

**MaineDOT Region 6**

**Locally Coordinated Plan**

**FY 2013—FY 2017**

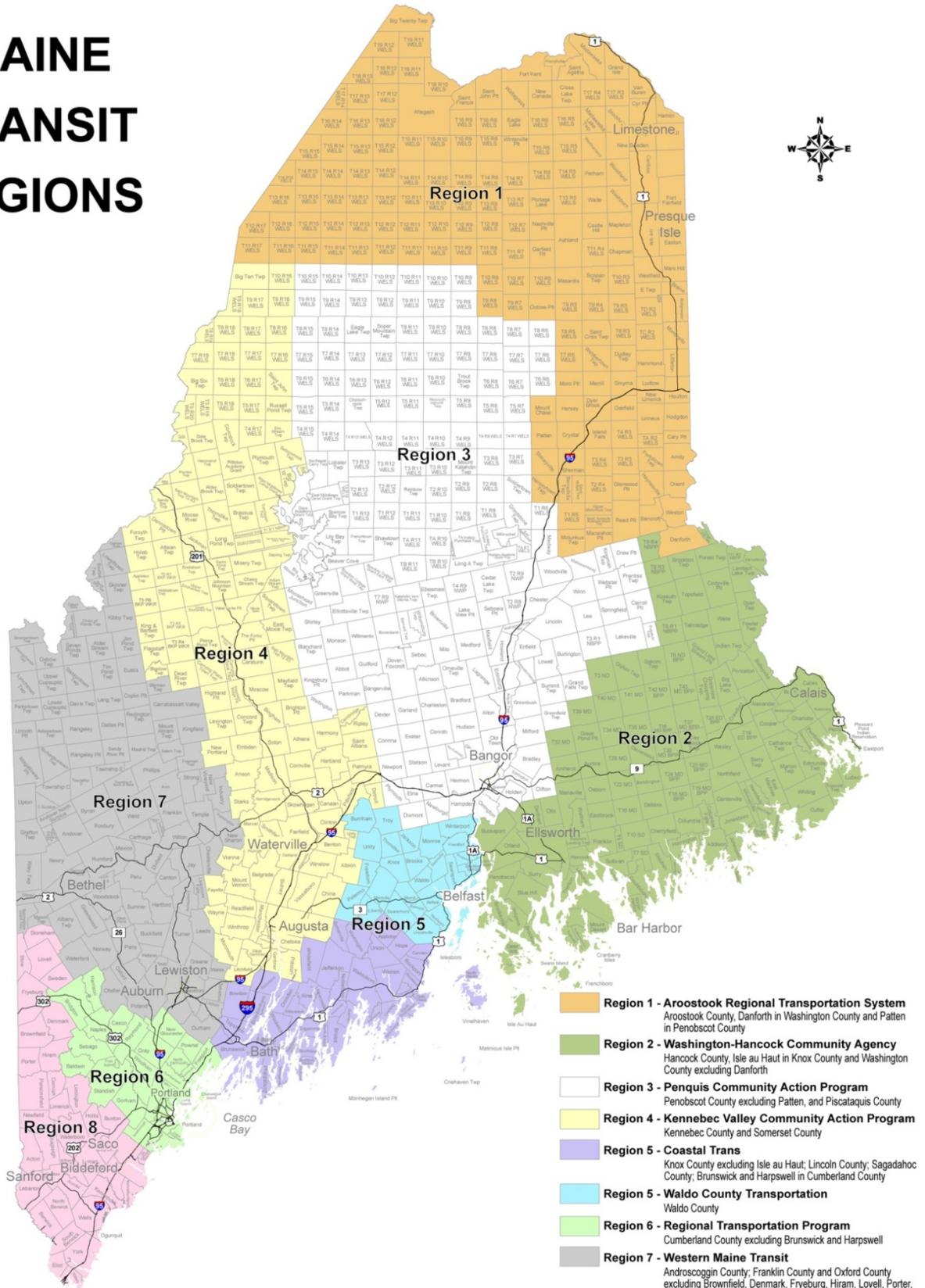
**Regional Transportation Program (RTP)**

**Greater Portland Transit District (METRO)**

**South Portland Bus Service (SPBS)**

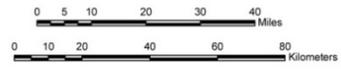
**Casco Bay Island Transit District (CBITD)**

# MAINE TRANSIT REGIONS



- Region 1 - Aroostook Regional Transportation System**  
Aroostook County, Danforth in Washington County and Patten in Penobscot County
- Region 2 - Washington-Hancock Community Agency**  
Hancock County, Isle au Haut in Knox County and Washington County excluding Danforth
- Region 3 - Penquis Community Action Program**  
Penobscot County excluding Patten, and Piscataquis County
- Region 4 - Kennebec Valley Community Action Program**  
Kennebec County and Somerset County
- Region 5 - Coastal Trans**  
Knox County excluding Isle au Haut; Lincoln County; Sagadahoc County; Brunswick and Harpswell in Cumberland County
- Region 5 - Waldo County Transportation**  
Waldo County
- Region 6 - Regional Transportation Program**  
Cumberland County excluding Brunswick and Harpswell
- Region 7 - Western Maine Transit**  
Androscoggin County; Franklin County and Oxford County excluding Brownfield, Denmark, Fryeburg, Hiram, Lovell, Porter, Stoneham, Stow and Sweden
- Region 8 - York County Community Action Program**  
York County and Brownfield, Denmark, Fryeburg, Hiram, Lovell, Porter, Stoneham, Stow and Sweden in Oxford County

**Maine Transit Districts**  
Maine Department of Transportation  
Prepared by  
Bureau of Maintenance & Operations  
2014



DISCLAIMER - The Maine Department of Transportation provides this publication for information only. It is subject to revision and may be incomplete depending upon changing conditions. Reliance upon this information is at the user's own risk. The Department assumes no liability if injuries or damages result from this information.

# Regional Overview

## Table of Contents

<b>Regional Overview .....</b>	<b>1</b>
Location of Region 6 .....	1
Population of Region 6 .....	1
<b>Transit Needs Analysis Region 6 .....</b>	<b>2</b>
No-Vehicle Households .....	2
Transit Needs .....	3
Estimating General Public Demand.....	5
Overview of the Elderly Population .....	6
<b>Regional Public and Private Transportation Providers.....</b>	<b>8</b>
Public Transportation Providers .....	8
Private Transportation Providers .....	8
Bus Companies .....	8
Charter Service .....	8
Taxi Service .....	8
Water Taxi .....	9
Private Ferry Service .....	9
Wheelchair Van Service .....	9
Community Based Volunteer Transportation .....	9
Other Services .....	10
Providers Seeking Section 5311 Assistance .....	10
<b>Development of the Locally Coordinated Plan .....</b>	<b>10</b>
Existing Coordination Efforts in Cumberland County .....	11
Transit Summit Meeting .....	12
Ongoing Collaboration .....	13
Outreach Efforts.....	13
Interagency Transportation Coordinating Committee .....	13
<b>Periodic Review of Service.....</b>	<b>13</b>
Overview .....	13
Locally Established Criteria .....	14
Methodology for True Cost Comparisons .....	14
Complaints from Private Operators .....	14
<b>Americans with Disabilities Act Plans .....</b>	<b>14</b>

# MaineDOT Region 6 Locally Coordinated Plan

## Regional Overview

### Location of Region 6

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

### Population Region 6

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

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

Source: U.S. Census

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

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

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

## **Transit Needs Analysis Region 6**

What is the transit need in Region 6 (Cumberland County)? It is important to look at the number of households in the County without an automobile. By applying the methodology described below, the estimated need of trips on an annual basis can be determined. When comparing annual need in Cumberland County to the actual service provided by providers, the unmet need can be estimated at 82%.

The Transit Cooperative Research Program (TCRP) in Washington, D.C., developed and made available in 2013 an objective methodology for analyzing transit needs in rural areas. The methodology is contained in “TCRP Report 161 Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation: Final Workbook.” The formula used in this technical memorandum utilizes the number of no-vehicle households to determine overall transit needs. The formula includes a mobility gap, which is basically the difference between the number of trips per day that a household with one vehicle would take and the number of trips that a household with no vehicles would take (1.7 trips/day). In urbanized areas, the mobility gap is 5.2 trips/day, based on the 2009 National Household Travel Survey, Federal Highway Administration.

The number of no-vehicle households is derived from the American Community Survey (ACS) five-year estimates, 2008-2012. The five-year estimate for the ACS is based on the largest sample size and is therefore the most reliable compared to other ACS data collected over shorter periods of time.

The formula is conservative (it may significantly understate the need) because it does not take into account people who may have a vehicle but can't rely on it or may need to use transit because of a disability or limitations due to old age.

The key question which the formula addresses is how much transit service would be needed to fully address the mobility needs of transit dependent persons?

### **No-Vehicle Households**

The TCRP Report 161 formula utilizes the number of no-vehicle households in various jurisdictions to calculate transit needs. The following table provides an overview of the number of no vehicle households in Cumberland County. The table also contains information on other counties for comparison purposes.

<b>No-Vehicle Households by County</b>		
<b>County</b>	<b># of No-Vehicle Households</b>	<b>% of state</b>
<b>Cumberland</b>	<b>9,448</b>	<b>24%</b>
Androscoggin	4,329	11%
Aroostook	2,472	6%
Franklin	804	2%
Hancock	1,383	3%
Kennebec	4,197	11%
Knox	1,044	3%
Lincoln	375	1%
Oxford	1,515	4%
Penobscot	4,943	12%
Piscataquis	543	2%
Sagadahoc	953	2%
Somerset	1,503	4%
Waldo	1,059	3%
Washington	1,166	3%
York	3,981	10%
<b>Total - Maine</b>	<b>39,697*</b>	<b>100%</b>

Source: American Community Survey 5-Year Estimates Table B08201

\*Does not exactly equal the sum of the 16 counties, but is the number reported in the ACS.

The table above shows that there are 9,448 no-vehicle households in Cumberland County which is 24% of the 39,697 identified households in Maine.

### **Transit Needs**

The following paragraphs contain a summary of transit needs in Cumberland County. Information from other counties is shown for comparison purposes. The data on numbers of trips is based on FY 2012 trips (the last full year of service prior to implementation of the broker system) as shown in the Locally Coordinated Plans for the various providers and in municipal ride reports prepared by regional providers.

One of the most important yardsticks in measuring transit services is the percentage of needs actually met. TCRP Report 161 states that “In the testing of these suggested methodologies with a number of rural transit agencies, it was found that, at best, only about 20% of the mobility gap trip-based need was met.” Therefore, for the purposes of this analysis, meeting 20% of the need is deemed to be a good baseline goal for rural services.

The data are also subject to the following:

- The number of trips provided includes the total of transit and MaineCare trips.
- Trip data includes fixed route, flex route, and MaineCare (agency vehicle, volunteers, friend and family).
- The information includes only land-based transit (ferry trips are not included).
- Seasonal service data is not included.
- Intercity trips are included in the data for the county of origin.

The following table provides an overview of Cumberland County of the annual transit need, the number of trips provided, and the number of trips provided as a percentage of the annual need. All other counties are shown for comparison purposes.

<b>County Summary of Transit Need and Trips Provided FY 2012</b>			
<b>County</b>	<b>Annual Need (Trips)</b>	<b>Trips Provided</b>	<b>Trips Provided as a % of Annual Need</b>
<b>Cumberland</b>	<b>11,696,100</b>	<b>2,099,781</b>	<b>18%</b>
Androscoggin	6,025,200	654,002	11%
Aroostook	1,260,600	278,172	22%
Franklin	410,100	90,833	22%
Hancock	705,330	115,027	16%
Kennebec	2,131,290	310,322	15%
Knox	532,440	37,166	7%
Lincoln	191,250	23,178	12%
Oxford	772,800	178,367	23%
Penobscot	5,788,600	1,420,462	25%
Piscataquis	276,930	43,029	16%
Sagadahoc	486,000	40,507	8%
Somerset	766,540	136,829	18%
Waldo	540,000	115,009	21%
Washington	594,600	81,317	14%
York	3,535,800	607,019	14%
<b>Total, Maine</b>	<b>35,713,580</b>	<b>6,231,020</b>	<b>17%</b>

Source: American Community Survey 5-Year Estimates Table B08201, TCRP Report 161, Locally Coordinated Transit Plans for all transit providers receiving MaineDOT financial support.

The table above shows that Cumberland County has an annual need for 11,696,100 trips. RTP, METRO, South Portland Bus Service and Coastal Trans (serving Brunswick and Harpswell), provided 2,099,781 trips in FY 2012, which was 18% of the overall need and slightly below the baseline service figure of 20%. As the table indicates, only five (5) counties exceed the baseline service figure of 20%.

The following table demonstrates the estimated trip need at the local level.

**Cumberland County  
Summary of Transit Need and Transit Trips Provided in FY 2012**

	<b>Annual Need (trips)</b>	<b>% of County Need</b>	<b>Trips Provided</b>	<b>Trips Provided as a % of Annual Need</b>
Cumberland County Total	11,696,100	100%	2,099,781	18%
Brunswick	435,600	4%	42,568	10%
Portland, Westbrook, Falmouth	9,600,000	82%	1,658,160	17%
South Portland	964,500	8%	296,398	31%
Remainder of County	696,000	6%	102,655	15%

Source: Locally Coordinated Transit Plans FY 2013-2017 for METRO, South Portland Bus Service and Regional Transportation Program, RTP Municipal Ride Report, and TCRP Report 161.

The table above shows that collectively, METRO, South Portland Bus Service, Regional Transportation Program and Coastal Trans, Inc., provided 18% of Cumberland County’s estimated transit need. METRO and RTP met 17% of the estimated need in the METRO service area, and South Portland Bus Service and RTP met 31% of South Portland’s estimated trip need. In Brunswick, Coastal Trans’ Brunswick Explorer and demand response service, as well as RTP’s demand response service, met 10% of the estimated need. In the remainder of the county, RTP’s demand response service met 15% of the estimated need.

**Estimating General Public Demand**

Estimating overall trip needs is important because it includes the travel needs of the general public as well as people being served by various social service programs such as the MaineCare non-emergency medical transportation. It also provides a starting point for determining the number of trips in a given area as a percentage of the overall need and from that, whether additional trips are needed to meet an overall baseline service goal of 20% (trips as a percentage of overall need).

However, for the purposes of long-range transit planning to meet the needs of the general public, it’s important to ask “how much transit will the public use in rural/non-urban areas?” TCRP Report 161 has a formula for estimating general public transit demand in rural areas:

Trips / year =

- 2.2 x the population 60 and over
- + 5.21 x the mobility limited population 18-64
- + 1.52 x the number of residents in households with no vehicles

The data sources for use in the formula are derived from the American Community Survey, 2008-2012 five-year estimates, Locally Coordinated Transit Plans for the various providers, and provider municipal ride reports.

The formula is intended to apply to rural/non-urban areas. As shown in the table below, RTP met 11% of general public demand in the rural area of Cumberland County. Other counties are shown for comparison purposes.

**County Summary of General Public Transit Demand  
and Trips Provided FY 2012**

<b>County</b>	<b>Annual General Public Need</b>	<b>General Public Trips Provided</b>	<b>Trips Provided as a % of General Public Demand</b>
<b>Cumberland (rural only) <sup>2</sup></b>	<b>60,131</b>	<b>6,456</b>	<b>11%</b>
Androscoggin (rural only) <sup>1</sup>	27,886	746	3%
Aroostook	60,716	50,360	83%
Franklin	22,360	3,434	15%
Hancock	41,227	62,412	151%
Kennebec	47,024	65,416	139%
Knox	31,294	2,953 <sup>5</sup>	9%
Lincoln	28,070	1,887 <sup>5</sup>	7%
Oxford	43,744	2,925	7%
Penobscot (rural only) <sup>3</sup>	61,543	2,355	4%
Piscataquis	15,353	3,618	24%
Sagadahoc	24,691	15,794 <sup>5</sup>	64%
Somerset	40,504	611	2%
Waldo	28,670	10,328	36%
Washington	28,305	9,491	34%
York (rural only) <sup>4</sup>	97,019	71,133	73%
<b>Total, Maine</b>	<b>658,537</b>	<b>431,314</b>	<b>65%</b>

Sources: American Community Survey 5-Year Estimates Table B08201, TCRP Report 161, Locally Coordinated Transit Plans for all transit providers receiving MaineDOT financial support, municipal ride reports, transit providers.

<sup>1</sup>Exclusive of Citylink service area (Lewiston/Auburn)

<sup>2</sup>Exclusive of METRO service area (Portland, Westbrook, Falmouth) and South Portland Bus Service jurisdiction

<sup>3</sup>Exclusive of Community Connector service area (Bangor, Brewer, Hampden, Old Town, Orono, Veazie)

<sup>4</sup>Exclusive of ShuttleBus service area (Biddeford, Saco, Old Orchard Beach)

<sup>5</sup>Coastal Trans general public trips were estimated using total general public trips time ratios of county trips to total trips in CTI service area

### **Overview of the Elderly Population**

The tables on the following page provide an overview of the elderly population in Maine and Cumberland County. As shown in the first table, the elderly population in Cumberland County was 14.3% of the County's total population. The second table shows that between 2015 and 2025 this population is expected to see an increase of 18,203 people or 38.2% (the highest percentage increase of any county). The overall state increase is expected to be 31%.

**Distribution of Maine's Elderly Population 2010**

<b>County</b>	<b>Population</b>	<b># 65 +</b>	<b>% of County</b>	<b>% of State</b>	<b>Median Age</b>
<b>Cumberland</b>	<b>281,674</b>	<b>40,157</b>	<b>14.3</b>	<b>19.0</b>	<b>41</b>
Androscoggin	107,702	15,184	14.1	7.2	39.8
Aroostook	71,870	13,651	19.0	6.5	45.3
Franklin	30,768	5,160	16.8	2.4	43.4
Hancock	54,418	9,937	18.3	4.7	46.3
Kennebec	122,151	18,960	15.5	9.0	42.8
Knox	39,736	7,594	19.1	3.6	46.2
Lincoln	34,457	7,393	21.5	3.5	48.1
Oxford	57,833	9,843	17.0	4.7	44.6
Penobscot	153,923	22,253	14.5	10.5	39.9
Piscataquis	17,535	3,564	20.3	1.7	48.1
Sagadahoc	35,293	5,788	16.4	2.7	44.1
Somerset	52,228	8,537	16.3	4.0	43.6
Waldo	38,786	6,280	16.2	3.0	44.1
Washington	32,856	6,426	19.6	3.0	46.1
York	197,131	30,353	15.4	14.4	43
<b>Maine</b>	<b>1,328,361</b>	<b>211,080</b>	<b>15.9</b>	<b>100</b>	<b>42.7</b>

Source: U.S. Census 2010.

**Growth of Maine's Elderly Population 2015 to 2025**

<b>County</b>	<b>Population In 2010</b>	<b>Population In 2015</b>	<b>Population In 2025</b>	<b># Change 2015-2025</b>	<b>% Change 2015-2025</b>
<b>Cumberland</b>	<b>40,157</b>	<b>47,635</b>	<b>65,838</b>	<b>18,203</b>	<b>38.2%</b>
Androscoggin	15,184	17,322	22,169	4,847	28.0%
Aroostook	13,651	15,371	18,599	3,228	21.0%
Franklin	5,160	6,015	7,765	1,750	29.1%
Hancock	9,937	11,835	14,970	3,135	26.5%
Kennebec	18,960	21,939	28,645	6,706	30.6%
Knox	7,594	9,069	11,765	2,696	29.7%
Lincoln	7,393	8,877	10,844	1,967	22.2%
Oxford	9,843	11,204	14,417	3,213	28.7%
Penobscot	22,253	25,635	33,674	8,039	31.4%
Piscataquis	3,564	4,194	5,130	936	22.3%
Sagadahoc	5,788	7,019	9,406	2,387	34.0%
Somerset	8,537	10,025	12,842	2,817	28.1%
Waldo	6,280	7,868	10,409	2,541	32.3%
Washington	6,426	7,489	9,019	1,530	20.4%
York	30,353	36,860	50,832	13,972	38.0%
<b>Maine</b>	<b>211,080</b>	<b>248,358</b>	<b>326,320</b>	<b>77,962</b>	<b>31.0%</b>

Sources: U.S. Census 2010 and Maine Office of Policy and Management

## **Regional Public and Private Transportation Providers**

### **Public Transportation Providers**

**Regional Transportation Program (RTP)**

**Greater Portland Transit District (METRO)**

**South Portland Bus Service (SPBS)**

**Casco Bay Island Transit District (CBITD)**

**Downeaster**, Portland Transportation Center, (service between Portland and Boston's North Station—eight stops in between) (Portland-Freeport and Brunswick), 1-800-USA-RAIL (train info)

### **Private Transportation Providers**

#### **Bus Companies**

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

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

#### **Charter Service**

**Custom Coach and Limousine**, 184 Main Street, South Portland, 797-9100

**Mermaid Transportation**, 3 Glasgow Road, Scarborough, 885-5630

**Vacationland Tours and Shuttle**, Pope Road, Windham, 892-8005

**VIP Tour and Charter Bus Company**, 129 Fox Street, Portland, 772-4457

#### **Taxi Service**

**A Taxi**, 640 Brighton Avenue, Portland, 772-5756

**AAAA Taxi Wind**, 289 Gray Road #1, Windham, 893-8294

**A-1 Jetport Taxi**, 56 Park Ave, South Portland 799-7774, 866-799-7771

**AB Cab**, 11 Frost Brook Lane, Freeport, 865-2222

**ABC Taxi**, 200 Anderson, Portland, 772-8685

**Ace Taxi**, 46 Johnson Road, Gorham, 671-5451

**Airport Cab**, 151 North Street, Portland, 899-5335

**Airport Cab Service Co., World Taxi, ABC Water Taxi**, Portland, 774-4778

**Airport Car Express**, Windham, 893-8294

**Airport Limo & Taxi**, 395 River Road, Windham, 773-3433

**AM & PM Taxi**, Portland, 866-859-2676  
**American Taxi**, Portland, 749-1600  
**ASAP Taxi & Courier Service**, 7 Thompson's Point Rd., Portland, 791-2727  
**B & S Taxi**, 111 Eben Hill Dr., Portland, 523-9998  
**Cal's Taxi Service**, Gorham, 854-9495  
**Custom Coach and Limousine**, 184 Main St., South Portland, 797-9100  
**Elite Taxi, Town Taxi Co**, 211 Valley St., Portland, 871-7274  
**Gorham Taxi & Livery**, Gorham, 839-8333  
**Home Runners, LLC**, 332-7433  
**Jetport Limo and Taxi**, 200 Main St., Windham, 893-1962  
**Jetport Taxi**, 32 Dennett St., Portland, 282-6990  
**Kleen Taxi Ko**, Portland, 773-0055  
**Metro Cab**, 159 North St., Portland, 272-7270  
**New England Livery Services**, 5 Sweetbrier Lane, Scarborough, 839-8333  
**Old Port Taxi**, 56 Park Avenue, South, Portland, 773-8294  
**Pine State Taxi**, 201 Congress St, Portland, 877-697-8283  
**Sid's Taxi**, Portland, 756-0666  
**Silver House Taxi & Discount Limo**, Portland, 264-4411  
**South Portland Taxi, Inc.** 10 Cox St., South Portland, 767-5200  
**South Street Auto & Taxi**, 235 St John St., Portland, 772-2471  
**Trixie's & Poly's Taxi Cab**, Portland, 450-4959  
**Westbrook Taxi**, 40 Falmouth St., Westbrook, 854-9858  
**Within Ten**, 56 Park Avenue, South Portland, 347-5168  
**Yarmouth Taxi**, PO Box 507, Yarmouth, 846-9336  
**207 Taxi**, 372 Presumpscot St., Portland, 774-2255

### **Water Taxis**

**Presumpscot Water Taxi**, 72 Commercial St, Portland, 879-2562  
**Island Water Taxi**, South Portland, 799-1818  
**Portland Express Water Taxi**, W. Commercial St., Portland, 415-8493

### **Private Ferry Service**

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

### **Wheelchair Van Service**

**ANTS - Accessible Non-Ambulatory Transportation Service** (division of ABC Taxi), Portland, 772-8685  
**North East Mobile Health**, 24 Washington Ave, Scarborough, 883-1557  
**American Medical Response**, 12 Runway Road, Scarborough, 885-9801  
**United Ambulance Service**, 10 Hospital Drive, Bridgton

### **Community Based Volunteer Transportation**

ITN Portland®, 90 Bridge St. #100, Westbrook, 854-0505

## Other Services

**Veterans Administration Transportation Program.** The Veterans Administration operates a transportation program utilizing vans and volunteer drivers to transport veterans from around the state to Togus Hospital in Augusta. 207-623-5725.

**Potential Transportation Providers.** In 2014, MaineDOT sent a transportation survey to assisted living facilities, service organizations, volunteer groups and others, requesting information about their transportation services. Several survey respondents in this region indicated a conditional interest in providing transportation to the general public. Contact MaineDOT for information about these survey respondents.

## Providers Seeking Section 5311 Assistance and/or State Assistance (Rural and Urban)

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

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

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

## Development of the Locally Coordinated Plan

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

The Locally Coordinated 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 below;

- Organize statewide public Transit Summit Meetings to collaborate on existing and future transit needs as described 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.

### **Existing Coordination Efforts in Cumberland County**

RTP has worked closely for many years with social service agencies, service providers and others to ensure that its limited resources are used as efficiently as possible. In FY 2012, 79% of total revenues received were derived from MaineCare funds. Consequently, RTP relied heavily on MaineCare transportation services to leverage other funding sources and coordinate trips to remain as a viable public transportation provider in the region. For example, there are members of the general public that rely solely on RTP to access medical care, groceries and other basic living needs including elderly, individuals with disabilities and low income individuals who have marginal incomes and who do not qualify for any local, state or federal assistance programs. The importance of using a variety of funding sources as reflected in the chart provide the region with an affordable, integrated and comprehensive transit service. Moreover, the ability to leverage a variety of funding sources, instead of relying on a single source of revenue, is critical to support the current level of service or the expected demand for more services. The paragraphs following the chart provide an overview of some of RTP's coordination efforts.

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

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

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

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

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

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

### **Transit Summit Meeting**

The Maine Department of Transportation and RTP solicited widespread input in the development of the locally coordinated plan using a Regional Plan Transit Summit Meeting held on November 14, 2013 at the Portland Public Library in Portland. An extensive list of interested parties 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 Portland Press Herald.

The notices included the purpose of the Transit Summit Meeting as follows:

- Evaluate current transit services and mobility management efforts for:
  - Low income individuals
  - Elderly individuals
  - Individuals with disabilities
  - General public
- Evaluate and prioritize future transit projects as identified by the transit provider; (a list of the projects were provided with the invitation)
- Collect information on coordination efforts.

An opportunity was provided for attendees to identify needs and propose additional strategies and projects for the region.

The response from the meeting was comprehensive and participants specifically expressed the need for CBITD to undertake Phase II of the terminal expansion, to implement AVLs for all boats and acquire a replacement boat; SPBS—more frequent service as well as service on Sundays, and RTP—to extend service to the Lakes Region and explore options for diversification.

For a summary of the results of the Transit Summit, please refer to the Locally Coordinated Transit Plans for RTP, METRO, SPBS and Casco Bay Island Transit District.

### **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.

### **Outreach Efforts**

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

### **Interagency Transportation Coordinating Committee**

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 (now called the Locally Coordinated Transit Plan, LCP), 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 LCP 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 LCP 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.

## **Periodic Review of Service**

### **Overview**

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

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

### **Locally Established Criteria**

RTP has developed a Private Enterprise Participation Policy that includes procedures for reviewing existing transportation services in the region to determine whether service can be provided more effectively by the private for-profit sector. These policies include periodically examining existing services to determine where opportunities may exist for private enterprise participation. RTP works with the staff at Portland Area Comprehensive Transportation Study (PACTS) and the Greater Portland Council of Governments (GPCOG) to make an annual evaluation. A written report is submitted to the Board of Directors regarding opportunities for private participation.

To the great extent possible, RTP will involve private-for-profit transportation service organizations at an early stage in the planning for new or restructured service. Additionally, the public, other potential providers, and human service agencies are given an opportunity to review the service through the LCP.

### **Methodology for True Cost Comparison**

RTP's Private Enterprise Participation Policy will establish objective criteria for judging any service proposals that are received from private entrepreneurs. RTP will establish criteria for judging proposals based on the following factors: proposed service quality, cost efficiency, degree of proposed coordination with RTP services, and reputation and experience of the proposer.

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

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

## **Americans with Disabilities Act Plans**

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

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