

MAINEDOT REGION 8

BIENNIAL OPERATIONS PLAN

FY 2011 AND FY 2012

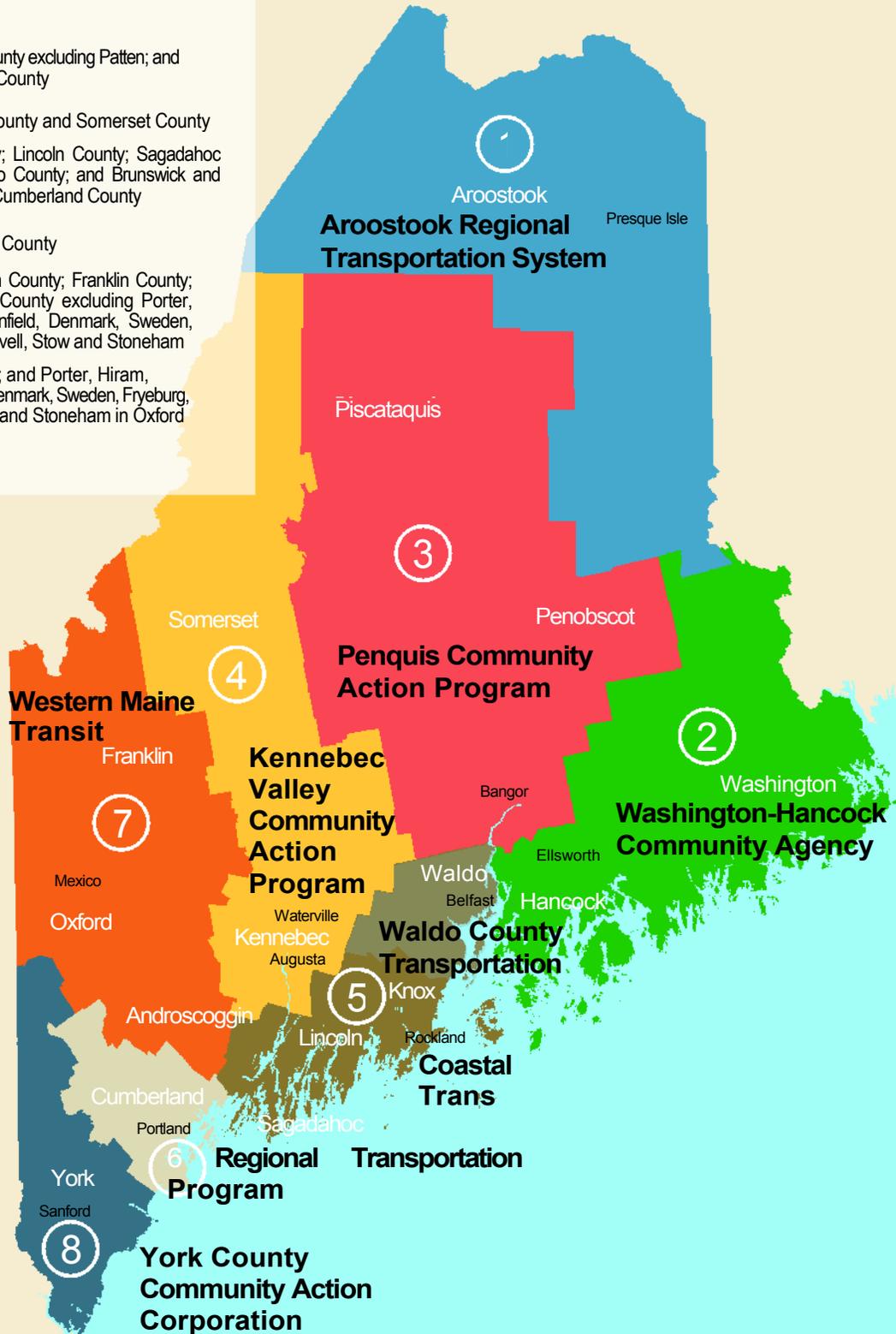
A LOCALLY COORDINATED PLAN

**YORK COUNTY COMMUNITY ACTION
CORPORATION (YCCAC)**

**BIDDEFORD-SACO-OLD ORCHARD BEACH
TRANSIT COMMITTEE (SHUTTLEBUS)**

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

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

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

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REGIONAL OVERVIEW

MAINEDOT REGION 8

REGIONAL OVERVIEW

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MAINEDOT REGION 8 BIENNIAL OPERATIONS PLAN

REGIONAL OVERVIEW

LOCATION OF REGION 8

Region 8 encompasses all of York County and the Oxford County towns of Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham.

York County is 990 square miles in size and has a population of over 197,000 people (2010 Census).

POPULATION OF REGION 8

York County has been one of Maine's fastest growing counties. Between 2000 and 2010, York County's population grew by 6%, from 186,742 people to 197,131 people (2010 Census). This was 50% more than overall population growth statewide.

POPULATION OF YORK COUNTY AND MAINE		
YEAR	YORK COUNTY	MAINE
1960	99,402	970,689
1970	111,576	992,048
1980	139,666	1,124,660
1990	164,587	1,227,928
2000	186,742	1,274,923
2010	197,131	1,328,361
1970-80 change	25%	13%
1980-90 change	18%	9%
1990-00 change	13%	4%
2000-10 change	6%	4%
1960-10 change	98%	37%

Source: U.S. Census

York County is one of the more affluent counties in Maine. The County's median household income (\$54,414) is much higher than the statewide figure (\$46,541; see table, below). Further, York County's poverty rate (8.5%) is significantly lower than the state rate (12.6%). The proportion of senior citizens (65 and older) for York County is slightly lower than statewide.

YORK COUNTY PROFILE – 2010		
Measure	York County	Maine
Total Population	197,131	1,328,361
Total Households	81,009	557,219
Average Household Size	2.50	2.43
Median Household Income	\$54,414	\$46,541
Persons below Poverty	8.5%	12.6%
65 Years and Over	15.4%	15.9%

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

REGIONAL PUBLIC AND PRIVATE TRANSPORTATION PROVIDERS

A. PUBLIC TRANSPORTATION PROVIDERS

Public transportation providers in Region 8 include two providers seeking Section 5311 assistance, and one fixed route provider in New Hampshire that serves part of York County.

- 1. York County Community Action Corporation (YCCAC):** YCCAC is a non-profit corporation designated by MaineDOT as the regional provider of transportation services to the general public, individuals with disabilities, low income and elderly people in Region 8 which includes York County.

All of YCCAC's routes are rural area routes, except a portion of the South County Route and the towns of Biddeford, Saco and Old Orchard Beach that are part of the Portland urban area based on the 2010 Census. Due to a change in the boundaries for Transportation Region 8 in 1998, nine Oxford County towns are included within YCCAC's region. These towns are Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham. YCCAC has an informal agreement with Western Maine Transportation Services (WMTS) under which WMTS serves these communities. Information on service to these towns is included in the Region 7 Biennial Operations Plan for Western Maine Transportation Services (WMTS).

The primary objective of YCCAC's transportation program is to aid in the attainment of self-sufficiency for York County residents by providing a means for them to access community services and resources which they would not otherwise be able to get to. This entails the provision of low-cost transportation services to the elderly, human service agency clients, the economically disadvantaged, persons with disabilities, and the general public.

YCCAC provides non-emergency public and social service transportation through a variety of transit services:

- **Deviated Fixed Route Service.**
 - **Sanford Transit** is a fixed-route deviation service that operates Mondays through Fridays between Springvale and South Sanford, and serves members of the public.

- **Sanford Ocean Shuttle** is a year-round service within the Shoreline Explorer Network. Other portions of the Shoreline Explorer Network operate on a seasonal basis.
- **Subscription service.** WAVE (Wheels to Access Vocation and Education) is a seven-day-per-week transportation service within the Wells–Sanford and Biddeford-Sanford corridors providing trips for employment and training, along with transports to area child care services for riders' children.
- **Seasonal service.** The Shoreline Explorer service was begun in June 2006, providing a network of public and private trolley and bus services, linking the communities of Sanford, Kennebunk, Kennebunkport, Wells, Ogunquit and York.
- **Demand response.** YCCAC provides demand response service to York County communities, with service to medical facilities and shopping one day/week in most communities. YCCAC's demand response service provides transportation for adult day programs for persons with disabilities, childcare facilities, and for medical and shopping trips. The demand response system is designed to maximize the efficiency of service delivery. One driver may do a run to an Adult Day Program, then pick up shoppers. Another driver may do a run to a Child Care site, and then pick up riders to an Adult Day Program. Medical trips are usually assigned to drivers available in the area. All rides must be arranged 24 hours in advance. In 2010, YCCAC provided about 4,000 general public one-way trips per month.
- **MaineCare transportation.** YCCAC provides non-emergency medical transportation to individual (Medicaid) MaineCare clients when no other transportation is available. YCCAC must select the least expensive means of transportation that is suitable to meet the client's medical needs. YCCAC provides about 1,000 MaineCare trips per day. Below are the categories of services provided by YCCAC for MaineCare clients:
 - Friends and Family Program – this program provides MaineCare reimbursement for self-drive or by friends and family;
 - YCCAC volunteers – services provided by volunteer drivers using private vehicles;
 - (YCCAC agency vehicles) - transportation provided by YCCAC on either its scheduled demand response service as described above or, more frequently, at other times. YCCAC uses software that focuses on loading agency vehicles and volunteer vehicles, and that uses taxis as a last resort.
 - Other –YCCAC refers trips to other providers such as taxis and regional providers in adjacent regions as appropriate.
- **Transportation services to other agencies and organizations.** YCCAC has contracts to provide transportation services to the Maine Department of Health and Human Services, Southern Maine Agency on Aging, and Child Development Services, and informal agreements to provide services to a number of other agencies.

- **Trolley Service.** YCCAC continues its joint venture with the Wells Chamber of Commerce to operate the Wells Trolley Service.
- **Other.** YCCAC also has an agreement with WMTS under which WMTS provides transportation to the Oxford County towns of Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham, all of which are in Region 8.

YCCAC uses its fleet of lift-equipped buses, trolleys, and vans and agency-certified volunteer drivers to collectively serving over 3,000 people countywide each year. YCCAC provided over seven million passenger miles of service, and over 343,000 rides in FY 2010.

2. Biddeford-Saco-Old Orchard Beach Transit Committee (BSOOB - ShuttleBus):

Deviated fixed route. The Biddeford-Saco-Old Orchard Beach Transit Committee is a municipal transit district which provides three fixed route transit systems: the Tri Town Transit is a seven-days-per-week service for Biddeford, Saco and Old Orchard Beach; the Intercity Service from Biddeford to Portland serves Biddeford, Saco, Old Orchard Beach, Pine Point (Scarborough), South Portland (including the Maine Mall) and Portland, and operates seven days per week; and the ZOOM Turnpike Express travels from the Park and Ride lots in Biddeford and Saco, via the Maine Turnpike, into Portland.

ShuttleBus' routes include the following:

- Biddeford to Saco and Old Orchard Beach via Elm Street
- Biddeford to Saco and Old Orchard Beach via Alfred Street
- The Beach Trolley
- Portland Intercity Service
- ZOOM Turnpike Express
- UNE Nor'easter Express

3. COAST

Fixed route. The Cooperative Alliance for Seacoast Transportation provides fixed public transit service from Dover and Somersworth, N.H. into Berwick. (Durham, N.H., # 603-743-5777 and # 603-862-2328).

4. Friends in Service Helping (FISH)

Volunteer transportation. FISH operates a small volunteer group serving medical trips for people in the Kennebunk, Kennebunkport, and Arundel area, through the Senior Center at Lower Village, Kennebunk. These are volunteer drivers providing transportation for medical or social appointments only when no other means of transportation are available. FISH averages about 30 requests per week.

B. PRIVATE TRANSPORTATION PROVIDERS

Bus Companies

1. **Dineen Coach Co**, 42 Old Post Road, Kittery, # 207-439-4440/# 800-396-4440
2. **Greyhound Bus Lines**, 696 Sanford Road, Wells, # 207-646-24
3. **Ledgemere Transportation Inc**, 225 Federal Road, Parsonsfield, # 625-4495
4. **Patrick Bus Leasing Corp**, Kittery, # 439-3100
5. **Wells Transportation Center**, 696 Sanford Road, Wells, # 646-2499
6. **York Trolley Company**, York, # 363-9600

Summer Services

1. **Intown-Trolley**, A privately owned local summer trolley providing sightseeing tours in Kennebunkport that connects to the Kennebunk Shuttle and the Shoreline Trolley (# 207-967-3686, www.InTownTrolley.com).
2. **Ogunquit Trolley**, A privately owned local summer trolley that connects with the Shoreline Trolley and Shore Road Shuttle (#207-646-1411, www.OgunquitTrolley.com).
3. **York Trolley Beach Shuttle**, A privately owned local summer trolley that connects with the Shore Road Shuttle (# 207-748-3030, www.YorkTrolley.com).

Taxi Services

1. **A-1 Cab Service**, 33 Cherryfield Avenue, Saco,
2. **Anchor Taxi**, 808 Sagamore, Portsmouth, New Hampshire, # 603-436-1888
3. **Alternative Taxi Network**, 408 Elm, Biddeford, # 284-0269
4. **Blue Star Taxi**, Portsmouth, # 603-436-2774
5. **Brewster's Taxi and Travel Service**, 509 Main, Ogunquit, # 207-646-2141
6. **Coastal Taxicab**, 177 Guinea Road, Biddeford, # 207-284-0118,
7. **Faith Taxi**, Sebago Road, Hiram, # 800-935-4028
8. **Foggs Auto Sales**, 1508 Main Street, Sanford, # 207-324-2503
9. **Front-Line Taxi**, 13 Stanley Road, Springvale, # 207-490-1214

10. **J & M Taxi**, 1063 Main Street, Sanford, # 207-490-2222
11. **John's Taxi**, 225 West Street, Biddeford, # 207-284-7511
12. **Maine Taxi**, 476 Alfred Street, Biddeford, # 800-974-5381
13. **Need Alift**, 1 Cleaves Street, Old Orchard Beach, # 207-590-4225
14. **Sanford - Springvale Taxi**, 141 Deering Neighborhood Road, Springvale, # 207-490-1700
15. **Seacoast Cab Company**, 2063 Post Road, Wells, # 207-646-4222
16. **Taxi**, 35 New Dam Road, Sanford, # 207-459-7422
17. **Twin City Taxi**, 4 Spruce Street, Biddeford, # 207-284-7911
18. **Two Rivers Transport**, 18 Federal Road, Parsonsfield-Cornish, # 207-625-7779

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

1. **American Medical Response**, Biddeford, # 207-283-6655; 26 Long Sands Road, York, # 207-351-1522; Kittery, # 207-439-0100
2. **Mermaid Transportation**, 3 Glasgow Road, Scarborough, # 885-5630/# 800-696-2463
3. **Northeast Mobile Health Services**, Kennebunk, # 207-985-2500

C. PROVIDERS SEEKING SECTION 5311 ASSISTANCE

Two providers are seeking Section 5311 and/or state assistance: YCCAC and the Biddeford-Saco-Old Orchard Beach Transit Committee (ShuttleBus).

COAST is eligible for state funding through the Dover urbanized area. Both COAST and YCCAC apply to the Kittery Area Comprehensive Transportation Study Committee (KACTS) each year for Section 5307 operating subsidies for their service in the urbanized area along the New Hampshire border (Kittery, Eliot, South Berwick, Berwick and a portion of Lebanon)

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

YCCAC has worked closely for many years with social service agencies, service providers and others to ensure that its limited resources are used as efficiently as possible. As shown in the chart on the next page, 63% of YCCAC's revenues in FY 2010 were derived from MaineCare funds. Consequently, YCCAC 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 YCCAC 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.

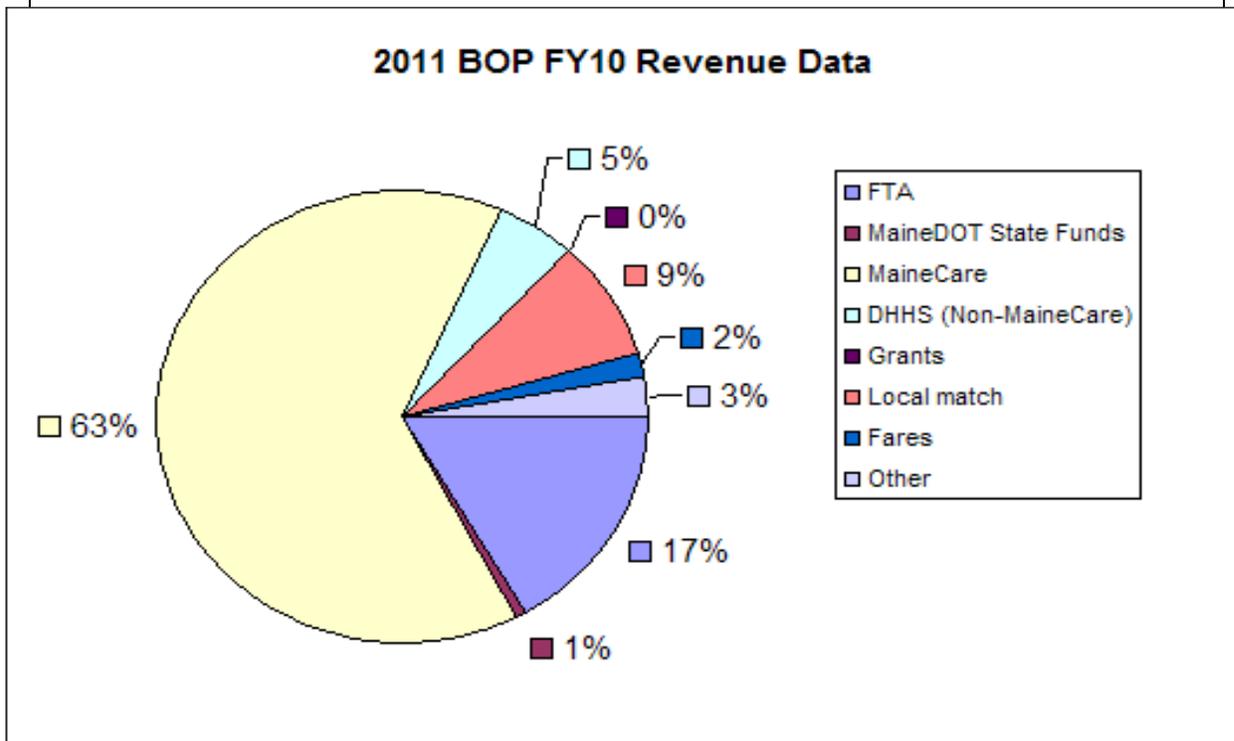
YCCAC's efforts to coordinate transportation service are ongoing. The human service agencies and the region's transit providers keep in touch on a regular basis to discuss current service and future options. In addition, the transit providers receiving federal subsidies themselves have initiated coordination on their own both in the region and throughout the state through the Maine Transit Association. There is so little public transit funding available that the incentive not to overlap services in the region is very great. YCCAC purchases both trips and preventative and general maintenance services from ShuttleBus. YCCAC also regularly refers trips and receives referrals from neighboring providers including Regional

Transportation Program (RTP) in Portland, WMTS in Auburn and Community Concepts, Inc, in Auburn.

YCCAC participates in regional transportation planning through the PACTS Transit Committee, the Southern Maine Corridor Committee and on-going contact with the Southern Maine Regional Planning Commission.

Additional coordination efforts include a maintenance service agreement between YCCAC and ShuttleBus that was established in June 1995, under which YCCAC purchases diesel fuel, as well as maintenance and repair services from the ShuttleBus maintenance facility. YCCAC also coordinates training events with neighboring regional transportation providers, and other local organizations to increase options for training in areas such as customer service, driver dynamics, and CPR/FirstAid. YCCAC and ShuttleBus work together to coordinate times for The WAVE and the ZOOM Turnpike services. Similarly, other providers in the region such as ShuttleBus' Portland Intercity bus and the ZOOM Turnpike Express have a transfer system that links to the METRO and South Portland Bus System.

Summary of YCCAC FY10 Revenue Sources		
Source	FY10	% of Total Revenue
FTA	\$1,187,500	17%
MaineDOT State Funds	\$54,433	1%
MaineCare	\$4,607,162	63%
DHHS (Non-MaineCare)	\$378,044	5%
Grants	\$10,000	0%
Local match	\$621,412	9%
Fares	\$120,824	2%
Other	\$190,351	3%
YCCAC Total Revenue	\$7,169,726	



Daily Coordination Efforts

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

B. REGIONAL PLAN ADVISORY COMMITTEE

Introduction

The Maine Department of Transportation and YCCAC 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 YCCAC and specific transit needs were also highlighted at the RPAC meeting on May 18, 2011. Additional details regarding the Region 8 RPAC forum are described below.

RPAC Forum

The RPAC forum was held on Wednesday, May 18, 2011, from 1:00 p.m. to 4:00 p.m., at YCCAC's office, 6 Spruce Street, Sanford, Maine. A total of 15 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
 - YCCAC
 - ShuttleBus
 - OTHER
 - General overview of services provided
 - Funding challenges
 - Summary of regional coordination efforts
4. Around-the-table summary of issues, concerns: (Remainder of time)
 - A. Current transit services and mobility management efforts for:
 - Low-income individuals
 - Elderly individuals
 - Individuals with disabilities
 - General public
 - B. Interagency coordination efforts – what works and what doesn't work
 - C. Unmet needs for transportation and types of investments needed
 - D. Other

Handouts. A number of handouts were distributed including:

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

Presentations. A MaineDOT official provided an overview of the BOP preparation process, the work of the Governor's Interagency Transportation Coordinating Committee, federal and state transit planning requirements, and the parameters and availability of funding for the JARC and New Freedom programs. An official from YCCAC provided an overview of YCCAC's 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 YCCAC arranging and providing the trips as is current practice. This regulatory change, if fully implemented, could impact YCCAC and its ability to continue to operate as a designated regional transportation provider.

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

YCCAC

- There are currently 110 volunteer drivers that are used for high priority medical trips and special needs children’s trips
- Volunteers provided more than 4.5 million miles for reimbursement only
- The Sanford municipal budget includes a one third cut to Sanford Transit; there will be service reductions if this passes
- The Shoreline Explorer connects with a for-profit trolley system
- YCCAC faces challenges every day because funding comes in different streams; there are a variety of calls each day and the agency has look at what’s available to cover costs
- YCCAC crosses county and state boundaries every day because people travel in multiple directions for employment and medical care
- YCCAC has a 1,000 square mile service area; the website is used to reach people
- There is a small pot of money to help people with mental health issues get to social clubs and shopping

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:

General

- Most people are happy with YCCAC’s services; it would be a mistake if those services were lost
- Sometimes it’s hard getting through by phone
- From a mental health perspective, YCCAC is doing a good job. There are over 600 adults with mental health disabilities and 97% have MaineCare. The biggest issue is lack of flexibility with the resources and the 72-hour notice requirement

- Center-based programs are gone – now they are community-based and it takes a lot coordination with YCCAC – some residential facilities are paid to transport residents but others are not – it’s a very complex system

Unmet needs

- The population is aging – this will result in a dramatic rise in the need for medical services
- There has been an increase in the need for dialysis; this has been very hard to meet; the average age for start of dialysis was 70, but many people in the 60’s are now needing it
- There is a need for safe, dry, comfortable bus shelters to serve the WAVE system
- Some of the unmet need is met by piggybacking on volunteer rides – a second person gets picked up at little or no cost where the origin and destination is the same
- Without piggybacking, some dialysis patients would die
- Some non-MaineCare patients don’t start dialysis because they don’t have transportation; There are about 91 patients generally on dialysis and each year about 6 end up in this situation
- More volunteers would provide more choices
- Need more wheelchair accessible vehicles – some people are on a bus for 1.5 hours due to the nature of how they are picked up
- Southern towns (Eliot, York, South Berwick) seem to be more underserved than other areas around Sanford and Biddeford – there are fewer volunteers with more distance to travel

Proposed brokerage system

- There is a potential loss of revenues to providers which leads to a loss of leveraging dollars for federal funds
- With the new system, people will have to call two different numbers
- Going to a broker, people will lose the personal touch they have had with YCCAC
- Kentucky looks a lot like what Maine is doing now
- People in a call center won’t care as much
- Maine has had a coordinated system for over 30 years

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 MainesDOT 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 8 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, YCCAC 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 YCCAC 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 YCCAC by providing vehicles and operating support.

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

Recommendations – Region 8

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 YCCAC 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. **Rural Community Partnerships.** Continue to work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing additional service to rural communities and where potential funding sources have been identified.
9. **Dialysis Coordination.** Continue to work with patients and medical providers to coordinate dialysis transportation to the maximum extent possible. Continue to explore funding options for providing a new dialysis service
10. **Scheduling.** Continue efforts to provide service on short notice to the maximum extent possible.

Recommendations – Statewide

1. **State-Level Coordination.** Continue state-level coordination efforts aimed at enhancing cost-effective transit services for all Maine citizens;
2. **Partnership Opportunities.** Continue to explore opportunities for encouraging regional-level partnerships, including planning partnerships, to address unmet or changing needs or to more cost-effectively address existing needs;

3. **Private Providers.** Bring non-traditional partners to the table to encourage private, for-profit entities to become transit partners;
4. **Guidelines for Documenting Unmet Needs.** Establish guidelines that can be used by providers to address unmet needs.

PERIODIC REVIEW OF SERVICE

MaineDOT through its contract agreements with YCCAC and ShuttleBus has identified performance measures and ridership reporting requirements to analyze transit services in the region. Region 8 challenges are unique in that it has a large geographic area with only a few transportation options available to the public. Increased service and expansion of services is difficult to achieve as the ridership revenue does not support the expense of such an expansion. Changes to existing services are made as service statistics demand. The public, other potential providers, and human service agencies are given an opportunity to review the service through the public notice process required for the preparation of the BOP.

A. OVERVIEW

There is no formal methodology for periodically reviewing service other than SMRPC's annual review of service in the KACTS area, funded through Section 5307. No review for the purpose of drastically changing the service has appeared necessary, because no private operators have come forward to express interest in participating in the Section 5311 program.

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 this BOP. To date, there has been no expression of interest in such participation.

B. LOCALLY ESTABLISHED CRITERIA

No operators other than those already being funded have expressed an interest in providing any service in the region, which would make them eligible for Section 5311 subsidies, so no criteria have been developed. The Committee will do so if the need ever arises, but it seems unlikely, as the current providers have sought to include private sector business in their daily operations. In some cases, YCCAC has found it cheaper and/or more efficient to use the ShuttleBus, volunteer drivers and private taxi services to transport clients.

YCCAC periodically reviews its operations to ensure that the widest possible range of transportation services is provided in Region 8, particularly for those persons who are low income, have a disability, or are elderly. The major criteria employed in making a public versus private service decision are the cost of providing the service and the demonstrated ability of the operator to provide high quality service.

C. METHODOLOGY FOR TRUE COST COMPARISONS

There have been several unsuccessful attempts to develop a methodology for this region. However the different nature of the services currently funded makes a mathematical formula

difficult to develop. The current providers and the advisory committee have been comfortable with maintaining the existing split of available funds for the past several cycles and that split appears appropriate for the upcoming cycle. The providers have historically rounded off the percentages to the following allocation of subsidy: ShuttleBus 55 percent and YCCAC 45 percent. As of fiscal year 2004, all Section 5311 funds are contracted to YCCAC, and ShuttleBus is eligible for additional Section 5307 funds from the enlarged Portland urban area. The Southern Maine Regional Planning Commission (SMRPC) completed a review of operational data from both YCCAC and COAST in 1997 to assess performance and determine the appropriate allocations for urban funding from the now two urban areas of Portsmouth and Dover. The result was a 60 percent YCCAC to 40 percent COAST split. YCCAC applies this funding to the urban portion of the South County Route. YCCAC receives a small portion of the Portland area urban funds for that general public service provided in the Biddeford-Saco-Old Orchard Beach region.

In the event that a private operator presents a proposal for delivering transportation services in the region, a cost comparison analysis would have to be developed for the purpose of determining the most cost effective method of service delivery. The cost comparison would include an analysis of all services and costs.

D. COMPLAINTS FROM PRIVATE OPERATORS

There have been no formal complaints from the private sector.

AMERICANS WITH DISABILITIES ACT PLANS

York County Community Action Corporation and the Biddeford-Saco-Old Orchard Beach 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.

MAINEDOT REGION 8
BIENNIAL OPERATIONS PLAN
FY 2011 AND FY 2012

**YORK COUNTY COMMUNITY ACTION
CORPORATION (YCCAC)**

YORK COUNTY COMMUNITY ACTION CORPORATION

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MAINEDOT REGIONAL 8 BIENNIAL OPERATIONS PLAN

YORK COUNTY COMMUNITY ACTION CORPORATION (YCCAC)

PROJECT DESCRIPTION

A. RURAL TRANSIT PROVIDER

Provider: York County Community Action Corporation
Contact Person: Connie Garber, Transportation Director
Address: P.O. Box 72, 6 Spruce Street, Sanford, Maine 04073
Telephone: (207) 324-5762 ext.2932
Email: cgarber@yccac.org
Web Page: www.yccac.org

B. SERVICE

No. of Counties: One
Type of Service: Demand Response, Fixed-Route Deviation, Subscription (Job Access),
Volunteers, Seasonal
Service Area: York County

C. GEOGRAPHIC AREA

YCCAC serves the 29 towns within York County through a mix of fixed-route deviation and demand response runs. Seasonal service is offered along the coast through the Shoreline Explorer. With the exception of a portion of the South County Route, and the towns of Biddeford, Saco and Old Orchard Beach that are part of the expanded Portland urban area based on the 2000 Census, all of YCCAC's routes are rural area routes.

D. SERVICE DESCRIPTION

York County Community Action Corporation's (YCCAC) Transportation Program is designated by the Maine Department of Transportation as the Region 8 public transportation provider. The program serves people of all ages in York County by providing a variety of transportation options that enable individuals to access health care, social services, shopping, work, education, and other activities in their communities and throughout the region. Transportation services are provided using fixed-route deviation, demand-response, volunteer drivers and subcontracts with taxicabs and common carriers. Types of service provided include: paratransit services, subscription job access, free transportation for Medicaid/MaineCare and other eligible programs and individuals.

YCCAC Transportation Program also operates the Shoreline Explorer, a seasonal service in the Towns of York, Ogunquit, Wells, Kennebunk and Kennebunkport, with a year-round route operating between Sanford and Wells.

The following list is an overview of distinct service routes that YCCAC operates. More details can be found in the service brochures and transportation schedule attached in the Appendix of this report.

Sanford Transit – This is a local fixed-route deviation service, under contract with the Town of Sanford. Service is provided Mondays through Fridays within Sanford, between Railroad Avenue, Springvale, and the Center for Shopping/South Sanford Industries. Service currently runs from 8 A.M. to 3 P.M.

WAVE (Wheels to Access Vocation and Education) – Transportation service for trips to employment and training locations - has served the Sanford – Wells corridor since November 1999, and in December 2006 service began in the Sanford – Biddeford corridor. Service is provided from 6:00 a.m. to 10:00 p.m. daily, seven days per week to accommodate various work shifts. www.yorkwave.org

YCCAC Volunteer Driver Program – Consists of over 100 volunteer drivers that provide transportation using their own vehicles for eligible residents whose trip needs cannot be met by YCCAC vehicles.

YCCAC Friends and Family (Self -Transport) - A MaineCare (Medicaid) reimbursement program for eligible riders and trips where riders do self-transport.

Shoreline Explorer – A service that began in June 2006, this is a public-private bus and trolley network connecting Sanford to Wells (year-round service), and Kennebunk, Kennebunkport, Wells, Ogunquit and York on a seasonal basis. All services are 7 days per week, typically 9 A.M. to 10 or 11 P.M., with low or free fares. (www.shorelineexplorer.com)

E. FARE STRUCTURE

Sanford Transit. The Sanford Transit Bus fares are \$.50 one-way for adults and children over 8 years of age, \$.25 for senior citizens, persons with disabilities and children under 8 years of age.

Fares will be increasing, effective November 1, 2011, to \$1.00 one-way for adults and children over 8 years of age, and \$0.50 for seniors, persons with disabilities, and children 8 years and younger. 10-trip books of tickets may be purchased for \$8 and \$4, respectively.

Countywide Demand Response Service. Fares have remained the same for nearly ten years in an effort to continue to provide low cost service to County residents without alternative transportation. Based on a zone system, fares range from \$.50 to \$4.75 for one-way fares for the general public. The elderly, persons with disabilities and children under 8 years of age pay half-fare. Low-income individuals are asked to pay what they can afford. Individuals covered by MaineCare who are going to a MaineCare eligible destination pay no fare. The following tables contain the schedule of fares.

YCCAC SCHEDULE OF FARES

	Alfred	Arundel	Berwick	Biddeford	Buxton	Cornish	Dayton	Dover*	Eliot	Hollis	Kennebunk	Kennebunkprt	Kittery	Lebanon	Limerick	Limington
Alfred	.50			1.75												
Arundel		.50		.75				1.00			1.00		4.75			
Berwick			.50				1.00									
Biddeford	1.75	.75		.50							1.75	2.00	5.50			
Buxton					.50											
Cornish						.50										
Dayton				1.00			.50									
Dover*			1.00					.50	1.00							
Eliot								1.00	.50							
Hollis										.50						
Kennebunk		1.00		1.75							.50	.75	3.75			
Kennebunkprt.				2.00							.75	.50				
Kittery		4.75		5.50							3.75		.50			
Lebanon														.50		
Limerick															.50	
Limington																.50
Lyman	.75			1.00												
N. Berwick								2.00								
Newfield																
Ogunquit		2.75		3.50							1.75		2.00			
OOB	2.50			1.25									6.75			
Parsonsfield																
Portland*	3.50			2.25	1.50	3.50				2.00					3.50	2.75
Portsmouth*									1.75				.75			
S. Berwick								.75								
S. Portland*					1.50	3.50				2.00					3.50	2.75
Saco	2.00	1.50		.75							2.50		6.25			
Sanford	1.00			2.50							1.25			.75		
Shapleigh	1.50			3.00												
Wells		1.75		2.50							1.00		2.75			
Westbrook*					1.00	3.00				1.50					3.00	2.25
York		3.75		4.50							2.75		1.00			

Notes: *designates a town outside York County

YCCAC SCHEDULE OF FARES

	Lyman	North Berwick	Newfield	Ogunquit	OOB	Parsonsfield	Portland*	Portsmouth*	South Berwick	South Ptld*	Saco	Sanford	Shapleigh	Wells	Westbrook*	York
Alfred	.75			2.50			3.50				2.00	1.00	1.50			
Arundel				2.75							1.50			1.75		3.75
Berwick																
Biddeford	1.00			3.50	1.25		2.25				.75	2.50	3.00	2.50		4.50
Buxton							1.50			1.50					1.00	
Cornish							3.50			3.50					3.00	
Dayton																
Dover*		2.00							.75							
Eliot								1.75								
Hollis							2.00			2.00					1.50	
Kennebunk				1.75							2.50	1.25		1.00		2.75
Kennebunk Port																
Kittery				2.00	6.75			.75			6.25			2.75		1.00
Lebanon												.75				
Limerick							3.50			3.50					3.00	
Limington							2.75			2.75					2.25	
Lyman	.50				1.75		2.75				1.25	1.25	1.75			
N. Berwick		.50														
Newfield			.50				4.25			4.25						
Ogunquit				.50				2.75			4.25	2.25		.75		1.00
OOB	1.75				.50		1.25				.75	3.25	3.75			
Parsonsfield						.50	4.25			4.25					3.75	
Portland*	2.75		4.25		1.25	4.25	.50			.75	1.75	4.25	4.75			
Portsmouth*				2.75				.50	2.50					3.50		1.75
S. Berwick								2.50	.50							
S. Ptld.*			4.25			4.25	.75			.50						
Saco	1.25			4.25	.75						.50	2.75	3.25	3.25		5.25
Sanford	1.25			2.25	3.25		4.25				2.75	.50	1.00	1.50		
Shapleigh	1.75				3.75		4.75				3.25	1.00	.50			
Wells				.75				3.50			3.25	1.50		.50		1.75
Westbrook*			3.75			3.75									.50	
York				1.00				1.75			5.25			1.75		.50

Notes: *designates a town outside York County

F. PROPOSED CUTBACKS, EXPANSIONS

1. Cutbacks.

Cutbacks at this time are not planned. Service demand is at an all-time high and cutbacks would create serious issues for a number of the most vulnerable residents of York County. Due to the nature of the current operating and fiscal environment, contingency plans for service cuts are being developed in the event of capital equipment replacement problems and/or declines in funding attributed to state budget cuts, municipal funding cuts or reductions in MaineCare funding.

2. Expansions.

YCCAC does not anticipate any expansions at this time.

G. CHARTER SERVICE

No charter service is planned.

H. COMPETITION WITH NON-SUBSIDIZED SERVICE

This project is not in competition with or supplemental to a non-subsidized transportation service. Non-subsidized transportation providers have expressed no interest in providing this service. The Shoreline Explorer operates as a feeder service for three, for-profit trolley companies.

I. PASSENGER STUDIES/SURVEYS

Public Transportation Study. In April, 2010, The H Group of Gorham, Maine, in association with Michelle Wilson, Creative MW of Springvale, Maine, published “York County Community Action Corporation – Public Transportation Study.” The study analyzed and discussed improvements to:

- Sanford Transit
- Sanford Ocean Shuttle
- The WAVE

Major recommendations include the following:

1. Revision of Sanford Transit (ST) and Sanford Ocean Shuttle (SOS) Routes

Short-Term Actions

- Add to YCCAC’s website information on the best connection times and transfer points for getting to WalMart;
- The flag stop at Sunset Towers is one of the highest boarding sites and should be listed as a time point on the next printing of the schedule;
- Discussion with Downeaster management should continue with the aim of implementing a transfer arrangement between the Downeaster and SOS service;

- Ridership on the first two trips of SOS on Saturday and Sunday mornings in the off-season is extremely low and should be eliminated;
- Service to the YMCA by ST should be explored;
- Bus shelters should be explored for bus stops other than those in front of existing buildings and stores (maintenance to be a town responsibility);
- Bus stop signs with schedules should be designed and posted along the routes of ST and SOS and kiosks should be considered at major stops.

Long-Term Actions

- Merge the weekday operations of Sanford Transit and Sanford Ocean Shuttle such that every other ST operates to and from Wells instead of turning around at the Center for Shopping and have all weekday runs operate from the YMCA in Sanford.

2. WAVE Service Modifications

Short-Term Actions

None are suggested. The fare structure is incredibly inexpensive for the service provided and should be reviewed to determine what elasticity exists for the demographic carried.

Long-Term Actions

Explore feasibility of some regular service along the Route 111 corridor scheduled around the arriving and departing ZOOM Express Bus Service between Biddeford and Portland. (Note: The WAVE currently meets some of the ZOOM departure and arrival times.)

3. “Smart Growth” Transportation Services

Short-Term Actions

None

Long-Term Actions

- Development of the Sanford Mill complex in downtown Sanford should be watched carefully for transit-related opportunities; (Note: Maine DOT included a proposal for the construction of a Sanford Transportation Hub in the Mill Yard area as part of the 2011 FTA Bus Livability statewide grant in August, 2011.)
- There is another residential neighborhood in South Sanford with significant density to warrant further study as a transit-served area. That neighborhood is located on either side of Route 99 just off Route 109.

The study contained a number of observations worth noting including:

- Sanford has a density of 1.31 dwelling units per acre, which is below the range of 3 to 5 dwelling units per acre cited in *Hanbook for Local and Inter-Community Transportation Planning in Maine* as minimum levels of density required to support frequent transit service;
- Annual ridership on Sanford Transit increased from 12,702 in FY 2003 to 17,923 in FY 2008, for an increase of 41%;
- Annual ridership on The WAVE has grown from 18,359 in 2000 to 51,712 in 2008;

- Extending ST to WalMart would involve the addition of 1,820 hours additional running time which would be financially prohibitive;
- Financial constraints on YCCAC are such that no significant addition of hours for a combined ST/SOS service can be expected to be supported with the exception of additional capacity gained by eliminating the unproductive SOS trips mentioned above (the first two SOS trips on Saturday and Sunday morning in the off-season).

DHHS Survey. The results of the DHHS survey for the period December 20, 2010 through May 10, 2011, are included in the Appendix. The survey shows that 100% of respondents stated that they were picked up within one-half hour of the scheduled time, they arrived on time, the driver operated the vehicle safely, and the vehicle was clean.

PROJECT COORDINATION

A. SOCIAL SERVICE AGENCY COORDINATION

YCCAC is the designated regional transportation provider for Region 8 and coordinates all state human service transportation funds provided by the Department of Health and Human Services (DHHS). Contracts are reviewed annually. YCCAC also contracts with the Southern Maine Agency on Aging, Inc., the York County Child Development Services daycare programs and Vocational Rehabilitation.

B. SOCIAL SERVICE CONTRACT SUMMARY

Department of Health and Human Services (Office of Adults with Cognitive and Physical Disabilities). Under contract to DHHS, YCCAC provides transportation for riders not eligible for MaineCare reimbursement, from their homes or group homes primarily to counseling, (skill development) day programs and work sites located near current routes. Adult MR day programs include the Waban Projects in Sanford, Creative Work Systems in Saco, and Community Support Services in Biddeford. Under contract to DHHS, YCCAC also provides transportation to non-MaineCare eligible individuals for mental health related trips. Funding for these targeted non-MaineCare populations was zeroed out for FY 12.

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

Southern Maine Agency on Aging, Inc. YCCAC provides transportation services to residents 60 years or older, with services focused on those most socially or economically needy. Funding is now limited to covering only Volunteer Driver reimbursement for medical trips not eligible for MaineCare, that cannot be provided on YCCAC buses or vans.

Department of Health and Human Services, Office of MaineCare Services. The MaineCare program provided 69% of YCCAC's overall budget in 2010. There is no fixed contract; DHHS pays YCCAC on a unit of service basis. YCCAC uses buses, family and volunteers and subcontracts with taxicabs and fixed route buses to transport MaineCare clients.

York County Child Development Services (CDS). YCCAC coordinates bus and volunteer transports for children eligible for CDS services based on referrals from York County CDS.

C. COORDINATION WITH PROVIDERS

In addition to the coordination efforts outlined above, YCCAC coordinates with area taxi companies, chair car providers, and a number of social service agencies that provide transportation to their clients. Additional coordination efforts include a maintenance service agreement between YCCAC and ShuttleBus that was established in June 1995. YCCAC also coordinates training events with neighboring regional transportation providers, and other local organizations to increase options for training in areas such as customer service, driver dynamics, and CPR/FirstAid.

DISCRIMINATION

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

DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES

A. EXISTING/POTENTIAL DBE/WBE ENTERPRISES

Michelle Wilson
229 Elm Street
Springvale, Maine 04083
207/324-6048
Graphic design; marketing seminars and services

Margaret O’Toole
P.O. Box 676
North Berwick, Maine 03906
207/676-2808
Computer network design services

Margaret Ness Consulting
2030 Floral Drive
Boulder, Colorado 80304
303/444-8721
Route review and design effectiveness services

Project Staffing, Inc.
P.O. Box 490
Brunswick, Maine 04011
207-729-5158
Temporary staffing

RLS Associates Inc.
3131 Dixie Highway, Suite 545
Dayton, OH 45439
Cost allocation consulting

B. MONETARY GOALS

YCCAC will endeavor to involve Disadvantaged and Women-owned Business Enterprises (DBE/WBE) in the procurement of outside goods and services and utilize MaineDOT's list of DBE/WBEs in procuring bids, as well as qualified firms that have responded to MaineDOT's public notice regarding DBE/WBE participation.

YCCAC’s FY 2011 budget contains \$34,522 in contractible services (supplies, equipment, uniforms). Federal FTA/state funds (\$2,391,672) account for 40% of the total budget

(\$5,924,892). Therefore, the federal/state share of contractible services is \$13,809 (40% of \$34,522), and the 1.34% monetary goal is \$185 (1.34% of \$13,809).

YCCAC's FY 2012 budget contains \$31,070 in contractible services (supplies, equipment, uniforms). Federal FTA/state funds \$1,250,696) account for 19% of the total budget (\$6,580,023). Therefore, the federal/state share of contractible services is \$5,903 (19% of \$31,070). If the federal DBE/WBE rate remains at 1.34%, then the DBE/WBE monetary goal would be \$79 (1.34% of \$5,903).

Since the Transportation Program does not go out to bid on office supplies, printing or audit services which are procured by the umbrella agency, it is not able to target WBE/DBE firms for these services. All agency bids (insurance, audit, supplies) are on a competitive basis, but general limited dollars and program needs constrain YCCAC's ability to use the few registered firms. YCCAC's Transportation Program does, however, actively seek services from firms that are minority or woman owned, and has encouraged these firms to obtain certification.

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

YCCAC follows a computerized preventive maintenance schedule and contracts with ShuttleBus to oversee maintenance services. Fuel is not maintained on the premises, but is purchased from area service stations. YCCAC maintains a file of incidents and accident investigations to determine the cause of incidents. YCCAC's fleet manager is responsible for determining the cause of breakdowns, and has a service vehicle that is used to deal with minor problems. ShuttleBus, as the contracted maintenance service provider, also maintains a complete vehicle maintenance history.

A copy of YCCAC's vehicle maintenance form is included in the Appendix.

B. CAPITAL ACQUISITIONS

2. Planned Vehicle/Equipment/Facility Acquisitions.

The following table displays YCCAC's vehicle replacement schedule through the year 2017.

YCCAC TRANSPORTATION VEHICLE REPLACEMENT SCHEDULE

UNIT #	YEAR/MAKE	FUEL	REPLACEMENT YEAR												ORIGINAL FUNDING SOURCE	ORIGINAL DEL'Y DATE	PROPOSED FUNDING SOURCE	YEAR/END MILEAGE 2009	VEHICLE REPLACED BY			
			09	10	11	12	13	14	15	16	17	18	19	20						21	22	
53	1998 Chevrolet Astro	G	<															Agency	Mar-98		disposed	ME16-0032
54	2004 GMC Box Ser Tr	D		*														ME-03-0034	May-04	MDOT		
55	1997 Honda Odyssey	G	<															Agency	Oct-99 (?)			
56	1999 Ford 15p Van	G	<															Agency	Sep-00			
57	1999 Ford 15p Van	G	<															Agency	Sep-00			
58	1999 Ford 15p Van	G	<															JARC-Lease	Nov-99	JARC		
59	1999 Ford 15p Van	G	<															JARC-Lease	Nov-99	JARC		
62	1989 Ford WC Van	G	<															Donation	Aug-03	Sec5310-future		ME16-0032
64	2005 Ford 12p Van	G	*															ME-16-0027	May-05	ME37-X006 JARC		
65	2005 Ford 12p Van	G	*															ME-16-0027	May-05	ME37-X006 JARC		
66	2005 Dodge Minivan	G	*															ME-16-0028	Jun-05			
67	2005 Dodge Minivan	G	*															ME-16-0028	Jun-05			
68	1999 GMC Mini Bus	G	<															Agency	Aug-99			
70	2007 Ford 12p Van	G					*											State Bond	Feb-08	ME37-X006 JARC		
71	2007 Ford 12p Van	G					*											State Bond	Feb-08	ME37-X006 JARC		
72	2006 Ford 12p Van	G						*										Agency	May-07			
73	2006 Ford 12p Van	G						*										Agency	May-07			
74	1999 Ford Minibus	G									*							Transfer Penquis	Nov-08			
75	2008 Ford 13p Van	G									*							JARC-Lease	Dec-08			
76	2008 Ford 13p Van	G									*							JARC-Lease	Dec-08			
77	2008 Ford 13p Van	G									*							JARC-Lease	Dec-08			
78	2008 Ford 13p Van	G									*							JARC-Lease	Dec-08			
79	2009 Ford 13p Van	G										*						ME-16- X032	Sep-09			
80	2009 Ford 13p Van	G										*						ME-16- X032	Sep-09			
106	1992 GMC	G	<															Sec 16	May-92			
107	1992 GMC	G	<															Sec 16	May-92			enk-1/8/01
121	1995 International	D	<															Sec 3	Mar-95	earmark		ME03-0034
122	1995 International	D	<															Sec 3	Mar-95	earmark		ME03-0034
123	1995 International	D	<															Sec 3	Mar-95	earmark		ME03-0034
124	1998 International	D	<															Sec 16	Dec-97	Sec. 5310		
125	1998 International	D	<															Sec 16	Dec-97	Sec. 5310		ME16-0030

YCCAC TRANSPORTATION VEHICLE REPLACEMENT SCHEDULE

UNIT #	YEAR/MAKE	FUEL	REPLACEMENT YEAR												ORIGINAL FUNDING SOURCE	ORIGINAL DELIVERY DATE	PROPOSED FUNDING SOURCE	YEAR END MILEAGE 2009	VEHICLE REPLACED BY		
			09	10	11	12	13	14	15	16	17	18	19	20						21	22
126	1998 International	D	<														Sec 3	Dec-97	earmark		5309-01 emk
127	1998 International	D	<														Sec 3	Dec-97	earmark		5309-01 emk
128	1998 International	D	<														Sec 3	Dec-97	earmark		5309-01 emk
129	1994 Ford	G	<														Agency	Oct-00	local		
131	2001 Thomas	D	*														ME16-0023	Apr-01	Sec. 5310		ME-16- X034
132	2001 Thomas	D	*														ME16-0024	Apr-01	Sec. 5310		5309-01 emk
133	2001 Thomas	D	*														ME16-0025/26	Apr-01	Sec. 5310		ME16-0033
134	2001 Thomas	D	*														ME90-X082	Apr-01	Sec 9		
135	2004 Thomas	D				*											ME03-0034	Sep-03	Sec3 earmark		Hybrids
136	2004 Thomas	D				*											ME03-0034	Sep-03	Sec3 earmark		Hybrids
137	2004 Thomas	D				*											ME90-X119	Sep-03	Sec. 5307		
138	2004 Thomas	D				*											ME03-0034	Sep-03	Sec3 earmark		Hybrids
139	1995 Ford 15 p Bus	G				*											Donation	Mar-06			
141	2007 International 3200	D									*						ME03-0039;ME16-0027;ME16-0028;	Feb-07			
142	2007 International 3200	D									*						ME16-0030;Bond	Feb-07			
143	2007 International 3200	D									*						State Bond	Feb-10		0	
144	2009 Hybrid	D/E									*						State Bond	Feb-10		0	
145	2009 Hybrid	D/E									*						State Bond	Feb-10		0	
146	2009 Hybrid	D/E									*						State Bond	Feb-10		0	
147	2010 Arboc	G										*					ARRA	Oct-10			
148	2010 Arboc	G										*					ARRA	Oct-10			
149	2010 Arboc	G										*					ARRA	Oct-10			
151	2010 Arboc	G/E										*					ME16-X033,34,35	Oct-10			
Kelly	1999 Cable Car Trolley	G	<														CMAQ	Jul-00	earmark		
Katie	1999 Cable Car Trolley	G	<														CMAQ	May-00	earmark		
Karen	1999 Cable Car Trolley	G	<														CMAQ	Oct-00	earmark		
Kerry	1995 Cable Car Trolley	G	<														Local	May-95	agency/ local		
Starfish	1999 Dupont Trolley	D	*														State Bond	May-05			ARRA
Puffin	1999 Dupont Trolley	D	*														State Bond	May-05			ARRA
Heron	1999 Dupont Trolley	D	*														State Bond	May-05			ARRA
Sea Gull	2000 Dupont Trolley	D		*													State Bond	May-05			ARRA
Dolphin	2000 Dupont Trolley	D		*													State Bond	May-05			ARRA

YCCAC TRANSPORTATION VEHICLE REPLACEMENT SCHEDULE

UNIT #	YEAR/MAKE	FUEL	REPLACEMENT YEAR										ORIGINAL FUNDING SOURCE	ORIGINAL DELIVERY DATE	PROPOSED FUNDING SOURCE	YEAR END MILEAGE 2009	VEHICLE REPLACED BY				
			09	10	11	12	13	14	15	16	17	18						19	20	21	22
Hbr Seal	2000 Dupont Trolley	D	*													State Bond	May-05			ARRA	
Dory	2009 Molly Trolley	G												*		ARRA	Mar-10			0	
Driftwood	2009 Molly Trolley	G												*		ARRA	Mar-10			0	
Lobstiah	2009 Molly Trolley	G												*		ARRA	Mar-10			0	
Seahorse	2009 Molly Trolley	G												*		ARRA	Mar-10			0	
Scallop	2009 Molly Trolley	G												*		ARRA	Mar-10			0	
Osprey	2009 Molly Trolley	G												*		ARRA	Apr-10			0	

* projected year of sale, emk= earmark

< projected replacement date prior to 2009

JARC lease- YCCAC management committee purchased the van and JARC leases them for WAVE

C. CAPITAL RESERVE ACCOUNT

As of August, 2011, the Capital Reserve Account balance was \$184,900. The authorization for the Capital Reserve Account is contained in the minutes of the Board of Directors' meeting held on February 17, 2011 (see appendix).

GOALS AND OBJECTIVES

A. STATUS REPORT ON EXISTING GOALS AND OBJECTIVES

YCCAC Goals

1. YCCAC will serve as the designated provider for coordinating transportation services in York County.

- a. Maintain coordinating mechanism for integrated service with Biddeford–Saco–Old Orchard Beach Transit Committee (ShuttleBus) routes.
- b. Work with state funding sources to coordinate purchased services.
- c. Maximize opportunities for York County residents' transportation through YCCAC coordinated modes: agency vehicles, volunteer drivers, reimbursed travel, and common carrier contracts.

Status:

- a) *YCCAC continues to coordinate both operations and maintenance efforts with ShuttleBus.*
- b) *Efforts through the Maine Transit Association (MTA), and the Interagency Transportation Coordinating Committee (ITCC) continue to explore opportunities for increased collaboration between state agencies and transportation providers.*
- c) *YCCAC continues to implement resource-saving and time-efficiency measures, along with enhancing internal mechanisms to allow greater flexibility to meet increasing demand for service within an environment of shrinking funding.*

2. YCCAC will strive to sustain a stable, adequate funding base.

- a. Work with state funding sources to establish adequate reimbursement rates.
- b. Provide information to state and federal agencies on costs of providing region-wide transportation services.
- c. Provide cost-effective service in order to maximize available funds.

Status:

- a) *In a budget constrained time, adjustments to rates are not likely.*
- b) *YCCAC, in collaboration with the Maine Transit Association (MTA), continues to work to provide data on the true cost of operating region-wide services.*

c) *YCCAC continues to implement resource-saving and time-efficiency measures, along with enhancing internal mechanisms to allow greater flexibility to meet increasing demand for service within an environment of shrinking funding.*

3. YCCAC will seek to increase ridership and farebox revenue on its agency-controlled vehicles with the following goals:

- a. Increase ridership by 15% between 2008 and 2010.
- b. Increase farebox revenue by 10% between 2008 and 2010.

Status:

- a) *Total ridership increased from 291,641 trips in 2008 to 422,967 trips in 2010, a 45% increase.*
- b) *Farebox revenue increased from \$61,365 in 2008 to \$120,824 in 2010, a 97% increase.*

4. YCCAC will strive to improve the quality of its transportation services.

- a. Measure customer satisfaction.
- b. Continue to expand training opportunities for bus drivers and volunteers.

Status:

- a) *YCCAC utilizes a quarterly random rider survey to assess satisfaction on the following measures: timely, reliable, safe, clean, and customer service. Refer to Survey results.*
- b) *YCCAC continues to provide training for both paid and volunteer drivers, as well as office staff. In 2010, paid drivers participated in up to 14 trainings, depending on requirements for new and refresher classes, and office staff attended "Building a Cohesive Work Environment" taught by Craig Freshley, Good Group Decisions, with managers attending a series of workshops on Dealing with Negativity in the Workplace, taught by Linda Blessing of D. Gallant Management Associates.*

RPAC Goals

1. More resources

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

Status: YCCAC has continued to serve as the regional mobility manager for the region.

- 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 and/or additional services for people with

disabilities or services between municipalities. Consider JARC, New Freedom, and Intercity funds where appropriate matching funds have been identified.

Status: YCCAC continues to apply for and receive funding to continue The WAVE, although there is very little JARC money available for the State of Maine. Local match continues to be an issue.

- C. GoMaine buses.** Consider establishing a commuter program in York County using GoMaine vans provided by MaineDOT.

Status: YCCAC and ShuttleBus have worked to coordinate times for The WAVE and the ZOOM Turnpike services.

- D. Trip planner/ridesharing.** Consider establishing a web-based trip planner/ride sharing service if appropriate funds can be secured.

Status: YCCAC would be interested in doing this but it's not on the horizon because of the loss of over \$600,000 in MaineCare funds. YCCAC is working with community-based agencies to explore ways of raising additional transit funds.

- E. Grant programs.** Continue current efforts to use grant funds to expand/establish services.

Status: YCCAC hired a grant writer in 2010 to help all of the agency's programs including transportation.

2. Unmet need

- A. Documentation of unmet need.** Continue to document ride denials.

Status: YCCAC tracks unmet need through the volunteer program, and now can through the bus program. For FY10, 4% of trips requested for Volunteer Drivers had to be cancelled by the office due to lack of available drivers, and less than 0.2% of trips requested for agency buses were not met.

3. Public education

- A. Provider websites.** Continue to maintain and update the YCCAC transportation website.

Status: YCCAC's website has been updated and is now more clear. The communications director has made presentations to towns and at community events. YCCAC has increased its efforts to reach out to low income people.

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

Status: YCCAC's Resource Director has made links to other websites.

- C. Mailings and newsletters.** Continue to prepare and mail/provide newsletters, posters and other information on YCCAC's transportation services to social service agencies and other interested parties. Use written materials to inform people that they can access YCCAC's website and get website information on transit at local libraries.

Status: YCCAC prepares a monthly newsletter for volunteer drivers and a weekly internal newsletter for employees. YCCAC prepares an end-of-season report on the Shoreline Explorer for municipalities and businesses.

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

Status: No action; not found to be a useful document.

4. Rural transit

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

Status: The towns of Eliot and Kittery expanded service to seniors through a Community Development Block Grant. The local match for the first year and for continuing service is in their budgets.

5. Dialysis

- A. Coordination.** Continue to work with patients and medical providers to coordinate dialysis transportation to the maximum extent possible.

Status: YCCAC continues to work with patients and providers to coordinate dialysis transportation.

- B. New dialysis service.** Continue to explore funding options for providing a new dialysis service.

Status: New funding not found. There has been an enormous increase in requests for dialysis transportation.

6. Sanford Transit

- A. Partnerships.** Work with Sanford, major employers and other organizations on a request basis where there is interest in expanding the existing service and where appropriate funding sources have been identified.

Status: Efforts were successful in restoring additional cuts proposed for FY12, FY13 and elimination in FY14. Fares will be increased November 1, 2011 to raise additional revenue needed for operations.

7. **Volunteers**

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

Status: In the fall of 2010, YCCAC had 110 volunteers as well as a waiting list, but is currently short on support staff. YCCAC tries to keep the same drivers assigned to riders for ongoing long-term transport needs. Priority is given to children, cancer care trips, dialysis and trips not covered by MaineCare.

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

Status: There is a increased demand for one-time service. YCCAC provides as much service as possible when requests come in at the last minute for critical non-emergency care transportation.

8. **Assistance to riders**

- A. Door-to-door assistance.** Continue to help riders to the maximum extent possible. Encourage social service agencies to develop programs to assist riders. Utilize volunteer assistants, where needed and if possible.

Status: YCCAC paid and volunteer drivers provide door-to-door service when requested for riders with disabilities, the young or elderly. Volunteer drivers often accompany riders into the entry area of their destination to assure they arrive safely. YCCAC is not able to provide door-through-door assistance because of liability issues.

B. NEW GOALS

1. YCCAC will serve as the designated provider for coordinating transportation services in York County.

With major changes to take place in FY12 regarding MaineCare transportation, YCCAC will either continue to be the broker for all transportation in York County, or will be a contracted provider to a MaineCare Broker. YCCAC will continue to strive to maximize opportunities for York County residents' transportation through YCCAC coordinated modes: agency vehicles, volunteer drivers, reimbursed travel, and common carrier contracts, to the extent allowed under the revised approach.

2. YCCAC will seek to increase ridership and farebox revenue on its agency-controlled vehicles with the following goals:
- Increase ridership by 10% between 2010 and 2012.
 - Increase farebox revenue by 5% between 2010 and 2012.

3. YCCAC will strive to improve the quality of its transportation services.

- a. Measure customer satisfaction.
- b. Continue to expand training opportunities for bus drivers and volunteers

BENCHMARKS

YCCAC measures of efficiency and productivity

Total # of trips provided by mode

Total Agency vehicle hours

Total Volunteer Driver miles

Total Expense

of trips by agency vehicles per agency vehicle hour

of miles average by Volunteer Drivers per trips

Cost per trip

Cost per mile

Cost per agency vehicle hour

SERVICE DATA

A. ANNUAL REPORT

The following table contains service data compiled by YCCAC for the past two fiscal years. Data for fiscal year 2009 covers the time period from October 1, 2008 to September 30, 2009, and data for fiscal year 2010 covers the time period from October 1, 2009 to September 30, 2010.

Urban and Rural Systems York County Community Action Corporation Annual Report – Past Two Years		
	FY 2009	FY 2010
Volunteer Resources		
Volunteer Drivers	110	115
Personal Vehicles in Service	110	115
Vehicles		
Number of Active Vehicles in Fleet	50	56
Number of Inactive Vehicles in Fleet	4	4
Number of Spare Vehicles in Fleet	5	5
Number of Vehicles Disposed	0	0
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	34	34
Annual Operating Expenses		
Annual Transit Operating Expenses	\$1,397,878	\$1,334,893
Annual Social Services Operating Expenses	\$4,373,399	\$4,318,726
Total	\$5,771,277	\$5,653,619
Annual Administrative Expenses		
Annual Transit Administrative Expenses	\$161,627	\$163,314
Annual Social Services Administrative Expenses	\$543,895	\$419,795
Total	\$705,522	\$583,109
Annual Operating Revenues		
Fare Revenues	\$125,571	\$120,824
Transit Contract Revenues	\$0	\$0
Social Service Contract Revenues	4,347,901	4,293,796
FTA – Federal Operating Assistance	\$1,343,290	\$1,187,500
MaineDOT – State Operating Assistance	\$15,083	13,196
Local Operating Funds	644,954	621,412
Total Annual Operating Revenues	\$6,476,799	\$6,236,728
FTA - Sources of Capital Funds		
FTA - Federal Capital Assistance	\$511,265	\$130,718
MaineDOT - State Capital Assistance	\$95,862	\$11,575
Local Capital Funds	\$31,954	\$25,239
Total Capital Funds	\$639,081	\$167,532

		FY 2009	FY 2010
Annual Vehicle Miles			
Annual Transit Miles		555,727	611,710
Annual Social Services Miles (includes Vol. Driver miles)		4,760,326	4,968,061
Annual Vehicle Hours (Transit Service Hours)			
		63,575	65,541
Annual Passenger Trips			
Annual Transit Passenger Trips		131,941	132,867
Annual Social Services Passenger Trips		270,840	285,972
Safety			
Fatalities		0	0
Major Incidents		1	0
Major Injuries		0	0

B. REVENUES, COSTS, TRIPS, MILES

Fixed Route Deviation Transit. Fixed-route deviation transit includes Sanford Transit, the Shoreland Explorer and WAVE. The following table includes revenues, costs, one-way trips and vehicle miles for fiscal years 2009 and 2010.

Sanford Transit/Shoreline Explorer/WAVE 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
Sanford Transit	\$67,598	\$65,082	\$67,598	\$65,082	19,404	20,939	28,772	29,434
Shoreline Explorer	\$616,648	\$577,790	\$616,648	\$577,790	57,648	58,201	257,308	264,308
WAVE	\$875,259	\$855,335	\$875,259	\$855,335	54,889	53,727	309,547	352,547
Total	\$1,559,505	\$1,498,207	\$1,559,505	\$1,498,207	131,941	132,867	595,627	646,289

Demand Response. The following is a summary of revenues, costs, one-way trips and passenger miles for YCCAC’s demand response system. The figures are for fiscal years 2009 and 2010.

Demand Response Revenues, Costs, Trips, Passenger Miles <u>by Agency</u> Past Two Fiscal Years								
Route	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	\$506,016	\$357,839	\$506,016	\$357,839	29,821	33,765	111,399	146,055
MaineCare	\$4,222,505	\$4,607,161	*		222,913	231,306	5,589,784	5,994,195
DHHS Regular	\$108,821	\$143,383			11,755	13,937	100,238	130,381
DHHS Special	\$202,345	\$234,662			6,351	6,964	285,995	325,501
All/Other	\$1,987,112	\$1,616,357	\$6,520,783	\$6,601,562	-	-	423,542	405,554
Total	\$7,026,799	\$6,959,401	\$7,026,799	\$6,959,401	270,840	285,972	6,510,958	7,001,686

*YCCAC reports that it is unable to provide data. However, MaineDOT, through its performance measures, will ensure all sub-recipients report on 2013 and 2014 BOP data consistently.

Demand Response Revenues, Costs, Trips, Passenger Miles <u>by Mode</u> Past Two Fiscal Years								
Route	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	\$3,552,162	\$3,593,720	*		95,353	99,060	1,041,381	1,158,556
Volunteers	\$2,443,537	\$2,610,860			106,577	117,565	4,320,470	4,546,519
Friends and Family	\$657,034	\$721,041			61,370	65,924	1,149,107	1,296,611
Subcontracted	\$57,310	\$32,780			6,041	2,891	0	0
Other Transit	\$316,756	\$1,000			1,499	532	0	0
Total	\$7,026,799	\$6,959,401	\$7,026,799	\$6,959,401	270,840	285,972	6,510,958	7,001,686

*YCCAC reports that it is unable to provide data. However, MaineDOT, through its performance measures, will ensure all sub-recipients report on 2013 and 2014 BOP data consistently.

Revenues and Expenses: Past two Years. YCCAC's revenues and expenses for fiscal years 2009 and 2010 are included in the following tables. YCCAC operates on a fiscal year that runs from October 1 through September 30.

York County Community Action Corporation Expenses Past Two Years		
Expense Category	FY 2009	FY 2010
<u>Operating</u>		
Driver Salary/Fringe	\$1,504,392	\$1,581,594
Gas	240,541	304,722
Maintenance	223,847	240,119
Insurance	59,950	67,440
Medical Exams/Training	21,957	15,588
Reimbursement Client Travel	2,538,181	2,536,896
Depreciation	139,858	219,453
Sub-Total	\$4,728,726	\$4,965,812
<u>Administration</u>		
Office Support Staff Salary/Fringe	\$423,855	\$479,158
Supplies/Equipment/Uniforms	45,333	40,786
Telephone	60,636	69,302
Staff Travel	2,367	5,480
Rent/Utilities	279,584	322,727
YCCAC Administration	705,522	683,912
MIS/Computer Support	170,761	81,659
Recruitment Ads	2,748	565
Postage/Printing/Marketing	57,267	77,440
Sub-Total	\$1,748,073	\$1,761,029
<u>Capital Equipment Reserve</u>		
	\$550,000	\$232,560
Total Expenses	\$7,026,799	\$6,959,401

**York County Community Action Corporation
Revenues Past Two Years**

Income Category	FY 2009	FY 2010
<u>Federal</u>		
CSC – SSBG	\$311,166	\$353,044
MaineCare	4,222,505	4,607,161
DHHS-MH/MR	25,000	25,000
SMAAA - T.III	35,300	10,000
Section 5311-Rural	549,229	393,830
Section 5307 - Urban	63,215	271,688
Section 3037 – JARC	478,359	495,467
CMAQ	267,500	0
Capital Equipment	304,000	142,293
Sub-Total	\$6,317,310	\$6,298,483
<u>State/Municipal</u>		
York County CDS	\$228,229	\$261,841
York County Commissioners	24,937	25,517
MaineDOT - Capital Match	28,279	41,237
Town Funding	101,775	21,146
Sub-Total	\$383,220	\$349,741
<u>Private</u>		
United Way	\$24,390	\$26,580
WAVE Donations	66,475	0
Wheels that Heal (Cancer Care)	8,000	36,475
Miscellaneous Program Funds	129,240	118,236
Sub-Total	\$228,105	\$181,291
<u>Program Income</u>		
Advertising	\$8,629	\$9,060
Fares/Donations	12,749	12,184
WAVE Fares	76,786	60,623
Trolley Fares/Charters	36,036	48,017
Sub-Total	\$134,200	\$129,886
Total Income	\$7,026,799	\$6,959,401

C. PASSENGER INFORMATION – PAST TWO YEARS

1. Passenger Information.

Sanford Transit, Shoreline Explorer, WAVE. The following table displays passenger information on YCCAC’s Sanford Transit, Shoreline Explorer and WAVE routes for fiscal years 2009 and 2010.

Revenues by Passenger Fare Category Past Two Years		
CATEGORY	FY 2009	FY 2010
Full Fare	\$95,780	\$95,593
Elderly	10,856	12,022
Other	30,005	25,252
Total Revenues	\$136,641	\$132,867

2. Demand Response. The following table displays the number of general public, elderly and individuals with disabilities utilizing YCCAC’s demand response services for fiscal years 2009 and 2010.

Number of General Public, Elderly and Individuals with Disabilities Rider Trips*		
Category	FY 2009	FY 2010
# General Public Passengers	29,821	33,765
# Elderly Passengers	12,567	16,660
# Individuals with Disabilities	86,012	72,616
Total	128,400	123,041
*Does not include riders on Fixed Route service		

D. PROJECTED REVENUES, COSTS, TRIPS AND MILES

Fixed Route Deviation Transit. The following projected revenues, costs, one-way trips and miles data for Sanford Transit and the Shoreline Explorer are for fiscal year 2011 (ending September 30, 2011) and fiscal year 2012 (ending September 30, 2012).

**Sanford Transit/Shoreline Explorer/WAVE
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
Sanford Transit	\$61,433	\$30,893	\$61,433	\$30,893	18,184	6,819	29,434	29,434
Shoreline Explorer	\$548,901	\$577,790	\$548,901	\$577,790	61,111	64,167	256,375	264,310
WAVE	\$855,335	\$916,799	\$855,335	\$916,799	48,362	49,329	353,011	353,011
Total	\$1,465,669	\$1,525,482	\$1,465,669	\$1,525,482	127,657	120,315	638,820	646,755

Demand Response One-way Trips and Miles by Agency and by Mode. The following is a summary of projected one-way trips and passenger miles for YCCAC's demand response services. The figures are for the next two years.

**Demand Response
Projected Revenues, Costs, Trips, Passenger Miles By Agency
Next Two 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	\$393,306	\$373,641	\$393,306	\$373,641	32,077	30,473	105,829	100,538
MaineCare	\$3,645,500	\$3,736,638	*		238,058	249,995	5,600,497	5,880,522
DHHS Regular	\$104,684	\$121,410			13,937	13,937	130,381	130,381
DHHS Special	\$214,904	\$214,904			6,964	6,964	325,501	325,501
All/Other	\$1,566,498	\$1,048,545	\$5,531,586	\$5,121,497	-	-	425,832	447,123
Total	\$5,924,892	\$5,495,138	\$5,924,892	\$5,495,138	291,035	301,368	6,588,040	6,884,064

*YCCAC reports that it is unable to provide data. However, MaineDOT, through its performance measures, will ensure all sub-recipients report on 2013 and 2014 BOP data consistently.

**Demand Response
Projected Revenues, Costs, Trips, Passenger Miles By Mode
Next Two Years**

Mode	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
Agency Vehicles	\$2,860,219	\$2,485,903	*		104,123	105,958	1,095,777	1,117,188
Volunteers	\$2,370,461	\$2,475,635			117,565	123,443	4,266,096	4,479,401
Friends and Family	\$663,795	\$667,109			65,924	69,220	1,226,167	1,287,475
Subcontracted	\$30,417	0			2,891	2,746	0	0
Other	0	0			532	0	0	0
Total	\$5,924,892	\$5,628,647	\$5,924,892	\$5,628,647	291,035	301,368	6,588,040	6,884,064

*YCCAC reports that it is unable to provide data. However, MaineDOT, through its performance measures, will ensure all sub-recipients report on 2013 and 2014 BOP data consistently.

E. BUDGET

YCCAC's budgets for fiscal years 2011 and 2012 are included in the following tables. YCCAC operates on a fiscal year that runs from October 1 through September 30. Fiscal year 2011 is for the time period ending September 30, 2011 and fiscal year 2012 is for the time period ending September 30, 2012.

**York County Community Action Corporation
Expenses
Next Two Years**

Expense Category	FY 2011 Estimated	FY 2012 Estimated
<u>Operating</u>		
Driver Salaries/Fringe	\$1,252,477	\$1,127,229
Gas	217,092	227,947
Maintenance	185,638	167,074
Insurance	61,149	62,678
Medical Exams/Training	6,269	5,015
Reimbursement Client Travel	1,520,071	1,596,075
Depreciation	375,000	337,500
Sub-Total	\$3,617,696	\$3,523,518
<u>Administration</u>		
Office Support Staff Salaries/Fringe	\$857,664	\$771,898
Supplies/Equipment/Uniforms	34,522	31,070
Telephone	61,849	61,849
Staff Travel	800	800
Rent/Utilities	241,038	241,038
YCCAC Administration	583,109	694,493
MIS/Computer Support	180,030	135,023
Recruitment Ads	2,748	1,374
Postage/Printing	45,436	34,077
Sub-Total	\$2,007,196	\$1,971,620
<u>Capital Equipment Reserve</u>	\$300,000	\$0
Total Expenses	\$5,924,892	\$5,495,138

**York County Community Action Corporation
Income
Next Two Years**

Income Category	FY 2011 Estimated	FY 2012 Estimated
<u>Federal</u>		
CSC – SSBG	\$311,166	233,375
MaineCare	2,565,484	3,389,938
DHHS - MH/MR	25,000	18,750
SMAAA - T.III	17,650	10,000
Section 5311 - Rural	532,427	532,427
Section 5307 - Urban	201,107	201,107
Section 3037 - JARC	467,162	467,162
Capital Equipment	1,035,976	0
Sub-Total	\$5,155,972	\$4,834,009
<u>State/Municipal</u>		
York County CDS	\$208,002	\$187,202
York County Comm.	25,517	0
MDOT Match	155,000	50,000
Town Funding	1,775	1,775
Sub-Total	\$390,294	\$238,977
<u>Private</u>		
United Way	\$27,100	\$27,100
WAVE Donations/Sponsors	66,475	66,475
Wheels That Heal (Cancer Care)	10,000	10,000
Miscellaneous Program Funds	118,914	118,914
Sub-Total	\$222,489	\$222,489
<u>Program Income</u>		
SE Advertising	\$8,629	\$9,060
Fares	11,870	10,683
WAVE Misc.	58,852	61,795
Trolley Fares / Charters	76,786	80,625
Sub-Total	\$156,137	\$162,163
Total	\$5,924,892	\$5,495,138
Income/Expense Updated 5/1/11	0	\$0

FLEET CONDITION

As of October 20, 2010, YCCAC operated 41 vehicles, along with 10 trolleys used on the Shoreline Explorer as listed in the following summary of the PTMS vehicle evaluations.

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011
AGENCY: York County Community Action Corp

A

1	VIN	1GDJG31U 541205411	JHMRA1866 VC001435	1FBSS3IL4 XHA07403	1BFSS3IL5 XHA59820	1FBSS3IL8 XHB23669	1FBSS3IL4 XHC20044
2	Fleet # and Status*	54 A	55 A	56 A	57 A	58 A	59 A
3	Vehicle Type **	Box Truck	Van	Van	Van	Van	Van
4	Make, Model	GMC	Honda	Ford-15pass	Ford-15pass	Ford-15pass	Ford-15pass
5	Year	2004	1997	1999	1999	1999	1999
6	Fuel Type	Gas	Gas	Gas	Gas	Gas	Gas
7	Fuel Use – 12 months	352	71	860	344	660	638
8	Mileage	23, 382	247, 253	173, 084	151, 219	334, 668	378, 762
9	12-month Mileage	3515	1709	10, 324	4, 129	7, 920	7, 647
10	Repair Cost - 12 months	\$	\$ 408	\$ 1639	\$ 2355	\$ 3355	\$ 10,009
11	Repair frequency - 12 months***	1 - 2 - 0	1 - 2 - 0	2 - 3 - 1	2 - 2 - 1	1 - 5 - 2	2 - 5 - 2
12	Vehicle appearance - interior	Excel	Fair	Good	Good	Fair	Fair
	Vehicle appearance - exterior	Excel	Poor	Good	Good	Fair	Fair
13	ADA Accessibility:						
	Equipped/Working	No	No	No	No	No	No
	Tie Down	No	No	No	No	No	No
	Announcement System	No	No	No	No	No	No
	Signage and Stops	No	No	No	No	No	No
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	NA	Bank Bag	None	None	None	None
16	Date of Inspection	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10
17	Inspector's Name:	Ken Creed					

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

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

B

AGENCY: York County Community Action Corp

1	VIN	1FDEE14Y7 KHA53338	1FTSS34L55 HA78341	1FTSS34L75 HA78342	1D4GP25R25 B371530	1D4GP25R25 B371533	1GDNG31RX 1059688
2	Fleet # and Status*	62 A	64 A	65 A	66 A	67 SP	68 A
3	Vehicle Type *	Van	Van - 12 pass	Van - 12 pass	Van - mini	Van - mini	LDG
4	Make, Model	Ford	Ford-12pass	Ford-12pass	Dodge-8pass	Dodge-8pass	GMC
5	Year	1989	2005	2005	2005	2005	1999
6	Fuel Type	Gas	Gas	Gas	Gas	Gas	Gas
7	Fuel Use - 12 months	15	2667	2407	447	235	1827
8	Mileage	98,735	210,017	219,215	102,461	97,392	150,837
9	12-month Mileage	170	31,993	28,875	10,727	5,637	18,263
10	Repair Cost - 12 months	\$ 870	\$ 4,643	\$ 6,226	\$ 2,446	\$ 337	\$ 5,382
11	Repair frequency - 12 months**	0 - 4 - 0	9 - 6 - 1	9 - 5 - 2	3 - 6 - 1	2 - 3 - 0	7 - 10 - 3
12	Vehicle appearance - interior	Fair	Good	Good	Excel	Excel	Good
	Vehicle appearance - exterior	Fair	Excel	Excel	Excel	Excel	Fair
13	ADA Accessibility:						
	Equipped/Working	Yes	No	No	No	No	No
	Tie Down	Fnt. Mnt. Cl.	No	No	No	No	No
	Announcement System	No	No	No	No	No	No
	Signage and Stops	No	No	No	No	No	No
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	No
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	None	None	None	None	None	None
16	Date of Inspection	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10
17	Inspector's Name:	Ken Creed	Ken Creed				

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

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011
AGENCY: York County Community Action Corp

C

1	VIN	IFTSS34L37DA 20965	IFTSS34L17DA 20964	1FBNE31L86DA 82914	1FBNE31L86DA 60308	1FDSE30L1XHC 05095	IFTSS34L78DB 61166
2	Fleet # and Status*	70 A Van - 12 pass	71 A Van - 12 pass	72 A Van - 15 pass	73 A Van - 15 pass	74 A LDB	75 A Van - 12 pass
3	Vehicle Type *	Ford	Ford	Ford	Ford	Ford	Ford
4	Make, Model	2007	2007	2006	2006	1999	2008
5	Year	Gas	Gas	Gas	Gas	Gas	Gas
6	Fuel Type	2640	3464	1265	1988	1219	3464
7	Fuel Use - 12 months	180, 640	174, 665	73, 051	95, 080	217, 758	59, 196
8	Mileage	31, 680	41, 566	15, 178	23, 849	12, 182	41, 566
9	12-month Mileage	\$ 4, 364	\$ 5, 664	\$ 640	\$ 2, 105	\$ 4, 319	\$ 2, 861o
10	Repair Cost - 12 months	9 - 6 - 3	11 - 8 - 4	2 - 5 - 0	6 - 7 - 1	5 - 6 - 2	13 - 5 - 1
11	Repair frequency - 12 months**	Excel	Excel	Excel	Excel	Good	Excel
12	Vehicle appearance - interior	Excel	Excel	Excel	Excel	Good	Excel
13	Vehicle appearance - exterior	Excel	Excel	Excel	Excel	Good	Excel
14	ADA Accessibility:						
	Equipped/Working	No	No	No	No	Yes	No
	Tie Down	No	No	No	No	Yes	No
	Announcement System	No	No	No	No	No	No
	Signage and Stops	No	No	No	No	No	No
	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	None	None	None	None	None	None
16	Date of Inspection	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10
17	Inspector's Name:	Ken Creed					

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

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011
AGENCY: York County Community Action Corp

D

1	VIN	IFTSS34L38DB 59933	IFTSS34I58DB 61165	IFTSS34L38DB 61164	IFTSS34L69DA 88681	IFTSS34L89DA 88682	IGDKP32K 0N3500505
2	Fleet # and Status*	76 A Van - 12 pass	77 A Van - 12 pass	78 A Van - 12 pass	79 A Van - 12 pass	80 A Van - 12 pass	106 I SMDB
3	Vehicle Type *	Ford E350	GMC				
4	Make, Model	2008	2008	2008	2009	2009	1992
5	Year	Gas	Gas	Gas	Gas	Gas	Gas
6	Fuel Type	2873	3580	4080	1139	959	0
7	Fuel Use - 12 months	57, 150	55, 274	65, 950	13, 874	11, 711	318, 353
8	Mileage	34, 476	42, 950	48, 958	13, 662	11, 499	0
9	12-month Mileage	\$ 3, 022	\$ 2, 841	\$ 2, 618	\$ 1, 066	\$ 1, 034	\$ 000
10	Repair Cost - 12 months	11 - 13 - 0	12 - 6 - 0	15 - 7 - 0	3 - 2 - 0	3 - 3 - 0	0 - 0 - 0
11	Repair frequency - 12 months**	Excel	Excel	Excel	Excel	Excel	Fair
12	Vehicle appearance - interior	Excel	Excel	Excel	Excel	Excel	Poor
13	Vehicle appearance - exterior	Excel	Excel	Excel	Excel	Excel	Excel
14	ADA Accessibility:						
	Equipped/Working	No	No	No	No	No	Yes
	Tie Down	No	No	No	No	No	Fnt. Mint. Cl.
	Announcement System	No	No	No	No	No	No
	Signage and Stops	No	No	No	No	No	No
	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	No
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	None	None	None	None	None	Bank Bag
16	Date of Inspection	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10
17	Inspector's Name:	Ken Creed					

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

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: York County Community Action Corp

E

1	VIN	1GDKP32K 4N3500491	1HVBDA 2SH667203	1HVBDA 2SH667204	1HVBDA 2SH667205	1HVBDA 2SH667206	1HVBDA 2SH667207
2	Fleet # and Status*	107 I	121 I	122 SP	123 I	124 A	125 A
3	Vehicle Type *	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	GMC	International	International	International	International	International
5	Year	1992	1995	1995	1995	1998	1998
6	Fuel Type	Gas	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use – 12 months	891	0	3915	0	4519	2974
8	Mileage	456,225	316,617	325,059	290,964	318,496	330,509
9	12-month Mileage	7,127	0	19,573	0	22,593	14,866
10	Repair Cost - 12 months	\$ 1,505	\$ 000	\$ 3,496	\$ 000	\$ 5,301	\$ 12,540
11	Repair frequency - 12 months**	2 – 6 - 0	0 - 0 - 0	3 – 6 - 0	0 – 0 - 0	3 – 11 - 0	2 – 7 - 1
12	Vehicle appearance - interior	Good	Poor	Good	Fair	Good	Good
	Vehicle appearance - exterior	Fair	Poor	Good	Poor	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.
	Announcement System	No	No	No	No	No	No
	Signage and Stops	No	No	No	No	No	No
14	Passenger Amenities						
	Air Conditioning	No	No	No	No	No	No
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Bank Bag	Bank Bag	Bank Bag	Bank Bag	Bank Bag	Bank Bag
16	Date of Inspection	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10
17	Inspector's Name:	Ken Creed	Ken Creed	Ken Creed	Ken Creed	Ken Creed	Ken Creed

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

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

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

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011
AGENCY: York County Community Action Corp

F

1	VIN	1HVBDA 2SH667208	1HVBDA 6WH519190	1HVBDA 6WH519191	1HVBDA 6WH519192	1HVBDA 6WH519193	1T88H2B 1521106873
2	Fleet # and Status*	126 I	127 A	128 A	129 A	131 A	132 A
3	Vehicle Type *	SMDB	SMDB	SMDB	LDB	SMDB	SMDB
4	Make, Model	International	International	International	Ford	International	Thomas
5	Year	1998	1998	1998	1994	2002	2002
6	Fuel Type	Diesel	Diesel	Diesel	Gas	Diesel	Diesel
7	Fuel Use - 12 months	0	4488	3186	2051	5606	4174
8	Mileage	250,143	315,825	290,159	141,931	245,785	238,572
9	12-month Mileage	0	22,438	15,930	16,401	28,026	20,870
10	Repair Cost - 12 months	\$ 2,403	\$ 6,847	\$ 3,205	\$ 4,669	\$ 8,288	\$ 2,920
11	Repair frequency - 12 months**	1 - 2 - 0	3 - 13 - 1	2 - 11 - 1	3 - 4 - 2	3 - 10 - 3	2 - 7 - 1
12	Vehicle appearance - interior	Good	Good	Good	Good	Good	Good
	Vehicle appearance - exterior	Fair	Good	Poor	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Fnt. Mnt. Cl.					
	Announcement System	No	No	No	No	No	No
	Signage and Stops	No	No	No	No	No	No
14	Passenger Amenities						
	Air Conditioning	No	No	No	No	No	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Bank Bag	Fare Box				
16	Date of Inspection	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10
17	Inspector's Name:	Ken Creed					

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

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011
AGENCY: York County Community Action Corp

G

1	VIN	1T88H2B 1521106874	1T88H2B 1521106875	1T88H2C 1441139199	1T88H2C 1241139198	1T88H2C 1941139196	1T88H2C 1041139197
2	Fleet # and Statue*	133 A	134 A	135 A	136 A	137 A	138 A
3	Vehicle Type *	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	Thomas	Thomas	Thomas	Thomas	Thomas	Thomas
5	Year	2002	2002	2003	2003	2003	2003
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use – 12 months	5343	5721	5264	2878	7397	11, 228
8	Mileage	226, 053	218, 163	205, 977	186, 676	247, 019	367, 758
9	12-month Mileage	26, 713	28, 601	26, 319	19, 387	36, 983	56, 136
10	Repair Cost – 12 months	\$ 3, 861	\$ 3, 525	\$ 2, 696	\$ 2, 842	\$ 11, 414	\$ 7, 001
11	Repair frequency – 12 months**	3 – 15 - 1	2 – 13 - 0	2 – 8 - 1	2 – 9 - 0	7 – 10 - 3	7 – 7 - 2
12	Vehicle appearance – interior	Good	Good	Good	Good	Good	Fair
	Vehicle appearance – exterior	Good	Good	Good	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Fnt. Mnt. Cl.					
	Announcement System	No	No	No	No	No	No
	Signage and Stops	No	No	No	No	No	No
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Fare Box					
16	Date of Inspection	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10
17	Inspector's Name:	Ken Creed					

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

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011
AGENCY: York County Community Action Corp

H

1	VIN	1FDJE30H3RHB31754	1HBVTAAL97H 471777	1HBVTAAL07H 471778	1HBVTAAL27H 471779	1HVBTAANI1AH 249775	1HVBTAANXAH 249774
2	Fleet # and Statue*	139 I	141 A	142 A	143 A	144 A	145 A
3	Vehicle Type *	LDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	Ford	International 3200	International 3200	International 3200	International.Hybrid	Internation. Hybrid
5	Year	1994	2007	2007	2007	2010	2010
6	Fuel Type	Gas	Diesel	Diesel	Diesel	Diesel/ Elect	Diesel/ Elect
7	Fuel Use – 12 months	0	7005	5887	4724	1902	1194
8	Mileage	0	87,752	97,535	83,089	17,283	11,283
9	12-month Mileage	0	35,024	29,434	23,618	15,215	9545
10	Repair Cost - 12 months	\$ 0.00	\$ 2,390	\$ 2,312	\$ 1,929	\$ 802	\$ 1,254
11	Repair frequency - 12 months**	0 - 0 - 0	3 - 9 - 0	1 - 5 - 0	3 - 4 - 0	1 - 2 - 0	0 - 3 - 1
12	Vehicle appearance - interior	Poor	Excel	Excel	Excel	Excel	Excel
	Vehicle appearance - exterior	Poor	Excel	Excel	Excel	Excel	Excel
13	ADA Accessibility:						
	Equipped/Working	No	Yes	Yes	Yes	Yes	Yes
	Tie Down	No	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.
	Announcement System	No	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	No	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	No	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box
16	Date of Inspection	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10
17	Inspector's Name:	Ken Creed	Ken Creed	Ken Creed	Ken Creed	Ken Creed	Ken Creed

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

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011
AGENCY: York County Community Action Corp

I

1	VIN	1HVBTAAAN8A H249773	1F6NF53Y090A 00602	1F6NF53Y090A 00603	1F6NF53Y990A 00601	1F6NF53Y590A 01292	1F6NF53Y790A 00600
2	Fleet # and Statue*	146 A	Driftwood A	Lobstah A	Scallop A	Osprey A	Seahorse A
3	Vehicle Type *	SMDB	Trolley	Trolley	Trolley	Trolley	Trolley
4	Make, Model	Internation.Hybrid	Molly	Molly	Molly	Molly	Molly
5	Year	2010	2010	2010	2010	2010	2010
6	Fuel Type	Diesel/Elect	Gas	Gas	Gas	Gas	Gas
7	Fuel Use – 12 months	1030	1977	1965	1971	1978	1949
8	Mileage	10,092	15,810	15,713	15,761	15,818	15,587
9	12-month Mileage	8,234	15,810	15,713	15,761	15,818	15,587
10	Repair Cost - 12 months	\$ 891	\$ 820	\$ 814	\$ 942	\$ 687	\$ 1,559
11	Repair frequency - 12 months**	1 – 1 - 0	1 – 4 - 0	1 – 4 - 0	1 – 5 - 0	1 – 2 - 0	1 – 9 - 0
12	Vehicle appearance - interior	Excel	Excel	Excel	Excel	Excel	Excel
	Vehicle appearance - exterior	Excel	Excel	Excel	Excel	Excel	Excel
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Fnt. Mnt. Cl.	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	No	No	No	No	No
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box
16	Date of Inspection	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10
17	Inspector's Name:	Ken Creed	Ken Creed	Ken Creed	Ken Creed	Ken Creed	Ken Creed

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

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011
AGENCY: York County Community Action Corp

J

1	VIN	1F6NF53Y490A 00604	1GBKP37N5S 3319701	1GBLP37J5X 3301689	1GBLP37J9X 3302232	1GBLP37J2X 3302265	2D9P21321Y 1070549
2	Fleet # and Status*	Dory A	Kerry A	Kelly A	Katie A	Karen A	HERON I
3	Vehicle Type **	Trolley	Trolley	Trolley	Trolley	Trolley	Trolley
4	Make, Model	Molly	Chevy/ CableCar	Chevy/ CableCar	Chevy/ CableCar	Chevy/ CableCar	Dupont
5	Year	2010	1995	1999	1999	1999	1999
6	Fuel Type	Gas	Gas	Gas	Gas	Gas	Diesel
7	Fuel Use – 12 months	1706	178	254	501	235	5
8	Mileage	13, 643	166, 180	106, 728	117, 662	98, 008	138, 305
9	12-month Mileage	13, 643	1, 424	2, 025	4, 003	1879	21
10	Repair Cost - 12 months	\$ 816	\$ 3,339	\$ 1,747	\$ 547	\$ 1,183	\$250
11	Repair frequency - 12 months***	1 – 4 - 0	1 – 2 - 2	1 – 1 - 1	2 – 1 - 0	1 – 3 - 0	0 – 1 - 0
12	Vehicle appearance - interior	Excel	Fair	Good	Good	Good	Excel
	Vehicle appearance - exterior	Excel	Good	Good	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	No	Yes	Yes	Yes	Yes
	Tie Down	Yes	No	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.
	Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	Yes	No	No	No	No	Yes
14	Passenger Amenities						
	Air Conditioning	No	No	No	No	No	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	No	No	No	No	Yes
	Padded Seats	Yes	No	No	No	No	No
15	Type of fare collection system	Fare Box					
16	Date of Inspection	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10	10/20/10
17	Inspector's Name:	Ken Creed					

* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)
 ** SHDB (Standard Heavy Duty Bus); MHDDB (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: York County Community Action Corp

K

1	VIN	2D9P21328Y 1070547				
2	Fleet # and Status*	STARFISH I				
3	Vehicle Type **	Trolley				
4	Make, Model	Dupont				
5	Year	1999				
6	Fuel Type	Diesel				
7	Fuel Use – 12 months	24				
8	Mileage	141, 126				
9	12-month Mileage	118				
10	Repair Cost - 12 months	\$ 520				
11	Repair frequency - 12 months***	0 – 2 - 0				
12	Vehicle appearance - interior	Excel				
	Vehicle appearance - exterior	Good				
13	ADA Accessibility:					
	Equipped/Working	Yes				
	Tie Down	Fnt. Mt. Cl.				
	Announcement System	Yes				
	Signage and Stops	Yes				
14	Passenger Amenities					
	Air Conditioning	Yes				
	Working Heater	Yes				
	Tinted Windows	Yes				
	Padded Seats	No				
15	Type of fare collection system	Fare Box				
16	Date of Inspection	10/20/10				
17	Inspector's Name:	Ken Creed				

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

APPENDIX

**YORK COUNTY COMMUNITY ACTION
CORPORATION**

York County Community Action - Maine

TRANSPORTATION

[YCCAC](#) [Energy](#) [Housing](#) [Children's Services](#) [Health Center](#) [Community Outreach](#) [Transportation](#) [WIC](#)

TRANSPORTATION

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Transportation



Where do you want to go? If it's in York County—and, in some cases, even if it's outside York County—we can probably get you there.

Getting people from one place to another is what we do. The York County Community Action Transportation program is designed with you in mind. Our fleet of vehicles, which include busses, vans, trolleys, and automobiles, are safe and reliable, and our drivers are trained, experienced, and the friendliest people you'll ever meet. Whether it's a trip to the grocery store or the doctor's office, to school or work or a job training

site, our team of dispatchers and drivers are committed to getting you there safely and on time.

Our program includes both fixed route and requested services. All of our buses are wheelchair accessible, and our drivers provide door-to-door personalized assistance. Some typical destinations include Goodall Hospital, Southern Maine Medical Center, Biddeford Crossing Shopping Mall, and York County Community College. We also offer reimbursement for mileage and tolls for eligible York County residents who drive themselves or have a friend or family member drive them to covered medical appointments.



York County's Transportation Program is here to meet your transportation needs. But in addition to that, we can provide you with access to local resources. We can connect you with organizations and agencies operating in York County and elsewhere, and help you remain independent, self-sufficient, and productive within in your home, your neighborhood, and your community.



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Friends & Family - Self Transport Program

YCCAC can reimburse mileage and tolls to persons with current MaineCare eligibility who drive themselves, or have a friend or family member drive them to eligible medical appointments. The current rate is \$.21 per mile. (Subject to change by MaineCare.)

How Do I Get Started?

To be reimbursed for transportation mileage, you must do the following:

1. **Call or come in**
2. **Complete a brief application**, first time only - it can be done over the telephone.
3. **We will give you** mileage and verification forms, and information about how to submit them.

How Do I Schedule a Trip?

Once you have completed an application on your first call or visit to our office, follow steps 4-7.

4. **Call us:** Contact the Transportation Program prior to taking any trip for which you are requesting reimbursement.
5. **Let us know** who is being transported, the name and address of the doctor or medical provider being seen, the date the trip is scheduled and the type of appointment (e.g., dental, physical therapy, etc.)
6. **Out of State Trip?** Be sure to tell us if your trip is "out of state". We'll need additional information and time before the trip to get prior authorization from DHHS.
7. **Verification:** Get verification (a signature) from the clinic, doctor's office or other medical appointment for which the trip was made. These verification forms must be submitted with your voucher.
8. **Parking & Tolls:** If you pay tolls or parking fees on your trip, GET RECEIPTS and submit the originals with your voucher. They must have a date, the amount paid, and MUST be turned in with the voucher. Late receipts cannot be accepted.
9. **What Miles Are Covered?** MaineCare rules say friends or family members transporting a MaineCare eligible person will be paid for mileage only while that person is actually in the car. If they drop the person off and return later, only the mileage when the person is in the car will be covered. The driver must always take the shortest route.
10. **Who Gets Reimbursed, the Rider or the Driver?** The Friends & Family Program will issue a check to the MaineCare eligible person only (or a parent/guardian for a child). It is up to them to distribute the funds to their driver. Reimbursement takes approximately 2 weeks to process.
11. **What Types of trips are covered?** The following is a list of health services for which a MaineCare recipient may request reimbursement for transportation expenses. Only health care services listed here are eligible for reimbursement. (Subject to change by MaineCare)

Adult Day Care
Certified family and pediatric nurse practitioner services
Chiropractor
Day habilitation services (including clients residing in nursing homes)
Day health services
Dental services for children and young adults up to age 21. Adults limited to acute care, oral surgery, extractions, emergency treatment, and other dental services for members with qualifying medical conditions.
Durable medical equipment and supply dealer
Family Planning Clinic

Hospital services, inpatient & outpatient
Independent laboratory and X-ray
Mental health services
Nurse midwife
Occupational therapist
Optometrist, Optician
Pharmacy (following medical appointment only)
Physical therapist
Physician: M.D. & D.O.
Podiatrist
Rehabilitative services
Rural health clinic
Speech & hearing services
STD screening clinic

If you need to take a medical trip that is not covered by MaineCare, we MAY have another program that can help. Just ask.

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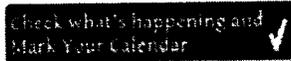
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Volunteer Driver Program

YCCAC has about 115 volunteer drivers who transport York County residents whose needs cannot be met by the bus program due to route or schedule conflicts. Our volunteers can transport residents whose needs include:

- Medical services covered by MaineCare
- Child protective and foster care
- Elderly persons at risk, and
- Other residents with medical needs

Our Volunteer Drivers are dedicated to providing transportation for the residents of York County who have no other available means of transportation. They operate their own vehicles and are reimbursed for mileage and tolls only. The volunteer donates his/her own time and driving skills.

Before driving for YCCAC, all Volunteer Drivers have their records screened by the Department of Health and Human Services, the Department of Motor Vehicles and the Maine State Police Criminal Division. They are also provided with on-going training and support.

Do I Qualify for a Volunteer Driver Trip

All York County Residents qualify if they are:

Clients of the Department of Health and Human Services, Child Welfare, Adult Protective and Substitute Care who are referred by a case worker. (Written referrals for case managed clients must be received by YCCAC prior to arrangements being made for the trip.)
MaineCare eligible persons, or
Persons with mental health needs, whose transportation need cannot be served by YCCAC's buses/vans

York County Transport (YCT)

We also have limited funding to help serve low income persons who have medical appointments and no other transportation options. YCT can assist York County residents who meet ALL of the following guidelines:

- Have no other means of transport
- Trip not eligible for MaineCare reimbursement
- Cannot be served by YCCAC buses/vans due to schedule or location
- Have a medical or other health care appointment necessary to maintain their well-being.

Note: Funds are currently available to assist with 1 trip/month for residents who meet the above guidelines.

Become a YCCAC Volunteer Driver!

YCCAC's Transportation Program is looking for qualified drivers.

We provide a much needed service to people who live in our community who otherwise might not be able to find transportation to their chemotherapy,

How to Request a Trip

Individuals need to contact YCCAC's Volunteer Driver Program at least one week in advance of a trip. Driver schedules are filled quickly, therefore, we generally cannot do "same or next day" rides. We will take a brief application (over the phone), a "Need Driver" request will be completed, and we will begin the process of matching a volunteer driver with the request.

NOTE: Because we are operating with the help of volunteer services, we cannot guarantee that we will find a driver, and trips may need to be rescheduled. Our office will call the day before a scheduled trip to let you

know whether or not we have found you a driver.

dialysis, or medical appointments, etc. We also provide drivers for children who need transportation for special services or even visitation, for children in foster care, with their parents.

[Read more...](#)

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- Trolley Charters

Bus Transportation



YCCAC provides scheduled bus transportation for shopping and medical appointments to York County residents on a weekly basis. Routes have been designed to serve the closest regional shopping and medical destinations for each town served. All service animals are under the control of the rider. Portable oxygen equipment will be accommodated.

Application:
A brief application is required for all first time riders, and can be completed over the telephone. All information obtained is confidential.

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Reservations:

All trips must be arranged a minimum of 48 hours in advance by calling YCCAC Transportation. Trip reservations can be made up to one month in advance of the trip date. Trips must fit into the regularly scheduled routes.

Days of Service:

Refer to the [Bus Schedule](#) to determine days of service for your area, then contact YCCAC Transportation to schedule a trip and to obtain approximate times that the bus will be leaving from and arriving at your desired destinations. Pick up is normally at an individual's home, and riders are usually dropped off directly at their destination, dependent on the bus route and schedule.

Fares:

Please call for one-way fares for the general public (exact change required).

Elderly, persons with disabilities, and children under 8 years of age pay half fare.

No fare is charged for a personal care attendant.

Low income individuals are asked to pay what they can afford; (this needs to be arranged when the trip reservation is made).

Individuals covered by MaineCare and who are going to MaineCare eligible destinations pay no fare; (This needs to be approved when trip reservation is made.) YCCAC Transportation will need to verify eligibility for MaineCare.

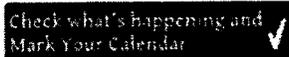
Individuals covered by other contracts will be told when they make their trip reservation, what fare, if any, they need to pay. (Example: Vocational Rehabilitation, Division for the Blind and Visually Impaired)

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Town	Day	Purpose	Destination
Acton	Call Office	Medical, Shop, Misc.	Sanford/Springvale
Alfred	Call Office	Medical, Shop, Misc.	Sanford/Springvale
Arundel	Wednesday	Medical, Shop, Misc.	Biddeford/Saco/Kennebunk
Biddeford	Monday	Medical	Biddeford/Saco/OOB/Kennebunk
	Tuesday	Shopping	Biddeford/Saco/OOB/Kennebunk
	Wednesday	Medical	Biddeford/Saco/OOB/Kennebunk
	Thursday	Medical	Biddeford/Saco/OOB/Kennebunk
	Friday	Medical	Biddeford/Saco/OOB/Kennebunk
Berwick	Thursday	Shopping	Dover/Somersworth
Buxton	Tuesday	Shopping	Standish/Windham(3rd Tuesday)
Cornish	Call Office	Shopping	Standish/Windham(3rd Tuesday)
Dayton	Call Office	Shopping	Biddeford/Saco
Eliot	Monday	Medical	Kittery/Portsmouth/Newington
	Tuesday	Medical	Kittery/Portsmouth/Newington
	Wednesday	Shopping	Kittery/Portsmouth/Newington
	Thursday	Medical	Kittery/Portsmouth/Newington
	Friday	Shopping	Kittery/Portsmouth/Newington
Hollis	Call Office	Shopping	Standish/Windham(3rd Tuesday)
Kennebunk	Wednesday	Medical, Shop, Misc.	Biddeford/Saco/Kennebunk
K'port	Call Office	Medical, Shop, Misc.	Kennebunk
Kittery	Monday	Medical	Kittery/Portsmouth/Newington
	Tuesday	Medical	Kittery/Portsmouth/Newington
	Wednesday	Shopping	Kittery/Portsmouth/Newington
	Thursday	Medical	Kittery/Portsmouth/Newington
	Friday	Shopping	Kittery/Portsmouth/Newington
Lebanon	Call Office	Medical, Shop, Misc.	Sanford/Springvale
Limerick	Tuesday	Shopping	Standish/Windham(3rd Tuesday)
Limington	Call Office	Shopping	Standish/Windham(3rd Tuesday)
Lyman	Call Office	Shopping	Standish/Windham(3rd Tuesday)
Newfield	Tuesday	Shopping	Standish/Windham(3rd Tuesday)
N. Berwick	Thursday	Medical, Shop, Misc.	Dover/Somersworth
Ogunquit	Call Office	Shopping	Wells
Old Orchard	Monday	Medical	Biddeford/Saco/OOB/Kennebunk
	Tuesday	Medical	Biddeford/Saco/OOB/Kennebunk
	Wednesday	Medical	Biddeford/Saco/OOB/Kennebunk
	Thursday	Medical, Shop, Misc.	Biddeford/Saco/OOB/Kennebunk
	Friday	Medical	Biddeford/Saco/OOB/Kennebunk
Parsonfield	Call Office	Shopping	Standish/Windham(3rd Tuesday)
Saco	Monday	Medical	Biddeford/Saco/OOB/Kennebunk
	Tuesday	Medical, Shop, Misc.	Biddeford/Saco/OOB/Kennebunk
	Wednesday	Medical	Biddeford/Saco/OOB/Kennebunk
	Thursday	Medical	Biddeford/Saco/OOB/Kennebunk
	Friday	Medical	Biddeford/Saco/OOB/Kennebunk
Sanford	Monday	Medical	Sanford/Springvale
	Tuesday	Medical	Sanford/Springvale
	Wednesday	Medical, Shop, Misc.	Sanford/Springvale

	Thursday	Medical	Sanford/Springvale
	Friday	Medical	Sanford/Springvale
Shapleigh	Call Office	Medical, Shop, Misc.	Sanford/Springvale
S. Berwick	Thursday	Medical, Shop, Misc.	Dover/Somersworth
Waterboro	Thursday	Medical, Shop, Misc.	Waterboro/Sanford/Springvale
Wells	Wednesday	Shopping	Wells
York	Monday	Medical	Kittery/Portsmouth/Newington
York	Tuesday	Medical	Kittery/Portsmouth/Newington
York	Wednesday	Shopping	Kittery/Portsmouth/Newington
York	Thursday	Medical	Kittery/Portsmouth/Newington
York	Friday	Shopping	Kittery/Portsmouth/Newington

Portland Bus: Operates daily (Monday - Friday) from Springvale to Biddeford, with another bus continuing on to Portland/S. Portland and Scarborough.

Times listed below are estimated.

Bus Leaves	Springvale	7:00 a.m.	Bus Arrives	Portland	10:00-10:15 a.m.
	Alfred	7:15 a.m.			
	Biddeford	8:30 a.m.	Bus Departs	Portland	11:30 a.m.
	Saco	8:45a.m.			
	OOB	9:00 a.m.			

If "Call office" appears next to a town name, no specific day of the week is set for transport. The YCCAC Transportation program will seek to find a day that a trip can be accommodated by combining with a nearby town.

For more information, please call YCCAC Transportation at (207)324-5762

policies.services.routes.rev10

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Sanford Transit - "My Bus"

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- Volunteer Drivers
- WAVE
- MaineCare Self Transport
- Shoreline Explorer
- Trolley Charters



YCCAC operates a fixed route deviation transit service between Springvale and South Sanford, five days a week, year round, available to anyone on a fare-paying basis.

Schedule:
Refer to the [Transit Schedule](#) for routes and times of service. The bus can be flagged down anywhere along the route that is safe to stop. Questions on this service can be answered by calling YCCAC Transportation.

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Fares:

Exact change is required. Tickets may be offered as "change" to a rider if they do not have exact fare. No fare is charged for a personal care attendant.

- \$.25 Elderly, persons with disabilities, and children under 8, one way trip
- \$.50 General Public, children over 8, one way trip

Tickets:

Riders may purchase books of 10 tickets from the driver or from the YCCAC Transportation office.

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This bus can be flagged down anywhere along the route that it is safe to stop.

Serving Sanford/Springvale - Monday through Friday

How to read this bus schedule: Find your departure location in the left hand column (either Southbound or Northbound). Times listed across are when the bus will be there.

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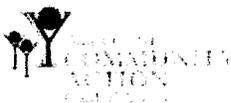
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Southbound							
LOCATION	AM	AM	AM	AM	PM	PM	PM
Railroad Ave.	8:00	9:00	10:00	11:00	12:00	1:00	2:00
Springvale Commons	8:02	9:02	10:02	11:02	12:02	1:02	2:02
Goodall Hospital	8:10	9:10	10:10	11:10	12:10	1:10	2:10
MidTown Mall	8:15	9:15	10:15	11:15	12:15	1:15	2:15
Mardens Plaza	8:20	9:20	10:20	11:20	12:20	1:20	2:20
Center for Shopping, Shaws	8:30	9:30	10:30	11:30	12:30	1:30	2:30
Northbound							
Center for Shopping, Shaws	8:30	9:30	10:30	11:30	12:30	1:30	2:30
MidTown Mall	8:40	9:40	10:40	11:40	12:40	1:40	2:40
Goodall Hospital	8:45	9:45	10:45	11:45	12:45	1:45	2:45
Hannaford	8:50	9:50	10:50	11:50	12:50	1:50	2:50
Springvale Commons	8:56	9:56	10:56	11:56	12:56	1:56	2:56
Railroad Ave.	9:00	10:00	11:00	12:00	1:00	2:00	3:00



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The Wave

Wheels to Access Vocation & Education

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- [Buses and Vans](#)
- [Sanford Transit](#)
- [Volunteer Drivers](#)
- [WAVE](#)
- [MaineCare Self Transport](#)
- [Shoreline Explorer](#)
- [Trolley Charters](#)



The WAVE transports riders to training and job sites, and their children to day care. The blue and white vans operate for most first, second, and third shifts, 7 days a week. Trips must be arranged in advance.

Schedules

- [Buses & Vans](#)
- [Sanford Transit](#)
- [WAVE](#)
- [Shoreline Explorer](#)

Eligibility:

Residents of towns in York County covered by The WAVE can call 459-WAVE (459-9283) between 8 am - 5 pm Monday through Friday for information. The current service is for an area including Sanford - Springvale and parts of Alfred and Wells.

News

- [Destination Tomorrow: PACTS Plan](#)
- [Vehicles for Sale](#)

Schedule:

All trips are arranged in advance by calling 459-WAVE. Riders are asked for their work or training schedule, and whether they need to get their children to a childcare provider. Van trips are scheduled to provide the most convenient service possible, given operating constraints. Riders need to call with any changes in their schedule 48 hours before a trip.

Contact Us

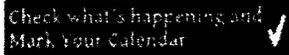
- [Locations, Hours & Directions](#)
- [Email Us](#)

Fares:

Fares depend on what town a rider lives in and where they are going. One trip, 1/2 Month and Monthly passes are available, with a discount for the multi-trip option. All fares must be paid in advance of rides.

For More Information click below:

[The Wave](#)



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 Email questions or comments about this site to webmaster@yccac.org.

WAVE



Wheels to Access Vocation and Education

- HOME
- Routes & Schedules
- FARES
- How to use WAVE
- About WAVE
- NEWS
- Other Rider Options

WAVE is a program of



Need a Ride to Work...School...Shopping?



Operating 7 Days a Week - Most Shifts
Closed on New Years Day, Easter,
Thanksgiving and Christmas

Office Hours: 7:30am - 4:30pm Mon - Fri

207 459-9283

Connecting you to...

- ~Sanford Ocean Shuttle
- ~Sanford Transit
- ~Seacoast Business School
- ~SMMC
- ~Goodall Hospital
- ~Kohl's
- ~Biddeford Industrial Park
- ~Biddeford Crossing
- ~York County Community College
- ~Lincoln School
- ~Sanford Industrial Park

And

- ~Other Stops between
Sanford & Biddeford and
Sanford & Wells

WAVE



Wheels to Access Vocation and Education

- HOME
- Routes & Schedules
- FARES
- How to use WAVE
- About WAVE
- NEWS
- Other Rider Options

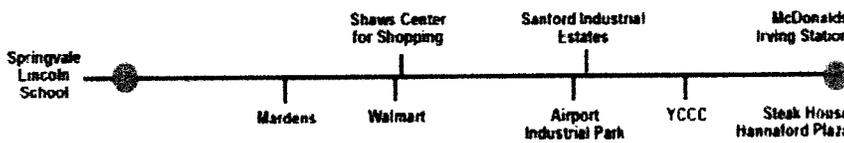
WAVE is a program of



Routes & Schedules

Sanford

Leaves Sanford
7 days/week
6:30 am
8:30 am
9:30 am
12:00 pm
1:30 pm
2:30 pm
4:30 pm
5:30 pm
6:30 pm



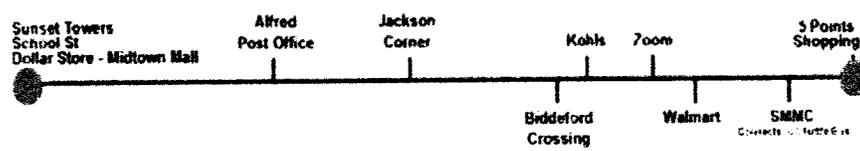
Wells

Leaves Wells
7 days/week
7:30 am
8:30 am
9:30 am
11:30 am
12:00 pm
1:30 pm
2:30 pm
4:30 pm
5:30 pm
6:30 pm

Sanford to Wells route is for work, school and riders. Schedule to and from Wells.
These and other stops available by reservation only
For shopping in Sanford, take the Sanford Transit - call 324-5762 x2932 for more information

Sanford

Leaves Sanford
7 days/week
7:30 am
8:30 am
11:30 am
1:30 pm
3:30 pm
5:30 pm
7:30 pm



Biddeford

Leaves Biddeford
7 days/week
8:30 am
11:30 am
12:00 pm
2:00 pm
4:30 pm
6:30 pm
8:30 pm
9:30 pm

Riders to medical appointments and shopping are welcome
These and other stops available by reservation only



- [Home](#)
- [Video Tour](#)
- [Schedules Routes Fares](#)
- [FAQ's](#)
- [Charter a Trolley](#)
- [In the News](#)
- [Other Resources & Chambers of Commerce](#)
- [Contact Us](#)

TROLLEY and SHUTTLE GUIDE

2011 Season: June 25 to Sept 5

Sanford Ocean Shuttle provides YEAR-ROUND service

Ride our Award Winning Transportation Service
 Making it easier to get around the Southern Coast of Maine

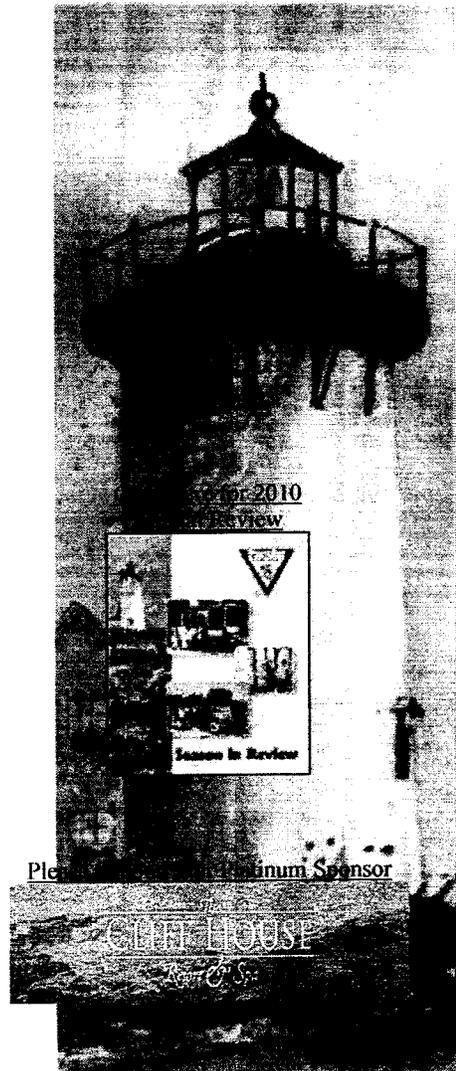
Forget Driving or Parking
Ride to Beaches, Dining and Shopping
Connect to Amtrak Downeaster
Frequent, Low-Cost and FUN!

Arriving by train?
 Need a ride from Wells Regional Transportation Center to your lodging?



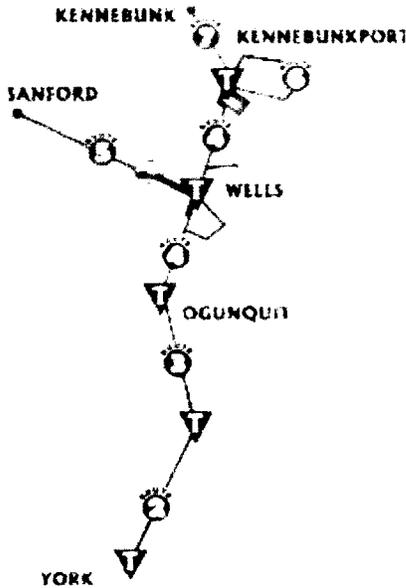
[Click here for transportation options](#)

[Mobile View](#)





- [Home](#)
- [Video Tour](#)
- [Schedules Routes Fares](#)
- [FAQ's](#)
- [Charter a Trolley](#)
- [In the News](#)
- [Other Resources & Chambers of Commerce](#)
- [Contact Us](#)



Schedules ~ Routes ~ Fares

2011 Season: June 25 to September

Each segment of the Shoreline Explorer has its own schedule and fare structure. Commuter passes are available on select routes. For additional stops or more info click on the route.

- 1 - [York Trolley](#)
- 2 - [Shore Road Shuttle](#) *
- 3 - [Ogunquit Trolley](#) *
- 4 - [Shoreline Trolley](#) *
- 5 - [Sanford Ocean Shuttle](#) *
- 6 - [Intown Trolley](#)
- 7 - [Kennebunk Shuttle](#) **

[Larger Map - pdf version](#)

 *Wheelchair lift equipped vehicles available on these routes. Call TDD 207-490-1078 from 8am to 5pm (M-F)

York County Community Action - Maine

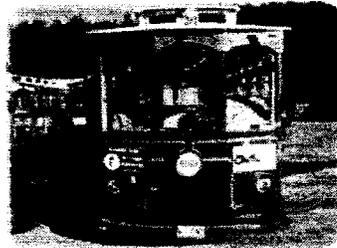
TRANSPORTATION

[YCCAC](#) [Energy](#) [Housing](#) [Children's Services](#) [Health Center](#) [Community Outreach](#) [Transportation](#) [WIC](#)

TRANSPORTATION

Charter a Trolley For Your Special Event

- [Home](#)
- [Buses and Vans](#)
- [Sanford Transit](#)
- [Volunteer Drivers](#)
- [WAVE](#)
- [MaineCare Self Transport](#)
- [Shoreline Explorer](#)
- [Trolley Charters](#)



York County Community Action Corporation has a vintage trolley available to accommodate weddings, family reunions, or other occasions.

Rates: For 2010, the Trolley can be reserved at \$150/hour, with a minimum of 2 hours per charter. Charter time includes time for the Trolley to travel to the pick up location and return to the bus barn. A small charge is added for trips outside York County to cover mileage.

Schedules

- [Buses & Vans](#)
- [Sanford Transit](#)
- [WAVE](#)
- [Shoreline Explorer](#)

You plan the route and any stops along the way for anything including picture taking, dropping off your wedding party at the church, or returning to a restaurant to transport your guests safely home for the night.

News

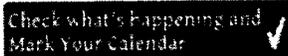
- [Destination Tomorrow: PACTS Plan](#)
- [Vehicles for Sale](#)

The Trolley seats 25 people.

To reserve a date: Call Ken Creed at 207 324-5762 x2933.
This trolley is owned and operated by YCCAC using local funds.

Contact Us

- [Locations, Hours & Directions](#)
- [Email Us](#)



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**Minutes of YCCAC
Board of Directors' Meeting
February 17, 2011**

The Board of Directors' meeting was held at the YCCAC office at 6 Spruce Street in Sanford at 6:30 p.m.

Attendance was as follows:

Present:

Low Income

Don Burns
Grady Collins
David Nason

Public

Tom Danylik
Eleanor Murphy
Joe Wagner

Private

James Amendolara
Donna Deletetsky
Claudette Dupee
Donna Finneran
Sue Kingman

Absent: * Excused

Earl Charak*
Shawna Lund*
Isabelle Palin*

Lois Jones*
Joan Nass*

Wes Tuttle*

Needed for Board Quorum: 10

Total Members: 17

Attendance: 11

Others in Attendance:

Barbara Crider, Executive Director
Diane Laurendeau, Chief Financial Officer
Susan Auger, Administrative Assistant
Connie Garber, Transportation Director

MINUTES

Motion to accept the January minutes of the Board of Directors. (Deletetsky/Burns). Carried unanimously.

COMMITTEE REPORTS

Finance Committee

Eleanor Murphy presented the YCCAC financial report for January 2011.

Motion to accept the January 2011 financial report. (Nason/Finneran) Carried unanimously.

The Finance Committee reviewed the Head Start Credit Card Bill. Eleanor recommended approval of the Head Start credit card bill. (Deletetsky/Burns) Carried unanimously.

Program Committee

Program Committee recommended approval of the Head Start Assessment.
(Murphy/Nason)

OLD & NEW BUSINESS

Connie gave an update on the Transportation program and the challenges the program is facing. She then gave a presentation on the Transportation budget. Motion to accept the Transportation budget. (Murphy/Wagner)

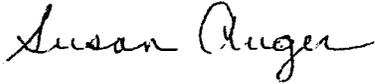
EXECUTIVE DIRECTOR'S REPORT

Barbara Crider commended Connie on the great job she has done with the Transportation Program.

She also gave an update on the proposed budget cuts, and will provide the Board with updates as more information becomes available.

Motion to adjourn. (Wagner/Nason). Carried unanimously.

Respectfully submitted,



Susan Auger
Administrative Assistant

Survey Results

Date	ID #	Vendor Code	Trip Code	Pick-up within 1/2 hr	Arrival On Time	Driver Operate Vehicle Safely	Vehicle Clean	Telephone	Comments
				Yes	Yes	Yes	Yes	Yes	
				No	No	No	No	No	
12/20/2010	9893 000000		T030B M	X	X	X	X	X	None. I am very happy with your service.
12/20/2010	1011 00000		T030 M	X	X	X	X	X	We appreciate this service. Thank you for all your efforts
12/21/2010	16311 LAS400		T033S V	X	X	X	X	X	
12/22/2010	10898 000000		T030 M	X	X	X	X	X	Not at this time
12/29/2010	7559 COU290		T033 M	X	X	X	X	X	
12/21/2010	6173 000000		T030 M	X	X	X	X	X	Vehicle could be cleaner
12/20/2010	25620 000000		T030 M	X	X	X	X	X	house in the winter as a van picks her up now.
12/20/2010	16667 000000		T030 M	X	X	X	X	X	
12/21/2010	18962 Jor400		T033 M	X	X	X	X	X	
12/20/2010	21641 00000		T030 M	X	X	X	X	X	
12/28/2010	21145 OJE500		T033 M	X	X	X	X	X	car to my appointments. Thank you for your service.
12/23/2010	13288 BRO025		T033 M	X	X	X	X	X	everyone of you do great work. Everyone of you drivers
									I am very appreciative of this transportation service. The drivers have been very kind even with the difficult driveway this winter, Ken especially.
3/3/2011	25388 000000		T030 B M	X	X	X	X	X	
3/1/2011	13491 GOO045		T033 M	X	X	X	X	X	
2/27/2011	17417 REA525		T033 M	X	X	X	X	X	Excellent Service
3/3/2011	3919 000000		T030 M	X	X	X	X	X	At all times have your drivers been there for me. All in all they and you are
									Comment-you guys have a lot of good drivers that are very respectful and professional that I am very happy to have you guys as a transportation ride to my appointment.
2/28/2011	17747 0000000		T030 M	X	X	X	X	X	
3/2/2011	18148 000000		T030M	X	X	X	X	X	
2/28/2011	24538 000000		T030 M	X	X	X	X	X	Thank you
3/2/2011	21584 0000000		T030B M	X	X	X	X	X	The dispatcher is excelling at her job of planning the scheduling.
3/1/2011	22921 GOO900		T033N M	X	X	X	X	X	
2/28/2011	6587 000000		T030 M	X	X	X	X	X	
2/28/2011	24752 BRO016		T033 M	X	X	X	X	X	The staff is always helpful!

MAINEDOT REGION 8
BIENNIAL OPERATIONS PLAN
FY 2011 AND FY 2012

**BIDDEFORD-SACO-OLD ORCHARD BEACH
TRANSIT COMMITTEE (SHUTTLEBUS)**

BIDDEFORD-SACO-OLD ORCHARD BEACH TRANSIT COMMITTEE

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MAINEDOT REGION 8 BIENNIAL OPERATIONS PLAN

BIDDEFORD-SACO-OLD ORCHARD BEACH TRANSIT COMMITTEE

PROJECT DESCRIPTION

A. RURAL TRANSIT PROVIDER

Provider: Biddeford-Saco Old Orchard Beach Transit Committee
Contact Person: Al Schutz, Executive Director
Address: 13 Pomerleau Street, Biddeford, Maine 04005
Telephone: 207-282-5408
Email: director@shuttlebus-zoom.com
Web Site: www.shuttlebus.zoom.com

B. SERVICE

No. of Counties: Two
Type of Service: Deviated fixed route, Intercity
Service Area: Multi-town

C. GEOGRAPHIC AREA

The Biddeford-Saco-Old Orchard Beach Transit Committee is a quasi-municipal governmental entity that originated through inter-local agreement by the Cities of Biddeford and Saco and the Town of Old Orchard Beach. The Transit Committee was established in 1978 to provide a fixed-route, public transportation service, known as ShuttleBus, to the three municipalities. The Transit Committee consists of nine governing members—three persons appointed by each municipal council that includes one mayor or manager from each town. The Transit Committee is empowered to execute contracts and obtain and dispense funds for the purpose of providing public transportation. It currently employs an executive director, administrative assistant, seven full-time drivers, seven part-time drivers, a full-time fleet manager and two full-time mechanics.

ShuttleBus operates five (5) fixed route transit systems serving several communities. The Tri-town **Local Route** operates seven days per week serving the Cities of Biddeford and Saco and the Town of Old Orchard Beach with two buses. In the summer months the ShuttleBus also runs a popular **trolley service** between Old Orchard Beach and Pine Point.

Since September 2007, the Shuttlebus has operated the **Nor'easter Express** route between University of New England's Hills Beach campus and downtown Biddeford/Saco. One bus serves the route during the academic year.

The Tri-Towns to Portland **Intercity** service, or "Portland" bus, runs daily from Biddeford to Portland with stops in Saco, Old Orchard Beach, Pine Point, Scarborough, and South Portland (primarily the Maine Mall).

The **ZOOM Turnpike Express** travels from Park & Ride lots in Biddeford and Saco, via the Maine Turnpike, to Congress Street and the University of Southern Maine, and back during morning and afternoon rush hours.

D. SERVICE DESCRIPTION

URBAN – ShuttleBus Local

Throughout the day two buses operate along the Alfred Street and Elm Street corridors in Biddeford into Saco and Old Orchard Beach.

- 1. Biddeford to Saco and Old Orchard Beach via Elm Street.** Starting at The Shops at Biddeford Crossing the bus travels Alfred Road (Route 111) through Boulder Way (Wal-Mart), left on Mountain Road, right on Precourt Street to Route 1/Elm Street. At Route 1 the bus heads north on Elm Street passing through Five Points intersection, turning right at Main Street, Biddeford. Arriving in Saco, proceeding on to the Old Orchard Beach Chamber of Commerce/Amtrak station.

Old Orchard Beach to Saco and Biddeford via Alfred Street. From the OOB Chamber of Commerce, the bus continues down First Street turning left onto Atlantic Avenue, right onto West Grand Avenue and right onto Temple Avenue. At “Half Way” Intersection, the bus proceeds to Ocean Park Road, left onto Main Street (Route 1), Saco. The bus takes a right onto Route 112, North Street, left onto Scammon Street and stops at Saco Valley Plaza, next to Reny’s Department Store and continues to the Shops at Biddeford Crossing.

- 2. Via Alfred Street.** The route taken by the other Local bus is the same as above but in reverse, starting the route via Alfred Street, and returning via Elm Street. This route starts at Biddeford Crossing, travels Alfred Road south to Boulder Way, left onto Mountain Road and left onto Precourt Street, right onto Alfred Road (Route 111) south, turning left into SMMC, returning to Alfred Street, Thatcher Brook Business Park on request, into Five Points Shopping Plaza and, following Alfred Street through Five Points intersection, veers right onto to Main Street, Biddeford, into Saco, left onto Thornton Avenue, to Scammon Street (Reny’s at Saco Valley Plaza), back to North Street (112 South), Route 1 north, to Alfred Road (Route 111). The bus turns left onto Route 111 to the Shops at Biddeford

Summer Service. During the summer months, service is expanded as follows:

- 3. The Beach Trolley.** A summer trolley service is added in Old Orchard Beach and a small portion of Pine Point from the third week in June until Labor Day. It primarily serves participating campgrounds, the Amtrak Station, downtown beach area, and since summer of 2007, the amusement parks and attractions on Route 1 Saco. Three trolleys are used depending on demand along Route 1, east and west side trolley routes, separated by Old Orchard Street.

RURAL

- 1. Portland Intercity Service.** This route begins in Biddeford at Elm Street (near Five Points) and travels along Elm Street taking a right to Main Street, across the Saco River and Factory Island into Saco, along Main Street (Route 1) in Saco to Ocean Park Road (Route 5). It continues into Old Orchard Beach using Saco Avenue, to the Chamber of Commerce and train station on First Street. It then continues to East Grand Avenue (Route 9) in Old Orchard Beach to Pine Point in Scarborough, along Route 9 to Dunstan Corner in West Scarborough, then continues along Route 9/1 from Dunstan Corner to Oak Hill, then into South Portland and the Maine Mall. From the Maine Mall, the bus takes Interstate 295 to Exit 5 on Congress Street, and then completes its run at the City Hall, in Monument Square on Congress Street (services Concord Trailways on request). For its return trip to the tri-towns, the route is essentially reversed. This route receives rural intercity funding through MaineDOT, which is awarded by bid every three years. The Biddeford to Portland service is offered six times a day Monday through Friday. Weekend Saturday service consists of four round trips, and Sunday service consists of two round trips in the winter.

- 2. Summer Service**

Tri-towns to Portland Intercity Service. From June 15 to September 15 the service operates two extra runs on Sundays.

- 3. ZOOM Turnpike Express.** ZOOM is currently operated by ShuttleBus and is funded exclusively by the Maine Department of Transportation and the Maine Turnpike Authority. This service operates five days a week, making 10 round trips daily. Service begins at the Biddeford Park and Ride and travels north to the Saco Park and Ride. From there the bus returns to the Turnpike and then heads north to 295 and on to Congress Street and Forest Avenue near the University of Southern Maine. Operational hours are during peak morning (6:00-9:33 AM) and afternoon (2:46-6:40 PM) commuting times.

- 4. UNE Nor'easter Express.** During the academic year the ShuttleBus operates a route between the University of New England and downtown Biddeford/Saco. Weekdays the bus operates between the downtown and the campus, using the Saco Train Station as a hub. On Friday evenings and Saturdays and Sundays the bus offers extended service to the Shops at Biddeford Crossing. The University of New England covers the local match to the FTA grant. In exchange, UNE students, faculty and staff ride the Shuttlebus for \$0 fare by showing their University-issued ID. This includes the ShuttleBus Intercity route. The General Public is encouraged to use the bus. The Route consists of UNE, up Pool Road to Alfred Street, right to Main Street, Saco, left into the Train Station and back. On weekends this route is extended up Alfred Street to Five Points Shopping Center, Boulder Way and the Shops at Biddeford Crossing before returning to UNE campus via Pool Road.

E. FARE STRUCTURE

Tri-town Local Service. The one-way fare is \$1.25. A local monthly pass, good for 50 rides within the calendar month, is \$25. Monthly passes for senior citizens (62+), students and persons with disabilities can be purchased for \$20.

UNE Nor'easter Express. The fare structure for the UNE Nor'easter Express Route is the same as the ShuttleBus Local service outlined above. UNE students, faculty and staff ride ShuttleBus for \$0 fare by showing a valid ID (this does not apply to the ZOOM or the OOB Trolley services).

Portland Intercity. The fares are determined by zone. Travel within two zones equals a \$3 fare (see zone breakdown on schedule). Travel within three zones equals a \$5 fare. Single zone travel is \$1.50 a ride. Ten-ride passes are available for \$39 for three-zone riders, and \$23 ten-ride passes are available for two-zone riders.

ZOOM Turnpike Express. Fares were increased for the first time in ten years in February 2009. The revised Fares structure is \$80 for a monthly CommuterCard; \$39 for a ten-ride pass, or \$5 per individual ride. Beginning in April 2009, Quarterly Passes are offered for \$210. Upon purchasing a pass, the rider may opt to purchase two parking vouchers per month at \$1 each, good for all-day parking at the Public Market Garage located at Preble and Elm Streets in Portland. A "combo" pass is also sold for \$39.00 for customers that share rides between the Tri-towns to Portland Intercity run and ZOOM. This is a ten-ride punch ticket, good for five rides on each service.

Seasonal Beach Trolley. The service costs \$2 per adult, \$1 children two and up. Children two and under ride free on the lap of an adult rider;

F. PROPOSED CUTBACKS, EXPANSIONS

Route Design Study. In conjunction with the Southern Maine Regional Planning Commission and the South Portland Bus Service, the Transit Committee received a grant to undertake a route design study. Recommendations of the Study are being reviewed for possible adjustments or cutbacks/expansions of the system during the FY 2012/2013 biennium. The study was coordinated with other providers (Metro, South Portland Bus Service). Possible adjustments include the Intercity Bus leaving at regular two-hour intervals from Old Orchard Beach with connecting service to Biddeford/Saco via the Local bus. A possible hub at the new Saco Transportation Center (Downeaster train station) for the local bus will also be explored.

G. CHARTER SERVICE

Given revised Federal Transit Administration regulations for charters and the increased costs and administrative commitments, the Transit Committee voted to discontinue offering Charter Service as of January 2009.

H. COMPETITION WITH NON-SUBSIDIZED SERVICE

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

I. PASSENGER STUDIES/SURVEYS

In 2010 passengers were surveyed regarding use and opinion of transit service as part of a PACTS funded study. A brief survey was also conducted of passengers taking the local bus service. As of this writing, results of the study are not yet available.

PROJECT COORDINATION

Officials from ShuttleBus participated in the Regional Plan Advisory Committee meeting that was held during the preparation of this Biennial Operations Plan. A summary of the meeting is described in the Overview section of this Plan.

A. SOCIAL SERVICE AGENCY COORDINATION

The ShuttleBus provides fixed route, public transportation to the general public. ShuttleBus does not coordinate its services with social service agencies. Social service agencies, YCCAC and RTP, do refer clients to the ShuttleBus. Beginning in November 2008, ShuttleBus InterCity bus began accepting RTP approved METRO/MaineCare passes in cooperation with other providers.

B. SOCIAL SERVICE CONTRACT SUMMARY

ShuttleBus provides fixed route, public transit services to the general public. There are no specialized services for social service providers, and the Transit Committee does not have any contracts with social service agencies. Specialized, client-oriented services are provided by YCCAC.

C. COORDINATION WITH PROVIDERS

York County Community Action Corporation (YCCAC). The Transit Committee continues a positive working relationship with YCCAC. Positive developments from this coordination include the following:

1. YCCAC purchases diesel fuel from the ShuttleBus maintenance facility.
2. YCCAC refers social service agency clients to the ShuttleBus when public transit meets their needs. ShuttleBus bills YCCAC for carrying their clients. This works particularly well when ShuttleBus rides are far less expensive than a taxi. This saves MaineCare money, and all entities benefit from the arrangement.
3. YCCAC and the Biddeford-Saco-Old Orchard Beach Transit Committee have a fleet maintenance and repair program, administrated by ShuttleBus.
4. YCCAC and ShuttleBus communicate schedule changes to ensure transfers with YCCAC's Waves (Wheels to Access Vocation & Education) van service.

South Portland Bus Service and Portland METRO. Both the Portland Intercity bus and the ZOOM Turnpike Express have a transfer system that links to the Metro and South Portland Bus systems. The transfers are handed out to customers that have not arrived at their final destination using one service. Metro and South Portland Bus also hand them out for passage on ShuttleBus. All three entities absorb the cost of the transfer vouchers as part of promoting ridership, mutual aid and good will.

PACTS Transit Committee. The Executive Director stays involved with other providers and transportation planners through the PACTS (Portland Area Comprehensive Transportation Study) Transit Committee. An outcome of the PACTS process was the Regional Transit Coordination Study endorsed by area provider agencies which includes cooperative efforts such as signs and shelters, ITS and route maps, timetables and other information.

Maine Transit Association. The Executive Director and Fleet Manager coordinate with other providers in the State through the Maine Transit Association and its subcommittees.

DISCRIMINATION

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

DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES

A. POTENTIAL DBE/WBE ENTERPRISES

The Transit Committee knows of three women-owned businesses and has used their services. These include Art Services in Saco, Buxton Communications in Portland and Schumacher Design of South Portland.

B. MONETARY GOALS

Opportunities for contracting or direct purchase of goods or services from disadvantaged or women-owned businesses (DBE/WBE) are extremely limited due to the scarcity of those particular enterprises, particularly those offering goods and services that could be purchased at competitive rates by a bus company.

In FY 2011 ShuttleBus has the opportunity to contract for approximately \$26,975 in services and supplies (audit, legal, consultants, office supplies, office equipment, bus schedule printing, drug/alcohol testing). State and federal funds (\$551,572) account for about 34% of overall budgeted revenues (\$1,615,372). Therefore, the federal/state share of contractible services is \$9,172 (34% of \$26,975) and the 1.34% DBE/WBE monetary goal would be \$123 (1.34% of \$9,172).

In FY 2012 ShuttleBus has the opportunity to contract for approximately \$24,900 in services and supplies (audit, legal, consultants, office supplies, office equipment, bus schedule printing, drug/alcohol testing). State and federal funds (\$559,200) account for about 32% of overall budgeted revenues (\$1,755,300). Therefore, the federal/state share of contractible services is \$7,968 (32% of \$24,900). If the federal DBE/WBE rate remains at 1.34%, then the DBE/WBE monetary goal would be \$107 (1.34% of \$7,968).

The Transit Committee will use MaineDOT's list of certified DBE/WBEs when it solicits bids for services for merchandise. In addition, the Executive Director has contacted disadvantaged or women owned businesses that may not be certified, but which could supply goods or services needed by the Transit Committee. The Executive Director will maintain a list of such firms.

C. ADVERTISING

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

CAPITAL

A. MAINTENANCE OF FLEET VEHICLES

1. **Schedule.** The Transit Committee uses a combination of written and computer generated maintenance schedules to service its buses. Maintenance checklists are included in the Appendix.

There is a maintenance schedule board in the maintenance garage which tracks the following maintenance procedures for each vehicle. Some buses have a slightly different maintenance schedule due to their make and model, but the following schedule reflects the overall protocol.

Bus number	Hydraulic filter - 20,000 miles
Mileage - last service date	Oil - 6,000 miles
Next service mileage	Water filter - 6,000 miles
Air filter - yearly	Fuel filter - 6,000 miles
Transmission filter – 6,000 miles	Air dryer - yearly
Remarks/Inspection	

In addition to these service points the mechanic conducts an inspection of each vehicle when it is serviced, using the inspection checklist found in the Appendix.

2. **Accidents.** The Transit Committee maintains a file of all accidents. The Executive Director reviews police and drivers' reports, and goes to the scene of accidents if possible. There are procedures in place for reporting all accidents, which is reviewed periodically in training at driver meetings.
3. **Fuel.** The Transit Committee maintains a 10,000 gallon fuel tank on the premises. Diesel fuel is purchased in bulk by bid. Gasoline is purchased from the City of Biddeford's Public Works Department Garage.
4. **Maintenance Facility.** All service work is done at the Transit Committee's maintenance facility, which is located in the Alfred Road Business Park in Biddeford. This garage/office facility was completed in 1978 with Federal, State and local funding.

The Transit Committee employs one full-time fleet manager and two mechanics who are responsible for routine and major maintenance work. Major engine and transmission overhauls are contracted out on occasion. All three municipalities and the State of Maine own the maintenance facility; the City of Biddeford owns the land. This facility currently services the entire YCCAC fleet, along with several Headstart Vans in York County and several area apparatus from area Fire Departments.

5. **Road Call System.** The Transit Committee does not have a formal system for reviewing breakdowns, but utilizes a 6,000 mile maintenance check. Vehicle fluid levels are checked daily.
6. **Vehicle History.** The Transit Committee maintains a complete vehicle history through record keeping.

B. CAPITAL ACQUISITIONS

1. **Newspaper Notice.** Not applicable.
2. **Vehicle/Equipment/Facility Acquisitions**

FY 2011

Shuttlebus may acquire used buses to replace aging units in 2011. The costs are unknown.

FY 2012

- Construction of a regional maintenance facility: \$6,000,000
- Vehicle replacement UNE: \$200,000
- Mobile column lifts BSOOB: \$100,000

C. CAPITAL RESERVE ACCOUNT

Due to increased operating costs (rising fuel costs, insurance and repair costs), the ShuttleBus has drawn down its capital reserve account to zero. Efforts to stabilize the operating budget and build reserves have been addressed in the FY 2012 budget.

GOALS

A. STATUS REPORT ON EXISTING GOALS

ShuttleBus Goals

1. Streamline and automate financial and administrative functions whenever possible.

- Address limited administrative staffing with increased use of consultants, volunteers and regional resources.
- Update Policy & Procedures Manual.
- Implement six “S” strategies for supplies, records, reports and inventory (sort, set in order, shine, standardize and sustain).
- Update voicemail to include basic route information.
- Create and maintain employee training matrix.

Status:

- *Streamlining and automation of financial reporting has been increased by better utilization of the City of Biddeford Financial Office and more direct participation by the Executive Director to improve effectiveness and efficiency of administrative operations.*
- *Policy manual is continuing to be updated as needed.*
- *The six “S” strategies are being reviewed.*
- *Other organizational items are also being reviewed.*
- *Voicemail has been updated.*
- *Employee training matrix is still in development stages.*

2. Refine Budget and Accounting System

- Obtain financial analyst to review garage services and other functions for profitability (funded through MaineDOT).
- Seek proposals for audit services.
- Obtain term loan to address projected cash flow shortage created from prior year deficits.
- Update and monitor cash flow analysis.
- Review and revise indirect cost allocation plan.
- Segregate outside parts and labor from BSOOB vehicle work.

Status: The Executive Director, under guidance from the City of Biddeford Financial Officer and the Transit Committee, is reviewing financial analysis. Financial auditing is being done as required. New strategies are being discussed to modernize the financial reporting structure.

3. Increase Regionalism

- Explore collaborative projects, opportunities with South Portland Bus Service.

- Participate in PACTS Transit Committee projects implementing Regional Coordination Study.
- Seek the Town of Scarborough's inclusion into BSOOB Transit Committee.

Status: Regionalism continues with membership in GPCOG and PACTS. Talks are continuing with the Town of Scarborough to join with BSOOB Transit Committee.

4. Increase public information (thus ridership) through effective marketing and communications strategy.

- Send draft script, follow-up with Biddeford Public Access for bus service infomercial.
- Design, print and distribute revised schedules.
- Participate in and promote statewide "Fare Free Fridays" campaign, Commute Another Way Week events.
- Outreach to employers, businesses, agencies through mailings and speaking engagements etc.
- Send periodic press releases regarding events, ridership milestones involving transit service.
- Develop "Bring a Buddy" campaign with ZOOM.
- Acquire Transit Information Display screens for UNE, OOB Chamber, Saco Transportation Center.
- Locate and install bus stop signs along local and interCity routes.
- Explore use of Google Transit.

Status: Marketing strategies will continue to be updated by redesign of the website, current review of all fare structures, and review of all publications and advertisements related to transit operations.

5. Enhance operations to increase efficiency, effectiveness, and service

- Review and implement Route Design Study recommendations.
- Utilize voicemail seems and twitter account to advertise passengers of service delays, news.
- Resolve North Street Parking Lot Zoom access issues.
- Explore new route to UNUM, UNE.
- Monitor implementation of MaineDOT's bus procurement and replacement plan.
- Hold employee training sessions – operations issues and customer service.

Status: Enhanced routing to encompass UNUM, UNE expansions. Reviewed strategy for operational issues with the North Street parking lot, and continued work with MDOT for procurement and replacement.

Regional Plan Advisory Committee Goals

1. Public education.

- A. Provider websites.** Continue to maintain and update the BSOOB transportation website.

Status: Facebook and Twitter sites are now operational. New Logo is being designed to bring all services under a common brand.

- B. Link to other web pages.** Continue to work with social service agencies to link their web pages to BSOOB's website.

Status: No action.

- C. Regionalization:** Work with adjacent communities that are strategic to the expansion of transit operations.

Status: Phase 1 funding for the Southern Maine Regional Study is underway.

B. NEW GOALS

1. Strengthen Financial position
2. Increase ridership
3. Explore new marketing opportunities
4. Identify expansion possibilities
5. Cost containment
6. Add value to the service
7. Make bus riding enjoyable by removing stigmas that aren't applicable

BENCHMARKS

ShuttleBus uses the following factors to evaluate the effectiveness of its services:

1. Customer feedback through Facebook, Twitter and website
2. Number of customer complaints
3. Revenue generation
4. Advertising increases
5. Customer satisfaction surveys
6. Secret riders

SERVICE DATA

A. ANNUAL REPORT

Biddeford-Saco-Old Orchard Beach Transit Annual Report – Last Two Years			
		FY 2009	FY 2010
Volunteer Resources			
	Volunteer Drivers	0	0
	Personal Vehicles in Service	0	0
Vehicles			
	Number of Active Vehicles in Fleet	14	14
	Number of Inactive Vehicles in Fleet	0	0
	Number of Spare Vehicles in Fleet	4	3
	Number of Vehicles Disposed	2	2
	Number of Vehicles Sold	0	0
	Number of ADA Accessible Vehicles	10	10
Annual Operating Expenses (Rural)			
	Annual Transit Operating Expenses	\$1,674,493	\$1,762,656
	Annual Social Services Operating Expenses	0	0
Annual Administrative Expenses			
	Annual Transit Administrative Expenses	\$479,344	\$585,508
	Annual Social Services Expenses	0	0
Annual Operating Revenues			
	Fare Revenues	\$206,816	\$276,183
	Transit Contract Revenues	\$123,798	\$201,547
	Social Service Contract Revenues	0	0
	FTA-Federal Operating Assistance	\$358,632	\$460,734
	MaineDOT – State Operating Assistance	\$19,941	\$20,407
	Local Operating Funds	\$365,905	\$490,713
	Total Annual Operating Revenues	\$1,075,092	\$1,449,584
FTA-Sources of Capital Funds			
	FTA-Federal Capital Assistance	\$32,290	\$7,710
	MaineDOT-State Capital Assistance	0	0
	Local Capital Funds	\$8,072	\$2,048
	Total Capital Funds	\$40,362	\$9,758

	FY 2009	FY 2010
Annual Vehicle Miles (passenger miles)		
Annual Transit Miles	323,175	324,616
Annual Social Service Miles	0	0
Annual Vehicle Hours	15,742	20,251
Annual Passenger Trips		
Annual Transit Passenger Trips	157,421	146,202
Annual Social Services Passenger Trips		
Safety		
Fatalities	0	0
Minor Incidents	2	4
Major Incidents	0	0

Comments

- In FY2008 ShuttleBus added service to include new shopping center and extended hours of operation. Service was also added to the University of New England campus and downtown Biddeford-Saco.
- Breakdown of Local Operating Funds:
 - FY 2009= \$64,924 (fuel sales), \$76,000 (Contract Repair), \$192,000 (Municipal contributions), \$19,000 (Advertising Sales), \$546 (Interest Earnings), \$92,000 (Contract Revenue)
 - FY 2010= \$59,598 (fuel sales), \$102,000 (Contract Repair), \$228,000 (Municipal contributions), \$20,000 (Advertising Sales), \$135 (Interest Earnings), \$90,000 (Contract Revenue)

B. REVENUES, COSTS, TRIPS, VEHICLE MILES

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

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
Local	\$656,984	\$757,942	\$656,984	\$757,942	92,694	105,171	149,425	151,590
Intercity	\$336,388	\$387,784	\$336,388	\$387,784	26789	26,765	76,450	77,557
ZOOM	\$244,459	\$282,024	\$244,459	\$282,024	37938	34,499	55,600	56,405
UNE	\$183,384	\$211,518	\$183,384	\$211,518	0	0	41,700	39,064
Total	\$1,421,215	\$1,639,268	\$1,421,215	\$1,639,268	157,421	166,435	323,175	324,616

C. PASSENGER INFORMATION - PAST TWO YEARS

Passenger Fare Categories

The following is a breakdown of passenger fare revenues by passenger fare category for the past two years.

Revenues By Passenger Fare Category Past Two Fiscal Years		
Category	FY 2009	FY 2010
Full Fare	\$170,810	\$176,877
Elderly	\$29,821	\$30,000
Individuals with Disabilities	\$1,500	\$1,500
Student	<i>Included with Elderly</i>	<i>Included with Elderly</i>
Total	\$202,131	\$208,377

(Elderly, Individuals with disabilities, fares estimated)

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

Projected revenues, costs, trips and vehicle miles for FY 2011 and FY 2012 are shown in the table below. The budget figures on pages 16-18 provide a more detailed breakdown of revenues and expenses.

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
Local	\$491,200	\$500,000	\$491,200	\$500,000	85,000	90,000	150,000	150,000
InterCity	\$221,750	\$225,000	\$221,750	\$225,000	31,000	33,000	80,000	80,000
Zoom	\$297,300	\$310,000	\$297,300	\$310,000	41,000	42,000	57,000	57,000
UNE	\$90,000	\$100,000	\$90,000	\$100,000	10,000	10,500	41,000	41,000
Total	\$1,100,250	\$1,135,000	\$1,100,250	\$1,135,000	167,000	175,500	328,000	328,000

E. BUDGET

The proposed budget for the next two years is included in the tables on the following pages. Revenue surpluses will be allocated to the various capital reserve accounts during acceptance of the annual audit. Surpluses are used to support vehicle/capital purchases during the biennium.

SHUTTLEBUS REVENUES		<i>ADOPTED FY11</i>	<i>PROPOSED FY12</i>
FARES	Portland	\$113,000	\$115,000
	Local	\$91,000	\$94,000
	Trolley	\$62,000	\$65,000
	ZOOM	\$95,000	\$100,000
	Off Route/UNE	\$300	\$500
	Subtotal	\$361,300	\$374,500
CONTRACTS	SMMC	\$5,000	\$5,500
	Campgrounds	\$42,000	\$45,000
	Salvation Army	\$7,000	\$7,500
	Environmental	\$0	\$0
	UNE	\$78,500	\$80,000
	Shopping Loop	\$16,000	\$16,000
	Other	\$0	\$0
	Subtotal	\$148,500	\$154,000
SUBSIDIES	Biddeford	\$80,000	\$115,000
	Saco	\$80,000	\$115,000
	Old Orchard Beach	\$80,000	\$115,000
	Subtotal	\$240,000	\$345,000
GRANTS	Federal-Urban	\$181,000	\$190,000
	Intercity	\$81,000	\$83,000
	RTAP	\$3,200	\$3,200
	ZOOM-MDOT	\$110,000	\$115,000
	ZOOM--MTA	\$115,000	\$115,000
	State Funds Only	\$9,622	\$0
	FTA-UNE	\$51,750	\$53,000
	Subtotal	\$551,572	\$559,200
GARAGE	Outside Labor	\$80,000	\$85,000
	Outside Parts	\$112,200	\$110,000
	Subtotal	\$192,000	\$195,000
OTHER	YCCA Fuel	\$60,000	\$65,000
	Other Op Revenues	\$0	\$0
	ShuttleBus Ads	\$22,500	\$25,000
	Trolley Ads	\$16,500	\$17,500
	ZOOM Ads	\$19,000	\$20,000
	Other Revenue	\$4,000	\$0
	Interest	\$0	\$0
	Subtotal	\$122,000	\$127,500
TOTAL REVENUE		\$1,615,372	\$1,755,200

SHUTTLEBUS ADMINISTRATIVE EXPENSE BUDGET		<i>Adopted FY11</i>	<i>Proposed FY12</i>
SALARIES/BENEFITS	Administrator	\$65,000	\$65,000
	Assistant	\$35,000	\$35,000
	FICA	\$7,201	\$9,000
	Unemployment	\$602	\$1,000
	Dues, Conf., Travel	\$2,500	\$2,500
	Retirement	\$3,250	\$3,250
	Subtotal	\$113,553	\$115,750
UTILITIES	Electric	\$9,000	\$10,000
	Water	\$800	\$900
	Sewer	\$1,600	\$2,500
	Heat	\$11,000	\$15,000
	Phone	\$2,200	\$3,500
	Subtotal	\$24,600	\$31,900
BUILDING	Repairs/Supplies	\$15,000	\$12,000
	Subtotal	\$15,000	\$12,000
DEBT SERVICE	Trolley Payment	\$0	\$0
	Principal	\$43,200	\$34,000
	Interest	\$11,500	\$9,000
	Subtotal	\$54,700	\$43,000
PROFESSIONAL	Audit	\$15,000	\$10,000
	Legal	\$500	\$1,500
	Consultants	\$3,500	\$3,500
	Subtotal	\$19,000	\$15,000
OFFICE	Supplies	\$3,000	\$3,000
	Equipment	\$775	\$900
	Postage	\$100	\$300
	Payroll	\$3,000	\$3,500
	Commissions	\$15,900	\$12,000
	Other	\$1,000	\$1,500
	Media (Shuttlebus)	\$3,500	\$3,500
	ZOOM Marketing	\$4,000	\$4,000
	ZOOM Tolls	\$11,000	\$13,000
	Bus Schedules (printing)	\$3,000	\$4,000
	Computer Software	\$750	\$1,500
	D & A Testing	\$1,200	\$2,000
	Subtotal	\$47,225	\$49,200
INSURANCE	Vehicle	\$75,000	\$90,000
	Bond	\$3,400	\$4,000
	Building- Liability	\$4,770	\$5,000
	Health	\$180,000	\$150,000
	Worker's Comp.	\$27,000	\$29,000
	Subtotal	\$290,170	\$278,000
TOTAL ADMINISTRATIVE EXPENSE		\$564,248	\$544,850

SHUTTLEBUS OPERATING BUDGET		<i>Adopt FY11</i>	<i>Proposed FY12</i>
OPERATING	Drivers	\$401,000	\$425,000
SALARIES	Mechanics	\$205,000	\$230,000
	FICA	\$43,000	\$45,000
	Unemployment	\$5,120	\$5,600
	Uniforms	\$1,000	\$1,000
	Retirement	\$3,500	\$4,000
	Subtotal	\$658,620	\$710,600
FUEL	Diesel, Gas	\$219,000	\$319,000
	Subtotal	\$219,000	\$319,000
BUS PARTS	Outside Parts	\$102,000	\$105,000
	ShuttleBus Parts	\$54,000	\$62,000
	Subtotal	\$156,000	\$167,000
OTHER	Outside Services	\$0	\$0
	Other (incl. cell phs & AVL)	\$3,500	\$3,500
	Subtotal	\$3,500	\$3,500
CONTINUENCY		\$0	\$0
TOTAL OP EXPENSES		\$1,037,120	\$1,200,100

FLEET CONDITION

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

2010 PTMS VEHICLE EVALUATION SUMMARY FORM
AGENCY: Biddeford Saco Old Orchard Beach Transit; CONTACT PERSON: Al Schutz, Executive Director

	Passenger Vehicle Information	Out of service surplus	IBAGNBXA22F203346	Out of service repair	IFTNX21S84EC84721	5DF232DA02JA30584
1	VIN	IT7KU2B23X1165538	IBAGNBXA22F203346	5DF232DA22JA30585	IFTNX21S84EC84721	5DF232DA02JA30584
2	Fleet # and Status*	Z-2 I	Z-3 I	24 S	25 A	28 A
3	Vehicle Type **	45/37+2 MHDB	31/25+2 MHDB	31/25+2 SHDB Low-floor	F-250 Ford Pickup	31/25+2 SHDB Low-floor
4	Make, Model	Thomas TL960	BLUEBIRD	Thomas SLF	Ford F250 Pickup	Thomas SLF
5	Year	1999	2002	2003	2004	2003
6	Fuel Type	DIESEL	DIESEL	DIESEL	GASOLINE	DIESEL
7	Fuel Use	0	5,534.7	6,919.7	939.5	3,225.9
8	Mileage	523,628	142893	369,332	85,129	304,599
9	12-month Mileage	0	40,000	36,863	11,275	15,431
10	Repair Cost - 12 months	0	\$4,800.87	\$15,019.54	\$476.14	\$13,086.20
11	Repair frequency - 12 months***	0	1/6 2/7 3/2	1/8 2/7 3/7	1/2 2/2 3/0	1/6 2/5 3/9
12	Vehicle appearance - interior	POOR	FAIR	GOOD	GOOD	GOOD
	Vehicle appearance - exterior	POOR	POOR	FAIR	FAIR	GOOD
13	ADA Accessibility:					
	Equipped/Working	no	YES	manually	NO	YES
	Tie Down	YES	YES	YES	NO	YES
	Announcement System	YES	no	YES	NO	YES
	Signage	YES	YES	YES	NO	YES
14	Passenger Amenities					
	Air Conditioning	no	no	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	NONE	NONE	FAREBOX	NONE	FAREBOX

inspector's Name, Date of Inspection: Rod Carpenter, 12-31-10

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

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

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

2010 PTMS VEHICLE EVALUATION SUMMARY FORM
AGENCY: Biddeford Saco Old Orchard Beach Transit; CONTACT PERSON: Al Schutz, Executive Director

Passenger Vehicle Information					OUT OF SERVICE
1	VIN	1GBKP37W3F3322532	1T75R2B2421117943	IBAGJBPA76W100344	1T7KR2B2621113301
2	Fleet # and Status*	T32 I	33 I	34 S	35 I
3	Vehicle Type **	TROLLEY	35/2 TRANSIT	32/2 LOW FLOOR	38/32+2 TRANSIT
4	Make, Model	MOLLEY	THOMAS CITILINER	BLUEBIRD SLF	THOMAS TL960
5	Year	1985	2002	2006	2001
6	Fuel Type	GASOLINE	DIESEL	DIESEL	DIESEL
7	Fuel Use	55	1,122.2	8,429.2	5,066.9
8	Mileage	236,315	156,142	224,719	601,300
9	12-month Mileage	383	77,212	44,549	33,354
10	Repair Cost - 12 months	\$698.79	\$15,876.81	\$18,762.92	\$4962.020
11	Repair frequency - 12 months***	1/2 2/1 3/0	1/10 2/8 3/6	1/4 2/7 3/11	1/5 2/4 3/4
12	Vehicle appearance - interior	GOOD	GOOD	GOOD	FAIR
	Vehicle appearance - exterior	Fair	FAIR	GOOD	POOR
13	ADA Accessibility:				
	Equipped/Working	NO	YES	YES	YES
	Tie Down	NO	YES	YES	YES
	Announcement System	NO	YES	YES	YES
	Signage	NO	YES	YES	YES
14	Passenger Amenities				
	Air Conditioning	NO	YES	YES	YES
	Working Heater	YES	YES	YES	YES
	Tinted Windows	NO	YES	YES	YES
	Padded Seats	NO	YES	YES	YES
15	Type of Fare Collection System	FAREBOX	FAREBOX	FAREBOX	FAREBOX

inspector's Name, Date of Inspection: Rod Carpenter, 12-31-10

* A (Active); I (Inactive); S (Spare); D (Disposed); or SD (Sold)
 ** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); LDB (Light Duty Bus); V (Van).
 *** Repair Frequency: A-Routine Preventive Maintenance; B-Minor Repairs, (vehicle not taken out of service); C-Major Repairs (vehicle taken out of service)

2010 PTMS VEHICLE EVALUATION SUMMARY FORM
AGENCY: Biddeford Saco Old Orchard Beach Transit; CONTACT PERSON: Al Schutz, Executive Director

Passenger Vehicle Information	NEW	NEW	NEW	NEW	NEW
1 VIN	3FCNF53S5XJA24891	1N9HEACL8AC084326	1N9HEACL6AC084325	1N9HEACLXAC084327	1N9HEACL1AC084328
2 Fleet # and Status*	T45 A	Z-6 A	Z-7 A	26 A	29 A
3 Vehicle Type **	TROLLEY 34/26+2	TRANSIT 37/29+2	TRANSIT 37/29+2	TRANSIT 37/29+2	TRANSIT 37/29+2
4 Make, Model	FORD MOLLY	ELDORADO/XHF	ELDORADO/XHF	ELDORADO/XHF	ELDORADO/XHF
5 Year	1999	2010	2010	2010	2010
6 Fuel Type	GASOLINE	DIESEL	DIESEL	DIESEL	DIESEL
7 Fuel Use	1,596.2	576.8	1,685.5	1,145.6	1,897.6
8 Mileage	216,255	4,153	11,799	8,592	14,232
9 12-month Mileage	12,770	4,153	11,799	8,592	14,232
10 Repair Cost - 12 months	\$9,296.31	\$0	\$376.74	\$0	\$376.74
11 Repair frequency - 12 months	1/5 2/2 3/4	0	2/1	0	2/1
12 Vehicle appearance - interior	FAIR	GOOD	GOOD	GOOD	GOOD
Vehicle appearance - exterior	GOOD	GOOD	GOOD	GOOD	GOOD
13 ADA Accessibility:					
Equipped/Working	YES	YES	manually	NO	YES
Tie Down	YES	YES	YES	NO	YES
Announcement System	YES	YES	YES	NO	YES
Signage	YES	YES	YES	NO	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	FAREBOX	FAREBOX	FAREBOX	NONE	FAREBOX
Inspector's Name, Date of Inspection:	Rod Carpenter, 12-31-10				

* A (Active); I (Inactive); S (Spare); D (Disposed); or SD (Sold)
 ** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van)
 *** Repair Frequency: A-Routine Preventive Maintenance; B-Minor Repairs, (vehicle not taken out of service); C-Major Repairs (vehicle taken out of service)

2010 PTMS VEHICLE EVALUATION SUMMARY FORM
AGENCY: Biddeford Saco Old Orchard Beach Transit; CONTACT PERSON: Al Schutz, Executive Director

	Passenger Vehicle Information				
1	VIN	2D9P2132XY1070548	2D9P21328Y1070550	2D9P21321Y1070552	2D9P2131XY1070551
2	Fleet # and Status*	2002 A	2004 A	2005 A	2006 A
3	Vehicle Type **	TROLLEY 31/2	TROLLEY 31/2	TROLLEY 31/2	TROLLEY 31/2
4	Make, Model	DUPONT	DUPONT	DUPONT	DUPONT
5	Year	1999	2000	2000	2000
6	Fuel Type	DIESEL	DIESEL	DIESEL	DIESEL
7	Fuel Use	622.1	3875	1682.8	3104.7
8	Mileage	134,091	172,670	148,824	158,318
9	12-month Mileage	3,546	22,088	9,592	17,697
10	Repair Cost - 12 months	\$12,608	\$13,204.32	\$15,345.87	\$11,826.50
11	Repair frequency - 12 months***	1/4 2/2 3/3	1/3 2/5 3/4	1/3 2/4 3/2	1/6 2/5 3/3
12	Vehicle appearance - interior	GOOD	GOOD	GOOD	GOOD
	Vehicle appearance - exterior	GOOD	GOOD	GOOD	GOOD
13	ADA Accessibility:				
	Equipped/Working	YES	YES	YES	YES
	Tie Down	YES	YES	YES	YES
	Announcement System	YES	YES	YES	YES
	Signage	YES	YES	YES	YES
14	Passenger Amenities				
	Air Conditioning	YES	YES	YES	YES
	Working Heater	YES	YES	YES	YES
	Tinted Windows	YES	YES	YES	YES
	Padded Seats	YES	YES	YES	NO
15	Type of Fare Collection System	FAREBOX	FAREBOX	FAREBOX	FAREBOX
inspector's Name, Date of Inspection: Rod Carpenter, 12-31-10					

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

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

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

APPENDIX

**BIDDEFORD-SACO-OLD ORCHARD BEACH
TRANSIT COMMITTEE (SHUTTLEBUS)**



Today's average price of gas in Bidd/Saco/OOB area is \$3.61 per gallon!!! Compare that to bus fare.



BIDDEFORD - SACO - OLD ORCHARD BEACH
TRANSIT COMMITTEE
www.shuttlebus-zoom.com

ShuttleBus Fares

- Tri-city-----\$1.25
- Intercity-----\$1.50 to \$5.00
- Zoom-----\$5.00
- OOB Trolley--\$1.00

Wednesday, August 24, 2011



Home	Tri-City	Intercity	Zoom	UNE	Trolley	Holidays	Director
							

PUBLIC HEARING
Changes proposed to Shuttlebus-Zoom routes, fares, service intervals and route deviation procedures.
September 29, 2011 7:00 pm
Saco City Hall Auditorium
300 Main St. Saco
Biddeford-Saco-OOB Transit Committee
Public Welcome

NOTICE
ZOOM! riders committee now forming
Sign up now on clip boards with drivers or e-mail [Director](mailto:Director@shuttlebus-zoom.com) to apply.

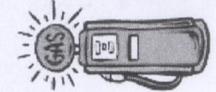
For over 30 years, the ShuttleBus has served Southern Maine residents with a convenient and affordable public transportation network. We offer ShuttleBus Local Service within Biddeford, Saco and Old Orchard Beach. We also offer the ShuttleBus Intercity Service that connects the Tri-Towns with Scarborough, South Portland and Portland.

In 1998, ShuttleBus joined with MaineDOT and the Maine Turnpike Authority to launch the ZOOM Turnpike Express, a commuter service that links between Biddeford and Saco with downtown Portland.

Sign Up Create an account or log in to see what your friends like.

Shuttle Bus Zoom on Facebook
Like 92

Shuttle Bus Zoom
Trolleys in OOB are starting to run on July 1st.
Brochures with maps and schedules should be available on the trolleys and at some Facebook social plugin



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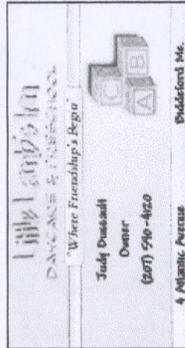
SH-ZOOM
 "TRANSIT WISHES COME TRUE"
 BIDDEFORD - SACO - OLD ORCHARD BEACH
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Wednesday, August 24, 2011

Home	Tri-City	Intercity	Zoom	UNE	Trolley	Holidays	Director
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DANCING & FITNESS
 "Where Friendship's Begin"
 Judy Dumas
 Owner
 (207) 590-4820
 4 Atlantic Avenue Biddeford Me.

TRI-CITY / LOCAL SERVICE

The Tri-City area of Biddeford, Saco and Old Orchard Beach is serviced by 2 buses. Local 1 arrives at Southern Maine Medical Center bright and early at 5:10 AM to start it's daily run along the Route 1 (Elm St) corridor to Saco and Old Orchard Beach. Local 2 also starts it run from Southern Maine Medical Center, but an hour later at 6:10 AM. It travels along Route 111 (Alfred St) to Saco and Old Orchard Beach.

FARES

- Regular one-way fare is \$1.25.
- A monthly pass costs only \$25.
- 60 cents for persons 65 and older, persons with



Old Orchard Beach, Saco,
Biddeford, Portland
& More

**AFFORDABLE &
INNOVATIVE ADVERTISING**

**Your Business
Our Solution**



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TRANSIT WISHES COME TRUE!
BIDDEFORD - SACO - OLD ORCHARD BEACH
TRANSIT COMMITTEE
www.shuttlebus-zoom.com

**Al Schutz
207 282 5408**

disabilities and individuals with a Medicare card.

- Monthly passes for senior citizens (62+) and students are \$20.
- Children under 5 ride free.
- Exact fares required. Drivers DO NOT carry change.
- If you are connecting to another bus, including ShuttleBus Intercity to Portland or the ZOOM Bus, please request transfer when you exit the bus.

SATURDAY

SHOPS AT BIDDEFORD CROSSING (OLD NAVY)	BIDDEFORD to SACO SMMC 5 POINTS SHOPPING CENTER	ELM & MAIN	ALFRED STREET	SACO TRAIN STATION	SACO to OOB SACO VALLEY PLAZA	MAIN & OCEAN PARK RD	OLD ORCHARD BEACH TEMPLE & WEST CHAMBER OF COMMERCE
10:10	10:15		10:23	10:30	10:35	10:40	10:46
11:10	11:15	11:20		11:30	11:35	11:40	11:46
12:04	12:15		12:23	12:30	12:35	12:40	12:46
1:04	1:15	1:20		1:30	1:35	1:40	1:46
2:04	2:15		2:23	2:30	2:35	2:40	2:46
3:04	3:15	3:20		3:30	3:35	3:40	3:46
4:04	4:15		4:23	4:30	4:35	4:40	4:46
6:04	6:15		6:23	6:30	6:35	6:40	6:46
8:04	8:15		8:23	8:30	8:35	8:40	8:46
10:04	10:15		10:23	10:30	10:35	10:40	10:46

OLD ORCHARD BEACH to SACO

OOB CHAMBER OF COMMERCE	CASCADE WASHINGTON & UNION PLAZA (OOB P.O.)	SACO to BIDDEFORD MAIN & SACO OCEAN VALLEY PARK RD	SACO TRAIN STATION	ALFRED STREET	SACO TRAIN STREET	ELM & SHOPPING CENTER	5 POINTS SHOPPING CENTER	REQUEST SMMC	BOULDER WAY SHOPPING	SHOPS AT BIDDEFORD CROSSING (TARGET)
11:00	11:03	11:06	11:13	11:20	11:30	11:38	11:43	R	11:53	11:57
12:00	12:03	12:06	12:13	12:20	12:30	12:34	12:43	R	12:53	12:57
1:00	1:03	1:06	1:13	1:20	1:30	1:38	1:43	R	1:53	1:57
2:00	2:03	2:06	2:13	2:20	2:30	2:34	2:43	R	2:53	2:57
3:00	3:03	3:06	3:13	3:20	3:30	3:38	3:43	R	3:53	3:57
4:00	4:03	4:06	4:13	4:20	4:30	4:34	R	R	5:53	5:57
5:00	5:03	5:06	5:13	5:20	5:30	5:38	5:43	R		
7:00	7:03	7:06	7:13	7:20	7:30	7:38	7:43	R	7:53	7:57
9:00	9:03	9:06	9:13	9:20	9:30	9:38	9:43	R	9:53	9:57
11:00	11:03	11:06	11:13	11:20	11:30	11:38	R	R		

SUNDAY

SHOPS AT BIDDEFORD CROSSING (OLD NAVY)	BIDDEFORD to SACO SMMC 5 POINTS SHOPPING CENTER	ALFRED STREET	SACO TRAIN STATION	SACO to OOB SACO VALLEY PLAZA	MAIN & OCEAN PARK RD	OLD ORCHARD BEACH TEMPLE & WEST CHAMBER OF COMMERCE
10:10	10:15	10:23	10:30	10:35	10:40	10:46
12:04	12:15	12:23	12:30	12:35	12:40	12:46
2:04	2:15	2:23	2:30	2:35	2:40	2:46
4:04	4:15	4:23	4:30	4:35	4:40	4:46
6:04	6:15	6:23	6:30	6:35	6:40	6:46

OLD ORCHARD BEACH to SACO

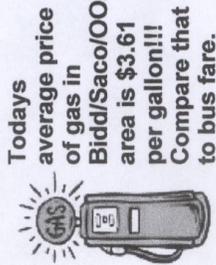
OOB CHAMBER OF COMMERCE	CASCADE WASHINGTON & UNION PLAZA (OOB P.O.)	SACO to BIDDEFORD MAIN & SACO OCEAN VALLEY PARK RD	SACO TRAIN STATION	ALFRED STREET	5 POINTS SHOPPING CENTER	BOULDER WAY SHOPPING	SHOPS AT BIDDEFORD CROSSING (TARGET)
11:00	11:03	11:06	11:13	11:20	11:30	11:34	11:37
1:00	1:03	1:06	1:13	1:20	1:30	1:34	1:37
3:00	3:03	3:06	3:13	3:20	3:30	3:34	3:37
5:00	5:03	5:06	5:13	5:20	5:30	5:34	5:37

*Service to CSI and Primicare on request
 **Service to Washington & Union on request
 R = Request Z = Connect to ZOOM Turnpike Express

MONDAY - FRIDAY

BIDDEFORD to SACO 5 POINTS PLAZA		SACO to BIDDEFORD		SACO to OOB		OLD ORCHARD BEACH TEMPLE & CHAMBER OF WEST GRAND** COMMERCE	
BIDDEFORD BOULDER CROSSING WAY	ELM & MAIN	ALFRED STREET	SACO STATION	SACO VALLEY PLAZA	MAIN & OCEAN PARK RD.	WEST OF COMMERCE	
5:10	5:20 am			5:30	5:35	5:41	5:47
6:10		6:23		6:30	6:35	6:41	6:47
7:00	7:15		7:30	7:35	7:40	7:46	7:52
8:00	8:15	8:23	8:30	8:35	8:40	8:46	8:52
9:00	9:15		9:30	9:35	9:40	9:46	9:52
10:00	10:15	10:23	10:30	10:35	10:40	10:46	10:52
11:00	11:15		11:30	11:35	11:40	11:46	11:52
12:00	12:15	12:23	12:30	12:35	12:40	12:46	12:52
1:00	1:15		1:30	1:35	1:40	1:46	1:52
2:00	2:15	2:23	2:30	2:35	2:40	2:46	2:52
3:00	3:15		3:30	3:35	3:40	3:46	3:52
4:00	4:15	4:23	4:30	4:35	4:40	4:46	4:52
5:00	5:15		5:30	5:35	5:40	5:46	5:52
6:00	6:15	6:23	6:30	6:35	6:40	6:46	6:52
8:00	8:15	8:23	8:30	8:35	8:40	8:46	8:52
10:00	10:15	10:23	10:30	10:35	10:40	10:46	10:52

OLD ORCHARD BEACH to SACO		SACO to Biddeford		BIDDEFORD		BIDDEFORD CROSSING (TARGET)	
CHAMBER OF COMMERCE (Radley's)	WASHINGTON & UNION RD	MAIN & OCEAN PARK RD	SACO VALLEY PLAZA STATION	ALFRED STREET	ELM & 5 POINTS MAIN PLAZA	REQUEST WAY SHIMM ^c SHOPPING	BOULDER WAY CROSSING
5:50	5:53	6:00	6:07	6:15	6:21	R	6:30
6:50	6:53	7:00	7:07	7:17	7:25	R	7:40
8:00	8:06	8:13	8:20	8:30	8:34	R	8:53
9:00	9:06	9:13	9:20	9:30	9:38	R	9:53
10:00	10:06	10:13	10:20	10:30	10:34	R	10:53
11:00	11:06	11:13	11:20	11:30	11:38	R	11:53
12:00	12:06	12:13	12:20	12:30	12:34	R	12:53
1:00	1:06	1:13	1:20	1:30	1:38	R	1:43
2:00	2:06	2:13	2:20	2:30	2:34	R	2:53
3:00	3:06	3:13	3:20	3:30	3:38	R	3:53
4:00	4:06	4:13	4:20	4:30	4:34	R	4:48 Z
5:00	5:06	5:13	5:20	5:30	5:38	R	5:53
6:00	6:06	6:13	6:20	6:30	6:34	R	6:53
7:00	7:06	7:13	7:20	7:30	7:38	R	7:53
9:00	9:06	9:13	9:20	9:30	9:38	R	9:53
11:00	11:06	11:13	11:20	11:30	11:38	R	11:53



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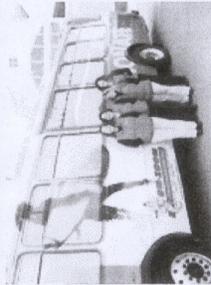


ShuttleBus
Fares

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Wednesday, August 24, 2011

Home	Tri-City	Intercity	Zoom	UNE	Trolley	Holidays	Director
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ZOOM to Portland by the Turnpike!

ZOOM Turnpike Express Departs from Commuter Service Park & Ride Lots in Biddeford on the Alfred Road, Route 111(Turnpike Exit 32) and Saco's Industrial Park Road, off North Street (Turnpike Exit 36) to Downtown Portland.

ZOOM FARES

- Regular one-way fare is \$5.
- 10-ride ticket costs \$39.
- Monthly Commuter Card is only \$80.
- Quarterly Passes available for \$210.
- Passes may be bought from the drivers.
- ZOOM riders are eligible for a free transfer to any connecting ShuttleBus, Metro or South Portland Bus route. Please be sure to request a transfer when you exit the bus.

SCHEDULES

ZOOM Morning Schedule

		WEEKDAYS					
BIDD Exit 32	SACO Exit 36	PORT High & Congress	PORT Monument	PORT Bedford & Forest (USM)	SACO Exit 36	BIDD Exit 32	

-	6:00	6:07	6:26	6:29	6:31	6:37	-	7:02
-	6:30	6:38	6:58	7:01	7:04	7:10	-	7:35
-	7:08	7:16	7:36	7:39	7:41	7:48	-	8:13
-	7:40	7:48	8:11	8:14	8:17	8:23	8:43	8:55
-	8:17	8:24	8:46	8:49	8:52	8:59	9:20	9:33

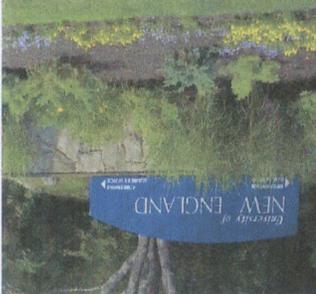
ZOOM Afternoon Schedule

BIDD Exit 32	WEEKDAYS							SACO Exit 36	BIDD Exit 32
	PORT SACO Exit 36	PORT Bramhall & Congress	PORT High & Congress	PORT Monument Square	PORT Bedford & Forest (USM)	PORT SACO Exit 36	BIDD Exit 32		
2:46	2:59	3:20	3:23	3:26	3:33	3:53	4:00		
3:23	3:36	3:56	3:59	4:02	4:08	4:28	4:37		
4:09	-	4:40	4:43	4:47	4:56	5:16	5:26		
4:42	-	5:09	5:12	5:15	5:21	5:41	5:50		
5:35	-	6:00	6:03	6:06	6:12	6:32	6:40		
-	-	-	-	-	-	-	-		

Riding Tips GPCOG Maps Contact Us Other transportation Links

Try Transit!

www.shuttlebus-zoom.com
(207) 282-5408



student, faculty and staff can ride
Nor'easter Express and ShuttleBus
and intercity buses at no charge
on they show their valid UNE ID,
to the general public:
\$5 each way

Arrive without the drive!

On the bus, you can request a stop
anywhere along the posted route by
pulling the horizontal cord on the bus.
Buses are ADA accessible
with lifts or ramps. Route
deviations available. Contact
ShuttleBus at (207) 282-5408.



At UNE, the Nor'easter arrives and
departs from the Campus Center and
Sokols Hall. Stops include Downtown
Biddeford and the Saco Train Station
where passengers can transfer to a
Local Bus to the Shops at Biddeford
Crossing and other sites.
Elsewhere along the route,
when you see the bus coming,
signal the driver by waving.

How to catch the bus

UNE commuters can park for free at
municipal lots in Downtown Biddeford
(Washington and Jefferson), or the
Saco Train Station and catch the
Nor'easter Express to campus.

Commuters

Nor'easter Express is funded by UNE, MaineDOT
and the Federal Transit Administration.

163 Main Street, Biddeford • 270 Main Street, Saco

Bangor Savings Bank
You matter more.
Member FDIC
*Benefit Checking is a restricted banking account.
Minimum \$25 deposit to open.

- Free checking account—no minimum balance, no monthly fee.
 - Unconditionally free ATMs for our customers. We rebate all ATM fees. At any ATM. Anywhere.
 - Free Debit MasterCard™ with cash discounts at more than 25,000 merchants nationwide.
 - Free internet banking, including Bangor Online and Bangor BillPay.
- For more information or to find a branch, visit us at www.bangor.com or call 1.877.Bangor1 (226.4671).

College just got a little easier for everyone.

Effective September 7, 2010
During Academic Year September - May



Nor'easter Express Bus Schedule
to Downtown Biddeford - Saco
University of New England

ShuttleBus
Biddeford Campus
NEW ENGLAND
UNIVERSITY OF



SCHEDULED MAINTENANCE

MONTHLY OR 1,000 MILES

- Inspect all emergency equipment mounting fasteners.
- Lubricate window latches and slides.
- Lubricate door pivot points.
- Inspect seal frames for secure attachment to the floor and wall.

MONTHLY OR 1,000 MILES

- Check fuel system (Drain fuel and contaminants, if required).
- Check battery water level.
- Inspect brake chambers.

3 MONTHS OR 5,000 MILES

- Inspect optional fire extinguisher to see if it is fully charged.
- Check optional fire and kit to see if it is fully equipped.
- Oil all hinges and window latches for ease of operation.
- Lubricate all window channels with silicone or graphite.
- There is one drain hole in each floor section under windows. Be sure hole is clear of debris so any water may escape.
- Clean all rubber door seals and lubricate with rubber lubricant.
- Tighten all tie down bolts to between 37 and 41 foot-pounds of torque at 1,000 miles, 2,000 miles and quarterly thereafter.
- Change main heater air filter (depending on operating conditions).
- Check seat cushion clamps.
- Inspect mounting bolts on body tie-down.
- Inspect mounting fasteners and upholstery on seats.
- Lubricate hinge and latch mechanisms on access doors.
- Inspect heater valves to verify proper function.
- Change engine oil and oil filter - *6,000 Miles synthetic oil*
- Inspect fuel cap, tank and fuel lines.
- Inspect engine fuel tank vents.
- Inspect engine air filter; replace if required.
- Inspect drivetrain.
- Lubricate universal joint and slip joint.
- Lubricate brake camshaft, king pins, tie rod ends and shock adjusters.

3 MONTHS OR 24,000 MILES

- Inspect Bendix air dryer.
- Check for loose or disconnected electrical connections and damaged wiring.
- Check the vehicle brake warning system.

6 MONTHS OR 6,000 MILES

- Check lubricant level in rear axle.
- Inspect rear axle vent.
- Clean and/or replace air compressor filters.
- Check power steering fluid level.
- Lubricate steering drag rod.
- Check single and double check valves.
- Lubricate spring pin.
- Inspect alternator.

- Clean battery posts.
 - Disassemble and clean the air compressor governor and repair, as required.
 - Inspect destination sign for proper operation.
 - Lubricate all working part joints on driver's seat using lithium-based grease (aerosol).
 - Clean and lube treadle valve.
 - Change engine fuel filter.
 - Clean and lubricate accelerator treadle valve.
- 12 MONTHS OR 12,000 MILES**
- Complete Quarterly Maintenance Checklist.
 - Remove all seat cushions, thoroughly clean with upholstery cleaner and re-install on a rotating basis.
 - Bleed all air from heaters.
 - Tighten all heater hose clamps.
 - Check heater hoses, motor wheels and fans on heaters.
 - Clean heater core.
 - Tighten heater hose clamps.
 - Inspect power steering pump.
 - Inspect steering gear.
 - Lubricate steering column.
 - Check front and rear suspension U-bolts torque.
 - Inspect suspension system and components.
 - Inspect shocks.
 - Inspect suspension hanger bracket to frame fastener torque.
 - Inspect radiator hoses.
 - Pressure test engine cooling system.
 - Check heater panels and housing.

12 MONTHS OR 24,000 MILES

- Check air tank pop-off valves.
 - Change automatic transmission filter.
 - Change internal automatic transmission filter.
 - Inspect automatic transmission vent.
 - Change power steering reservoir filter.
 - Change lubricant in rear axle.
- 24 MONTHS OR 24,000 MILES**
- Clean radiator.
 - Change thermostat.
 - Clean relay valves, spring brake valves, parking brake valves and quick release valves.
 - Clean pressure protection valves.
 - Change coolant.

These checklists are suggested. They do not replace or supersede local or state required driver inspection procedure.

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TRANSIT COMMITTEE (SHUTTLEBUS)**



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Wednesday, August 24, 2011

Home	Tri-City	Intercity	Zoom	UNE	Trolley	Holidays	Director
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PUBLIC HEARING

Changes proposed to Shuttlebus-Zoom routes, fares, service intervals and route deviation procedures.

September 29, 2011 7:00 pm
Saco City Hall Auditorium
300 Main St. Saco
Biddeford-Saco-OOB Transit Committee
Public Welcome

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NOTICE

ZOOM! riders committee now forming

Sign up now on clip boards with drivers or e-mail [Director](#) to apply.

Sign Up Create an account or log in to see what your friends like.

Shuttle Bus Zoom on Facebook
Like 92

Shuttle Bus Zoom
Trolleys in OOB are starting to run on July 1st. Brochures with maps and schedules should be available on the trolleys and at some

Facebook social plugin

[Riding Tips](#) [GPCOG Maps](#) [Contact Us](#) [Other transportation Links](#)



Today's average price of gas in Bidd/Saco/OOB area is \$3.61 per gallon!!! Compare that to bus fare.

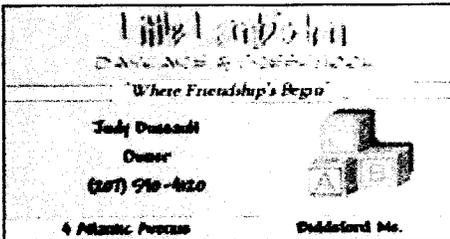
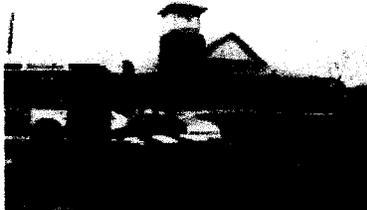


ShuttleBus Fares

- Tri-city----\$1.25
- Intercity----\$1.50 to \$5.00
- Zoom-----\$5.00
- OOB Trolley--\$1.00

Wednesday, August 24, 2011

Home	Tri-City	Intercity	Zoom	UNE	Trolley	Holidays	Director
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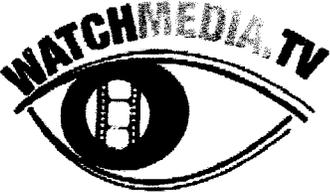


TRI-CITY / LOCAL SERVICE

The Tri-City area of Biddeford, Saco and Old Orchard Beach is serviced by 2 buses. Local 1 arrives at Southern Maine Medical Center bright and early at 5:10 AM to start it's daily run along the Route 1 (Elm St) corridor to Saco and Old Orchard Beach. Local 2 also starts it run from Southern Maine Medical Center, but an hour later at 6:10 AM. It travels along Route 111 (Alfred St) to Saco and Old Orchard Beach.

FARES

- Regular one-way fare is \$1.25.
- A monthly pass costs only \$25.
- 60 cents for persons 65 and older, persons with



Old Orchard Beach, Saco,
Biddeford, Portland
& More

**AFFORDABLE &
INNOVATIVE ADVERTISING**

**Your Business
Our Solution**



SH-ZOOM
"TRANSIT WISHES COME TRUE"
BIDDEFORD - SACO - OLD ORCHARD BEACH
TRANSIT COMMITTEE
www.shuttlebus-zoom.com

**Al Schutz
207 282 5408**

**disabilities and
individuals with a
Medicare card.**

- **Monthly passes for senior citizens (62+) and students are \$20.**
- **Children under 5 ride free.**
- **Exact fares required. Drivers DO NOT carry change.**
- **If you are connecting to another bus, including ShuttleBus Intercity to Portland or the ZOOM Bus, please request transfer when you exit the bus.**

SATURDAY

		<u>BIDDEFORD to SACO</u>			<u>SACO to OOB</u>				<u>OLD ORCHARD BEACH</u>	
SHOPS AT BIDDEFORD CROSSING (OLD NAVY)	BOULDER WAY SHOPPING	SMMC	5 POINTS SHOPPING CENTER	ELM & MAIN	ALFRED STREET	SACO TRAIN STATION	SACO VALLEY PLAZA	MAIN & OCEAN PARK RD	TEMPLE & WEST GRAND*	OOB CHAMBER OF COMMERCE
		10:10	10:15		10:23	10:30	10:35	10:40	10:46	10:52
		11:10	11:15	11:20		11:30	11:35	11:40	11:46	11:52
12:00	12:04	12:10	12:15		12:23	12:30	12:35	12:40	12:46	12:52
1:00	1:04	1:10	1:15	1:20		1:30	1:35	1:40	1:46	1:52
2:00	2:04	2:10	2:15		2:23	2:30	2:35	2:40	2:46	2:52
3:00	3:04	3:10	3:15	3:20		3:30	3:35	3:40	3:46	3:52
4:00	4:04	4:10	4:15		4:23	4:30	4:35	4:40	4:46	4:52
6:00	6:04	6:10	6:15		6:23	6:30	6:35	6:40	6:46	6:52
8:00	8:04	8:10	8:15		8:23	8:30	8:35	8:40 10:40	8:46	8:52
10:00	10:04	10:10	10:15		10:23	10:30	10:35		10:46	10:52

<u>OLD ORCHARD BEACH to SACO</u>			<u>SACO to BIDDEFORD</u>				<u>BIDDEFORD</u>				
OOB CHAMBER OF COMMERCE	CASCADE PLAZA (OOB P.O.)	WASHINGTON & UNION	MAIN & OCEAN PARK RD	SACO VALLEY PLAZA	SACO TRAIN STATION	ALFRED STREET	ELM & MAIN	5 POINTS SHOPPING CENTER	REQUEST SMMC	BOULDER WAY SHOPPING	SHOPS AT BIDDEFORD CROSSING (TARGET)
11:00	11:03	11:06	11:13	11:20	11:30		11:38	11:43	R	11:53	11:57
12:00	12:03	12:06	12:13	12:20	12:30	12:34		12:43	R	12:53	12:57
1:00	1:03	1:06	1:13	1:20	1:30		1:38	1:43	R	1:53	1:57
2:00	2:03	2:06	2:13	2:20	2:30	2:34		2:43	R	2:53	2:57
3:00	3:03	3:06	3:13	3:20	3:30		3:38	3:43	R	3:53	3:57
4:00	4:03	4:06	4:13	4:20	4:30	4:34		R	R		
5:00	5:03	5:06	5:13	5:20	5:30		5:38	5:43	R	5:53	5:57
									R		
7:00	7:03	7:06	7:13	7:20	7:30		7:38	7:43	R	7:53	7:57
									R		
9:00	9:03	9:06	9:13	9:20	9:30		9:38	9:43	R	9:53	9:57
									R		
11:00	11:03	11:06	11:13	11:20	11:30		11:38	R	R		

SUNDAY

		<u>BIDDEFORD to SACO</u>			<u>SACO to OOB</u>				<u>OLD ORCHARD BEACH</u>	
SHOPS AT BIDDEFORD CROSSING (OLD NAVY)	BOULDER WAY SHOPPING	SMMC	5 POINTS SHOPPING CENTER	ALFRED STREET	SACO TRAIN STATION	SACO VALLEY PLAZA	MAIN & OCEAN PARK RD	TEMPLE & WEST GRAND*	OOB CHAMBER OF COMMERCE	
		10:10	10:15	10:23	10:30	10:35	10:40	10:46	10:52	
12:00	12:04	12:10	12:15	12:23	12:30	12:35	12:40	12:46	12:52	
2:00	2:04	2:10	2:15	2:23	2:30	2:35	2:40	2:46	2:52	
4:00	4:04	4:10	4:15	4:23	4:30	4:35	4:40	4:46	4:52	
6:00	6:04	6:10	6:15	6:23	6:30	6:35	6:40	6:46	6:52	

<u>OLD ORCHARD BEACH to SACO</u>			<u>SACO to BIDDEFORD</u>				<u>BIDDEFORD</u>			
OOB CHAMBER OF COMMERCE	CASCADE PLAZA (OOB P.O.)	WASHINGTON & UNION	MAIN & OCEAN PARK RD	SACO VALLEY PLAZA	SACO TRAIN STATION	ALFRED STREET	5 POINTS SHOPPING CENTER	REQUEST SMMC	BOULDER WAY SHOPPING	SHOPS AT BIDDEFORD CROSSING (TARGET)
11:00	11:03	11:06	11:13	11:20	11:30	11:34	11:43	R	11:53	11:57
1:00	1:03	1:06	1:13	1:20	1:30	1:34	1:43	R	1:53	1:57
3:00	3:03	3:06	3:13	3:20	3:30	3:34	3:43	R	3:53	3:57
5:00	5:03	5:06	5:13	5:20	5:30	5:34	5:43	R	5:53	5:57

*Service to CSI and Primecare on request
 **Service to Washington & Union on request
 R = Request Z = Connect to ZOOM Turnpike Express

MONDAY - FRIDAY

		<u>BIDDEFORD to SACO</u>				<u>SACO to OOB</u>			<u>OLD ORCHARD BEACH</u>	
<u>BIDDEFORD CROSSING</u>	<u>BOULDER WAY</u>	<u>SMMC*</u>	<u>5 POINTS PLAZA</u>	<u>ELM & MAIN</u>	<u>ALFRED STREET</u>	<u>SACO STATION</u>	<u>SACO VALLEY PLAZA</u>	<u>MAIN & OCEAN PARK RD.</u>	<u>TEMPLE & WEST GRAND**</u>	<u>CHAMBER OF COMMERCE</u>
		5:10		5:20 am			5:30	5:35	5:41	5:47
		6:10			6:23		6:30	6:35	6:41	6:47
7:00	7:04	7:10	7:15	7:20 am		7:30	7:35	7:40	7:46	7:52
8:00	8:04	8:10	8:15		8:23	8:30	8:35	8:40	8:46	8:52
9:00	9:04	9:10	9:15	9:20 am		9:30	9:35	9:40	9:46	9:52
10:00	10:04	10:10	10:15		10:23	10:30	10:35	10:40	10:46	10:52
11:00	11:04	11:10	11:15	11:20 am		11:30	11:35	11:40	11:46	11:52
12:00	12:04	12:10	12:15		12:23	12:30	12:35	12:40	12:46	12:52
1:00	1:04	1:10	1:15	1:20 pm		1:30	1:35	1:40	1:46	1:52
2:00	2:04	2:10	2:15		2:23	2:30	2:35	2:40	2:46	2:52
3:00	3:04	3:10	3:15	3:20 pm		3:30	3:35	3:40	3:46	3:52
4:00	4:04	4:10	4:15		4:23	4:30	4:35	4:40	4:46	4:52
5:00	5:04	5:10	5:15	5:20 pm		5:30	5:35	5:40	5:46	5:52
6:00	6:04	6:10	6:15		6:23	6:30	6:35	6:40	6:46	6:52
8:00	8:04	8:10	8:15		8:23	8:30	8:35	8:40	8:46	8:52
10:00	10:04	10:10	10:15		10:23	10:30	10:35	10:40	10:46	10:52

<u>OLD ORCHARD BEACH to SACO</u>			<u>SACO to Biddeford</u>			<u>BIDDEFORD</u>					
<u>CHAMBER OF COMMERCE</u>	<u>CASCADE PLAZA (Radley's)</u>	<u>WASHINGTON & UNION</u>	<u>MAIN & OCEAN PARK RD</u>	<u>SACO VALLEY PLAZA</u>	<u>SACO TRAIN STATION</u>	<u>ALFRED STREET</u>	<u>ELM & MAIN</u>	<u>5 POINTS PLAZA</u>	<u>REQUEST SMMC*</u>	<u>BOULDER WAY SHOPPING</u>	<u>BIDDEFORD CROSSING (TARGET)</u>
5:50		5:53	6:00	6:07		6:15		6:21	R	6:30	6:34
6:50		6:53	7:00	7:07	7:17		7:25	7:30	R	7:40	7:44
8:00	8:03	8:06	8:13	8:20	8:30	8:34		8:43	R	8:53	8:57
9:00	9:03	9:06	9:13	9:20	9:30		9:38	9:43	R	9:53	9:57
10:00	10:03	10:06	10:13	10:20	10:30	10:34		10:43	R	10:53	10:57
11:00	11:03	11:06	11:13	11:20	11:30		11:38	11:43	R	11:53	11:57
12:00	12:03	12:06	12:13	12:20	12:30	12:34		12:43	R	12:53	12:57
1:00	1:03	1:06	1:13	1:20	1:30		1:38	1:43	R	1:43	1:57
2:00	2:03	2:06	2:13	2:20	2:30	2:34		2:43	R	2:53	2:57
3:00	3:03	3:06	3:13	3:20	3:30		3:38	3:43	R	3:53	3:57
4:00	4:03	4:06	4:13	4:20	4:30	4:34		4:43	R	4:48 Z	4:52
5:00	5:03	5:06	5:13	5:20	5:30		5:38	5:43	R	5:53	5:57
6:00	6:03	6:06	6:13	6:20	6:30	6:34		R	R		
7:00	7:03	7:06	7:13	7:20	7:30		7:38	7:43	R	7:53	7:57
9:00	9:03	9:06	9:13	9:20	9:30		9:38	9:43	R	9:53	9:57
11:00	11:03	11:06	11:13	11:20	11:30		11:38	R	R		



Todays average price of gas in Bidd/Saco/OOB area is \$3.61 per gallon!!! Compare that to bus fare.



ShuttleBus
Fares

- Tri-city—\$1.25
- Intercity—\$1.50 to \$5.00
- Zoom—\$5.00
- OOB Trolley--\$1.00

Wednesday, August 24, 2011

Home	Tri-City	Intercity	Zoom	UNE	Trolley	Holidays	Director
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ZOOM to Portland by the Turnpike!

ZOOM Turnpike Express Departs from Commuter Service Park & Ride Lots in Biddeford on the Alfred Road, Route 111(Turnpike Exit 32) and Saco's Industrial Park Road, off North Street (Turnpike Exit 36) to Downtown Portland.

ZOOM FARES

- Regular one-way fare is \$5.
- 10-ride ticket costs \$39.
- Monthly Commuter Card is only \$80.
- Quarterly Passes available for \$210.
- Passes may be bought from the drivers.
- ZOOM riders are eligible for a free transfer to any connecting ShuttleBus, Metro or South Portland Bus route. Please be sure to request a transfer when you exit the bus.

SCHEDULES

ZOOM Morning Schedule

WEEKDAYS

BIDD Exit 32	SACO Exit 36	PORT Bramhall & Congress	PORT High & Congress	PORT Monument Square	PORT Bedford & Forest (USM)	SACO Exit 36	BIDD Exit 32
-----------------	-----------------	--------------------------------	----------------------------	----------------------------	-----------------------------------	-----------------	-----------------

-	-	-	-	-	-	-	-
6:00	6:07	6:26	6:29	6:31	6:37	-	7:02
6:30	6:38	6:58	7:01	7:04	7:10	-	7:35
7:08	7:16	7:36	7:39	7:41	7:48	-	8:13
7:40	7:48	8:11	8:14	8:17	8:23	8:43	8:55
8:17	8:24	8:46	8:49	8:52	8:59	9:20	9:33

ZOOM Afternoon Schedule

WEEKDAYS

BIDD Exit 32	SACO Exit 36	PORT Bramhall & Congress	PORT High & Congress	PORT Monument Square	PORT Bedford & Forest (USM)	SACO Exit 36	BIDD Exit 32
2:46	2:59	3:20	3:23	3:26	3:33	3:53	4:00
3:23	3:36	3:56	3:59	4:02	4:08	4:28	4:37
4:09	-	4:40	4:43	4:47	4:56	5:16	5:26
4:42	-	5:09	5:12	5:15	5:21	5:41	5:50
5:35	-	6:00	6:03	6:06	6:12	6:32	6:40
-	-	-	-	-	-	-	-

Riding Tips GPCOG Maps Contact Us Other transportation Links

Public transit bus service from UNE to downtown Biddeford & Saco
Available to UNE students, faculty and staff & the general public

Fares

UNE student, faculty and staff can ride the Nor'easter Express and ShuttleBus Local and Intercity buses at no charge when they show their valid UNE ID.

Fare to the general public:
\$1.25 each way



Try Transit!

Commuters

UNE commuters can park for free at municipal lots in Downtown Biddeford (Washington and Jefferson), or the Saco Train Station and catch the Nor'easter Express to campus.

How to catch the bus

At UNE, the Nor'easter arrives and departs from the Campus Center and Sokokis Hall. Stops include Downtown Biddeford and the Saco Train Station where passengers can transfer to a Local Bus to the Shops at Biddeford Crossing and other sites.



Elsewhere along the route, when you see the bus coming, signal the driver by waving your arm.

On the bus, you can request a stop anywhere along the posted route by pulling the horizontal cord on the bus.



Buses are ADA accessible with lifts or ramps. Route deviations available. Contact ShuttleBus at (207) 282-5408.

Additional schedules and information are available in the Campus Center. Buses operate on Biodiesel fuel (B20) and have bike racks.

College just got a little easier for everyone.

- Free checking account—no minimum balance, no monthly fee.*
- Unconditionally free ATMs for our customers. We rebate all ATM fees. At any ATM. Anywhere.
- Free Debit MasterCard™ with cash discounts at more than 25,000 merchants nationwide.
- Free Internet banking, including Bangor Online and Bangor BillPay.

For more information or to find a branch, visit us at www.bangor.com or call 1.877.Bangor1 (226.4674).

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Member FDIC
*Benefit: Checking is a non-interest bearing account, minimum \$25 deposit to open.

163 Main Street, Biddeford • 270 Main Street, Saco

Nor'easter Express is funded by UNE, MaineDOT and the Federal Transit Administration.



UNIVERSITY OF
NEW ENGLAND
Biddeford Campus

ShuttleBus

Nor'easter Express Bus Schedule

University of New England
to Downtown Biddeford - Saco



Effective September 7, 2010
During Academic Year September - May

Nor'easter Express

Bus Service from UNE to Downtown Biddeford-Saco

During Academic Year September - May

UNE

Pool Road

Biddeford Crossing

Downtown Biddeford

Saco/Amtrak Train Station

Intercity Bus to Portland

Weekday Monday - Friday

*Connections with Local Bus to/from Biddeford Crossing

Depart UNE Campus Center	Downtown Biddeford	Arrive Saco Train Station	Depart Saco Train Station	Arrive UNE Campus Center
7:45 AM	7:55 AM	8:00 AM	8:30 AM	7:45 AM
8:15 AM	8:25 AM	8:30 AM	8:40 AM	8:15 AM
9:00 AM	9:10 AM	9:15 AM	9:30 AM	9:45 AM
9:45 AM	9:55 AM	10:00 AM	10:00 AM	10:15 AM
10:15 AM	10:25 AM	10:30 AM	10:40 AM	10:55 AM
11:00 AM	11:10 AM	11:15 AM	11:20 AM	11:45 AM
11:45 AM	11:55 AM	12:00 AM	12:00 AM	12:15 AM
12:15 PM	12:25 PM	12:30 PM	12:40 PM	12:55 PM
1:00 PM	1:10 PM	1:15 PM	1:30 PM	1:45 PM
1:45 PM	1:55 PM	2:00 PM	2:00 PM	2:15 PM
2:15 PM	2:25 PM	2:30 PM	2:40 PM	2:55 PM
3:00 PM	3:10 PM	3:15 PM	3:30 PM	3:45 PM
3:45 PM	3:55 PM	4:00 PM	4:00 PM	4:15 PM
4:15 PM	4:25 PM	4:30 PM	4:40 PM	4:55 PM
5:00 PM	5:10 PM	5:15 PM	5:30 PM	5:45 PM
5:45 PM	5:55 PM	6:00 PM	6:00 PM	6:15 PM
6:15 PM	6:25 PM	6:30 PM	6:40 PM	6:45 PM
6:45 PM	6:55 PM	7:00 PM	7:00 PM	7:15 PM
7:15 PM	7:25 PM	7:30 PM	7:40 PM	7:45 PM
8:00 PM	8:10 PM	8:15 PM	8:30 PM	8:45 PM
8:45 PM	8:55 PM	9:00 PM	9:00 PM	9:15 PM
9:15 PM	9:25 PM	9:30 PM	9:30 PM	9:45 PM

Friday night only

* = Connect to ZOOM bus
 * = Connect to Local Bus to Biddeford Crossing

* = Connect to Local Bus to Biddeford Crossing

* = Connect to ZOOM bus

Saturday

*Connections with Local Bus to/from Biddeford Crossing

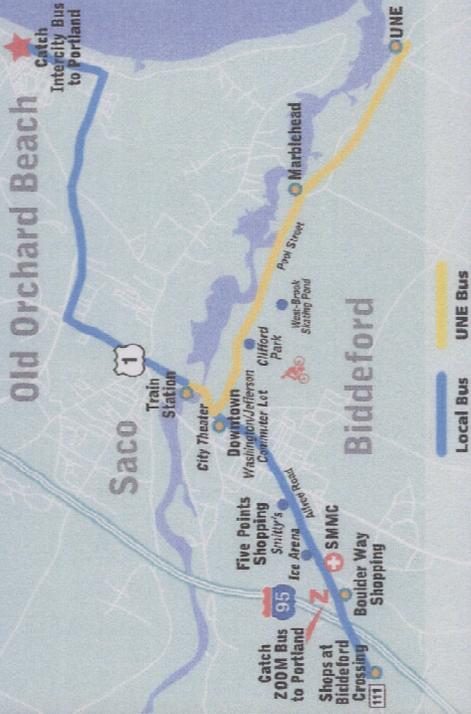
Depart UNE Campus Center	Downtown Biddeford	Arrive Saco Train Station	Depart Saco Train Station	Arrive UNE Campus Center
10:15 AM	10:25 AM	10:30 AM	10:40 AM	10:55 AM
11:00 AM	11:10 AM	11:15 AM	11:30 AM	11:45 AM
11:45 AM	11:55 AM	12:00 PM	12:00 PM	12:15 PM
12:15 PM	12:25 PM	12:30 PM	12:40 PM	12:55 PM
1:00 PM	1:10 PM	1:15 PM	1:30 PM	1:45 PM
1:45 PM	1:55 PM	2:00 PM	2:00 PM	2:15 PM
2:15 PM	2:25 PM	2:30 PM	2:40 PM	2:55 PM
3:00 PM	3:10 PM	3:15 PM	3:30 PM	3:45 PM
3:45 PM	3:55 PM	4:00 PM	4:00 PM	4:15 PM
4:15 PM	4:25 PM	4:30 PM	4:40 PM	4:55 PM
5:00 PM	5:10 PM	5:15 PM	5:30 PM	5:45 PM
5:45 PM	5:55 PM	6:00 PM	6:00 PM	6:15 PM
6:15 PM	6:25 PM	6:30 PM	6:40 PM	6:45 PM
6:45 PM	6:55 PM	7:00 PM	7:00 PM	7:15 PM
7:15 PM	7:25 PM	7:30 PM	7:40 PM	7:45 PM
8:00 PM	8:10 PM	8:15 PM	8:30 PM	8:45 PM
8:45 PM	8:55 PM	9:00 PM	9:00 PM	9:15 PM
9:15 PM	9:25 PM	9:30 PM	9:30 PM	9:45 PM
9:45 PM	9:55 PM	10:00 PM	10:00 PM	10:15 PM
10:15 PM	10:25 PM	10:30 PM	10:30 PM	10:45 PM
10:45 PM	10:55 PM	11:00 PM		

* = Connect to Local Bus to Biddeford Crossing

Sunday

Depart UNE Campus Center	Downtown Biddeford	Arrive Saco Train Station	Connect to Biddeford Crossing	Depart Saco Train Station	Arrive UNE Campus Center
10:15 AM	10:25 AM	10:30 AM		10:40 AM	10:55 AM
11:00 AM	11:10 AM	11:15 AM	11:30 AM	11:30 AM	11:45 AM
11:45 AM	11:55 AM	12:00 PM	1:30 PM	12:00 PM	12:15 PM
1:00 PM	1:10 PM	1:15 PM	3:30 PM	1:30 PM	1:45 PM
1:45 PM	1:55 PM	2:00 PM	4:30 PM	2:00 PM	2:15 PM
3:00 PM	3:10 PM	3:15 PM	5:30 PM	3:30 PM	3:45 PM
3:45 PM	3:55 PM	4:00 PM	6:30 PM	4:00 PM	4:15 PM
5:00 PM	5:10 PM	5:15 PM	7:30 PM	5:30 PM	5:45 PM
5:45 PM	5:55 PM	6:00 PM	8:30 PM	6:00 PM	6:15 PM
6:15 PM	6:25 PM	6:30 PM	9:30 PM	6:45 PM	6:55 PM
6:45 PM	6:55 PM	7:00 PM	10:00 PM	7:00 PM	7:15 PM
7:15 PM	7:25 PM	7:30 PM	10:30 PM	7:45 PM	7:55 PM
8:00 PM	8:10 PM	8:15 PM	11:00 PM	8:30 PM	8:45 PM
8:45 PM	8:55 PM	9:00 PM		9:00 PM	9:15 PM
9:15 PM	9:25 PM	9:30 PM		9:30 PM	9:45 PM
9:45 PM	9:55 PM	10:00 PM		10:00 PM	10:15 PM
10:15 PM	10:25 PM	10:30 PM		10:30 PM	10:45 PM
10:45 PM	10:55 PM	11:00 PM		11:00 PM	11:15 PM

*Extended Route = Nor'easter Express travels to Biddeford Crossing - Sundays only



ZOOM Turnpike Express

\$5 one-way fare **Weekly Connections to Portland**

From Portland		To Portland	
Leaves Portland (MONU. SO.)	Arrives Portland	Leaves UNE Campus	Arrives UNE Campus
6:31 AM	7:02 AM	2:15 PM	2:46 PM
7:04 AM	7:35 AM	4:15 PM	4:42 PM
8:17 AM	8:55 AM	9:04 AM	9:30 AM
		2:30 PM	2:46 PM
		4:30 PM	4:42 PM
		9:45 AM	10:15 AM
		9:45 AM	10:15 AM

For complete ZOOM Turnpike Express schedule and information go to www.shuttlebus-zoom.com



Today's average price of gas in Bidd/Saco/OOB area is \$3.61 per gallon!!! Compare that to bus fare.



ShuttleBus Fares

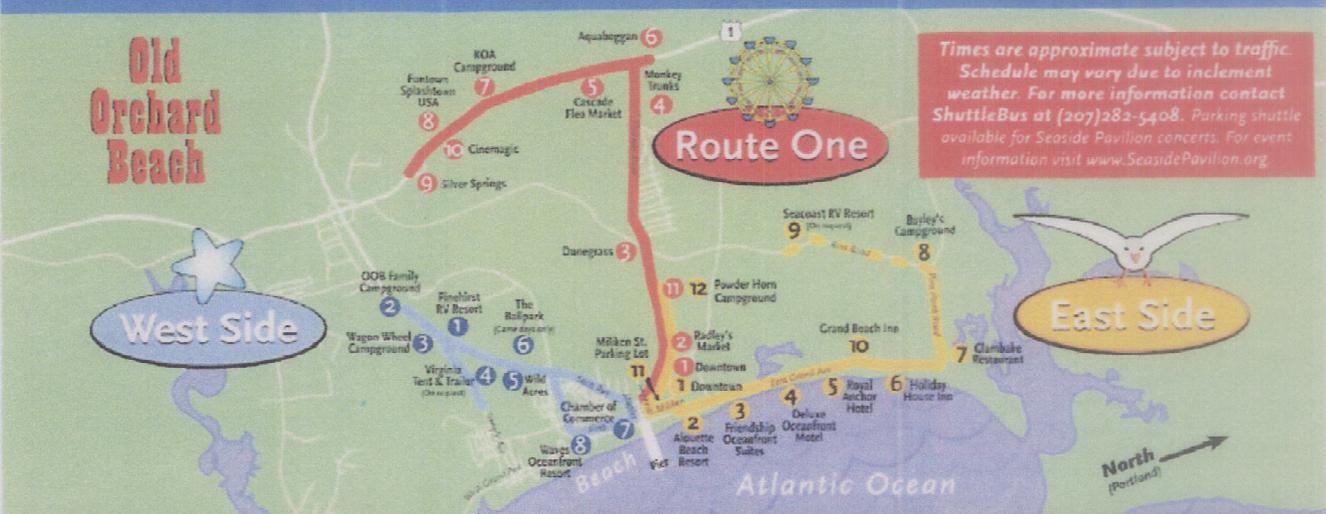
- Tri-city—\$1.25
- Intercity—\$1.50 to \$5.00
- Zoom—\$5.00
- OOB Trolley—\$1.00

Wednesday, August 24, 2011



Home	Tri-City	Intercity	Zoom	UNE	Trolley	Holidays	Director
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★ ★ ★ ★ ★ ★ ★ ★ ★ ★ **Ride the OLD ORCHARD BEACH TROLLEY!** ★ ★ ★ ★ ★ ★ ★ ★ ★ ★



Times are approximate subject to traffic. Schedule may vary due to inclement weather. For more information contact ShuttleBus at (207)282-5408. Parking shuttle available for Seaside Pavilion concerts. For event information visit www.SeasidePavilion.org

West Side

- 1 Pinchirst RV Resort — Every half hour 10:05 AM - Midnight
- 2 OOB Family Campground — Every half hour 10:08 AM - Midnight
- 3 Wagon Wheel Campground — Every half hour 10:10 AM - Midnight
- 4 Virginia Tent & Trailer — Request only - inquire with campground office
- 5 Wild Acres — Every half hour 10:18 AM - Midnight
- 6 The Ballpark — [Trolley service available game days only]
 for game schedule go to: www.oldorchardbeachballpark.com
- 7 Waves Oceanfront Resort — Every half hour 10:25 AM - Midnight
- 8 Corner of Staples + First — Every half hour 10:30 AM - Midnight

Route One



- 1 Downtown/Beach (corner of Imperial + Miliken) — Hourly 10:30 AM - Midnight
- 2 Radley's — Hourly 10:35 AM - 10 PM
- 3 Dunegrass — Hourly 10:10 AM - 10 PM
- 4 Monkey Trunks — Hourly 10:10 AM - Close
- 5 Cascade Flea Market — Hourly 10:10 AM - 10 PM
- 6 Aquaboggan — Hourly 10:10 AM - Close
- 7 KOA Campground — Hourly 9:45 AM - 9 PM (10 PM on Sat.)
- 8 Funtown-Splashtown USA — Hourly 10:45 AM - Park closes
- 9 Silver Springs — Hourly 9:45 AM - 9 PM (10 PM on Sat.)
- 10 Cinemagic — Hourly 10:45 AM - 9 PM (10 PM on Sat.)
- 11 Powder Horn — Every half hour 10:45 AM - Midnight

East Side



- 1 Downtown/Beach (corner of Imperial + Miliken) — Hourly 10 AM - 10 PM
 - 2 3 4 5 Hotels — Hourly 10:05 AM - 10 PM
 - 6 Holiday House — Hourly 10:10 AM - 10 PM
 - 7 Clambake Restaurant — Hourly 10:15 AM - 10 PM
 - 8 Bayley's Campground — Hourly 10:20 AM - 12:00 PM
 - 9 Seacoast RV Resort — Request only - inquire with campground office
 - 10 Grand Beach Inn — Hourly 10:30 AM - 10 PM
 - 11 Miliken Street Parking Lot — Hourly 10:35 AM - 10 PM
 - 12 Powder Horn — Every half hour 10:45 AM - Midnight
- Bayley's Campground guests ride free!

Riding Tips GPCOG Maps Contact Us Other transportation Links

SCHEDULED MAINTENANCE

MONTHLY OR 1,000 MILES

- Inspect all emergency equipment mounting fasteners.
- Lubricate window latches and slides.
- Lubricate door pivot points.
- Inspect seat frames for secure attachment to the floor and wall.

MONTHLY OR 3,000 MILES

- Check fuel system (Drain fuel and contaminants, if required).
- Check sanitary water level.
- Inspect brake chambers.

3 MONTHS OR 5,000 MILES

- Inspect optional fire extinguisher to see if it is fully charged.
- Check optional first aid kit to see if it is fully equipped.
- Oil all hinges and window latches for ease of operation.
- Lubricate all window channels with silicone or graphite.
- There is one drain hole in each floor section under windows. Be sure hole is clear of debris so any water may escape.
- Clean all rubber door seals and lubricate with rubber lubricant.
- Tighten all tie down bolts to between 37 and 41 foot-pounds of torque at 1,000 miles, 2,000 miles and quarterly thereafter.
- Change main heater air filter (depending on operating conditions).
- Check seat cushion clamps.
- Inspect mounting bolts on body tie-down.
- Inspect mounting fasteners and upholstery on seats.
- Lubricate hinge and latch mechanisms on access doors.
- Inspect heater valves to verify proper function.
- Change engine oil and oil filter. — *6000 MILES synthetic oil*
- Inspect fuel cap, tank and fuel lines.
- Inspect engine fuel tank vents.
- Inspect engine air filter; replace if required.
- Inspect driveshaft.
- Lubricate universal joint and slip joint.
- Lubricate brake camshaft, king pins, tie rod ends and slack adjusters.

3 MONTHS OR 24,000 MILES

- Inspect Bendix air dryer.
- Check for loose or disconnected electrical connections and damaged wiring.
- Check the vehicle brake warning system.

6 MONTHS OR 6,000 MILES

- Check lubricant level in rear axle.
- Inspect rear axle vent.
- Clean and/or replace air compressor filters.
- Check power steering fluid level.
- Lubricate steering drag rod.
- Check single and double check valves.
- Lubricate spring pin.
- Inspect alternator.

- Clean battery posts.
- Disassemble and clean the air compressor governor and repair, as required.
- Inspect destination sign for proper operation.
- Lubricate all working part joints on driver's seat using lithium-based grease (aerosol).
- Clean and lube treadle valve.
- Change engine fuel filter.
- Clean and lubricate accelerator treadle valve.

12 MONTHS OR 12,000 MILES

- Complete Quarterly Maintenance Checklist.
- Remove all seat cushions, thoroughly clean with upholstery cleaner and reinstall on a rotating basis.
- Bleed all air from heaters.
- Tighten all heater hose clamps.
- Check heater hoses, motor wheels and fans on heaters.
- Clean heater core.
- Tighten heater hose clamps.
- Inspect power steering pump.
- Inspect steering gear.
- Lubricate steering column.
- Check front and rear suspension U-bolt torque.
- Inspect suspension system and components.
- Inspect shocks.
- Inspect suspension hanger bracket to frame fastener torque.
- Inspect radiator hoses.
- Pressure test engine cooling system.
- Check heater panels and housing.

12 MONTHS OR 24,000 MILES

- Check air tank pop-off valves.
- Change automatic transmission filter.
- Change internal automatic transmission filter.
- Inspect automatic transmission vent.
- Change power steering reservoir filter.
- Change lubricant in rear axle.

24 MONTHS OR 24,000 MILES

- Clean radiator.
- Change thermostat.
- Clean relay valves, spring brake valves, parking brake valves and quick release valves.
- Clean pressure protection valves.
- Change coolant.

These checklists are suggested. They do not replace or supersede local or state required driver inspection procedure.