

**MAINEDOT REGION 7**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**  
**A LOCALLY COORDINATED PLAN**

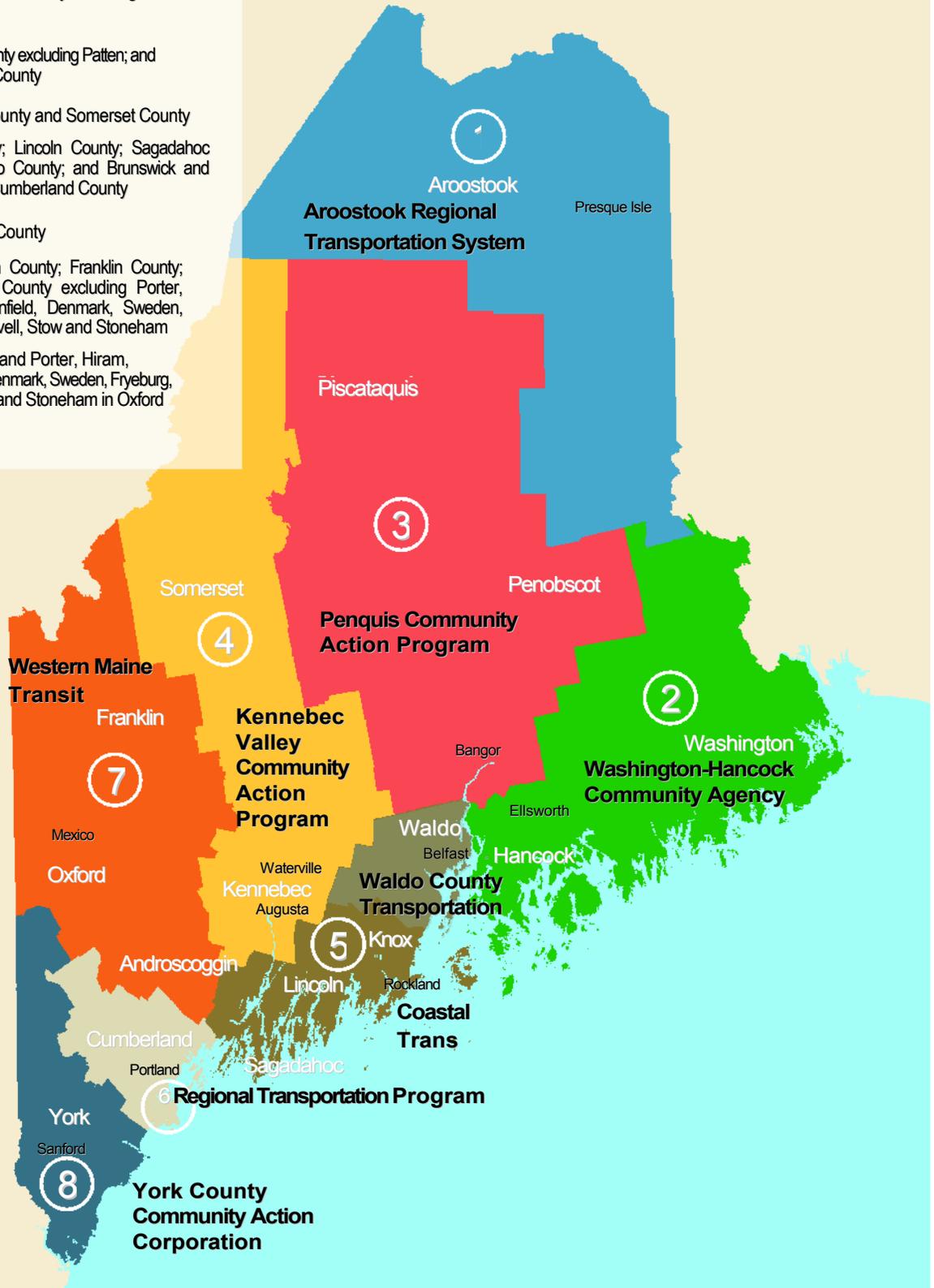
**WESTERN MAINE TRANSPORTATION SERVICES**  
**(WMTS)**

**LEWISTON-AUBURN TRANSIT COMMITTEE**  
**(LATC)**

**COMMUNITY CONCEPTS**

# MAINEDOT TRANSIT REGIONS

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



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Prepared by

Rothe Associates

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

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**REGIONAL OVERVIEW**

**MAINEDOT REGION 7**

**REGIONAL OVERVIEW**

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# MAINEDOT REGION 7 BIENNIAL OPERATIONS PLAN

## REGIONAL OVERVIEW

### LOCATION OF REGION 7

Region 7 encompasses Androscoggin, Franklin, and most of Oxford Counties (see map below). Region 7 has a population of approximately 196,303 (2010 Census). Western Maine Transportation Services (WMTS) headquartered in Auburn, is the Maine-DOT-designated regional transportation provider for Region 7.

### POPULATION OF REGION 7

The table below shows that in the year 2010, Androscoggin County had a population of 107,702 people and was the largest county in Region 7. Lewiston and Auburn, with a combined population of 59,647 account for 55% of the people in Androscoggin County. Between 2000 and 2010, Oxford County grew at a higher rate (6%) than the state as a whole (4%). Androscoggin and Franklin County each grew at the same rate as the rest of Maine (4%).

<b>Population of Androscoggin, Franklin and Oxford Counties and Maine - 2010</b>				
<b>Year</b>	<b>Androscoggin County</b>	<b>Franklin County</b>	<b>Oxford County</b>	<b>Maine</b>
1960	86,312	20,069	44,345	970,689
1970	91,279	22,444	43,457	992,048
1980	99,657	27,098	48,968	1,124,660
1990	105,259	29,008	52,602	1,227,928
2000	103,793	29,467	54,755	1,274,923
2010	107,702	30,768	57,833	1,328,361
1970-80 change	9%	21%	13%	13%
1980-90 change	6%	7%	7%	9%
1990-00 change	-1%	2%	4%	4%
2000-10 change	4%	4%	6%	4%
1960-10 change	25%	53%	30%	37%

Source: US Census

The following table shows that in 2010, the median household income in Androscoggin, Franklin and Oxford Counties (\$43,315, \$39,628, and \$40,055, respectively) were below the state median (\$46,541). Comparing all three counties, the percentage of people living below the poverty level was highest in Franklin County (17.0%). Oxford County had the highest percentage of people aged 65 and over (17.0%) of any jurisdiction.

## COUNTY PROFILES – 2010

Measure	Androscoggin County	Franklin County	Oxford County	Maine
Total Population	107,702	30,768	57,833	1,328,361
Total Households	44,315	13,000	24,300	557,219
Average Household Size	2.49	2.36	2.40	2.43
Median Household Income	\$43,714	\$39,628	\$40,055	\$46,541
Persons below Poverty	15.5%	17.0%	13.6%	12.6%
65 Years and Over	14.1%	16.8%	17.0%	15.9%

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

## REGIONAL PUBLIC AND PRIVATE TRANSPORTATION PROVIDERS

### A. PUBLIC TRANSPORTATION PROVIDERS

Region 7 encompasses Androscoggin, Franklin, and Oxford Counties. Public transportation providers include the following:

1. **Western Maine Transportation Services (WMTS)** is a private, nonprofit corporation designated by the regional provider of transportation services to the general public, individuals with disabilities, low income and elderly people in Region 7 which includes Androscoggin and Franklin Counties and a portion of Oxford County. Under an agreement with York County Community Action Corporation, WMTS also serves the remaining Oxford County towns of Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham, all of which are in Region 8. WMTS provides about 800 demand response trips per day. WMTS provides non-emergency public and social services transportation through a variety of transit services:
  - **Fixed-route service: LATC Citylink.** Since October 1, 1997, WMTS has had a contract with the Lewiston-Auburn Transit Committee (LATC) to provide fixed-route transit service (*citylink*) in Auburn and Lewiston (See description under # 3, below).
  - **Paratransit.** WMTS provides paratransit services to individuals who live within ¾ mile of one of the citylink routes and who are unable to use the citylink.
  - **Shuttle services.** WMTS operates four shuttle services throughout the region:
    - **Lisbon Connection.** This is a fixed-route commuter run that operates between Lisbon Falls, Lisbon Center, Lisbon and Lewiston.
    - **Norway-Paris Shuttle.** This shuttle operates five days per week in Norway, Paris and Oxford.
    - **Mountain Explorer.** This is a fixed route, seasonal service that operates between Bethel Village and Sunday River Ski Resort.
    - **Sugarloaf Explorer.** This is a fixed route, seasonal service with an on-demand component that operates in the Town of Carrabasset Valley with a focus on providing service to the Sugarloaf Mountain Ski Resort.

- **Demand response.** WMTS provides transit service to the general public on an appointment basis. Many rides originate in the smaller, outlying communities and converge into the service centers of Rumford/Mexico, Farmington/Wilton, Norway/South Paris, Jay/Livermore Falls, and the Lewiston-Auburn area. There are limited runs to the Portland and Brunswick/Topsham area as well. WMTS provides about 1,700 general public trips per month.
- **MaineCare transportation.** WMTS and Community Concepts (CCI) provide non-emergency medical transportation to individual MaineCare clients when no other transportation is available. WMTS and CCI must select the least expensive means of transportation that is suitable to meet the client's medical needs. WMTS provides about 14,000 MaineCare Trips per month, Below are the categories of services provided by WMTS for MaineCare clients:
  - Friends and Family Program – this program provides MaineCare reimbursement for self-drive or by friends and family;
  - Volunteers – services provided by volunteer drivers using private vehicles;
  - Fixed Route System – service provided on citylink or one of the shuttle services;
  - Agency vehicles – transportation provided by WMTS either its routes as described above or, more frequently, at other times. WMTS uses software that focuses on loading agency vehicles so as to operate as efficiently as possible.
  - Other – WMTS uses other transportation providers such as taxis and regional providers in adjacent regions as appropriate.
- **Transportation services to other agencies and organizations both through formal and informal agreements.** WMTS has contracts with the Department of Health and Human Services (Office of Child and Family Services) and Department of Education, Child Development Services (CDS) in each of the three counties in its service area, and various agencies which provide services to the individuals with cognitive disabilities.

## 2. Community Concepts, Inc. Transportation Department.

**Demand response.** Community Concepts, Inc. Transportation Department has been providing low-cost, door-to-door demand response special needs transportation services since 1984. The main office is located at 240 Bates Street in Lewiston. A second office is located at 284 Main Street in Wilton. Transportation services are provided by volunteers, wheelchair-accessible mini-vans, and family self-driven vehicles. Transportation is provided by agency staff and about 350 volunteers throughout the tri-county area. CCI provides about 2,300 general public trips per month, and about 33,000 MaineCare trips per month, using the same protocols as WMTS to ensure that the least expensive means of suitable transportation is used to meet the client's medical needs. Community Concepts also provides transportation services for over 50 organizations including the Maine Department of Health and Human Services, MaineCare, regional school systems, Head Start and ASPIRE/TANF.

### **3. Lewiston-Auburn Transit Committee.**

**Fixed route with paratransit.** The Lewiston-Auburn Transit Committee (LATC) was created in 1976 as a quasi-municipal administrative agency of the Cities of Lewiston and Auburn. LATC, staffed by the Androscoggin Valley Council of Governments, operates a fixed route public bus system that serves the Lewiston/Auburn area. Paratransit services are provided by WMTS.

LATC contracts with WMTS for the operation and maintenance of its public transportation system. Under the provisions of the contract, WMTS provides the fixed route transit service, known as “citylink”, which runs Mondays through Fridays along nine routes within the Twin Cities. WMTS provides complimentary paratransit service along these routes for the physically impaired, using its own vehicles under the Americans with Disabilities Act.

The major routes are:

1. Main Street
2. Sabattus Street
3. Lisbon Street
4. New Auburn
5. Minot Avenue
6. College Street
7. Auburn Mall
8. Mall Shuttle
9. Downtown Shuttle

## **B. PRIVATE TRANSPORTATION PROVIDERS**

### **Private Bus Companies**

**Alpine Adventure Tours**, 280 Poland Spring Road, Auburn, phone # 786-7600.

**Greyhound Bus Lines**, 44 Oak Street, Lewiston, # 782-0311

**Hudson Bus Lines**, 280 Bartlett, Lewiston, # 783-2033

**Northeast Charter & Tour Co.**, 235 Goddard Road, Lewiston, # 784-3159

### **Taxi Services**

**Celebrity Cab**, 242 Main Street, Lewiston, # 784-3271

**City Cab Company**, 29 Avon Street, Lewiston, # 784-4521

**Courtesy Cab**, 178 Main Street, Mexico, # 369-9324

**Five Star Taxi**, Auburn, # 782-1074

**Mountain Valley Taxi Service**, 108 Main Street, Mexico, # 364-9900

**Mr. J's Taxi of Farmington**, Farmington, # 491-1392

**River Valley Taxi**, 178 Main Street, Mexico, # 364-4588

**Road Hog Express**, 242 Waldo Street, Rumford, # 364-3377

**Town Taxi**, 52 Autumn Lane, Lewiston, # 784-5765

**Tri-Town Taxi**, 21 Mcnamara Lane, Lewiston, # 777-5777

**Twin Town Taxi**, 14 Monroe Street, Livermore Falls, 04254, # 897-2150

### **Wheel Chair Providers**

**Allied Medical Services**, 526 Route 202, Greene, # 946-3010

**United Ambulance**, 192 Russell Street, Lewiston, # 783-2219

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

Western Maine Transportation Services is the only provider seeking Section 5311 assistance.

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

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

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

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

- Collect, analyze and evaluate existing coordination efforts among transportation stakeholders within each region to determine how best to maximize available resources to meet the transportation needs of the region, as described in paragraph A, below;

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

## **A. EXISTING COORDINATION EFFORTS**

Western Maine Transportation Services (WMTS) has an ongoing working relationship with nonprofit organizations and area social service agencies to address the transportation needs of Androscoggin, Franklin and Oxford counties. As shown in the chart on the next page, 61% of total revenues received in FY 2010 were derived from MaineCare funds. Consequently, WMTS 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 WMTS 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 WMTS' coordination efforts.

WMTS works collaboratively with social service agencies in providing transportation services to the people being served by these organizations. WMTS also provides transportation services to the special education departments of several school systems. Working with the Department of Education, Child Development Services, WMTS is able to maximize its vehicle use by coordinating all customer requests with either buses or the volunteer driver network.

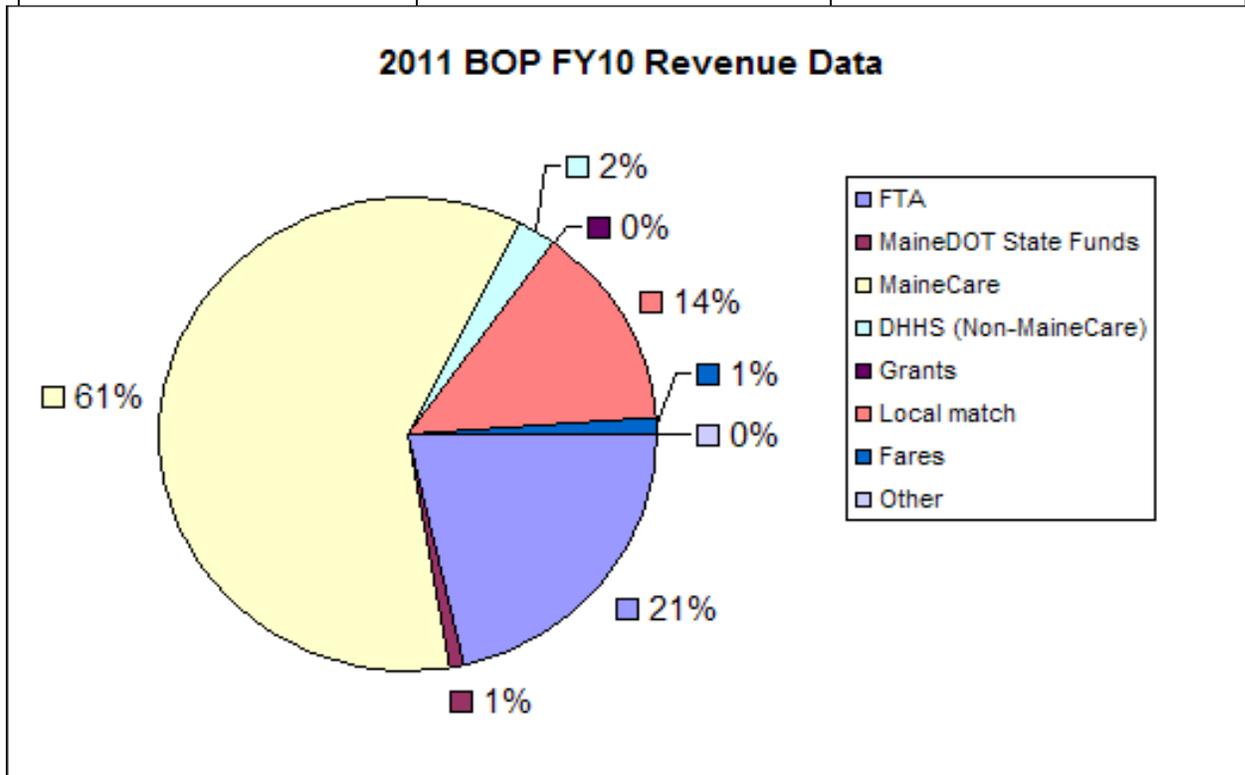
WMTS coordinates the transportation it provides to the Department of Health and Human Services (DHHS), Child Development Service Network, MaineCare, Aspire, Franklin County Head Start, and Tri-County Mental Health, through a large network of volunteer drivers. The contract with DHHS includes providing services to clientele under Title 20, Child and Adult Protective Services, Headstart/day care, as well as some elderly services. WMTS is presently coordinating DHHS MaineCare-funded transportation to community-based waiver dayhab services for individuals with mental disabilities for 10 MR agencies in its service area and is the transportation provider for WorkFirst, an MR agency in the Farmington area.

WMTS has set up a customer friendly intake service for providing services to those agencies/state departments that are purchasing services. In general, agencies request that WMTS provide a certain level of service or provide a certain number of trips for a set dollar amount. Those agencies will then call or write (refer) to let WMTS know a customer will use

the service for certain trips. Some agencies do not use this process, but hire a bus for certain events or for a certain schedule. WMTS will then bill for services provided.

As the MaineDOT-designated regional transportation provider for Region 7, and the contracted fixed route operator for the Lewiston-Auburn Transit Committee (LATC), and the operator for the Lisbon Commuter Shuttle, WMTS is in a unique position to coordinate both fixed route and paratransit services in Region 7. WMTS has informal working relationships with York County Community Action Corporation (YCCAC), Regional Transportation Program, Inc., (RTP) and Kennebec Valley Community Action Program (KVCAP) concerning the coordination of services between regions, particularly when it is necessary to transport a person from one region to the next. WMTS dispatchers work with dispatchers from Community Concepts when the need arises.

<b>Summary of WMTS FY10 Revenue Sources</b>		
<b>Source</b>	<b>FY10</b>	<b>% of Total Revenue</b>
FTA	\$903,383	21%
MaineDOT State Funds	\$40,752	1%
MaineCare	\$2,543,214	61%
DHHS (Non-MaineCare)	\$102,080	2%
Grants		0%
Local match	\$589,585	14%
Fares	\$44,274	1%
Other	\$0	0%
<b>WMTS Total Revenue</b>	<b>\$4,223,288</b>	



## **Daily Coordination Efforts**

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

## **B. REGIONAL PLAN ADVISORY COMMITTEE (RPAC)**

### **Introduction**

MaineDOT and WMTS 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 WMTS and specific transit needs were also highlighted at the RPAC meeting on May 19, 2011.

### **RPAC Forum**

The RPAC forum was held on Thursday, May 19, 2011, from 1:00 p.m. to 4:00 p.m. at the Androscoggin Valley Council of Governments, 125 Manley Road, Auburn. A total of 31 people signed the attendance sheets.

**Agenda.** 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
  - WMTS
  - LATC
  - COMMUNITY CONCEPTS
  - 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
- WMTS, LATC, Community Concepts 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 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 WMTS and CCI arranging and providing the trips as is current practice. This regulatory change, if fully implemented, could impact WMTS and CCI and their ability to continue to operate as transportation providers.

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

### **WMTS**

- WMTS was started in 1976 as a full service transportation provider
- The green bus provides demand response services
- WMTS operates the purple bus fleet for Citylink as well as the Mountain and Sugarloaf Explorer services
- Capital funding is an ongoing challenge as are high fuel prices for the volunteers
- WMTS software helps provide better coordination

### **LATC**

- The Citylink budget is \$1.2 million
- Service was expanded in August, 2010, to provide later evening service, limited Saturday service, and to fill service gaps throughout the day
- Capital funding for rolling stock is an ongoing challenge

### **Community Concepts**

- CCI is primarily volunteer-based; funding is provided primarily through DHHS
- A non-subsidized van operates Monday through Friday
- CCI works with United Way and Seniors Plus
- In order to make transportation work, it takes a “soup mix” of funding

**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*

- Teen parents trying to go to school cannot put their pre-school children on a school bus
- The public bus doesn't go to the school
- Rides to parenting classes and other non-medical appointments are hard to get
- ASPIRE clients could go to classes at night if the buses ran at night
- Sexual assault support groups aren't eligible for MaineCare transportation
- A lot of elderly folks have no transportation option due to a lack of housing in areas served by transit
- It is difficult to move from a rural area to group housing where there is transit because there is a 2-year to 3-year waiting period
- Some people have no friends or family to help them
- MaineCare medical appointments are covered but it's hard to travel for shopping outside the L/A area
- A Sabattus route is needed
- Leeds, Greene and Monmouth have no coverage except for a few volunteers who serve about 200 people – mostly elderly, non-MaineCare covered individuals
- People in wheelchairs (who are not covered by MaineCare) have no transportation unless family members miss work to provide the service
- Lisbon Falls is lacking transit
- Community Concepts can help in some situations, but most of the money is utilized transporting people needing dialysis
- There is no dialysis in rural areas; people who can't get rides stay home with hospice and can die within a week. This needs to be studied and documented
- We are seeing a lot of veterans with dialysis due to war wounds –it's hard to get transportation for them
- Dialysis patients shouldn't drive on treatment days – it can be a public safety issue

*Proposed brokerage system*

- The proposed brokerage system could have a major impact on some providers
- The big increases in expenditures shown on the handout are due to a large group of people added to the system
- Bigger service gaps may emerge
- This may fragment services
- There is a local connection and a sense of safety with the current providers; some elderly people want the same providers because they get confused

## **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 7 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, WMTS 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 WMTS and Community Concepts 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 WMTS and LATC by providing vehicles and operating support.

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

### **Recommendations – Region 7**

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. **GoMaine Vans.** Consider establishing a commuter program between service centers using GoMaine vans provided by MaineDOT.
12. **Dialysis Coordination.** Work with dialysis providers to reduce overall costs by having them schedule as many people from a given area as can be reasonably accommodated so that a single vehicle can serve them all.
13. **Task Force.** Establish an on-going task force or work group to examine ways of better coordinating the delivery of transit services throughout the three-county area.
14. **Steps to Enhance Prescription Delivery.** Work with the medical community to:
  - Identify pharmacies that provide mail delivery;
  - Educate riders to use those pharmacies;
  - Educate physicians to call new prescriptions into the pharmacy before the patient leaves the office in hopes that it will be ready when the rider arrives at the pharmacy.

## 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 SERVICES

### A. OVERVIEW

MaineDOT through its contract agreements with WMTS and LATC has identified performance measures and ridership reporting requirements to analyze transit services in the region. Region 7 challenges are unique in that it has a vast geographic area with only a few transportation options available to the public. Increased service and expansion of services is difficult to achieve as the ridership revenue does not support the expense of such an expansion. Changes to existing services are made as service statistics demand. The public, other potential providers, and human service agencies are given an opportunity to review the service through the public notice process required for the preparation of the BOP.

There has been no expression of interest expressed by private operators to participate in supplying service. In the future, area transportation providers interested in competing for service would be requested to submit relevant cost/service proposals for inclusion in the public/private service decision making process.

## **B. LOCALLY ESTABLISHED CRITERIA**

WMTS periodically reviews its operations to ensure that the widest possible range of transportation services is provided in Region 7, particularly for those persons who are low income, disadvantaged, individuals with disabilities or elderly. WMTS conducts internal reviews of its operations to determine how best to provide/adjust services so that transportation services are provided in a cost-effective manner.

In the event that a private operator presented a proposal for delivering transportation services in the three-county area, a cost comparison analysis would be conducted for the purpose of determining the most cost effective method of service delivery. The private operator would be allowed to build in a 10% profit objective. The cost analysis would be reviewed by the WMTS General Manager and presented to the WMTS Board for final determination. WMTS anticipates that the major criteria to be employed in making a public versus private service decision would be (1) contract cost on a per-trip and mile basis and (2) demonstrated ability of the operator to provide high quality, well maintained service.

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

There are currently no private transportation providers competing for service in the area. In the event that a private operator expressed interest in competing for service, specific guidelines would be developed to enable an accurate comparison of all related costs and services. All proposals would be evaluated by the Executive Director and submitted to the Board of Directors with a recommended course of action. Determination of appropriate action would be made by the Board of Directors. Disputed decisions would be submitted to the Maine Department of Transportation for resolution.

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

WMTS has received no complaints from private operators.

## **AMERICANS WITH DISABILITIES ACT PLANS**

Western Maine Transportation and the Lewiston-Auburn Transit Committee are in compliance with the "Non Discrimination on the Basis of Handicap" in Financial Assistance Programs in accordance with CFR Parts 27 and 609, Federal Register, May 23, 1986. Both agencies have taken steps to ensure access to transportation services by elderly persons and persons with disabilities. Vehicles of both agencies are accessible as required.

The transportation needs of the elderly and those with disabilities are met through formal contracts with the Department of Health and Human Services (Bureau of Medical Services, Child and Family Services). Informal working relationships exist with other social service

agencies throughout the region to provide a safety net of service to the elderly and individuals with disabilities.

WMTS' service routes have been designed to allow elderly persons and persons with disabilities access to community services. Origins and destinations commonly used by the elderly and persons with disabilities have been integrated into existing service stops.

**MAINEDOT REGION 7**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**

**WESTERN MAINE TRANSPORTATION SERVICES**  
**(WMTS)**

# WESTERN MAINE TRANSPORTATION SERVICES

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**MAINEDOT REGION 7 BIENNIAL OPERATIONS PLAN**  
**WESTERN MAINE TRANSPORTATION SERVICES, INC.**

**PROJECT DESCRIPTION**

**A. RURAL TRANSIT PROVIDER**

**Provider:** Western Maine Transportation Services, Inc.  
**Contact Person:** Patrick R. Christian, General Manager  
**Address:** 76 Merrow Road, Auburn, Maine, 04210  
**Telephone:** 207-333-6972 ext. 206  
**E-mail:** [pchristian@westernmainetrans.org](mailto:pchristian@westernmainetrans.org)  
**Web Page:** [www.wmtsbus.org](http://www.wmtsbus.org)

**B. SERVICE**

**No. of Counties:** Three  
**Type of Service:** Fixed Route, Demand Response, Contracts, Volunteer  
**Service Area:** Multi-County

**C. GEOGRAPHIC AREA**

Western Maine Transportation Services, Inc. (WMTS) is the MaineDOT-designated regional provider of transportation services in Region 7 which includes Androscoggin and Franklin Counties and a portion of Oxford County. Under an agreement with York County Community Action Corporation, WMTS also serves the remaining Oxford County towns of Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham, all of which are in Region 8. In addition, WMTS operates public transit services within and connecting to the Lewiston/Auburn area.

**D. SERVICE DESCRIPTION**

The mission of Western Maine Transportation Services Inc. (WMTS) is to serve people of all ages in Androscoggin, Franklin and Oxford Counties by providing a variety of transportation options that will enable individuals to access health care, social services and other activities while living in their communities. WMTS helps individuals maintain their independence by providing public transportation, regular bus routes, individual and group transportation services, curb-to-curb, special assistance, and cost-free transportation for Medicaid/MaineCare and other eligible programs and individuals.

Western Maine Transportation Services is a non-profit 501(C)(3) agency designated by the Maine Department of Transportation as the public transportation provider for the tri-county

region. WMTS provides fixed route and ADA service in the Lewiston-Auburn area under contract with the public transit agency, the Lewiston-Auburn Transit Committee (LATC); seasonal fixed route services in the Bethel-Newry area and in Carrabasset Valley in conjunction with the Maine Department of Transportation and the communities and businesses; public bus demand response service, curb-to-curb rides; contract transportation; limited charter services and escorted ride services in Androscoggin, Franklin and Oxford Counties.

Recent successes include:

- Implemented computer-aided dispatch and scheduling services
- Replaced some buses
- Helped LATC expand its services
- Provided training on a continuing basis for staff
- Implemented a website

## **DEMAND-REPOSE SERVICES**

WMTS provides transportation to approximately 66 communities during any given month. Major destination points are the more populated towns of the service area including Rumford/Mexico, Farmington/Wilton, Norway/South Paris, Jay/Livermore Falls, and the Lewiston/Auburn area. Many rides originate in the smaller outlying communities and converge into one of these central business districts. Scheduled public runs leave these areas several times a week and go into the cities of Lewiston/Auburn. There are limited scheduled public bus runs to the Portland and Brunswick/Topsham areas as well. Rides are coordinated through the dispatch center in Auburn.

**Range of Services:** The types of transportation services offered by WMTS include:

**Public Transportation** - regular route and curb to curb buses for people of all ages.

**Preschool and Day Care Centers** - transportation for area pre-school children.

**Medical Appointments** - rides to hospitals, dialysis and doctors' offices anywhere in the service area.

**Workshops** - transportation for people with disabilities to training and employment sites throughout the tri-county area.

**Escorted Ride Service** - volunteer drivers provide curb-to-curb transportation for eligible clients to eligible appointments anywhere in New England.

**Contract Transportation** - transportation for groups and agencies throughout Western Maine.

**Commuter Services** - commuter services five days per week from Lisbon and one day per week from Norway/South Paris to Lewiston/Auburn.

**Routes:** The major demand response routes traveled by WMTS include:

**Farmington - Lewiston.** This route runs on Fridays. On-demand pickups are made in and around Farmington, Wilton, Livermore Falls, Livermore, with drop-offs as requested in Auburn (Auburn Mall), and Lewiston (Lewiston Mall and Oak Street Bus Station which includes possible connection to Greyhound inter-city service). The bus also stops in Turner.

**Rumford - Lewiston.** This route runs on Wednesdays. On-demand pickups are made in and around Rumford, Mexico, Dixfield, Canton and Hartford, with drop-offs as requested in Auburn (Auburn Mall), and Lewiston (Lewiston Mall and Oak Street Bus Station which includes possible connection to Greyhound inter-city service). The bus also stops in Turner.

**Livermore - Jay/Wilton - New Sharon Areas to Farmington.** This route runs on Thursdays. On-demand pickups are made in and around Livermore, Livermore Falls, Jay, Wilton, Chesterville, New Sharon and Farmington Falls with drop-offs as requested in and around Farmington.

**Farmington Area Curb-to-curb Rides.** Rides are available with a one-day notice as follows: Farmington to Wilton local - Mondays and Fridays.

**Rumford Area Curb-to-curb Rides.** Rides are available with a one-day notice as follows: Rumford and Mexico local - Mondays through Fridays; Andover to Rumford/Mexico – Thursdays.

**Norway - South Paris Area Curb-to-curb Rides.** Rides are available with a one-day notice as follows: Norway/South Paris local - Mondays through Fridays; Hartford, Buckfield, West Sumner and West Paris - Wednesdays; Norway/South Paris to Lewiston/Auburn – Mondays through Fridays.

**Lewiston - Auburn Curb-to-curb Rides.** Rides are available with a one-day notice on Mondays through Fridays.

**Department of Health and Human Services Runs.** These runs take place Mondays through Fridays:

Social Learning Center - Norway/South Paris, Mechanic Falls, Durham, Lewiston, Auburn.

WorkFirst - Franklin County Area.

Coordinating transportation - Community Partners, Inc., Creative Work Systems, Emma R. Foundation, John F. Murphy Homes, Landmark Human Resources, LEAP, Maine Growth Opportunities, Medical Care Development, Inc., Support Solutions and WorkFirst.

## SHUTTLE SERVICES

**Lisbon Connection.** WMTS operates the Lisbon Connection, a fixed-route commuter run between Lisbon Falls, Lisbon Center, Lisbon and Lewiston. Service is provided to and from the Oak Street Bus Station in Lewiston from 9 stops in the three boroughs of Lisbon.

**Norway-Paris Shuttle.** This shuttle service runs Mondays through Fridays. Scheduled stops in South Paris include Hill Street Commons, Buck Hill Apartments, Parkview Apartments, Hillside Terrace, and Cornwall Plaza. Scheduled stops in Norway include Pikes Hill, Stephens Memorial Hospital, Rustfield I and II, Oxford Meadow and Hannaford. Scheduled stops in Oxford include Wal-Mart.

**Mountain Explorer.** WMTS operates the Mountain Explorer, a fixed-route, seasonal service that operates with two buses and a spare bus between Bethel Village and the Sunday River Ski Resort, with stops every half hour at major lodging establishments, area retailers and restaurants. There is no fare. The service begins the weekend before Christmas weekend from 6:30 a.m. to as late as 1:30 a.m. on Friday and Saturday nights, and until 11:30 p.m. Sundays. From Christmas weekend through the first weekend in April, the Mountain Explorer operates, seven days/week from 6:30 a.m. to as late as 1:30 a.m. on Friday and Saturday nights, holidays and vacation weeks, and until 11:30 p.m. on all other days. The service has limited access after 11:00 pm now due to lack of demand.

The Mountain Explorer is a collaborative effort of the Bethel Area Transit Committee, Sunday River Resort, local businesses, the Maine Department of Transportation, the Bethel Area Chamber of Commerce and the Towns of Bethel and Newry.

**Sugarloaf Explorer.** WMTS operates the Sugarloaf Explorer, a fixed-route, seasonal service with an on-demand component, that operates with ten buses between Thanksgiving and the first weekend of April. The service operates on weekends only from Thanksgiving to the weekend prior to Christmas, and weekends from the end of March to the end of the season in mid-April. From the weekend before Christmas until the end of March, the Sugarloaf Explorer operates all day, seven days/week from 6:30 a.m. to 12:30 a.m. providing service to the Town of Carrabasset Valley with a focus on service to the Sugarloaf Mountain Ski Resort. The service includes regular stops at major lodging establishments, condominium complexes, area retailers and restaurants. There is no fare. The Sugarloaf Explorer is a collaborative effort of Sugarloaf Resort, area condominium associations, area homeowners, local businesses, the Maine Department of Transportation, and the Town of Carrabasset Valley. Service has increased between Kingfield and Sugarloaf.

## TRANSIT SERVICES

**LATC Citylink.** Since October 1, 1997, WMTS has had a contract with the Lewiston-Auburn Transit Committee (LATC) to provide fixed-route transit service (*citylink*) in Auburn and Lewiston. Information on *citylink* is included in the LATC section of this Biennial Operations Plan.

## CHARTER SERVICES

WMTS operates charter services on a limited basis when one or more of the exceptions listed in the Federal Transit Administration's charter rules and regulations apply. WMTS uses its own vehicles to provide these services.

### E. FARE STRUCTURE

#### **Demand Response and Shuttle Service:**

The WMTS fare structure is set and approved by the WMTS Board of Directors. Fares are based on the length of a one-way trip and must be paid upon boarding the bus. Individuals with disabilities, the elderly, or people under age twelve pay half fare rates (see tables below). Fares are not charged for MaineCare recipients going to medical appointments, individuals with disabilities, persons going to day programs, or children under four years of age when accompanied by an adult. There are no fares to ride the Mountain Explorer or the Sugarloaf Explorer as they are part of the state's subsidized explorer system.

#### **Fees:**

##### Demand Response Public Bus (One Way – up to 25 miles of travel)

Adult Fare:	\$2.00
Children (5-11 years):	\$1.00
Seniors (60+ years):	\$1.00
Individuals with disabilities:	\$1.00

##### Demand Response Public Bus (One Way – 26 to 50 miles of travel):

Adult Fare:	\$4.00
Children (5-11 years):	\$2.00
Seniors (60+ years):	\$2.00
Individuals with disabilities:	\$2.00

##### Demand Response Public Bus (One Way – 51 miles and over of travel):

Adult Fare:	\$5.00
Children (5-11 years):	\$2.50
Seniors (60+ years):	\$2.50
Individuals with disabilities:	\$2.50

##### Demand Response Public Bus - Transfers

Adult Fare:	\$2.00
Others:	\$1.00

The fee for escorted ride services and charter services will vary depending upon the trip.

Definitions:

1. Elderly: 60 years of age or older.
2. Individuals With Disabilities: Any individual under the age of 60 whose physically or mentally disabling conditions make them eligible for SSI benefits and/or any individual who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, is unable without special facilities or special planning or design to utilize mass transportation facilities and services as effectively as persons who are not so affected.
3. Children: 11 years of age or younger.

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

**Cutbacks:** WMTS does not anticipate any major cutbacks during the FY 2011/FY 2012 biennium.

**Expansions:** WMTS does not anticipate any major expansions during the FY 2011/FY 2012 biennium.

#### **G. CHARTER SERVICE**

WMTS provides limited charter service only if one or more of the exceptions listed in the Federal Transit Administration's (FTA) charter rules and regulations apply. WMTS also subcontracts to private operators, on occasion, to undertake specialized charter services the private operator is not equipped to handle.

#### **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 not expressed any interest in providing this service.

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

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

**DHHS Survey.** The following is a summary of the results of the DHHS survey for the period October 1, 2010 to March 31, 2011:

1. Indicator: Timely

100% of clients reported that they arrived at their destination on time.

2. Indicator: Safe

100% of WMTS drivers pass the standard screening tests, SBI, BMV, DHHS/CPS and Drug test prior to driving clients.

100% of the drivers attend mandatory child-transportation training prior to driving children.

100% of transportation vehicles meet/pass inspection standards (state inspection and visual inspections).

100% of transportation trips with clients on board are accident free.

100% of clients report that they feel safe while being transported by transportation agency.

3. Indicator: Reliable

100% of transportation requests are filled with available funds and advanced notice.

100% of clients report satisfaction with the transportation service's reliability.

4. Indicator: Access to Services

100% of transportation services to individuals with disabilities are available to clients who request the services.

100% of the towns in the geographic region are served.

100% of caseworkers expressed overall satisfaction with accessibility/availability of the transportation services.

## **PROJECT COORDINATION**

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

WMTS works collaboratively with social service agencies in providing transportation services to the people being served by these organizations. WMTS also provides transportation services to the special education departments of several school systems. Working with the Department of Education, Child Development Services, WMTS is able to maximize its vehicle use by coordinating all customer requests with either buses or the volunteer driver network.

WMTS coordinates the transportation it provides to the Department of Health and Human Services (DHHS), Child Development Service Network, MaineCare, Aspire, Franklin County Head Start, and Tri-County Mental Health, through a large network of volunteer drivers. The contract with DHHS includes providing services to clientele under Title 20, Child and Adult

Protective Services, Headstart/day care, as well as some elderly services. WMTS is presently coordinating DHHS MaineCare-funded transportation to community-based waiver dayhab services for individuals with mental disabilities for 10 MR agencies in its service area and is the transportation provider for WorkFirst, an MR agency in the Farmington area.

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

WMTS has contracts with the Department of Health and Human Services, Office of Child and Family Services, and the Department of Education, Child Development Services (CDS) in each of the three counties in its service area, and various agencies which provide services to the individuals with cognitive disabilities.

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

As the Designated Coordinated Transportation Provider for Region 7, and the contracted fixed-route operator for the Lewiston-Auburn Transit Committee's (LATC) *citylink* bus service, and the operator for the Lisbon Connection Commuter Shuttle, WMTS is in a unique position to coordinate both fixed-route and demand response services in Region 7. WMTS has informal working relationships with York County Community Action Corporation (YCCAC), Regional Transportation Program, Inc. (RTP) and Kennebec Valley Community Action Program (KVCAP) concerning the coordination of services between regions, particularly when it is necessary to transport a person from one region to another. WMTS dispatchers also work with dispatchers from Community Concepts when the need arises.

## **DISCRIMINATION**

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

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

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

WMTS will seek to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services, with a goal of 1.34% participation associated with this Plan in FY 2011 and FY 2012. WMTS will utilize MaineDOT's DBE/WBE list in procuring bids, as well as qualified firms that have responded to the Maine Transit Association's public notice regarding DBE/WBE participation.

WMTS is aware of a certified woman-owned business – Mobilitat, a transit software company.

### **B. MONETARY GOALS**

WMTS' FY 2011 demand response budget does not appear to include any contractible services. However, the combined FY 2011 budgets for the Mountain Explorer and Sugarloaf Explorer contain \$11,060 in contractible services (office supplies and marketing). MaineDOT/FTA funds for both services total \$245,000 and account for 38% of the combined budget totals

(\$638,394). Therefore, the MaineDOT/FTA share of contractible services is \$4,203 (38% of \$11,060), and the 1.34% monetary goal is \$56 (1.34% of \$4,203).

WMTS' FY 2012 demand reponse budget does not appear to include any contractible services. However, the combined FY 2012 budgets for the Mountain Explorer and Sugarloaf Explorer contain \$11,335 in contractible services (office supplies and marketing). MaineDOT/FTA funds for both services total \$251,125 and account for 38% of the combined budget totals (\$654,355). Therefore, the MaineDOT/FTA share of contractible services is \$4,207 (38% of \$11,335). If the DBE/WBE rate remains at 1.34%, then the monetary goal would be \$56 (1.34% of \$4,207).

### **C. ADVERTISING.**

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

## **CAPITAL**

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

Western Maine Transportation Services, Inc. has a written Fleet Maintenance Program which includes an overall maintenance goal, maintenance schedule, records on vehicle history, and protocol to follow for on-the-road breakdowns. WMTS also evaluates the causes of on-the-road breakdowns to minimize their occurrence. WMTS follows a written preventive maintenance schedule based on services at 5K, 10K, 15K and 30K miles, and any additional service required during the vehicle warranty period. WMTS drivers use the same vehicle whenever possible. All drivers are required to conduct a pre-trip 'circle check' inspection then document findings on a standard 'pre-trip' form and report any deficiencies. Any safety-sensitive deficiency identified during the pre-trip inspection or during a shift is addressed immediately by a mechanic on duty, or the vehicle is removed from service until that deficiency can be addressed. Drivers are required to record odometer readings on the same pre-trip form after completing the day's runs and add any deficiencies identified during the course of their shift. Odometer readings are entered into WMTS's vehicle maintenance software package (RTA) which alerts maintenance staff when to perform preventive maintenance services. The maintenance software also tracks maintenance activities by vehicle.

WMTS has its own maintenance facility in Auburn, although vehicles can be stored at a number of other locations. WMTS does not have its own fueling terminal. Most of its fuel is purchased from the Lewiston Public Works Department.

WMTS' contract with LATC specifies that WMTS shall be responsible for maintaining LATC's vehicles. WMTS maintains these buses at its Auburn office/maintenance facility.

**WESTERN MAINE TRANSPORTATION  
PM INSPECTION REPORT BY VEHICLE**

<b>PM</b>	<b>PM Description</b>	<b>Meter</b>	<b>Interval</b>
A	PM-1 lube oil filter 5,000 MILE	Days	0
		Miles	5,000
B	PM-2 lube oil filter 10,000 MILE	Days	0
		Miles	10,000
C	PM-3 lube oil filter 15,000 MILE	Days	0
		Miles	15,000
D	PM-4 lube oil filter 30,000 MILE	Days	0
		Miles	30,000
E	State Inspection	Days	365
F	Lift Assy. 30 Day PM, safety & emergency equipment	Days	30
G	Lift Assy. 90 Day PM, safety & emergency equipment	Days	90
H	One Year Lift Maintenance, safety & emergency equipment	Days	365

**B. CAPITAL ACQUISITIONS**

WMTS's capital needs for FY 2011 and FY 2012 are as follows:

<b>Fiscal Year</b>	<b>Category</b>	<b>Description</b>	<b>Cost</b>
<b>2011</b>	Rolling Stock	12-passenger replacement buses	6 buses at \$61,835 ea. = \$371,010
		7-passenger vans	2 vans at \$22,000 ea. = \$44,000
	Facility	Operating system/software upgrade	\$3,000
		computer replacements	\$9,000
Equipment	shop equipment	\$20,000	
<b>2012</b>	Rolling Stock	7-passenger vans	3 vans at \$25,000 ea. = \$75,000
		18-24 passenger replacement buses	4 buses at \$125,000 ea. = \$500,000
		12-passenger replacement buses	4 buses at \$65,000 ea. = \$195,000
	Facility	Computer replacements – server, computers	\$15,000
		Mobile data terminals (MDT)	\$200,000
	Equipment	shop equipment	\$10,000

Note: All capital purchases for rolling stock, facility and equipment are expected to be funded with federal, state and local funding, generally on an 80/20 basis. WMTS' share comes from its capital reserve account.

## C. CAPITAL RESERVE ACCOUNT

WMTS' capital reserve account stood at \$1,019,714 on September 30, 2010. A copy of the minutes of the Board of Directors' meeting where matching funds were added to the existing capital reserve account is included in the Appendix.

## GOALS AND OBJECTIVES

Western Maine Transportation Services works in cooperation with the Androscoggin Valley Council of Governments (AVCOG) and the Maine Department of Transportation to determine potentially viable public transportation service corridors. Due to limited funding and a lack of idle rolling stock, no immediate expansions are planned, although numerous potential routes have been identified.

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

#### WMTS Goals

1. Explore potential new routes with MaineDOT and AVCOG, including the following:

- a. Inter-city service between Farmington and Lewiston-Auburn. This would provide commuter, shopper and medical appointment access along the Route 4 corridor from Farmington through Wilton, Jay, Livermore Falls, Livermore and Turner to Lewiston-Auburn Mondays through Fridays. There could also be limited weekend (possibly seasonal) service established for shoppers and skiers to access the Twin Cities with the possibility of connecting to Greyhound inter-city service.

*Status: No action.*

- b. Farmington to Carrabasset Valley Service. This service would create a seasonal fixed-route between the University of Maine at Farmington and Carrabasset Valley. Another possible element of this service would be to integrate into the above-proposed service between Farmington and Lewiston-Auburn.

*Status: No action.*

- c. Seasonal Intercity Multi-Modal Links. This would involve seasonal service connecting the Mountain Explorer bus service in Bethel to either the Auburn-Lewiston Airport and LATC's Oak Street bus station and Greyhound bus service, or from Bethel to the Portland Jetport and the Thompson Point Downeaster Amtrak station and Concord Trailways bus depot.

*Status: No action.*

- d. Rumford-Mexico to Lewiston-Auburn Service. This would be a daily service between Rumford-Mexico and Lewiston-Auburn, with links to Central Maine

Community College, Andover College, USM Lewiston Campus, other schools, medical services and employment locations.

*Status: No action.*

- e. Rangeley to Farmington Service. This would be a daily seasonal and twice weekly off-season service to move workers to Saddleback Mountain and shoppers and workers to Farmington.

*Status: No action.*

- f. Bethel to Farmington Service. This service along Route 2 would interconnect the population centers of Bethel, Rumford-Mexico, Dixfield, Wilton and Farmington to provide for commuters, shoppers and access to medical appointments.

*Status: No action.*

- g. Sabattus to Lewiston-Auburn. This would be a daily service between Sabattus and Lewiston – Auburn for commuters, shoppers and access to medical appointments.

*Status: No action. This is still being considered but financial considerations are preventing any momentum.*

- h. Greene to Lewiston-Auburn. This would be a daily service between Greene and Lewiston – Auburn for commuters, shoppers and access to medical appointments.

*Status: No action.*

- 2. Equip demand response service with mobile data terminals (MDTs).

*Status: Still actively pursuing, but financial backing does not look promising.*

- 3. Aggressively pursue a fleet replacement program.

*Status: WMTS recently replaced six demand response vehicles and expects to replace four to six more vehicles during the coming year.*

## **Regional Plan Advisory Committee Goals**

### **1. More transit between service centers.**

- A. **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.

*Status: WMTS works with communities on an ongoing basis to consider additional service. Interest in additional service varies with fuel prices and there are indications that additional aging-out of drivers may be driving some additional demand. The demand for service continues to grow on the Farmington-Wilton route and there are indications of additional service being desired in the Rumford/Mexico/Dixfield area and in the town of Oxford. Later weekday and limited Saturday service requests are anticipated for the Lisbon Connection service between Lisbon Falls and Lewiston to match the expanded citylink service schedule. WMTS does not expect the Lisbon Connection to grow. At present, WMTS is losing money on this service and is negotiating with the Town of Lisbon to determine the future of the service.*

- B. 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. JARC funds are now fully utilized. Match requirements for the others are hard to meet.*

- C. GoMaine buses.** Consider establishing a commuter program between service centers using GoMaine vans provided by MaineDOT.

*Status: No action.*

## **2. Non-covered transportation**

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

*Status: No action.*

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

*Status: WMTS continues to serve as the regional mobility manager for the three-county region. Recent CMS rulings requiring brokerage for DHHS/MaineCare rides will change the mobility management model in the state. Implementation is expected during Q1 of 2012.*

- C. 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. JARC funds are now fully utilized. Match requirements for the others are hard to meet.*

- D. GoMaine buses.** Consider establishing a commuter program between service centers using GoMaine vans provided by MaineDOT.

*Status: GoMaine provides commuter van service between Farmington and Augusta and Lewiston/Auburn and both Portland and Brunswick.*

### 3. **Better information for consumers**

- A. Provider websites.** Develop and maintain a transportation website.

*Status: WMTS now has its own website.*

- B. Link to other web pages.** When websites are fully operational, work with social service agencies to link their web pages to the transportation websites.

*Status: WMTS is linked to other websites.*

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

*Status: No action.*

### 4. **Non-MaineCare dialysis transportation**

- A. Dialysis coordination.** Work with dialysis providers to reduce overall costs by having them schedule as many people from a given area as can be reasonably accommodated so that a single vehicle can serve them all.

*Status: This is challenging because the three treatment facilities are running virtually at capacity. There is a facility in Wilton, one on Main Street in Lewiston, and one on Minot Avenue in Auburn. The demand for dialysis is growing and is expected to increase in the future.*

*There is also a growing demand for transportation to methadone clinics, all of which are presently outside the region. WMTS uses volunteers and tries to include three to five clients per trip. A new methadone clinic is being planned for Lewiston and has just passed the first part of the approval process. WMTS and LATC have contacted the licensee to begin discussions on transportation issues.*

**5. Dispatcher knowledge of citylink routes.**

- A. Training.** Provide more training for dispatchers so they have a thorough, working knowledge of the system.

*Status: WMTS has instituted additional citylink training for its Customer Service team and is making good use of the technology available through its dispatching software, making it easier for dispatchers to answer questions about both citylink and demand response routes. The next logical move is to incorporate mobile data communications that can track vehicle positions in near-real-time, as well as provide telemetry on vehicle status. Funding for these devices is not likely to be available in the foreseeable future.*

**6. Off-hours transportation**

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

*Status: LATC has increased citylink fixed-route service to Saturdays and now operates for an additional hour on weekdays. WMTS offers ADA complementary paratransit service on Saturday. A customer service representative is also available on Saturday (this has been available since August, 2010). Anticipated new DHHS service requirements may facilitate additional off-hours services being provided in certain areas. How this additional service will be funded remains in question.*

**7. Coordination**

- A. Task force.** Establish an on-going task force or work group to examine ways of better coordinating the delivery of transit services throughout the three-county area.

*Status: DHHS set up the system of having two regional providers serving the three-county area. Given the large number of trips that each agency provides every day, and specific requirements for certain riders, it is important for WMTS and CCI to continue communicating effectively to coordinate services.*

**8. Prescription pick-up**

- A. Steps to enhance prescription delivery.** Work with the medical community to:

- Identify pharmacies that provide mail delivery;
- Educate riders to use those pharmacies;
- Educate physicians to call new prescriptions into the pharmacy before the patient leaves the office in hopes that it will be ready when the rider arrives at the pharmacy.

*Status: The problem is actually worse now since a number of pharmacies have closed.*

## **B. NEW GOALS**

- Explore new funding opportunities
- Increase networking with agencies that utilize WMTS services
- Expand Explorer services
- Increase efficiencies and customer satisfaction
- Maintain a viable fleet

## **BENCHMARKS**

WMTS measures efficiency and productivity by an ongoing effort to decrease vehicle miles and deadhead miles while maintaining or increasing ridership. WMTS also considers the ability to provide quality and quantity of service for the lowest cost as a financial benchmark as well as satisfaction with the breadth and depth of services WMTS provides as a benchmark. Benchmarks for customer service are measured by friendliness, timeliness, and consideration for the consumers' transit needs.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled by Western Maine Transportation Services, Inc., for the past two fiscal years. WMTS's fiscal year begins on October 1 of the prior calendar year (e.g., FY 2009 begins on October 1, 2008).

<b>Western Maine Transportation Services Annual Report – Past Two Years</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>		
Volunteer Drivers	72	77
Personal Vehicles in Service	72	77
<b>Vehicles (WMTS Fleet)</b>		
Number of Active Vehicles in Fleet	43	44
Number of Inactive Vehicles in Fleet	0	1
Number of Spare Vehicles in Fleet	3	2
Number of Vehicles Disposed	3	1
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	30	30
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	\$749,028	\$909,965
Annual Social Services Operating Expenses	\$1,591,729	\$1,412,855
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses	\$1,849,002	\$1,785,448
Annual Social Services Administrative Expenses	\$86,727	\$93,721
<b>Annual Operating Revenues</b>		
Fare Revenues	\$46,608	\$44,274
Transit Contract Revenues	0	0
Social Service Contract Revenues	\$2,982,219	\$2,645,294
FTA-Federal Operating Assistance	\$593,921	\$882,084
MaineDOT-State Operating Assistance	\$49,641	\$40,752
Local Operating Funds	\$604,097	\$589,585
<b>Total Annual Operating Revenues</b>	<b>\$4,276,486</b>	<b>\$4,201,989</b>
<b>FTA-Sources of Capital Funds</b>		
FTA-Federal Capital Assistance	\$60,945	\$21,299
MaineDOT-State Capital Assistance	\$8,890	0
Local Capital Funds	0	0
<b>Total Capital Funds</b>	<b>\$69,835</b>	<b>\$21,299</b>

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Vehicle Miles (Passenger Miles)</b>		
Annual Transit Miles	602,902	719,205
Annual Social Service Miles	3,774,035	3,474,368
<b>Annual Vehicle Hours</b>	Not recorded	Not recorded
<b>Annual Passenger Trips</b>		
Annual Transit Passenger Trips	204,516	182,850
Annual Social Services Passenger Trips	184,481	190,565
<b>Safety</b>		
Fatalities	0	0
Major Incidents**	0	0
Major Injuries**	0	0
** A "major incident" is where the vehicle must be taken out of service. "Major injuries" are where a person must be transported to a hospital.		

Source: Western Maine Transportation Services, Inc.

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

The following pages contain an overall summary of revenues and costs, one-way trips and passenger miles for the demand response portion of WMTS' service, as well as revenues and costs, one-way trips, and vehicle miles for the Mountain Explorer and Sugarloaf Explorer. The totals do not include data from the fixed route system in Lewiston-Auburn (see next section of BOP document for detailed information on citylink).

**Note: WMTS' data reporting software may result in minor data variations between tables.**

**Demand Response  
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	\$504,280	\$756,925	\$504,280	\$756,925	19,338	21,144	108,140	100,591
MaineCare	\$2,829,138	\$2,543,214	\$2,829,138	\$2,543,214	162,252	168,624	3,289,332	3,144,838
DHHS	\$153,081	\$102,080	\$153,081	\$102,080	4,296	5,239	138,850	138,849
Other	\$128,850	\$132,477	\$128,850	\$132,477	17,933	16,702	345,853	190,681
<b>Total</b>	<b>\$3,615,350</b>	<b>\$3,534,695</b>	<b>\$3,615,350</b>	<b>\$3,534,695</b>	<b>203,819</b>	<b>211,709</b>	<b>3,882,175</b>	<b>3,574,959</b>

**Demand Response  
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	\$2,030,323	\$2,132,407	\$2,030,323	\$2,132,407	101,447	106,957	365,732	353,564
Volunteers	\$1,210,621	\$1,121,986	\$1,210,621	\$1,121,986	46,447	56,344	2,723,111	2,524,875
Friends and Family	\$88,907	\$84,463	\$88,907	\$84,463	9,790	10,505	407,900	377,936
Subcontracted Providers	\$285,065	\$194,522	\$285,065	\$194,522	45,988	37,565	385,064	318,235
Other	\$434	\$1,318	\$434	\$1,318	147	338	368	349
<b>Total</b>	<b>\$3,615,350</b>	<b>\$3,534,695</b>	<b>\$3,615,350</b>	<b>\$3,534,695</b>	<b>203,819</b>	<b>211,709</b>	<b>3,882,175</b>	<b>3,574,959</b>

**Fixed Route Explorer Services  
Revenues, Costs, Trips, Vehicle Miles  
Past Two Fiscal Years**

Route	Revenues		Costs		One-Way Trips		Vehicle Miles	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
Sugarloaf Explorer	\$462,429	\$461,292	\$462,429	\$461,292	154,797	142,815	117,658	118,315
Mountain Explorer	\$147,284	\$153,464	\$147,284	\$153,464	30,381	18,891	139,753	85,010
<b>Total</b>	<b>\$609,713</b>	<b>\$614,756</b>	<b>\$609,713</b>	<b>\$614,756</b>	<b>185,178</b>	<b>161,706</b>	<b>257,411</b>	<b>203,325</b>

## Detailed Breakdown of Revenues and Expenses

WMTS's fiscal year begins on October 1 of the prior calendar year (e.g., FY 2009 begins on October 1, 2008).

<b>Demand Response Revenues And Expenses FY 2009 and FY 2010</b>		
<b>Revenue Account</b>	<b>FY 2009</b>	<b>FY 2010</b>
Farebox	\$46,608	\$44,274
Contract/Charter	94,238	87,108
United Way	10,800	2,100
County/Towns	63,672	69,108
MaineDOT	40,752	40,752
BCFS	153,081	102,080
BMS	2,829,138	2,543,214
FTA	365,612	634,626
Other	11,449	11,434
<b>Total</b>	<b>\$3,615,350</b>	<b>\$3,534,695</b>
<b>Expense Account</b>	<b>FY 2009</b>	<b>FY 2010</b>
Personnel	\$1,614,337	\$1,567,600
Consultants	44,960	48,265
Non-Vehicle Maintenance	46,760	27,512
Office	15,272	20,836
Utilities	67,782	42,696
Insurance	39,240	44,445
Special Services	1,585,364	1,535,439
Board of Directors	6,633	6,605
Fuel	118,680	154,489
Maintenance	73,114	82,565
Other	3,209	4,242
<b>Total</b>	<b>\$3,615,350</b>	<b>\$3,534,695</b>

**Fixed Route - Mountain Explorer  
Revenues And Expenses  
FY 2009 and FY 2010**

<b>Revenue Account</b>	<b>FY 2009</b>	<b>FY 2010</b>
Towns/Businesses	\$78,961	\$83,492
MaineDOT (includes FTA)	68,324	69,971
<b>Total</b>	<b>\$147,284</b>	<b>\$153,464</b>
<b>Expense Account</b>		
Staff Wages/Benefits	\$83,288	\$79,924
Marketing	9,320	1,873
Maintenance	6,109	3,002
Insurances	5,710	7,282
Fuel	17,845	20,442
Other	25,012	40,940
<b>Total</b>	<b>\$147,284</b>	<b>\$153,464</b>

**Fixed Route - Sugarloaf Explorer  
Revenues And Expenses  
FY 2009 and FY 2010**

<b>Revenue Account</b>	<b>FY 2009</b>	<b>FY 2010</b>
Towns/Businesses	\$300,684	\$298,779
MaineDOT	161,745	162,513
<b>Total</b>	<b>\$462,429</b>	<b>\$461,292</b>
<b>Expense Account</b>		
Staff Wages/Benefits	\$285,821	\$259,135
Office Supplies	27	617
Marketing	1,745	2,127
Maintenance	62,091	61,170
Insurances	8,168	9,710
Fuel	40,424	39,979
Other	64,152	88,555
<b>Total</b>	<b>\$462,429</b>	<b>\$461,292</b>

**Program Summary.** The following table provides a detailed summary of one-way trips and passenger miles by program for the past two years. The summary includes all of WMTS' services exclusive of the fixed route service in Lewiston-Auburn. The mix of programs and agencies is subject to change on a yearly basis. See next section of the Biennial Operations Plan for data on the fixed route system (LATC/citylink).

<b>One -Way Trips, Passenger Miles By Program FY 2009 and FY 2010</b>				
<b>Program/Agency</b>	<b>One Way Trips</b>		<b>One Way Miles</b>	
	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>
Androscoggin Headstart*	1,172	3,080	1,320	25,677
Child and Family Services	4,665	5,431	148,037	117,732
Child Development Services	6,371	5,642	189,563	135,911
Disability Determination	21	6	1,213	211
Local - DHHS	8	6	641	307
Department of Labor**	90	0	140	0
MaineDOT	28,812	30,286	131,884	122,172
Foster Grandparents	1,080	730	8,377	6,839
Insurance	0	51	0	2,212
Lisbon Connection	7,390	56,122	7,320	44,188
MaineCare	224,832	168,624	4,193,117	3,144,838
Schools	120	442	7,280	26,751
Mountain Explorer	18,891	71,859	21,939	53,249
Sugarloaf Explorer	154,797	117,658	142,815	118,315
United Way	203	35	11,422	286
Volunteer Self Pay	69	52	876	657
<b>Total</b>	<b>448,521</b>	<b>460,024</b>	<b>4,865,944*</b>	<b>3,799,345*</b>

\* May cause duplication of numbers

\*\* Purchase tickets; no mileage calculation available

**Service by Town.** WMTS has compiled a summary of trips by town, as shown in the table below. This data was compiled for FY 2009 and 2010. WMTS' data reporting software may result in minor data variations between tables.

<b>One-Way Trips by Town FY 2009 and FY 2010</b>		
<b>Androscoggin County</b>	<b>FY 2009</b>	<b>FY 2010</b>
Auburn	41,760	39,760
Durham	843	577
Greene	1,100	960
Leeds	412	242
Lewiston	74,900	76,571
Lisbon	2,474	1,629
Livermore	123	174
Livermore Falls	2,032	2,632
Mechanic Falls	2,635	1,766
Minot	2,676	2,257
Poland	891	982
Sabattus	2,260	1,575
Turner	975	1,311
Wales	152	494
<b>County Total</b>	<b>133,233</b>	<b>130,930</b>
<b>Franklin County</b>	<b>FY 2009</b>	<b>FY 2010</b>
Avon	0	22
Carthage	11	14
Chesterville	392	546
Eustis	166	180
Farmington	13,449	14,769
Industry	0	0
Jay	3,073	2,383
Kingfield	597	519
New Sharon	500	434
New Vineyard	0	19
Perkins Township	0	0
Phillips	184	325
Rangeley	395	520
Salem	257	72
Strong	625	707
Temple	0	90
Weld	140	244
Wilton	2,344	2,922
<b>County Total</b>	<b>22,133</b>	<b>23,766</b>

<b>Oxford County</b>	<b>FY 2009</b>	<b>FY 2010</b>
Albany Township	0	0
Andover	452	361
Bethel	344	268
Brownfield	1,205	275
Buckfield	1,202	1,015
Byron	0	0
Canton	382	511
Denmark	275	316
Dixfield	2,024	1,638
Fryeburg	200	318
Gilead	17	26
Greenwood	1,123	1,004
Hanover	7	135
Hartford	3	0
Hebron	6	8
Hiram	60	182
Lovell	11	140
Mexico	1,443	1,230
Newry	227	104
Norway	7,488	9,522
Otisfield	219	66
Oxford	4,512	3,788
Paris	5,346	5,128
Peru	44	212
Porter	213	45
Roxbury	3	0
Rumford	7,939	8,409
Stoneham	16	0
Stow	0	35
Sumner	607	489
Sweden	0	0
Upton	0	0
Waterford	241	61
West Paris	765	543
Woodstock	0	0
<b>County Total</b>	<b>36,371</b>	<b>35,829</b>

	<b>FY 2009</b>	<b>FY 2010</b>
<b>Total, 3-County Area</b>	<b>191,737</b>	<b>190,525</b>
<b>Outside Area</b>	<b>55,915</b>	<b>21,184</b>
<b>Total</b>	<b>247,652</b>	<b>211,709</b>
<b>Miscellaneous Ridership Report</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
Fixed Route	224,931	239,132
Lisbon Connection	7,390	7,320
Mountain Explorer	18,891	21,939
Sugarloaf Explorer	154,797	142,815
Charter	492	467
Miscellaneous	0	0
<b>Total</b>	<b>406,501</b>	<b>411,673</b>

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

<b>Demand Response Number Of General Public, Elderly And Individuals with Disabilities</b>				
	<b>FY 2009</b>		<b>FY 2010</b>	
	# Unique Passengers	Trips	# Unique Passengers	Trips
# General Public Passengers	2,971	203,819	3,863	286,589
# Elderly Passengers*	871	41,830	1,179	53,387
# Individuals with Disabilities *	280	14,922	403	15,405
<b>Total*</b>	<b>4,122</b>	<b>260,571</b>	<b>5,445</b>	<b>355,381</b>

\* There is an overlap between the categories. Of the 871 elderly passengers in 2009, 723 of them are ambulatory and this subset made 34,687 trips. Of the 1,179 elderly passengers in 2010, 847 of them are ambulatory, and this subset made 34,676 trips.

Note: The Mountain Explorer and Sugarloaf Explorer services are provided free of charge. There is no breakdown by passenger fare category.

**D. PROJECTED REVENUES, COSTS, ONE-WAY TRIPS, MILES**

WMTS anticipates that one-way trips and passenger miles will grow during the upcoming biennium, as shown in the following tables.

**Demand Response**  
**Revenues, Costs, Trips, Passenger Miles by Agency**  
**Next Two Fiscal Years**

Social Service Agency/Program	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
General Public	\$477,928	\$489,876	\$477,928	\$489,876	19,838	18,648	84,728	79,644
MaineCare	\$2,390,204	\$2,449,959	\$2,390,204	\$2,449,959	167,470	165,795	2,823,766	2,795,528
DHHS	\$102,000	\$104,550	\$102,000	\$104,550	5,626	6,020	107,914	115,468
Other	\$124,021	\$127,122	\$124,021	\$127,122	15,616	14,900	113,746	207,583
<b>Total</b>	<b>\$3,094,153</b>	<b>\$3,171,507</b>	<b>\$3,094,153</b>	<b>\$3,171,507</b>	<b>208,550</b>	<b>205,363</b>	<b>3,130,154</b>	<b>3,198,223</b>

**Demand Response**  
**Revenues, Costs, Trips, Passenger Miles by Mode**  
**Next Two Fiscal Years**

Mode	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
Agency Vehicles	\$1,886,657	\$1,933,823	\$1,886,657	\$1,933,823	107,802	108,880	333,738	337,076
Volunteers	\$917,560	\$940,499	\$917,560	\$940,499	57,636	58,789	2,121,990	2,164,430
Friends and Family	\$80,454	\$82,465	\$80,454	\$82,465	12,260	13,967	416,526	474,840
Subcontracted Providers	\$208,588	\$213,803	\$208,588	\$213,803	30,574	23,542	257,465	221,420
Other	\$894	\$916	\$894	\$916	278	185	435	457
<b>Total</b>	<b>\$3,094,153</b>	<b>\$3,171,507</b>	<b>\$3,094,153</b>	<b>\$3,171,507</b>	<b>208,550</b>	<b>205,363</b>	<b>3,130,154</b>	<b>3,198,223</b>

**Fixed Route Explorer Services**  
**Revenues, Costs, Trips, Vehicles Miles**  
**Next Two Fiscal Years**

Route	Revenues		Costs		One-Way Trips		Vehicle Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
Sugarloaf Explorer	\$463,779	\$475,373	\$463,779	\$475,373	157,625	144,989	252,200	231,982
Mountain Explorer	\$174,615	\$178,980	\$174,615	\$178,980	21,939	20,415	100,920	94,930
<b>Total</b>	<b>\$638,394</b>	<b>\$654,354</b>	<b>\$638,394</b>	<b>\$654,354</b>	<b>179,564</b>	<b>165,404</b>	<b>353,120</b>	<b>326,912</b>

**E. PROPOSED BUDGET**

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

<b>Proposed Demand Response Budget FY 2011 and FY 2012</b>		
<b>Revenue Account</b>	<b>FY 2011</b>	<b>FY 2012</b>
Farebox	\$42,500	\$43,563
Contract/Charter	111,082	113,859
United Way	851	872
County/Towns	62,270	63,827
MaineDOT	40,752	41,771
BCFS	102,000	104,550
BMS	2,390,204	2,449,959
FTA	331,555	339,844
Other	12,939	13,262
<b>Total</b>	<b>\$3,094,153</b>	<b>\$3,171,507</b>
<b>Expense Account</b>	<b>FY 2011</b>	<b>FY 2012</b>
Personnel	\$1,167,591	\$1,196,781
Consultants	0	0
Non-Vehicle Maintenance	547	561
Office	0	0
Utilities	1,216	1,246
Insurance	36,521	37,434
Special Services	1,207,597	1,237,787
Board of Directors	349	358
Fuel	174,059	178,410
Maintenance	85,378	87,512
Other	420,895	431,417
<b>Total</b>	<b>\$3,094,153</b>	<b>\$3,171,507</b>

**Proposed Fixed Route - Mountain Explorer Budget  
FY 2011 and FY 2012**

<b>Revenue Account</b>	<b>FY 2011</b>	<b>FY 2012</b>
Towns/Businesses	\$94,615	\$96,980
MaineDOT	80,000	82,000
<b>Total</b>	<b>\$174,615</b>	<b>\$178,980</b>
<b>Expense Account</b>	<b>FY 2011</b>	<b>FY 2012</b>
Staff Wages/Benefits	\$65,526	\$67,164
Office Supplies	304	311
Marketing	7,976	8,175
Maintenance	7,129	7,307
Insurances	8,783	9,003
Fuel	21,613	22,154
Other	63,284	64,866
<b>Total</b>	<b>\$174,615</b>	<b>\$178,980</b>

**Proposed Fixed Route - Sugarloaf Explorer Budget  
FY 2011 and FY 2012**

<b>Revenue Account</b>	<b>FY 2011</b>	<b>FY 2012</b>
Towns/Businesses	\$298,779	\$306,248
MaineDOT	165,000	169,125
<b>Total</b>	<b>\$463,779</b>	<b>\$475,373</b>
<b>Expense Account</b>	<b>FY 2011</b>	<b>FY 2012</b>
Staff Wages/Benefits	\$285,131	\$292,260
Office Supplies	625	641
Marketing	2,155	2,208
Maintenance	72,809	74,630
Insurances	11,711	12,004
Fuel	46,746	47,915
Other	44,602	45,717
<b>Total</b>	<b>\$463,779</b>	<b>\$475,375</b>

## **FLEET CONDITION**

Information on WMTS' vehicles is summarized on the PTMS Vehicle Evaluation Summary Forms on the following pages. The Summary Forms do not include the buses owned by LATC and operated by WMTS to provide transit services in Lewiston-Auburn (see next section of Biennial Operations Plan for information on these buses).

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: WMTS**

1	VIN	IFDWE30F1XHC23 284	IHVBBPHN7PH513 411	IFDWE35F51HB256 34	IFDWE35F71HB256 35	IFDWE35F32H8650 48	IFDWE35F23HB056 97
2	Fleet # and Status*	21 S	23 A	24S	25 I	27 A	31 A
3	Vehicle Type **	LDB	MHDB	LDB	LDB	LDB	LDB
4	Make, Model	FORD SENATOR	INTERNATIONAL BUS	FORD GOSHEN	FORD GOSHEN	FORD GOSHEN	FORD GOSHEN
5	Year	2000	1993	2001	2001	2001	2003
6	Fuel Type	D	D	D	D	D	D
7	Fuel Use – 12 months	851.4	289.1	1084		2143.2	3222.8
8	Mileage	218,681	203,545	169,634	192,657	192,937	202,438
9	12-month Mileage	8,765	2,274	10,394	1,358	20,097	35,412
10	Repair Cost - 12 months	\$4018.46	\$711.61	\$6834.67	\$2822.08	\$3890.50	\$8341.85
11	Repair frequency - 12 months***	1-1, 2-2, 3-7	1-1, 2-0,3-0	1-4, 2-4, 3-1		1-5, 2-6, 3-0	1-7, 2-1, 3-4
12	Vehicle appearance - interior	G	G	G	G	G	G
	Vehicle appearance - exterior	F	F	G	F	F	G
13	ADA Accessibility:						
	Equipped/Working	Y	N	Y	Y	Y	Y
	Tie Down	Y	N	Y	Y	Y	Y
	Announcement System	Y	N	Y	Y	Y	Y
	Signage and Stops	N	N	N	N	N	N
14	Passenger Amenities						
	Air Conditioning	Y	N	Y	Y	Y	Y
	Working Heater	Y	Y	Y	Y	Y	Y
	Tinted Windows	Y	Y	Y	Y	Y	Y
	Padded Seats	Y	Y	Y	Y	Y	Y
15	Type of fare collection system	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX
16	Date of Inspection	09/30/2010					
17	Inspector's Name:	Don Bedford, Maintenance Supervisor, and Sandy Buchanan, Deputy Manager					

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

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

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

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: WMTS**

1	VIN	IFDWE35F33HA628 13	IFDWE35F93HB057 00	IFDWE35F63HB056 99	IFDWE35F03HA628 34	IFDWE35F03HB056 96	IFDWE35F43HB056 98	
2	Fleet # and Status*	32A	33S	34 A	35A	36A	37 A	
3	Vehicle Type **	LDB	LDB	LDB	LDB	LDB	LDB	
4	Make, Model	FORD GOSHEN	FORD GOSHEN	FORD GOSHEN	FORD GOSHEN	FORD GOSHEN	FORD GOSHEN	
5	Year	2003	2003	2003	2003	2003	2003	
6	Fuel Type	D	D	D	D	D	D	
7	Fuel Use – 12 months	1724.5	2172	2340.1	2859.2	2122.5	2465.2	
8	Mileage	164,342	227,383	145,743	197,978	149,972	185,965	
9	12-month Mileage	19,350	22,149	19,579	29,958	19,934	23,517	
10	Repair Cost - 12 months	\$7046.03	\$5217.33	\$4474.10	\$3729.34	\$5385.66	\$4570.20	
11	Repair frequency - 12 months***	1-6, 2-5, 3-5	1-5, 2-1 3-1	1-5, 2-2, 3-0	1-8, 2-2, 3-5	1-5, 2-0, 3-3	1-5, 2-3, 3-1	
12	Vehicle appearance - interior	G	G	G	G	G	G	
	Vehicle appearance - exterior	G	G	G	G	G	G	
13	ADA Accessibility:							
	Equipped/Working	Y	Y	Y	Y	Y	Y	
	Tie Down	Y	Y	Y	Y	Y	Y	
	Announcement System	Y	Y	Y	Y	Y	Y	
	Signage and Stops	N	N	N	N	N	N	
14	Passenger Amenities							
	Air Conditioning	Y	Y	Y	Y	Y	Y	
	Working Heater	Y	Y	Y	Y	Y	Y	
	Tinted Windows	Y	Y	Y	Y	Y	Y	
	Padded Seats	Y	Y	Y	Y	Y	Y	
15	Type of fare collection system	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	
16	Date of Inspection	09/30/2010						
17	Inspector's Name:	Don Bedford, Maintenance Supervisor, and Sandy Buchanan, Deputy Manager						

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

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

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

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: WMTS**

1	VIN	IFDWE35F53HB885 43	ID4GP24R44B5231 45	ID4GP24R64B5231 46	IFDWE35P34HA785 53	IFDWE34P14HA785 52	ID4GP25R35B3715 22
2	Fleet # and Status*	38 A	39 A	40 A	44 A	45 A	46 A
3	Vehicle Type **	LDB	V	V	LDB	LDB	V
4	Make, Model	FORD GOSHEN	DODGE CARAVAN	DODGE CARAVAN	FORD GOSHEN	FORD GOSHEN	DODGE CARAVAN
5	Year	2003	2004	2004	2004	2004	2005
6	Fuel Type	D	U	U	D	D	U
7	Fuel Use – 12 months	2447.5	1043.6	1048	2739.8	3459.5	962.4
8	Mileage	147,511	105,677	99,299	173,613	189,636	96,592
9	12-month Mileage	21,872	13,601	14,825	28,714	38,380	14,353
10	Repair Cost - 12 months	\$4989.97	\$998.93	\$3473.20	\$9494.00	\$5067.18	\$1130.06
11	Repair frequency - 12 months***	1-7, 2-5, 3-4	1-5, 2-1, 3-0	1-5, 2-1, 3-0	1-6, 2-1, 3-4	1-7, 2-2, 3-0	1-5, 2-0, 3-0
12	Vehicle appearance - interior	G	G	G	G	G	G
	Vehicle appearance - exterior	G	G	G	G	G	G
13	ADA Accessibility:						
	Equipped/Working	Y	N	N	Y	Y	N
	Tie Down	Y	N	N	Y	Y	N
	Announcement System	Y	N	N	Y	Y	N
	Signage and Stops	N	N	N	N	N	N
14	Passenger Amenities						
	Air Conditioning	Y	Y	Y	Y	Y	Y
	Working Heater	Y	Y	Y	Y	Y	Y
	Tinted Windows	Y	Y	Y	Y	Y	Y
	Padded Seats	Y	Y	Y	Y	Y	Y
15	Type of fare collection system	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX
16	Date of Inspection	09/30/2010					
17	Inspector's Name:	Don Bedford, Maintenance Supervisor, and Sandy Buchanan, Deputy Manager					

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

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

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

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: WMTS**

1	VIN	ID4GP25R75B3715 24	ID4GP25RX5B3715 20	ID4GP25R15B3715 21	ID4GP25R55B3715 23	ID4GP25R05B3715 26	ID4GP25R95B3715 25
2	Fleet # and Status*	47 S	48 A	49 A	50A	51 A	52 A
3	Vehicle Type **	V	V	V	V	V	V
4	Make, Model	DODGE CARAVAN	DODGE CARAVAN	DODGE CARAVAN	DODGE CARAVAN	DODGE CARAVAN	DODGE CARAVAN
5	Year	2005	2005	2005	2005	2005	2005
6	Fuel Type	U	U	U	U	U	U
7	Fuel Use – 12 months	1123	1312.8	1399.9	1160.3	1555.3	1232.8
8	Mileage	97,919	100,886	94,714	90,331	99,614	104,992
9	12-month Mileage	14,046	19,127	18,160	15,641	20,466	16,050
10	Repair Cost - 12 months	\$1298.74	\$2588.86	\$2668.61	\$861.41	\$1289.63	\$1532.39
11	Repair frequency - 12 months***	1-6, 2-2, 3-0	1-8, 2-0, 3-1	1-8, 2-2, 3-0	1-5, 2-0, 3-2	1-9, 2-1, 3-0	1-6, 2-1, 3-1
12	Vehicle appearance - interior	G	G	G	G	G	G
	Vehicle appearance - exterior	G	G	G	G	G	G
13	ADA Accessibility:						
	Equipped/Working	N	N	N	N	N	N
	Tie Down	N	N	N	N	N	N
	Announcement System	N	N	N	N	N	N
	Signage and Stops	N	N	N	N	N	N
14	Passenger Amenities						
	Air Conditioning	Y	Y	Y	Y	Y	Y
	Working Heater	Y	Y	Y	Y	Y	Y
	Tinted Windows	Y	Y	Y	Y	Y	Y
	Padded Seats	Y	Y	Y	Y	Y	Y
15	Type of fare collection system	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX
16	Date of Inspection	09/30/2010					
17	Inspector's Name:	Don Bedford, Maintenance Supervisor, and Sandy Buchanan, Deputy Manager					

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

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

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

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: WMTS**

1	VIN	ID4GP25R25B3715 27	ID4GP25R35B3715 19	IFDXE45P86DA789 47	IFDXE45P76DA789 42	IFDXE45P07DA020 35	2DBHN44E29R6156 86
2	Fleet # and Status*	53 A	54 A	58 A	59 A	60 A	61 A
3	Vehicle Type **	V	V	SMDB	SMDB	SMDB	V
4	Make, Model	DODGE CARAVAN	DODGE CARAVAN	FORD ALLSTAR	FORD ALLSTAR	FORD ALLSTAR	GRAND CARAVAN
5	Year	2005	2005	2006	2006	2007	2009
6	Fuel Type	U	U	D	D	D	U
7	Fuel Use – 12 months	1562.1	1536.9	2866.7	4214.6	2333.2	1
8	Mileage	89,734	84,907	95,114	161,947	60,495	6,186
9	12-month Mileage	19,938	18,835	25,419	44,188	18,293	6,017
10	Repair Cost - 12 months	\$1855.79	\$1741.04	\$ .48	\$7073.54	\$5953.70	\$797.80
11	Repair frequency - 12 months***	1-8,2-0, 3-1	1-8, 2-1, 3-0	1-6, 2-0, 3-0	1-11, 2-7, 3-2	1-6, 2-0, 3-1	1-3, 2-1, 3-1
12	Vehicle appearance - interior	G	G	G	G	G	G
	Vehicle appearance - exterior	G	G	G	G	G	G
13	ADA Accessibility:						
	Equipped/Working	N	N	Y	Y	Y	N
	Tie Down	N	N	Y	Y	Y	N
	Announcement System	N	N	N	N	N	N
	Signage and Stops	N	N	N	N	N	N
14	Passenger Amenities						
	Air Conditioning	Y	Y	Y	Y	Y	Y
	Working Heater	Y	Y	Y	Y	Y	Y
	Tinted Windows	Y	Y	Y	Y	Y	Y
	Padded Seats	Y	Y	Y	Y	Y	Y
15	Type of fare collection system	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	MANUAL FAREBOX	NONE
16	Date of Inspection	09/30/2010					
17	Inspector's Name:	Don Bedford, Maintenance Supervisor, and Sandy Buchanan, Deputy Manager					

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

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

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

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: WMTS**

1	VIN	IFDXE45P17DA747 517	IFDXE45P37DA747 518	IFDWE45F83HA685 02	IBAGBCPA73F2148 13	IBAGBCPA02F2024 19	IBAGBLPA52F2045 37
2	Fleet # and Status*	62 A	63A	64 A	65 A	66 A	67 A
3	Vehicle Type **	MHDB	MHDB	MHDB	MHDB	MHDB	MHDB
4	Make, Model	FORD ELDORADO	FORD ELDORADO	FORD ELDORADO	BLUEBIRD TRANSHUTTLE	BLUEBIRD TRANSHUTTLE	BLUEBIRD TRANSHUTTLE
5	Year	2007	2007	2003	2003	2002	2002
6	Fuel Type	D	D	D	D	D	D
7	Fuel Use – 12 months	2649	2165.3	2303.8	1870.9	1292.1	1333.4
8	Mileage	65,203	70,821	56,878	49,323	52,658	27,582
9	12-month Mileage	16,836	15,170	16,434	18,650	12,215	7,915
10	Repair Cost - 12 months	\$4781.88	\$3280.90	\$2720.54	\$2899.23	\$3408.05	\$21739.94
11	Repair frequency - 12 months***	1-6,2-0, 3-2	1-6, 2-1, 3-0	1-4, 2-0, 3-3	1-4, 2-0, 3-0	1-4, 2-0, 3-3	1-2, 2-0, 3-2
12	Vehicle appearance - interior	G	G	G	G	G	G
	Vehicle appearance - exterior	G	G	G	G	G	G
13	ADA Accessibility:						
	Equipped/Working	Y	Y	Y	Y	Y	Y
	Tie Down	Y	Y	Y	Y	Y	Y
	Announcement System	Y	Y	Y	Y	Y	Y
	Signage and Stops	Y	Y	Y	Y	Y	Y
14	Passenger Amenities						
	Air Conditioning	Y	Y	Y	Y	Y	Y
	Working Heater	Y	Y	Y	Y	Y	Y
	Tinted Windows	Y	Y	Y	Y	Y	Y
	Padded Seats	Y	Y	Y	Y	Y	Y
15	Type of fare collection system	NONE	NONE	NONE	NONE	NONE	NONE
16	Date of Inspection	09/30/2010					
17	Inspector's Name:	Don Bedford, Maintenance Supervisor, and Sandy Buchanan, Deputy Manager					

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

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

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

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: WMTS**

1	VIN	IBAGBCPH21F0994 18	IBAGBCSAXXF086 466	IBAGBCPH5XF090 902	IBAGBCSA4WFF082 330	IBGG5V1918F4142 48	IBGG5V1948F4142 89
2	Fleet # and Status*	68 A	69 A	70 A	71A	72 A	73A
3	Vehicle Type **	MHDB	MHDB	MHDB	MHDB	MHDB	MHDB
4	Make, Model	BLUEBIRD TRANSHUTTLE	BLUEBIRD TRANSHUTTLE	BLUEBIRD TRANSHUTTLE	BLUEBIRD TRANSHUTTLE	CHEVYKODIAK 5500	CHEVYKODIAK 5500
5	Year	2001	1999	1999	1998	2008	2008
6	Fuel Type	D	D	D	D	D	D
7	Fuel Use – 12 months	1335.1	790.8	955.5	638.1	2915.4	2836.7
8	Mileage	52,266	99,959	31,781	39,367	39,158	39,486
9	12-month Mileage	10,160	3,195	7,205	4,518	19,793	20,284
10	Repair Cost - 12 months	\$3215.43	\$5044.61	\$1455.74	\$3098.61	\$3221.47	\$2848.09
11	Repair frequency - 12 months***	1-4, 2-0, 3-2	1-2, 2-0, 3-3	1-4, 2-0, 3-0	1-3, 2-1, 3-1	1-5, 2-0, 3-3	1-5, 2-2, 3-2
12	Vehicle appearance - interior	G	G	G	G	G	G
	Vehicle appearance - exterior	G	G	G	G	G	G
13	ADA Accessibility:						
	Equipped/Working	Y	Y	Y	Y	Y	Y
	Tie Down	Y	Y	Y	Y	Y	Y
	Announcement System	Y	Y	Y	Y	Y	Y
	Signage and Stops	Y	Y	Y	Y	N	N
14	Passenger Amenities						
	Air Conditioning	Y	Y	Y	Y	Y	Y
	Working Heater	Y	Y	Y	Y	Y	Y
	Tinted Windows	Y	Y	Y	Y	Y	Y
	Padded Seats	Y	Y	Y	Y	Y	Y
15	Type of fare collection system	NONE	NONE	NONE	NONE	MANUAL	MANUAL
16	Date of Inspection	09/30/2010					
17	Inspector's Name:	Don Bedford, Maintenance Supervisor, and Sandy Buchanan, Deputy Manager					

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

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

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

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: WMTS**

1	VIN	IGBG5V1978F4163 44	IGBG5V1978F4165 71	IGBG5V1998F4165 10	
2	Fleet # and Status*	76 A	77 A	78 A	
3	Vehicle Type **	MHDB	MHDB	MHDB	
4	Make, Model	CHEVYKODIAK 5500	CHEVYKODIAK 5500	CHEVYKODIAK 5500	
5	Year	2008	2008	2008	
6	Fuel Type	D	D	D	
7	Fuel Use – 12 months	2067.4	2513.2	2659.1	
8	Mileage	42,339	41,999	41,752	
9	12-month Mileage	16,378	18,006	18,865	
10	Repair Cost - 12 months	\$6578.14	\$4885.24	\$4152.91	
11	Repair frequency - 12 months***	1-5, 2-1, 3-3	1-4, 2-1, 3-4	1-6, 2-1, 3-1	
12	Vehicle appearance - interior	G	G	G	
	Vehicle appearance - exterior	G	G	G	
13	ADA Accessibility:				
	Equipped/Working	Y	Y	Y	
	Tie Down	Y	Y	Y	
	Announcement System	Y	Y	Y	
	Signage and Stops	N	N	N	
14	Passenger Amenities				
	Air Conditioning	Y	Y	Y	
	Working Heater	Y	Y	Y	
	Tinted Windows	Y	Y	Y	
	Padded Seats	Y	Y	Y	
15	Type of fare collection system	MANUAL	MANUAL	MANUAL	
16	Date of Inspection	09/30/2010			
17	Inspector's Name:	Don Bedford, Maintenance Supervisor, and Sandy Buchanan, Deputy Manager			

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

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

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

**APPENDIX**

**WESTERN MAINE TRANSPORTATION SERVICES**

**(WMTS)**



Help | Contact Us  
 search this site

Home	<a href="#">Home</a>
News	<b>How to use Western Maine Transportation Services</b>
How To Use Western Maine Transportation Services	<b>How to use WMTS</b>
Contact Us	<b>Give Us a Call!</b>
Mainecare Rides Programs	If you live in Lewiston, Auburn, Lisbon, Lisbon Falls, Norway, South Paris, Oxford, Rumford, Mexico, Dixfield, Farmington, Wilton, Jay, Livermore Falls and Livermore, Western Maine Transportation Services has regular wheelchair-lift equipped paratransit bus and assistive seat-equipped minivan service that can get you to medical appointments, shopping, personal services and daytime social activities. Seats may be limited on certain days and MaineDHHS and MaineCare riders are given preference.
WMTS Green Bus Services	If you are covered by MaineCare and are going to a MaineCare-covered appointment, there is no fare charged to you. In some areas, scheduled shoppers' trips to South Portland or Topsham/Brunswick are available at the 50+ Mile rate. Please ask when you call.
Other Bus Services Operated by WMTS	<b>Please call 1-800-393-9335 at least 24 hours in advance (before 4 PM) to schedule a ride.</b>
About WMTS	<b>WMTS Public Bus Fares</b>
Links	All Fares are one-way

[Home](#)

**How to use Western Maine Transportation Services**

**How to use WMTS**

**Give Us a Call!**

If you live in Lewiston, Auburn, Lisbon, Lisbon Falls, Norway, South Paris, Oxford, Rumford, Mexico, Dixfield, Farmington, Wilton, Jay, Livermore Falls and Livermore, Western Maine Transportation Services has regular wheelchair-lift equipped paratransit bus and assistive seat-equipped minivan service that can get you to medical appointments, shopping, personal services and daytime social activities. Seats may be limited on certain days and MaineDHHS and MaineCare riders are given preference.

If you are covered by MaineCare and are going to a MaineCare-covered appointment, there is no fare charged to you. In some areas, scheduled shoppers' trips to South Portland or Topsham/Brunswick are available at the 50+ Mile rate. Please ask when you call.

**Please call 1-800-393-9335 at least 24 hours in advance (before 4 PM) to schedule a ride.**

**WMTS Public Bus Fares**

All Fares are one-way

Distance	Reduced**	Adult
0-25 Miles	\$1.00/Trip	\$2.00/Trip
0-50 Miles	\$2.00/Trip	\$4.00/ Trip
50 + Miles	\$2.50/Trip	\$5.00/ Trip

\* Seniors 60+, Children 5-11, Disabled, Medicare

Accompanied children under 5 ride free. Rides to and from MaineCare-covered appointments are provided without cost.

If you live outside the larger towns in the WMTS service area and are covered by MaineCare we have two additional cost-free ways to get you to your MaineCare-covered appointments:

**Friends & Family Rides**

WMTS can reimburse you, a family member, or friend who drives you to and from MaineCare-covered appointments. Trips must be approved in advance by the WMTS Customer Service Department.

**Please call 1-800-393-9335 at least 48 hours in advance (before 4:00 PM).**

**Volunteer Driver Rides**

A certified WMTS volunteer driver can pick you up at your home and transport you to your MaineCare-covered appointment.

**Please call 1-800-393-9335 at least 48 hours in advance (before 4:00 PM) to schedule a MaineCare ride.**

**UNITED WAY Community Rides**

This United Way-funded program requires riders to meet income guidelines. Rides can be to medical appointments, for shopping or general mobility. Community Rides are available in Oxford and Franklin Counties, Livermore Falls and Livermore, thanks to funding provided by United Way of the Tri-Valley Area and United Way of Oxford County.

**SeniorsPlus ElderRides**

The SeniorsPlus ElderRides Program is for seniors aged 60 and over who are unable to afford transportation to medical appointments. Riders for this program are required to meet income guidelines.

**For more information, please call 1-800-393-9335.**

**Contract Services**

Contract transportation services may be available to your non-profit or municipal organization. For more information, please call 1-800-393-9335.

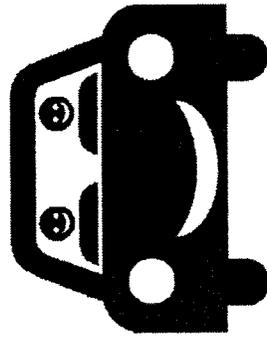
**Complementary Americans with Disabilities Act service to citylink fixed-route...** In Lewiston/Auburn, curb-to-curb ADA paratransit service is available in a ¼-mile corridor around the citylink fixed routes to certified individuals who cannot use regular route buses because of a disability. ADA rides must be scheduled the day before the ride is needed. The fare for ADA rides is \$2.50 per boarding. To qualify for ADA service please call 777-4563, selection 2, and ask to have an ADAPT form mailed to you or click on the link below and download the ADAPT form.

**[ADA Disabled Rider "ADAPT" Application](#)**

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Edit

**& MAYBE YOU,  
OR SOMEONE  
YOU KNOW,  
CAN HELP US  
HELP OTHERS,  
TOO...**

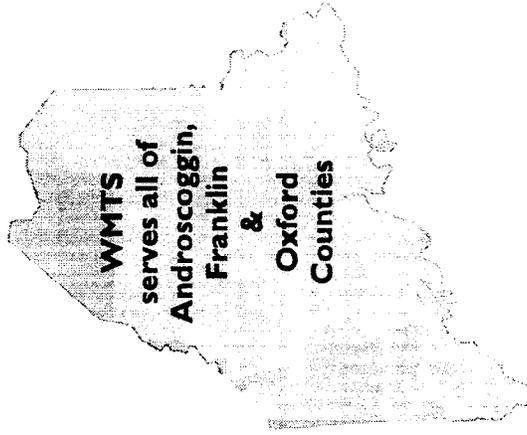


## Drivers Wanted

If you enjoy driving, have a dependable vehicle, a good driving record, if you like to help people who truly need your assistance, then please consider becoming a volunteer driver.

As a volunteer, you will be paid a mileage reimbursement rate for the distance travelled from the time you leave your home to the time you return from your trip, in accordance with Maine DHHS guidelines. Also, as a volunteer, your mileage reimbursement is tax-free up to federally-approved amounts. Supplemental accident and life insurance cover you while you are driving as a volunteer.

**For more information, please call  
WMTS at 1-800-393-9335.**



**WMTS Customer  
Service Department**  
7:30 am-5:30 pm Monday-Friday  
76 Merrow Road, Auburn, Maine  
04210  
Toll Free 1-800-393-9335  
e-mail: [info@westernmainetrans.org](mailto:info@westernmainetrans.org)



SeniorsPlus



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**Western Maine  
Transportation  
Services**

**Providing  
Access  
To  
Healthcare  
In  
Androscoggin  
Franklin  
&  
Oxford  
Counties**

Effective April 15, 2011

**IMPORTANT NOTE:** Due to anticipated changes in Federal & State policies, information in this brochure may only be valid until January 1, 2012 and is subject to change without notice at any time.

# NOTHING COULD BE MORE IMPORTANT TO YOUR QUALITY OF LIFE THAN RELIABLE ACCESS TO HEALTHCARE... THAT'S WHERE WMTS CAN HELP...

## Public Bus Services

WMTS' green wheelchair-accessible buses serve many towns in our service area.

**Public Bus Fares** All fares are one-way

Distance	Reduced*	Adult
0-25 Miles	\$1.00	\$2.00
26-50 Miles	\$2.00	\$4.00
51 + Miles	\$2.50	\$5.00

\*Seniors 60+, Children 5-11, Disabled, Medicare

Accompanied children under 5 ride free. Rides to and from MaineCare-covered appointments are provided without cost.

Please call 24 hours in advance to schedule a ride at 1-800-393-9335 7:30 am-5:30 pm Monday-Friday.

In Oxford and Franklin Counties, Livermore Falls and Livermore, **United Way-funded Community Rides**, and in Androscoggin County the **SeniorsPlus-funded Elder Rides** programs may be cost-free if you meet qualifications. Funding is limited. **Please call 1-800-393-9335.**

## MaineCare Rides

One of Western Maine Transportation Services most important jobs is working with Maine DHHS to provide residents of Androscoggin, Franklin and Oxford Counties with reliable, safe, appropriate, cost-effective transportation to MaineCare-covered appointments. To meet Maine DHHS guidelines, rides may be arranged using any combination of...

- WMTS's public, wheelchair-accessible paratransit buses or lift-seat minivans
- Volunteer or Friends & Family programs
- wheelchair vans
- local taxi services
- Lewiston/Auburn's citylink buses

## Friends & Family Rides

WMTS can reimburse you for driving to and from MaineCare-covered appointments. Trips must be approved in advance by the WMTS Customer Service Department.

## Volunteer Driver Rides

A certified WMTS volunteer driver can pick you up at your home and transport you to your MaineCare-covered appointment at no cost. Please call 48 hours in advance.

Please call 1-800-393-9335 at least 48 hours in advance (before 4:00 PM) to schedule a MaineCare ride.

## Western Maine Transportation Services

Created by statute in 1976, WMTS is a nonprofit 501(c)(3) organization serving Androscoggin, Franklin and Oxford Counties. WMTS employees and volunteers are reviewed by the State of Maine Departments of Health and Human Services, Motor Vehicles, and the Maine Bureau of Investigation, and are trained in Children's Transportation and Child Safety Restraint Systems. Employees are further trained in First Aid/CPR, Bloodborne Pathogens and Driving Dynamics.

**Western Maine Transportation Services  
Customer Service Department**

**76 Merrow Road**

**Auburn, Maine 04210**

**7:30 am-5:30 pm Monday-Friday**

**Toll Free 1-800-393-9335**

**(207) 784-9335 • Fax (207) 777-4564**

**E-mail: [info@westernmainetrans.org](mailto:info@westernmainetrans.org)**

**[www.wmtsbus.org](http://www.wmtsbus.org)**

## Public Bus Fares

All fares are one-way

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**Please call 1-800-393-9335**

**7:30 am-5:30 pm**

**Monday-Friday**

**24 hours in advance to schedule a ride.**

## Can't Afford a Ride?

Through the generosity of SeniorsPlus, we may be able to help.

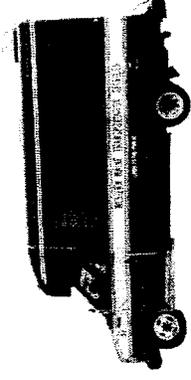
The **SeniorsPlus ElderRides** Program is for seniors who are unable to afford transportation to medical appointments.

**Please call for details.**



**Western Maine  
Transportation Services**

**WE CAN GET YOU THERE!  
Safely, Comfortably, Reliably**



**Public Demand-Response  
WMTS Bus Service**

**Special Guide for the Towns of  
The Greater  
Lewiston  
Auburn  
Area**

Effective August 1, 2011  
Subject to change without notice

**Call 1-800-393-9335  
24 Hours in Advance**

**[www.wmtsbus.org](http://www.wmtsbus.org)**

## MaineCare Rides

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## WMTS Customer

### Service Department

7:30 am-5:30 pm Monday-Friday

76 Merrow Road, Auburn, Maine  
04210

Toll Free 1-800-393-9335

e-mail: [info@westernmainetrans.org](mailto:info@westernmainetrans.org)



**SeniorsPlus**



WMTS buses and vans are open to the public. WMTS operates its services without regard to race, color, or national origin as per Title VI of the Civil Rights Act of 1964.



## Public Bus Fares

All fares are one-way

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76 Merrow Road, Auburn, Maine  
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e-mail: [info@westernmainetrans.org](mailto:info@westernmainetrans.org)



SeniorsPlus

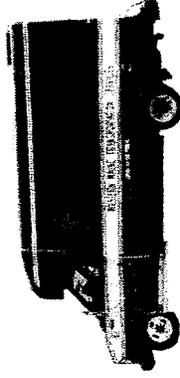


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Western Maine  
Transportation Services

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Safely, Comfortably, Reliably



Public Demand-Response  
WMTS Bus Service

Special Guide for the Towns of  
**Greater  
Farmington  
&  
Wilton**

Effective March 1, 2011  
Subject to change without notice

**Call 1-800-393-9335**  
**24 Hours in Advance**

[www.wmtsbus.org](http://www.wmtsbus.org)

## Bus Schedule

Please call 1-800-393-9335 24 hours in advance to schedule a ride.

Call us! We may be able to pick you up and drop you off at your home. Local on-route stops are listed below.

### Mondays - Fridays

Farmington to Wilton & Return  
Multiple trips daily  
Between 7:30 AM & 4:00 PM including...

- Anson St. (Hazel Thompson Apts.)
- Broadway
- UMF Student Center
- Hannaford Plaza
- Wal-Mart / Mt. Blue Plaza
- Franklin Health Commons / Hospital
- Downtown Wilton
- SeniorsPlus Meal Center
- Career Center

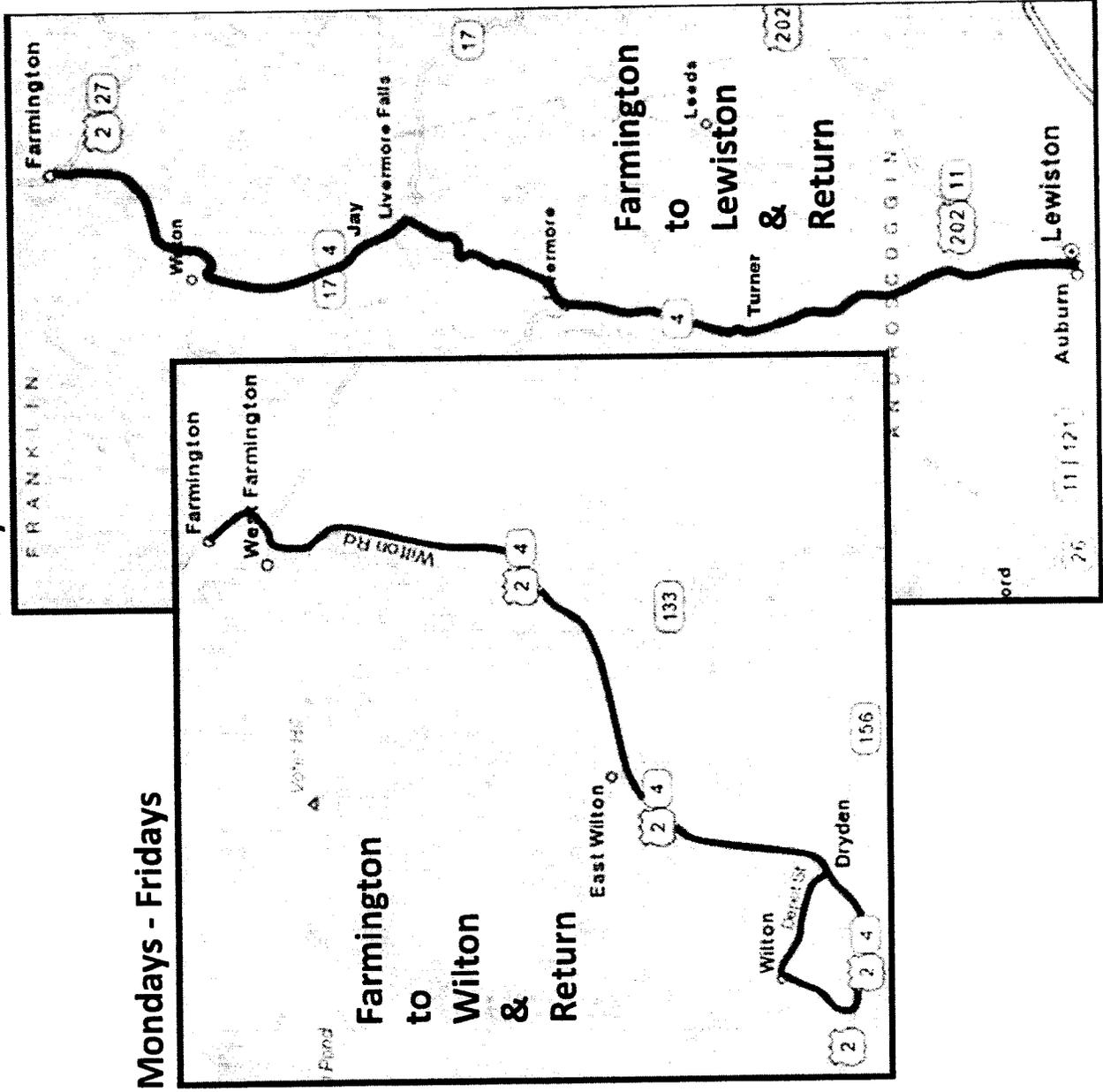
**NOTE:** Service from Kingfield & Rangeley to Farmington & Return by scheduled request.

### Fridays

Farmington to Lewiston & Return  
8:30 AM Pick-Up, Bus leaves Lewiston at 3:00  
Please call for reservations & exact times

- Farmington
- Wilton
- Auburn Mall
- Oak Street Bus Station for:
  - L/A citylink buses
  - Lisbon Connection
  - Greyhound
- Lewiston Mall

### Fridays



## Public Bus Fares

All fares are one-way

Distance	Reduced*	Adult
0-25 Miles	\$1.00	\$2.00
26-50 Miles	\$2.00	\$4.00
51 + Miles	\$2.50	\$5.00

\* Seniors 60+, Children 5-11, Disabled, Medicare

Accompanied children under 5 ride free. Rides to and from MaineCare-covered appointments are provided without cost.

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7:30 am-5:30 pm Monday-Friday  
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The SeniorsPlus ElderRides Program is for seniors who are unable to afford transportation to medical appointments.

**Please call for details.**

## MaineCare Rides

### Friends & Family Rides

WMTS can reimburse you for driving to and from MaineCare-covered appointments. Trips must be approved in advance by the WMTS Customer Service Department.

### Volunteer Driver Rides

A certified WMTS volunteer driver can pick you up at your home and transport you to your MaineCare-covered appointment at no cost. Please call 48 hours in advance.

## WMTS Customer Service Department

7:30 am-5:30 pm Monday-Friday  
76 Merrow Road, Auburn, Maine  
04210

Toll Free 1-800-393-9335

e-mail: [info@westernmainetrans.org](mailto:info@westernmainetrans.org)



SeniorsPlus

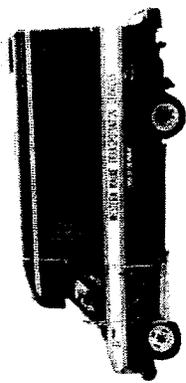


MaineDOT

WMTS buses and vans are open to the public. WMTS operates its services without regard to race, color, or national origin as per Title VI of the Civil Rights Act of 1964.



**WE CAN GET YOU THERE!**  
Safely, Comfortably, Reliably



Public Demand-Response  
WMTS Bus Service

Special Guide for the Towns of

Jay

Livermore Falls

&

Livermore

Effective March 1, 2011

Subject to change without notice

**Call 1-800-393-9335**

**24 Hours in Advance**

[www.wmtsbus.org](http://www.wmtsbus.org)

## Bus Schedule

Please call 1-800-393-9335 24 hours in advance to schedule a ride.

Call us! We may be able to pick you up and drop you off at your home.

Local on-route stops are listed below.

### Mondays - Thursdays

Livermore Falls to Farmington & Return

Pick-ups start at 8:00 AM,

Bus leaves Farmington to return at 1:30 PM

Please call for reservations & exact times

- Livermore Falls Town Office
- Jay Town Office
- North Jay Post Office

### Fridays

Farmington to Lewiston & Return

Pick-ups start at 8:30 AM

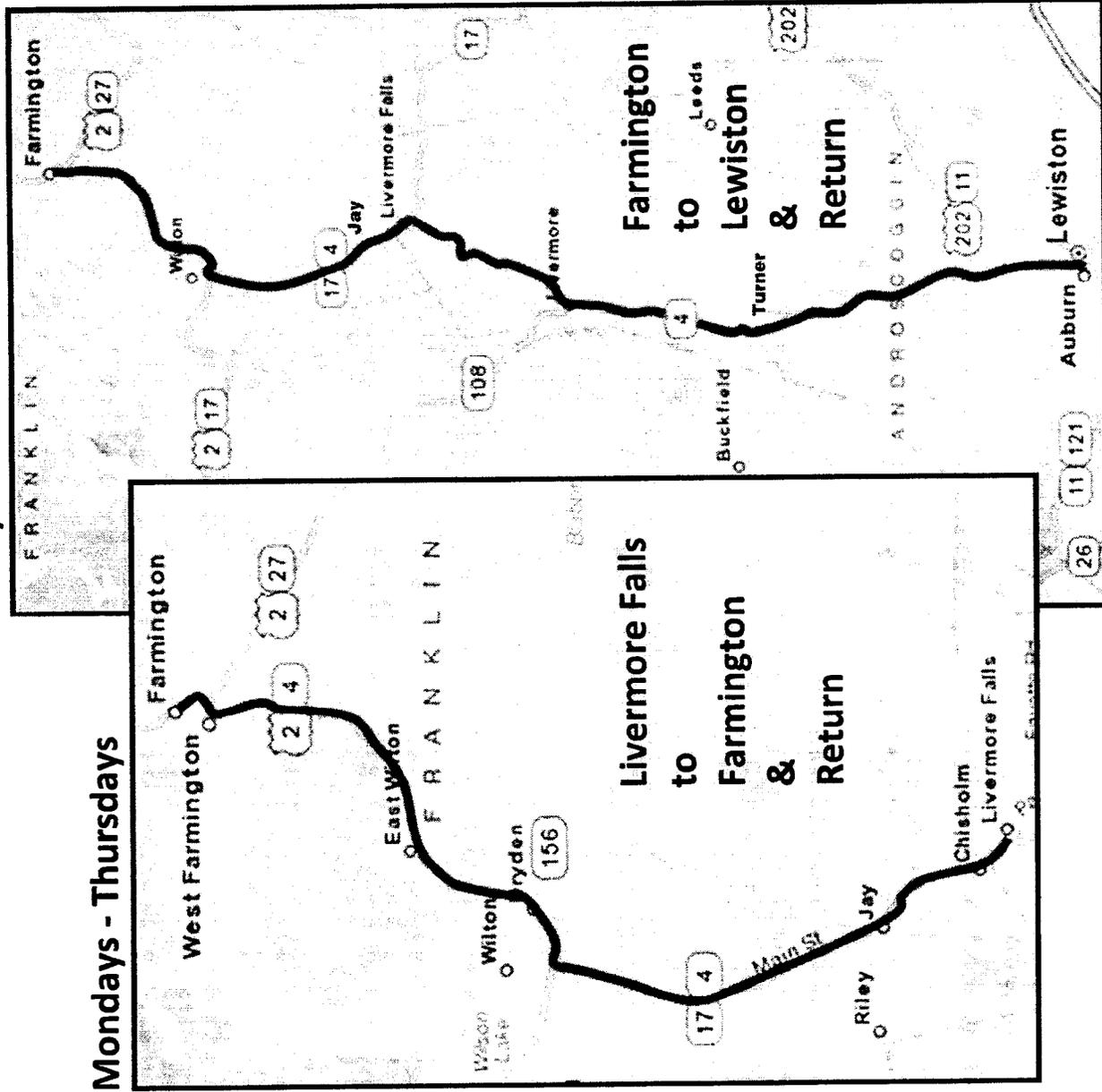
Bus leaves Lewiston at 3:00 PM

Please call for reservations & exact times

- North Jay Post Office
- Jay Town Office
- Livermore Falls Town Office
- Livermore Town Office
- Brettun's Variety-Livermore
- Northland Plaza-Turner
- Turner Town Office
- Auburn Mall
- Oak Street Bus Station for:

- L/A citylink buses
- Lisbon Connection
- Greyhound
- Lewiston Mall

## Fridays



## Public Bus Fares

All fares are one-way

Distance	Reduced*	Adult
0-25 Miles	\$1.00	\$2.00
26-50 Miles	\$2.00	\$4.00
51 + Miles	\$2.50	\$5.00

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Please call 1-800-393-9335

7:30 am-5:30 pm Monday-Friday  
24 hours in advance to schedule a ride.

## Can't Afford a Ride?

Through the generosity of United Way of Oxford County and SeniorsPlus, we may be able to help:

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Program assists those who are unable to afford transportation to medical care and essential personal services.

The SeniorsPlus ElderRides Program is for seniors who are unable to afford transportation to medical appointments.

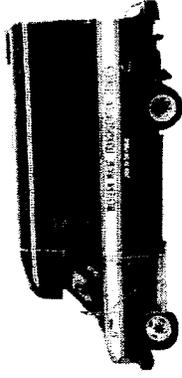
Please call for details.

A - 11



Western Maine  
Transportation Services

**WE CAN GET YOU THERE!**  
Safely, Comfortably, Reliably



Public Demand-Response  
WMTS Bus Service

Special Guide for the Towns of  
**Rumford**  
**Mexico**  
**&**  
**Dixfield**

Effective March 1, 2011  
Subject to change without notice

**Call 1-800-393-9335**  
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## MaineCare Rides

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7:30 am-5:30 pm Monday-Friday  
76 Merrow Road, Auburn, Maine  
04210

Toll Free 1-800-393-9335

e-mail: [info@westernmainetrans.org](mailto:info@westernmainetrans.org)



SeniorsPlus



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## Bus Schedule

Please call 1-800-393-9335 24 hours in advance to schedule a ride. All times listed are approximate.

Call us! We may be able to pick you up and drop you off at your home. Local on-route stops are listed below.

## Mondays & Tuesdays

**Rumford/Mexico to Farmington**  
via Livermore Falls, Jay & Wilton

Please call for times. These rides must be pre-scheduled and there is no public stop access.

## Wednesdays

**Rumford/Mexico to Lewiston/Auburn**  
Leave Rumford/Mexico at 8:00 AM  
Leave L/A at 3:00 PM

Pick-ups at:

- Muskie Building-Rumford
- Dick's Restaurant-Mexico
- Dixfield Town Office
- Big Apple-Canton
- Brettun's-Livermore

## Thursdays

**Rumford/Mexico/Dixfield Local Shopping**  
Andover Pick-up 9:00 AM  
Shopping from 10:30 AM-2:00 PM  
Leave Rumford for Andover at 2:00 PM

## Fridays

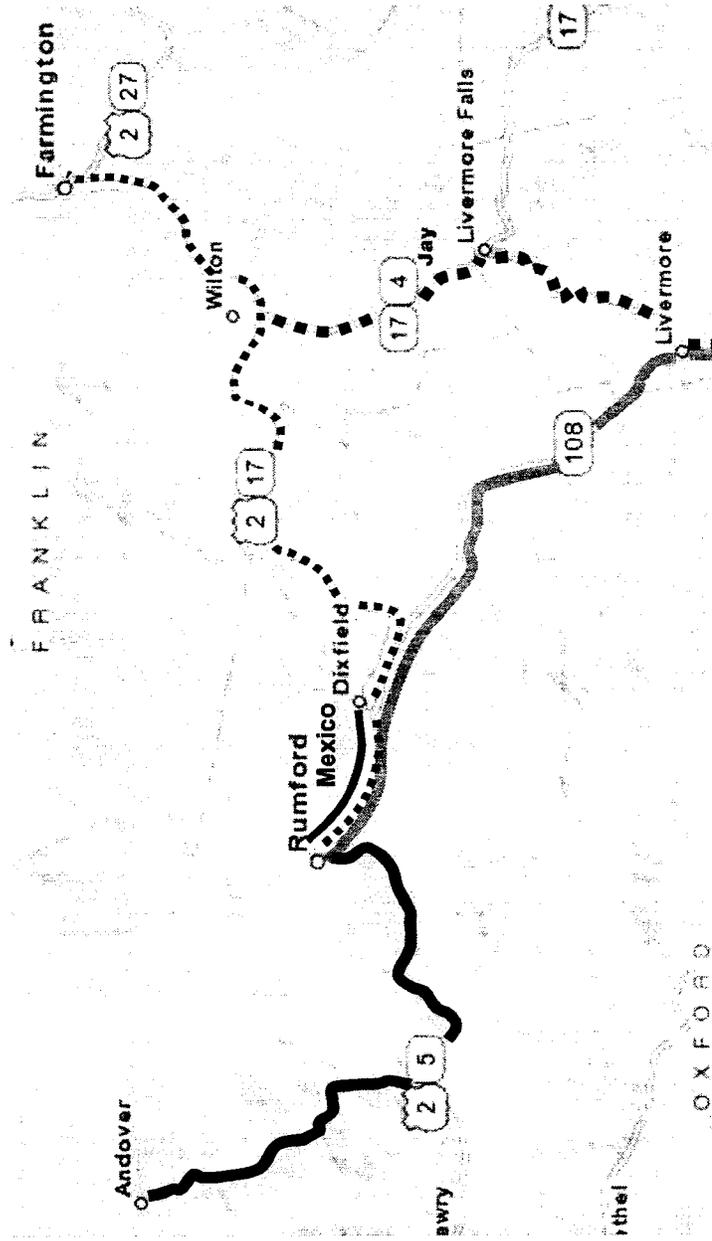
**Rumford/Mexico to Lewiston/Auburn**  
via Wilton & Farmington  
Leaving Rumford 8:00 AM  
Arriving Farmington 8:45 AM  
Arriving L/A 11:00 AM  
Leaving L/A 3:00 PM  
Arriving Farmington 4:45 PM  
Arriving Rumford 5:30 PM

## Maine Mall Run...2nd Thursdays every-other month

**NOTE: We must have a minimum of 20 riders scheduled to provide this trip.**

Please call for details or to schedule a pick-up on a first-come, first-served basis. Pick-ups at:

- Senior's Center-Rumford
- Dick's Restaurant-Mexico
- Dixfield Town Office
- Big Apple-Canton
- Brettun's-Livermore
- Northland Plaza-Turner
- Turner Town Office



**Mondays & Tuesdays** — Rumford/Mexico to Farmington

**Wednesdays** — Rumford/Mexico to Lewiston/Auburn

**Thursdays** — Rumford/Mexico/Dixfield Local Shopping

**Fridays** — Rumford/Mexico to Lewiston/Auburn via Wilton & Farmington

## Public Bus Fares

All fares are one-way

Distance	Reduced*	Adult
0-25 Miles	\$1.00	\$2.00
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51 + Miles	\$2.50	\$5.00

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7:30 am-5:30 pm Monday-Friday  
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Please call for details.

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### Volunteer Driver Rides

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7:30 am-5:30 pm Monday-Friday  
76 Merrow Road, Auburn, Maine  
04210

Toll Free 1-800-393-9335

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**WE CAN GET YOU THERE!**  
Safely, Comfortably, Reliably



Public Demand-Response  
WMTS Bus Service

Special Guide for the Towns of  
**Norway**  
**South Paris**  
&  
**Oxford**

Effective March 1, 2011

Subject to change without notice

**Call 1-800-393-9335**  
**24 Hours in Advance**

[www.wmtsbus.org](http://www.wmtsbus.org)

## Bus Schedule

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Call us! We may be able to pick you up and drop you off at your home. Local on-route stops are listed below.

### Mondays - Fridays

Demand-response bus service

7:30 AM to 4:00 PM.

Shoppers' service

9:00 AM to 4:00 PM except Wednesday.

### Tuesdays

Norway/South Paris to

Lewiston/Auburn & Return

Leaving Norway/South Paris at 7:30 AM

Arriving at Lewiston's Oak Street Bus

Station at 9:15 with connections to:

- Lewiston/Auburn citylink buses
  - Lisbon Connection bus service
  - Greyhound inter-city bus service
- Leaves Lewiston to return at 1:30 PM

### Wednesdays

Reserved for medical appointment rides

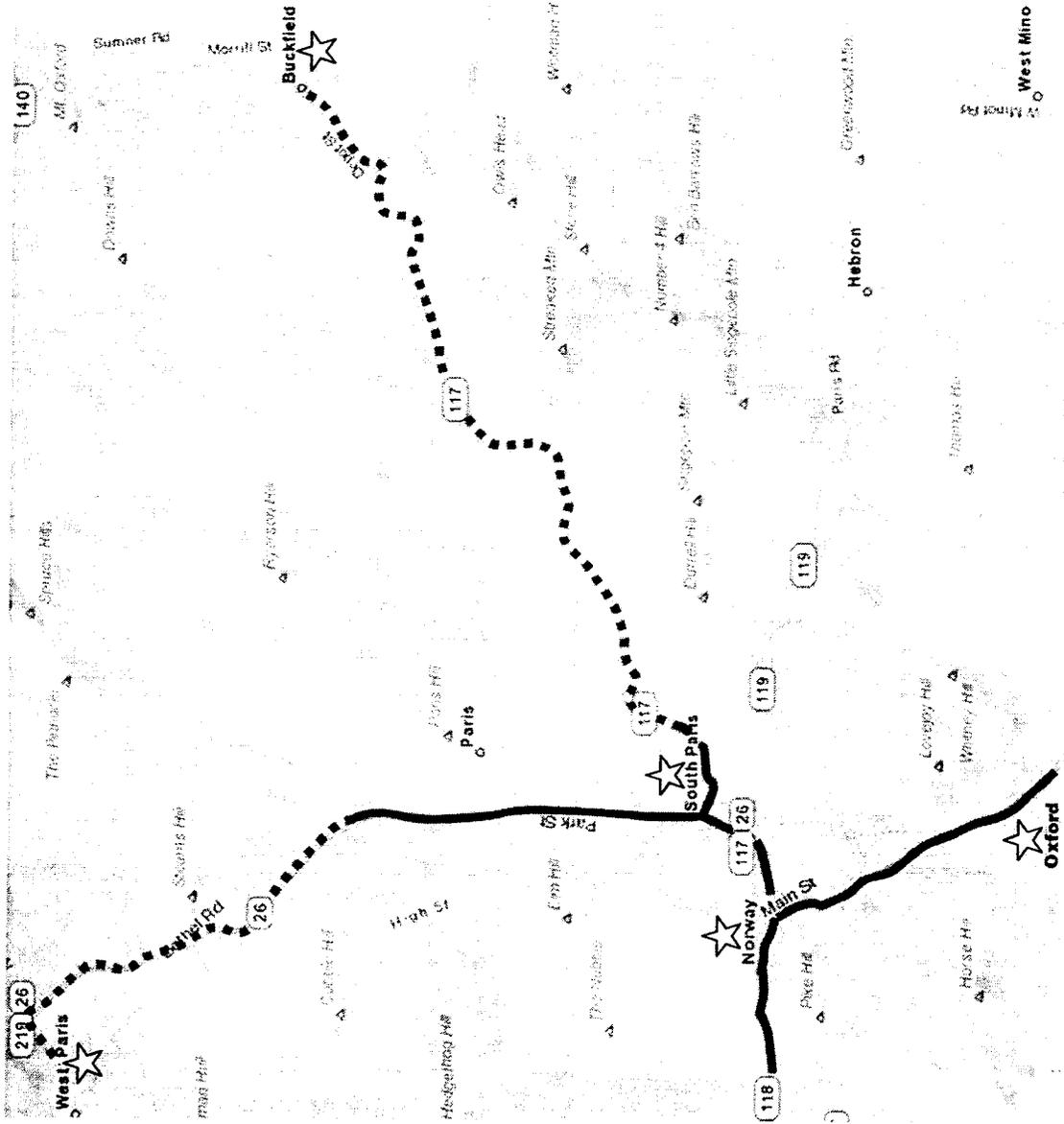
Additional service from Buckfield & West Paris to medical appointments and limited shopping in Norway, South Paris and Oxford

▲ Pick-ups in Buckfield 8:30 AM

▲ Pick-ups in West Paris 9:45 AM

▲ Begins return run at 11:30 AM

## Norway South Paris & Oxford



State Route 119

▲ 14

## BOARDING THE BUS...

Please have correct fare amount. The driver cannot make change. Please allow riders to get off the bus before you get on. As you board, please advise the driver of your stop, then remain alert for your stop.

## WHILE ON THE BUS...

No smoking.  
Only trained service animals or small pets in carriers, are permitted.  
Riders are asked to refrain from using electronic devices, including cell phones, PDAs, games, cameras, computers and music players in any way that may bother other riders.  
Neither abusive or obscene language, nor lewd gestures will be tolerated.

## TRANSFERS...

The Town of Lisbon and the Lewiston-Auburn Transit Committee are pleased to offer **FREE** transfers between the Lisbon Connection and the Citylink fixed-route bus service serving Lewiston and Auburn.

Transfer slips, available on request from the Lisbon Connection driver, are valid only on the day of issue and must be used within one hour after the cut-off time shown at the bottom of the transfer slip.

Transfers may only be made at the main bus station located at Oak and Bates Streets in Lewiston.

Transfers can only be used for continuation of travel in one direction.

## BUS STOPS...

As it is necessary to keep the Lisbon Connection running on time, the bus will stop only at locations designated on this official schedule.

Please wait at the stops shown on this schedule, standing on the side of the street that your bus is traveling and please wave it down as it approaches.

## ACCESSIBILITY

The Lisbon Connection is lift-equipped and can accommodate 2 persons in wheelchairs. Please note that some mobility "scooters" may be too heavy for the bus lift.

## STORM DAYS...

Due to severe weather it may be necessary to suspend bus service. If bad weather is forecast, please tune into local television stations or check their websites for service cancellations.

## HOLIDAYS...

The Lisbon Connection operates Monday through Friday except on these holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Patriot's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

## LISBON CONNECTION

The Lisbon Connection is a public transportation system sponsored by the Town of Lisbon and run by Western Maine Transportation Services. The Lisbon Connection provides five daily round trips from Lisbon to Lewiston and back, Monday through Friday.

For more information, please call:

**784-9335**

Between 7:30 AM and 5:30 PM  
Monday through Friday

## ABOUT WMTS

Western Maine Transportation Services is a non-profit, public transportation corporation, charged by the Maine Department of Transportation with providing public transportation to Androscoggin, Franklin and Oxford Counties.



WMTS  
76 Merrow Road  
Auburn, ME 04210  
784-9335



Town of Lisbon  
300 Lisbon Street  
Lisbon, ME 04252  
353-3000



# LISBON CONNECTION BUS SERVICE

Serving

**Lisbon**

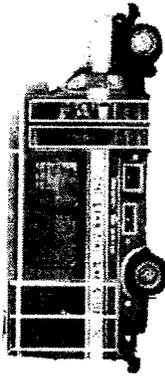
**Lisbon Center**

**Lisbon Falls**

with service to

**Lewiston**

Connecting to Auburn



Provided by Western  
Maine Transportation  
Services

In Cooperation With  
The Town of Lisbon and  
Maine DOT

### WOODSIDE APARTMENTS...

Service to Woodside Apartments will be provided on demand. Please call Customer Service at 784-9335. 24 hours in advance, for reservations and residential pickup.

### FARE INFORMATION...

Please have exact change when boarding. Drivers can not make change.

**Both dollar bills and coins are accepted.**

### FARES:

Adults \$1.00 One-Way  
Seniors, Disabled or 11 and Under **FREE**

### SHOPPING TRIPS...

Tuesdays - Lewiston...  
To Lewiston Mall and Shaw's Supermarket  
Arrive at Lewiston Mall at approximately 9:00 AM and return to Lisbon by 11:15 AM.

First Thursdays - Topsham & Brunswick...  
To Topsham Fair Mall, Cooks Corner and Downtown Brunswick.  
Arrive Downtown Brunswick at approximately 11:00AM, and return to Lisbon by 1:30 PM.

Please call Customer Service at 784-9335, 24 hours in advance, for reservations and residential pickup.

### SHOPPING TRIP FARES:

Adults, \$1.00 Round Trip  
Seniors, Disabled or 11 and Under **FREE**

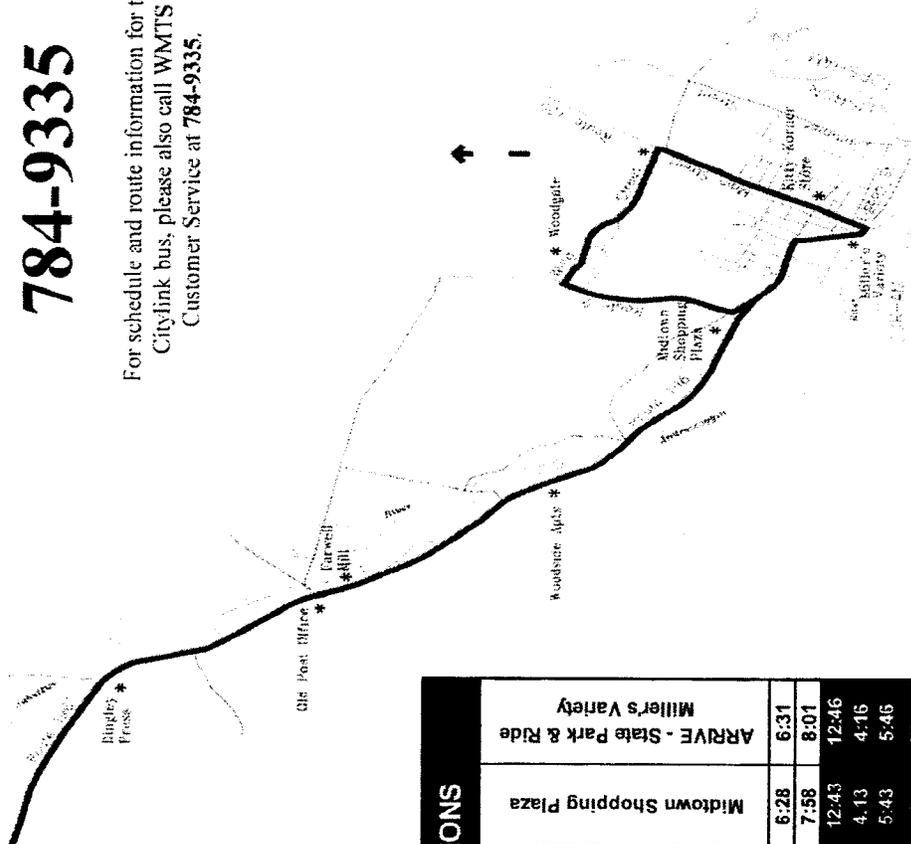
### INFORMATION

The Lisbon Connection is operated by Western Maine Transportation Services, Inc. If you have any questions on fares, times or bus stop locations, please call WMTS Customer Service at:

# 784-9335

For schedule and route information for the Citylink bus, please also call WMTS Customer Service at 784-9335.

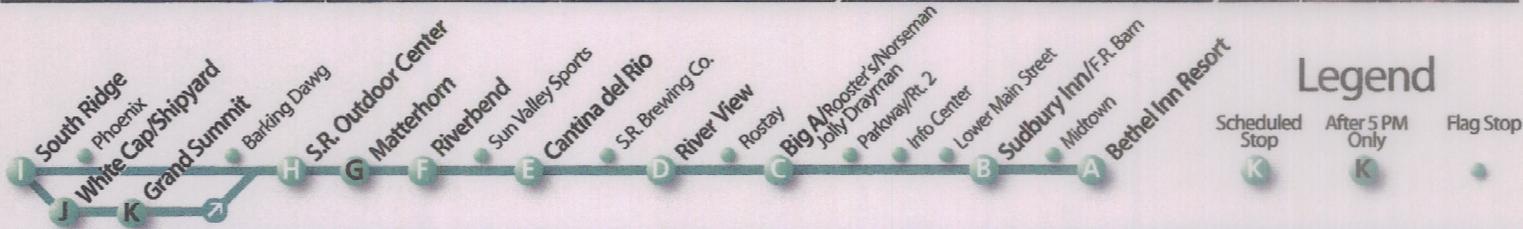
## LISBON CONNECTION ROUTE MAP



LISBON CONNECTION - SCHEDULE OF TIMES AND STOP LOCATIONS																
DEPART - State Park & Ride	Miller's Variety	North & Main Sts.	Kitty Korner Store	Main & Wing Sts.	Woodgate	Midtown Shopping Plaza	Woodside Apartments	Farwell Mill	Dingley Press	Lewiston Bus Station	Dingley Press	Old Post Office	Woodside Apartments	Midtown Shopping Plaza	ARRIVE - State Park & Ride	Miller's Variety
5:18	5:22	5:25	5:28	5:31	5:33	5:34	5:39	5:59	6:17	6:19	6:24	6:28	6:31	6:31	6:31	6:31
6:48	6:52	6:55	6:58	7:01	7:03	7:04	7:09	7:29	7:47	7:49	7:54	7:58	8:01	8:01	8:01	8:01
11:33	11:37	11:40	11:43	11:46	11:48	11:49	11:54	12:14	12:32	12:34	12:39	12:43	12:46	12:46	12:46	12:46
3:03	3:07	3:10	3:13	3:16	3:18	3:19	3:24	3:44	4:02	4:04	4:09	4:13	4:16	4:16	4:16	4:16
4:33	4:37	4:40	4:43	4:46	4:48	4:49	4:54	5:14	5:32	5:34	5:39	5:43	5:46	5:46	5:46	5:46

Shaded areas reflect afternoon/evening bus service. Please stand on the same side of the street as your bus is travelling.

# MOUNTAIN EXPLORER



## Bethel to Sunday River

A	B	C	D	E	F	G	H	I	J	K
BETHEL INN	SUDBURY INN	BIG A	RIVER VIEW	CANTINA DEL RIO	RIVER BEND	MATTERHORN	SR OUT-DOOR	SOUTH RIDGE	WHITE CAP	GRAND SUMMIT
6:30	6:32	6:38	6:42	—	6:45	—	6:48	6:55	—	—
6:55	6:57	7:03	7:07	—	7:10	—	7:13	7:20	—	—
7:25	7:27	7:33	7:37	—	7:40	—	7:43	7:50	—	—
7:50	7:52	7:58	8:02	—	8:05	—	8:08	8:15	—	—
8:20	8:22	8:28	8:32	—	8:35	—	8:38	8:45	—	—
8:50	8:52	8:58	9:02	—	9:05	—	9:08	9:15	—	—
9:20	9:22	9:28	9:32	—	9:35	—	9:38	9:45	—	—
9:50	9:52	9:58	10:02	—	10:05	—	10:08	10:15	—	—
10:20	10:22	10:28	10:32	—	10:35	—	10:38	10:45	—	—
11:20	11:22	11:28	11:32	11:33	11:35	—	11:38	11:45	—	—
12:20	12:22	12:28	12:32	12:33	12:35	—	12:38	12:45	—	—
1:20	1:22	1:28	1:32	1:33	1:35	—	1:38	1:45	—	—
2:20	2:22	2:28	2:32	2:33	2:35	—	2:38	2:45	—	—
2:50	2:52	2:58	3:02	3:03	3:05	—	3:08	3:15	—	—
3:20	3:22	3:28	3:32	3:33	3:35	—	3:38	3:45	—	—
3:50	3:52	4:58	4:02	4:03	4:05	—	4:08	4:15	—	—
4:30	4:32	4:38	4:42	4:43	4:45	—	4:48	4:55	5:05	5:10
5:00	5:02	5:08	5:12	5:13	5:16	5:18	5:20	5:25	5:35	5:40
5:45	5:47	5:53	5:57	5:58	6:01	6:03	6:05	6:10	6:20	6:25
6:15	6:17	6:23	6:27	6:28	6:31	6:33	6:35	6:40	6:50	6:55
7:00	7:02	7:08	7:12	7:13	7:16	7:18	7:20	7:25	7:35	7:40
8:00	8:02	8:08	8:12	8:13	8:16	8:18	8:20	8:25	8:35	8:40
8:45	8:47	8:53	8:57	8:58	9:01	9:03	9:05	9:10	9:20	9:25
9:15	9:17	9:23	9:27	9:28	9:31	9:33	9:35	9:40	9:50	9:55
10:00	10:02	D	10:12	10:13	D	10:18	10:20	10:25	10:35	10:40
10:30	10:32	D	10:42	10:43	D	10:48	10:50	10:55	11:00	11:05
11:15	11:17	D	11:27	—	D	11:33	11:35	11:40	11:50	11:55
12:30	12:32	D	12:42	—	D	12:48	12:50	12:55	1:00	1:05

## Sunday River to Bethel

I	J	K	SR OUT-DOOR	G	RIVER BEND	CANTINA DEL RIO	D	C	B	A
SOUTH RIDGE	WHITE CAP	GRAND SUMMIT	SR OUT-DOOR	MATTERHORN	RIVER BEND	CANTINA DEL RIO	RIVER VIEW	BIG A	MECH. ST	BETHEL INN
6:55	—	—	6:58	—	7:01	—	—	—	—	7:15
7:20	—	—	7:23	—	7:26	—	—	—	—	7:40
7:50	—	—	7:53	—	7:56	—	—	—	—	8:10
8:15	—	—	8:18	—	8:21	—	—	8:29	—	8:37
8:45	—	—	8:48	—	8:51	—	8:57	8:59	—	9:07
9:15	—	—	9:18	—	9:21	—	9:27	9:29	—	9:37
9:45	—	—	9:48	—	9:51	—	9:57	9:59	—	10:07
10:15	—	—	10:18	—	10:21	—	10:27	10:29	—	10:37
10:45	—	—	10:48	—	10:51	—	10:57	10:59	—	11:07
11:45	—	—	11:48	—	11:51	11:53	11:57	11:59	—	12:07
12:45	—	—	12:48	—	12:51	12:53	12:57	12:59	—	1:07
1:45	—	—	1:48	—	1:51	1:53	1:57	1:59	—	2:07
2:45	—	—	2:48	—	2:51	2:53	2:57	2:59	—	3:07
3:15	—	—	3:18	D	3:21	3:23	3:27	3:29	—	3:37
3:45	—	—	3:48	D	3:51	3:53	4:00	4:02	4:10	4:12
4:15	—	—	4:18	D	4:21	4:23	4:30	4:32	4:40	4:42
4:55	5:05	5:10	5:13	5:15	5:16	5:18	5:20	5:22	5:28	5:30
5:25	5:35	5:40	5:43	5:45	5:46	5:48	5:50	5:52	5:58	6:00
6:10	6:20	6:25	6:28	6:30	6:31	6:33	6:35	6:37	6:43	6:45
6:40	6:50	6:55	6:58	7:00	7:01	7:03	7:05	7:07	7:13	7:15
7:25	7:35	7:40	7:43	7:45	7:46	7:48	7:50	7:52	7:58	8:00
8:25	8:35	8:40	8:43	8:45	8:46	8:48	8:50	8:52	8:58	9:00
9:10	9:20	9:25	9:28	9:30	9:31	9:33	9:35	9:37	9:43	9:45
9:40	9:50	9:55	9:58	10:00	D	10:03	10:05	D	10:13	10:15
10:25	10:35	10:40	10:43	10:45	D	10:48	10:50	D	10:58	11:00
10:55	11:00	11:05	11:08	11:10	D	11:13	11:15	D	11:23	11:25
11:40	11:50	11:55	11:58	12:00	D	—	12:05	D	12:13	12:15
12:55	1:00	1:05	1:08	1:10	D	—	1:15	D	1:23	1:25

## SERVICE NOTES

D Indicates stops to drop off passengers. Shaded times operate Fridays, Saturdays, and vacation weeks only.

At flag stops, make sure you signal the driver.

Mountain Explorer is operated by Western Maine Transportation Services. Buses operate daily between December 26 and April 3.

Mountain Explorer bus service is supported by the towns of Bethel and Newry, local businesses and sponsors, USDOT and Maine DOT.

## FUTURE TRANSIT SERVICE TO MT. ABRAM SKI RESORT

Western Maine Transportation Services in conjunction with the Maine Department of Transportation and Mt. Abram Ski Resort will be conducting a study this winter to determine future transit needs for the Mt. Abram area.

WWW.MOUNTAINEXPLORER.ORG

## WE THANK OUR 2010-11 SEASON SPONSORS

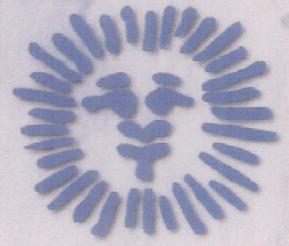
- ♦♦ Sunday River Ski Resort Skiway Rd, Newry 824-3000
- Bethel Inn Resort Broad St, Bethel 824-2175
- ♦ River View Resort 357 Mayville Rd, Bethel 824-2808
- Gould Academy 39 Church St, Bethel 824-7700
- Sunday River Outdoor Center 23 Skiway Rd, Newry 824-5700
- Cantina del Rio 96 Sunday River Rd, Bethel 824-8345
- Dream Realty Post Office Plaza, Newry 824-4300
- Matterhorn Ski Bar 292 Sunday River Rd, Newry 824-6836
- Phoenix House & Well 9 Timberline Dr, Newry 824-2222
- Sudbury Inn 151 Main St, Bethel 824-2174
- Shipyard Brew Haus White Cap Lodge, Newry 824-5269
- ♦ BIG Adventure Center Mayville & North Rd, Bethel 824-0929
- Sunday River Brewing Co 1 Sunday River Rd, Bethel 824-4253
- Riverbend Condominiums/Rentals Cherry Ln, Bethel 249-1980
- Four Seasons Realty/Workout 24-7 32 Parkway Plaza, Bethel 824-3776/824-4766
- Inn at the Rostay 186 Mayville Rd, Bethel 824-3111
- Good Food Store/Smokin' Good BBQ 212 Mayville Rd, Bethel 824-3754/824-4744

- Mt. Vista Condo Assoc Vista Rd Newry
- Norseman Inn 134 Mayville Rd, Bethel 824-2002
- Pok Sun Emporium/Books N Things 130 Main St, Bethel 824-2997/824-0275
- Barking Dawg Mkt 119 Skiway Rd, Newry 824-6969
- BESTunes Ski & Snowboard Tuning 284B Mayville Rd, Bethel 824-2266
- Bethel Shop N Save 72 Main St, Bethel 824-2121
- Casablanca Cinema Cross St, Bethel 824-8248
- Cho Sun Sushi Bar 141 Main St, Bethel 824-7370
- Crossroads Diner Mayville Rd, Bethel 824-3673
- Funky Red Barn 19 Summer St, Bethel 824-3003
- Home Slice Pizza 177 Main St, Bethel 824-470
- Hot Taco 7 Mechanic St, Bethel 381-6001
- Kelley's Auto Parts 10 Mechanic St, Bethel 824-2102
- Kowloon Village Mt View Mall, Bethel 824-3707
- Mahoosuc Realty 16 Parkway, Bethel 824-2771
- Maine Made Furniture 23 Skiway Rd, Newry 824-3181
- Mallard Mart 33 Mayville Rd, Bethel 824-6111
- Mountain View EyeCare 140 Main St, Bethel 824-2227
- Mountains of Pasta Whitecap Lodge, Newry 824-5094

- Northeast Bank 11 Main St, Bethel 824-2117
- Norway Savings Bank 1 Parkway, Bethel 824-4989
- Pat's Pizza 37 Mayville Rd, Bethel 824-3637
- Pinnacle Snowboard Shop Post Office Plaza, Newry 824-6636
- Rooster's Roadhouse 159 Mayville Rd, Bethel 824-0309
- Sage Restaurant 32 Main St, Bethel 381-7002
- Ski Esta Powder Ridge Rd, Newry 877-754-3782
- Summit Financial Solutions Post Office Plaza, Newry 978-807-0027
- The Foothills Grille & Catering 186 Main St, Bethel 514-7427
- The Jolly Drayman 150 Mayville Rd, Bethel 824-4717
- Viewer's Choice Video 99 Main St, Bethel 824-4290
- Carriage House Condo Assn
- Chapman Inn
- Wild River Realty
- Bethel Outdoor Adventure
- Business Equipment Unlimited
- Key Bank
- Maine Handicapped Skiing
- Maine Street Realty
- Sun Valley Sports
- United Insurance
- Rivendell House
- Bethel Bicycle
- Maine Line Products

The schedules in this flyer operate weekends and holiday weeks. For weekday and evening on-call service, call **237-6853** to schedule a pick up when you are ready to go.

# sugarloaf explorer



## 1 Mountainside Road

WEEKEND/HOL.	8-10a			10-12:30a		
Base Lodge	:00	:20	:40	<b>A</b>	:00	:30
Health Club	:04	:24	:44	<b>B</b>	:04	:34
S'loaf Inn Commns	:05	:25	:45	<b>C</b>	:05	:35
Gondi Village	:08	:28	:48	<b>D</b>	:08	:38
Top of Moutnside	:11	:31	:51	<b>E</b>	:11	:41
SGT 2 Birchwood	:14	:34	:54	<b>F</b>	:14	:44
Base Lodge	:20	:40	:00	<b>A</b>	:20	:50

The Sugarloaf Explorer is operated by Western Maine Transportation Services, a Regional Transportation Corporation serving western Maine since 1976.

## 4 Snowflower & Woody Creek

WKND/HOL.	8-10a			10a-5p		
Base Lodge	:00	:20	:40	<b>A</b>	:00	:30
Fall Line	:04	:24	:44	<b>B</b>	:04	:34
Northwoods	:05	:25	:45	<b>C</b>	:05	:35
Snowflower	:06	:26	:46	<b>D</b>	:06	:36
Woody Creek	:10	:30	:50	<b>E</b>	:10	:40
Spruce Creek	on-call			<b>F</b>	on-call	
Base Lodge	:20	:40	:00	<b>A</b>	:20	:50

## 3 Snowbrook

WKND/HOL.	8-10a			10-12:30a		
Base Lodge	:00	:20	:40	<b>A</b>	:00	:30
Winter's Way	:04	:24	:44	<b>B</b>	:04	:34
Snowbrook	:07	:27	:47	<b>C</b>	:07	:37
The Rack	after 4pm			<b>D</b>	:12	:42
Base Lodge	:20	:40	:00	<b>A</b>	:20	:50

## 8 Valley Shuttle

Base Lodge	<b>A</b>	8:10a	1:00p	3:30p	4:30p
Campbell Field	<b>B</b>		1:09p	3:39p	4:39p
Redington			1:16p	3:49p	4:49p
Judson's	7:24a	8:25a	1:20p	3:50p	4:50p
Settlers Lot	7:30a	8:30a	1:26p	3:56p	4:56p
Spring Farm	7:32a	8:32a	1:28p	3:58p	4:58p
Valley Crossing	7:33a	8:33a	1:29p	3:59p	4:59p
Carabasset Inn	7:37a	8:37a	1:33p	4:03p	5:03p
Redington	7:44a	8:44a	1:44p		
Campbell Field	<b>B</b>	7:51a	8:51a	1:52p	
Base Lodge	<b>A</b>	8:05a	9:05a	1:48p	

## 7 Twinbrook/Outdoor Cen.

Base Lodge	<b>A</b>	9:00a	10:00a	11:00a	12:00n	1:00p	2:00p	3:00p	3:30p
Outdoor Cen.	<b>B</b>	9:15a	10:15a	11:15a	12:15p	1:15p	2:15p	3:15p	4:15p
Twinbrook	<b>C</b>	7:55a	8:55a	9:20a	10:20a	11:20a	12:20p	1:20p	2:20p
S'Loaf Vlg 2	<b>D</b>	on-call throughout schedule							
Base Lodge	<b>A</b>	8:05a	9:05a	9:30a	10:30a	11:30a	12:30p	1:30p	2:30p

## Frequency

Frequency	WEEKENDS AND HOLIDAYS			WEEKDAYS
	8-10am	10am-5pm	5p-12:30a	8a-12:30a
1 Mountainside	20	30	30	on-call
2 West Mountain	20	30	on-call	on-call
3 Snowbrook	20	30	30	on-call
4 Snowflower/Woody Creek	20	30	on-call	on-call
5 Village on the Green	20	30	on-call	on-call
6 Timbers	30	30	on-call	on-call
7 Twinbrook/ODC	60	60	on-call	on-call

## 6 The Timbers

Base Lodge	:00	:30	<b>A</b>
Timbers 1	on-call		<b>B</b>
Timbers 2	on-call		<b>C</b>
Timbers 3	on-call		<b>D</b>
Base Lodge	:20	:50	<b>A</b>

If there are no calls, the shuttle does not run.

## 2 West Mountain

WKND/HOL.	8-10a			10a-5p		
Base Lodge	:00	:20	:40	<b>A</b>	:00	:30
Sandy River	:08	:28	:48	<b>B</b>	:08	:38
Kennebec	:11	:31	:51	<b>C</b>	:11	:41
W Mt. Village	:07	:27	:47	<b>D</b>	:13	:43
Penobscot	:10	:30	:50	<b>E</b>	:14	:45
Base Lodge	:20	:40	:00	<b>A</b>	:20	:50

Two buses serve West Mt. before 10:00a.

## 5 Village on the Green

WKND/HOL.	8-10a			10a-5p		
Base Lodge	:00	:20	:40	<b>A</b>	:00	:30
Nice Drive	:05	:25	:45	<b>B</b>	:05	:35
Niblick Way	:09	:29	:49	<b>C</b>	:09	:39
Vill on't Green	:12	:32	:52	<b>D</b>	:12	:42
Base Lodge	:20	:40	:00	<b>A</b>	:20	:50

Anti-Gravity Center is served from the Base Lodge on-call hourly at 30 minutes past the hour during AGC hours.



If you can't get to a bus stop because of a disability, we may be able to come to you. Call **237-6853** for information and assistance.

Photo image © Maine Office of GIS.

# WMTS Board of Directors Meeting

Thursday, December 16, 2010

Ramada Inn Lewiston, ME

## Minutes of the Meeting:

### in Attendance:

#### WMTS BOARD OF DIRECTORS

Charles Barker, Chair  
Tom Winsor, Vice Chair  
Connie Tutlis, Secretary  
Judy Holbrook, Treasurer  
Jim Collins  
Ruth Cushman  
Barry Dolan  
Jolene Lovejoy  
Thelma Waite  
John White

#### WMTS STAFF

Patrick Christian, General Manager  
Sandy Buchanan, Deputy Manager  
Russ Soule, Finance Director  
Craig Zurhorst, Community Relations Director

#### GUESTS

Ron Smith RHR Smith  
John Bernier RHR Smith

Call to order Barker 9:58 AM

1. Declaration of Quorum, Tutlis  
Excused from meeting: Paul Bonenfant, Pat Jacobs, Glen Holmes
2. Approve minutes of the September 23, 2010 Full Board of Directors meeting and Personnel Committee meeting and the November 4, 2010 Executive Committee meeting.

*Motion to accept the minutes of these meetings- Tutlis, Second-White; Vote- Unanimous Approval*

3. Report of the Safety Committee  
Buchanan reported that there were 3 minor incidents.  
*No action required*
4. Report of the Personnel Committee  
Barker reported that the committee's only action was to approve an employee's leave-of-absence request.

*Motion to accept the report of the Personnel Committee-Dolan; Second-Lovejoy; Vote- Unanimous Approval*

5. Report from Auditor RHR Smith & Company, CPA's—Audited Financial Statements FY 2010 (September 30, 2010)  
Ron Smith and John Bernier of RHR Smith were in attendance. Smith reviewed the audited financial statements. During questions and discussion, Smith reported that WMTS is in good financial condition. He went on to state that he would assist staff in establishing a process and analyzing proposals for the upcoming mortgage financing,

*Motion to Accept the Auditor's Report and the FY 2010 Audited Financial Statements-Cushman; Second-Tutlis; Vote- Unanimous Approval*

7. Action Items or Major Updates

TAKEN OUT OF ORDER

- a) Adopt recommendations from the Auditor RHR Smith & Company, CPA's regarding distribution of funds and other items

After discussion, Smith recommended that WMTS put \$300,000 into Capital Reserve.

- b) Adopt Capitalization Policies

*Motion to accept both 7a) and 7b)-Cushman; Second-White; Vote- Unanimous Approval*

6. Review Financial Statements

Soule reviewed statements

*Motion to adopt Financial Statements-Cushman; Second-Holbrook; Vote- Unanimous Approval*

7. Action Items or Major Updates

- c) Adopt the FY 2011 Certifications and Assurances to meet the Federal Transit Administration and Maine Department of Transportation requirements

*Motion to adopt-Tutlis; Second-White/Waite; Vote- Unanimous Approval*

- d) Accept the terms and conditions and authorize the execution of contracts with the Maine Department of Transportation and the Federal Transit Administration for Section 5307 funds, Section 5311 funds and a contract extension for Section 5311 funds.

*Motion to accept-White; Second-Waite; Vote- Unanimous Approval*

- e) Adopt the Board of Directors and Committee meeting schedule for CY 2011

*Motion to adopt-Lovejoy; Second-Waite; Vote- Unanimous Approval*

- f) Adopt Seniors Plus agreement

Seniors Plus has offered to renew agreement to fund WMTS for \$5000 for the ElderRides medical rides program for individuals over 60 who cannot otherwise afford transportation and who are not covered under any other transportation benefit program

*Motion to renew agreement with SeniorsPlus-Cushman; Second-Holbrook; Vote- Unanimous Approval*

- g) Endorse Application for United Way of the Tri-Valley Area funding

WMTS is applying for its annual award of \$3000 to provide the Community Rides Program to any individual not able to afford a ride in Franklin County, Livermore Falls and Livermore

*Motion to approve submission of application-Lovejoy; Second; Cushman; Vote- Unanimous Approval*

8. WMTS Staff Reports

- Community Relations Director

Zurhorst reported moving ahead with community fundraising and meetings with Social Service Organizations  
*Motion to accept Community Relations Director's report-White; Second-Waite; Vote- Unanimous Approval*

- Finance Director

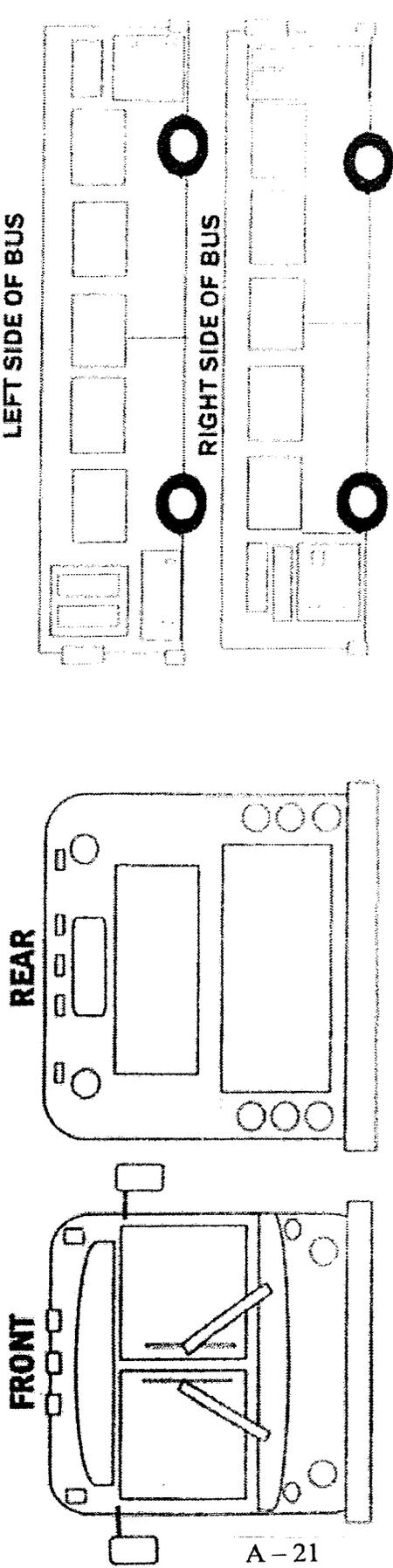
Soule reported on FTA National Transit Database Urban Paratransit Training for 5307 funding in Cambridge, MA. Reported MaineCare billing is going well

*Motion to accept Finance Director's report-White; Second- Lovejoy; Vote- Unanimous Approval*

# WMTS Vehicle Pre-Post Trip Inspection

Driver Name (print): _____		End Mileage: _____		Date: _____	
Vehicle #: _____		Begin Mileage: _____		Fuel Location: _____	
Fuel Time: _____		Fuel Qty: _____		OK DEF	
OK DEF		OK DEF		OK DEF	
Fluid Levels		Wheels		Mirrors	
Motor Oil		Lug Nuts		Glass	
Coolant		Cracks		Tightness	
Transmission		Overall Condition		Wipers	
Power Steering		Entrance Condition		Blade Condition	
Washer Fluid		Doors		Operation	
Lights		Door Glass		Lift	
Headlights		Steps		Operation	
Stop Lights		Driver's Compartment		Steering Mechanism	
Directional / 4 Ways		Gauges		Steering Wheel Condition	
Clearance & Tail Lights		Warning Lights		Play In Steering	
Backup Lights		Fuel (LEVEL)		Power Steering Operation	
Beeper		Floor		Braking System	
		Heater & Defroster		Parking/Hand Brake	
		Web Cutter		Service Brake	
		1st Aid Kit		Interlock	

Comments: \_\_\_\_\_



Condition of above vehicle: \_\_\_\_\_ Satisfactory \_\_\_\_\_ Unsatisfactory \_\_\_\_\_

Driver's Signature (post trip): \_\_\_\_\_ Employee #: \_\_\_\_\_

Above Defects Corrected: \_\_\_\_\_

Above Defects Need Not Be Corrected For Safe Operation Of The Vehicle: \_\_\_\_\_

Mechanics' Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Driver Reviewing Repairs Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Part 396.11 Federal Motor Carrier Safety Regulations*  
 Vehicle Condition Report By Driver: Except as provided for drive-away/towaway operations in PART 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 their 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 them 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 them. 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 at least 3 months.

Ln	Job System Description	est hrs	Qty	Mech id	Hours	Part number	Quant	Price	Part number	Quant	Price
01	025-004-000 PM 4 LUB OIL AND FIL		1								
	Notes: Repair Type: PM										
02	018-027-000 INSPECT BRAKES		1								
	Notes: Repair Type: PM										
	INSPECT BRAKE PADS/ROTORS/DRUMS, BRAKE LINES & HOSES, AND PARKING BRAKE SYSTEM										
03	017-012-000 TIE ROD		1								
	Notes: Repair Type: CHK										
	CHECK WHEEL ENDS FOR ENDPLAY AND NOISE										
04	004-000-000 COOLING SYSTEM		1								
	Notes: Repair Type: CHK										
	INSPECT ENGINE COOLING SYSTEM AND HOSES										
05	007-000-000 EXHAUST SYSTEM		1								
	Notes: Repair Type: CHK										
	INSPECT EXHAUST SYSTEM AND HEAT SHEILDS										
06	017-000-000 STEERING SYSTEM		1								
	Notes: Repair Type: CHK										
	INSPECT STEERING LINKAGE, SUSPENSION, DRIVESHAFT AND BALL JOINTS										

Notes: \_\_\_\_\_

\_\_\_\_\_

Template WO#:30000FD

Reason: 8 PM

Fac: 0001

Priority: 3 REGULAR PM WORK Shop:

2001>FORD E-350 GOSHEN 30,000 MILE PM

Page: 02

of: 04

Ln	Job System Description	est hrs	Qty	Mech id	Hours	Part number	Quant	Price	Part number	Quant	Price
07	016-015-000 ROTATE TIRES		1								
	Notes: Repair Type: CHK										
	INSPECT TIRES FOR WEAR AND ROTATE										
08	005-032-000 REPLACE FUEL FILTER		1								
	Notes: Repair Type: PM										
09	005-017-000 AIR CLEANER DRY TYPE		1								
	Notes: Repair Type: RPL										
10	009-026-000 CHECK LIGHTING SYS		1								
	Notes: Repair Type: CHK										
11	019-000-000 WARNING DEVICES		1								
	Notes: Repair Type: CHK										
	CHECK HORN AND BACK-UP HORN										
12	021-000-000 HEATER		1								
	Notes: Repair Type: CHK										

Notes: \_\_\_\_\_

Template WO#:30000FD

Reason: 8 PM

Fac: 0001

Priority: 3 REGULAR PM WORK

Shop:

2001>FORD E-350 GOSHEN 30,000 MILE PM

Page: 03

of: 04

Ln	Job System Description	est hrs	Qty	Mech id	Hours	Part number	Quant	Price	Part number	Quant	Price
13	011-003-000 FILTER		1								
	Notes: Repair Type: RPL										
	REPLACE TRANSMISSION FILTER AND FLUID										
14	020-000-000 AIR CONDITIONING		1								
	Notes: Repair Type: CHK										
15	022-000-000 WIPER/WASHER		1								
	Notes: Repair Type: CHK										
	CHECK WASHER OPERATION, CHECK WASHER FLUID LEVEL,										
	CHECK WIPER BLADES										
16	027-000-000 LIFT ASSY		1								
	Notes: Repair Type: CHK										
17	051-000-000 GENERAL ACCESSORIES		1								
	Notes: Repair Type: CHK										
18	056-000-000 RADIO/ASSY		1								
	Notes: Repair Type: CHK										
	CHECK FOR PROPER TRANSMITTING AND RECEIVING										

Notes: \_\_\_\_\_

Template WO#:30000FD

Reason: 8 PM

Fac: 0001

Priority: 3 REGULAR PM WORK Shop:

2001>FORD E-350 GOSHEN 30,000 MILE PM

Page: 04

of: 04

Ln	Job System Description	est hrs	Qty	Mech id	Hours	Part number	Quant	Price	Part number	Quant	Price
19	079-001-000 SAFETY INSPECTION		1								
	Notes: Repair Type: CHK										
	CHECK INSPECTION STICKER IF DUE WITHIN 45 DAYS DO STICKER										
	AND CHANGE VMRS CODE TO 25-005-000										
20	033-078-000 EMERGENCY EXIT		1								
	Notes: Repair Type: CHK										
	CHECK ALL EMERGENCY EXITS!! DOCUMENT. REPAIR AS NEEDED										
	PRIOR TO PUTTING THE BUS BACK IN SERVICE.										
21	033-078-000 EMERGENCY EXIT		1								
	Notes: Repair Type: CHK										
	CHECK ALL EMERGENCY EXITS. DOCUMENT. REPAIR AS NEEDED PRIOR										
	TO PUTTING THE BUS BACK ON THE ROAD.										

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**MDOT REGION 7**

**BIENNIAL OPERATIONS PLAN**

**FY 2011 AND FY 2012**

**LEWISTON-AUBURN TRANSIT COMMITTEE  
(LATC)**

**LEWISTON-AUBURN TRANSIT COMMITTEE**

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# MDOT REGION 7 BIENNIAL OPERATIONS PLAN

## LEWISTON-AUBURN TRANSIT COMMITTEE (LATC)

### PROJECT DESCRIPTION

#### A. RURAL TRANSIT PROVIDER

Provider: Lewiston-Auburn Transit Committee - citylink  
Contact Person: Marsha C. Bennett, Transit Coordinator  
Address: 125 Manley Road, Auburn, Maine 04210  
Telephone: 783-9186  
E-mail: [mbennett@avcog.org](mailto:mbennett@avcog.org)  
WEB page: [www.purplebus.org](http://www.purplebus.org)

#### B. SERVICE

No. of Counties: One  
Type of Service: Fixed Route, Paratransit  
Service Area: Municipal

#### C. GEOGRAPHIC AREA

The Lewiston-Auburn Transit Committee (LATC) is a quasi-municipal agency providing a public bus system serving the Lewiston/Auburn area. LATC was established in 1976 by an interlocal agreement between the City of Lewiston and the City of Auburn. Since its inception, LATC has been responsible for ensuring the provision of public bus transportation in Lewiston and Auburn.

LATC transit is operated as a turn-key arrangement. LATC provides the buses, radios, fareboxes, bus stop signs, and shelters. LATC is responsible for overseeing system marketing, setting fares, planning and scheduling, and most other policy matters. The service contractor is responsible for providing system operation and management, maintenance service and management, data collection and clerical support, marketing and public information support and assistance, bus operators, dispatchers, and maintenance personnel.

The Lewiston-Auburn Transit Committee is composed of seven members determined as follows: three members are appointed by the Lewiston City Council with at least one member being an elected public official, and three members are appointed by the Auburn City Council with at least one member being an elected public official. The seventh

member is a citizen of Lewiston or Auburn and is appointed by the Transit Committee on an alternating term basis.

#### **D. SERVICE DESCRIPTION**

Since October 1, 1997, the Lewiston-Auburn Transit Committee (LATC) has had a contract with Western Maine Transportation Services (WMTS) to provide fixed-route transit service (citylink) in Auburn and Lewiston. Complementary paratransit services are also provided by WMTS.

New services were started August 2, 2010 and are reflected below.

Citylink operates Monday through Friday along nine routes originating from a two-hub system that is connected by a downtown shuttle route. The nine routes are described below (see Appendix for copy of schedule).

- 1. Main Street bus route:** Depart Oak Street Bus Station, Oak Street, turn left onto Bates Street turn right onto Main Street, turn left onto Strawberry Avenue, proceed to River Valley Village Community Center, turn left onto Tall Pines Drive, turn right onto Northwood Drive\*, turn right onto Main Street, turn left into Marketplace Mall parking lot. From Marketplace Mall exit the parking lot turning right onto Main Street, turn right onto Mollison Way, turn left onto Fair Street, turn left onto Montello Street, turn right onto East Avenue, and turn left into Montello Elementary School. Departing Montello Elementary School, turn right onto East Avenue, turn right onto College Street, turn right into Geiger Elementary School\*\*.

*\* (AM route deviation) To Maine Motel – From Northwood Drive turn left onto Main Street, turn left onto Nimitz Street, turn right onto McArthur, turn right onto Deer Run Road, turn right onto Main Street right, turn left onto Northwood Drive...*

*\*\* (PM route deviation) To Maine Motel – Depart Geiger Elementary School, turn right onto College Street, turn left onto Stetson Road, turn right onto Main Street, turn left onto Nimitz Street, turn right onto McArthur, turn right onto Deer Run Road, turn right onto Main Street, turn left onto Stetson Road, turn right onto College Street, proceed past Geiger Elementary School on College Street...*

Departing Geiger School, turn left onto College Street, turn right onto Fair Street, turn right onto Mollison Way, turn right onto Main Street, turn left onto Northwood Road, turn left onto Tall Pines Drive, turn left onto Strawberry Avenue, turn right onto Main Street, turn left onto Middle Street, turn left onto Oak Street, arrive at Oak Street Bus Station.

2. **Sabattus Street bus route:** Depart Oak Street Bus Station, Bates Street, turn left onto Pine Street, turn left onto Leeds Street, turn left onto Webster Street, turn right onto Central Avenue, turn right onto Campus Avenue, and turn left onto Sabattus Street. From Sabattus Street turn left onto Highland Avenue, turn right into Hannaford Supermarket's parking lot, exit parking lot at traffic light turning left onto Sabattus Street, turn right onto Rideout Avenue, turn right onto Fisher Avenue, turn left onto Hillside Lane, stop at Hillview Recreation Center. Depart Hillview turning left onto Cole Street, turn left onto Rideout Avenue, turn right onto Sabattus Street, turn right onto Pond Road, turn right onto Grove Street, turn left onto Sabattus Street, turn right into Hannaford parking lot, exit parking via Highland Avenue, turn left onto Highland Avenue, turn right onto Sabattus Street, turn right onto Campus Avenue, turn left onto Central Avenue, proceed straight onto Ash Street, turn right onto Bates Street, turn right onto College Street, turn left onto Blake Street, turn left onto Oak Street, turn left onto Bates Street, arrive at Oak Street Bus Station.

*On request, the out-bound Sabattus Street bus will serve Pond Road and Grove Street prior to arriving at Hillview Apartments.*

3. **Lisbon Street bus route:** Depart Oak Street Bus Station, Bates Street, proceed on Bates Street, turn right onto Maple Street, turn left onto Canal Street, merge onto Lisbon Street, turn right onto Essex Street, turn left into Promenade Mall (Staples), turn left to exit onto Lisbon Street at traffic light, proceed straight onto East Avenue, turn right into Shaw's parking lot, proceed through parking lot exiting onto Pleasant Street. At Pleasant Street turn left and proceed straight onto Bartlett Street, turn left into Lewiston Mall, exit mall parking lot at Essex Street entrance, turn left onto Lisbon Street, turn left onto Westminster Street, turn right onto Enterprise Street, turn left onto Saratoga, turn left onto Lexington, turn left onto Alfred Plourde Parkway, turn right onto Pleasant Street, turn left into Shaw's. Exit Shaw's at East Avenue entrance, proceed straight into Lewiston Mall parking lot exiting at Essex Street entrance, turn right onto Lisbon Street, turn right onto Maple Street, turn left onto Bates Street, turn right onto College Street, turn left onto Blake Street, turn left onto Oak Street, turn left onto Bates Street, arrive at Oak Street Bus Station.
4. **New Auburn bus route:** (To Lewiston) Depart Hannaford Transfer Hub, Spring Street, turn left onto Elm Street, turn right onto Main Street, turn right onto Mill Street to Barker Arms, turn around existing via Mill Street, turn right onto South Main Street, turn right onto Cook Street, turn right onto 8th Street, turn left onto South Main Street, turn right onto 7th Street, turn left onto Mary Carroll Street, turn left onto 3rd Street, turn right onto Dunn Street, turn left onto 2nd Street, turn left onto Mill Street, turn right onto Broad Street, proceed to Lewiston, Cedar Street, turn left onto Lincoln Street, turn right onto Chestnut Street, turn left onto Lisbon Street, turn right onto Pine Street, turn left onto Bates, turn right onto

College Street, turn left onto Blake Street, turn left onto Oak Street, turn left onto Bates Street, arrive at Oak Street Bus Station.

(To Auburn) Depart Oak Street Bus Station, Bates Street, turn right onto Ash Street, turn left onto Park Street, turn right onto Chestnut Street, turn left onto Lincoln Street, turn right onto Cedar Street, proceed into New Auburn, straight on Broad Street, turn left onto South Main Street, turn right onto Cook Street, turn right onto 8th Street, turn left onto South Main Street, turn right onto 7th Street, turn left onto Mary Carroll Street, turn left onto 3rd Street, turn right onto Dunn Street, turn left onto 2nd Street, turn left onto Mill Street, proceed to Barker Arms. Depart Barker Arms on Mill Street, turn left onto Main Street, turn left onto Court Street, turn left onto Spring Street, and arrive at Hannaford Transfer Hub.

5. **Minot Avenue bus route:** Depart Hannaford Transfer Hub, Spring Street, turn right onto Elm Street, turn left onto Minot Avenue, turn right onto Western Avenue, turn left onto Court Street, turn right onto Minot Avenue, turn left onto Hotel Road, turn left onto Rodman Road, turn right into Rite Aid/Health South entrance, proceed behind Rite Aid exiting right onto Minot Avenue, proceed onto Union Street By-pass, turn right onto Hampshire Street, turn right onto Spring Street, arrive at Hannaford Transfer Hub.

*Route deviation to provide temporary service to National Guard Armory, 1072 Minot Avenue, Veteran's Administration Medical Clinic.*

6. **College Street bus route:** (To Auburn) Depart Oak Street Bus Station, Bates Street, turn left onto College Street, turn left onto Russell Street, proceed across Veteran's Memorial Bridge to Auburn onto Mount Auburn Avenue, turn left onto Turner Street, turn left into Wal-Mart parking lot, proceed to bus stop at Wal-Mart. Depart Wal-Mart, via Turner Street parking lot entrance, turn right through round-about, exiting Turner Street northerly, turn right onto Mount Auburn Avenue, proceed across Veteran's Memorial Bridge into Lewiston onto Russell Street, turn right onto College Street, turn right onto Blake Street, turn left onto Oak Street, turn left onto Bates Street, arrive at Oak Street Bus Station.
7. **Auburn Mall bus route:** Depart Hannaford Transfer Hub, Spring Street, turn right onto Elm Street, turn right onto Union Street By-pass, turn left onto Hampshire Street, turn right onto Gamage Avenue, turn right onto Dennison, turn left onto Turner Street, turn right onto Lake Auburn Avenue, turn left onto Center Street, turn left onto Mount Auburn Avenue, turn left onto Turner Street, enter round-about, exit first right to Wal-Mart. Depart Wal-Mart exiting parking lot via Turner Street, enter round-about, exiting first right southerly on Turner Street, turn left onto Plummer Street, turn right onto Dany Drive, turn left onto Aron Drive, turn right onto University Street, turn left onto Alpha Street, turn right onto Center Street, turn right onto Lake Auburn Avenue, turn left onto Turner Street,

turn right onto Dennison, turn left onto Gamage Avenue, turn left onto Hampshire Street, turn right onto Spring Street, arrive at Hannaford.

*(Route deviation to Roak Block and Esplanade) – On request only, inbound from Wal-Mart proceed straight on Hampshire Street to Turner Street, turn right onto Turner Street, proceed straight onto Mechanic Row, turn left onto Main Street, proceed straight into Great Falls Plaza exiting via Turner Street, turn left onto Turner Street, turn right onto Court Street, turn left onto Spring Street, arrive at Hannaford.*

8. **Mall Shuttle bus route:** Depart Wal-Mart via Mount Auburn Avenue parking lot entrance, proceed straight to Kohl’s, turn right (towards Lamey Wellehan), proceed through round-about exiting northerly on Turner Street, turn right into Auburn Mall parking lot, turn left to proceed into Shaw’s plaza parking lot, exit via northerly parking lot entrance, proceed straight across Center Street into the K-Mart parking lot. After stopping at K-Mart, exit the parking lot via the northerly entrance, turning right onto Center Street, turn left into Auburn Plaza (stops at Dollar Store, Big Lots, and Hoyt Cinema), exit parking lot turning left onto Joline Drive, turn right onto Turner Street, turn left into Central Maine Community College. Depart Central Maine Community College, turn right onto Turner Street, enter round-about and turn at first right to Kohl’s, straight to traffic light at Mount Auburn Avenue, straight to Wal-Mart.
  
9. **Downtown Shuttle bus route:** Depart Hannaford, Spring Street, turn left onto Elm Street, turn left onto Main Street, turn right onto Court Street, proceed across Longley Bridge to Lewiston onto Main Street, turn right onto Park Street, turn left onto Oak Street, and arrive at Oak Street Bus Station. Depart Bus Station, turn left onto Bates Street, turn right onto Main Street, turn left onto Hammond Street, turn right onto High Street, turn right onto Main Street, turn left onto Middle Street, turn right onto Oak Street, and arrive at Oak Street Bus Station. Depart Bus Station, turn right onto Bates Street, turn right onto Ash Street, turn right onto Lisbon Street, turn left onto Main Street, proceed across Longley Bridge to Auburn, turn right into Great Falls Plaza, proceed to Auburn Esplanade, exit Great Falls Plaza via Turner Street entrance, straight onto Hampshire Street, turn left onto Spring Street, arrive at Hannaford.

**E. FARE STRUCTURE**

The fare structure is as follows:

<b>Category</b>	<b>Cash</b>	<b>Ticket/Punch Card</b>	<b>Monthly Pass</b>
Regular	\$1.25	6 tickets for \$6.25	\$30.00
Student	\$1.00	-	\$15.00
Senior/ADA	\$0.60	11 tickets for \$6.00	\$15.00
ADA Paratransit	\$2.50	-	-

## **F. PROPOSED CUTBACKS/EXPANSIONS**

Significant changes to citylink services were made at the end of FY 2010, as a result of the recommendations in the 2009 short-range plan update. These are reflected in the description of services above. These changes improved and expanded citylink service area and hours. The major routes were extended from a 30-minute run to 60-minutes. This improved on-time performance and made it possible expand the service in some locations, ie., Montello and Geiger Elementary schools in Lewiston. An additional hour of service was added to the end of the day during the weekday, and the most significant change was the addition of Saturday service. The Saturday service operates from 9:15 AM to 4:45 PM on a limited schedule. Only two (2) buses operate serving four (4) routes – College Street, New Auburn, Auburn Malls and the Mall Shuttle.

LATC will continue to implement the short-range plan update recommendations, as feasible. Areas that will be looked at for future growth of citylink include service to Exit 80 and Exit 75 of the Maine Turnpike, service to the proposed Passenger Intermodal Facility located near the Auburn-Lewiston Municipal Airport, and service to outlying towns. LATC also plans to establish a passenger bus station at Hannaford's as a new Auburn hub. Any expansion of evening and/or increased weekend service will be considered if additional funding becomes available. Seasonal recreational services that will be considered include: (1) transit service to the proposed urban state park in the Turner/Leeds/Greene area; (2) transit service to the Lake Auburn outlet beach; (3) transit service to Range Pond; and (4) transit service to Lost Valley during the winter ski season.

## **G. CHARTER SERVICE**

LATC does not provide charter services.

## **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**

Two passenger surveys were conducted. The first, November 2008, was conducted in conjunction with the short-range transit study. The focus was on how passengers were using the transit system – transfers between routes, trip purpose, fare type, etc. The second survey, conducted in March 2009 focused primarily on passenger demographics – age, income, female head of household, etc. A description of the survey results follows.

## **November 2008 Survey**

The survey results are based on 196 completed survey responses. The survey was conducted on a cold rainy day which may have resulted in a lighter than usual ridership for the day. The survey questions included employment status, transit use, automobile availability, as well as, trip purpose and age.

Employment status – Thirty-three percent of citylink riders said they were employed full-time and 22% employed part-time. Twenty-one percent were retired, 18% unemployed, and 5% gave “disabled” as their employment status. Fifty-six businesses were identified as employing at least one citylink passenger. Nine citylink passengers were employed by Wal-Mart. Nine other businesses employed two or more bus riders. Eleven percent of survey respondents said they are college students.

Transit use patterns – Thirty-nine percent of survey respondents said they ride citylink five days a week. Thirty-six percent had been riding citylink for more than five years, while 51% had been citylink riders for less than three years.

Automobile availability – Eighty-eight percent of citylink riders said they do not have a car. Six percent said the car was at home. Four percent said the car was being used by someone else or in the garage for repairs. Twenty-nine percent of citylink riders had a valid driver’s license.

Transfers – the route pairing with the largest number of transfers is Lisbon/Sabattus, followed by Main/Sabattus, Lisbon/College and then Sabattus/College. Passengers riding in Auburn may not think their trip involves a transfer because the Auburn routes are interlinked so passengers stay on one bus as they move between routes.

Trip purpose – Work and shopping trips accounted for the largest segment of trips, both at 36%. Medical trips followed at 10%, then recreation/social at 6%, school or college at 5%, and finally other at 7%. Sabattus Street had the highest number of work trips at 47%. Main Street and Lisbon Street each accounted for 43% of work trips.

Age – The age group 41-65 year-olds comprised the largest age category with 37% of riders. Passengers age 26-40 accounted for the next largest age group at 28%, followed by the 18-25 year olds at 17%, over age 65 at 16%, and finally the under age 18 group at 2%.

## **Demographic Survey – March 2009**

This survey was conducted to collect demographic data. A total of 244 surveys were collected over a two day period. The data collected included gender, female head of household, ethnicity, race and household income.

Gender – Males comprised 38% of riders and females 62%.

Female head of household – 77% of the females said they were a head of household.

Race – Respondents chose from nine race categories. Eighty-six percent of citylink riders were white, 5% were black/African American, and 4% identified other multi-racial. The remaining survey respondents (5%) were divided among four different categories.

Ethnicity – Of those that responded, 92% of citylink riders were not Hispanic or Latino. Eight percent of riders were Hispanic.

Household income - Household income was broken into four categories as defined by Housing and Urban Development. Household income for citylink ridership is as follows: Extremely low-income (30% of median income) – 51%; Very low-income (50% of median) – 20%; Low income (80% of median) -17%; and, above 80% - 2%. Ten percent of survey respondents did not answer this question.

## **PROJECT COORDINATION**

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

LATC has contracted with WMTS to provide fixed route, public transportation to the general public, as well as complementary paratransit service. LATC does not formally coordinate its services with social service agencies. However, social service agencies do refer their clients to citylink because all of the vehicles serving the system are accessible to those with physical disabilities. LATC works with social service agencies on an ongoing basis to assist agency clients who are going to special services and events.

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

In October 2008, LATC signed a 5-year contract with Western Maine Transportation Services to continue to operate citylink. WMTS is in a unique position to coordinate both fixed route and paratransit services in Region 7 because it provides both services in the Lewiston-Auburn area. LATC has also coordinated its schedule by honoring transfers with the Lisbon Connection.

Greyhound leases space at the LATC bus station on Bates Street in Lewiston. This consists of a Greyhound ticket counter and shared waiting area for passengers.

## **DISCRIMINATION**

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

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

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

Jane Marlow Cutter, President; Alternate Transit Advertising, Inc.; 295 Bayside Road, Greenland, NH 03840; (603) 436-0008; [atatransit@comcast.net](mailto:atatransit@comcast.net)

LATC will seek to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services, with a goal of 1.34% participation associated with this plan for FY 2011 and FY 2012. LATC will utilize MaineDOT's DBE/WBE list in procuring bids, as well as qualified firms that have responded to the Maine Transit Association's public notice regarding DBE/WBE participation.

### **B. MONETARY GOALS**

LATC's FY 2011 administrative budget contains \$17,600 in contractible services (\$5,000 for audit, \$600 for legal expenses, \$7,500 for janitorial supplies and \$4,500 for snow plowing/removal). Federal and state funds (\$765,423) account for 56% of the total administrative, operating and ADA budget (\$1,357,865). Therefore, the federal share of contractible services is \$9,856 (56% of \$17,600), and the 1.34% monetary goal is \$132 (1.34% of \$9,856).

LATC's FY 2012 administrative budget contains \$17,800 in contractible services (\$5,200 for audit, \$600 for legal expenses, \$7,500 for janitorial supplies, and \$4,500 for snow plowing/removal). Federal and state funds (\$780,256) account for 56% of the total administrative, operating and ADA budget (\$1,404,816). Therefore, the federal share of contractible services is \$9,968 (56% of \$17,800). If the federal DBE/WBE rate remains at 1.34%, then the DBE/WBE monetary goal would be \$134 (1.34% of \$9,968).

LATC uses the services of Alternate Transit Advertising, Inc. (a registered DBE/WBE). ATA sells advertising for LATC. Net funds obtained through advertising are used for marketing purposes. ATA nets 30% of total advertising revenue generated earning between \$4,000 and \$7,000 annually.

### **C. ADVERTISING**

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

## **CAPITAL**

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

Western Maine Transportation Services, Inc. has a written maintenance program which includes an overall maintenance goal, maintenance schedule, records on vehicle history,

and protocol to follow for on-the-road breakdowns. WMTS follows a written preventive maintenance schedule, which includes a weekly maintenance report, written safety inspections conducted annually, and a maintenance incentive program (drivers use the same vehicle whenever possible). All accidents are reported, and investigations are conducted to determine the cause. WMTS has its own maintenance facility in Auburn, although vehicles can be stored at a number of other locations. WMTS does not have its own fuel source. Most of its fuel is purchased from the Lewiston Public Works Department. WMTS also evaluates the causes of on-the-road breakdowns to minimize their occurrence. Bus "defect and breakdown cards" are issued to drivers, and these records are kept for one year.

WMTS' contract with LATC specifies that WMTS shall be responsible for maintaining LATC's vehicles. WMTS maintains these buses at its Auburn office/maintenance facility.

<b>Western Maine Transportation PM Inspection Report By Vehicle</b>			
<b>PM</b>	<b>PM Description</b>	<b>Meter</b>	<b>Interval</b>
A	PM-1 lube oil filter 5,000 MILE	Days	0
		Miles	5,000
B	PM-2 lube oil filter 10,000 MILE	Days	0
		Miles	10,000
C	PM-3 lube oil filter 15,000 MILE	Days	0
		Miles	15,000
D	PM-4 lube oil filter 30,000 MILE	Days	0
		Miles	30,000
J	State Inspection	Days	365
K	Lift Assy. 30 Day PM, safety & emergency equipment	Days	30
L	Lift Assy. 90 Day PM, safety & emergency equipment	Days	90
M	One Year Lift Maintenance, safety & emergency equipment	Days	365

## **B. CAPITAL ACQUISITIONS**

As shown in the capital improvement budget, LATC would like to acquire the following vehicles:

FY 2011: Three full-size 31 passenger 12-year Gillig buses

FY 2012: None

## **C. CAPITAL RESERVE ACCOUNT**

LATC does not have a capital reserve account.

## **GOALS**

### **LATC Goals**

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

- 1.** Begin implementation of route design study recommendations.

*Status: LATC has implemented a number of the recommendations of the 2009 route design study including modifications to routes to improve and expand existing services including the addition of a Saturday morning service.*

- 2.** Construct bus station in Auburn.

*Status: LATC is currently negotiating with Hannaford's for a new passenger bus station at the Auburn Mall.*

- 3.** Acquire adequate and reliable buses (two mid-size 7-year buses in 2009, and two full-size 12-year buses in 2010).

*Status: During the 2009-10 biennium, LATC acquired two (2) mid-sized 7-year Chevy 5500 Goshen GCII buses. LATC will be taking delivery of three (3) full-size 12-year buses in FY 2011.*

- 4.** Increase ridership by 5% between 2008 and 2010.

*Status: Ridership increased by 6.31% between 2009 and 2010.*

- 5.** Improve dissemination of transit information to the public.

*Status: LATC continues to expand and improve dissemination of information on an ongoing basis. This includes improvements to the WEB site, use of facebook and twitter, new schedules, new and updated kiosks at key locations, and community outreach to residents of elderly and low-income housing complexes and transit user groups.*

## **Regional Plan Advisory Committee Goals**

### **1. Non-covered transportation**

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

*Status: LATC continually looks for opportunities to collaborate with other entities to improve and expand service. LATC is working with area elementary schools, the Lewiston-Auburn Housing Authority, the Veterans Administration, and Hannaford's to accommodate transit needs. Service improvements have included route modifications, expanded weekday service, new Saturday morning service, and efforts to establish a new bus station at Hannaford's.*

- B. 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: LATC has not been able to take advantage of these funding sources. However, LATC will continue to look for opportunities to provide expanded commuter service, additional services for people with disabilities and intercity services, where appropriate. As a city entity, LATC's single greatest impediment to taking advantage of these federal funds is raising the local match.*

### **2. Better information for consumers**

- A. Link to other web pages.** When websites are fully operational, work with social service agencies to link their web pages to the transportation websites.

*Status: LATC maintains and improves its WEB site on an on-going basis. Most recently, the WEB page has been updated to reflect the 2010 route*

*changes and new services. LATC will now investigate opportunities to encourage social service agencies to link their WEB pages to the LATC WEB page.*

- B. Schedule revisions.** Consider the addition of a “how to read the schedule” block to make citylink schedules easier to read.

*Status: LATC’s new schedule has been designed to be as user-friendly as possible. LATC does a considerable amount of outreach to assist existing and potential transit users in understanding the schedule and using the buses. This effort includes presentations at elderly and low-income housing complexes, and for special needs programs, in addition to everyday responses to phone calls and e-mails.*

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

*Status: No action. However, LATC hopes to work with the other area transit providers to determine how best to utilize the Transit Toolkit.*

### **3. Dispatcher knowledge of routes**

- A. Training.** Provide more training for dispatchers so they have a thorough, working knowledge of the system.

*Status: LATC provides up-to-date schedule and route information to WMTS, and is available on a daily basis to assist dispatchers.*

### **4. Off-hours transportation.**

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

*Status: LATC has expanded its weekday service to include service into the early evening hours until 6:00 p.m. on most routes and to 6:45 p.m. on the New Auburn route. LATC has also added limited Saturday morning service. The Saturday service serves the College Street route and the New Auburn/Auburn Malls routes, both starting from the Lewiston bus station.*

## **B. NEW GOALS**

- 1. Continue to implement the 2009 route design study recommendations.

2. Construct a bus station in Auburn.
3. Acquire adequate and reliable buses (3 full-size 31-passenger 12-year Gillig buses)
4. Increase ridership by 5% between 2010 and 2012.
5. Continue to improve dissemination of transit information to the public.

## **BENCHMARKS**

LATC uses the following criteria as benchmark measurements:

1. Ridership – LATC reviews ridership on a regular basis comparing current ridership by route to the same month in the prior year, and overall year-to-date ridership to track changes in ridership – up or down.
2. Requests for information – LATC will begin reviewing on a monthly basis the number of requests for information that come in and the type of information being requested. Telephone calls will be categorized into the following categories: new rider, bus passes and multi-ride tickets, schedule information, advertising opportunities, other.
3. Missed trips – LATC tracks missed trips and the cause to identify if a missed trip could have been avoided. LATC's goal is to have zero missed trips each month.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled by LATC for the past two fiscal years. LATC's fiscal year begins on October 1 of the prior calendar year (e.g., FY 2009 begins on October 1, 2008 and ends on September 30, 2009).

<b>Lewiston-Auburn Transit Committee - Citylink Annual Report – Last Two Years</b>			
		<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>			
	Volunteer Drivers	-	-
	Personal Vehicles in Service	-	-
<b>Vehicles</b>			
	Number of Active Vehicles in Fleet	10	10
	Number of Inactive Vehicles in Fleet	2	0
	Number of Spare Vehicles in Fleet	3	3
	Number of Vehicles Disposed	0	2
	Number of Vehicles Sold	0	0
	Number of ADA Accessible Vehicles	10	10
<b>Annual Operating Expenses</b>			
	Annual Transit Operating Expenses	\$1,012,733	\$1,075,740
	Annual Social Services Operating Expenses	-	-
<b>Annual Administrative Expenses</b>			
	Annual Transit Administrative Expenses	\$23,577	\$27,992
	Annual Social Services Expenses	-	-
<b>Annual Operating Revenues</b>			
	Fare Revenues	\$143,878	\$150,165
	Transit Contract Revenues	-	-
	Social Service Contract Revenues	-	-
	FTA-Federal Operating Assistance	\$550,526	\$579,154
	MDOT-State Operating Assistance	\$64,914	\$52,397
	Local Operating Funds	\$295,490	\$288,451
	<b>Total Annual Operating Revenues</b>	<b>\$1,054,808</b>	<b>\$1,070,167</b>
<b>FTA-Sources of Capital Funds</b>			
	FTA-Federal Capital Assistance	\$184,494	0
	MDOT-State Capital Assistance	\$21,365	0
	Local Capital Funds	\$24,660	0
	<b>Total Capital Funds</b>	<b>\$230,519</b>	<b>0</b>

		<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Vehicle Miles</b>			
Annual Transit Miles		211,394	209,190
Annual Social Service Miles		-	-
Annual ADA miles		28,628	22,604
<b>Annual Vehicle Hours</b>		13,541	14,074
<b>Annual Passenger Trips</b>			
Annual Transit Passenger Trips		224,931	239,132
Annual Social Services Passenger Trips		-	-
Annual ADA Passenger Trips		9,965	9,338
<b>Safety</b>			
Fatalities		0	0
Major Incidents		0	0
Major Injuries		0	0

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

Revenues, costs, one-way trips and vehicle miles are shown by route in the following table for FY 2009 (ends on September 30, 2009) and FY 2010 (ends on September 30, 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</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 Main Street	\$18,026	\$18,957	\$115,207	\$127,031	28,661	27,618	33,995	31,674
2 Sabattus Street	\$18,803	\$18,262	\$115,207	\$127,031	30,692	28,056	32,270	32,054
3 Lisbon Street	\$33,812	\$35,268	\$155,869	\$171,865	46,343	47,603	42,372	40,223
4 New Auburn	\$3,451	\$5,920	\$67,769	\$74,724	6,810	10,149	15,112	17,239
5 Minot Avenue	\$1,949	\$2,363	\$54,215	\$59,779	3,175	3,343	14,138	14,653
6 College Street	\$34,469	\$36,586	\$101,654	\$112,086	50,438	53,455	28,650	26,754
7 Auburn Malls	\$9,846	\$11,970	\$81,323	\$89,668	18,270	20,185	18,252	18,137
8 Downtown Shuttle	\$349	\$2,406	\$108,431	\$119,558	37,410	41,138	17,422	18,876
9 CMCC	\$1,879	\$2,279	\$40,661	\$44,834	3,132	7,585	9,183	9,580
<b>Total</b>	<b>\$122,584</b>	<b>\$134,012</b>	<b>\$840,336</b>	<b>\$926,576</b>	<b>224,931</b>	<b>239,132</b>	<b>211,394</b>	<b>209,190</b>

LATC also contracts with WMTS to provide paratransit services to the fixed route system. The following table contains a summary of ADA (paratransit) revenues, costs, one-way trips and vehicle miles for FY 2009 and FY 2010.

<b>ADA Revenues, Costs, Trips, Miles Past Two Years</b>								
<b>Route</b>	<b>Revenues</b>		<b>Costs</b>		<b>Trips</b>		<b>Vehicle Miles</b>	
	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>
ADA	\$24,748	\$23,613	\$119,250	\$125,691	9,965	9,338	28,628	22,604

The following table contains a breakdown of LATC's revenues and costs for the past two years including a breakdown of administrative revenues and expenses, operating revenues and expenses, as well as a breakdown of local subsidies for citylink.

<b>LATC Administrative Revenues And Expenses Past Two Years</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>BUS STATION</b>		
<b>Revenues</b>	\$0	\$0
<b>Expenses</b>		
Janitorial	\$5,876	\$5,958
Maintenance/Repairs	3,205	2,296
Supplies – Including Janitorial	586	334
Snow Removal	4,110	3,086
Restroom Rental	1,260	1,260
Gas	5,126	2,935
Electric	8,277	6,679
Water/Sewer	470	510
Insurance	439	445
<b>Total</b>	<b>\$29,350</b>	<b>\$23,503</b>
<b>ADMINISTRATION</b>		
<b>Revenues</b>		
Miscellaneous Income	\$0	\$0
<b>Expenses</b>		
AVCOG – Planning/Financial	\$13,221	\$13,728
Meetings/Conferences	1,852	2,048
Advertising/Marketing	3,376	6,214
Audit	4,800	5,872
Legal Services	328	0
Miscellaneous Expenses	0	130
<b>Total</b>	<b>\$23,576</b>	<b>\$27,992</b>
<b>TOTAL EXPENSES (bus station, LATC operating)</b>	<b>\$52,926</b>	<b>\$51,495</b>
<b>DEFICIT FUNDING</b>		
Federal	\$26,299	\$25,748
State	0	0
Vermont Transit (rent)	13,723	14,038
Local	0	0
ATA (advertising income)	17,578	11,330
Interest and Miscellaneous	4,190	3,083
<b>Total</b>	<b>\$61,790</b>	<b>\$54,199</b>
<b>SURPLUS/DEFICIT</b>	<b>(\$8,864)</b>	<b>(\$2,704)</b>

<b>LATC Operating Revenues And Expenses Past Two Years</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>FIXED ROUTE</b>		
<b>Revenues</b>		
Federal Funds	\$448,753	\$471,758
State Funds	64,914	52,397
Local Funds	231,495	275,887
Fare Box	118,971	126,534
<b>Total</b>	<b>\$864,133</b>	<b>\$926,576</b>
<b>Expenses</b>		
Contract – WMTS	\$761,404	\$824,298
Fuel	102,729	102,278
<b>Total</b>	<b>\$864,133</b>	<b>\$926,576</b>
<b>ADA COMPLEMENTARY PARATRANSIT</b>		
<b>Revenues</b>		
Federal Funds	\$75,474	\$81,648
State Funds	0	0
Local Funds	18,868	20,412
Fare Box	24,908	23,631
<b>Total</b>	<b>\$119,250</b>	<b>\$125,691</b>
<b>Expenses</b>		
Contract – WMTS	<b>\$119,250</b>	<b>\$125,691</b>

<b>LATC Local Subsidy</b>		
<b>Category</b>	<b>FY 2009</b>	<b>FY 2010</b>
Bus Station/LATC Operating	(\$10,194)	(\$2,704)
Fixed Route	231,495	275,887
Downtown Shuttle	-	-
ADA Complementary Paratransit	18,868	20,412
<b>Total</b>	<b>\$240,169</b>	<b>\$293,595</b>
<b>City Contribution</b>		
Auburn	\$130,000	\$130,000
Lewiston	\$130,000	\$130,000
<b>Surplus/Deficit</b>	<b>\$9,405</b>	<b>(\$34,426)</b>

<b>Capital Maintenance Past Two Years</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
<b>Capital Maintenance</b>		
Federal Subsidy	\$13,574	0
Local Subsidy	21,365	0
Capitalized Equipment	21,265	0
Expensed Equipment	16,969	0
<b>Capital Surplus/Deficit</b>	<b>(\$3,295)</b>	<b>0</b>
<b>Total Surplus/Deficit</b>	<b>\$8,864</b>	<b>\$2,704</b>

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

The following table contains a summary of revenue by passenger fare category for the past two years.

<b>Revenues By Passenger Fare Categories – Past Two Years</b>		
<b>Category</b>	<b>FY 2009</b>	<b>FY 2010</b>
Full Fare	\$63,849	\$69,831
Student	4,684	5,819
Elderly/Individuals with Disabilities	43,360	45,412
Other Discount	7,078	5,472
<b>Total</b>	<b>\$118,971</b>	<b>\$126,534</b>

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

LATC expects that fare revenues and one-way trips will increase. Vehicle miles and costs will also increase, as reflected in the table of anticipated revenues, costs, trips and vehicle miles in the following table. Proposed revenues and costs are based on a five-year contract between LATC and WMTS.

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

Route	Revenues		Costs		One-Way Trips		Vehicle Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
1 Main Street	\$20,243	\$20,243	\$172,396	\$178,362	28,447	29,300	36,980	36,980
2 Sabattus Street	\$19,500	\$19,500	\$172,396	\$178,362	28,898	29,765	28,992	28,992
3 Lisbon Street	\$37,660	\$37,660	\$172,396	\$178,362	49,031	50,502	28,140	28,140
4 New Auburn	\$6,321	\$6,321	\$183,844	\$190,670	10,453	10,767	29,900	29,975
5 Minot Avenue	\$2,524	\$2,524	\$71,931	\$74,317	3,443	3,547	18,436	18,436
6 College Street	\$39,068	\$39,068	\$81,848	\$85,087	55,059	56,710	23,056	23,143
7 Auburn Malls	\$12,782	\$12,782	\$77,555	\$80,472	20,791	21,414	16,512	16,560
8 Downtown Shuttle	\$2,569	\$2,569	\$79,015	\$81,749	42,672	43,643	31,440	31,440
9 CMCC	\$2,433	\$2,433	\$173,771	\$180,423	7,813	8,047	7,708	7,815
<b>Total</b>	<b>\$143,100</b>	<b>\$143,100</b>	<b>\$1,185,052</b>	<b>\$1,227,804</b>	<b>246,607</b>	<b>253,695</b>	<b>221,164</b>	<b>221,481</b>

**Anticipated ADA Revenues, Costs, One-Way Trips, Vehicle Miles  
Next Two Years**

	Fare Revenues		Costs		One-Way Trips		Vehicle Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
<b>ADA Total</b>	<b>\$25,000</b>	<b>\$25,000</b>	<b>\$140,012</b>	<b>\$144,212</b>	<b>10,000</b>	<b>10,000</b>	<b>28,500</b>	<b>28,500</b>

**E. BUDGET**

LATC's proposed budget for the next two years is shown in the tables that follow.

**Proposed LATC Administrative Revenues And Expenses  
Next Two Years**

	<b>FY 2011</b>	<b>FY 2012</b>
<b>BUS STATION</b>		
<b>Revenues</b>	<b>\$0</b>	<b>\$0</b>
<b>Expenses</b>		
Janitorial	\$6,500	\$6,500
Maintenance/Repairs	6,000	6,000
Supplies – Including Janitorial	1,000	1,000
Snow Removal	4,500	4,500
Restroom Rental	1,300	1,300
Gas	5,500	5,500
Electric	7,000	7,000
Water/Sewer	500	500
Insurance	500	500
<b>Total</b>	<b>\$32,800</b>	<b>\$32,800</b>
<b>ADMINISTRATION</b>		
<b>Revenues</b>		
Miscellaneous Income	<b>\$0</b>	<b>\$0</b>
<b>Expenses</b>		
AVCOG – Planning/Financial	\$13,000	\$13,000
Meetings/Conferences	2,000	2,000
Advertising/Marketing	3,000	3,000
Audit	5,000	5,200
Legal Services	600	600
Miscellaneous Expenses	0	0
<b>Total</b>	<b>\$23,600</b>	<b>\$23,800</b>
<b>TOTAL EXPENSES (bus station, LATC operating)</b>	<b>\$56,400</b>	<b>\$56,600</b>
<b>DEFICIT FUNDING</b>		
Federal	\$28,200	\$28,300
State	0	0
Local (cities, rent, interest, advertising, vending)	28,200	28,300
<b>Total</b>	<b>\$56,400</b>	<b>\$56,600</b>
<b>SURPLUS/DEFICIT</b>	<b>\$0</b>	<b>\$0</b>

**Proposed LATC Operating Revenues And Expenses  
Next Two Years**

	<b>FY 2011</b>	<b>FY 2012</b>
<b>FIXED ROUTE</b>		
<b>Revenues</b>		
Federal Funds	\$612,331	\$636,447
State Funds	48,439	48,439
Local Funds	381,183	399,818
Fare Box	143,100	143,100
<b>Total</b>	<b>\$1,185,053</b>	<b>\$1,227,804</b>
<b>Expenses</b>		
Contract - WMTS	\$1,050,052	\$1,081,554
Fuel (fixed route)	135,000	146,250
<b>Total</b>	<b>\$1,185,052</b>	<b>\$1,227,804</b>
<b>ADA COMPLEMENTARY PARATRANSIT</b>		
<b>Revenues</b>		
Federal	\$89,610	\$95,370
State	0	0
Local	22,402	23,842
Fare Box	28,000	25,000
<b>Total</b>	<b>\$140,012</b>	<b>\$144,212</b>
<b>Expenses</b>		
Contract - WMTS	<b>\$140,012</b>	<b>\$144,212</b>

<b>Capital Maintenance Next Two Years</b>		
	<b>FY 2011</b>	<b>FY 2012</b>
<b>Capital Maintenance</b>		
Federal Subsidy	\$15,043	0
Local Subsidy	0	0
Capitalized Equipment	0	0
Expensed Equipment	18,804	0
<b>Capital Surplus/Deficit</b>	<b>(\$3,761)</b>	<b>0</b>
<b>Total Surplus/Deficit</b>	<b>(\$3,761)</b>	<b>0</b>

<b>Proposed LATC Local Subsidy Next Two Years</b>		
<b>Category</b>	<b>FY 2011</b>	<b>FY 2012</b>
Bus Station/LATC Operating	\$0	\$700
Fixed Route	381,183	399,818
ADA Complementary Paratransit	22,402	23,842
<b>Total</b>	<b>\$403,585</b>	<b>\$424,360</b>
Auburn	\$176,362	\$212,180
Lewiston	176,362	212,180
<b>Surplus/Deficit</b>	<b>(\$50,860)</b>	<b>\$0</b>

<b>WMTS Proposed Fixed Route Budget Next Two Years</b>		
<b>Category</b>	<b>FY 2011</b>	<b>FY 2012</b>
Fixed Route – Operating	\$745,537	\$767,904
Fixed Route – Preventive Maintenance	304,515	313,650
ADA Complementary Paratransit	140,012	114,212
<b>Total *</b>	<b>\$1,190,064</b>	<b>\$1,195,766</b>

*\* Fuel for fixed route is excluded from WMTS' budget under the new five year contract. LATC has budgeted an additional \$135,000 and \$146,250 for FY 2011 and FY 2012, respectively.*

**FLEET CONDITION**

LATC owns a fleet of ten transit buses which are used by WMTS to operate the fixed route transit system in Lewiston-Auburn. Information on these ten buses is included on following pages.

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: LATC**

1	VIN	5DF232DA62JA30587	5DF232DA42JA30586	1BAGJBPA16W100340	1BAGJBPA16W100341	1BAGJBPA26W100347
2	Fleet # and Status*	0201 - S	0202 - S	0601 - A	0602 - A	0603 - A
3	Vehicle Type **	MHDB	MHDB	MHDB	MHDB	MHDB
4	Make, Model	THOMAS SLF	THOMAS SLF	BLUEBIRD LF	BLUEBIRD LF	BLUEBIRD LF
5	Year	2002	2002	2006	2006	2006
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use - 12 months	1,070 Gallons	2,583.8 Gallons	7,805.4 Gallons	5,175.8 Gallons	5278.6 Gallons
8	Mileage	13,828* LM-172,093	191,158	142,627	129,925	79,474
9	12-month Mileage	5,944	13,801	34,124	23,467	22,273
10	Repair Cost - 12 months	\$2,856.34	\$15,184.00	\$16,160.90	\$20,710.42	\$23,618.83
11	Repair frequency - 12 months***	1-4, 2-2, 3-0	1-9, 2-2, 3-5	1-9, 2-11, 3-1	1-8, 2-6, 3-6	1-6, 2-6, 3-7
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	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	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
15	Type of fare collection system	Manual Farebox	Manual Farebox	Manual Farebox	Manual Farebox	Manual Farebox
16	Date of Inspection	09/30/2010	09/30/2010	09/30/2010	09/30/2010	09/30/2010
17	Inspector's Name:	Buchanan	Buchanan	Buchanan	Buchanan	Buchanan

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

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

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

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**

**AGENCY: LATC**

1	VIN	1BAGJBPAL6W100369	1GBG5V1988F414263	1GBJ5V1958F409706	1GBG5V1939F401924	1GBG5V1909F401573
2	Fleet # and Status*	0604 - A	0801 - A	0802 - A	0901 - A	0902 - A
3	Vehicle Type **	MHDB	MHDB	MHDB	MHDB	MHDB
4	Make, Model	BLUEBIRD L4RE	CHEVY 5500 GOSHEN GCII	CHEVY ELDORADO	CHEVY 5500 GOSHEN GCII	CHEVY 5500 GOSHEN GCII
5	Year	2006	2008	2008	2009	2009
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use – 12 months	5,344.5 Gallons	3,013 Gallons	3,599 Gallons	4,180.4 Gallons	4,368.6 Gallons
8	Mileage	120,068	34,556	41,350	40,376	38,769
9	12-month Mileage	26,475	17,927	19,294	29,802	29,275
10	Repair Cost - 12 months	\$20,211.92	\$3,555.89	\$5,430.64	\$4,130.62	\$3,987.91
11	Repair frequency - 12 months***	1-8, 2-2, 3-6	1-6, 2-6, 3-0	1-6, 2-1, 3-0	1-7, 2-2, 3-1	1-8, 2-0, 3-0
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	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	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
15	Type of fare collection system	Manual Farebox	Manual Farebox	Manual Farebox	Manual Farebox	Manual Farebox
16	Date of Inspection	09/30/2010	09/30/2010	09/30/2010	09/30/2010	09/30/2010
17	Inspector's Name:	Buchanan	Buchanan	Buchanan	Buchanan	Buchanan

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

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

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

**APPENDIX**

**LEWISTON-AUBURN TRANSIT COMMITTEE**

# PurpleBus.org

The citylink Bus System serving Lewiston and Auburn Maine

[Home](#) [Bus Schedule & Route Map](#) [LATC Meetings](#)



**GO!**

**About citylink**

- [L/A Bus Schedule](#)
- [Text Only Bus Schedule](#)
- [System Information](#)
- [ADA Service Area](#)
- [Announcements](#)
- [Projects](#)
- [LATC Meetings](#)

**Related Links**

- [City of Auburn](#)
- [City of Lewiston](#)
- [Town of Lisbon](#)
- [Maine DOT](#)
- [Federal Transit Administration](#)
- [ATRC](#)
- [AVCOG](#)
- [WMTS](#)

**Twitter citylink**

**Today's citylink Status**

Wednesday, August 24, 2011

purplebusla: The temporary service to exit 80 and PVA will extended until August 26th.

## citylink Fare increase

**citylink Fare increase ☐- effective August 1, 2011**

The Lewiston-Auburn Transit Committee approved a fare increase for *citylink* and ADA complementary paratransit service, effective Monday, August 1, 2011. *citylink* accepts cash fares, multi-ride tickets and monthly passes. Bus drivers do not make change so passengers are recommended to have exact change.

Proposed Fare Structure Proposed Fare Structure

	Fare Structure - August 1, 2011		
	Cash	Ticket/Punch Card	Monthly Pass
Regular	\$1.50	6/\$7.50	\$36
Student	\$1.25		\$18
Senior/ADA	\$0.75	11/\$7.50	\$18
ADA Paratransit	\$3.00		

Posted by Jason Ready on July 18, 2011  
 Categorized under [L/A Bus System](#)

## TIP Amendment 6/23/11

**AMENDMENT TO THE ATRC FY 2010-2013  
TRANSPORTATION IMPROVEMENT PROGRAM  
TRANSIT**

The Androscoggin Transportation Resource Center (ATRC), being the designated Metropolitan Planning Organization (MPO) for Lewiston, Auburn, Lisbon and Sabattus, is amending the List of Projects for the ATRC 2010-2013 Transportation Improvement Program (TIP) for Fiscal Year 2011.

ATRC is now requesting public input and/or comments on this Amendment. This Amendment reflects the actual amount of Federal Transit Administration 5307 Urban Area Program funds requested by the Androscoggin Valley Council of Governments and the Lewiston-Auburn Transit Committee for operating, capital and planning projects to be included in the ATRC TIP. The following is a breakdown of the total federal funds, \$754,861.00, and the required local match.

	Purpose	Local	Federal	Total
AVCOG	Planning	\$11,250	\$45,000	\$56,250
LATC	Fixed Route Operating	\$396,918	\$396,918	\$793,836
LATC	Fixed Route Capital	\$55,833	\$223,333	\$279,166
LATC	ADA Operating	\$22,403	\$89,610	\$112,013
<b>TOTAL</b>		<b>\$486,404</b>	<b>\$754,861</b>	<b>\$1,241,265</b>

Please forward your comments by July 23, 2011, to AVCOG/ATRC at 125 Manley Road, Auburn, Maine 04210.

Posted by Jason Ready on June 24, 2011  
Categorized under [L/A Bus System](#)

**PROPOSED FARE INCREASE**

THE LEWISTON-AUBURN TRANSIT COMMITTEE (LATC) will be holding two public hearings to receive comments from the public on proposed fare increases for the citylink bus system, fixed route and ADA Complementary Paratransit.

The basis for a fare increase is a direct result of increased costs to operate fixed route and ADA complementary paratransit services in Lewiston-Auburn (specifically the cost of diesel fuel.) The last fare increase was October 2006. If approved, the fare increase will take effect August 1, 2011.

Proposed Fare Structure Proposed Fare Structure

	Current Fare Structure			Proposed Fare Structure		
	Cash	Ticket/Punch Card	Monthly Pass	Cash	Ticket/Punch Card	Monthly Pass
Regular	\$1.25	6/\$6.25	\$30	\$1.50	6/\$7.50	\$36
Student	\$1.00		\$15	\$1.25		\$18
Senior/ADA	\$0.60	11/\$6.00	\$15	\$0.75	11/\$7.50	\$18
ADA Paratransit	\$2.50			\$3.00		

Public Hearing - Location, Date and Time

Auburn Hall, Council Chambers, Wednesday, May 25, 1:00 PM  
Lewiston City Hall, Council Chambers, Wednesday, May 25, 5:30 PM

If you are unable to attend one of the public hearings, written statements will be accepted if received on or before 12:00 PM on June 13, 2011. If you are disabled and wish to attend a public hearing and require special services, arrangements need

to be made at least seven (7) days before the hearing date by calling Marsha Bennett at (207)783-9186. All comments, questions and written statements can be made to Marsha Bennett, Transit Coordinator, AVCOG, 125 Manley Road, Auburn, ME 04210, or email [mbennett@avcog.org](mailto:mbennett@avcog.org), or via the internet at [www.purplebus.org](http://www.purplebus.org) Proposed Fare Increase.

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Comments will also be received on a proposed route adjustment to the New Auburn bus route eliminating service to a portion of Mary Carroll and Third Streets. With the proposed adjustment the bus will travel from Mary Carroll Street left onto 5th Street right onto Roak Street and left onto 3rd Street.

Posted by Jason Ready on May 13, 2011  
Categorized under [L/A Bus System](#)

## Service to VA Clinic

**citylink to serve VA Clinic  
Army Reserve Training Facility  
1072 Minot Avenue**

On June 7, 2010, **citylink's** Minot Avenue bus will begin serving the VA's temporary medical clinic located at 1072 Minot Avenue, Auburn, seven (7) times per day. The bus will enter the facility from Minot Avenue through the Army Reserve Training Center's gated entrance and will proceed around the perimeter road of the parking lot. The bus will stop at the Reserve Center's parking lot entrance off Industry Way. People will be asked to be waiting for the bus near this gated entrance. The sheltered entrance to the building will allow people to stay out of inclement weather, as well as, allow them to see the bus as it enters the parking lot. If a person isn't already at the stop location, we ask that they start walking towards the stop when they first see the bus.

**citylink** will be arriving at the VA Clinic at approximately 8:00 AM, 9:15 AM, 10:15 AM, 3:15 PM and 4:15 PM. Passengers are asked to be waiting a few minutes early to make sure they do not miss the bus. If the bus driver does not see anyone at the stop they will continue on their route assuming no one is getting on.

The Minot Avenue bus departs downtown Auburn from Great Falls. VA patients interested in taking **citylink's** to the clinic can catch any **citylink** bus along the bus route and transfer to the Minot Avenue bus. The one-way fare for seniors and people with disabilities is \$0.60. "Seniors" are individuals age 65 and older. All **citylink's** buses are wheelchair accessible.

More information can be found on **citylink's** website, [www.purplebus.org](http://www.purplebus.org), or by calling Western Maine Transportation Services, Inc., at 777-4563.

Posted by Marsha Bennett on June 9, 2010  
Categorized under [L/A Bus System](#)

## Bus 'N Buy

**EFFECTIVE March 1, 2010**

### **BUS 'N BUY**

Bus 'N Buy is a program provided by local stores in partnership with citylink. Participating stores will pay a citylink passenger's return fare home. citylink passengers must present a valid transfer to the store for the store to validate with a citylink sticker. The validated transfer will be dropped in the bus's fare box.

Transfers for Bus 'N Buy will only be distributed or valid when getting off or on citylink buses in the following locations:

**AUBURN:**  
Hannaford, Spring Street  
Auburn Mall Area, stops between Kmart and Wal-Mart

**LEWISTON:**  
Caswell's, Main Street  
East Avenue, stops between Shaw's and Save-A-Lot

Stores may require a minimum purchase to receive validation.

**BUS 'N BUY participating stores:**  
**Auburn: Hannaford, Shaw's and Wal-Mart**  
**Lewiston: Caswell's, Save-A-Lot and Shaw's**

Posted by Marsha Bennett on February 25, 2010  
Categorized under [L/A Bus System](#)

## An Evaluation of the Fixed-Route Bus System in Lewiston-Auburn

In September, consultant Tom Crikelair will be presenting the final report, "An Evaluation of the Fixed-Route Bus System in Lewiston-Auburn," to the Lewiston-Auburn Transit Committee. This is waiting to be approved and adopted by the LATC.

[Final Report 7-14-09](#)

Posted by Marsha Bennett on September 18, 2009  
Categorized under [L/A Bus System](#)

# 2010 lewiston-aurum weekday bus service



## 9 downtown shuttle

Spring	Bank	City	Central	West	East	Spring
7:15	7:17	7:23	7:28	7:33	7:38	7:40
8:15	8:17	8:23	8:28	8:33	8:38	8:40
9:15	9:17	9:23	9:28	9:33	9:38	9:40
10:15	10:17	10:23	10:28	10:33	10:38	10:40
11:15	11:17	11:23	11:28	11:33	11:38	11:40
12:15	12:17	12:23	12:28	12:33	12:38	12:40
1:15	1:17	1:23	1:28	1:33	1:38	1:40
2:15	2:17	2:23	2:28	2:33	2:38	2:40
3:15	3:17	3:23	3:28	3:33	3:38	3:40
4:15	4:17	4:23	4:28	4:33	4:38	4:40
5:15	5:17	5:23	5:28	5:33	5:38	5:40

## 8 mall shuttle

West	North	South	East	West	North	South	East
6:30	6:33	6:37	6:40	6:45	6:50	6:55	6:58
7:30	7:33	7:37	7:40	7:45	7:50	7:55	7:58
8:30	8:33	8:37	8:40	8:45	8:50	8:55	8:58
9:30	9:33	9:37	9:40	9:45	9:50	9:55	9:58
10:30	10:33	10:37	10:40	10:45	10:50	10:55	10:58
11:30	11:33	11:37	11:40	11:45	11:50	11:55	11:58
12:30	12:33	12:37	12:40	12:45	12:50	12:55	12:58
1:30	1:33	1:37	1:40	1:45	1:50	1:55	1:58
2:30	2:33	2:37	2:40	2:45	2:50	2:55	2:58
3:30	3:33	3:37	3:40	3:45	3:50	3:55	3:58
4:30	4:33	4:37	4:40	4:45	4:50	4:55	4:58
5:30	5:33	5:37	5:40	5:45	5:50	5:55	5:58

## 5 minot ave

West	North	South	East	West	North	South	East
6:45	6:50	6:55	7:00	7:05	7:10	7:15	7:20
7:45	7:50	7:55	8:00	8:05	8:10	8:15	8:20
8:45	8:50	8:55	9:00	9:05	9:10	9:15	9:20
9:45	9:50	9:55	10:00	10:05	10:10	10:15	10:20
10:45	10:50	10:55	11:00	11:05	11:10	11:15	11:20
12:45	12:50	12:55	1:00	1:05	1:10	1:15	1:20
1:45	1:50	1:55	2:00	2:05	2:10	2:15	2:20
2:45	2:50	2:55	3:00	3:05	3:10	3:15	3:20
3:45	3:50	3:55	4:00	4:05	4:10	4:15	4:20
4:45	4:50	4:55	5:00	5:05	5:10	5:15	5:20

for more info: 777-4563 or purplebus.org

## 7 auburn malls

Spring	Bank	City	Central	West	North	South	East
7:15	7:17	7:23	7:28	7:33	7:38	7:40	7:45
8:15	8:17	8:23	8:28	8:33	8:38	8:40	8:45
9:15	9:17	9:23	9:28	9:33	9:38	9:40	9:45
10:15	10:17	10:23	10:28	10:33	10:38	10:40	10:45
11:15	11:17	11:23	11:28	11:33	11:38	11:40	11:45
12:15	12:17	12:23	12:28	12:33	12:38	12:40	12:45
1:15	1:17	1:23	1:28	1:33	1:38	1:40	1:45
2:15	2:17	2:23	2:28	2:33	2:38	2:40	2:45
3:15	3:17	3:23	3:28	3:33	3:38	3:40	3:45
4:15	4:17	4:23	4:28	4:33	4:38	4:40	4:45
5:15	5:17	5:23	5:28	5:33	5:38	5:40	5:45

Auburn Mall Shuttle from Wal-Mart will drop off riders at Rock Block and Great Falls on request. It also continues past Spring St. to New Auburn and Oak St. as bus route 4.

**new free mall shuttle**  
All service north of Walnut is free on the Mall Shuttle, half-hourly weekdays serving Kohl's, the Auburn Mall, Shaw's, K-Mart, Auburn Plaza and Central Main Community College. A fare or valid transfer is required if you continue on the bus to transfer to Route 6 or Route 7 stops.

## 1 main street

Spring	Bank	City	Central	West	North	South	East
6:30	6:33	6:37	6:40	6:45	6:50	6:55	6:58
7:30	7:33	7:37	7:40	7:45	7:50	7:55	7:58
8:30	8:33	8:37	8:40	8:45	8:50	8:55	8:58
9:30	9:33	9:37	9:40	9:45	9:50	9:55	9:58
10:30	10:33	10:37	10:40	10:45	10:50	10:55	10:58
11:30	11:33	11:37	11:40	11:45	11:50	11:55	11:58
12:30	12:33	12:37	12:40	12:45	12:50	12:55	12:58
1:30	1:33	1:37	1:40	1:45	1:50	1:55	1:58
2:30	2:33	2:37	2:40	2:45	2:50	2:55	2:58
3:30	3:33	3:37	3:40	3:45	3:50	3:55	3:58
4:30	4:33	4:37	4:40	4:45	4:50	4:55	4:58
5:30	5:33	5:37	5:40	5:45	5:50	5:55	5:58

D Stop on request only to drop off passengers.

## 2 sabattus street

Spring	Bank	City	Central	West	North	South	East
6:00	6:03	6:07	6:10	6:15	6:20	6:25	6:27
7:00	7:03	7:07	7:10	7:15	7:20	7:25	7:27
8:00	8:03	8:07	8:10	8:15	8:20	8:25	8:27
9:00	9:03	9:07	9:10	9:15	9:20	9:25	9:27
10:00	10:03	10:07	10:10	10:15	10:20	10:25	10:27
11:00	11:03	11:07	11:10	11:15	11:20	11:25	11:27
12:00	12:03	12:07	12:10	12:15	12:20	12:25	12:27
1:00	1:03	1:07	1:10	1:15	1:20	1:25	1:27
2:00	2:03	2:07	2:10	2:15	2:20	2:25	2:27
3:00	3:03	3:07	3:10	3:15	3:20	3:25	3:27
4:00	4:03	4:07	4:10	4:15	4:20	4:25	4:27
5:00	5:03	5:07	5:10	5:15	5:20	5:25	5:27

D Stop on request only to drop off passengers.

## 3 lisbon street

Spring	Bank	City	Central	West	North	South	East
6:30	6:33	6:37	6:40	6:45	6:50	6:55	6:58
7:30	7:33	7:37	7:40	7:45	7:50	7:55	7:58
8:30	8:33	8:37	8:40	8:45	8:50	8:55	8:58
9:30	9:33	9:37	9:40	9:45	9:50	9:55	9:58
10:30	10:33	10:37	10:40	10:45	10:50	10:55	10:58
11:30	11:33	11:37	11:40	11:45	11:50	11:55	11:58
12:30	12:33	12:37	12:40	12:45	12:50	12:55	12:58
1:30	1:33	1:37	1:40	1:45	1:50	1:55	1:58
2:30	2:33	2:37	2:40	2:45	2:50	2:55	2:58
3:30	3:33	3:37	3:40	3:45	3:50	3:55	3:58
4:30	4:33	4:37	4:40	4:45	4:50	4:55	4:58
5:30	5:33	5:37	5:40	5:45	5:50	5:55	5:58

D Stop on request only to drop off passengers.

## 4 new auburn

Spring	Bank	City	Central	West	North	South	East
6:15	6:18	6:22	6:25	6:30	6:35	6:40	6:45
7:15	7:18	7:22	7:25	7:30	7:35	7:40	7:45
8:15	8:18	8:22	8:25	8:30	8:35	8:40	8:45
9:15	9:18	9:22	9:25	9:30	9:35	9:40	9:45
10:15	10:18	10:22	10:25	10:30	10:35	10:40	10:45
11:15	11:18	11:22	11:25	11:30	11:35	11:40	11:45
12:15	12:18	12:22	12:25	12:30	12:35	12:40	12:45
1:15	1:18	1:22	1:25	1:30	1:35	1:40	1:45
2:15	2:18	2:22	2:25	2:30	2:35	2:40	2:45
3:15	3:18	3:22	3:25	3:30	3:35	3:40	3:45
4:15	4:18	4:22	4:25	4:30	4:35	4:40	4:45
5:15	5:18	5:22	5:25	5:30	5:35	5:40	5:45

Buses from Oak St. and New Auburn continue past Spring Street to Auburn Mall.

## 5 auburn malls

Spring	Bank	City	Central	West	North	South	East
6:15	6:18	6:22	6:25	6:30	6:35	6:40	6:45
7:15	7:18	7:22	7:25	7:30	7:35	7:40	7:45
8:15	8:18	8:22	8:25	8:30	8:35	8:40	8:45
9:15	9:18	9:22	9:25	9:30	9:35	9:40	9:45
10:15	10:18	10:22	10:25	10:30	10:35	10:40	10:45
11:15	11:18	11:22	11:25	11:30	11:35	11:40	11:45
12:15	12:18	12:22	12:25	12:30	12:35	12:40	12:45
1:15	1:18	1:22	1:25	1:30	1:35	1:40	1:45
2:15	2:18	2:22	2:25	2:30	2:35	2:40	2:45
3:15	3:18	3:22	3:25	3:30	3:35	3:40	3:45
4:15	4:18	4:22	4:25	4:30	4:35	4:40	4:45
5:15	5:18	5:22	5:25	5:30	5:35	5:40	5:45

D Stop on request only to drop off passengers. Buses from Oak St. and New Auburn continue past Spring Street to Auburn Mall.

## 6 college st/malls

Spring	Bank	City	Central	West	North	South	East
6:15	6:18	6:22	6:25	6:30	6:35	6:40	6:45
7:15	7:18	7:22	7:25	7:30	7:35	7:40	7:45
8:15	8:18	8:22	8:25	8:30	8:35	8:40	8:45
9:15	9:18	9:22	9:25	9:30	9:35	9:40	9:45
10:15	10:18	10:22	10:25	10:30	10:35	10:40	10:45
11:15	11:18	11:22	11:25	11:30	11:35	11:40	11:45
12:15	12:18	12:22	12:25	12:30	12:35	12:40	12:45
1:15	1:18	1:22	1:25	1:30	1:35	1:40	1:45
2:15	2:18	2:22	2:25	2:30	2:35	2:40	2:45
3:15	3:18	3:22	3:25	3:30	3:35	3:40	3:45
4:15	4:18	4:22	4:25	4:30	4:35	4:40	4:45
5:15							



**MAINEDOT REGION 7**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**

**COMMUNITY CONCEPTS, INC (CCI)**

**COMMUNITY CONCEPTS, INC.**

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# MAINEDOT REGION 7 BIENNIAL OPERATIONS PLAN

## COMMUNITY CONCEPTS, INC.

### PROJECT DESCRIPTION

#### A. RURAL TRANSIT PROVIDER

**Provider:** Community Concepts, Inc. (CCI)  
**Contact Person:** Glenn Gordon  
**Address:** 240 Bates Street, Lewiston, Maine, 04240, 333-6428  
17-19 Market Square, South Paris, Maine 04281, 743-6905  
284 Main Street, Suite 110, Wilton, Maine 04294, 645-9512  
1-800-866-5588  
**E-mail:** [ggordon@community-concepts.org](mailto:ggordon@community-concepts.org)  
**WEB Page:** [www.community-concepts.org](http://www.community-concepts.org)

#### B. SERVICE

**No. of Counties:** Three  
**Type of Service:** Demand Response, Volunteers, Contracts  
**Service Area:** Multi-County

#### C. GEOGRAPHIC AREA

Community Concepts, Inc. provides door to door specialized transportation services for the residents of Androscoggin, Franklin, and Oxford Counties to medical appointments, child development programs, radiation and dialysis, as well as other important destinations.

#### D. SERVICE DESCRIPTION

**Organizational Background Information:** Community Concepts, Inc. is a Community Action Agency 501(C)(3) organization that has been serving low-income families for over forty years in Androscoggin, Franklin and Oxford counties within the State of Maine.

Community Concepts, Inc. has six departments which include Housing Development, Housing Services, Family Services, Community Services, Children's Services (including Head Start), and Transportation. The Mission of Community Concepts, Inc. is...“to provide leadership, education and support to build healthy and thriving individuals, families and communities.”

**Community Concepts, Inc. Transportation Department:** Community Concepts, Inc. Transportation Department has been providing low-cost, door-to-door demand response special needs transportation services since 1984 with office locations within Androscoggin, Franklin, and Oxford counties. Mode of transportation services are provided by volunteer, mini-vans, wheelchair-accessible, and family self-driven vehicles. Along with agency staff drivers,

Community Concepts, Inc. Transportation Department maintains 350 trained/certified (by the Maine Driving Dynamics Defensive Driving course, and training through the Children's Transportation Workshop) volunteer drivers to service rural Maine areas. Background checks include State Bureau of Investigation Criminal Background, Maine Department of Health/Human Services Background, and Maine State Driving record. In 2010 the agency provided over 396,000 rides, traveling over 13.4 million miles representing over 375,000 hours of volunteer time. The program has been recognized by the Community Transportation Association of America as one of the largest volunteer transit programs in the United States. Volunteers each year unselfishly donate over 375,000 hours of their own valuable time at no cost to the program or the public.

Operating hours are Monday through Friday 7:00 a.m. to 4:30 p.m. with dispatch access available for emergencies during evenings and weekends. Community Concepts, Inc. Transportation program provides service 365 days a year, including holidays. Agency vehicles are equipped with an in-house radio communication system and volunteers are provided cell phones. Data processing and technology support is provided by our in-house Information Technologies Department. Community Concepts, Inc. provides services for over 50 organizations such as the Maine Department of Health and Human Services, MaineCare (Medicaid), Regional School Systems, Head Start, ASPIRE/TANF, and many more. Client referrals are also received through in-house department coordination.

Community Concepts, Inc. Transportation Department works in conjunction with MaineDOT regional providers to ensure maximum coverage for clients located in rural areas. Community Concepts, Inc. is a member of the Maine Transit Association, and the Community Transportation Association of America.

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

Community Concepts' rates are determined by the Office of MaineCare Services within the Maine Department of Health and Human Services.

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

CCI's van service was cutback from eight vans to five vans and one handicapped accessible van on October 1, 2010. On May 2, 2011, the Rumford Office was closed. The operations were consolidated with the Lewiston and Wilton transportation offices.

There are no other anticipated changes at this time.

#### **G. CHARTER SERVICE**

Community Concepts, Inc. does not provide charter service.

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

Community Concepts, Inc. 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.

## **PROJECT COORDINATION**

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

Community Concepts, Inc. provides services for over 50 organizations such as the Maine Department of Health and Human Services, MaineCare (Medicaid), Regional School Systems, Head Start, ASPIRE/TANF, and many more. CCI works collaboratively with these agencies in providing necessary transportation services.

### **B. SOCIAL SERVICE AGENCY CONTRACTS**

CCI has several contracts with the Maine Department of Health and Human Services.

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

CCI dispatchers work with dispatchers from Western Maine Transportation Services, Regional Transportation Program, and Coastal Transportation to accommodate the service needs of its consumers.

## **DISCRIMINATION**

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

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

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

CCI will seek to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services, with a goal of 1.34% participation associated with this plan in FY 2011 and FY 2012. CCI will utilize MaineDOT's DBE/WBE list in procuring bids, as well as qualified firms that have responded to the Maine Transit Association's public notice regarding DBE/WBE participation.

### **B. MONETARY GOALS - PARATRANSIT**

Not applicable.

## **C. ADVERTISING**

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

## **CAPITAL**

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

Not applicable.

### **B. CAPITAL ACQUISITIONS**

Not applicable.

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

Not applicable.

## **GOALS**

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

1. To provide high quality customer service to the consumers of Transportation Services in Androscoggin, Franklin and Oxford Counties.

*Status: CCI seeks to provide high quality customer service by improving access to services, by increasing the amount of service available through recruitment of more volunteer drivers, by providing up-to-date training to staff and volunteer drivers, and responding to other needs, as they arise.*

2. To seek funds to meet the needs of consumers, particularly those in need of medical transportation, and including those who do not qualify for MaineCare.

*Status: CCI seeks funding annually from between 18 to 30 foundations and the three United Way agencies in its catchment area. As a result CCI has been successful in obtaining several grants. CCI also undertakes a variety of other fundraising efforts. The hope is to increase CCI's partnerships and collaboration both within and external to New England to expand services to those unable to reach critical medical care.*

*Additionally, CCI has been working with Maine's congressional delegation to increase services for veterans, including a medical facility in the region and provisions for out-of-state transportation. Currently CCI is providing transportation to the temporary VA medical facility on Minot Avenue in Auburn. CCI will work closely with the VA and local officials to determine the need and service design to transport veterans to the permanent VA facility in Lewiston.*

*CCI has also been working with the congressional delegation to propose legislation to make transportation a mandated component of Medicare.*

*CCI continues to work within the State of Maine to prevent the loss of services to Maine consumers.*

3. To assure that MaineCare member and others who need transportation services in Androscoggin, Franklin and Oxford Counties, have easy access to CCI services.

*Status: CCI's marketing efforts benefit all existing and potential users of its transportation services. CCI increased its marketing efforts significantly by hiring a marketing manager several years ago. CCI maintains a WEB site and has a toll-free phone line for all its offices. Additionally, agency staff attends community events and conferences to publicize CCI's services.*

4. To continue to recruit and train volunteer drivers, to meet the expanding requests for services, especially with the expanding baby boomer population in Maine.

*Status: CCI advertises weekly, and attends community conferences and events to recruit new drivers. CCI continually recruits new drivers to replace lost drivers in an effort to maintain around 350 volunteer drivers on an ongoing basis.*

*CCI requires the completion of an 18 hour training course prior to driving as a volunteer. Within a year of starting, drivers are required to complete a six-hour state approved driving dynamics course. The training program provides education on dealing with the most difficult consumers, such as some MHMR/autism clients, and includes education on cultural diversity and senior sensitivity. Volunteer drivers with more than one year of service are required to take a four-hour refresher course every three years. In 2009, every driver with more than one year of service attended a refresher course. In 2012, every driver with more than one year service will again attend a refresher course.*

5. Increase training opportunities for all staff and volunteers to expand knowledge, capacity and customer service by offering training options monthly.

*Status: 100% of all transportation staff receives specialized training to assure high quality customer service is practiced daily. CCI's Board maintains up-to-date Customer Service Standards, which are incorporated into job descriptions.*

These are in addition to the goals above.

1. Continue to expand marketing and promotional activities to assure consumers are aware of CCI's services. Establish a Marketing Committee to expand the agency's presence.
2. Continue to expand services and funding, as follows:

- a. Continue to work within the State of Maine to prevent the loss of services to Maine consumers.
- b. Continue to work with Maine's congressional delegation to pass legislation to make transportation a mandated component of Medicare.
- c. Continue to work with Maine's congressional delegation to increase services for veterans, including a medical facility in the region and provisions for out-of-state transportation.
- d. Expand CCI's alternative funding to exceed \$300,000 in the next fiscal year. Receive funding from a minimum of ten new resources. Reach out beyond the agency's current borders to bring in funding resources for those clients within CCI's transportation coverage. Increase CCI's partnerships and collaboration both within and external to New England to expand services to those unable to reach critical medical care.

*Status: CCI continues to work on these goals as stated above.*

3. Strive to meet transportation needs by increasing the number of trips provided by CCI by 5% over the next biennium.

*Status: The number of trips increased by 8% between 2008 and 2010. While the number of trips has increased, there has been a reduction in passenger miles. CCI is required by MaineCare to use volunteers in closer proximity to calls to reduce costs.*

4. Have 500 volunteer drivers by 2010. Expand recruitment efforts by attending community events and advertising the advantages of volunteering.

*Status: Currently CCI works to maintain 350 volunteer drivers; it foresees the need for at least 500 volunteer drivers, and will continue to pursue this goal.*

5. Update and expand the current training curriculum for volunteer drivers. Add training by DHHS and other providers to increase customer services for consumers with autism, ADHD, MH/MR and senior sensitive issues. Offer refresher classes for volunteers with 5 to 10 years of service. (Those with over 10 years of service are already receiving these classes.)

*Status: This was accomplished. DHHS training was added. Refresher courses are offered every three years, and staff attended "train the trainer training" to allow for in-house training.*

## Regional Plan Advisory Committee Goals

### 1. Non-covered transportation

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

*Status: CCI is continually looking for ways to provide needed transportation services, and actively seeks partners to provide these services. Some recent examples of these efforts include: CCI collaboration with the Progress Center and Support Solutions to transport adults with developmental disabilities to work sites; work with the Somali community to train Somali volunteer drivers and provide necessary transportation; and transportation services for veterans, including interim services until a facility is established in the Lewiston area.*

- B. 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. CCI does not generally provide the type of services funded through these programs. However, CCI will continue to explore opportunities as they arise.*

- C. GoMaine buses.** Consider establishing a commuter program between service centers using GoMaine vans provided by MaineDOT.

*Status: No action. CCI will continue to consider use of GoMaine buses, if opportunities to do so arise.*

### 2. Better information for consumers

- A. Link to other web pages.** When websites are fully operational, work with social service agencies to link their web pages to the transportation websites.

*Status: Not achieved. CCI maintains an up-to-date WEB page, and would like to have social service agencies provide links to its WEB page. CCI will continue to explore this possibility.*

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

*Status: No action. CCI has not utilized the Transit Toolkit, but will continue to explore opportunities to utilize it in the future.*

### 3. **Non-MaineCare dialysis transportation**

- A. **Dialysis coordination.** Work with dialysis providers to reduce overall costs by having them schedule as many people from a given area as can be reasonably accommodated so that a single vehicle can serve them all.

*Status: One of CCI's primary focuses is to obtain grant funding where there is otherwise a lack of adequate funding, such as for transportation services for non-MaineCare dialysis and cancer patients. CCI has obtained a number of grants to support this type of transportation. CCI coordinates transportation for its non-MaineCare and MaineCare clients to the greatest extent possible. Van service is generally used in urban areas, and volunteers are usually used in rural areas.*

### 4. **Off-hours transportation**

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

*Status: CCI volunteers are usually available to provide round-the-clock transportation services, particularly for MaineCare covered services.*

### 5. **Coordination**

- A. **Task force.** Establish an on-going task force or work group to examine ways of better coordinating the delivery of transit services throughout the three-county area.

*Status: CCI would welcome the opportunity to be involved in a Task Force to explore ways to better coordinate the delivery of transit services.*

### 6. **Prescription pick-up**

- A. **Steps to enhance prescription delivery.** Work with the medical community to:
- Identify pharmacies that provide mail delivery;
  - Educate riders to use those pharmacies;
  - Educate physicians to call new prescriptions into the pharmacy before the patient leaves the office in hopes that it will be ready when the rider arrives at the pharmacy.

*Status: CCI informs clients about pharmacies that make deliveries and educates clients about the advantages having physicians call in prescriptions prior to leaving the physician's office.*

## **B. NEW GOALS**

1. Provide high quality customer service to the consumers of Transportation Services in Androscoggin, Franklin and Oxford Counties.
2. Seek funds to meet the needs of consumers, particularly those in need of medical transportation, and including those who do not qualify for MaineCare.
  - a. Continue to work within the State of Maine to prevent the loss of services to Maine consumers.
  - b. Continue to work with Maine's congressional delegation to pass legislation to make transportation a mandated component of Medicare.
  - c. Expand CCI's alternative funding to exceed \$300,000 in the next fiscal year. Receive funding from a minimum of ten new resources. Reach out beyond the agency's current borders to bring in funding resources for those clients within CCI's transportation coverage. Increase CCI's partnerships and collaboration both within and external to New England to expand services to those unable to reach critical medical care.
3. Continue to work with Maine's congressional delegation to increase services for veterans, including a medical facility in the region and provisions for out-of-state transportation.
4. Assure that MaineCare members and others who need transportation services in Androscoggin, Franklin and Oxford Counties, have easy access to CCI services.
5. Continue to expand marketing and promotional activities to assure consumers are aware of CCI's services. Establish a Marketing Committee to expand the agency's presence.
6. Strive to meet transportation needs by increasing the number of trips provided by CCI by 5% over the next biennium.
7. Continue to recruit and train volunteer drivers, to meet the expanding requests for services, especially with the expanding baby boomer population in Maine.
  - a. Expand recruitment efforts by attending community events and advertising the advantages of volunteering.
  - b. Increase training opportunities for all staff and volunteers to expand knowledge, capacity and customer service by offering training options monthly.

## **BENCHMARKS**

Benchmarks are measures of performance. CCI's primary benchmarks for increasing productivity and efficiency include:

- number of volunteer drivers,
- number of trips provided, and
- amount of alternative funding.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data for the past two fiscal years. CCI's fiscal year begins on October 1 (for example, FY 2009 begins on 10/1/2008 and ends on 9/30/2009).

<b>Community Concepts, Inc.</b>			
<b>Annual Report – Past Two Years</b>			
		<b>FY 2009</b>	<b>FY 2010</b>
<b>Volunteer Resources</b>			
	Volunteer Drivers	325	350
	Personal Vehicles in Service	325	350
<b>Vehicles (CCI Fleet)</b>			
	Number of Active Vehicles in Fleet	8	8
	Number of Inactive Vehicles in Fleet	0	0
	Number of Spare Vehicles in Fleet	0	0
	Number of Vehicles Disposed	0	0
	Number of Vehicles Sold	1	1
	Number of ADA Accessible Vehicles	1	1
<b>Annual Operating Expenses</b>			
	Annual Transit Operating Expenses	N.A.	N.A.
	Annual Social Services Operating Expenses	\$7,356,928	\$7,149,998
<b>Annual Administrative Expenses</b>			
	Annual Transit Administrative Expenses	N.A.	N.A.
	Annual Social Services Administrative Expenses	\$2,006,464	\$2,049,748
<b>Annual Operating Revenues</b>			
	Fare Revenues	N.A.	N.A.
	Transit Contract Revenues	N.A.	N.A.
	Social Service Contract Revenues	\$9,033,999	\$8,906,034
	FTA-Federal Operating Assistance	0	0
	MaineDOT – State Operating Assistance	0	0
	Local Operating Funds, Grants, Donations, Etc.	\$329,583	\$293,713
	Total Annual Operating Revenues	\$9,363,582	\$9,199,747
<b>FTA-Sources of Capital Funds</b>			
	FTA-Federal Capital Assistance	0	0
	MaineDOT-State Capital Assistance	0	0
	Local Capital Funds	0	0
	Total Capital Funds	0	0

		<b>FY 2009</b>	<b>FY 2010</b>
<b>Annual Vehicle Miles (passenger miles)</b>			
Annual Transit Miles		N.A.	N.A.
Annual Social Service Miles		15,868,183	15,504,205
<b>Annual Vehicle Hours</b>		N.A.	N.A.
<b>Annual Passenger Trips</b>			
Annual Transit Passenger Trips		N.A.	N.A.
Annual Social Services Passenger Trips		417,771	442,130
<b>Safety</b>			
Fatalities		0	0
Major Incidents		0	0
Major Injuries		0	0

Source: Community Concepts, Inc.

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

The following pages contain an overall summary of revenues and costs, one-way trips and passenger miles for CCI's services.

<b>Revenues, Costs, Trips, Passenger Miles <u>By Agency</u> Past Two Years</b>								
<b>Social Service Agency/ Program</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Passenger Miles</b>	
	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2009</b>	<b>FY 2010</b>
General Public	\$329,583	\$293,713	\$329,583	\$293,713	24,606	28,217	910,000	902,063
MaineCare	\$8,637,607	\$8,483,583	\$8,637,607	\$8,483,583	376,947	394,885	14,329,556	13,962,525
DHHS	\$396,392	\$422,450	\$396,392	\$422,450	16,218	19,028	627,628	639,627
<b>Total*</b>	<b>\$9,363,582</b>	<b>\$9,199,747</b>	<b>\$9,363,582</b>	<b>\$9,199,747</b>	<b>417,771</b>	<b>442,130</b>	<b>15,868,183</b>	<b>15,504,215</b>

\*One-way trips and passenger miles data is just for agency vehicles.

**Revenues, Costs, Trips, Passenger Miles By Mode  
Past Two 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	\$452,448	\$505,165	\$452,448	\$505,165	49,845	56,414	184,555	216,010
Volunteers	\$7,630,343	\$7,416,953	\$7,630,343	\$7,416,953	263,476	279,086	12,184,762	11,802,030
Friends & Family	\$1,280,791	\$1,277,628	\$1,280,791	\$1,277,628	104,450	106,630	3,498,863	3,846,175
<b>Total</b>	<b>\$9,363,582</b>	<b>\$9,199,747</b>	<b>9,363,582</b>	<b>\$9,199,747</b>	<b>417,771</b>	<b>442,130</b>	<b>15,868,183</b>	<b>15,504,215</b>

*\*One-way trips and passenger miles data is just for agency vehicles.*

**CCI Transportation Revenues And Expenses  
FY 2009 And FY 2010**

<b>REVENUES</b>	<b>FY 2009</b>	<b>FY 2010</b>
MaineCare	\$8,637,607	\$8,483,583
DHHS	396,392	422,450
Local, Grants, Donations, Etc.	329,583	293,713
<b>Total</b>	<b>\$9,363,582</b>	<b>\$9,199,747</b>
<b>EXPENSES</b>	<b>FY 2009</b>	<b>FY 2010</b>
Salary and Fringe	\$1,338,075	\$1,321,903
Travel Staff	19,344	19,092
Training	38,689	38,184
Consultants	116,069	114,553
Supplies	34,820	34,366
Volunteer Reimbursements	6,758,425	6,628,472
Vehicle Operations	243,746	240,562
Equipment	42,261	41,709
Cell Phone	32,886	32,456
Public Relations	50,296	49,639
Occupancy	143,152	143,152
Depreciation	65,772	64,913
Insurance	38,689	38,184
Postage and Photo Copies	38,689	38,184
Technology	73,510	72,550
Telephones	50,296	49,639
Miscellaneous	27,082	26,729
Indirect Cost Rate	251,781	245,460
<b>TOTAL</b>	<b>\$9,363,582</b>	<b>\$9,199,747</b>

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

<b>Elderly and Individuals with Disabilities One-Way Trips Past Two Years</b>		
	<b>FY 2009</b>	<b>FY 2010</b>
# General Public Passengers Carried	7,502	7,838
# of Elderly Passengers Carried	1,552	1,567
# of Individuals with Disabilities	1,832	1,901
<b>Total</b>	<b>10,886</b>	<b>11,306</b>

**D. PROJECTED REVENUES, COSTS, ONE-WAY TRIPS, PASSENGER MILES**

<b>Projected Revenues, Costs, Trips, Passenger Miles <u>By Agency</u> Next Two Years</b>								
<b>Social Service Agency/ Program</b>	<b>Revenues</b>		<b>Costs</b>		<b>One-Way Trips</b>		<b>Passenger Miles</b>	
	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>
General Public	0	0	0	0	0	0	0	0
MaineCare	\$7,599,747	\$7,827,739	\$7,599,747	\$7,827,739	406,732	418,933	13,975,000	14,394,250
DHHS	\$380,000	\$380,000	\$380,000	\$380,000	18,620	18,620	630,000	630,000
Other	\$325,000	\$335,000	\$325,000	\$335,000	52,337	53,907	925,000	952,750
<b>Total*</b>	<b>\$8,304,747</b>	<b>\$8,542,739</b>	<b>\$8,304,747</b>	<b>\$8,542,739</b>	<b>417,771</b>	<b>442,130</b>	<b>15,530,000</b>	<b>15,977,000</b>

\*One-way trips and passenger miles data is just for agency vehicles.

<b>Projected Revenues, Costs, Trips, Passenger Miles <u>By Mode</u> Next Two 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	\$394,475	\$395,400	\$394,475	\$395,400	45,000	47,500	166,100	167,500
Volunteers	\$6,083,228	\$6,287,936	\$6,083,228	\$6,287,936	295,000	297,550	12,156,400	12,521,100
Friends & Family	\$1,827,044	\$1,859,403	\$1,827,044	\$1,859,403	109,825	112,500	3,590,760	3,695,400
<b>Total</b>	<b>\$8,304,747</b>	<b>\$8,452,739</b>	<b>\$8,304,747</b>	<b>\$8,452,739</b>	<b>449,825</b>	<b>457,550</b>	<b>15,913,260</b>	<b>16,384,000</b>

## E. BUDGET

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

<b>CCI Proposed Transportation Budget FY 2011 And FY 2012</b>		
<b>REVENUES</b>	<b>FY 2011</b>	<b>FY 2012</b>
MaineCare	\$7,599,747	\$7,827,739
DHHS	380,000	380,000
Other – Grants, Donations, etc.	325,000	335,000
<b>Total</b>	<b>\$8,304,747</b>	<b>\$8,542,739</b>

<b>EXPENSES</b>	<b>FY 2011</b>	<b>FY 2012</b>
Salary and Fringe	\$1,125,900	\$1,149,775
Travel Staff	18,125	16,075
Training	36,335	37,421
Consultants	110,000	98,623
Supplies	35,000	34,351
Volunteer Reimbursements	6,319,125	6,422,140
Vehicle Operations	195,000	200,850
Equipment	35,750	36,823
Cell Phone	35,000	36,050
Public Relations	40,000	41,200
Occupancy	90,000	92,700
Depreciation	48,000	49,440
Insurance	35,000	36,050
Postage and Photo Copies	25,000	25,750
Technology	50,510	52,025
Telephones	45,000	46,350
Miscellaneous	12,250	12,616
Indirect Cost Rate	150,000	154,500
<b>TOTAL</b>	<b>\$8,304,747</b>	<b>\$8,542,739</b>

## FLEET CONDITION

Not applicable

**APPENDIX**

**COMMUNITY CONCEPTS, INC.**

## Community Concepts

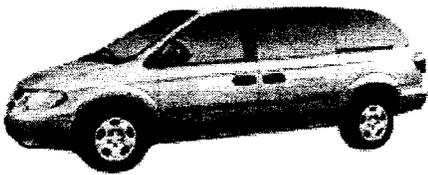
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#### Our Transportation Program

Our Transportation Program:

“To promote safe, reliable and affordable transportation to our customers while ensuring that everyone who calls receives help with their transportation needs, whether they ride with us or we refer them to another driver.”



Since 1984, Community Concepts has provided door to door specialized transportation services to residents of Androscoggin, Franklin and Oxford Counties. Community Concepts provides transportation services for:

- MaineCare patients to qualified medical appointments.
- Public schools/Special needs students.
- Maine Department of Health and Human Services.
- Child Development Services.
- Kidney Dialysis & chemotherapy patients.
- Day Habilitation programs.

In 2008, Community Concepts Transportation served over 9000 clients. 375 volunteer drivers provided more than 9 million miles of rides to medical appointments and other services.

**[Click here for contact information if you are interested in any of our transportation programs.](#)**

### additional information

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**[Click here to download or view a printable list of Food Pantries and Soup Kitchens in the Tri-County Area \(Androscoggin, Franklin and Oxford Counties.\)](#)**

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**[Click here to go to our website for parents](#)**

## Community Concepts

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## MaineCare Transportation Program

### MaineCare Transportation Program

MaineCare (formerly Medicaid and Cub Care) is a Federal/State program which provides health services to people with limited income. To find out if you qualify for MaineCare, you will need to contact your nearest Maine Department of Health and Human Services office (DHHS).

Local DHHS numbers:

Androscoggin County..... 1-800-482-4517  
 Franklin County.....1-800-442-6382  
 Oxford County.....1-888-593-9775

Community Concepts can provide free transportation services to eligible medical appointments to qualified MaineCare recipients. Individuals that qualify are those that cannot drive themselves and have no friends or family members available to drive them. If you do have friends or family members that can drive you, the driver may qualify for mileage reimbursement.

For eligible riders, appointments are scheduled using our agency vans or one of our 390 volunteer drivers.

To get started simply call or come into one of our offices and complete a brief application (this may be done over the phone)

To schedule a trip:

- Call us
- Tell us who is being transported
- Give us the time and location of the appointment
- Community Concepts will schedule your ride

Please note that we recommend 48 hours notice to schedule appointments.

**[Click here for contact information for any of our transportation programs.](#)**

## additional information

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**[Click here to download or view a printable list of Food Pantries and Soup Kitchens in the Tri-County Area \(Androscoggin, Franklin and Oxford Counties.\)](#)**

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## Community Concepts

### MaineCare Mileage Reimbursement Program

#### MaineCare Mileage Reimbursement Program

Community Concepts can reimburse mileage and tolls to qualified MaineCare recipients to eligible medical appointments living in Androscoggin, Franklin or Oxford Counties. If you drive yourself, a friend or a family member who receives MaineCare, you may be eligible for mileage reimbursement. (You must initially call the transportation office and fill out an application to qualify for reimbursement.)

[Click here for mileage reimbursement form](#)

To get started:

- Call or come into the Auburn transportation office
- Complete a brief application
- You will be given mileage forms and information on how to submit them.

Once you are enrolled to schedule a trip

- Call the office
- Let Community Concepts know who is being transported
- The MaineCare recipient must get verification from the health provider
- All appointments need to be authorized in advance.
- If the trip is out of state, additional authorization must be obtained

If you have any questions regarding the MaineCare Mileage Transportation Program, please contact:

Self Rides Program: 795-6073 Ext. 2063  
[selfrides@community-concepts.org](mailto:selfrides@community-concepts.org)

Community Concepts Transportation  
79 Main Street  
Auburn, ME 04210

[Click here for contact information for any of our transportation programs.](#)

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## Community Concepts

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#### **Elder Rides**

##### Elder Rides Program

Community Concepts provides transportation for seniors to critical medical appointments. Critical medical appointments include: Chemotherapy, radiation and kidney dialysis. When funds allow, some preventative care is eligible.

Passengers must have no alternative means of transportation. Priority is given to kidney dialysis, chemotherapy and radiation clients. For more information, simply call one of our local offices.

There is no state or federal funding available to fund this critical program. Community Concepts relies on the generosity of foundations, corporations and donations from the local community, staff and clients.

Donations are always accepted for this program.

Donations may be sent to:

**Community Concepts Corporate Advancement**

**Attn: Elder Rides**

**79 Main Street**

**Auburn, ME 04210**

You may also make a secure online donation by clicking on the DONATE NOW button on the right of your screen.

**[Click here for contact information for any of our transportation programs.](#)**

### **additional information**

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**[Click here to download or view a printable list of Food Pantries and Soup Kitchens in the Tri-County Area \(Androscoggin, Franklin and Oxford Counties.\)](#)**

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**[Click here to go to our website for parents](#)**  
**[www.parentingthoughts.org](http://www.parentingthoughts.org)**

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Lewiston-Auburn  
**Earned Income Tax Credit**  
**ARE YOU ELIGIBLE? [Find out by clicking here!](#)**

## Community Concepts

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#### Rides for Hire

Escorted transportation services for the general public are available for a fee. Door to door service is provided by mini-van or volunteer driver.

Please contact the Auburn transportation office for rates and availability.

[Click here for contact information on any of our transportation programs.](#)

### additional information

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**ARE YOU ELIGIBLE? [Find out by clicking here!](#)**

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[Click here for the latest Poverty in Maine Update](#)

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#### **Please Help by Donating to Community Concepts**

Helping People Changing Lives is something Community Concepts does **everyday**.

If you would like to help the people of Western Maine get to medical appointments, pay for fuel, and educate their young children as well as many other important services, please make a donation by clicking on the **Donate Now** button below.

Thank you.

Community Concepts is a charitable organization under IRS 501(c)(3) regulations.  
Donations are tax deductible to the amount permitted under law.

## Community Concepts

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## Volunteer Driving Program

### Volunteer Driver Program

Community Concepts, Inc. volunteer drivers provide transportation to citizens of Androscoggin, Franklin and Oxford Counties. They provide rides to medical appointments, child development programs and other critical destinations. They offer a vital service to the community, enhancing the quality of life for those who have no other means of transportation. In 2008, our volunteers donated more than 600,000 hours to the transportation program. They drove over 13 million miles!

#### *Test Drive these Benefits:*

- Enjoy helping people in your community.
- Earn mileage reimbursement
- Be part of a team and make new friends
- Receive special savings on AAA, BJ'S and local businesses.
- Receive free certified Maine Driving Dynamics Course
- Volunteer of the month awards
- Annual volunteer banquet
- Participate in additional training including Red Cross certification in CPR and First Aid

Our dedicated volunteers are people who somehow find time to help their communities. They go above and beyond the call of duty to serve our clients. Schedules for volunteer drivers are flexible.

To get started, stop in to your local transportation office and fill out an application,

[click on this link for printable application](#), or email [volunteerrides@community-concepts.org](mailto:volunteerrides@community-concepts.org).  
Community Concepts will contact you with information on the next scheduled training.

[Click here for contact information on any of our transportation programs.](#)

## **additional information**

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[Click here to download or view a printable list of Food Pantries and Soup Kitchens in the Tri-County Area \(Androscoggin, Franklin and Oxford Counties.\)](#)

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