverside) and Hannaford (Westbrook).

For fare information, call 207-774-0351 or online at www.gpmetrobus.com.

Print revision - June 2011 / Subject to change.

# METRO

Greater Portland Transit District  
 gpmetrobus.com • 207-774-0351

M4

OUTBOUND		INBOUND		Arrives	
Departs	Arrives/Departs	Relief to	Hannaford	Rosemont	Metro
METRO PULSE (Eln St.)	Relief to	Notes	Street	Corner	PULSE (Eln St.)
(Eln St.)	Notes	for stop	Shaw's	Corner	
	Woodside		Street	Shaw's	
5:25 WPM	5:35 5:45	5:55 WPM	6:05	6:15	6:30
6:00 WPM	6:10 6:20	6:30 WPM	6:35	6:40	7:00
6:30 SP	6:37 6:45	6:50 WPM	6:55	7:05	7:30
7:00 WPM	7:10 7:15	7:10 WPM	7:15	7:35	8:00
7:30 SP	7:40 7:45	7:40 WPM	7:50	8:05	8:30
8:00 WPM	8:10 8:15	8:10 WPM	8:15	8:35	9:00
8:30 SP	8:40 8:45	8:40 WPM	8:45	9:05	9:30
9:00 WPM	9:10 9:15	9:10 WPM	9:15	9:35	10:00
9:30 SP	9:40 9:45	9:40 WPM	9:45	10:05	10:30
10:00 WPM	10:10 10:15	10:10 WPM	10:15	10:35	11:00
10:30 SP	10:40 10:45	11:10 WPM	11:20	11:35	12:00
11:00 WPM	11:10 11:15	11:40 WPM	11:50	12:05	12:30
11:30 SP	11:40 11:45	12:10 WPM	12:15	12:35	13:00
12:00 WPM	12:10 12:15	12:40 WPM	12:45	1:05	1:30
12:30 SP	12:40 12:45	1:10 WPM	1:15	1:35	2:00
1:00 WPM	1:10 1:15	1:40 WPM	1:45	2:05	2:30
2:00 WPM	2:10 2:15	2:40 WPM	2:45	3:05	3:30
2:30 SP	2:40 2:45	3:10 WPM	3:15	3:35	4:00
3:00 WPM	3:10 3:15	3:40 WPM	3:45	4:05	4:30
3:30 SP	3:40 3:45	4:10 WPM	4:15	4:35	5:00
4:00 WPM	4:10 4:15	4:40 WPM	4:45	5:05	5:30
4:30 SP	4:40 4:45	5:10 WPM	5:15	5:35	6:00
5:00 WPM	5:10 5:15	5:40 WPM	5:45	6:05	6:30
5:30 SP	5:40 5:45	6:10 WPM	6:15	6:35	7:00
6:00 WPM	6:10 6:15	6:35 WPM	6:45	7:05	7:25
6:30 SP	6:40 6:45	7:00 WPM	7:10	7:30	8:00
7:20 WPM	7:27 7:30	7:50 WPM	7:55	8:10	8:25
8:25 WPM	8:32	8:55 WPM	9:00	9:05	9:30
9:30 WPM	9:37 9:40	10:00 WPM	10:05	10:10	10:25
10:45 WPM	10:52	11:15 WPM	11:20	11:30	11:50

M - Main Street  
 B - Brown Street  
 S - Saco Street  
 X - IDEXX  
 W - Westbrook Pointe Apartments  
 \* - Runs to PTC

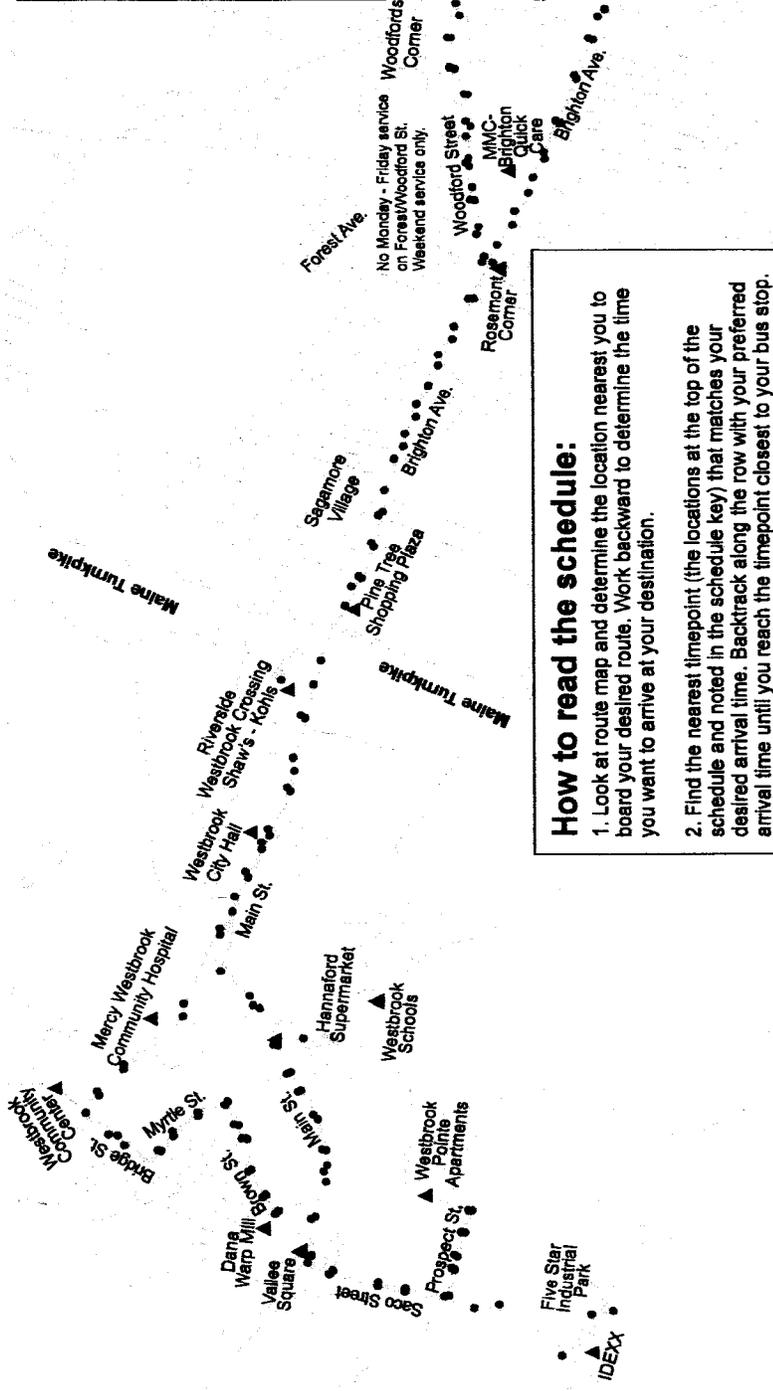
Riverside trips do not service Shaw's on Saturday and Sunday.  
 Rosemont and Riverside Street are transfer points - Ask operator or call 774-0351 for details.

All Monday-Friday trips run to and from Westbrook via Brighton Avenue.

Schedules, route map and information. ▶

# METRO Route #4

- Bus Stops (subject to change)
- ★ Transfer Points
- Transfer to METRO routes #2-#7 at METRO Pulse.
- Transfer to METRO routes #1, #8, South Portland Bus and ZOOM/ShuttleBus along Congress Street.
- ▲ Landmarks
- ← Directional arrow



**How to read the schedule:**

1. Look at route map and determine the location nearest you to board your desired route. Work backward to determine the time you want to arrive at your destination.
2. Find the nearest timepoint (the locations at the top of the schedule and noted in the schedule key) that matches your desired arrival time. Backtrack along the row with your preferred arrival time until you reach the timepoint closest to your bus stop.

Bus schedules are available at the METRO Pulse, on buses, Shaw's and Hannaford supermarkets along bus routes and other convenient locations.

## A Quick Glimpse at METRO Route #4 Inbound to Portland

Route #4 Inbound provides service from Westbrook locations to Portland, via Brighton Avenue and Bedford Monday - Friday or via Brighton or Woodford Streets Sa/Su, with routes indicated on schedule: Hannaford (H), Main Street (M), Brown Street (B), Westbrook Pointe Apartments (W), Saco Street (S), IDEXX and Five Star Industrial Park (X). All Westbrook (M) and (B) buses run to Vallee Square.

**Please see schedules for specific inbound and outbound route information.**

## A Quick Glimpse at METRO Route #4 Outbound to Westbrook

Route #4 Outbound departs METRO Pulse (Elm Street) heading toward Forest Avenue via Oxford and Portland Streets with continued service to Westbrook via Bedford Street and Brighton Ave (M-F). Routes travel into Westbrook with service indicated on schedule: Hannaford (H), Main Street (M), Brown Street (B), Westbrook Pointe Apartments (W), Saco Street (S), IDEXX and Five Star Industrial Park (X). All Westbrook (M) and (B) buses run to Vallee Square. All M-F trips to 6:55 p.m. service Shaw's inbound and outbound. Weekend service travels via both Bedford/Brighton and Forest/Woodford Streets.

**METRO Route #4 (M4) Highlights**

Post Office (Portland), Deering Oaks Park, Portland Housing Authority, USM, Maine Medical Center - Brighton Campus, Woodfords Congregational Church (via Woodfords - Sa/Su), Rosemont Corner, Breakwater School, Hall School, Pine Tree Shopping Center, Sagamore Village, Barron Center, Shaw's/Kohl's-Riverside Crossing, Westbrook Community Center, Westbrook Housing, Westbrook Community Center, Hannaford Supermarket, Police Department, Public Works, Mercy/Westbrook Community Hospital, Dana Warp Mill, Westbrook Pointe Apartments, IDEXX, Five Star Industrial Park and many more locations.

## 5 Maine Mall

Portland Transportation Center (PTC) **M5**

OUTBOUND Departs	PTC	Maine Mall Arrives/Departs J.C. Penney	Jetport	PTC	Arrives METRO PULSE (Elm St.)
5:55 C	6:05	6:25	6:35	6:45	7:15
6:00 X	7:00	7:20	7:30	7:40	8:00
6:50 X	7:25	7:45	7:55	8:05	8:25
7:15 C	8:10	8:30	8:40	8:50	9:10
8:00	8:45	9:05	9:15	9:25	9:45
8:35	9:10	9:40	9:50	10:00	10:20
9:10	9:55	10:15	10:25	10:35	10:55
9:45	10:30	10:50	11:00	11:10	11:25
10:20	11:05	11:25	11:35	11:45	12:05
10:55	11:35	11:55	12:05	12:15	12:35
11:25	11:55	12:15	12:25	12:35	12:55
11:45	12:15	12:35	12:45	12:55	1:15
12:10	12:40	13:00	13:10	13:20	1:40
12:35	13:05	13:25	13:35	13:45	1:55
1:00	1:30	1:50	2:00	2:10	2:30
1:25	1:55	2:15	2:25	2:35	2:55
1:50	2:20	2:40	2:50	3:00	3:20
2:15	2:45	3:05	3:15	3:25	3:45
2:40	3:10	3:30	3:40	3:50	4:10
3:05	3:35	3:55	4:05	4:15	4:35
3:30	4:00	4:20	4:30	4:40	5:00
3:55	4:25	4:45	4:55	5:05	5:25
4:20	4:50	5:10	5:20	5:30	5:50
4:45	5:15	5:35	5:45	5:55	6:15
5:10	5:40	6:00	6:10	6:20	6:45
5:40	6:10	6:30	6:40	6:50	7:15
6:15	6:45	7:05	7:15	7:25	7:50
7:20	7:50	8:10	8:20	8:30	8:55
8:25	8:55	9:15	9:25	9:35	10:00
9:00	9:30	9:50	10:00	10:10	10:35
9:45	10:15	10:35	10:45	10:55	11:20

MONDAY - SATURDAY

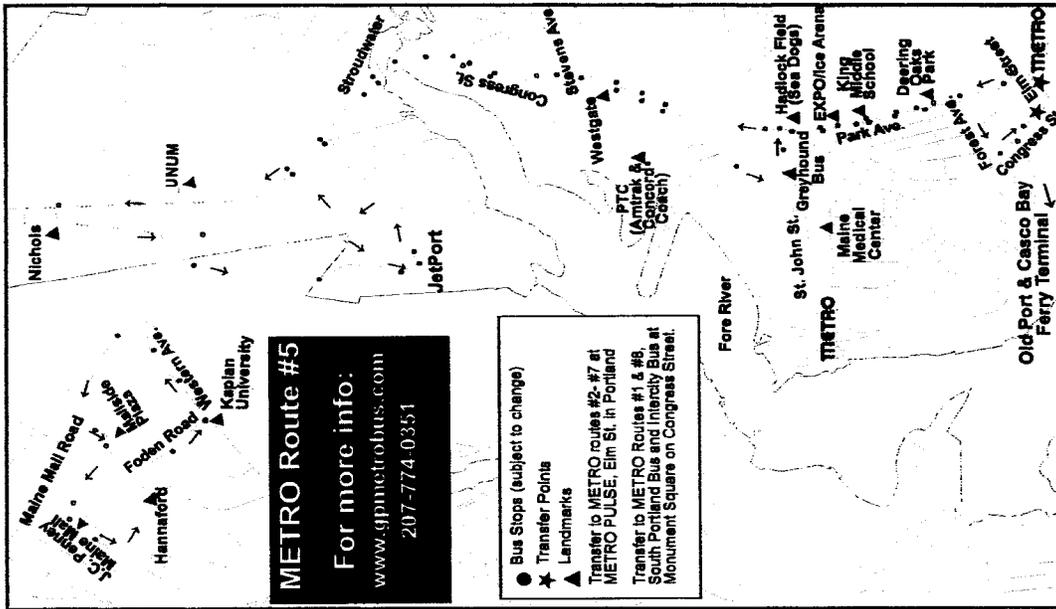
C - Bus runs via outer Congress Street to Unum, pick up at front door return to outer Congress Street to service Nichols, return to Jetport Boulevard to resume route to the Maine Mall.  
 Will not service Hennepin (except 1:50)  
 X - Bus runs to Intown Portland and continues to Westbrook.  
 + - Bus runs to outer Congress Street to Unum, pick up at front door of the main building returning to Congress Street and Johnson Road to resume regular route.

## 1/5 Congress St./ Maine Mall/ Munjoy Hill

INBOUND Departs	Congress North Street & Elm & Promenade	OUTBOUND Arrives/Departs	Congress & St. John Street	PTC	Maine Mall (May's & J.C. Penney stops only)	PTC	INBOUND Arrives
8:10	9:17	9:25	9:35	9:45	9:50	10:10	9:05
10:30	10:37	10:45	10:55	11:05	11:10	11:30	10:25
11:20	11:27	11:35	11:45	11:55	12:00	12:20	11:45
11:50	11:57	12:05	12:15	12:25	12:30	12:50	12:35
12:40	12:47	12:55	1:05	1:15	1:20	1:40	1:05
1:10	1:17	1:25	1:35	1:45	1:50	2:10	1:55
2:00	2:07	2:15	2:25	2:35	2:40	3:05	2:50
2:30	2:37	2:45	2:55	3:05	3:10	3:30	3:20
3:25	3:32	3:40	3:50	4:00	4:10	4:35	4:05
3:50	3:57	4:05	4:15	4:25	4:35	4:55	4:45
5:05	5:12	5:20	5:30	5:40	5:50	6:15	6:00
6:40	6:47	6:55	7:05	7:15	7:25	7:50	6:35

\* - Bus returning from Westbrook Sunday service only - Return to PTC, combined service from Munjoy Hill to Maine Mall (and back) via Congress St. No Route 1/5 service to METRO Pulse at Elm St. 4:30 app does not return downtown.

Revised January 2011 - schedule subject to change.



**A Quick Glimpse at METRO Route #5**  
 Outbound Route #5 departs the METRO PULSE at Elm Street and travels to Park Ave. with stops near Deering Oaks Park, King Middle School, Fitzpatrick Field, Iris Network, Portland Expo and Hadlock Field (Sea Dogs) heading towards the PTC (Amtrak and Concord Coach), then the Maine Mall with stops along Congress Street. Inbound METRO #5 leaves the Mall, stopping at Hannaford, Foden Rd., left on Western Avenue, toward the Jetport and Congress Street, stopping at the PTC and heading back to Congress and Elm via Park Ave.

# METRO

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## 6 North Deering Washington Avenue

M6

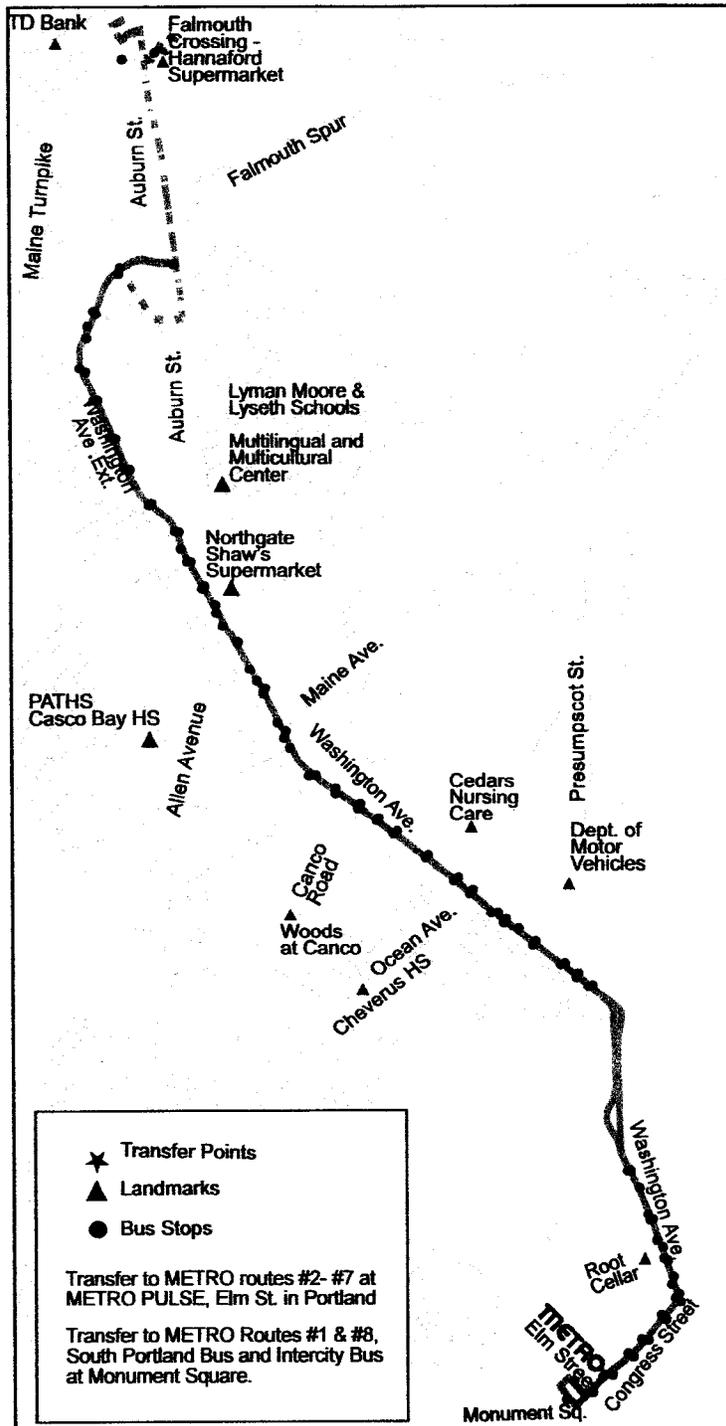
OUTBOUND Departs		INBOUND Departs		Arrives
METRO PULSE (Elm St.)	Congress & Washington	TD Bank & Falmouth Crossing	Washington & Ocean	METRO PULSE (Elm St.)
5:45 X**	5:50	6:15 X**		
6:15	6:20	6:40	6:55	7:15
6:45	6:50	7:10	7:25	7:45
7:15	7:20	7:40	7:55	8:15
7:45	7:50	8:10	8:25	8:45
8:15	8:20	8:40	8:55	9:15
8:45 N	8:50	9:10 N	9:25	9:45
9:45	9:50	10:10	10:25	10:45
10:45 N	10:50	11:10 N	11:25	11:45
11:45	11:50	12:10	12:25	12:45
12:45	12:50	1:10	1:25	1:45
1:45	1:50	2:15	2:28	2:45
2:15 N	2:20	2:45 N	2:58	3:15
2:45	2:50	3:15	3:28	3:45
3:15	3:20	3:45	3:58	4:15
3:45	3:50	4:15	4:28	4:45
4:15 N	4:20	4:45 N	4:58	5:15
4:45	4:50	5:15	5:28	5:45
5:15	5:20	5:45	5:58	6:15
5:45	5:50	6:15	6:28	6:45
6:15 X**	6:20	6:45 X**		
7:20 X**	7:25	7:50 X**		
8:25 X**	8:30	8:55 X**		
9:30 X**P	9:35	9:50 X**		10:40
7:15 X	7:20	7:45 X	7:55	8:15
8:15 X	8:20	8:45 X	8:55	9:15
9:20 X	9:25	9:45 X	9:55	10:15
10:20 X	10:25	10:45 X	10:55	11:15
11:20 X	11:25	11:45 X	11:55	12:15
12:20 X	12:25	12:45 X	12:55	1:15
1:20 X	1:25	1:45 X	1:55	2:15
2:20 X	2:25	2:45 X	2:55	3:15
3:20 X	3:25	3:45 X	3:55	4:15
4:20 X	4:25	4:45 X	4:55	5:15
5:20 X	5:25	5:45 X	5:55	6:15
6:15 X**	6:20	6:45 X**		
7:20 X**	7:25	7:50 X**		
8:25 X**	8:30	8:55 X**		
9:30 X**P	9:35	9:50 X**		10:40

**NO SUNDAY SERVICE**

- \*\* - Trips operate in a loop running outbound via Route 6 then Inbound on Route 3 routes (See Map - Route 6 & 3). Runs only as far as Washington and Lambert.
- X - Leaves from Washington and Lambert. Service to Falmouth upon request.
- P - Runs to Park 'n Ride Lot at Four Seasons Bingo.
- N - Will not service Falmouth Crossing.

METRO Monthly Passes & TenRide Tickets available along this route at: METRO PULSE, Elm Street; Shaw's at Northgate Shopping Center and Hannaford at Falmouth Crossing. For fare information, please call 774-0351 or visit gpmetrobus.com. Please see reverse side for Route #6 map.

*Effective January 2011- schedule subject to change.*



### A Quick Glimpse at METRO Route #6

**Outbound** Route #6 departs the METRO PULSE, turns left on Cumberland, left on Preble St. then left on Congress St. to Washington Ave. After crossing Tukey's Bridge, service continues along Washington Ave. to Washington Ave. Ext. with service to Hannaford Supermarket at Falmouth Crossing and TD Bank – except where noted-see schedule -N.

**Inbound** Route #6 travels back along Washington Ave. Ext. to Washington Avenue and continues to Congress St. to Elm Street.

# METRO

Greater Portland Transit District  
gpmetrobus.com • 207-774-0351

## 7 Falmouth Flyer

Route 1

MONDAY - SATURDAY

OUTBOUND				INBOUND					
Departs				Arrives	Arrives	Arrives			
				Departs	Departs				
PULSE (Elm St.)	Wash- ington & Veranda	Wal-mart	Shaw's	Town Market	Oceanview	Shaw's	Wal-mart	Wash- ington & Veranda	PULSE (Elm St.)
6:30	6:38	6:46	6:50	6:55	x	7:05	7:10	7:15	7:30
7:30	7:38	7:46	7:50	7:55	x	8:05	8:10	8:15	8:30
8:30	8:38	8:46	8:50	x	8:55	9:05	9:10	9:15	9:30
9:30	9:38	9:46	9:50	9:55	x	10:05	10:10	10:15	10:30
10:30	10:38	10:46	10:50	x	10:55	11:05	11:10	11:15	11:30
11:30	11:38	11:46	11:50	x	11:55	12:05	12:10	12:15	12:30
12:30	12:38	12:46	12:50	12:55	x	1:05	1:10	1:15	1:30
1:30	1:38	1:46	1:50	x	1:55	2:05	2:10	2:15	2:30
2:30	2:38	2:46	2:50	x	2:55	3:05	3:10	3:15	3:30
3:30	3:38	3:46	3:50	3:55	x	4:05	4:10	4:15	4:30
4:30	4:38	4:46	4:50	4:55	x	5:05	5:10	5:15	5:30
5:30	5:38	5:46	5:50	5:55	x	6:05	6:10	6:15	6:30
6:30	6:38	6:46	6:50	6:55	x	7:05	7:10	7:15	7:25

### NO SUNDAY SERVICE

Route #7 travels along Town Market loop only 6:55, 7:55, 9:55 a.m., 12:55 p.m. and 3:55 - 6:55 p.m. Route #7 travels along the OceanView loop only 8:55, 10:55 - 11:55 a.m. and 1:55 - 2:55 p.m. Please refer to route map. Dotted red line means limited service.

### A Quick Glimpse at METRO Route #7

**Outbound Route #7** departs METRO Pulse at Elm St., Portland, and travels North on Congress St. with stops along Washington Ave. and Veranda St. before heading to Route #1 in Falmouth, with stops at Wal-Mart, Shops at Falmouth Village & Shaw's.

**Town Landing Loop** service departs METRO Pulse at 6:30 & 7:30 a.m., 9:30 a.m. 12:30 p.m. & 3:30, 4:30, 5:30 & 6:30 (p.m.), continuing North on Route #1 after stopping at Shaw's, right onto Johnson Rd., right on Route #88 and right on Depot Rd, returning to Shaw's, Wal-Mart and Shops at Falmouth Village, then returning **inbound** to Portland with stops along Route #1, Veranda Street, Washington Ave. and Congress St.

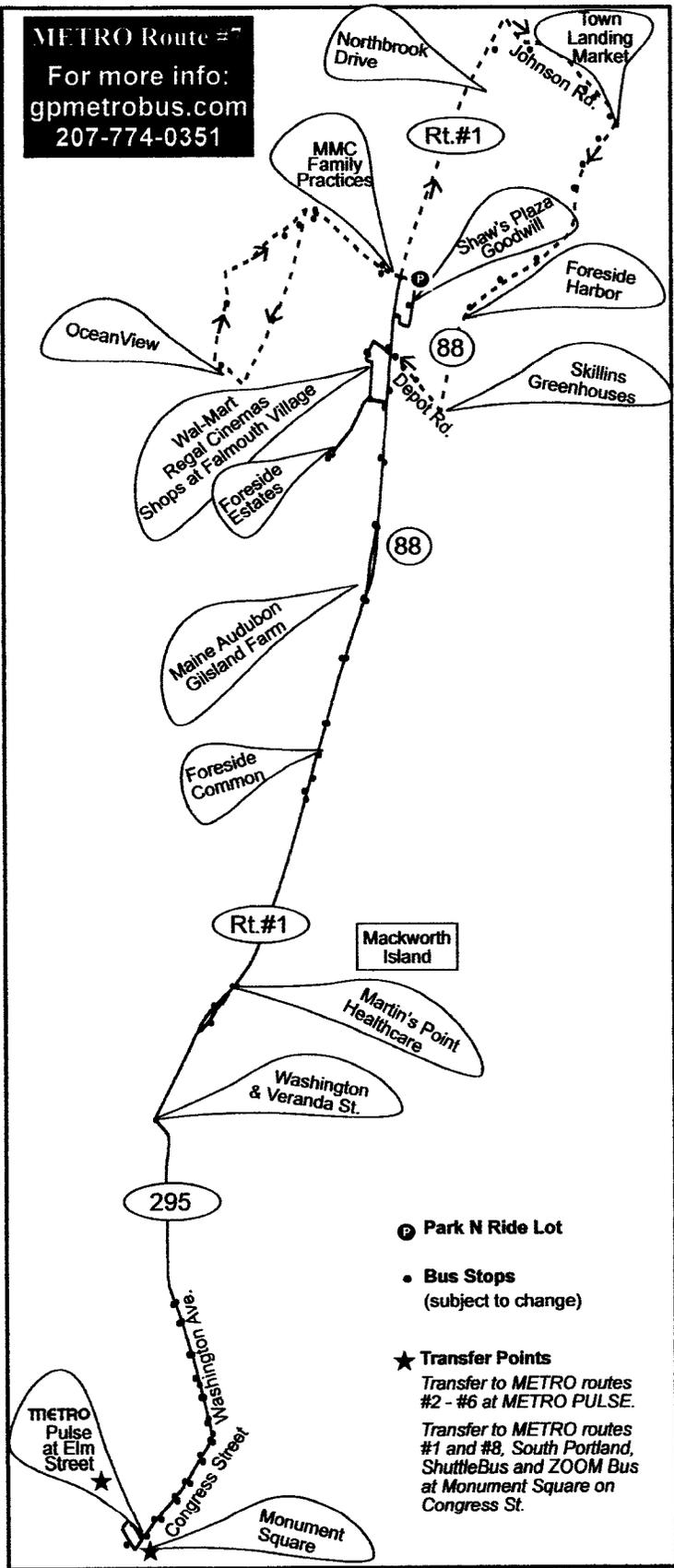
**OceanView Loop** service departs METRO Pulse at 8:30, 10:30, 11:30 (a.m.) & , 1:30, 2:30 (p.m.) travelling left on Bucknam Rd. after leaving Shaw's, left on Middle Rd., to OceanView (on Blueberry Lane), Falmouth Rd. then returning to Shaw's, Wal-Mart and Shops at Falmouth Village, before returning **inbound** to Portland with stops along Route #1, Veranda Street, Washington Ave. and Congress St.

**Bus & Buy - Ride Home FREE** when you shop at stores throughout Falmouth.

For fare rates, route information, Bus & Buy participants & more, please visit [www.gpmetrobus.com](http://www.gpmetrobus.com) or call 774-0351.

*Effective September 13, 2010. Schedule subject to change.*

**METRO Route #7**  
 For more info:  
 gpmetrobus.com  
 207-774-0351



**METRO Bus travels throughout Portland, Westbrook, Falmouth and the Maine Mall area of South Portland.**

# METRO

Greater Portland Transit District  
www.gpmetrobus.com • 207-774-0351

## 8 Peninsula Loop (Pine Street)

Casco Bay Ferry Terminal

OUTBOUND Departs	INBOUND				Arrives
	Casco Bay Ferry Terminal	Franklin Towers	Marginal Way	Hannaford Plaza	
6:42	6:48	6:56	7:04	7:12	7:12
7:12	7:18	7:26	7:34	7:42	7:42
8:12	8:18	8:26	8:34	8:42	8:42
9:12	9:18	9:26	9:34	9:42	9:42
10:12	10:18	10:26	10:34	10:42	10:42
11:12	11:18	11:26	11:34	11:42	11:42
12:12	12:18	12:26	12:34	12:42	12:42
1:12	1:18	1:26	1:34	1:42	1:42
2:12	2:18	2:26	2:34	2:42	2:42
3:12	3:18	3:26	3:34	3:42	3:42
4:12	4:18	4:26	4:34	4:42	4:42
5:12	5:18	5:26	5:34	5:42	5:42
6:10	6:14	6:18	6:22	6:26	6:26

### MONDAY - FRIDAY

OUTBOUND Departs	INBOUND				Arrives
	Casco Bay Ferry Terminal	Franklin Towers	Marginal Way	Hannaford Plaza	
8:00	8:05	8:13	8:21	8:29	8:29
9:00	9:05	9:13	9:21	9:29	9:29
10:00	10:05	10:13	10:21	10:29	10:29
11:00	11:05	11:13	11:21	11:29	11:29
12:00	12:05	12:13	12:21	12:29	12:29
1:00	1:05	1:13	1:21	1:29	1:29
2:00	2:05	2:13	2:21	2:29	2:29
3:00	3:05	3:13	3:21	3:29	3:29
4:00	4:05	4:13	4:21	4:29	4:29
5:00	5:05	5:13	5:21	5:29	5:29
6:00	6:05	6:13	6:21	6:29	6:29

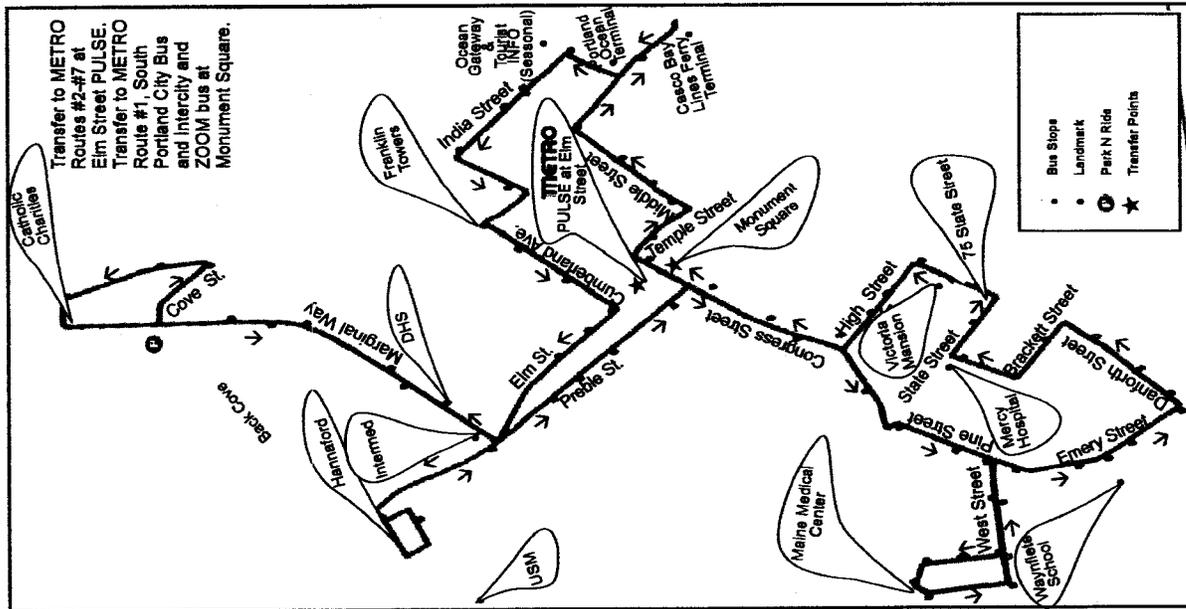
### SATURDAY

#### NO SUNDAY SERVICE

METRO bus travels throughout Portland, Westbrook, Falmouth and the Maine Mall area of South Portland. Connect to Amtrak/DownEast & Portland Jetport on METRO Route #5.

METRO Monthly Passes & TenRide Tickets are available along this route at: METRO PULSE, Casco Bay Ferry Terminal (Day Passes also available) and Hannaford supermarket.

July 2009 - Subject to change.



#### A Quick Glimpse at METRO Route #8

Outbound Route #8 leaves Casco Bay Ferry Terminal and travels to Marginal Way and Hannaford Supermarket with several stops along India Street, Cumberland Avenue and Elm Street. Inbound Route #8 travels to Casco Bay Ferry Terminal with stops along Congress & Pine Streets, Portland's West End, Bramhall (Maine Medical Center), Danforth, Spring, (Mercy Hospital), Congress, Temple and Middle Streets and Franklin Arterial.



Bus Number: \_\_\_\_\_

Mileage: \_\_\_\_\_

Mechanic: \_\_\_\_\_

Date: \_\_\_\_\_

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK      A = Adjusted      X = Repairs Needed      R = Repairs Made OK

### PART 1 - Engine - Transmission - Undercarriage - Chassis

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> 1. Pressure wash complete engine/trans.compartment including radiator top &amp; bottom, clean all 4 wheels.</li> <li><input type="checkbox"/> 2. Inspect / Lubricate engine doors, hinges, brackets. (Silicone Spray Only)</li> <li><input type="checkbox"/> 3. Check coolant level and coolant protection ( -20° min )</li> <li><input type="checkbox"/> 4. Check Surge Tank cap and Safety Lock</li> <li><input type="checkbox"/> 5. Check all fluid levels - Adjust levels as needed <ul style="list-style-type: none"> <li>● Engine - 40w oil</li> <li>● Transmission - Dex. III</li> <li>● Power Steering - 10-30 wt</li> <li>● Coolant -Green 50/50</li> <li>● Lift - Texaco Oil 5606G</li> </ul> </li> <li><input type="checkbox"/> 6. Check air filter restriction indicator reading</li> <li><input type="checkbox"/> 7. Check / Inspect engine - transmission oil cooler mounting</li> <li><input type="checkbox"/> 8. Check turbo-charger mounting</li> <li><input type="checkbox"/> 9. Drain oil recovery tank - Clean Check Valves</li> <li><input type="checkbox"/> 10. Check for engine oil-coolant-transmission fuel leaks</li> <li><input type="checkbox"/> 11. Check engine fan hub assembly for oil leak and free play</li> <li><input type="checkbox"/> 12. Check 12v alternator mounting and belt condition and belt tension</li> <li><input type="checkbox"/> 13. Check 24v alternator for secure connections, and oil leaks</li> <li><input type="checkbox"/> 14. Check power steering reservoir level, adjust levels as needed</li> <li><input type="checkbox"/> 15. Check air compressor mounting, and all connecting lines</li> <li><input type="checkbox"/> 16. Inspect / Lubricate drive shaft and U-Joints ( Use EP 2 )</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> 17. Inspect brake lining / grease anchor pins and slack adjusters ( Use Texaco NLGI#1 grease )</li> <li><input type="checkbox"/> 18. Adjust brakes as needed</li> <li><input type="checkbox"/> 19. Check system for air leaks</li> <li><input type="checkbox"/> 20. Check differential and seals</li> <li><input type="checkbox"/> 21. Check wheel and axle hub assembly</li> <li><input type="checkbox"/> 22. Drain air tanks</li> <li><input type="checkbox"/> 23. Check air dryer ejection valve</li> <li><input type="checkbox"/> 24. Check front wheel bearings</li> <li><input type="checkbox"/> 25. Check wheel seals and gaskets</li> <li><input type="checkbox"/> 26. Check king pins and bushings - grease with EP 2</li> <li><input type="checkbox"/> 27. Check tie rod ends - grease with EP 2</li> <li><input type="checkbox"/> 28. Check control arms and bushing - grease with EP 2</li> <li><input type="checkbox"/> 29. Check steering arm - grease with EP 2</li> <li><input type="checkbox"/> 30. Check pitman arm - grease with EP 2</li> <li><input type="checkbox"/> 31. Check steering drag links - grease with EP 2</li> <li><input type="checkbox"/> 32. Check lift fluid level - adjust level as needed</li> <li><input type="checkbox"/> 33. Check front and rear shock for leakage and damage</li> <li><input type="checkbox"/> 34. Check front and rear air bellows for leakage and condition</li> <li><input type="checkbox"/> 35. Check Registration and Insurance card</li> </ul> |
|---|---|

### PART 2 - BODY EXTERIOR / INTERIOR

1. Check interior and exterior mirrors condition and secure mountings
2. Check closure door panels
3. Check windshield wiper blades and wiper operation
4. Check windshield washer operation and washer fluid level - add fluid as needed
5. Check operator seat adjustment features, seat belts, seat cushioning and back condition.
6. Check and clean drivers windshield and windows
7. Check dash gauges and panel tell tale lights
8. Check both throttle and brake pedal assembly condition and excessive mounting play.
9. Check entrance and exit door operation and exit door interlock
10. Check emergency flashers, reverse lights and alarm, horn and parking brake operation.
11. Check all interior and exterior lights
12. Check wheelchair lift controls and operation. Pressure wash assembly as needed
13. Check wheelchair tiedowns and locks
14. Check Fold-up seat for damage, looseness and operation
15. Check PA system operation
16. Check stanchions and grab rails for secure mounting.
17. Clean farebox with air pressure, check farebox operation
18. Check sliding window operation and latches
19. Check interior panels and latches
20. Check passenger seats for cuts and/or other damage.
21. Check passenger signals operation
22. Check safety equipment, fire extinguisher, safety triangles, insurance / registration card.
23. Torque all wheel nuts to 500 FT lbs., check tire pressure, adjust to 110 psi.
24. Check and clean battery connections, secure and clean battery cables, check water level, adjust as needed
25. Drain oil and refill



Bus Number: \_\_\_\_\_

Mechanic: \_\_\_\_\_

Date: \_\_\_\_\_

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK

A = Adjusted

X = Repairs Needed

R = Repairs Made OK

**PART 1 - Engine - Transmission - Undercarriage - Chassis**

- 1. Complete all items on Inspection A
- 2. Check engine compartment switches
- 3. Check engine compartment lights
- 4. Check air cleaner assembly / change filter every 18000 mi. interval or as needed
- 5. Check radiator mounting and shroud
- 6. Check circulating pump operation and for leakage
- 7. Check crankcase breather assembly
- 8. Check rear electrical box seal and electrical connections
- 9. Change both primary and secondary fuel filters
- 10. Change engine oil and filters / drain 24v generator
- 11. Check engine mounts front and rear
- 12. Inspect trunion bushings, Pin and Mounting
- 13. Check engine cradle mounts and bolts
- 14. Check muffler condition, mounts and straps
- 15. Check exhaust pipe and clamps for condition and tightness
- 16. Check mud flaps
- 17. Check bulk heads and connections
- 18. Check sway bar links and bushings

## PART 2 - BODY EXTERIOR / INTERIOR

- 19. Check radius and lateral rods
- 20. Check frame and bulkheads front axle area
- 21. Check steering box and grease as needed
- 22. Check ride height front and rear
- 23. Check rear axle U bolts
- 24. Check front and rear leveling valves and links
- 25. Check air tank mountings and lines
- 26. Check fuel tank mounting
- 27. Check trunion assembly pin and bushings for wear
- 28. Check floor support
- 29. Check heater compartment seal and latches
- 30. Check heater core and hoses
- 31. Check front heater valve operation, and for coolant leaks
- 32. Check heating system blower operation
- 33. Check wheelchair lift track and chains
- 34. Check wheelchair lift hydraulic lines and cylinders for leaks
- 35. Lubricate and adjust lift as necessary

**Comments:**

Bus Number: \_\_\_\_\_ Mechanic: \_\_\_\_\_ Date: \_\_\_\_\_

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK    A = Adjusted    X = Repairs Needed    R = Repairs Made OK

**Engine - Transmission - Undercarriage - Chassis**

- 1. Complete all items on Inspection A
- 2. Complete all items on Inspection B
- 3. Drain transmission fluid and change filter, replace trans. breather
- 4. Drain differential - 85w-140
- 5. Inspect heater filters, clean or replace as needed. Clean return air grills
- 6. Record brake lining thickness

LF	RF	LR	RR

**Tires and Wheels**

- 1. Check rims - lug nuts and studs - valve stems and caps

Wheel Position	Tread Depth	Pressure Check	Tire Numbers	Comments
RF	/32			
RRO	/32			
RRI	/32			
LF	/32			
LRO	/32			
LRI	/32			

Bus Number: \_\_\_\_\_

Mileage: \_\_\_\_\_

Mechanic: \_\_\_\_\_

Date: \_\_\_\_\_

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK      A = Adjusted      X = Repairs Needed      R = Repairs Made OK

**PART 1 - Engine - Transmission - Undercarriage - Chassis**

- |   |   |
|---|---|
| <input type="checkbox"/> 1. Pressure wash complete engine/trans. compartment including radiator top & bottom, clean all 4 wheels.   | <input type="checkbox"/> 16. Inspect brake lining / grease anchor pins and slack adjusters ( Use Texaco NLGI#1 grease ) |
| <input type="checkbox"/> 2. Inspect / Lubricate engine doors, hinges, brackets. ( Silicone Spray Only )   | <input type="checkbox"/> 17. Adjust brakes as needed  |
| <input type="checkbox"/> 3. Check coolant level and coolant protection ( -20° min )   | <input type="checkbox"/> 18. Check system for air leaks   |
| <input type="checkbox"/> 4. Check Surge Tank cap and Safety Lock  | <input type="checkbox"/> 19. Check differential and seals   |
| <input type="checkbox"/> 5. Check all fluid levels - Adjust levels as needed <ul style="list-style-type: none"><li>● Engine - CNG Oil Only</li><li>● Transmission - Transynd</li><li>● Power Steering - Dexron III</li><li>● Coolant - Green John Deere</li><li>● Lift - Dexron III</li></ul> | <input type="checkbox"/> 20. Check wheel and axle hub assembly  |
| <input type="checkbox"/> 6. Check air filter restriction indicator reading  | <input type="checkbox"/> 21. Drain air tanks  |
| <input type="checkbox"/> 7. Check / Inspect engine - transmission oil cooler mounting   | <input type="checkbox"/> 22. Check air dryer ejection valve   |
| <input type="checkbox"/> 8. Check turbo-charger mounting  | <input type="checkbox"/> 23. Check front wheel bearings   |
| <input type="checkbox"/> 9. Drain fuel filter, <b>Change as needed only!</b>  | <input type="checkbox"/> 24. Check wheel seals and gaskets  |
| <input type="checkbox"/> 10. Check for engine oil-coolant-transmission fuel leaks   | <input type="checkbox"/> 25. Check king pins and bushings - grease with EP 2  |
| <input type="checkbox"/> 11. Check engine fan hub assembly for oil leak and free play   | <input type="checkbox"/> 26. Check tie rod ends - grease with EP 2  |
| <input type="checkbox"/> 12. Check 24v alternator for secure connections, and oil leaks, check belts and tensioner  | <input type="checkbox"/> 27. Check control arms and bushing - grease with EP 2  |
| <input type="checkbox"/> 13. Check power steering reservoir level, adjust levels as needed  | <input type="checkbox"/> 28. Check steering arm - grease with EP 2  |
| <input type="checkbox"/> 14. Check air compressor mounting, and all connecting lines  | <input type="checkbox"/> 29. Check pitman arm - grease with EP 2  |
| <input type="checkbox"/> 15. Inspect / Lubricate drive shaft and U-Joints ( Use EP 2 )  | <input type="checkbox"/> 30. Check steering drag links - grease with EP 2   |
|   | <input type="checkbox"/> 31. Check lift fluid level - adjust level as needed  |
|   | <input type="checkbox"/> 32. Check front and rear shock for leakage and damage  |
|   | <input type="checkbox"/> 33. Check front and rear air bellows for leakage and condition                                 |

## PART 2 - BODY EXTERIOR / INTERIOR

- 1. Check interior and exterior mirrors condition and secure mountings
- 2. Check closure door panels
- 3. Check windshield wiper blades and wiper operation
- 4. Check windshield washer operation and washer fluid level - add fluid as needed
- 5. Check operator seat adjustment features, seat belts, seat cushioning and back condition.
- 6. Check and clean drivers windshield and windows
- 7. Check dash gauges and panel tell tale lights
- 8. Check both throttle and brake pedal assembly condition and excessive mounting play.
- 9. Check entrance and exit door operation and exit door interlock
- 10. Check emergency flashers, reverse lights and alarm, horn and parking brake operation.
- 11. Check all interior and exterior lights
- 12. Check wheelchair lift controls and operation. Clean with air as needed
- 13. Check wheelchair tiedowns and locks
- 14. Check Fold-up seat for damage, looseness and operation
- 15. Check PA system operation
- 16. Check stanchions and grab rails for secure mounting.
- 17. Clean farebox with air pressure, check farebox operation
- 18. Check sliding window operation and latches
- 19. Check interior panels and latches
- 20. Check passenger seats for cuts and/or other damage.
- 21. Check passenger signals operation
- 22. Check safety equipment, fire extinguisher, safety triangles, insurance / registration card.
- 23. Torque all wheel nuts to 500 FT lbs., check tire pressure, adjust to 110 psi.
- 24. Check and clean battery connections, secure and clean battery cables, check water level, adjust as needed
- 25. Check A/C system, Check Filters



Bus Number: \_\_\_\_\_

Mechanic: \_\_\_\_\_

Date: \_\_\_\_\_

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK      A = Adjusted      X = Repairs Needed      R = Repairs Made OK

**PART 1 - Engine - Transmission - Undercarriage - Chassis**

- 1. Complete all items on Inspection A
- 2. Check engine compartment switches
- 3. Check engine compartment lights
- 4. Check air cleaner assembly / change filter every 18000 mi. interval or as needed
- 5. Check radiator mounting and shroud
- 6. Check circulating pump operation and for leakage
- 7. Check crankcase breather assembly
- 8. Check rear electrical box seal and electrical connections
- 9. Check engine mounts front and rear
- 10. Check engine cradle mounts and bolts
- 11. Check muffler condition, mounts and straps
- 12. Check exhaust pipe and clamps for condition and tightness
- 13. Check mud flaps
- 14. Check bulk heads and connections
- 15. Check sway bar links and bushings

## PART 2 - BODY EXTERIOR / INTERIOR

- 16. Check radius and lateral rods
- 17. Check frame and bulkheads front axle area
- 18. Check steering box and grease as needed
- 19. Check ride height front and rear
- 20. Check rear axle U bolts
- 21. Check front and rear leveling valves and links
- 22. Check air tank mountings and lines
- 23. Check floor support
- 24. Check heater compartment seal and latches
- 25. Check heater core and hoses
- 26. Check front heater valve operation, and for coolant leaks
- 27. Check heating system blower operation
- 28. Check wheelchair ramp and fluid

**Comments:**

M:Office 97 Files/Biennial Review/Orion PMS



GREATER PORTLAND TRANSIT DISTRICT  
**C INSPECTION - 12000 MILES - PM**

**ORION**

Bus Number: \_\_\_\_\_ Mechanic: \_\_\_\_\_ Date: \_\_\_\_\_

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK    A = Adjusted    X = Repairs Needed    R = Repairs Made OK

**Engine - Transmission - Undercarriage - Chassis**

- 1. Complete all items on Inspection A
- 2. Complete all items on Inspection B
- 3. Change transmission oil and filter every 40,000 miles
- 4. Drain differential, **June and January only**
- 5. Inspect heater filters, clean or replace as needed. Clean return air grills
- 6. Change motor oil and filter every 25,000 miles
- 7. Check AC belt, oil, filters, clean as needed
- 8. Check AC mounting and all lines for leaks
- 9. Record brake lining thickness

LF	RF	LR	RR

**Tires and Wheels**

- 1. Check rims - lug nuts and studs - valve stems and caps

Wheel Position	Tread Depth	Pressure Check	Tire Numbers	Comments
RF	/32			
RRO	/32			
RRI	/32			
LF	/32			
LRO	/32			
LRI	/32			

**MAINEDOT REGION 6**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**  
**SOUTH PORTLAND BUS SERVICE**

# SOUTH PORTLAND BUS SERVICE

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# MAINEDOT REGION 6 BIENNIAL OPERATIONS PLAN

## SOUTH PORTLAND BUS SERVICE

### PROJECT DESCRIPTION

#### A. URBAN TRANSIT PROVIDER

**Provider:** South Portland Bus Service  
**Contact Person:** Thomas Meyers, Transportation Director  
**Address:** 46 O'Neil Street, South Portland, Maine 04106  
**Telephone:** 207 767-5556  
**Email:** [tmeyers@southportland.org](mailto:tmeyers@southportland.org)  
**Web Site:** [www.southportland.org](http://www.southportland.org) or [schedule/map](http://schedule/map) at [www.transportme.org](http://www.transportme.org)

#### B. SERVICE

**No. of Counties:** One  
**Type of Service:** Fixed Route, Paratransit provided by RTP  
**Service Area:** multi-town

#### C. GEOGRAPHIC AREA

The South Portland Bus Service (SPBS), which is owned and operated by the City of South Portland, provides fixed-route service to the City of South Portland and includes stops in downtown Portland and the Maine Mall area of Scarborough.

#### D. SERVICE DESCRIPTION

The South Portland Bus Service operates three urban area routes which, during FY 2009 and FY 2010 were as follows:

- 1. Route 1 - Willard Square** - route includes High/Congress Street and Monument Square in Portland; and Mill Creek, Ocean/Kaler, Pillsbury/Cottage, Southern Maine Community College, Willard Beach, and City Hall in South Portland. Service - 6 days per week; weekdays 6:15 A.M. to 10:40 P.M.; Saturdays 6:50 A.M. to 7:07 P.M.
- 2. Route 3 - Crosstown** - route extends from Willard Square in South Portland, through South Portland directly to the Maine Mall with service to the South Portland Community Center, Blue Cross/Blue Shield, Maine Mall Area hotels and shops, Target, and Wal-Mart. Service - 5 days per week; weekdays 8:15 A.M. to 2:15 P.M.
- 3. Route 4 - Maine Mall** - route includes High/Congress Streets and Monument Square in Portland; and Cash Corner, MacArthur Circle, and the Maine Mall area including Blue Cross/Blue Shield, Wal-Mart, and Target in South Portland. In addition, there are three deviated service areas that are served five days per week. These areas are Stanwood Park, Sunset Park, and 1700 Broadway. Service - 6 days per week; weekdays 5:30 A.M. to 10:20 P.M.; Saturdays 7:15 A.M. to 6:45 P.M.

On August 23, 2010, routes and timetables changed to improve on-time performance and reliability. Several additional schedule changes went into effect on January 9, 2011. The updated system map and schedules are included in the Appendix. Route names were changed as follows:

- Route 1 Willard Square became Route 21 Willard Square
- Route 4 Maine Mall became Route 24A Maine Mall via Main Street
- Route 3 Crosstown was substantially incorporated into Route 24B Maine Mall via Community Center

## E. FARE STRUCTURE

A 20% fare increase went into effect on July 1, 2010, (the beginning of FY 2011):

<u>Fare in FY 2010</u>		<u>Fare beginning FY 2011</u>	
\$1.25	Adult (single full fare)	\$1.50	
\$1.00	Student fare (25%)	\$1.25	
\$.60	Senior citizens or individuals with disabilities		\$.75
\$11.00	Full fare 10-ride ticket	\$13.50	
\$9.00	Student 10-ride ticket	\$11.25	
\$5.50	Senior 10-ride ticket	\$6.75	

Transfers to METRO are free of charge at any location and with the Tri-town ShuttleBus at the Maine Mall Transit Center or in downtown Portland on Congress Street. Ten-ride tickets are available for general fares and student fares, with a savings of one ride free per ticket.

The South Portland Bus Service used the process it established to gather public comment on fare or service changes as required by the Federal Transit Administration to meet the intent of FTA Circular 9030.1C and the Triennial Review. This occurred during preparation, submission, and adoption of the FY2011 budget.

## F. PROPOSED CUTBACKS/EXPANSIONS

1. **Cutbacks.** 64% of the annual operating budget in FY10 was provided from the municipal budget through property taxes. Due to the overall gloomy budget picture, there was a 5% reduction in service beginning in August of 2010 (for FY 2011) that will likely extend into FY 2012. One route (Crosstown Route 3) was eliminated with some residual service hours from that route applied to other more productive routes. The schedule and timetable will be revamped based upon recommendations from a January 2008 system study.

This study examined the existing conditions including the current transit markets, population and employment density, socio-economic characteristics, and commuting patterns of the community. Specifically, the study recommended: making service more direct; making service simpler; operating service at clockface headways minimizing the number of route deviations; and developing “transit hubs.

Adjustments to the timetable and routes traveled will implement many of these recommendations.

2. **Expansions.** None anticipated.

**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**

There were no passenger studies or surveys conducted in FY 2009 or FY 2010.

**PROJECT COORDINATION**

**A. SOCIAL SERVICE AGENCY COORDINATION**

The South Portland Bus Service does not have any contracts with social service agencies.

**B. SOCIAL SERVICE CONTRACT SUMMARY**

Not applicable

**C. COORDINATION WITH PROVIDERS**

The South Portland Bus Service (SPBS) participates as an active member of the PACTS Transit Committee, Maine Transit Association, and the Regional Plan Advisory Committee (RPAC). The PACTS Transit Committee meets on a monthly basis to identify and implement opportunities to collaborate and cooperate in such areas as service planning, joint sharing of information, joint training, joint purchasing and better utilization of technical services offered by the Greater Portland Council of Governments.

SPBS works with METRO and the Biddeford-Saco-Old Orchard Beach to Portland ShuttleBus, to assure coordination of the regional system's routes so that passengers can easily make transfers from one service to the other with no additional fare.

In addition, the PACTS Transit Committee is implementing a Regional Transit Coordination Study. SPBS and the other providers are coordinating transit service, fares, and operations with an eye on cost efficiencies, improving the quality and frequency of service, connectivity, and ridership for all providers with an overarching emphasis on maintaining or improving customer service.

The City of South Portland contracts with RTP for paratransit service as described in RTP's most current Complementary Paratransit Plan. The Paratransit service area includes 3/4 of a mile on either side of the fixed routes of METRO and SPBS, and its schedules and routes match those of these fixed route services.

**Community Development Block Grant (CDBG) bus pass program.** Working together with the city's School Department and General Assistance office, the CDBG program provides funding for a popular and well utilized bus pass initiative. The School Department and General Assistance Office confidentially administer the process to provide free transit passes to residents of qualified households whose income is at or below 80% of median income. In FY10 we provided over 3,700 bus trips for students and adults to get to or from school, to work, to medical appointments, or shopping.

## **DISCRIMINATION**

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

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

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

Edwards and Kelcey Planners  
222 St. John Street  
Portland, Maine 04102

KMJ Consulting  
P.O. Box 766  
Gorham, Maine 04038-0766

Fitzgerald Halliday, Inc.  
72 Cedar Street  
Hartford, CT 06106

Alternate Transit Advertising, Inc.  
295 Bayside Road  
Greenland, NH 03840

### **B. MONETARY GOALS**

The City of South Portland's Finance Department, in accordance with the City's Purchasing Ordinance, makes all purchases on behalf of the South Portland Bus Service. The City's purchasing ordinance governs SPBS purchases and requires that the lowest responsible bidder be selected. For larger purchases, solicitations for bids are made through advertisements in newspapers of general circulation and/or through letters to bidders who have bid on projects in the past or who request that they be included on the bidders list. The City of South Portland is committed to meeting the DBE/WBE goal. South Portland will work with the Director of the Office of Equal Opportunity of MaineDOT to assure that all certified DBE/WBE's are considered in the purchase of goods and services.

SPBS' FY 2011 budget contains \$46,202 in contractible services (applicable budget items: printing and binding, advertising, equipment maintenance, radio maintenance, hazardous waste disposal, office supplies, heating fuel, tires and tubes, clothing, small tools, cleaning supplies, building cleaning supplies). Federal/state transportation funds (\$177,497) account for 16.0% of the total operating budget (\$1,110,497). Therefore, the federal/state share of contractible services is \$7,392 (16% of \$46,202), and the 1.34% monetary goal is \$99 (1.34% of \$7,392).

SPBS FY 2012 budget contains \$42,502 in contractible services (applicable budget items: printing and binding, advertising, equipment maintenance, radio maintenance, hazardous waste disposal, office supplies, heating fuel, tires and tubes, clothing, small tools, cleaning supplies, building cleaning supplies). Federal/state transportation funds (\$193,802) account for 19.3% of the total operating budget (\$1,005,644). Therefore, the federal/state share of contractible services is \$8,203 (19.3% of \$42,502). If the federal DBE/WBE rate remains at 1.34%, then the DBE/WBE monetary goal would be \$110 (1.34% of \$8,203).

### **C. ADVERTISING**

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

## **CAPITAL**

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

The South Portland Bus Service is responsible for the maintenance of the Bus Service fleet. The Department maintains a complete vehicle history and follows a written preventive maintenance schedule. The maintenance garage and fuel facility is located on Public Works Department property. The Bus Service refers accident reports to the City's legal department to determine the cause of accidents. The mechanic is responsible for handling road calls, for reviewing the causes of breakdowns, and minimizing future breakdowns. A copy of the SPBS Comprehensive Maintenance Plan is included in the Appendix.

### **B. CAPITAL ACQUISITIONS**

Transit Buses SPBS expected to receive three new heavy duty transit buses in FY 2008, which did not happen due to lack of federal grant funds. As a stopgap, MaineDOT provided SPBS with two Medium Duty 7-year Transit Buses in September 2008.

In addition, SPBS expects to receive funding for three more heavy duty transit buses in fiscal year 2012. The City is prepared to provide the required local match. These funds were raised through municipal taxes, and have already been set aside in a capital reserve account.

Operations and Maintenance Facility Improvements. As part of the city's FY 2004 Capital Improvement Plan, the City Council authorized funds to conduct a space needs analysis and preliminary design improvements plan for the functions and aged buildings at the Public Works complex that houses the SPBS. The purpose of the study was to develop a plan for the improvement of the efficiency and effectiveness of public spaces, offices, and work spaces among all the departments located there. The study identified problems such as safety concerns in the garages, lack of modern design, lack of security, lack of appropriate spaces for employees such as locker room, showers, lunch room, etc., and appropriate and professional offices for staff and the public. The study recommended demolition or renovation of principal buildings including Bus Office and Bus Garage and Replacement of these buildings with a centralized structure that combines the offices and facilities.

Federal Highways Administration Surface Transportation Grants (FHWA STP) have been approved by the Portland Area Comprehensive Planning System (PACTS), the urban areas Metropolitan Planning Organization (MPO). Two of three biennia of grant funds have been approved. The third biennia's request for FY 2012/13 will be submitted such that the project amount of \$714,460 will be available. These funds are also available as seed money if other centralized regional bus maintenance facilities are realized.

Mill Creek Transit Hub: SPBS has initiated the preliminary design and engineering for a Transit Hub in the Knightville - Mill Creek neighborhood in South Portland. The city owned property is centrally located behind City Hall. Funding sources for this project include in-kind property donation by the city, a Community Development Block Grant, and Surface Transportation Program set-aside funds from FHWA. Phase I funding for FY 2009 preliminary design and engineering was provided in the FY 2009 Capital Improvement Program at \$40,000. This project is not fully funded. Additional FHWA STP funds will be requested.

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

The City of South Portland sets aside funds on a yearly basis towards the purchase of replacement vehicles and other capital expenditures. The city's contribution to the capital improvements program was \$71,000 in FY 2009 and \$50,000 in FY 2010. This reserve account is available as either (a) the local match for Federal Transit Administration grants or (b) outright capital purchases. At the end of fiscal year 2010, the capital reserve was approximately \$502,000. A copy of the Council meeting minutes where funds were added to the capital reserve account during the last biennium is included in the Appendix.

## **GOALS AND OBJECTIVES**

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

#### **South Portland Bus Service Goals**

1. Provide comfortable, convenient, efficient and cost effective public transportation service to the citizens of the City of South Portland and other people traveling within the City's borders.

*Status: SPBS continues to provide safe, comfortable, convenient, efficient and cost effective bus service.*

2. Participate in providing public transportation within the region by coordinating routes and schedules with other transportation providers and implementing the recommendations of the PACTS Transit Coordination Study, Portland Peninsula Transit Study, and South Portland/Saco Bay Transit Study.

*Status: SPBS continues to work with other transportation providers within the region. As a member of the Regional Plan Advisory Committee (RPAC) and the PACTS Transit Committee, SPBS works with other providers to coordinate routes and schedules. In*

*addition, a separate study with the Shuttlebus – ZOOM identified growing opportunities to expand service to underserved locations.*

*SPBS also participated in other local and statewide ad-hoc groups to implement suggestions from the Governor's Interagency Transportation Coordinating Council.*

3. Work with organizations, municipalities, or other entities who are interested in providing transit services. Identify and seek other local, state, federal, or private sector funding sources such as Job Access Reverse Commute, New Freedom, Community Development Block Grants, and Tax Incremental Financing (TIF) districts to match other sources of funds.

*Status: Community Development Grant Funds have been provided to the SPBS for two noteworthy projects. The first provides funding for a popular and well utilized bus pass initiative. The School Department and General Assistance Office confidentially administer the process to provide free transit passes to residents of qualified households whose income is at or below 80% of median income. In FY10 we provided over 3,700 bus trips for students and adults to get to or from school, to work, to medical appointments, or shopping.*

*The second CGDB grant will provide preliminary design and engineering services for the Mill Creek Transit Hub Capital Improvement.*

*Perhaps the most noteworthy accomplishment was State of Maine, Department of Economic and Community Development approval on May 27, 2010, of a Transit-Oriented Tax Increment Financing (TIF) District and Development Program. The TIF District was approved for a thirty year term to capture and retain 25% of the increased assessed value from taxable real property improvements within the District. Activities in the development program include:*

- *Expanding transit services such as increasing the frequency of buses; purchasing transit buses; paying transit bus operator salaries; building transit facilities and bus shelters.*
- *Providing new transit services such as a Maine Mall circulator route; Broadway corridor "spine service;" passenger ferry service.*
- *Pedestrian, bicycle, and other non-vehicular accessibility improvements.*
- *Intermodal Transit Accessibility improvements.*

4. Maintain an above average growth rate in riders and farebox revenues over the next biennium.

*Status: FY 2009 was a record year for the SPBS, with a 10% increase in ridership over FY 2008. This was slightly higher than the nation-wide trend for small urban bus systems. Regrettably, this banner year was followed by a 3.6% decrease in ridership between FY 2009 and FY 2010. Again, the SPBS followed the nation-wide trend but did slightly better than other small urban areas.*

5. Evaluate and recommend changes in the route network to increase customer service, ridership, and revenue without increasing overall system costs; identify future trends

and funding opportunities to enable a range of improved services in the future, from marginal enhancements in existing operations to a complete redesign of the route system and operations.

*Status: There have been no substantive changes to the route network in spite of recommendations that came out of the “South Portland/Saco Bay Transit Study” conducted by Jacobs, Edwards, and Kelcey in Association with Fitzgerald Halliday, Inc., in January 2008.*

*Due to constraints in operating funds, a complete redesign of the route system and schedule can not be implemented at this time. In fact, as noted in earlier sections, we anticipate service reductions and fare increases in FY 2011. The spirit and substance of the recommendation will be implemented, albeit with the expectation of reducing costs. One noteworthy adjustment is being implemented in the Knightville Mill Creek area, where the city is moving ahead with the design and construction of a mini Transit Hub behind City Hall. The Transit Hub will support simpler, more convenient service centered in this neighborhood and business center as well as an appealing, welcoming waiting area for public transit.*

6. Increase and improve marketing and customer information through improvement on route schedule brochures, improved signage, and media attention. Investigate the feasibility and, if funding permits, implement an Intelligent Transportation System pilot project including Automated Vehicle Locators, terminal displays, traveler information displays, or other ITS demonstration projects.

*Status: A new regional route map and schedule has been implemented with the other transit providers in the MPO. Additional funding has been identified for two noteworthy projects being coordinated by PACTS: the ITS pilot project including AVL and a regional sign and bus shelter project. SPBS is an active participant in both projects.*

*Separately, SPBS has implemented an internal AVL project using NEXTEL/Sprint cell phone technology and an AVL software application called Comet Tracker. The AVL gives real-time bus location information to dispatchers who can provide reliable, accurate bus locations to telephone callers without having to distract the bus operator by calling on the two-way radio.*

7. Monitor customer service requirements. Identify quantifiable customer service measures and system-wide performance indicators and benchmarks. Monitor performance measures of our complementary paratransit service provider.

*Status: Marginal progress on this goal. We do not have the necessary technology in place to easily monitor important customer service measures such as schedule adherence.*

8. Replace the system’s aging fleet of transit buses.

*Status: In spite of best efforts of Maine DOT and others, we have not made much progress on permanent replacements of three 1996 buses. Two new loaner buses, albeit*

*not heavy duty transit buses, will help us bridge the gap until suitable replacements are received.*

## **RPAC Goals**

### **1. Rural service**

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

*Status: No action. No opportunities have been identified.*

### **2. Marketing**

- A. Current efforts.** Continue current marketing efforts aimed at making the public more aware of transit services, utilizing schedules, brochures, websites, bus advertising, driver training and customer training, use of marketing agents and phone systems.

*Status: SPBS continues to market its services through a variety of mechanisms including:*

- *The SPBS website*
- *Schedules*
- *Dispatch services*
- *The Sunrise Guide (coupons)*
- *The MaineCare Bus Pass*

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

*Status: Used occasionally as a reference because it is primarily directed to social service transportation.*

- C. Regional call center.** Working with MaineDOT and other providers, consider the creation of a regional call center.

*Status: No change.*

### **3. MaineCare Bus passes**

- A. System resolution.** Work with other providers to improve the functioning of the bus pass system.

*Status: SPBS clarified for its customers the fact that buss passes issued during the prior month are valid through the fifth of the next month.*

## **B. NEW GOALS**

1. Provide comfortable, convenient, efficient and cost effective public transportation service to the citizens of the City of South Portland and other people traveling within the region's borders.
2. Participate in providing public transportation within the region by coordinating routes and schedules with other transportation providers and implementing the recommendations of the PACTS Transit Coordination Study, Portland Peninsula Transit Study, and South Portland/Saco Bay Transit Study.
3. Work with organizations, municipalities, or other entities who are interested in providing transit services. Identify and seek other local, state, federal, or private sector funding sources such as Job Access Reverse Commute, New Freedom, Community Development Block Grants, and Tax Increment Financing (TIF) districts to match other sources of funds.
4. Maintain an above average growth rate in riders and farebox revenues over the next biennium.
5. Evaluate and recommend changes in the route network to increase customer service, ridership, and revenues without increasing overall system costs; identify future trends and funding opportunities to enable a range of improved services in the future, from marginal enhancements in existing operations to a complete redesign of the route system and operations.
6. Increase and improve marketing and customer information through improvement on route schedule brochures, improved signage, and media attention. Investigate the feasibility and, if funding permits, implement an Intelligent Transportation System pilot project including Automated Vehicle Locators, terminal displays, traveler information displays, or other ITS demonstration projects.
7. Monitor customer service requirements. Identify quantifiable customer service measures and system-wide performance indicators and benchmarks. Monitor performance measures of our complementary paratransit service provider.
8. Replace the system's aging fleet of transit buses as well as the operations and fleet maintenance facility.

## **BENCHMARKS**

SPBS manually enters data into simple spreadsheets to capture ridership data by fare category. Similar spreadsheets are used to record information on buses such as fuel usage, mileage, and repairs. It is anticipated that a more rigorous vehicle maintenance software program will be implemented in FY2011.

Although time intensive, SPBS routinely summarizes and graphs monthly ridership trends as well as annual comparisons similar to those used to determine urban area Small Transit Intensive Cities Performance Data. Specifically:

- Passenger trips per vehicle mile
- Passenger trips per service hour
- Total cost per passenger trip
- Total cost per vehicle miles
- Total cost per service hour
- Total cost to the taxpayer per trip
- Farebox recovery rate (dollars recovered from the farebox per trip).

	FY 2007	FY 2008	FY 2009	FY 2010
Passenger trips per vehicle mile	0.85	0.95	1.00	1.01
Passenger trips per service hour	12.45	13.81	15.19	14.65
Total cost per passenger trip	\$5.88	\$5.97	\$5.46	\$5.30
Total cost per vehicle mile	\$5.00	\$5.66	\$5.46	\$5.33
Total cost per service hour	\$73.19	\$82.49	\$82.94	\$77.69
Total cost to taxpayer per trip	\$4.05	\$3.95	\$3.54	\$3.41
Farebox recovery (\$ per trip)	\$0.96	\$0.94	\$0.91	\$0.93

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled for the South Portland Bus Service for the past two fiscal years. The figures in the following table are for fiscal year 2009 (July 1, 2008 through June 30, 2009), and fiscal year 2010 (July 1, 2009 through June 30, 2010).

<b>SOUTH PORTLAND BUS SERVICE ANNUAL REPORT – PAST TWO YEARS</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Vehicles</b>		
Number of Active Vehicles in Fleet	8	8
Number of Inactive Vehicles in Fleet	1	1
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	8	8
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	\$1,110,497	\$1,005,644
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses	\$91,261	\$86,768
<b>Annual Operating Revenues</b>		
Fare Revenues	\$202,629	\$200,879
Advertising	\$15,909	\$10,344
State Bond Fund (bus maintenance)	\$6,925	\$23,075
FTA – RTAP	\$1,575	\$1,613
FTA-Federal Operating Assistance	\$159,037	\$159,000
MaineDOT – State Operating Assistance	\$9,960	\$10,114
Local Operating Funds – Municipal Taxes	\$805,723	\$687,387
Total Annual Operating Revenues	\$1,201,758	\$1,092,412
<b>FTA-Sources of Capital Funds</b>		
FTA-Federal Capital Assistance	\$30,000	\$8,595
MaineDOT-State Capital Assistance	0	0
Local Capital Funds	\$7,500	\$2,149
Total Capital Funds	\$37,500	\$10,744
<b>Annual Vehicle Miles</b>		
Annual Transit Miles	223,562	214,500
<b>Annual Vehicle Hours</b>		
	14,716	14,716

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Passenger Trips</b>	223,762	220,023
<b>Safety</b>		
Fatalities	0	0
Major Incidents	0	0
Major Injuries	0	0
<p><b>Note:</b> Annual Operating Expenses were taken from the city's financial system. They are the expenses which are identified with direct customer service. Annual Administrative Expenses include the director's salary, advertising, building maintenance, office supplies, heating fuel, clothing, building maintenance supplies, dues and memberships, and 50 % of the phone bill.</p> <p>Local operating revenue is derived by subtracting the total of all other sources of operating revenue from the annual operating expenses. This is the net amount contributed by the City of South Portland through municipal taxes.</p>		

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

The South Portland Bus Service has spreadsheet records on ridership by route, total revenues, and total vehicle miles by route. As a practical matter related to limited staffing and lack of technology, SPBS cannot record revenues by route. Similarly, SPBS cannot record costs by route. Revenues per route are calculated using total farebox recovery for the year and ridership by fare category for each route. Costs per route are calculated as a percentage of total vehicle miles for the fiscal year. The figures on the next page are for SPBS fiscal years ending June 30, 2009 and June 30, 2010.

**Revenues, Costs, Trips, Vehicle Miles  
Past Two Fiscal Years**

Route	“Farebox” Revenues <sup>1</sup>		Costs <sup>2</sup>		One-Way Trips		Vehicle Miles <sup>3</sup>	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
Route 1 Willard Square	\$72,129	\$70,095	\$445,269	\$396,367	85,408	81,812	77,129	74,003
Route 3 Crosstown	\$9,711	\$9,416	\$124,549	\$110,870	13,239	12,810	23,921	22,952
Route 4 Maine Mall	\$120,788	\$121,368	\$669,440	\$595,919	125,115	125,401	122,510	117,546
<b>Total</b>	<b>\$202,629</b>	<b>\$200,879</b>	<b>\$1,239,258</b>	<b>\$1,103,156</b>	<b>223,762</b>	<b>220,023</b>	<b>223,562</b>	<b>214,500</b>

Notes:

<sup>1</sup> Revenues include cash paid into the farebox, sale of ten-ride tickets, and sale of MaineCare Transit passes. Does NOT include local operating funds from municipal taxes, FTA Section 5307 operating or capital funds, state funds, or advertising.

<sup>2</sup> Total cost is an accurate number that includes all expenses for the fiscal year including operations, maintenance; and planning. Costs per route are calculated by multiplying the cost per service hour times the number of service hours on each route. Route 1 provides 35.9% of the annual service hours; Route 3 provides 10.1%; and Route 4 provides 54% of the total annual service hours (14,716).

<sup>3</sup> Total vehicle miles is an accurate number that comes from adding up the total mileage from each vehicle; it is the same number submitted to the National Transit Database. Vehicle miles per route is derived from the total mileage based upon daily trip sheets, analysis, and calculation. Overall, 34.5% of the total mileage is attributable to Route 1 Willard Square, 10.7% to Route 3 Crosstown, and 54.8% to Route 4 Maine Mall.

**Revenues and Expenses.** SPBS operates on a July 1 through June 30 fiscal year. SPBS' actual revenues and expenses for FY 2009 and FY 2010 are shown in the following tables.

<b>Expenses and Revenues Past Two Fiscal Years</b>		
<b>Itemized operating expense</b>	<b>FY 2009</b>	<b>FY 2010</b>
Hourly wages	\$503,945	\$479,633
Salary	\$68,473	\$68,481
Overtime	\$57,962	\$67,111
Other fees	\$6,819	\$3,288
Benefits (Medicare, health, retire, etc)	\$204,227	\$205,355
Printing and binding	\$4,169	\$7,082
Advertising	\$3,108	\$3,389
Telephone	\$2,715	\$1,943
Utilities (water, sewer, electric)	\$7,390	\$6,943
Travel	\$1,886	\$725
Medical services (physicals)	\$315	\$160
Vehicle Maint.	\$9,654	\$10,374
Equipment Maintenance	\$0	\$0
Radio Maintenance	\$997	\$718
Building Maintenance	\$2,735	\$1,162
Hazardous waste disposal	\$698	\$1,027
Para-transit Services	\$60,709	\$61,962
Engineering services	\$0	\$4,859
Training	\$194	\$0
RTAP scholarship and projects	\$1,575	\$1,613
Office Supplies	\$2,423	\$2,032
Heating Fuel	\$10,167	\$6,172
Gas and Oil	\$146,674	\$92,721
Tires and Tubes	\$9,802	\$3,874
Clothing	\$2,048	\$3,833
Small tools	\$453	\$749
Cleaning Supplies	\$1,949	\$1,717
Vehicle Supplies	\$54,669	\$45,648
Building Cleaning Supplies	\$725	\$513
Dues and Memberships	\$225	\$215
Reserve acct and misc adjustments	\$35,052	\$9,113
<b>Total expenditures</b>	<b>\$1,201,758</b>	<b>\$1,092,412</b>

<b>Itemized operating revenue</b>	<b>FY 2009</b>	<b>FY 2010</b>
Farebox revenue	\$202,629	\$200,879
Advertising	\$15,909	\$10,344
State Funds	\$9,960	\$10,114
State Bond Fund (Maintenance)	\$6,925	\$23,075
FTA - RTAP	\$1,575	\$1,613
FTA Section 5307	\$159,037	\$159,000
<b>Total operating revenue</b>	<b>\$396,035</b>	<b>\$405,025</b>
<b>Local Operating Funds in BOP--</b>	<b>-\$805,723</b>	<b>-\$687,387</b>
Admin for BOP is director salary,	\$89,904	\$85,797
advertising, 50% of phone, building maint, office supplies, heat fuel, cloth,	\$1,358	\$972
build maintenance, dues/memberships	\$91,262	\$86,769
<b>"ANNUAL TRANSIT OPERATING EXPENSES" FOR THE BOP</b>	<b>\$1,110,497</b>	<b>\$1,005,644</b>
<b>Itemized FTA Capital</b>		
FTA - Federal Capital Assistance	\$30,000	\$8,595
Local Capital Funds (match)	\$7,500	\$2,149
<b>Total Capital Funds</b>	<b>\$37,500</b>	<b>\$10,744</b>
<b>TOTAL ALL EXPENSES:</b>	<b>\$1,239,258</b>	<b>\$1,103,156</b>

### C. PASSENGER INFORMATION

SPBS counts ridership by fare categories that include cash at the farebox, ten-ride punch tickets, MaineCare bus passes, transfers, and “free.” Farebox revenue by passenger fare category in the table below was derived from ridership data - percentage of total “paying customers” by fare category apportioned to total farebox revenue; excludes transfers and “free.”

<b>Revenues By Passenger Fare Category Past Two Fiscal Years<sup>1</sup></b>		
<b>Category</b>	<b>FY 2009</b>	<b>FY 2010</b>
Full Fare	\$117,987	\$113,545
Elderly	\$11,872	\$11,991
Individuals with disabilities	\$742	\$932
Student	\$37,784	\$36,512
MaineCare Bus Pass	\$34,244	\$37,899
<b>Total</b>	<b>\$202,629</b>	<b>\$200,879</b>

Note: <sup>1</sup> Revenues by fare category include all passengers who “paid” when they got on the bus; includes those who paid cash, or used a pre-purchased 10-ride ticket, or displayed a MaineCare bus pass. “Individuals with disabilities” category only includes passengers who were accommodated using the wheelchair lift; therefore, this fare category may be undercounted. Individuals with disabilities who did not use the wheelchair lift are accounted for in the other half-fare category, “Elderly”

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

The figures in the following table are for the entire system, and are for FY 2011, ending June 30, 2011, and FY 2012 ending June 30, 2012. Significant route and timetable changes became effective in August, 2011, essentially the beginning of FY 2011. The following table reflects those changes. As noted earlier, SPBS does not have the technology or support staff to accurately record revenues or costs by route. Ridership by fare categories and mileage is collected by route. Estimates in the following table are extrapolated from other data (e.g., vehicle miles by route are known quantities).

Projected Revenues, Costs, Trips, Vehicle Miles Next Two Fiscal Years								
Route	Farebox Revenues <sup>1</sup>		Costs <sup>2</sup>		One-Way Trips <sup>3</sup>		Vehicle Miles <sup>4</sup>	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
Route 21 Willard Square	\$97,892	\$100,829	\$383,629	\$389,650	96,750	98,550	60,346	60,346
Route 24A Maine Mall via Main Street	\$87,015	\$89,626	\$531,815	\$540,162	86,000	87,600	86,020	86,020
Route 24B Maine Mall via Community Center	\$32,631	\$33,610	\$341,075	\$346,428	32,250	32,850	51,500	51,500
<b>Total</b>	<b>\$217,538</b>	<b>\$224,065</b>	<b>\$1,256,519</b>	<b>\$1,276,239</b>	<b>215,000</b>	<b>219,000</b>	<b>197,866</b>	<b>197,866</b>

Notes:

<sup>1</sup> Farebox revenue estimates include cash paid into the farebox, sale of ten-ride tickets, and sale of Regional Monthly Bus Passes and Monthly MaineCare bus passes. Does NOT include local operating funds from municipal taxes, FTA Section 5307 operating or capital funds, state funds, or advertising. Farebox revenue by route will be roughly estimated by ridership by route, where Route 21 is approximately 45%, Route 24A is 40%, and 24B is 15%.

<sup>2</sup> Total cost is an estimate that includes all expenses for the fiscal year including operations, maintenance; and planning. Costs per route are calculated by multiplying the total cost estimate times the percentage of service hours provided by the route. Route 21 provides 30.5% of the annual service hours; Route 24A provides 42.3%; and Route 24B provides 27.1% of the total annual service hours (13,962).

<sup>3</sup> Projecting relatively “flat” ridership in FY 2011 and slight increase in FY 2012.

<sup>4</sup> 30.5% of the total mileage is attributable to Route 21 Willard Square, 43.5% to Route 24A Maine Mall via Main Street, and 26.0% to Route 24B Maine Mall via Community Center.

**E. BUDGET**

SPBS’s budgets for fiscal years 2011 (year ending June 30, 2011) and 2012 (year ending June 30, 2012) are displayed in the following tables. Note that the difference between total revenues and expenses in the table below is provided by the municipality as “local operating funds.”

<b>Expenses And Revenues Next Two Years</b>		
<b>Itemized operating expense</b>	<b>FY 2011</b>	<b>FY 2012</b>
Hourly wages	\$494,771	\$497,154
Salary	\$70,278	\$72,419
Overtime	\$57,726	\$60,068
Other fees	\$3,200	\$10,700
Benefits (Medicare, health, retire, etc)	\$286,458	\$260,607
Printing and binding	\$7,434	\$8,180
Advertising	\$3,500	\$3,500
Telephone	\$6,696	\$6,696
Utilities (water, sewer, electrical)	\$8,436	\$8,436
Travel	\$720	\$720
Medical Services (physicals)	\$320	\$320
Vehicle Maintenance	\$9,000	\$9,000
Equipment Maintenance	\$600	\$600
Radio Maintenance	\$780	\$780
Building Maintenance	\$2,800	\$2,800
Hazardous Waste Disposal	\$1,200	\$1,800
Para-transit Services	\$69,669	\$66,831
Project services	\$10,000	\$12,838
Training	\$1,910	\$1,910
RTAP scholarship and projects	\$3,200	\$1,600
Office Supplies	\$1,650	\$1,650
Heating Fuel	\$12,750	\$8,250
Gas and Oil	\$105,933	\$134,438
Tires and Tubes	\$11,206	\$11,206
Clothing	\$3,882	\$3,336
Small tools	\$1,000	\$1,000
Cleaning Supplies	\$1,200	\$1,200
Vehicle Supplies	\$27,000	\$30,000
Building Cleaning Supplies	\$1,000	\$1,000
Dues and Memberships	\$2,200	\$2,200
Reserve acct and misc. adjustments	\$50,000	\$55,000
<b>Total expenditures</b>	<b>\$1,256,519</b>	<b>\$1,276,239</b>

<b>Itemized operating revenue</b>	<b>FY 2011</b>	<b>FY 2012</b>
Farebox revenue	\$217,538	\$224,065
Advertising	\$19,916	\$19,616
State Funds	\$9,960	\$10,114
FTA - RTAP	\$3,200	\$1,600
FTA Section 5307	\$159,000	\$159,000
<b>Total operating revenue</b>	<b>\$409,614</b>	<b>\$414,395</b>
<b>Local Operating Funds</b>	<b>\$846,905</b>	<b>\$861,844</b>
<b>Itemized FTA Capital</b>		
FTA - Federal Capital Assistance	\$0	\$0
Local Capital Funds	\$0	\$0
<b>Total Capital Funds</b>	<b>\$0</b>	<b>\$0</b>
Total revenues	\$1,256,519	\$1,276,239

NOTE: this page does not cull out administrative costs like the previous worksheet. In the BOP, projected revenues and costs are all inclusive.

## **FLEET CONDITION**

The South Portland Bus Service owns and operates a fleet of eight transit buses, all of which are wheelchair lift equipped. Each bus has three types of tie downs: lap belts, C-clamp wheel locks, and wheel chair belts. Bike racks are also installed on all buses. The fleet includes two 1999 Gilligs, two 1996 Orions (a third Orion of the same year is out of service), two 2003 Thomas Dennis SLFs, and two 2008 Goshens. These vehicles are listed in the following PTMS Vehicle Evaluation Summary table.

**PTMS VEHICLE EVALUATION SUMMARY FORM**

**SOUTH PORTLAND BUS SERVICE (CONTACT PERSON: Rick Sargent; Operations Supervisor)**

Vehicle Information		Note 3									
1	VIN	2B1519P72T6 032445	2B1519P72T6 032447	15GCA201X W1089330	15GCA2011 W1089331	5DF232DAX 2JA27448	5DF232DAI2 JA30352				
2	Fleet # and Status <sup>1</sup>	908 - A	910 - I	911 - A	912 - A	913 - A	914 - A				
3	Vehicle Type <sup>2</sup>	SHDB	SHDB	SHDB	SHDB	SHDB	SHDB				
4	Make, Model	Orion V	Orion V	GilligPhantm	Gillig Phantm	Thms/Dens	Thms/dens				
5	Year	1996	1996	1999	1999	2003	2003				
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel				
7	Fuel Use in gallons	4,721	4,139	4,119	4,296	3,848	3,044				
8	Mileage	439,808	464,535	423,205	423,058	190,851	204,562				
9	12-Month Mileage	27,701	26,157	29,226	29,991	14,874	10,859				
10	Repair Cost -12 mo. <sup>4</sup>	\$21,447	\$20,252	\$22,628	\$23,220	\$11,516	\$8,407				
11	Repair Freq.-12 mo. <sup>5</sup>	A1 - 5 A2 - 17 B - 12 C - 6	A1 - 3 A2 - 15 B - 18 C - 5	A1 - 4 A2 - 16 B - 4 C - 7	A1 - 4 A2 - 16 B - 20 C - 16	A1 - 4 A2 - 16 B - 12 C - 1	A1 - 6 A2 - 18 B - 21 C - 3				
12	Bus Appearance-interior	Good	Good	Good	Good	Good	Good				
	Bus Appearance-exterior	Good	Good	Fair	Fair	Good	Good				
13	ADA Accessibility	Yes	Yes	Yes	Yes	Yes	Yes				
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes				
	Tie Downs <sup>6</sup>	Yes	Yes	Yes	Yes	Yes	Yes				
	Announcement System	Yes	Yes	Yes	Yes	Yes	Yes				
	Signage	Yes	Yes	Yes	Yes	Yes	Yes				
14	Passenger Amenities										
	Air Conditioning	No	No	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				
	Farebox	Mechanical	Mechanical	Mechanical	Mechanical	Mechanical	Mechanical				

1. A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)
2. SHDB (Standard Heavy Duty 12-year Transit Bus) MDMB (Medium Duty Midsize 7-year Transit Bus)
3. Fleet #910 is permanently out of service but in the vehicle inventory.
4. Includes supplies, contracted services, and mechanic salary and benefits proportioned based on vehicle miles.
5. Repair Frequency: A-1 – Routine Preventive Maintenance; A-2 – Routine Wheelchair lift/ramp Preventive Maintenance, B – Minor Repairs (vehicle not taken out of service); C – Major Repairs (vehicle taken out of service).
6. Each bus has three types of tie downs: lap belts, C-clamp wheel locks, and wheel chair belts  
Inspector: Rick Sargent, Operations Supervisor, Date of inspection: July 2010

**PTMS VEHICLE EVALUATION SUMMARY FORM**

**SOUTH PORTLAND BUS SERVICE (CONTACT PERSON: Rick Sargent; Operations Supervisor)**

Vehicle Information					
1	VIN	1GBG5V1968 F414293	1GBG5V1998 F414255		
2	Fleet # and Status <sup>1</sup>	915- A	916- A		
3	Vehicle Type <sup>1</sup>	MDMB	MDMB		
4	Make, Model	Goshen	Goshen		
5	Year	2008	2008		
6	Fuel Type	Diesel	Diesel		
7	Fuel Use in gallons	5,218	5,030		
8	Mileage	68,670	59,256		
9	12-Month Mileage	37,407	33,954		
10	Repair Cost -12 mo. <sup>3</sup>	\$28,962	\$26,288		
11	Repair Freq.-12 mo. <sup>4</sup>	A1 - 6 A2 - 22	A1 -4 A2 -18 B- 16 C - 3		
12	Bus Appearance-interior	Good	Good		
	Bus Appearance-exterior	Good	Good		
13	ADA Accessibility	Yes	Yes		
	Equipped/Working	Yes	Yes		
	Tie Downs <sup>5</sup>	Yes	Yes		
	Announcement System	Yes	Yes		
	Signage	Yes	Yes		
14	Passenger Amenities				
	Air Conditioning	No	No		
	Working Heater	Yes	Yes		
	Tinted Windows	Yes	Yes		
	Padded Seats	Yes	Yes		
	Farebox	Mechanical	Mechanical		

1. A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)
2. SHDB (Standard Heavy Duty 12-year Transit Bus) MDMB (Medium Duty Midsize 7-year Transit Bus)
3. Includes supplies, contracted services, and mechanic salary and benefits proportioned based on vehicle miles.
4. Repair Frequency: A-1 – Routine Preventive Maintenance; A-2 – Routine Wheelchair lift/ramp Preventive Maintenance, B – Minor Repairs (vehicle not taken out of service); C – Major Repairs (vehicle taken out of service).
5. Each bus has three types of tie downs: lap belts, C-clamp wheel locks, and wheel chair belts  
Inspector: Rick Sargent, Operations Supervisor, Date of inspection: July 2010

**APPENDIX**

**SOUTH PORTLAND BUS SERVICE**



HOME

## Bus Schedule Effective January 9, 2011

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Rec Center Registrations

South Portland Bus Service routes and timetables changed significantly for the first time in many years on August 23, 2010. Since then we have monitored the entire system. To improve on-time performance and reliability to meet customer expectations, several changes went into effect on January 9, 2011, to coincide with adjustments made by other public transportation systems in the region.

There are no significant changes to the paths the buses follow. Changes to the current timetable are highlighted in yellow to help our regular customers easily identify times that might affect them.

### Route 21 – Willard Square and SMCC.

**Weekdays:** The entire timetable will change between 8:30 a.m. and 5:30 p.m. Due to increases in traffic and ridership during critical periods of the day, we added 15 minutes to three round trips. We will continue to provide 45 minute intervals throughout the rest of the day.

**Saturdays:** The first trip in the morning will start 10 minutes earlier to enable one trip directly from downtown Portland to Southern Maine Community College before 8:00 a.m. and not impact the rest of the Saturday timetable.

### Route 24A – Maine Mall via Main Street.

**Weekdays:** Minor timetable adjustments to first two trips in the morning and last trip in the evening. Deleted 6:40 a.m. stops on Gannett Drive. Adjusted early morning and late evening timetable to improve reliability of timetable and flow through the route.

**Saturdays:** The first trip in the morning will start 10 minutes earlier to be able to provide one trip directly from downtown Portland to Southern Maine Community College. The first trip will also go to Wal-Mart before going to the Maine Mall. The rest of the timetable is unchanged.

### Route 24B – Maine Mall via Community Center.

**Weekdays:** Minor timetable adjustments mid day at three stops to improve flow through the route. Deleted 7:30 p.m. stops on Gannett Drive with earlier departure from the Maine Mall. Added travel time in evening to improve reliability of timetable and flow through the route.

Map of Bus Routes. No changes.

Weekday guide to transfers at Mill Creek Transit Hub.

Adjusted to reflect new weekday timetables.

Regional Transit Map and Timetable of all transit systems in Greater Portland

[Printer-friendly Version](#)

# South Portland Bus Revisions Effective August 23, 2010



### South Portland Bus Routes

- ▲ Park n Ride
- ◆ Colleges
- ⚡ School
- SPBS New Rt 21
- SPBS New Rt 24A
- SPBS New Rt 24B



# EFFECTIVE JANUARY 9, 2011

Changes to schedule dated August 23, 2010 are highlighted in yellow.

## 21 Willard Square

21

Willard Square and SMCC / Downtown Portland

Outbound to Willard Square & SMCC				Inbound to Portland			
Forest & Congress	Mill Creek Transit Hub	Ocean St. & Sawyer St.	Pillsbury St & Cottage Rd	SMCC	Ferry Village High St & Sawyer St.	Mill Creek Transit Hub	Forest & Congress
			6:35	6:37	6:40	6:50	7:00
7:00	7:10	7:15	7:20	7:22	7:25	7:35	7:45
7:45	7:55	8:00	8:05	8:07	8:10	8:20	8:30
8:30	8:45	8:50	8:55	8:58	9:00	9:10	9:30
9:30	9:40	9:45	9:50	9:53	9:55	10:05	10:15
10:15	10:25	10:30	10:35	10:38	10:40	10:50	11:00
11:00	11:10	11:15	11:20	11:23	11:25	11:35	11:45
11:45	12:00	12:05	12:10	12:13	12:15	12:25	12:45
12:45	12:55	1:00	1:05	1:08	1:10	1:20	1:30
1:30	1:40	1:45	1:50	1:53	1:55	2:05	2:15
2:15	2:25	2:30	2:35	2:38	2:40	2:50	3:00
3:00	3:10	3:15	3:20	3:23	3:25	3:35	3:45
3:45	3:55	4:00	4:05	4:08	4:10	4:20	4:30
4:30	4:45	4:50	4:55	4:58	5:00	5:10	5:30
5:30	5:40	5:45	5:50	5:53	5:55	6:05	6:15
6:15	6:25	6:30	6:35	6:37	6:40	6:50	7:00
7:00	7:10	7:15	7:20	7:22	7:25	7:35	7:45
7:45	7:55	8:00	8:05	8:08	8:10	8:20	8:30
8:30	8:40	8:45	8:50	8:53	8:55	9:05	9:15
9:15	9:25	9:30	9:33	9:38	9:40	9:45	10:00
10:00	10:10	Drop off only - Willard Square Route 21					
10:45	10:55	Drop off only - Willard Square Route 21					
			6:40	6:43	6:45	6:48	7:00**
7:00**	7:08	X	X	7:15**	X	X	X
8:30	8:40	8:45	8:50	8:53	8:55	9:05	9:15
			10:35	10:38	10:40	10:50	11:00
11:15	11:25	11:30	11:33	11:35	11:37	11:45	12:00
1:00	1:10	1:15	1:20	1:23	1:25	1:35	1:45
2:00	2:10	2:15	2:18	2:20	2:23	2:30	2:45
3:45	3:55	4:00	4:05	4:08	4:10	4:20	4:30
4:45	4:55	5:00	5:05	5:08	5:10	out of service	
6:30	6:40	6:45	6:48	6:50	6:53	out of service	

\*\* Route 24A to Maine Mall runs directly to and from SMCC only via Broadway.

On Saturday, The Route 21 Willard Square bus extends to the Route 24A Maine Mall after going into downtown Portland.

11/26/2010

# EFFECTIVE JANUARY 9, 2011

Changes to schedule dated August 23, 2010 are highlighted in yellow.

## 24A Maine Mall via Main Street

Maine Mall via Main Street / downtown Portland

24A

Forest & Congress	Outbound to Maine Mall via Main Street						Inbound to downtown Portland via Main Street								
	Mill Creek Transit Hub	On Broadway at Evans St.	Cash Corner on Main St.	Main St & Westbrook St.	Redbank	Maine Mall	Wal-mart	Gannett Drive	Maine Mall	Redbank	Main St & Westbrook St.	Cash Corner on Main St.	On Broadway at Evans St.	Mill Creek Transit Hub	Forest & Congress
6:00	6:10	6:15	6:17	6:20	6:23	6:35	6:40	x	6:55	7:00	7:03	7:05	7:10	7:15	6:00
7:25	7:35	7:40	7:45	7:47	7:50	8:00	8:10	8:20	8:35	8:45	8:50	8:55	9:00	9:10	7:25
9:30	9:40	9:45	9:50	9:55	10:00	10:10	10:20	10:30	10:50	11:00	11:05	11:10	11:15	11:20	9:30
11:30	11:40	11:45	11:50	11:55	12:00	12:10	12:20	12:30	12:50	1:00	1:05	1:10	1:15	1:20	11:30
1:30	1:40	1:45	1:50	1:55	2:00	2:10	2:20	2:30	2:50	3:00	3:05	3:10	3:15	3:20	1:30
3:00	3:10	3:15	3:20	3:25	3:30	3:40	3:50	4:00	4:20	4:30	4:35	4:40	4:45	4:50	3:30
3:30	3:40	3:45	3:50	3:55	4:00	4:10	4:20	4:30	4:50	5:00	5:05	5:10	5:15	5:20	5:05
5:05	5:15	5:20	5:25	5:30	5:35	5:45	5:55	6:05	6:20	6:30	6:35	6:40	6:45	6:50	5:35
5:35	5:45	5:50	5:55	6:00	6:05	6:15	6:25	6:35	6:50	7:00	7:05	7:10	7:15	7:20	7:00
7:30	7:40	7:45	7:48	7:50	7:53	8:00	8:10	x	8:25	8:30	8:33	8:35	8:38	8:40	8:45
8:45	drop off Mill Creek Transit Hub then out of service														
9:30	9:40	9:45	9:47	9:50	9:53	10:00	10:10	x	10:20	10:25	10:28	10:30	10:32	10:35	10:45
10:45	Drop off only - Willard Square Route 21														
7:00**	7:08	7:30	7:33	7:35	7:38	x	7:45	x	8:00	8:05	8:08	8:10	8:12	8:20	8:30
9:15	9:25	9:30	9:35	9:40	9:45	9:55	10:05	x	10:30	10:40	10:45	10:50	10:55	11:05	11:15
11:00	11:10	11:15	11:20	11:25	11:35	11:45	11:55	x	12:15	12:25	12:30	12:35	12:40	12:50	1:00
12:00	12:10	12:15	12:20	12:25	12:30	12:40	12:50	x	1:15	1:25	1:30	1:35	1:40	1:50	2:00
1:45	1:55	2:00	2:05	2:10	2:15	2:25	2:35	x	3:00	3:10	3:15	3:20	3:25	3:35	3:45
2:45	2:55	3:00	3:05	3:10	3:15	3:25	3:35	x	4:00	4:10	4:15	4:20	4:25	4:35	4:45
4:30	4:40	4:45	4:50	4:55	5:00	5:10	5:20	x	5:45	5:55	6:00	6:05	6:10	6:20	6:30

\*\* Route 24A to Maine Mall runs directly to and from SMCC only via Broadway. x - No service to Mill On Saturday, the Route 24A Maine Mall bus extends to the Route 21 Willard Square after going into downtown Portland.

11/26/2010

# EFFECTIVE JANUARY 9, 2011

Changes to schedule dated August 23, 2010 are highlighted in yellow.

## 24B Maine Mall via Community Center

Maine Mall via Community Center / downtown Portland

(24B)

Monday through Friday													
Outbound to Maine Mall via Community Center					Inbound to downtown Portland via Community Center								
Forest & Congress	Mill Creek Transit Hub	Community Center	Cash Corner on Broadway	Redbank	Maine Mall	Wal-mart	Gannett Drive	Maine Mall	Redbank	Cash Corner on Broadway	Community Center	Mill Creek Transit Hub	Forest & Congress
		6:47	6:50			7:10	7:20	7:40				6:20	6:30
6:30	6:40	8:50	8:55	6:55	7:00	7:10	7:20	7:40	7:50	8:00	8:10	8:20	8:30
8:30	8:40	10:50	10:55	9:00	9:10	9:20	9:30	9:50	10:00	10:05	10:10	10:15	10:30
10:30	10:40	12:50	12:55	11:00	11:10	11:20	11:30	11:50	12:00	12:05	12:10	12:15	12:30
12:30	12:40	2:50	2:55	3:00	3:10	3:20	3:30	3:50	4:00	4:10	4:15	4:20	4:35
2:30	2:40	4:55	5:00	5:05	5:15	5:25	5:35	5:50	6:00	6:10	6:15	6:20	6:30
4:35	4:45	6:50	6:55	7:00	7:10	7:20	x	7:35	7:40	7:43	7:45	7:55	8:15
6:30	6:40	8:30	8:32	8:35	8:45	8:55	x	9:05	9:10	9:13	9:15	9:20	9:30
8:15	8:25												

x - No service to Gannett Drive

There is no Saturday bus service on Route 24B Maine Mall

11/26/2010

# EFFECTIVE JANUARY 9, 2011

## Weekday guide to transfers at the Mill Creek Transit Hub

<b>From Mall Area to SMCC</b>		
FROM Route 24A or 24B TO Route 21		
Route	Route 24A or 24B Arrives at Hub	Route 21 Departs Hub
24A	5:45	7:10
24A	7:15	7:55
24B	8:05	8:45
24A	9:10	9:40
24B	10:15	10:25
		11:10
24A	11:20	12:00
24B	12:15	12:55
24A	1:20	1:40
24B	2:15	2:25
		3:10
24A	3:20	3:55
24B	4:20	4:45
24A	4:50	
24A	5:20	5:40
24B	6:20	6:25
24A	6:50	7:10
24A	7:20	
24B	7:55	7:55
24A	8:40	8:40
24B	9:20	9:25
		10:10
24A	10:35	10:55

<b>From SMCC to Mall Area</b>		
FROM Route 21 TO Route 24A or 24B		
Route 21 Arrives at Hub	Route 24A or 24B Departs Hub	Route
	6:10	24A
	6:40	24B
6:50	7:35	24A
7:35		
8:20	8:40	24B
9:10	9:40	24A
10:05	10:40	24B
10:50		
11:35	11:40	24A
12:25	12:40	24B
1:20	1:40	24A
2:05	2:40	24B
2:50	3:10	24A
3:35	3:40	24A
4:20	4:45	24B
5:10	5:15	24A
	5:45	24A
6:05	6:40	24B
6:50		
7:35	7:40	24A
8:20	8:25	24B
9:05	9:40	24A

11/26/2010

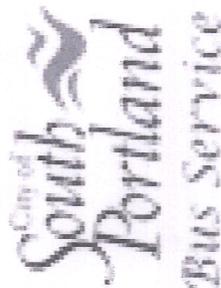
# 2011 Summer Youth Bus Pass

Show this pass to the bus operator  
when boarding METRO or  
South Portland Bus Service

000#

*Pass is not transferable. Proof of age may be requested.*

*Valid 6/1/11 - 9/6/11*



[southportland.org](http://southportland.org) • 207-767-5556

# METRO

Greater Portland Transit District  
[gpmetrobus.com](http://gpmetrobus.com) • 207-774-0351

*Frequently Asked Questions:*  
**How do I transfer between the METRO and the South Portland Bus?**



**With your Summer Youth Pass,** you simply show the bus driver your pass. If you don't have a pass, you would ask for a free transfer after you pay your fare, and give the transfer to the next bus driver.

**What if I lose something on the bus?** Chances are good that if you call METRO or South Portland City Bus soon after you lose your item, it can be located.

**Can I take my skateboard or bike?**

Yes, as long as you hold on to your skateboard, while riding on the bus.

**Bike racks are available on all buses.**

To take your bike with you, remove loose items from your bike, release the latch on the bike rack, lower rack into position and load your bike onto the rack in the front of the bus. Then board the bus. Inform the bus driver that you will be unloading your bike as you approach your stop.



**Can I listen to music and use my cell phone?**

Please respect other passengers. You can listen to music with headphones and please limit your cell phone use. Don't be so loud that you disturb others.

*Get on the Bus This Summer!*  
**If you don't have your Summer Youth Pass already, what are you waiting for?**

Passes are available at many of the same locations where you find bus schedules, or you can order your bus pass by filling out this form.



**If you live in Portland, Westbrook or Falmouth, please send your application and check for \$20, payable to: METRO, Summer Youth Pass, 114 Valley Street, Portland, ME 04102.**

**If you live in South Portland, please send your application and check for \$20 to City of South Portland, Summer Youth Pass, 46 O'Neil Street, South Portland, ME 04106.**

Name \_\_\_\_\_

Birth Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Daytime Phone \_\_\_\_\_

E-mail \_\_\_\_\_

Name of Parent or Guardian \_\_\_\_\_

*Proof of age may be requested. Pass holder must be 18 years of age or younger.\* Pass is NOT transferable and cannot be replaced if lost. \* Anyone born before July, 1992 is not eligible for the 2011 pass.*

For more updates & information —

- [www.gpmetrobus.com](http://www.gpmetrobus.com) – 774-0351
- [www.southportland.org](http://www.southportland.org) – 767-5556

**2011**  
**Get on the Bus with the Summer Youth Bus Pass**



*For only \$20...*

Children and teens ages 18 and younger, can ride METRO and South Portland Bus Service from June through August, anywhere in our service area, **Portland, Westbrook, South Portland and Falmouth.**

*Head to... the beach, mall, movies, the Old Port, shopping, Casco Bay Ferry, Portland Trails, museums, summer jobs, day camps, recreation centers and more...*



## Where can I find a bus schedule?

Bus schedules are available at your local City Hall, schools, libraries, participating Shaw's and Hannaford Supermarkets (on bus routes),

the Maine Mall, the METRO PULSE (Elm Street) and at a variety of other locations. Schedules are also posted at many bus shelters.



Route schedules are also available online at:

[www.gpmetrobus.com](http://www.gpmetrobus.com) and  
[www.southportland.org](http://www.southportland.org)

(Click on the links to access the bus schedules.)

**Questions?** Call METRO at 774-0351 or South Portland City Bus at 767-5556.

## METRO Bus Routes

- Route #1 Congress Street
- Route #2 Forest Ave./Riverton
- Route #3 Stevens Ave./North Deering
- Route #4 Westbrook/Brighton Ave.
- Route #5 Maine Mall/PTC  
Amtrak/Concord Coach
- Route #6 North Deering/Washington Ave.
- Route #7 Falmouth
- Route #8 Peninsula Loop

## South Portland Bus Routes

- Route #21 Willard Square
- Route #24A Maine Mall via Main Street/  
Downtown Portland
- Route #24B Maine Mall via Community  
Center/Downtown Portland

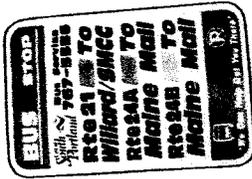
## Where do I wait for the bus?

Look for the METRO and/or South Portland bus stop signs. Use a hand motion to signal the bus driver at the bus stop. It is a good idea to arrive at your bus stop five minutes before the bus is due to arrive.

The route you

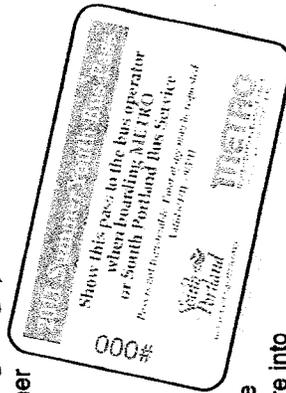
want to take will be displayed on the top of the bus. But remember, don't be afraid to ask the bus driver questions about the route, when you get on the bus.

**They are there to help.**



## How do I pay my fare?

With your Summer Youth Pass, you simply show the bus driver your pass. If you don't have a Summer Youth Pass, deposit the exact student fare into the fare box.



## How do I signal to get off the bus?

Pull either the vertical or horizontal cord inside the bus or push the tape strip one block before your desired stop.



## Reach the Beach and Beyond

Take METRO Bus to East End Beach or South Portland Bus to Willard Beach. For additional fare, connect to ShuttleBus or Amtrak Downeaster and travel to Old Orchard Beach and other fun places.

For schedule and ticket information:

**ShuttleBus:** 282-5408 / [shuttlebus-zoom.com](http://shuttlebus-zoom.com)

**Amtrak Downeaster:** 1-800-USA-RAIL  
[www.amtrackdowneaster.com](http://www.amtrackdowneaster.com)

## Again this year —

### Cruise Casco Bay!

**\$2.00 OFF** any Casco Bay Lines Cruise with Summer Youth Bus Pass.

(Must show pass when purchasing tickets. Not valid on round trip tickets to an island. Cannot be combined with any other special offer or promotion.)

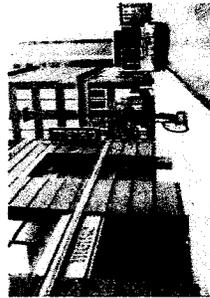


Casco Bay Lines

For schedule and information, visit or call —  
[www.cascobaylines.com](http://www.cascobaylines.com) — 774-7371

## Transfer Points —

The METRO Pulse on Elm St., near the Portland Public Library off Congress St., is a convenient place to wait for the next bus (METRO routes #2 - #7 stop here), purchase tickets, pick up schedules or ask questions. Open Monday-Saturday.



**South Portland and METRO transfer points** are located at the Maine Mall in South Portland and along Congress Street, including the bus shelter at Monument Square.

**IN COUNCIL REGULAR MEETING VOL. 70 PAGE 123**

**JUNE 1, 2009**

**JUNE 1, 2009. Roll Call:** Mayor Blake called the meeting to order at 7:00 P.M.

**A. Acceptance of Minutes**

Motion to accept the minutes of the May 18, 2009 council meeting was made by Councilor Boudreau and seconded by Councilor Soule. Minutes passed 7-0.

**B. Communications from City Manager**

The Manager addressed the following items;

- Street light reduction project is underway. Target poles are being flagged with orange tape.
- June 9 Election – Two bond issues, a Charter amendment and the School Budget Validation are the issues that voters will be deciding on.
- Representative Jane Eberle presented a State of Maine Legislative Expression of Sentiment to Jane and Steve Fileo recognizing their years of contribution to many productions and music programs at South Portland High School. Part of the presentation included a song dedication from West Side Story sung by South Portland High School Student Matt Morey. Bev Hosis, the High School Vocal Director accompanied Matt on the organ.

**C. Petitions and Communications**

Mayor Blake presented Michael Hulsey with a recognition plaque for his contribution to the South Portland Housing Authority from 1999 to 2008.

**D. Appointment Calendar**

1. ORDER #77-08/09 – Library Advisory Board, District One (Coward), to fill an unexpired term which expires on 12/31/09. Postponed since 01/05/09. Passage requires majority vote.

There was no public discussion.

Motion to appoint Jane Cahill, 18 Angell Ave. was made by Councilor Coward and seconded by Councilor Boudreau. Passed 7-0.

2. ORDER #82-08/09 – Board of Assessment Review, District Three (Soule) for an expired term which expires on 03/16/12. Postponed since 01/21/09. Passage requires majority vote.

Motion to postpone Items #2, #3, #4, #5, #6, #8 and #9 was made by Councilor Hughes and seconded by Councilor Beecher. Postponed 7-0.

**IN COUNCIL REGULAR MEETING VOL. 70 PAGE 128**

**JUNE 1, 2009**

expend any additional, incidental, or miscellaneous receipts in the interest and for the well-being of the adult education program. Passage requires majority vote.

There was no public discussion.

Councilor Beecher motioned for passage and Councilor Hughes seconded. The Resolve passed 7-0.

16. RESOLVE #11-08/09 - That the Board of Education be authorized to expend such other sums as may be received from state and federal grants or programs or other sources during the fiscal year for school and/or adult education purposes provided that such grants, programs or other sources do not require the expenditure of other funds not previously appropriated. Passage requires majority vote.

The following people addressed this item;

Albert DiMillo, 64 Colchester Drive – Mr. DiMillo asked what this resolve means and inquired about what would happen if the budget did not pass.

Ralph Baxter, Higgins Lane – Mr. Baxter commented that what may be important in Machais may not be what is important in South Portland.

Councilor Hughes motioned for passage and Councilor Beecher seconded. The Resolve passed 7-0.

17. ORDER #136-08/09 – Authorizing the City Manager to submit the FY 2009 Annual Report for the Brick Hill Affordable Housing Development District to the Maine State Housing Authority. Passage requires majority vote.

There was no public discussion.

Councilor Beecher motioned for passage and Mayor Blake seconded. The Order passed 7-0.

18. ORDER #137-08/09 – Implementing the 2010 Capital Improvement Program. Passage requires majority vote.

The following people addressed this item;

Nancy Richardson, 40 Boothby Ave. – Ms. Richardson asked where she could get a copy of this order.

Jeff Ryan, 32 Kelley Street – Mr. Ryan spoke about improving pedestrian access in the west end of the city.

**IN COUNCIL REGULAR MEETING VOL. 70 PAGE 129**  
**JUNE 1, 2009**

Councilor Boudreau motioned for passage and Councilor Coward seconded. The Order passed 6-1 (Soule).

19. ORDER #138-08/09 - Extending the paving contract with Dayton Sand & Gravel, of Dayton, ME, to provide paving services for the 2009 season. Passage requires majority vote.

There was no public discussion.

Councilor Beecher motioned for passage and Councilor Hughes seconded. The Order passed 7-0.

**I. Citizen Discussion (Second Part)**

Boyce Sanborn, 224 South Richland Street – Mr. Sanborn talked about the layoffs and encouraged the Council to stop and evaluate the process.

Albert DiMillo, Colchester Drive – Mr. DiMillo said he gets phone calls from folks all the time who support his position. He encouraged folks to vote on June 9<sup>th</sup>.

Michael Eastman, 100 Chapel Street – Mr. Eastman talked about security issues at the High School and the need to address them.

Peter Stocks, Colchester Drive – Mr. Stocks said he appreciates the support of the Council regarding the School budget.

Ross Little, 26 Day Street – Mr. Little commented on the poor condition of the sinks and toilets in the schools. He said he had been in the Library today and they could have used a young adult librarian.

Susan Adams, Higgins Lane – Ms. Adams said she was pleased with the Councilors support of the school issues.

**J. Councilor's Round Robin**

Councilor Boudreau encouraged everyone to get out and vote and support all the items on the ballots.

Councilor Soule commented that all councilors should support the school budget.

Mayor Blake said Saturday is National Trails Day and he encouraged residents to get out and walk the Clarks Pond Trail. He also talked about the Historical Society's "Summer in Maine" auction being underway and the importance of getting out to vote on Tuesday.



## South Portland Bus Service

# Comprehensive Asset Management Plan

(Updated: March 17, 2010)



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<b>Appendix A: Vehicle Inventory</b>	<b>Pg. 12</b>
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<b>Appendix I: Preventive Maintenance Daily Tracking Sheet</b>	<b>Pg. 22</b>

## **FLEET MAINTENANCE PLAN**

### **Statement of Purpose**

The key operating goals of the South Portland Bus Service (SPBS) 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, SPBS 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".

SPBS 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, SPBS assesses 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 SPBS 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

The fact that we only have one mechanic means that the success of the maintenance program depends on teamwork and following through on guidelines and activities outlined in this Fleet Maintenance Plan. Maintaining the fleet is the responsibility of all bus operators, operations personnel, in-house mechanic, evening bus operator assigned to the garage, and contracted mechanics. Vehicle breakdowns are costly in many ways and stress the overall budget. Complying with basic preventative maintenance strategies can make the difference in SPBS's ability to thrive and serve the public safely and efficiently.

## Vehicle Inventory

The vehicle inventory for each passenger service vehicle owned by SPBS is attached. See Appendix A on page 12.

The SPBS is in a transition between maintaining an old system of vehicle maintenance scheduling and record keeping and implementing a new system. The old method has served the SPBS very well, but is very "labor intense." Currently, the Operations / Maintenance Supervisor manually enters information from Vehicle Inspection Reports (VIRs) into a Microsoft Word documents and a Microsoft Excel spreadsheet. These are provided to the mechanic who, depending upon the nature of the work, transfers the information into a Work Order in MEMS, the current maintenance software program. We anticipate the new system with vehicle maintenance software provided by Ron Turley Associates (RTA) to be in place at the beginning of our new fiscal year July 1, 2010 which will allow information contained on the VIRs to be entered once. This will eliminate the need to maintain separate Word documents and Excel spreadsheets as the paper record.

With only two staff people engaged in day-to-day coordination of vehicle maintenance for a relatively small fleet, we have established a simple division of labor for scheduling of work, record-keeping, and other financial and administrative processes that fit within other municipal-wide systems that we must also adhere to.

Two basic files are maintained for each vehicle. A **Vehicle Accounting File** maintained by the Operations/Maintenance Supervisor will contain copies of title, original warranty information, original paperwork that came with the vehicle, and a vehicle detail sheet with all the above information. In addition, the file will hold the Vehicle Review form which will be updated annually at the time of inspection with the MDOT Certified Vehicle Maintenance Inspector. See Appendix F for MDOT Annual Review Checklist on page 18. Completed pre- and post-trip VIRs will be maintained by the Operations/Maintenance Supervisor. Similarly, the Operations/Maintenance Supervisor will also maintain all financial records for repair and maintenance invoices.

A **Vehicle Maintenance File** will contain copies of any information that came with the vehicle (scheduled maintenance guides and warranties) and PM inspection forms. Information from pre- and post-trip inspection forms will be entered on Work Orders, as appropriate. VIRs will be signed off by the mechanic and returned to the Operations/Maintenance Supervisor for filing in the Vehicle Accounting File. They will be filed annual maintained in accordance with the SPBS record retention policy.

The Operations/Maintenance Supervisor and the mechanic are responsible for creating, maintaining, and proper filing of all vehicle inventory documentation. Updated vehicle inventory documentation will be maintained in the office of SPBS. Any changes in, or issues with the keeping of Vehicle Inventory records will be reported to the Operations/Maintenance Supervisor and/or the Transportation Director when necessary.

### Vehicle Replacement Schedule

<u>Number</u>	<u>Year</u>	<u>Make &amp; Model</u>	<u>Remaining useful life</u>	<u>Replacement Cost</u>
908	1996	Orion V	Past useful life (2008)	\$400,000
909	1996	Orion V	Past useful life (2008)	\$400,000
910	1996	Orion V	Permanently out of service.	\$400,000
911	1999	Gillig Phantom	1 year (2011)	\$400,000
912	1999	Gillig Phantom	1 year (2011)	\$400,000
913	2002	Thomas SLF-232	4 years, but high maint. (2014)	\$400,000
914	2002	Thomas SLF-232	4 years, but high maint. (2014)	\$400,000
915	2008	Goshen GC-II	5 years (2015)	\$150,000
916	2008	Goshen GC-II	5 years (2015)	\$150,000

### Vehicle Breakdown Policy

This policy recognizes there may be times when a bus experiences an operational problem that may cause an interruption or reduction in bus service due to a breakdown. This section covers vehicle breakdowns in the field that require consultation with the mechanic to resolve it in the field by the bus operator, or a maintenance road call. The type of breakdown, bus location, time of day, passengers on board, weather conditions, and staff immediately available are some of the variables that influence the type of response required. Bus operators, mechanics, and dispatchers must place a high sense of urgency in resolving a bus breakdown based on the immediate situation.

The safety of our passengers, bus operators, mechanics, contractors, and the public is our primary concern regardless of the type of breakdown. Breakdowns can occur in almost any location. SPBS staff are expected to be aware of the situation and potential hazards and direct the actions of others as necessary to ensure their safety.

Our second priority is continuity of operations for our customers. We want to minimize the negative consequences of a bus breakdown to them. Decisions by maintenance staff and dispatchers must balance the operational situation and other resources available to keep our customers, the ones on the bus as well as the ones waiting along the route, impacted as minimally as possible.

If the breakdown is related to a wheelchair lift and a handicapped person is on the bus and must be removed by means other than the wheelchair lift, contact the public safety dispatch office for assistance by the fire department. There are ramps for this purpose stored in the back of the maintenance service truck.

Bus operators will report a possible breakdown by two-way radio to the dispatcher. If the two-way radio is inoperable (such as loss of power) the emergency cell phone will be used. If the mechanic is in the garage, the mechanic will be contacted immediately for a preliminary diagnosis. The mechanic and Operations Supervisor or dispatcher will coordinate the next steps depending on the situation.

### Basic response procedures for a breakdown:

If a backup bus and bus operator or mechanic is available:

1. Find out location and direction of bus that is down and identify breakdown issue with the bus operator.
2. Start a spare bus to get it aired up to take out to the location.
3. Inform / call mechanic to tell him what is specifically wrong with the bus. Mechanic will make the decision if it is OK to drive back to the garage or it will have to be towed. It may be appropriate for mechanic to drive to breakdown in the bus or in the maintenance service truck.
4. Take the spare bus out to the breakdown location and let the bus operator continue with service, coordinating the route and schedule based on the operational situation and other buses on the road.
5. Either drive the broken down bus back to the garage or wait for the tow truck.

If a backup bus is not available:

1. Find out location and direction of bus that is down and identify breakdown issue with the bus operator.
2. If passengers are on the bus, coordinate the route and schedule for them based on the operational situation and other buses on the road.
3. Inform / call mechanic to tell him what is specifically wrong with the bus. Mechanic will make the decision if it is OK to drive back to the garage or it will have to be towed. It may be appropriate for mechanic to drive to breakdown in the maintenance service truck.
4. Contact Operations Supervisor.
5. Have the bus operator either drive the broken down bus back to the garage or wait for the tow truck.

### Preventative Maintenance Program

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

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

The emphasis of the SPBS 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. SPBS uses a graduated

preventative maintenance program (PM) that is based on the manufacturer's recommendations and modified based on service experience and the local conditions Maine. Solid PM practices maximize useful life, are cost efficient over the life of the vehicle, and ensure that vehicles remain in safe operating condition.

SPBS 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.

The Operations/Maintenance Supervisor and mechanic are 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 SPBS Fleet Maintenance Plan. The schedule is currently maintained on a spreadsheet by the Operations/Maintenance Supervisor. **See Appendix I for the Preventive Maintenance Daily Tracking Sheet on page 22.**

SPBS staff continually review the maintenance practices to identify potential improvements to the program. This assures optimum benefits from the scheduled inspections.

**On-time inspection variance** The allowable variance with all preventive maintenance inspections is a plus or minus 10%. 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, manufacturer's recommendations.

**Local Conditions** The rural and rugged geography Maine has a direct impact on the level of PM needed in this state. Many duty cycles and routes include dirt roads, hilly terrain, and stop-and-go conditions on a daily basis that require a higher level of PM than other parts of the country. In addition, weather plays a role in the need for increased PM. Sand and salt are known to cause premature wear and corrosion on certain parts of vehicles. In conjunction with the contracted maintenance and repair vendors, SPBS 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 SPBS and our commitment to quality customer service. Regular cleaning of SPBS 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 bus operators are required to:**

1. 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.
4. Fuel vehicles.

**At the end of daily service period the garage evening person is required to:**

1. Review VIRs (i.e., post-trip inspections).
2. Check fluids.
3. Thoroughly clean the interior and exterior of the vehicle.
4. Perform light maintenance as directed by the mechanic or noted on the post-trip inspection (e.g., change light bulbs, pressure was components, repair minor problems within individual's capability, etc.).

**See Appendix H on page 20 for duties and responsibilities of the "P.M. Garage" position.**

The person filling the "A.M. Utility" position is responsible for ensuring that vehicles are washed and clean before they are put in service in the morning. The Operations/Maintenance Supervisor will conduct frequent vehicle inspections (weekly) and is responsible for any required follow-up and/or additional service to maintain vehicle cleanliness. The Transportation Director will do random vehicle inspections periodically (monthly) to ensure compliance with the SPBS Clean Vehicle Policy.

**See Appendix G on page 19 for duties and responsibilities of the "A.M. Utility" position.**

### **Vehicle Maintenance Management**

The Operations/Maintenance Supervisor and mechanic are 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 SPBS Fleet Maintenance Plan. The schedule is currently maintained on a spreadsheet by the Operations/Maintenance Supervisor. **See Appendix I for the Preventive Maintenance Daily Tracking Sheet on page 22.** In the future, this schedule will be maintained in the vehicle maintenance software program and printed out as necessary. PM activities will be performed to coincide with other repairs when it is operationally prudent to do so.

Throughout the PM and repair process the tasks performed by contracted vendors are reviewed and recorded by the Operations/Maintenance Supervisor and mechanic. This constant reviewing and recording is designed to ensure that review and decisions are

made at the proper level of management. See **Appendix B on page 13 for PM Schedules.**

- Every morning the Operations/Maintenance Supervisor will enter end-of-day mileage from the previous evening's Vehicle Inspection reports on the Preventive Maintenance Daily Tracking Sheet. Every morning the "Miles to go for next PM" will be reviewed. The Operations/Maintenance Supervisor and mechanic coordinate the vehicle PM schedule together based on operational schedule and the overall condition of the fleet to ensure the PMs are done within +/- 10% of their scheduled service interval .
- SPBS maintains separate PM inspection process for specific component systems such as wheelchair lifts, A/C systems, electrical, heat, etc., identified in MEMS. These component systems have their own PM schedules, forms, and tracking reports. See **MEMS Codes on page14 in Appendix B.**
- The Operations/Maintenance Supervisor is responsible for reviewing and tracking Vehicle Inspection Reports (VIRs) with the Mechanic who then generates the work orders to perform the tasks. Other needed repairs may be identified prior to or during the PM inspection. These are referred to as "non-safety vehicle defects." In addition, drivers may report vehicle problems on their daily Pre- and Post Inspection Forms (VIRs). See **Appendix C on page 15 for a sample Vehicle Inspection Report (VIR)** which is the pre-and post trip inspection form.
- The Operations/Maintenance Supervisor reviews the non-safety defect slips from the bus operators and, in conjunction with Mechanic, schedules vehicles for service and repair. Work may be accomplished by the in-house mechanic, the person filling the "Garage P.M." position, or an outside vendor. SPBS does not have a full-time contracted vendor, but does contract out individual jobs based on operational needs. If the latter, the mechanic reviews the invoice and completed repairs before the bus returns to service. Work performed by an outside vendor is placed in the notes in MEMS. .

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

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

After the vehicles due for PM are identified, the mechanic prepares a Work Order that describes the work to be done, and instructions as to which level of PM is to be performed. All the costs, except labor, are captured on the work order. When there are other pending non-safety defects reported on VIRs, the Work Order that is generated will list those repairs. All repair 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 Operations/Maintenance Supervisor and/or Mechanic updates the PM Tracking Report to show when the PM was completed. All Work Orders for vehicle PM and repairs will be signed by mechanic and filed accordingly in the Vehicle Maintenance File.

**See Appendix D on page 16 for an example of a Vehicle Maintenance MEMS Work Order.** This is not the “complete” maintenance record for the vehicle because of inconsistencies in the MEMS software. The Vehicle Maintenance File and Vehicle Accounting File, together, are currently the complete record. Our expectation is the RTA vehicle maintenance software will provide a more reliable, consistent method to track the complete maintenance log.

### **Quality Assurance**

**Process to oversee work done by contracted vendors** SPBS contracts with a variety of outside maintenance vendors for some work performed on its FTA/MDOT funded agency vehicles. Maintenance vendors must perform work according to good practice and industry standards. SPBS requires outside maintenance vendors to submit all invoices for work performed to the Operations/Maintenance Supervisor or mechanic. Work performed by outside vendors is so indicated in the vehicle notes in MEMS. In addition, SPBS, with MDOT/OP MP Certified Vehicle Maintenance Manager will conduct an annual physical inspection of all SPBS agency vehicles which will include a review of work performed by outside vendors.

### **Warranty Recovery Plan**

SPBS has a warranty recovery program to ensure that cost of parts and repairs on warranty-covered items are recovered. If a repair or parts are determined to be covered under a warranty, the appropriate notes will be identified on the work order. Any warranty parts removed from the vehicle(s) later are tagged with the repair information and held until requested by the manufacturer or outside vendor. Warranty claims will be submitted to the applicable manufacturer or outside vendor. Warranty claims are tracked by the Operations/Maintenance Supervisor and mechanic.

**Failed components** Parts and components that may have failed prematurely are returned to the vendor. The Operations/Maintenance Supervisor or mechanic 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. SPBS retains copy of the warranty claim form for tracking purposes.

**Appendix A: Vehicle Inventory**

License Plate & State	Agency Vehicle Number	Year, Make & Model Vehicle(s)	Serial (VIN) Number	Condition	Passenger Capacity	Fuel	Name of Owner if other than the SPBS.
ME 412-867	908	1996 Orion V	2B1519P79T6032445	70	31	Diesel	
ME 412-869	909	1996 Orion V	2B1519P72T6032446	70	31	Diesel	
ME 412-868	910	1996 Orion V	2B1519P72T6032447	00	31	Diesel	
ME 407-492	911	1999 Gillig Phantom	15GCA201XW1089330	85	31	Diesel	MDOT lease agreement
ME 407-495	912	1999 Gillig Phantom	15GCA2011W1089331	85	31	Diesel	MDOT lease agreement
ME 417-371	913	2002 Thomas SLF-232	5DF232DAX2JA27448	40	31	Diesel	MDOT lease agreement
ME 417-392	914	2002 Thomas SLF-232	5DF232DA12JA30352	40	31	Diesel	MDOT lease agreement
ME 420-884	915	2008 Goshen GC-II	1GBG5V1968F414293	90	24	Diesel	MDOT lease agreement
ME 420-883	916	2008 Goshen GC-II	1GBG5V1998F414255	90	24	Diesel	MDOT lease agreement

Notes: 1. Unit number 910 is permanently out-of-service.

2. 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 potential service interruption

**Appendix B: Preventive Maintenance (PM) Schedule and Required Service**  
**(Using “Codes” in MEMS)**

MEMS is the current vehicle maintenance software used to track and schedule preventive maintenance. The following information is provided to describe how that system is set up and used to schedule vehicle maintenance. “Mileage” is the primary variable used to identify when a vehicle is due for preventive maintenance.

The mechanic enters the mileages for the vehicles on one screen in MEMS. MEMS then provides a “periodic maintenance” screen that displays the “Codes” for each type of service based on the mileage intervals set up in the database. If a type of service is due based on the established interval, the screen will display a green checkmark for each of the MEMS codes to indicate the service that is due. MEMS Codes are attached as a separate sheet at the end of this appendix.

Mileage	Code	Description
3,000	Grease Job	Grease all joints of the bus and lift and perform visual inspection underneath the bus. Complete any non-safety defects identified on VIRs.
5,000	Chevy LOF	Goshen units only. Oil filter and oil changed. Also use the Preventive Maintenance Checklist attached in Appendix E.
6,000	PM-02	[Note: “PM-2” is the way MEMS was set up to identify large transit buses.] Change engine filters (oil filter, fuel filter, air filter) and oil change as well as “codes” identified by MEMS on next page. Use the Preventive Maintenance Checklist. Complete any non-safety defects identified on VIRs.
12,000	Chevy Fuel	Goshen units only. Replace fuel filter.
14,000	Rotate tires	Rotate front and rear tires.
25,000	Lift filter	Lift-U lifts. Drain and replace hydraulic fluid. Replace fluid filter. Clean and lube lift and do a complete lift check.
25,000	Rear brakes	Goshen units only. Remove wheels and inspect discs on hydraulic brakes,
30,000	Coolant filter	Change coolant filter and test coolant fluid.
30,000	P/S filter	Replace the power steering fluid filter and check the fluid.
30,000	Trans Service	Drain and replace transmission fluid. Replace transmission fluid filter. Visual inspection when vehicle is on lift.
50,000	Tran filter	Goshen units only. Replace external transmission filter.
75,000	Tran fluid	Goshen units only. Drain and replace transmission fluid.

# MEMS Code Definitions

A/C	Air Condition	HY	Hydraulics
AD	Air Dryer	IN	Inspection
AIR	Air system	LFT	Lift Work
BAT	Batteries	LIT	Lighting
BLT	Belts	MIL	Mileage Update
BR	Brakes	OT	Other
CB	Cab and Body	OUT	Outsource
CHG	Charging	PM	Preventive Maintenance
CS	Cooling system	PMP	Pump Work
DR	Door Work	RET	Retarder
DT	Drive Train	SGN	Sign
EE	Engine Exterior	ST	Steering
EI	Engine Internal	SU	Suspension
EL	Electrical	TI	Tires
EXH	Exhaust Work	TM	Transmission
FP	Fuel Problem	TWG	Towing
GAU	Gauge Work	V&S	Vision and Safety
GRS	Grease	WIP	Wipers
HT	Heat		

**Appendix C: Vehicle Inspection Report (VIR)**  
**(Pre- and post-trip inspection form)**

**Nº 5066**

**DRIVER'S VEHICLE INSPECTION REPORT**  
**SOUTH PORTLAND BUS SERVICE**

42 O'Neil Street  
 South Portland, Maine  
 04106

BUS NO. \_\_\_\_\_ DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ A.M. \_\_\_\_\_ P.M.  
 HUBOMETER READING \_\_\_\_\_ FUEL \_\_\_\_\_

**CHECK ANY DEFECTIVE ITEM AND GIVE DETAILS UNDER "REMARKS"**

- |  |  |                                       |   |
|--|--|---------------------------------------|---|
| <input type="checkbox"/> Air Compressor    | <input type="checkbox"/> Fuel Tanks        | <input type="checkbox"/> Tires        | <input type="checkbox"/> Safety Equipment |
| <input type="checkbox"/> Battery           | <input type="checkbox"/> Charging System   | <input type="checkbox"/> Wheels       | Fire Extinguisher                         |
| <input type="checkbox"/> Body              | <input type="checkbox"/> Heater            | <input type="checkbox"/> Lights       | Flags - Flares - Fuses                    |
| <input type="checkbox"/> Brake Accessories | <input type="checkbox"/> Tachograph        | <input type="checkbox"/> Turn Signals | <input type="checkbox"/> Starter          |
| <input type="checkbox"/> Brakes            | <input type="checkbox"/> Tire Chains       | <input type="checkbox"/> Horn         | <input type="checkbox"/> Steering         |
| <input type="checkbox"/> Instruments       | <input type="checkbox"/> Transmission      | <input type="checkbox"/> Mirrors      | <input type="checkbox"/> Wheelchair Lift  |
| <input type="checkbox"/> Defroster         | <input type="checkbox"/> Windows           | <input type="checkbox"/> Muffler      | <input type="checkbox"/> Other            |
| <input type="checkbox"/> Drive Line        | <input type="checkbox"/> Windshield        | <input type="checkbox"/> Oil Pressure |   |
| <input type="checkbox"/> Engine            | <input type="checkbox"/> Windshield Wipers | <input type="checkbox"/> Radiator     |   |
| <input type="checkbox"/> Front Axle        | <input type="checkbox"/> Reflectors        | <input type="checkbox"/> Rear End     |   |

REMARKS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- I certify that a PRE-TRIP inspection on the above equipment was made.  
 CONDITION OF THE ABOVE VEHICLE IS SATISFACTORY.  
 ABOVE DEFECTS NEED NOT BE CORRECTED FOR SAFE OPERATION OF VEHICLE.

REPORTING DRIVER: _____ Date: _____ Name: _____	MAINTENANCE ACTION: _____ Date: _____ Repairs Made <input type="checkbox"/> No Repairs Needed <input type="checkbox"/>
REVIEWING DRIVER: _____ Date: _____ Name: _____	MECHANIC SIGNATURE: _____
Shop Remarks: _____	

**Par 396.11 Federal Motor Carrier Safety Regulations**  
**Vehicle Condition Report By Driver.** Except as provided for driveaway/towaway operations in Par 396.15, every motor carrier operating more than one motor vehicle shall require its drivers to report and every driver shall prepare such a report in writing at the completion of his day's work or tour of duty, which report shall list any defects or deficiency of the motor vehicle discovered by said driver or reported to him as would be likely to affect the safety of operation of the motor vehicle or result in its mechanical breakdown or shall indicate that no such defects or deficiencies were discovered by or reported to him. Such reports shall be carefully examined, the defects reported thereon shall be checked and the report shall be retained by the motor carrier for a period of a least 3 months.

**Appendix D: Vehicle Maintenance MEMS Work Order**

This is not the "complete" maintenance record for the vehicle listed because of inconsistencies in the MEMS software. The Vehicle Maintenance File and Vehicle Accounting File, together, are currently the complete record. Sample MEMS Work Order:

Wednesday, March 17, 2010 8:08:14 AM					Page 1	
<b>Equipment Repair Order</b>				Work Order	<b>2334</b>	
Equip ID/Dept 916 TRANSIT	Make/Model/Description CHEVROLET	Hour Meter Reading	Mileage 46064	Start Date 2/10/2010	Mechanic's Signature TONY COREY	
				End Date 2/10/2010		
<b>Work Description</b>						
Code	Work Performed	Date	Labor Type	Labor Rate		
		Mechanic	Labor Hours	Labor Cost		
PM	Oil	2/10/2010	BASE	0.00	\$0.00	
					<b>Total Labor Cost</b>	<b>\$0.00</b>
<b>Parts</b>						
Part Number	Description	Quantity	Units	Unit Cost	Total Cost	
7202	OIL FILTER CHEVY	1.00	EACH	\$4.74	\$4.74	
A3102C	AIR FILTER	1.00	EACH	\$65.00	\$65.00	
15W40 MOBILE	MOTOR OIL	12.00	QT	\$1.66	\$19.92	
					<b>Total Parts Cost:</b>	<b>\$89.66</b>
Total Parts:			14.00			
				<b>WorkOrder Total:</b>	<b>\$89.66</b>	

**Appendix E: Preventive Maintenance Checklist**

**South Portland Bus Service  
Preventive Maintenance Checklist for Large Vehicles (MEMS PM-2)**

Date \_\_\_\_\_ Mileage \_\_\_\_\_  
Bus Number \_\_\_\_\_ Hours \_\_\_\_\_ Mechanic \_\_\_\_\_

- \_\_\_\_\_ 1. Chassis Lube
- \_\_\_\_\_ 2. Change Engine Oil
- \_\_\_\_\_ 3. Change Engine Filter
- \_\_\_\_\_ 4. Check Rear End Fluid
- \_\_\_\_\_ 5. Check Transmission Fluid
- \_\_\_\_\_ 6. Change Fuel Filters
- \_\_\_\_\_ 7. Check For Oil Leaks
- \_\_\_\_\_ 8. Check For Fuel Leaks
- \_\_\_\_\_ 9. Check Anti-Freeze
- \_\_\_\_\_ 10. Check For Water Leaks
- \_\_\_\_\_ 11. Check All Belts, Change if Necessary
- \_\_\_\_\_ 12. Check Gauges, Wipers, Horn
- \_\_\_\_\_ 13. Check Batteries and Fill, Clean Terminals
- \_\_\_\_\_ 14. Tighten U-Bolts, Check Springs
- \_\_\_\_\_ 15. Check Front End and Steering Column
- \_\_\_\_\_ 16. Service wheel chair lift
- \_\_\_\_\_ 17. Check Tires and Inflate
- \_\_\_\_\_ 18. Check Wheel Nuts
- \_\_\_\_\_ 19. Check All Lights
- \_\_\_\_\_ 20. Check All Glass
- \_\_\_\_\_ 21. Check Air Filter, Change if Necessary
- \_\_\_\_\_ 22. Check Brakes, Adjust if Necessary
- \_\_\_\_\_ 23. List All Materials Used with Part Number

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## Appendix F: Annual MaineDOT Maintenance Review

### Annual Maintenance Review Checklist

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#### Physical Inspection

##### **1) Under the hood**

- A. Belts, frayed
- B. Hoses, cracked
- C. Engine block, clean of oil, coolant etc. Hood light operative.
- D. Check all fluid levels oil, coolant, power steering fluid.

##### **2) Exterior Walk-around**

- A. Fluid leaks under coach.
- B. Suspension, coach sagging any direction, check front end bounces up and down to check shocks on smaller coaches. Should go down and up only 1 x. Visual on leaf springs-nothing hanging that shouldn't be.
- C. Obvious cleanliness of coach
- D. All exterior lamps working, clearance, license plate light, tail, turn and 4-ways.
- E. Unreported body damage/scratches.

##### **3) Interior Check**

- A. All interior lights working, including dimmer switch.
- B. Check all wheelchair tie downs for cleanliness, proper # of and order of tie downs.
- C. Seat condition, clean, no cuts or stains in vinyl or upholstery.
- D. Check seats that raise for wheelchair stations for smoothness of operation.
- E. First Aid Kit - full, strap cutter, Body Fluid Cleanup - full, triangles neatly folded and secured with proper number needed.
- F. Fire Extinguisher secure and tag not expired.
- G. Dash lights all operative, check all switches for operation, wiper blades in good condition, washer fluid full, horn, backup alarm in reverse.

##### **4) Wheelchair lift operation**

- A. Lift clean
- B. Check override on lift belt, is light operating?
- C. Smoothness of operation on lift outboard barrier.
- D. Check override that lift will not work without vehicle being in Park with Emergency Brake on and W/C switch activated at driver seat.

#### Documentation

For each vehicle maintained by the bus service:

- 1) What are the required maintenance intervals for the vehicle(s)? \_\_\_\_\_
- 2) Do the records reflect that they are performing preventative maintenance in a timely manner? \_\_\_\_\_

#### Comments

## **Appendix G: Basic Duties and Responsibilities of “A.M. Utility” position**

### **Overarching philosophy:**

- Need to be a thinker, look ahead, what’s next.
- Communicate with all and close all loops.
- Some things are important, other things are urgent.
- If one key piece is missing, wrong decisions are made.
- Counting money and data entry are necessary busy work, extra and lower priority.

### **Buses going out in the morning:**

- Check vehicle inspection slips for defects from day before.
- Check bus night log sheet left from previous evening.
- Put buses out after deciding which buses can go out on the road safely, even with a non-safety defect.
- Make sure all notices on buses are current and not outdated.
- Check antifreeze levels of all buses, and add to top of site glass if necessary.
- Check all seats to make sure they are clean and no puddles of water are in them before giving to driver. Clean if needed.
- If the late bus from the night before is dirty and needs to go out, clean inside and out, then put it out with last bus out in the morning (Job 1).
- Any maintenance issues that arise in the morning need to be discussed with mechanic and/or Operations/Maintenance Supervisor upon arrival in the morning. If it’s an urgent need to know, (no spares, a spare but with significant defect, no lift, etc.), call Operations/Maintenance Supervisor.
- Bus operator calling in with a concern or defect tell mechanic and/or Operations / Maintenance Supervisor upon arrival. If defect is safety related, then pull bus off the road. If pulling service to do this, call Operations/Maintenance Supervisor.
- Phone calls – unless it is a complaint or asking for Operations/Maintenance Supervisor or the Director, handle the call. (do we accept metro single ride tickets? NO)

### **After buses are out:**

- Monitor 2-way radio for problems or delays due to road construction or bridge openings. Bus operators should be calling in to let you know when they are leaving each end if outside the 10 minute window. This needs to be monitored closely to keep each bus opposite and/or possibly dead heading or running a trip for one of the routes.
- Count money.
- Bring money and white/yellow deposits with you to TD Bank on Market St. White copy goes to bank with money bag ( not in it).
- White deposit slip from bank and yellow copy of deposit go to finance Dept room 100 in City Hall.
- Pick up mail at information window and bring back to office.

## **Appendix H: Basic Duties and Responsibilities of “P.M. Garage” position**

- Spare buses are in the garage that probably need cleaning. You have until 6:20 p.m. to clean all aspects of any bus that may be in: outside, floor, windows, seats, railings, dash, and drivers area, or anything else that is dirty.
- Three buses will be coming off the road between 6:30 p.m. and 8:30 p.m. Perform fluid checks, clean as needed. ( Bus operators will fuel and sweep their own bus)
- After 8:30 p.m. until you leave should be used to clean any and all buses that are in, (all buses will be in at this time except late Route 4 – Maine Mall bus that will be in at 10:50 p.m. This bus usually will be held in the next day to be cleaned.
- Each day prior to departure, the mechanic will go over what fluids go into which bus, what fluid levels are satisfactory, light maintenance required, or other maintenance related information that may impact operations.
- Other Duties include:
  1. Handling all incoming calls, schedule info.
  2. Monitoring Two - Way radio for bus operator assistance.
  3. Check fluids/fuel/wash service truck, and office truck
  4. Office cleaning/ vacuum, trash, bathroom.
  5. Wheel chair lift cleaning & lubing.
  6. Checking VIR slips from that day and replacing bulbs that are out or other light maintenance as directed by mechanic or your own skills and ability.

### **Breakdown procedure is as follows.**

1. Call mechanic. Let mechanic know that there is a breakdown, location, and description of what may be wrong.
2. Call Operations/Maintenance Supervisor with breakdown information.
3. Get first available bus and take that bus out to bus operator to keep the bus on schedule. Stay with bus until mechanic arrives or tow truck arrives to bring bus back to garage; assist as needed.
4. We use Maietta Towing. Their number is on our master phone list located on each desk. (883-9546 )

### **Bus accident procedure**

1. Call Police Department with info on location of bus and if there is anyone injured. (Both S.P. and Portland PD numbers are on the master telephone number sheet.)
2. Bus stays at the scene until officer releases bus back into service.
3. Post accident drug testing MUST occur if:
  - Either vehicle must be towed from the accident scene. (This will be determined by the responding officer).
  - A fatality has occurred
  - Either party has someone injured and needs medical attention.
4. Call Operations/Maintenance Supervisor on his cell phone to report accident before heading out to relieve driver and keep service running. (Cell phone is programmed into all bus cell phones). If Operations/Maintenance Supervisor is not immediately available, contact the Director. Let Operations/Maintenance

Supervisor know which bus you have so you can be contacted on the cell phone in that bus when you are out of the office.

5. After all passengers and bus is released by the Police Department officer on scene, direct the bus operator in the accident to contact the Operations / Maintenance Supervisor with that bus cell phone to keep posted on the ongoing status.

### Accident or Incident Reporting Guidance

Certain types of incidents must be reported to Maine DOT or the Federal Transit Administration as soon as possible after an accident or incident occurs. The Director shall be notified immediately after you have contacted emergency services to respond or later learn that the accident or incident resulted in:

1. Fatality
2. Hospitalization
3. Multiple injuries
4. Fire of vehicle or property
5. Multiple property damage
6. Totaled vehicle
7. Any pedestrian accident
8. Any bicycle accident
9. Fuel leak
10. Degradation of the environment.

The list is not meant to be all-inclusive.  
When in doubt, call the Director.

### Lock Up Procedure

Garage:

- Leave wash bay empty for last bus in.
- Turn down thermostats to 60 degrees (seasonally when on).
- Shut off lights.
- Lock both end doors.

Office:

- Lock door.
- Shut off lights.
- Make sure keys are out of office truck.

## Appendix I: Preventive Maintenance Daily Tracking Sheet (Sample day filled out)

South Portland Bus Service - Preventive Maintenance Daily Tracking Sheet

Date: 3/17/2010

Day of week: Wednesday

Bus	Mileage as of last night	Miles to go for next PM	Last PM Service Performed		Service Interval Miles	10% before or after	Mileage at 10% before "due."	Mileage when due at interval	Mileage at 10% after "due."
			Date	Mileage					
908	56,361	3,137	3/2/2010	53,498	6,000	600	58,898	59,498	60,098
909	455,272	4,090	2/5/2010	453,362	6,000	600	458,762	459,362	459,962
911	411,762	5,158	3/9/2010	410,920	6,000	600	416,320	416,920	417,520
912	415,119	4,387	3/4/2010	413,506	6,000	600	418,906	419,506	420,106
913	189,558	(167)	12/1/2009	183,391	6,000	600	188,791	189,391	189,991
914	196,656	3,047	7/6/2009	193,703	6,000	600	199,103	199,703	200,303
915	57,437	490	1/28/2010	52,927	5,000	500	57,427	57,927	58,427
916	51,230	1,854	2/10/2010	48,084	5,000	500	52,584	53,084	53,584

**Policy Guidance:**

1. Every morning the Operations/Maintenance Supervisor will enter end-of-day mileage from the previous evenings Vehicle Inspection Reports submitted by Bus Operators.
2. Every morning the Operations/Maintenance Supervisor will review "Miles to Go for Next PM" and coordinate and schedule next PM with the mechanic to remain within the +/- 10% service interval.
3. When PM is completed, the mechanic will provide the Operations / Maintenance Supervisor with the date and mileage it was done.
4. The Director will review this Tracking Sheet daily.

This format of the form was updated: March 17, 2010

**MAINEDOT REGION 6**

**BIENNIAL OPERATIONS PLAN**

**FY 2011 AND FY 2012**

**CASCO BAY ISLAND TRANSIT DISTRICT**

**CASCO BAY ISLAND TRANSIT DISTRICT**

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# MAINEDOT REGION 6 BIENNIAL OPERATIONS PLAN

## CASCO BAY ISLAND TRANSIT DISTRICT (CBITD)

### PROJECT DESCRIPTION

#### A. TRANSIT PROVIDER

**Provider:** Casco Bay Island Transit District  
**Contact Person:** Henry Berg, General Manager  
**Address:** P.O. Box 4656, Portland, Maine 04101  
**Telephone:** 207-774-7871, Extension 103  
**Web Site:** www.cascobaylines.com

#### B. SERVICE

**No. of Counties:** One – Cumberland  
**Type of Service:** Ferry Boat Service  
**Service Area:** City of Portland, Town of Long Island, Town of Chebeague Island

#### C. GEOGRAPHIC AREA

The Casco Bay Island Transit District (CBITD) is a quasi-municipal, non-profit corporation established to provide public ferry service to Peaks Island and the Down Bay Islands (Little Diamond, Great Diamond, Long, Chebeague and Cliff Islands) from CBITD's Ferry Terminal located on the Maine State Pier in the City of Portland.

#### D. SERVICE DESCRIPTION

CBITD operates two routes: the Peaks Island Route and the Down Bay Route.

- 1. The Peaks Island Route** consists of 14 to 16 trips per day seven days per week between the Ferry Terminal in Portland and Peaks Island depending on the season. Passengers, freight and vehicles are transported to Peaks.
- 2. The Down Bay Route** consists of passenger, freight and non-commercial vehicle service four to six times per day seven days per week between the Ferry Terminal in Portland and the following islands: Cliff Island, Chebeague Island, Long Island, Great Diamond Island (State Wharf and Diamond Cove) and Little Diamond Island, with variations in seasonal schedules.

#### E. FARE STRUCTURE

On May 1, 2008, CBITD initiated a fuel surcharge of 50¢ per trip for all passenger fare media (tickets, commuter books, passes) to all islands, with the exception of elderly, individuals with disabilities, and children – for which the increase was 25¢. The fuel surcharge on passenger rates (\$0.50 on adult fares; \$0.25 on elderly, individuals with disabilities, and children) was

discontinued on December 31, 2009.

On April 24, 2009 the State of Maine Public Utilities Commission received a petition bearing 282 signatures that requested that the Commission investigate whether the rate changes and freight increases proposed by CBITD, and to take place on May 1, 2009, were just and reasonable. On April 1, 2010 the State of Maine Public Utilities Commission declined to open a formal investigation into CBITD rates.

On May 1, 2009 CBITD increased the following rates to cover increased operating costs: The average adult passenger ticket increase over 2007 varied by island from \$0.95 to \$1.05 during the peak season and from \$0.35 to \$0.45 in the off-peak (Winter) season. Freight categories were simplified and costs increased by 8.6% over 2007 in both peak and off-peak seasons. Vehicle rates for all categories of vehicles increased by \$2.65 over 2007 rates for both peak and off-peak seasons.

On December 31, 2009 the fuel surcharge on passenger rates (\$0.50 on adult fares; \$0.25 on elderly, individuals with disabilities, and children) was discontinued.

On October 11, 2011, if approved by Maine's Public Utility Commission, the adult passenger fare for Great Diamond Island, Diamond Cove and Long Island will increase by \$0.40 as well as associated increases for monthly and annual passes. This increase was approved to offset the costs of the additional service to these islands. The following (which does not include the increase for Great Diamond and Long Islands) are current CBITD fares:

### Peak Season Rates

#### Round Trip Passenger Tickets

<u>Island</u>	<u>Adult Ticket</u>	<u>Child/Senior/ Individuals with disabilities Ticket</u>	<u>Commuter Book (5 round-trip tickets)</u>
Peaks Island	\$7.70	\$3.85	\$23.95
Little Diamond Island	\$8.20	\$4.10	\$26.35
Great Diamond Island	\$8.85	\$4.40	\$28.90
Diamond Cove	\$10.00	\$5.00	\$29.95
Long Island	\$10.00	\$5.00	\$29.95
Chebeague Island	\$11.05	\$5.50	\$35.90
Cliff Island	\$11.55	\$5.75	\$38.20

#### Bicycle Rates

<u>Island</u>	<u>Adult</u>	<u>Child</u>	<u>5-Ticket Book</u>	<u>Monthly Pass</u>
all islands	\$6.50	\$3.25	\$16.85	\$31.25

#### Animal Rates

<u>Island</u>	<u>Round Trip</u>	<u>5-Ticket Book</u>
all islands	\$4.10	\$14.45

## Off-Peak Season Rates

### Round Trip Passenger Tickets

<u>Island</u>	<u>Adult Ticket</u>	<u>Child/Senior/ Individuals with disabilities Ticket</u>	<u>Commuter Book (5 round-trip tickets)</u>
Peaks Island	\$4.10	\$2.00	\$16.00
Little Diamond Island	\$5.20	\$2.60	\$19.35
Great Diamond Island	\$5.45	\$2.75	\$20.90
Diamond Cove	\$6.25	\$3.10	\$22.20
Long Island	\$6.25	\$3.10	\$22.20
Chebeague Island	\$6.75	\$3.35	\$23.75
Cliff Island	\$7.45	\$3.70	\$26.35

### Bicycle Rates

<u>Island</u>	<u>Adult</u>	<u>Child</u>	<u>5-Ticket Book</u>	<u>Monthly Pass</u>
all islands	\$6.50	\$3.25	\$16.85	\$31.25

### Animal Rates

<u>Island</u>	<u>Round Trip</u>	<u>5-Ticket Book</u>
all islands	\$4.10	\$14.45

### Monthly Pass

With a Monthly Pass, a sticker is purchased for each calendar month and the rider gets unlimited passage to the island during that month.

<u>Island</u>	<u>Monthly Sticker</u>
Peaks Island	\$82.45
Little Diamond Island	\$88.00
Great Diamond Island	\$96.25
Diamond Cove	\$101.40
Long Island	\$101.40
Chebeague Island	\$114.85
Cliff Island	\$125.15

### Annual Pass

This is the easiest option and the most cost-effective. The Annual Pass is pre-paid for one full year from the date of purchase and allows the rider unlimited passage to the island. The Annual Pass also includes transportation of one bicycle along with the passholder.

<u>Island</u>	<u>Annual Pass</u>
Peaks Island	\$906.95
Little Diamond Island	\$968.00
Great Diamond Island	\$1058.75
Diamond Cove	\$1115.40
Long Island	\$1115.40
Chebeague Island	\$1263.35
Cliff Island	\$1376.65

## Vehicle Rates to Peaks Island

Rates to Peaks Island	Off-Peak Season	Peak Season
Non-Commercial Vehicle		
Auto Mon-Wed	\$36.65	\$62.65
Auto or Light Truck (6,000 lbs.)	\$36.65	\$82.65
Handicapped Plates Mon-Wed	\$36.65	\$52.65
Handicapped Plates	\$36.65	\$72.65
Trailers up to 20 feet	\$27.65	\$40.65
Trailers over 20 feet	\$36.65	\$62.65
Commercial Vehicles by Registered GVW (gross vehicle weight)		
6,000 lbs.	\$44.65	\$85.45
6,000 - 10,999 lbs.	\$47.65	\$87.90
11,000 - 19,999 lbs.	\$52.65	\$95.15
20,000 - 29,999 lbs.	\$62.65	\$109.65
30,000 - 39,999 lbs.	\$74.65	\$129.40
40,000 - 49,999 lbs.	\$87.65	\$159.65
50,000 - 59,999 lbs.	\$108.65	\$176.65
over 60,000 lbs.	\$134.65	\$196.65
Maximum charge per vehicle including freight	\$345.00	\$345.00

## Vehicle Rates Down the Bay

Downbay Rates	Off-Peak Season	Peak Season
Non-Commercial Vehicles:		
Car/station wagon/pickup/van	\$88.65	\$122.65
Trailers up to 20 feet	\$52.65	\$78.65
Trailers over 20 feet	\$88.65	\$122.65

## Freight Rates

Freight rates can viewed at:

[http://www.cascobaylines.com/ferry\\_fares\\_and\\_pricing/freight\\_rates.htm](http://www.cascobaylines.com/ferry_fares_and_pricing/freight_rates.htm)

## F. PROPOSED CUTBACKS, EXPANSIONS

1. **Cutbacks.** No cutbacks are being considered at this time

## **2. Expansions.**

### WINTER

2008/09 to 2009/10 - No changes

2009/10 to 2010/11 - Additional car ferry service (7:15 pm – 11:30 pm) on Friday evenings from Columbus Day through 12/31/10.

Commencing after Columbus Day 2011, there will be a 4:15 pm departure Monday - Friday to Long Island and Diamond Cove during the Winter Sailing Schedule. This means there is a 4:15 pm departure to Long Island and Diamond Cove year round.

### SPRING

2009 to 2010 - No changes.

2010 to 2011 - No changes.

### SUMMER

2010 to 2011 - Additional service to Diamond Cove and Long Island at 5:45 am (M-F) and 7:15 am (Sundays) [Along w/ commensurate departures] for the summer schedules.

2010 to 2011 - Additional service to Chebeague at 7:15 pm (daily) and 9:30 pm (Fridays) [Along w/ commensurate departures]. This stop is subsidized and may be discontinued if the subsidy is not received.

### FALL

2009 to 2010 - No changes.

2010 to 2011 - No changes.

## **G. CHARTER SERVICE**

CBITD provides incidental tour and charter services.

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

CBITD provides the “life line” service to the islands, 365 days per year. The number of trips per day varies by season, with four trips per day minimum to Down Bay Islands and fourteen trips per day minimum to Peaks Island during the Off-Peak (winter) season. The regular route service is not in competition with any other service. The Chebeague Transportation Company, a private company, provides regularly scheduled ferry service from the mainland (Cousins

Island in Yarmouth) to Chebeague Island. CBITD provides passenger service to those Chebeague Island residents who want to travel between Chebeague Island and Portland instead of to and from Cousins Island in Yarmouth and provides most of the freight service to that island.

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

A survey was a coordinated effort between Casco Bay Lines and Greater Portland Council of Governments. The survey was distributed via email to approximately 729 respondents between December 16, 2010 and January 28, 2011. The distribution list included residents, property owners, renters and other visitors. 349 responses were collected.

The survey was conducted in conjunction with similar passenger surveys on METRO and South Portland Bus. The surveys were developed by Greater Portland Council of Governments, with input from Casco Bay Lines and the PACTS Transit Operations Working Group. It was created using Survey Monkey, a program utilized to collect and analyze the survey responses.

The survey was intended to elicit information on ridership patterns and demographics, as well as attitude.

The results of the survey have not been finalized yet.

## **PROJECT COORDINATION**

### **A. PROJECT COORDINATION WITH SOCIAL SERVICE AGENCIES**

Not applicable. CBITD does not have any contracts with social service providers.

### **B. SOCIAL SERVICE CONTRACTS**

None

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

CBITD is a member of the Portland Area Comprehensive Transportation System (PACTS) Transit Committee. PACTS is the Metropolitan Planning Organization that allocates federal transit and highway funds utilizing the 3C planning process.

CBITD also participates in RTP's Half Fare Card program.

## **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**

The following registered DBE/WBE's were identified for any future projects:

Alternate Transit Advertising, INC (WBE)  
Jane Marlow Cutter  
295 Bayside Road  
Greenland, NH 03840  
Advertising consulting and transit advertising

Aquidneck Fasteners, INC. (DBE)  
Michael J. Soares  
36 Aquidneck Drive  
Tiverton, RI 02878  
Dealer- lifting chain, slings and related products

Brown and Meyers Reporting (WBE)  
Kate Meyers  
d/b/a/ Brown and Meyers, INC  
536 Washington Avenue  
Portland, ME 04103  
Document scanning, document management solutions

Fitzgerald and Halliday, INC (WBE)  
A. Ruth Fitzgerald  
72 Cedar Street  
Hartford, CT 06106  
Transportation and environmental planning consultants

Interport Towing & Transportation, INC (WBE)  
Lucinda Smith  
44 Pratts Island Road  
West Southport, ME 04576  
Support service to marine construction

Northeast Civil Solutions, INC (DBE)  
Charles J. Fisher  
153 US route 1  
Scarbotough, ME 04074

Coastal and marine engineering  
Precision Compliance, INC (WBE)  
Beverly Krieger  
1220 Ravenwood Road  
Boulder, CO 80303  
Drug and Alcohol Policy reviews and audits

Tactical Management Resources, LLC (WBE)  
Janet M. Williams  
116 Queens Street  
Gorham, ME 04038  
ADA/EEO/Title VI consulting and compliance

VB Technologies Corporation (DBE)  
Nikhil S. Vyas  
2049 Silas Deane Highway, Ste. 1e  
Rocky Hill, CT 06067  
Transportation projects- bridges and facilities

## **B. MONETARY GOALS**

CBITD endeavors to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services. As a direct recipient of FTA funds, CBITD is required to file a DBE/WBE Program, which was approved by the FTA on April 11, 2000.

In 2010, the FTA changed the annual DBE/WBE Goal program to a three year filing requirement. The District FY 2011, 2012 and 2013 DBE/WBE goals were calculated using a monetary goal of .80%. CBITD will likely use approximately \$389,488 in Formula Funds (capital preventative maintenance) and \$234,877 in capital funds for on-site improvements to the Ferry Terminal for a total of \$624,365 in FTA funds in FY 2011. With a .80% monetary goal, the DBE/WBE contracting opportunity would be \$4,995. As funding is expected to remain flat during FY 2012 and 2013, the District's DBE/WBE goals are expected to remain unchanged. Should any change occur in funding amounts, the CBITD will amend the DBE/WBE goal calculations.

## **C. ADVERTISING**

CBITD advertises its DBE/WBE Goals annually but also appeals to potential DBE/WBEs to let CBITD know of their availability via word of mouth and the District website.

CBITD also advertises for bids for major projects such as vessel dry dock work as well as any fare increases.

In addition, 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**

CBITD maintains a complete history on its boats and follows a detailed preventive maintenance schedule. Minor maintenance is done onboard and ferries are taken for dry-dock work, more often than not to a shipyard in Rockland, for major maintenance and repairs. Boats are fueled directly by truck. Should a ferry need towing (a rare event), another ferry is usually used to tow a stranded ferry. CBITD maintains a file of accidents and accident investigations to determine the cause of accidents.

### **B. CAPITAL ACQUISITIONS**

- CBITD's entire fleet is dry docked every two years. During these shipyard periods, the hulls and certain void spaces will be prepared and coated.
- Main engines and reverse gears are rebuilt at scheduled intervals. Generator sets are also rebuilt when needed.
- Windows and window frames will be replaced as necessary on vessels.
- Piling and dolphin replacement will take place at the Casco Bay Ferry Terminal.
- Major terminal renovation is planned over the next two years.

CBITD's capital budget for the next two years is displayed in the following table. As of this writing, all of the planned improvements are unfunded.

<b>CBITD Capital Improvements Next Two Years</b>						
<b>Priority</b>			<b>Capital Type</b>	<b>Scope/Description</b>	<b>Location Information</b>	<b>Cost Estimate</b>
<b>L o w</b>	<b>M e d</b>	<b>H i g h</b>				
	x		Facilities	Building renovations: Upgrade shore power; curbing improvements; replace gate hoist system; design/construct year-round station for freight shed	56 Commercial Street, Portland	\$1,417,500
x			Facilities	Year-round water supply at each gate	56 Commercial Street, Portland	\$5,000
		x	Transfer Bridge upgrades/repairs	Replace pontoon	56 Commercial Street, Portland	\$100,000
	x		Transfer Bridge upgrades/repairs	Repair/replace apron	56 Commercial Street, Portland	\$40,000
		x	Pilings/dolphins structural	Replace piles, whales, chocks, dolphins at all gates	57 Commercial Street, Portland	\$225,000
		x	Freight handling equipment	Forklift replacements	56 Commercial Street, Portland	\$25,000
	x		Freight handling equipment	Freight cages, carts and associated equipment	56 Commercial Street, Portland	\$10,000
		x	Vessel	Drydock, upgrade electronics, overhaul main engines, replace/overhaul generators	56 Commercial Street, Portland	\$836,000
	x		Vessel	Replace fire main and bilge plumbing, replace electric heat, upgrade boiler, upgrade seating, upgrade engine room ventilation, replace pilot house windows	56 Commercial Street, Portland	\$85,000
		x	Safety and security	Vessel location, passenger count and real time data transfer	57 Commercial Street, Portland	\$75,000
	x		Safety and security	Improve vessel access alongside dock; Door locks, replace; motion detector systems	56 Commercial Street, Portland	\$70,000
		x	Strategic plan	Long term strategic plan	56 Commercial Street, Portland	\$50,000

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

CBITD has no capital reserve account.

## GOALS AND OBJECTIVES

### A. STATUS REPORT ON EXISTING GOALS

#### Casco Bay Island Transit District Goals

##### GOAL 1: Increase Productivity of Service

- *Productivity improved by 1.4% in FY 2011 over the previous year*
- *Ridership increased in FY 2011 by 7.1% over previous year*
- *Construction was started on a new vessel to replace the 38 year old Island Romance ferry increasing capacity and fuel efficiency*
- *Wi-Fi is now available in the District's Terminal and on three of the primary vessels. The intent of this project is to provide access to the Internet for:*
  - *Students during their commute to enhance their learning experience*
  - *Regular commuters during their commute to provide a virtual office capability as well as recreational access*
  - *Tourists in the Terminal and/or on the boat to guide them to where in the nearby community they can spend their time before their ferry leaves and conversely aid them with island destinations while under way on a ferry*
  - *Capability to electronically transmit critical data, such as passenger count, from a boat directly to the Terminal (The implementation of this is not within the current scope)*

##### GOAL 2: Increase Revenue and Revenue Sources

- *FY 2011 revenue was 5.4% over the previous year*
- *Ran several promotions to drive more traffic to the website and the resultant website traffic in F Y2011 increased nearly 30% over the previous year*
- *Added scheduled stops to Great Diamond and Chebeague Islands funded by subsidies from island business*
- *Added service runs funded by increased fares to only to the two islands affected*

##### GOAL3: Control Costs/Increase Efficiency

- *Paid down outstanding long term debt*
- *Included a provision for deficit reduction in budget since FY 2010*
- *No general fare increase since May 2009*
- *Governed engines / lowered rpm to reduce fuel consumption*
- *Extended time between oil changes*
- *Locked in vessel fuel prices*
- *Started the implementation of electronic ticketing. The goals are:*
  - *Improve customer service*
  - *Improve operational efficiencies*
  - *Improve the reliability of data collection and reporting*
  - *Create the ability to incorporate two way ticketing if desired.*

#### GOAL 4: Monitor and meet Security Needs

- *Upgraded security camera system to improve coverage and image resolution quality*
- *Aux generator system*
- *Operating under an improved United States Coast Guard (USCG) approved security plan*
- *Supported and participated in multiple exercises with USCG, Homeland Security, emergency management*
- *Participant in Maine & New Hampshire Port Safety Forum*
- *Participant in Coast Guard Area Security Committee*

#### **Regional Plan Advisory Committee Goals**

##### **Marketing**

- A. Current efforts.** Continue current marketing efforts aimed at making the public more aware of transit services, utilizing schedules, brochures, websites, bus advertising, driver training and customer training, use of marketing agents and phone systems.

*Status:*

- *CBITD is a participant in the award winning Greater Portland transit map and timetable*
- *CBITD website traffic increased by nearly 30% in FY 2011*

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

*Status: No Action*

- C. Regional call center.** Working with MaineDOT and other providers, consider the creation of a regional call center.

*Status: The PACTS operations committee (of which CBITD is an active participant) is working on this.*

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

GOAL1: Achieve financial plan

GOAL2: Improve productivity/efficiency

GOAL3: Improve customer service

## **BENCHMARKS**

CBITD tracks six Key Performance Indicator (KPIs) areas as a way to assess the operational and financial performance of the District. The KPIs are available for viewing on CBITD's website. There are six KPI reporting categories including the following:

Financials which includes the following:

- Monthly revenue contains revenue earned for each month and cumulative year to date
- Monthly expense contains expense for each month and cumulative year to date
- Monthly Operational Profit/Loss prior to the application of any grants
- Monthly Profit/Loss contains P&L for each month with grants applied and cumulative year to date
- Line of Credit Balance monthly

Productivity

Ridership & Vehicles traffic

Sales and Marketing tracking web site activity and charter use

Customer Service monitoring Incident reports by month

Safety monitoring injury reports by month

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled for the Casco Bay Island Transit during FY 2009 (April 1, 2008 to March 31, 2009) and FY 2010 (April 1, 2010 to March 31, 2010).

<b>Casco Bay Island Transit District Annual Report</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Vehicles</b>		
Number of Active Vessels in Fleet	4	4
Number of Inactive Vessels in Fleet		
Number of Spare Vehicles in Fleet	1	1
Number of Vehicles Disposed		
Number of Vehicles Sold		
Number of ADA Accessible Vessels	5	5
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	\$4,200,307	\$3,926,697
<b>Annual Administrative Expenses</b>		
Annual Transit Administration Expenses	\$1,299,521	\$1,322,525
<b>Annual Operating Revenues</b>		
Passenger Fare Revenues	\$2,133,329	\$2,176,369
Contract Revenues (U.S. Postal Service)	\$105,623	\$107,071
FTA – Federal Operating Assistance*	\$655,115	\$709,386
MDOT – State Operating Assistance	\$241,766	\$79,834
Local Operating Funds**	\$1,931,177	\$2,018,391
Total Annual Operating Revenues	\$5,067,010	\$5,091,051
<b>FTA-Sources of Capital Funds</b>		
FTA-Federal Capital Assistance	\$71,887	\$54,864
MDOT-State Capital Assistance	\$113,155	\$74,504
Local Capital Funds	\$46,260	\$32,342
Total Capital Funds	\$231,302	\$161,710
<b>Annual Vehicle (Vessel) Miles</b>		
Annual Transit Miles	73,722	73,316

		<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Vehicle (Vessel) Hours</b>		15,404	15,296
<b>Annual Passenger Trips</b>			
Annual Transit Passenger Trips		809,773	847,091
<b>Safety</b>			
Fatalities		0	0
Minor Incidents		0	0
Major Incidents		0	0

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

The following figures are for FY 2009 and FY 2010.

<b>Revenues, Costs, Trips, Vehicle Miles Past Two Years</b>								
<b>Route</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Vehicle Miles</b>	
	<b>FY 2009 4/08 – 3/09</b>	<b>FY 2010 4/09 – 3/10</b>	<b>FY 2009 4/08 – 3/09</b>	<b>FY 2010 4/09 – 3/10</b>	<b>FY 2009 4/08 – 3/09</b>	<b>FY 2010 4/09 – 3/10</b>	<b>FY 2009 4/08 – 3/09</b>	<b>FY 2010 4/09 – 3/10</b>
Peaks Island	\$2,303,408	\$2,361,489	\$3,134,902	\$2,992,057	607,711	591,251	26,080	26,025
Down Bay	\$1,329,758	\$1,405,878	\$2,364,926	\$2,257,165	218,572	218,516	42,482	42,631
<b>Total</b>	\$3,633,166	\$3,767,367	\$5,499,828	\$5,249,222	826,283	809,767	68,562	68,656

A more detailed breakdown of revenues and expenses is displayed in the following table on the next page.

**CBITD Revenues And Expenses  
Past Two Years**

<b>REVENUES</b>	<b>FY 2009 Apr.08-Mar.09</b>	<b>FY 2010 Apr.09-Mar.10</b>
<b>Scheduled Service</b>		
Passenger	\$2,133,329	\$2,176,369
Vehicle	745,706	773,882
Freight	489,763	502,844
Mail	105,623	107,071
<b>Sub-Total</b>	<b>\$3,474,421</b>	<b>\$3,560,166</b>
<b>Group Sales</b>		
Tours	\$264,368	\$313,842
Charters	206,589	205,268
Catering	161,253	163,023
<b>Sub-Total</b>	<b>\$632,210</b>	<b>\$682,133</b>
<b>Other</b>		
FTA Preventative	\$461,840	\$539,882
FTA Rural	193,275	169,504
State funds	241,766	79,834
Miscellaneous	61,077	59,227
Interest	2,421	305
<b>Sub-Total</b>	<b>\$960,379</b>	<b>\$848,752</b>
<b>TOTAL REVENUES</b>	<b>\$5,067,010</b>	<b>\$5,091,051</b>
<b>EXPENSES</b>		
Personnel Expense	\$2,658,421	\$2,659,214
Vessel Expense	1,541,886	1,241,150
Operations Expense	348,492	379,607
Terminal Expense	247,376	267,725
Sales Expense	181,325	179,922
Debt Service	103,365	95,730
<b>TOTAL EXPENSES</b>	<b>\$5,080,865</b>	<b>\$4,823,348</b>
<b>TOTAL REVENUES</b>	<b>\$5,067,010</b>	<b>\$5,091,051</b>
<b>SURPLUS(LOSS)</b>	<b>\$-13,855</b>	<b>\$267,703</b>

**C. PASSENGER INFORMATION**

The following table displays revenues by passenger fare category for CBITD.

<b>Revenues By Passenger Fare Category Past Two Years</b>		
<b>Category</b>	<b>FY 2009 Apr.08-Mar.09</b>	<b>FY 2010 Apr.09-Mar.10</b>
Full Fare	\$985,160	\$1,037,564
Elderly	203,142	181,381
Individuals with disabilities	9,951	11,574
Student	57,591	60,127
Other	877,485	885,723
<b>Total</b>	<b>\$2,133,329</b>	<b>\$2,176,369</b>

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

The following figures are for fiscal years 2011 (ending March 31, 2011) and 2012 (ending March 31, 2012).

<b>Projected Revenues, Costs, Trips, Vehicle Miles Next Two Years</b>								
<b>Route</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Vehicle Miles</b>	
	<b>FY 2011 4/10 – 3/11</b>	<b>FY 2012 4/11 – 3/12</b>	<b>FY 2011 4/10 – 3/11</b>	<b>FY 2012 4/11 – 3/12</b>	<b>FY 2011 4/10 – 3/11</b>	<b>FY 2012 4/11 – 3/12</b>	<b>FY 2011 4/10 – 3/11</b>	<b>FY 2012 4/11 – 3/12</b>
Peaks Island	\$2,417,754	\$2,405,900	\$3,097,859	\$3,175,651	639,423	620,240	26,220	26,200
Down Bay	\$1,625,587	\$1,559,252	\$2,336,981	\$2,395,667	224,131	217,407	42,774	44,594
<b>Total</b>	<b>\$4,043,341</b>	<b>\$3,965,152</b>	<b>\$5,434,840</b>	<b>\$5,571,318</b>	<b>863,554</b>	<b>837,647</b>	<b>68,994</b>	<b>70,794</b>

**E. BUDGET**

Estimated budgets for each of the next two years are shown below.

<b>CBITD Revenues And Expenses Next Two Years</b>		
<b>REVENUES</b>	<b>FY 2011 Apr.10-Mar.11</b>	<b>FY 2012 Apr.11-Mar.12</b>
<b>Scheduled Service</b>		
Passenger	\$2,208,790	\$2,199,640
Vehicle	804,150	796,982
Freight	535,824	520,278
Mail	108,802	108,252
<b>Sub-Total</b>	<b>\$3,657,566</b>	<b>\$3,625,152</b>
<b>Group Sales &amp; Tours</b>		
Tours	\$385,776	\$340,000
Charters	218,294	209,500
Catering	203,491	181,000
	<b>\$807,561</b>	<b>\$730,500</b>
<b>Sub-Total</b>		
<b>Other</b>		
FTA Preventative	\$240,605	\$410,000
FTA Rural	265,281	120,000
State funds	155,376	118,177
Miscellaneous	66,758	259,354
Interest	404	135
<b>Sub-Total</b>	<b>\$728,424</b>	<b>\$907,666</b>
<b>TOTAL REVENUES</b>	<b>\$5,193,551</b>	<b>\$5,263,318</b>
<b>EXPENSES</b>		
Personnel Expense	\$2,675,746	\$2,799,634
Vessel Expense	1,256,413	1,340,319
Operations Expense	404,999	404,123
Terminal Expense	283,069	286,292
Sales Expense	236,152	215,950
Debt Service	85,243	17,000
<b>TOTAL EXPENSES</b>	<b>\$4,941,622</b>	<b>\$5,063,318</b>
<b>SURPLUS(LOSS)</b>	<b>\$251,929</b>	<b>\$200,000</b>

## FLEET CONDITION

CBITD owns and operates five ferry vessels. The Machigonne II is a passenger ferry that can also transport 12 vehicles. The Maquoit II is a passenger ferry that can also carry up to 3 vehicles. The others are passenger ferries. All of CBITD's ferries are accessible. CBITD uses its public address system and signage to direct individuals with disabilities to ferry services.

Passenger and vehicle capabilities of the fleet are as follows:

<b>Vessel</b>	<b># Passengers</b>	<b># Cars</b>
Aucocisco	399	0
Island Romance	300	0
Bay Mist	327	0
Machigonne II	399	12
Maquoit II	399	3

The following table contains detailed information on each ferry.

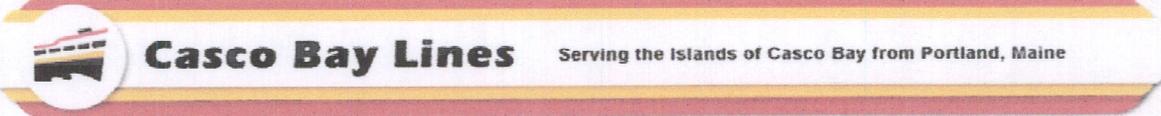
**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011  
AGENCY: CASCO BAY ISLAND TRANSIT DISTRICT**

1	VIN	DN1164653	DN551624	DN920742	DN1023852	DN684486
2	Fleet # and Status*	NA - A	NA - A	NA - A	NA - A	NA - SP
3	Vehicle Type **	Ferry Boat	Ferry Boat	Ferry Boat	Ferry Boat	Ferry Boat
4	Make, Model	Aucocisco	Island Romance	Machigonne II	Maquoit II	Bay Mist
5	Year	2005	1974	1987	1994	1985
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use – 12 months	42,536	16,880	64,026	84,858	7,035
8	Mileage	84,336	635,019	320,946	366,536	117,844
9	12-month Mileage	20,474	8,484	17,816	25,334	1,435
10	Repair Cost - 12 months	74,137	79,769	264,775	84,803	110,881
11	Repair frequency - 12 months***	A-21, B-5, C-3	A-36, B-1, C-8	A-33, B-7, C-1	A-30, B-6, C-6	A-7, B-1, C-1
12	Vehicle appearance - interior	Good	Good	Good	Good	Good
	Vehicle appearance - exterior	Good	Good	Good	Good	Good
13	ADA Accessibility:					
	Equipped/Working	Yes	Yes	Yes	Yes	Yes
	Tie Down	NA	NA	NA	NA	NA
	Announcement System	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities					
	Air Conditioning	No	No	No	No	No
	Working Heater	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	No	No	No	No	No
	Padded Seats	No	No	No	No	No
15	Type of fare collection system	Ticket Office-main terminal	Ticket Office-main terminal	Ticket Office-main terminal	Ticket Office-main terminal	Ticket Office-main terminal
16	Date of Inspection	17 May 2010	31 August 2010	23 Feb 2011	3 March 2011	27 July 2010
17	Inspector's Name:	USCG Inspector Charles Kipouras	USCG Inspector Charles Kipouras	USCG Inspector Ken Hawko	USCG Inspector Charles Kipouras	USCG Inspector Peter Valente

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

**APPENDIX**

**CASCO BAY ISLAND TRANSIT DISTRICT**



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Jump to Current Sailing Schedule:

Choose Destination

**MARSEC LEVEL**  
1 2 3  
**SIGNIFICANT RISK**  
What is MARSEC?

Weather  
**Portland, ME**  
69 °F  
Mostly Cloudy  
at 09:49 AM  
[Click for Forecast](#)

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Submit

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Weddings, birthday parties, company outings are always more fun on a boat!

We can accommodate groups from 25 to 275 people.

Rates start at \$1700 for 3 hours.

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**Maine Lobster Bakes**

Real Maine Lobster - only \$44

Combine a Casco Bay Lines Lobster Bake with a private charter, and you get 4 hours for the price of 3!

Click [here](#) for more information



- Latest News
- Notice of Rate Change to Great Diamond, Diamond Cove and Long Island
  - CBITD Board of Directors Elections
  - CBL Named Best Boat Ride
- [See News page for more!](#)

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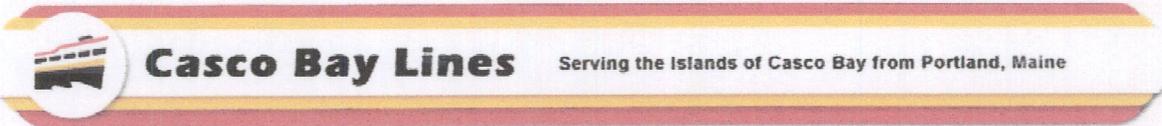
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We provide year-round ferry services, scenic cruises and boat tours from Portland, Maine to the islands of Casco Bay such as Peaks Island, Little Diamond Island, Great Diamond Island, Diamond Cove, Long Island, Chebeague Island, Cliff Island, and Bailey Island. We also offer scenic cruises, summer-time music cruises, private charters and lobster bakes. Join us and see where the Maine coast really begins!

[About Us](#) | [Contact Us](#) | [Site Map](#) | [FAQs](#) | [Link To Us](#)

All content © Casco Bay Island Transit District  
Ferry Terminal: 56 Commercial Street, Portland, Maine | Mailing Address: P.O. Box 4656, Portland, ME 04112-4656  
Phone: (207) 774-7871 | Fax: (207) 774-7875 | Email: [info@cascobaylines.com](mailto:info@cascobaylines.com)




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## News & Announcements

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### Notice of Rate Change to Great Diamond, Diamond Cove, and Long Island, Effective October 11, 2011

The Board of Directors took action on this rate change at their February 2011 meeting. The action was regarding adding a new 4:15 pm run for Diamond Cove and Long Island during the winter schedule, and implementing a fare increase for all year-round service going to Great Diamond, Diamond Cove, and Long Island to cover the costs of this additional 4:15 pm service.

**Notice is hereby given that effective October 11, 2011, Casco Bay Island Transit District is increasing passenger rates to Great Diamond and Long Islands and adding a new freight rate price for fuel carried on a vehicle.** A public hearing and Board of Directors vote and approval on the passenger rate changes were conducted on February 24, 2011. A public hearing and Board of Directors vote and approval on the additional freight rate were conducted on May 26, 2011.

The adult passenger ticket to Great Diamond Island, Diamond Cove and Long Island will increase by \$0.40 with half the increase applicable to elderly, disabled and children. The associated commuter books, monthly and annual passes will increase by \$1.40, \$6.00 and \$66.00 respectively. A freight category for "fuel carried on vehicle per 100 lbs" will be added with an Off-Peak price of \$0.90 and a Peak Season price of \$1.45.

Any 50 or more ratepayers may file pursuant to 35A M.S.R.A., Section 1302, a written request with the Maine Public Utilities Commission in Augusta for an investigation of the actual rate changes ultimately adopted by the Transit District.



### CBITD Board of Directors Elections

There are three seats on the Board of Directors up for election this coming November. Nomination packets will be available at the Casco Bay Lines Ticket Office beginning Monday, July 11. The seats up for election are:

- Peaks Island - 3 year seat
- Great Diamond - 3 year seat
- Little Diamond - 3 year seat

Nomination papers must be returned no later than August 29, 2011 by 12:00 pm. Nomination papers will also be available aboard the Bay Mist during the CBITD Board of Directors Meeting on July 21.



Navigate this page:

- Notice of Rate Change to Great Diamond, Diamond Cove, and Long Island
- CBITD Board of Directors Elections
- CBL Named Best Boat Ride
- Casco Bay Lines' New Vessel Has a Name
- Chebeague & Cliff Schedule Change and New Tariff Line Item
- Reminder: General Rules for Carry-On Freight
- Grocery Day
- Employee Recognition
- Electronic Ticketing
- New Vessel Displays
- Additional Service to Diamond Cove, Long Island and Chebeague Island
- Wi-Fi Hotspot
- Casco Bay Lines Committees Want Your Input!
- Notice of Proposed DBE Goals



### Upcoming Meetings

Board and Committee meeting times may now be found on our [Board & Committees](#) page.

### Sign Up for Our Newsletter

Our Newsletter will keep you informed with the latest news, meetings and events here at Casco Bay Lines, delivered right to your inbox!

We also offer occasional newsletters with information about upcoming music cruises (summer only) and special offers for private charters.

To sign up, simply enter your e-mail address in the form on the left, then choose the newsletter (s) you wish to receive.

Your first e-mail will be a subscriber verification request; please be sure to respond so that your subscription will become effective.

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You may unsubscribe at any time by following the instructions in each newsletter.

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top



**Chebeague Island / Cliff Island**  
April 16 - June 17, 2011  
Passenger Service

Mon - Fri.	Sat.	Sun/Holidays
AM 5:05	6:30	6:30
10:00	10:00	10:00
PM 2:45	2:45	2:45
5:45	5:45	5:45
9:30 fo		
Depart Cliff		
AM 6:10	7:45	7:45
PM 12:00	12:00	12:00
4:00	4:00	4:00
7:00	7:00	7:00
10:50 fo		

Vehicles should arrive at least 30 minutes prior to departure.

Personal freight must be checked in 30 minutes prior to departure.

**Long Island**  
April 16 - June 17, 2011  
Passenger Service

Mon - Thurs.	Fri.	Sat.	Sun/Holidays
AM 5:05	5:05	6:30	6:30
7:45	7:45	10:00	10:00
10:00	10:00	11:00	11:00
PM 2:45	2:45	2:45	2:45
4:15	4:15	4:15	4:15
5:45	5:45	5:45	5:45
7:15	7:15	7:15	7:15
8:30	8:30	9:00	9:00
9:00	9:00	9:00	9:00
Depart Long Island			
AM 8:45	8:45	8:25	8:25
8:40	8:40		
PM 12:00	12:00	12:00	12:00
12:30	12:30	12:30	12:30
4:45	4:45	4:45	4:45
7:25	7:25	7:25	7:25
8:00	8:00	8:00	8:00
9:15	9:15	9:15	9:15
9:40	9:40	9:40	9:40

**HOLIDAY SCHEDULE**  
May 30, Memorial Day

cf = Car Ferry (transports cars and passengers)  
fo = Friday Only  
SO = Saturday Only

**Diamond Cove**  
April 16 - June 17, 2011  
Passenger Service

Mon - Thurs.	Fri.	Sat.	Sun/Holidays
AM 7:45	7:45	6:30	6:30
10:00	10:00	10:00	10:00
11:00	11:00	11:00	11:00
PM 4:15	4:15	4:15	4:15
5:45	5:45	5:45	5:45
7:15	7:15	7:15	7:15
8:00	8:00	8:00	8:00
9:00	9:00	9:00	9:00
Depart Diamond Cove			
AM 8:25	8:25	11:45	11:45
11:45	11:45		
PM 12:40	12:40	12:40	12:40
4:45	4:45	4:45	4:45
6:25	6:25	6:25	6:25
7:40	7:40	7:40	7:40
8:15	8:15	8:15	8:15
8:50	8:50	8:50	8:50
9:50	9:50	9:50	9:50

\* No freight service on this trip

+ CBITD provides p.m. service to Diamond Cove under an ongoing special arrangement.

Visit [www.cascobaylines.com](http://www.cascobaylines.com)  
To join the CBL e-news update mailing list.

**Great Diamond**  
April 16 - June 17, 2011  
Passenger Service

Mon - Thurs.	Fri.	Sat.	Sun/Holidays
AM 5:05	5:05	6:30	6:30
7:45	7:45	10:00	10:00
10:00	10:00	11:00	11:00
PM 2:45	2:45	2:45	2:45
5:45	5:45	5:45	5:45
8:30	8:30	8:30	8:30
Depart Great Diamond			
AM 7:00	7:00	8:40	8:40
8:55	8:55		
PM 12:15	12:15	12:15	12:15
12:55	12:55	12:55	12:55
5:10	5:10	5:10	5:10
6:40	6:40	6:40	6:40
7:40	7:40	7:40	7:40
7:55	7:55	7:55	7:55
11:30	11:30		

- NO SMOKING. Smoking is prohibited on CBITD vessels. This includes gasoline in lawnmowers and other power equipment.
- HALF FARE TICKETS for Seniors (65+), Medicare cardholders, and handicapped individuals are available at the CBITD Office. Accepted boarding is available upon request.
- SCHEDULE SUBJECT TO CHANGE WITHOUT NOTICE
- DOGS must be leashed at all times and need a ticket for boarding a vessel. Service animals are exempt.
- BICYCLES require a ticket or must be shipped as freight.
- CARRY ON FREIGHT restricted to that which a person may safely carry aboard in one trip.

**Little Diamond**  
April 16 - June 17, 2011  
Passenger Service

Mon - Thurs.	Fri.	Sat.	Sun/Holidays
AM 5:05	5:05	6:30	6:30
7:45	7:45	10:00	10:00
10:00	10:00	11:00	11:00
PM 2:45	2:45	2:45	2:45
5:45	5:45	5:45	5:45
7:15	7:15	7:15	7:15
8:30	8:30	8:30	8:30
Depart Little Diamond			
AM 7:05	7:05	8:45	8:45
9:00	9:00		
PM 12:20	12:20	12:20	12:20
1:00	1:00	1:00	1:00
5:15	5:15	5:15	5:15
6:45	6:45	6:45	6:45
7:45	7:45	7:45	7:45
8:00	8:00	8:00	8:00
8:35	8:35	8:35	8:35
10:05	10:05	10:05	10:05
11:35	11:35		

The Casco Bay Lines terminal, and vessels Maquoit, Aucoisco, and Machigonne are now all WIFI hot spots.



**Peaks Island**  
April 16 - June 17, 2011

Mon./Tue. Thur./Sat.	Wed.	Fri.	Sun. & Holidays
AM 5:45 cf	5:45 cf	5:45 cf	5:45 cf
8:45 cf	8:45 cf	8:45 cf	8:45 cf
7:45 cf	7:45 cf	7:45 cf	7:45 cf
9:30 cf	9:30 cf	9:30 cf	9:30 cf
10:45 cf	10:45	10:45 cf	10:45 cf
Depart Portland			
PM 12:15 cf	12:15	12:15 cf	12:15 cf
2:15 cf	2:15	2:15 cf	2:15 cf
3:15 cf	3:15	3:15 cf	3:15 cf
4:30 cf	4:30	4:30 cf	4:30 cf
5:35 cf	5:35	5:35 cf	5:35 cf
7:15	7:15	7:15 cf	7:15
8:15	8:15	8:15 cf	8:15
9:15	9:15	9:15 cf	9:15
10:30	10:30	10:30 cf	10:30
11:30 fo		11:30 cf	
Depart Peaks Island			
AM 6:15 cf	6:15 cf	6:15 cf	6:15 cf
7:15 cf	7:15 cf	7:15 cf	7:15 cf
8:15 cf	8:15 cf	8:15 cf	8:15 cf
10:00 cf	10:00	10:00 cf	10:00 cf
11:15 cf	11:15	11:15 cf	11:15 cf
12:45 cf	12:45	12:45 cf	12:45 cf
2:45 cf	2:45	2:45 cf	2:45 cf
3:45 cf	3:45	3:45 cf	3:45 cf
5:00 cf	5:00	5:00 cf	5:00 cf
6:00 cf	6:00	6:00 cf	6:00 cf
7:45	7:45	7:45 cf	7:45
8:45	8:45	8:45 cf	8:45
9:45	9:45	9:45 cf	9:45
10:55	10:55	10:55 cf	10:55
11:55 fo		11:55 cf	



**Chebeague Island / Cliff Island**  
Sept. 7 - Oct. 11, 2010  
Passenger Service

Mon - Fri.	Sat.	Sun/Holidays
Depart Portland		
AM 5:05	6:30	6:30 th
10:00	7:45	10:00
PM 2:45	2:45	2:45
5:45	5:45	5:45
9:30 fo		
Depart Cliff		
AM 6:10	7:45	7:45 th
12:00	12:00	12:00
PM 4:00	4:00	4:00
7:00	7:00	7:00
10:50 fo		
Depart Chebeague		
AM 6:25	8:00	8:00 th
11:35	11:35	11:35
PM 4:20	4:20	4:20
6:45	6:45	6:45

Casco Bay Lines is pleased to announce that the terminal is now a Wi-Fi hot spot

**STONEWALL KITCHEN**  
EST. 1991  
Visit our store just blocks from the Ferry Terminal.  
182 Middle St., Portland, ME • 207.879.2409

**Long Island**  
Sept. 7 - Oct. 11, 2010  
Passenger Service

Mon - Thurs.	Fri.	Sat.	Sun/Holidays
Depart Portland			
AM 5:05	5:05	6:30	6:30 th
7:45	7:45	10:00	10:00
10:00	10:00	11:00	11:00
PM 2:45	2:45	2:45	2:45
4:15	4:15	4:15	4:15
5:45	5:45	5:45	5:45
7:15	7:15	7:15	7:15
8:30	8:30	9:00	9:00
ends 9/25	9:00	9:00	9:00
starts 9/28	9:00		
Depart Long Island			
AM 8:45	8:45	8:25	8:25 th
12:00	12:00	12:00	12:00
PM 4:45	4:45	4:45	4:45
7:25	7:25	7:25	7:25
ends 9/25	8:00	8:00	8:00
starts 9/28	8:15	8:15	8:15
ends 9/25	9:40	9:40	9:40

**HOLIDAY SCHEDULE**  
Oct. 11, Columbus Day  
Additional Service  
To Peaks 8:45 am  
and Downbay 5:05 am  
No 7:45 am Downbay

cf = Car Ferry (temporary cars and passengers)  
so = Saturday Only  
fo = Friday Only  
xt = Except Holidays

**Diamond Cove**  
Sept. 7 - Oct. 11, 2010  
Passenger Service

Mon - Thurs.	Fri.	Sat.	Sun/Holidays
Depart Portland			
AM 7:45	7:45	6:30	6:30 th
10:00	10:00	10:00	10:00
11:00	11:00	11:00	11:00
PM 4:15	4:15	4:15	4:15
5:45	5:45	5:45	5:45
7:15	7:15	7:15	7:15
8:30	8:30	9:00	9:00
ends 9/25	9:00	9:00	9:00
starts 9/28	9:00		
Depart Diamond Cove			
AM 8:25	8:25	11:45	11:45
11:45	11:45	11:45	11:45
PM 4:45	4:45	4:45	4:45
6:25	6:25	6:25	6:25
7:40	7:40	7:40	7:40
8:15	8:15	8:15	8:15
9:50	9:50	9:50	9:50
ends 9/25	9:50	9:50	9:50
starts 9/28	9:50		

\* No freight service on this trip

**Rates:**  
All Fares Are Roundtrip

	Adult	Seniors	Child
Peaks	\$7.70	\$3.85	\$3.85
LI Diamond	\$8.20	\$4.10	\$4.10
BI Diamond	\$8.85	\$4.40	\$4.40
Diamond Cove	\$10.00	\$5.00	\$5.00
Long	\$10.00	\$5.00	\$5.00
Chebeague	\$11.05	\$5.50	\$5.50
Cliff	\$11.55	\$5.75	\$5.75

**Great Diamond**  
Sept. 7 - Oct. 11, 2010  
Passenger Service

Mon - Thurs.	Fri.	Sat.	Sun/Holidays
Depart Portland			
AM 5:05	5:05	6:30	6:30 th
7:45	7:45	10:00	10:00
10:00	10:00	11:00	11:00
PM 2:45	2:45	2:45	2:45
5:45	5:45	5:45	5:45
7:15	7:15	7:15	7:15
8:30	8:30	9:30	9:30
ends 9/25	8:30	9:30	9:30
starts 9/28	8:30		
Depart Great Diamond			
AM 7:00	7:00	8:40	8:40 th
8:55	8:55	8:40	8:40 th
12:15	12:15	12:15	12:15
5:10	5:10	5:10	5:10
6:40	6:40	6:40	6:40
7:40	7:40	7:40	7:40
7:55	7:55	7:55	7:55
11:30	11:30		

Personal freight must be checked in 30 minutes prior to departure.

+ CBITD provides p.m. service to Diamond Cove under an ongoing special arrangement.

- NO SMOKING: Smoking is prohibited on CBITD vessels.
- NO GASOLINE may be transported aboard any vessel.
- This includes gasoline in lawnmowers and other power equipment.
- HALF FARE TICKETS for Seniors (65+), Medicare cardholders, and handicapped individuals are available at the CBITD Office. Assisted boarding is available upon request.
- SCHEDULE SUBJECT TO CHANGE WITHOUT NOTICE
- DOGS must be leashed at all times and need a ticket for boarding a vessel. Service animals are exempt.
- BICYCLES require a ticket or must be shipped as freight.
- CARRY ON FREIGHT restricted to that which a person may safely carry aboard in one trip.

**Little Diamond**  
Sept. 7 - Oct. 11, 2010  
Passenger Service

Mon - Thurs.	Fri.	Sat.	Sun/Holidays
Depart Portland			
AM 5:05	5:05	6:30	6:30 th
7:45	7:45	10:00	10:00
10:00	10:00	11:00	11:00
PM 2:45	2:45	2:45	2:45
5:45	5:45	5:45	5:45
7:15	7:15	7:15	7:15
8:30	8:30	9:30	9:30
ends 9/25	8:30	9:30	9:30
starts 9/28	8:30		
Depart Little Diamond			
AM 7:05	7:05	8:45	8:45 th
9:00	9:00	8:45	8:45 th
12:20	12:20	12:20	12:20
5:15	5:15	5:15	5:15
6:45	6:45	6:45	6:45
7:45	7:45	7:45	7:45
8:00	8:00	8:00	8:00
8:35	8:35	8:35	8:35
10:05	10:05	10:05	10:05
11:35	11:35		

Vehicles should arrive at least 30 minutes prior to departure.

**Peaks Island**  
Sept. 7 - Oct. 11, 2010

Mon./Tue. / Thur./Sat.	Wed.	Fri.	Sun. & Holidays
Depart Portland			
AM 5:45 cf	5:45 cf	5:45 cf	5:45 cf
6:45 cf	6:45 cf	6:45 cf	6:45 cf
7:45 cf	7:45 cf	7:45 cf	7:45 cf
9:30 cf	9:30 cf	9:30 cf	9:30 cf
10:45 cf	10:45 cf	10:45 cf	10:45 cf
Depart Peaks Island			
AM 6:15 cf	6:15 cf	6:15 cf	6:15 cf
7:15 cf	7:15 cf	7:15 cf	7:15 cf
8:15 cf	8:15 cf	8:15 cf	8:15 cf
10:00 cf	10:00 cf	10:00 cf	10:00 cf
11:15 cf	11:15 cf	11:15 cf	11:15 cf
Depart Portland			
AM 5:45 cf	5:45 cf	5:45 cf	5:45 cf
6:45 cf	6:45 cf	6:45 cf	6:45 cf
7:45 cf	7:45 cf	7:45 cf	7:45 cf
9:30 cf	9:30 cf	9:30 cf	9:30 cf
10:45 cf	10:45 cf	10:45 cf	10:45 cf
Depart Portland			
AM 6:15 cf	6:15 cf	6:15 cf	6:15 cf
7:15 cf	7:15 cf	7:15 cf	7:15 cf
8:15 cf	8:15 cf	8:15 cf	8:15 cf
10:00 cf	10:00 cf	10:00 cf	10:00 cf
11:15 cf	11:15 cf	11:15 cf	11:15 cf
Depart Portland			
AM 5:45 cf	5:45 cf	5:45 cf	5:45 cf
6:45 cf	6:45 cf	6:45 cf	6:45 cf
7:45 cf	7:45 cf	7:45 cf	7:45 cf
9:30 cf	9:30 cf	9:30 cf	9:30 cf
10:45 cf	10:45 cf	10:45 cf	10:45 cf

### Chebeague Island Cliff Island

Passenger Service

Mon.-Fri.	Sat.	Sun./Holidays
AM 5:05	6:30	8:30 xh
10:00	10:00	10:00
PM 2:45	2:45	2:45
5:45	5:45	5:45
<b>Depart Cliff</b>		
AM 6:10	7:45	7:45 xh
11:55	11:55	11:55
PM 4:00	4:00	4:00
7:00	7:00	7:00
<b>Depart Chebeague</b>		
AM 8:25	8:00	8:00 xh
11:20	11:20	11:20
PM 4:20	4:20	4:20
6:45	6:45	6:45

### HOLIDAY SCHEDULE

Veteran's Day - November 11  
Thanksgiving Day  
Christmas Day  
New Year's Day  
President's Day\* - February 21  
\*Includes a 6:45 AM trip to PEAKS and a 7:15 AM trip from PEAKS and a 5:05 AM trip DOWN BAY  
- Christmas Eve and New Year's Eve -  
The last trip to PEAKS is at 9:15 PM  
The last trip from PEAKS is at 9:40 PM  
- Special 1:00 AM departure New Year's Eve -

### Little Diamond / Great Diamond Long Island

Passenger Service

Mon.-Thurs.	Fri.	Sat.	Sun./Holidays
AM 5:05	5:05	5:30	6:30 xh
7:45	7:45	10:00	10:00
10:00	10:00	10:00	10:00
PM 2:45	2:45	2:45	2:45
5:45	5:45	5:45	5:45
8:30	8:15	8:30	
<b>Depart Long Island</b>			
Mon.-Thurs.	Fri.	Sat.	Sun./Holidays
AM 6:45	6:45	8:25	8:25 xh
8:40	8:40	8:25	12:25
PM 12:25	12:25	12:25	12:25
4:40	4:40	4:40	4:40
7:25	7:25	7:25	7:25
9:15	10:00	9:15	
<b>Depart Great Diamond</b>			
Mon.-Thurs.	Fri.	Sat.	Sun./Holidays
AM 7:00	7:00	8:40	8:40 xh
8:55	8:55	8:40	12:40
PM 12:40	12:40	12:40	12:40
5:05	5:05	5:05	5:05
7:40	7:40	7:40	7:40
<b>Depart Little Diamond</b>			
Mon.-Thurs.	Fri.	Sat.	Sun./Holidays
AM 7:05	7:05	8:45	8:45 xh
9:00	9:00	12:45	12:45
PM 12:45	12:45	5:10	5:10
5:10	5:10	7:45	7:45
7:45	7:45	10:20	

- NO SMOKING: Smoking is prohibited on CBTD vessels.
- NO GASOLINE may be transported aboard any vessel.
- This includes gasoline in lawnmowers and other power equipment.
- HALF FARE TICKETS for Seniors (65+), Medicare and other handicaps and disabilities are available at the CBTD Office. Assisted boarding is available upon request.
- CBTD IS SUBJECT TO CHANGE WITHOUT NOTICE
- DOGS must be leashed and on a leash. The size of animals are exempt.
- BICYCLES require a ticket or must be shipped as freight.
- CARRY ON FREIGHT restricted to that which a person may safely carry aboard in one trip.

### Peaks Island

October 12, 2010 - April 15, 2011

Mon./Tues./Thurs./Sat.	Wed.	Fri.	Sun./Holidays	Mon./Tues./Thurs./Sat.	Wed.	Fri.	Sun./Holidays
AM 5:45 cf	5:45 cf	5:45 cf	6:15 cf	6:15 cf	6:15 cf	6:15 cf	6:15 cf
8:45 cf	8:45 cf	8:45 cf	7:15 cf	7:15 cf	7:15 cf	7:15 cf	7:15 cf
7:45 cf	7:45 cf	7:45 cf	8:15 cf	8:15 cf	8:15 cf	8:15 cf	8:15 cf
9:30 cf	9:30 cf	9:30 cf	10:00 cf	10:00 cf	10:00 cf	10:00 cf	10:00 cf
10:45 cf	10:45 cf	10:45 cf	11:15 cf	11:15 cf	11:15 cf	11:15 cf	11:15 cf
<b>Depart Portland</b>							
PM 12:15 cf	12:15 cf	12:15 cf	12:45 cf	12:45 cf	12:45 cf	12:45 cf	12:45 cf
2:15 cf	2:15 cf	2:15 cf	2:45 cf	2:45 cf	2:45 cf	2:45 cf	2:45 cf
3:15 cf	3:15 cf	3:15 cf	3:45 cf	3:45 cf	3:45 cf	3:45 cf	3:45 cf
4:30 cf	4:30 cf	4:30 cf	5:00 cf	5:00 cf	5:00 cf	5:00 cf	5:00 cf
5:35 cf	5:35 cf	5:35 cf	6:00 cf	6:00 cf	6:00 cf	6:00 cf	6:00 cf
7:15	7:15	* 7:15 cf	7:40 cf	7:40 cf	7:40 cf	* 7:40 cf	7:40 cf
8:15	8:15	8:15 cf	8:15	8:40 cf	8:40 cf	8:40 cf	8:40 cf
9:15	9:15	9:15 cf	9:15	9:40 cf	9:40 cf	9:40 cf	9:40 cf
10:30	10:30	10:30 cf	10:55 cf	10:55 cf	10:55 cf	10:55 cf	10:55 cf
11:30 no	11:30 no	11:30 cf	11:55 no	11:55 no	11:55 no	11:55 no	11:55 no
<b>Depart Portland</b>							

### KEY

cf = Car Ferry  
(transports cars and passengers)  
xh = Except Holidays  
SO = Saturday Only

### Happy New Year!

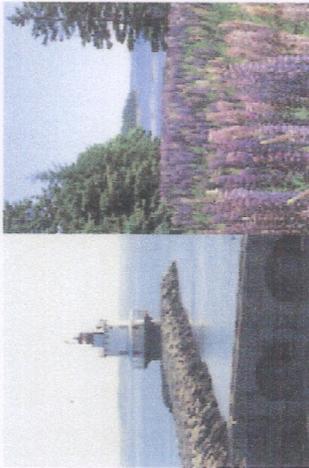
Special 1:00 AM Departure to all Islands

Stand your New Year's in Portland or beyond and take this special charter service back to the Island \$10 per person



\* The car ferry will run through the 11:30 PM departure from Portland on Friday evenings through Friday 12/31/10. The exception is Friday 12/24 and Friday 12/31 when the last departure from Portland is 9:15 PM.

## And see where the Maine coast really begins.



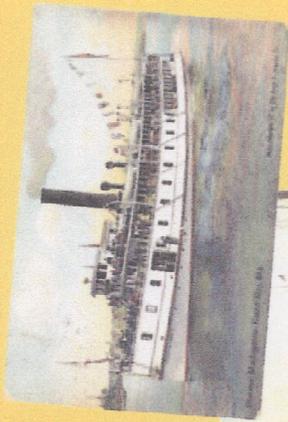
Island living is alive and well in Casco Bay. Did you know there are only 14 un-bridged islands in Maine that claim year-round residency? Six of them are yours to explore right here in Casco Bay.

Get a taste of what it's really like to live on an island. Regularly scheduled ferry service provides a glimpse of inhabited islands in Casco Bay and an opportunity to visit.

You'll witness how islanders live; you'll see how they get their mail, their vehicles and their daily supplies.

Take along a picnic or just sit quietly while you pass the rocky shorelines, wooded landscapes, island homes, boatyards and beaches. From sailboats, fishing vessels and working lobster boats, our cruises offer a stunning panorama of what Mother Nature and the Maine Coast have to offer.

# Cruise Casco Bay



Casco Bay Lines  
Portland, Maine



Casco Bay Lines is one of the oldest ferry systems in the country. Over 150 years ago we transported summer visitors to cottages and luxurious hotels on the islands in Casco Bay. Wooden steamers with coal fired engines transported up to 1000 passengers at a time. Casco Bay Lines was the ticket to a care-free summer life.

Today's fleet operates on a tight, year-round schedule. The steel-hulled diesel-powered vessels have high-tech safety and navigation systems. Casco Bay Lines now serves the year-round needs of a population of island residents who prefer to measure time by the pulse of the tides rather than the hands of the clock.



Casco Bay Lines  
Portland, Maine

Casco Bay Ferry Terminal  
Commercial & Franklin Streets  
Portland, Maine 04101

207 774-7871 Fax: 207 774-7875

[www.CascoBayLines.com](http://www.CascoBayLines.com) e-mail: [info@CascoBayLines.com](mailto:info@CascoBayLines.com)

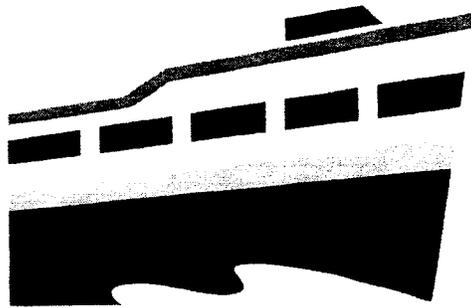
Owned and operated by the Casco Bay Island Transit District

[www.CascoBayLines.com](http://www.CascoBayLines.com)



# Casco Bay Island Transit District

## Preventive Maintenance Plan



Casco Bay Lines

**Revised 08.09.11**

**Casco Bay Island Transit District  
Preventive Maintenance Plan**

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**Appendix B Terminal and Vessel PMS Checklists**

# Casco Bay Island Transit District

## Preventive Maintenance Plan

### Section I CBITD Equipment and Facility List

1.1 CBITD Vessels	Type	Capacity
• Bay Mist	Passenger	328
• Aucocisco III	Passenger	399
• Island Romance	Passenger	299
• Machigonne II	Passenger Vehicle	399 12
• Maquoit II	Passenger Vehicle	399 3

### 1.2 Terminal and Wharves

Location	Type
• Portland	Fixed and Transfer Bridge Passenger Vehicle Freight
• Peaks	Fixed and Transfer Bridge Passenger Vehicle Freight
• Little Diamond	Fixed Passenger
• Great Diamond	Fixed Passenger
• Long	Fixed Passenger
• Chebeague	Fixed Passenger
• Cliff	Fixed Passenger

### 1.3 Equipment

• Service Van	Revenue Service Use
• Forklift, two (2) ea.	Revenue Service Use

# Casco Bay Island Transit District

## Preventive Maintenance Plan

### Section II CBITD Vessel Maintenance Program

#### 2.0 Statement of Intent

The Casco Bay Island Transit District will adequately maintain its vessels and related equipment. Preventative maintenance is our primary objective in order to enhance performance and long-term quality of the equipment. Through good recordkeeping and the acquisition of quality equipment and service(s), CBITD intends to keep vessels operating safely and on schedule with a minimum amount of down time and breakdown.

#### 2.1 Preventative Maintenance

The United States Coast Guard conducts dry dock inspections on CBITD vessels every two years. The hull inspections determine the adequacy of coating systems and the condition of hulls. Propellers, bearings and shafts are inspected. Adequately sized and a sufficient quantity of zincs are used to reduce electrolysis. Hulls are appropriately prepared by pressure washing and sandblasting when necessary and a three-part epoxy coating and anti-foulant are used for hull coatings. The areas above the waterline and superstructure of the vessels are cleaned and/or sandblasted and protective coatings are applied. The District's insurance carrier requires that inspections be conducted by a certified marine surveyor on a schedule basis.

#### 2.2 Annual In-Water Inspections

Annually, the United States Coast Guard inspects all of the vessels for seaworthiness and safety through in-water tests. Inspections are in accordance with all applicable sections of the Code of Federal Regulations.

#### 2.3 Engine and Reverse Gear Maintenance

In accordance with manufacturer's specifications, the engine lubricating and reverse gear oil, as well as associated filters, are changed on a regular scheduled hour basis. Generator engines are serviced at regular intervals in accordance with manufacturer's specifications. A copy of the CBITD Equipment Maintenance Matrix is attached as Appendix A. An oil analysis program is in place which provides for the monitoring of the internal condition of each engine. Scheduled maintenance frequency is based on operational hours recommended by the manufacturer, and Service Intervals shall not exceed 10% of the recommendation. *Exception: the CBITD seasonal operating schedule increases during summer operations, and it may be necessary to extend Service Intervals to no more than 20% of the manufacturer recommendation during peak periods.*

#### 2.4 Daily Maintenance Procedures

Prior to the operation of a vessel, a detailed list of all the routine and necessary checks of each of the vessel systems is completed. At any time a defect, problem or potential problem is noticed, it is recorded in the Vessel Maintenance Log located in the Operations Office. This log is reviewed each morning and on a periodic basis throughout the day by the Maintenance Department. The Maintenance Department notes new items in the log and initials that they have been received. Once the items have been checked and repairs made, or scheduled for repair, these actions are noted in the Maintenance Log.

#### 2.5 Record keeping

Records of all preventative maintenance are kept by the Maintenance Department. Record keeping is a priority concern of CBITD and is critical to the long-term objectives of making the vessels safe and reliable. The Maintenance Department maintains a Daily Maintenance Book for each vessel. All work items associated with each vessel are recorded in this Log. A separate notebook, in which regular scheduled preventive maintenance checklists are kept, is also maintained for each engine and

# Casco Bay Island Transit District

## Preventive Maintenance Plan

generator set. In addition, a log containing preventive maintenance and repairs is maintained for each forklift and the CBITD service van.

### 2.6 Repair and Major Overhaul

In every repair and major overhaul, the best available materials, procedures, and services are used in order to ensure the best dollar and longevity return. CBITD subcontracts with reputable firms for parts and services to ensure quality and reliability. When necessary, consultants are utilized for marine survey, naval architecture, professional engineering and electrical services.

### 2.7 Navigation and Safety Equipment

CBITD vessels operate with two radar and two VHF radios. Compasses are inspected and adjusted annually in order to ensure accuracy. Fire extinguishers and fixed fire fighting systems are routinely checked by the vessel crew and inspected annually by Simplex Grinnell. Personal Flotation Devices and life saving equipment are routinely checked by the vessel crew and inspected annually by the Coast Guard.

### 2.8 Failure or Recurring Problem Analysis

The Maintenance and Operations Departments conduct ongoing reviews of any maintenance items of a recurring nature. This includes items that cause a vessel to break down while in service.

### 2.9 Inspection Performance and Frequency

* Vessel/Terminal Inspection performed daily		Captains/Crew Maintenance
* Maintenance Logs	performed daily	Maintenance Operations
* Engine Hour Inspection	performed weekdays	Maintenance
* In-water Hull Inspection	performed weekly	Diver Down, Inc
* Elevator Inspection	performed quarterly	Pine State Elevator
* Chair Lift Inspection	performed quarterly	Pine State Elevator

#### Annual Vessel Inspections:

• Crane	Hamco
• Boilers	Mechanical Services
• Fire extinguishing systems	Simplex Grinnell
• Compasses	Maine Compass
• Biennial Dry-docked Vessel Inspection	USCG Maintenance

*\*Note: Engine Oil and Transmission Fluid analysis are performed by Milton Caterpillar. Oil Analysis Reports are delivered to the Maintenance Department for recordkeeping purposes.*

# Casco Bay Island Transit District

## Preventive Maintenance Plan

### Section III CBITD Terminal Maintenance Program

#### 3.0 Statement of Intent

The Casco Bay Island Transit District will adequately maintain its facilities and related fixtures. Preventative maintenance is the primary objective in order to enhance performance and long-term quality of the facility.

#### 3.1 Preventative Maintenance

The City of Portland owns the Casco Bay Ferry Terminal, and conducts periodic property and facility inspections by a professional engineer. Contracted inspections of major systems are as follows:

- Boiler-inspected and serviced annually by Union Oil and Mechanical Services
- Fire and sprinkler system - inspected quarterly by Simplex-Grinnell
- Fire extinguishers - inspected annually by Simplex-Grinnell
- Yale Hoists - inspected annually by HAMCO
- Scale - inspected annually by ACME Scale
- Service Van - oil changed and tuned up in accordance with manufacturer's recommended maintenance schedule by Forest City Chevrolet.
- Forklifts - oil changed in accordance with manufacturer's recommended maintenance schedule by NITCO.
- All doors are serviced and adjusted annually by Precision Millworks.
- HVAC systems are inspected and serviced annually by Mechanical Services.

#### 3.2 Capital Improvements

A list of capital improvements is maintained and kept current. A six year capital plan is maintained and submitted to Maine Department of Transportation (MDOT).

**Casco Bay Island Transit District**  
Preventive Maintenance Plan

**CBITD EQUIPMENT MAINTENANCE MATRIX**

<b>CBITD EQUIPMENT</b>	<b>MAIN ENGINE(S)</b>	<b>PRIMARY GENERATOR</b>	<b>SECONDARY GENERATOR</b>	<b>SERVICE INTERVAL*</b>
Aucocisco III	2ea Detroit Series 60			250hrs
Aucocisco III		Northern Lts MPC55	Northern Lts MPC55	250hrs
Bay Mist	2ea Detroit 8V71	Lugger M20CRW2 20kw	Detroit 2-71	150hrs
Island Romance	Detroit 8V71			150hrs
Island Romance		Lugger M-843n		200hrs
Machigonne II	2ea CAT 3406E			250hrs
Machigonne II		Northern Lts MP65C	John Deere 4039D	500/250hrs
Maquoit II	2ea Detroit Series 60			250hrs
Maquoit II		John Deere 4039D	John Deere 4039D	250hrs
Dodge Sprinter Cargo Van				10,000/Annual
Yale Forklift(s)				200hrs/2mos
Vessel Reverse Gear				1000hrs

**SERVICE/INSPECTIONS PERFORMED AT SERVICE INTERVAL**

Coolant/antifreeze levels	Exhaust leak inspection
Hoses and clamp inspections	Motor mount bolt inspection
Visual oil leak inspection	Air cleaner inspection
Visual coolant leak inspection	Air compressor inspection
Belt condition and tension	Grease components
Battery(s) inspection	Fuel system component inspection
Electrical component inspection	Drive train component inspection
Oil and fluids change	Overall condition inspection

\*Service Interval may not exceed hour schedule more than 10%. Summer season Service Interval may not exceed 20%

**AUCOCISCO III  
PREVENTIVE MAINTENANCE INTERVALS**

<b>50 hour service</b>	Hours:
Next service due:	

\_\_\_\_\_ Check battery water level – wheel house & engine room

<b>250 hour service</b>	Hours:
Next service due:	

**Main Engines:**

- |   |  |
|---|--|
| _____ Main engine oil change                        | _____ Main engine oil filter change          |
| _____ Main engine oil sample                        | _____ Inspect main engine air element        |
| _____ Change Main engine racor fuel filter (a or b) | _____ Change Main engine mounted fuel filter |
| _____ Overall inspection of main engine components  |  |

**Generators:**

- |  |                                 |
|--|---------------------------------|
| _____ Change oil                                 | _____ Change oil filter         |
| _____ Oil sample                                 | _____ Check air element         |
| _____ Check air limiter                          | _____ Change Racor fuel element |
| _____ Overall inspection of engines & components |                                 |

**Batteries:**

- |                          |                                    |
|--------------------------|------------------------------------|
| _____ Check water levels | _____ Check cables                 |
| _____ Check connections  | _____ Clean terminals as necessary |

**Thrust bearings:**

- |                                |                   |
|--------------------------------|-------------------|
| _____ Change oil               | _____ Check bolts |
| _____ Inspect oil level sensor |                   |

**Compressors:**

- |  |                          |
|--|--------------------------|
| _____ Inspect oil for contamination    | _____ Check belt tension |
| _____ Check air element                | _____ Check drain valve  |
| _____ Overall inspection of components |                          |

**Main engine transmissions:**

- |                       |                          |
|-----------------------|--------------------------|
| _____ Grease aft seal | _____ Overall inspection |
|-----------------------|--------------------------|

**Shaft brakes:**

- |                                     |  |
|-------------------------------------|--|
| _____ Check oil level in reservoirs | _____ Visually check friction pad pins |
| _____ Drain air/water filters       | _____ Check air valves – open          |

**AUCOCISCO III  
PREVENTIVE MAINTENANCE INTERVALS**

\_\_\_\_\_ Check overall condition of components

**Hydraulic steering tanks:**

\_\_\_\_\_ Check oil level

\_\_\_\_\_ Check cap moisture filters

\_\_\_\_\_ Check for any fluid leaks

**Steering linkage (Lazzerette):**

\_\_\_\_\_ Tube linkage

\_\_\_\_\_ Inspect for wear and leaks

\_\_\_\_\_ Grease rudder shaft- top/bottom

**Elevator:**

\_\_\_\_\_ Check oil tank level

\_\_\_\_\_ Check for any fluid leaks

\_\_\_\_\_ Check drain bottles

**Air dryers:**

\_\_\_\_\_ Inspect filters, clean or replace as necessary

**MSD pumps:**

\_\_\_\_\_ Grease bearings and seals

\_\_\_\_\_ Check for any fluid leaks

**Stuffing Boxes:**

\_\_\_\_\_ Inspect for leakage, service as needed

**Hydraulic pump drive on Port Main engine:**

\_\_\_\_\_ Grease universal joints

\_\_\_\_\_ Check belt guard

\_\_\_\_\_ Check for leakage on hydraulic pump

<b>500 hour service</b>	Hours:
	Next service due:

**Generators:**

\_\_\_\_\_ Change engine mounted fuel filters

\_\_\_\_\_ Change air element

<b>1000 hour service</b>	Hours:
	Next service due:

**Main engine:**

\_\_\_\_\_ Replace air element

\_\_\_\_\_ Inspect turbo charger

\_\_\_\_\_ Inspect exhaust connections

\_\_\_\_\_ Inspect charge air cooler drain

**Transmission:**

\_\_\_\_\_ Oil change

\_\_\_\_\_ Oil filter change

\_\_\_\_\_ Oil sample

\_\_\_\_\_ Inspect oil suction screen

**Generators:**

**AUCOCISCO III  
PREVENTIVE MAINTENANCE INTERVALS**

\_\_\_\_\_ Check valve clearances

<b>1500 hour service</b>	Hours:
	Next service due:

**Main engine:**

\_\_\_\_\_ Valve lash/tune up

\_\_\_\_\_ Injector height measurement

<b>4000 hour service</b>	Hours:
	Next service due:

**Main engine:**

\_\_\_\_\_ Replace coolant

\_\_\_\_\_ Check and record crankcase pressure

\_\_\_\_\_ Inspect heat exchanger

**Transmission oil cooler:**

\_\_\_\_\_ Replace oil cooler

<b>7500 hour service</b>	Hours:
	Next service due:

**Main engine:**

\_\_\_\_\_ Check injectors

**AUCOCISCO III  
PREVENTIVE MAINTENANCE INTERVALS**

**DATED INSPECTION SCHEDULE**

<b>CERTIFICATE OF INSPECTION</b>	<b>DATE COMPLETED</b>	<b>NEXT INSPECT. DUE</b>
<b>FIRE SAFETY ITEMS</b>		
Fire alarms		
Fire extinguishers		
CO 2 system		
Fire hoses		
<b>COMPASS</b>		
<b>BOILER</b>		
Service		
Shutdown inspection		
<b>WAGNER STEERING SYS.</b>		
Hydraulic strainers		
Filters, change		
<b>MATHERS CONTROLS</b>		
PCP battery		
<b>ELEVATOR</b>		
Quarterly inspection		
Annual inspection		
Inspect oil		
<b>HEAT FANS</b>		
Lubed		
<b>BILGE PUMP HYD FILTERS</b>		
Replace		
Inspect oil		