
**MaineDOT Locally
Coordinated Transit Plan
Region 2**

**Washington Hancock
Community Agency
WHCA**

FY 2013 - 2017

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Washington Hancock Community Agency WHCA

Description

Note: The information included in this locally coordinated transit plan reflects services and procedures that were in place prior to August 1, 2013. On that date, the Maine Department of Health and Human Services implemented a brokerage system for MaineCare riders. This resulted in numerous changes which are not reflected in this document.

Rural transit provider

Provider: Washington Hancock Community Agency
Contact person: Linda Belfiore, Director of Transportation Services
Address: PO Box 299, Ellsworth, Maine 04605
Telephone: 207-664-2424, Extension 4410
Email: lbelfiore@whcacap.org
Website: www.whcacap.org

Service

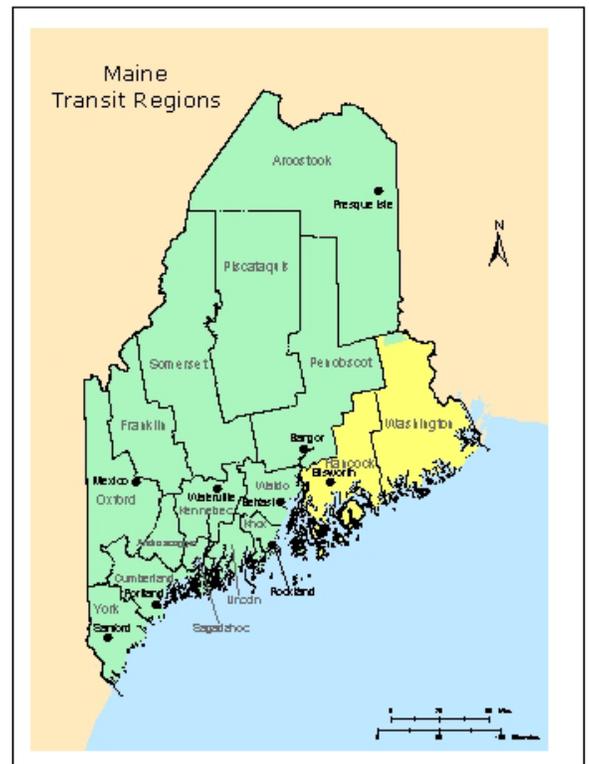
Service area: Washington, Hancock Counties
Type of service: Demand Response, Contract Service, Volunteers, Helping Hands Garage

Geographic area

WHCA provides demand response service and other services as described below throughout Region 2, which includes Hancock and Washington Counties (excluding Danforth and including Isle au Haut).

WHCA transportation overview

WHCA provides demand response services throughout its service area (two-day advance notice requested). In addition, WHCA SunRides bus provides five-day per week demand response service from Eastport to Calais. This bus also provides free-standing day rehabilitation services five days per week to the Beckett Center, a sheltered workshop. Three days per week, this bus returns to Eastport to provide shopping and personal business transportation between Eastport, Pleasant Point, and Perry. Two days per week it provides mid-day service to Calais, and also provides in-town Calais shopping and medical trips.



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WHCA further operates one bus five times per week from Indian Township to Calais and for local transportation needs in the immediate Princeton area, and Peter Dana Point. WHCA also operates two routes transporting mentally challenged adults to and from Downeast Horizons (formerly MDI sheltered workshop) in Bar Harbor. WHCA operates two routes transporting mentally challenged adults to Sunrise Workshop five days per week in Machias from Milbridge and Lubec. These vehicles also provide in-town bus services for shopping and personal business in Machias, Lubec, Columbia area, Cherryfield, and Milbridge. WHCA purchases ferry service and fixed route bus tickets on a regular basis whenever such purchases will result in a cost-effective delivery of transportation services. WHCA also provides shopping services on a demand response basis for seniors and others on a space-available basis.

The WHCA transportation program provides rides to the general public, MaineCare qualified clients, Department of Health and Human Services (DHHS) clients, and clients of sheltered workshops. Transportation to sheltered workshops is provided on WHCA's regularly scheduled bus routes. WHCA will reimburse the client to provide his or her own transportation as per MaineCare regulations. If that is not practical, WHCA will arrange for a volunteer driver or agency vehicle. Whenever practical, WHCA purchases tickets for services from local fixed route bus providers including Downeast Transportation, Inc. (DTI) and West's Transportation when available.

How service is provided

WHCA provides services with accessible vans/light buses, volunteer drivers, taxi, and friend and family reimbursement. Van/light bus service is available to the general public, MaineCare, and other riders on referral from agencies with WHCA contracts. Volunteer transportation is available to all MaineCare, DHHS, and other contracted social service agencies (depending upon funding source limitations).

WHCA passengers

WHCA serves seniors, low-income individuals and people with disabilities, and other residents of Washington and Hancock Counties including: the general public and recipients of MaineCare; Maine Department of Health and Human Services; as well as many other social service agencies. MaineCare recipients need to have MaineCare covered appointments; other riders must meet the requirements of other funding sources to qualify for transportation or pay a fare as a general public rider.

How services are documented for different funding streams

WHCA uses Mobilitat EasyRides software. Intake staff screen all trip requests to determine eligibility for different funding sources and the most appropriate mode of transportation. When a trip request is entered into the Mobilitat Easy Rides software it is coded by staff to reflect which agency or funding source will be charged for that trip.

Dispatching

WHCA has two staff who handle intake of calls, screening of clients and scheduling of trips. Once trips have been entered into the software, two dispatchers review all trips and determine the most appropriate mode--taking into consideration the origins and destinations, needs of the rider, funding sources, etc. Dispatchers manually enter trip assignments into the computer.

Mobilitat Easy Ride software does have an auto-scheduling feature but it does not meet the needs of WHCA due to the very remote areas and peninsulas. However, the software makes the manual scheduling and dispatching of trips much easier.

Transit provider contributors

- MaineDOT
- Federal Transit Administration
- MaineCare
- DHHS
- Susan G. Komen Foundation
- J.T. Gorman Grant
- CDS
- Eastern Area Agency on Aging
- Maine Cancer Foundation
- Machias Savings Bank

Volunteer Organizations

- Friends in Action is a community based volunteer transportation program serving seniors and people with disabilities in Hancock County. WHCA coordinates with this organization whenever possible.
- Island Connections serves the Bar Harbor area and WHCA is working on developing a relationship with them.
- There are smaller groups affiliated with churches providing some service to their communities but no information is available.

Major Transit Services

The importance of general public service in a rural area cannot be measured simply by the number of trips and miles. Without basic access to accessible transportation, seniors, low-income individuals and people with disabilities may find it difficult to obtain food and medical care that are necessary to maintaining a basic quality of life.

General public

Service to the general public is provided almost exclusively through SunRides Community Transit. All trips must be scheduled in advance and riders pay a fare based upon distance traveled. For those general public riders not able to be served by SunRides, they may receive services on a space available basis in other vehicles.

The majority of general public riders are over 60 years of age and reside in major communities near Route 1, and the communities of Lubec, Eastport, and Blue Hill. General public riders use Sunrides Community Transit primarily for shopping. The fares are based upon income and mode of service provided.

- In addition, general public service is offered in other communities not served by SunRides on a space available basis for shopping, medical, and other services. A partial listing of towns include: Lubec, Machias, Whiting, Milbridge, Princeton, Perry, Pembroke, Eastport, Dennysville, Cherryfield, Addison, Jonesport, Jonesboro, Whitneyville, Columbia Falls, and Columbia.
- Bucksport – Bangor: Daily – shopping and health related appointments as requested.
- Ellsworth: Daily in-town shopping and health related appointments as requested.

DHHS sponsored service

- **MaineCare.** Based on eligibility and approved services, WHCA provides transportation to medically related appointments.
- **MaineCare Waiver services.** Monday through Friday to and from the following sheltered workshops serving mentally challenged adults: Downeast Horizons; Addison Point Development Center; Sunrise Center Workshop; Beckett Center; and Ellsworth Development Center.
- **Low income.** Based on proof of monthly income, customers may be eligible for DHHS's low income program. This program provides for transportation to grocery stores and medical appointments if the person is not receiving MaineCare assistance. An application process must

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be completed and proof of income must be verified every six months. Current eligibility is 125% of the Federal poverty level.

- **Children and families.** Based on referral from a DHHS caseworker transportation is provided to a variety of services not covered by MaineCare including supervised visitation.

Other

- **Helping Hands Garage.** WHCA provides vehicles to lower income families needing transportation to work in rural areas where other commuter transportation is not available. WHCA dba Helping Hands Garage is a fully licensed used car dealer in the State of Maine. Over 150 families have been served by this program.

Importance of WHCA to the Region and its Economy

Public and social service transportation services benefits and supports more than the riders. The economy benefits at a variety of levels through residents accessing local supermarkets, shopping centers and “Main Street” businesses. Another example is preventive and other healthcare can more easily be obtained—helping in reducing overall medical costs and expensive visits to emergency rooms. WHCA supports the local economy in a variety of ways.

- **Medical providers.**
 - Hospitals in Machias, Ellsworth, Blue Hill, and Bangor
 - Physicians
 - Mental health providers
 - Dental services
 - Pharmacies
- **Merchants and other vendors.** SunRides supports transportation in a large part of the region. Merchants and other vendors benefit from rides that frequent their businesses such as:
 - Supermarkets in Calais, Eastport, Lubec, Machias, Columbia, etc
 - Merchants throughout Ellsworth
 - Other retail establishments in various communities
- **Education.** TAP funding is available in Washington and Hancock Counties and may be used for educational purposes when referred by Penquis/The Lynx Transportation.
- **Employment.** TAP funding in Washington and Hancock Counties may be used for this type of transportation when referred by Penquis/The Lynx Transportation. In addition, MaineCare waiver recipients are able to access transportation to supportive employment allowing people with disabilities to supplement their income and to live more independently.

Accomplishments

Operations

- Re-branded the bus service to SunRides and expanded it, offering more service to seniors and people with disabilities.
- Taken on transportation operations for Indian Township and Pleasant Point tribal governments.
- Established a Calais to Bangor bus service for seniors.
- Undertook planning for an Eastport to Bangor bus service for seniors.
- Stabilized the Helping Hands Garage and hired a WHCA mechanic to provide light maintenance for agency vehicles and at an affordable rate for cars sold to low-income individuals.
- Provided free transportation to children seeking dental care through the New York University twice yearly sponsored dental clinics in Machias. Trips are funded by MaineCare, low-income DHHS contracts or WHCA.
- Expanded WHCA website to include comments, inventory, and brochures for the Helping Hands Garage (HHG).
- Enhanced safety and security by installing four (4) cameras on each bus (2 exterior/2 interior).

Grant Initiatives

- **New Freedom grant** – mobility management--\$56,000 has been approved.
- **Doby grant** – veteran’s transportation--\$25,000—applied for.
- **Livability grant** – disability/employment transportation—purchase three (3) vehicles, two of which are accessible to serve people with disabilities/employment transportation—received.
- **Gorman grant** – New Freedom match--\$6,000—received.
- **Komen grant** – breast cancer transportation—received.
- **HUD grant** – housing and transportation costs—approximately \$15,000—examine ways to reduce housing and transportation costs—received. This is in collaboration with The Northern Maine Development Corporation, Washington County Council of Governments, and the Maine Department of Economic and Community Development.

Improved Efficiencies

- Increased the number of MaineCare and DHHS special and regular contract clients accessing services through friend and family reimbursement thereby freeing space in volunteer vehicles to provide more service with the same level of funding.
- Established “back-up” buses in all major areas, so that transportation will be available to riders if the assigned vehicle for the area experiences mechanical problems or a driver calls in sick.
- Purchased minivans to assist people with disabilities in very rural areas which eliminated the need to use a much larger vehicle for one or two people.

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- Installed Mobile data tablets on all agency vehicles (buses) and mini-vans that allows trip manifests to upload to the tablet from the Mobilitat software. Drivers enter odometer readings, no show information, etc. directly into the tablet throughout the day. Once the daily trips are completed, the data is downloaded into the software thereby eliminating the need for staff to enter all the data from the manifests.
- Installed a “hot spot” on the WHCA website that allows users who have been screened for eligibility and have a password to enter their own trips directly into the Mobilitat software. A message is sent to dispatch and the trip appears on the dispatcher’s screen for scheduling. This is an efficient use of resources that saves staff time and assists in reducing the number of incoming telephone calls.
- Installed a 24/7 cancellation line on which callers who wish to cancel a trip can leave a message.

Service Gaps

- **Geographic coverage.**

Coastal geographic coverage. Additional services are needed in the towns of Bar Harbor, Castine, Corea, Blue Hill, Stonington, Deer Isle, Penobscot, Sedgwick, Southwest and Northeast Harbors, Swans Island, and Winter Harbor in Hancock County, and Eastport, Lubec, Jonesport, Addison in Washington County.

Inland geographic coverage. Other more rural communities that are underserved are Aurora, Amherst (Route 9 corridor), Centerville, Deblois, Beddington, Topsfield, Grand Lake Stream, Waite, and Vanceboro. With the limited resources available, it is more efficient and effective to serve the more populated areas where more people can utilize the service. It is cost prohibitive to utilize an agency vehicle (bus) to pick up one passenger in a remote community. The lack of volunteers is another contributing factor to these communities being underserved.

- **Time of day/weekends.** There is no public service available on weekends and evenings.
- **Clients.** There may be a need for more transportation options for people seeking and maintaining employment. The larger employers have variable shifts, making it difficult to arrange transit schedules that will serve enough individuals for efficient operations. There has been little interest shown from businesses to work with WHCA in exploring employment transportation. Some clients need someone other than the driver to accompany them on a trip. WHCA has no resources for such a service.
- **Service Quality.** WHCA’s agency vehicles are generally in good condition and are garaged along Route 1. Keeping vehicles in decentralized locations is more efficient than dispatching them from one or two central locations.

Callers seeking transportation have a difficult time reaching WHCA due to the high volume of calls vs. the number of staff available to answer the telephone during peak hours. WHCA has two staff available for this and cannot increase staffing due to a lack of resources.

Future Priorities and Projects

The future priorities and projects shown below reflect future investments that were first identified by WHCA and subsequently modified and prioritized by the public at a MaineDOT-sponsored Regional Transit Summit that was held at the Ellsworth City Hall auditorium in Ellsworth on December 13, 2013. Attendees were provided the opportunity to add a potential project or identify an issue for consideration at any time during the meeting.

In order to ensure maximum participation, MaineDOT sent an invitational letter, an agenda, and a list of potential priorities and projects to riders, social service agencies, healthcare facilities, chambers of commerce, private businesses, other transit operators in the region, members of the general public who had previously expressed an interest in transportation issues, and area legislators. Invitees unable to attend were afforded the opportunity to e-mail MaineDOT and make comments and recommendations both prior to, and following the meeting—these comments were included when compiling the ratings for each identified project.

A representative of MaineDOT provided an outline of the purpose and need for public input in this planning process to attendees and encouraged their full participation. A representative from each transit agency in attendance provided a brief history of their services and fielded questions from attendees. A facilitator presented the provider-identified future projects to the group and invited discussion which gave them with an opportunity to add to the list of potential projects. Attendees were provided with scoring sheets and rated each project. This process was repeated for each FTA/MaineDOT funded transit agency in the region.

The results of the Regional Transit Summit are reflected in two tables on the following pages. The first table shows the number of people who identified each of the priorities/projects as very important, somewhat important, not important, and no opinion. The second table shows the percentage ranking of the various priorities and projects in priority order.

NUMERICAL RATING OF PRIOTIES AND PROJECTS
Washington Hancock Community Agency

Future Priorities and Potential Projects	Very Important	Somewhat Important	Little Importance	No Opinion
A. New services for underserved communities for the elderly, disabled and low-income populations	17	4	0	0
B. Additional buses and staff to allow for expansion of services.	6	13	1	1
C. Grant funding to help support services in the future as revenues are lost to the brokerage.	14	4	1	2
D. Lift equipped vehicle for residents in the more remote communities.	11	8	1	1
E. Eastport to Bangor service to assist seniors with transportation to shopping, medical and other types of services.	5	11	1	4
F. Car washes (preferably with under-carriage capabilities) in Machias, further Downeast and in Ellsworth to extend the life of vehicles.	3	9	6	3
G. Additional chaircar services (accessible vehicle) in more rural communities after the MaineCare brokerage is in place.	7	8	2	4
H. Dialysis transportation. More dialysis transportation.	8	10	0	3
I. Expansion of community transit services for the general public for shopping and medical services. Also, feeder routes between peninsula communities and route 1 to meet the intercity (Calais to Bangor and return).	12	8	0	1

PERCENTAGE RATING OF PRIORITIES AND PROJECTS
Washington Hancock Community Agency

Future Priorities and Potential Projects	Very Important to Somewhat Important	Little Importance to No Opinion
A. New services for underserved communities for the elderly, disabled and low-income populations	100%	0
I. Expansion of community transit services for the general public for shopping and medical services. Also, feeder routes between peninsula communities and route 1 to meet the intercity (Calais to Bangor and return).	95%	5%
B. Additional buses and staff to allow for expansion of services.	90%	10%
D. Lift equipped vehicle for residents in the more remote communities.	90%	10%
C. Grant funding to help support services in the future as revenues are lost to the brokerage.	86%	24%
H. Dialysis transportation. More dialysis transportation.	86%	24%
J. Veterans transportation services to include a second mobility manager to assist them with accessing medical, employment, shopping, etc.	86%	24%
E. Eastport to Bangor service to assist seniors with transportation to shopping, medical and other types of services.	76%	24%
K. Helping Hands Garage expansion to include a second location in Washington County.	76%	24%
G. Additional chaircar services (accessible vehicle) in more rural communities after the MaineCare brokerage is in place.	71%	29%
F. Car washes (preferably with under-carriage capabilities) in Machias, further Downeast and in Ellsworth to extend the life of vehicles.	57%	43%
M. Commuter services providing transportation to and from major employers in Washington County.	62%	38%

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WASHINGTON HANCOCK COMMUNITY AGENCY		
Annual Report – Past Two Years		
	FY 2011	FY 2012
Volunteer Resources		
Volunteer Drivers	35	30
Vehicles		
Number of Active Vehicles in Fleet	12	12
Number of Inactive Vehicles in Fleet	0	0
Number of Spare Vehicles in Fleet	0	0
Number of Vehicles Disposed	1	0
Number of Vehicles Sold	0	2
Number of ADA Accessible Vehicles	11	11
Annual Operating Expenses		
Annual Transit Operating Expenses	\$3,644	\$3,585
Annual Social Services Operating Expenses	\$2,599,032	\$2,557,298
Annual Administrative Expenses		
Annual Transit Administrative Expenses	\$405	\$398
Annual Social Services Administrative Expenses	\$289,186	\$284,543
Annual Operating Revenues		
Fare Revenues	\$2934	\$3407
Transit Contract Revenues	0	0
Social Service Contract Revenues	\$2,409,151	\$2,375,837
FTA-Federal Operating Assistance	\$295,366	\$355,305
MaineDOT – State Operating Assistance	\$5,393	\$16,931
Local Operating Funds	\$86,129	\$92,928
Total Annual Operating Revenues	\$2,798,973	\$2,844,408
FTA-Sources of Capital Funds		
FTA-Federal Capital Assistance	\$15,187	0
MaineDOT-State Capital Assistance	0	0
Local Capital Funds	\$3,037	0
Total Capital Funds	\$18,224	0
Annual Miles		
Annual Transit Miles (vehicle miles)	7,965	11,713
Annual Social Service Miles (passenger miles)	6,341,360	5,585,267

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		FY 2011	FY 2012
Annual Vehicle Hours		145,882	124,117
Annual Passenger Trips			
Annual Transit Passenger Trips		2,747	2,645
Annual Social Services Passenger Trips		175,626	161,187
Safety			
Fatalities		0	0
Major Incidents		1	0
Major Injuries		0	0

WHCA Capital Plan					
Description	FY 13	FY 14	FY 15	FY 16	FY 17
Replace one vehicle		\$64,000	\$64,000	\$70,000	\$70,000

Trips, Passenger Miles by Agency Past Two Fiscal Years				
Social Service Agency/Program	One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012
General Public	2747	2645	7965	11,713
MaineCare	164,273	149,113	6,120,678	5,395,724
DHHS Other	7628	9710	130,295	132,180
Other	3725	2364	90,387	57,363
Total	178,373	163,832	6,349,325	5,596,980

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Trips, Passenger Miles by Mode Past Two Fiscal Years				
Mode	One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012
Agency Vehicles	21,835	24,254	339,764	380,518
Volunteers	33,387	30,837	1,437,896	1,280,453
Friends and Family	123,151	108,741	4,571,665	3,936,009
Total	178,373	163,832	6,349,325	5,596,980

Number of General Public, Elderly and Disabled Trips		
	FY 2011	FY 2012
Elderly Passenger Trips	1593	1749
Disabled Passenger Trips	52	83
Total Elderly, Disabled Trips*	1645	1832
Other General Public Trips	1102	813
Total General Public Trips	2747	2645

*Total may differ from sum of elderly and disabled trips because of double counting

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WASHINGTON HANCOCK COMMUNITY AGENCY		
Revenues and Expenses – Past Two Years		
	FY 2011	FY 2012
REVENUES		
State (non-capital, administered by MaineDOT)	\$5,393	\$16,931
Other State (e.g. Maine Department of Labor)		
FTA:		
5307 (small urban area systems)		
5309 (capital assistance)		
5310 (elderly, disabled)	\$15,187	
5311 (rural area systems)	\$181,892	\$237,058
5316 (job access, reverse commute)	\$113,474	\$118,247
5317 (new freedom)		
Grants (other than FTA)	\$12,068	\$25,085
Local Match	See other	See other
Fares	\$2,934	\$3,407
Other	\$73,720	\$67,843
MaineCare	\$2,202,583	\$2,141,542
DHHS non-MaineCare	\$209,946	\$234,295
Total	\$2,817,197	\$2,844,408
EXPENSES		
Salary & Fringe	752,155	759,532
Transporting clients	1,560,809	1,437,546
Vehicle costs	169,128	217,951
Other direct program costs	179,169	183,150
Indirect Administrative costs	230,601	247,247
Total	\$2,891,862	\$2,845,426
TOTAL	(74,665)	(1,018)

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WASHINGTON HANCOCK COMMUNITY AGENCY		
Budget For FY 2013 and 2014		
	FY 2013	FY 2014
REVENUES		
State (non-capital, administered by MaineDOT)	\$5,000	\$5,000
Other State (e.g. Maine Department of Labor)		
FTA:		
5307 (small urban area systems)		
5309 (capital assistance)		
5310 (elderly, disabled)	\$15,000	
5311 (rural area systems)	\$99,701	\$116,702
5316 (job access, reverse commute)	\$65,354	
5317 (new freedom)	\$55,122	55,000
Grants (other than FTA)	\$38,400	\$55,000
Local Match	See other	See other
Fares	\$2,934	\$3,407
Other	\$73,720	\$77,843
MaineCare	\$1,932,583	\$1,081,557
DHHS non-MaineCare	\$185,201	\$185,201
Total	\$2,473,015	\$1,579,710
EXPENSES		
Salary & Fringe	628,055	476,924
Transporting clients	1,276,687	542,555
Vehicle costs	206,211	257,879
Other direct program costs	201,145	103,150
Indirect Administrative costs	244,296	179,466
Total	\$2,556,394	\$1,559,974
TOTAL	(83,379)	19,736

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PTMS VEHICLE EVALUATION SUMMARY FORM FY 2013

Washington Hancock Community Agency

1	VIN	1FDXE45S07DA 13766	1FDXE45S36DA 21018	1FDWE35L33HB 37192	1FDXE45S97DA 13765	1FDXE455567DA 21019	1FDWE251134B 37191
2	Fleet # and Status*	307-A	406-A	503-A	607-A	806-A	1003-A
3	Vehicle Type **	SMDB	SMDB	LDB	SMBD	SMBD	LDB
4	Make, Model	Ford Startrans	Ford Startrans	Ford Goshen	Ford Startrans	Ford Startrans	Ford Goshen
5	Year	2007	2006	2003	2007	2006	2003
6	Fuel Type	Gasoline	Gasoline	Gasoline	Gasoline	Gasoline	Gasoline
7	Fuel Use – 12 months	3976.4 gallons	4018.2 gallons	484.1 gallons	2312.6 gallons	1291.2 gallons	1798.6 gallons
8	Mileage	156,798	144,205	162,415	115,139	158,072	191,696
9	12-month Mileage	18,442	17,484	4,944	19,802	35,712	30,594
10	Repair Cost - 12 months	\$5,324.38	\$5,019.01	\$1,678.03	\$6,482.96	\$1,676.21	\$2,681.17
11	Repair frequency - 12 months***	A-3 B-5 C-0	A-2 B-3 C-1	A-1 B-3 C-0	A-2 B-7 C-3	A-4 B-6 C-0	A-5 B-4 C-0
12	Vehicle appearance - interior	FAIR	FAIR	FAIR	FAIR	FAIR	GOOD
	Vehicle appearance - exterior	GOOD	GOOD	GOOD	GOOD	GOOD	GOOD
13	ADA Accessibility:	YES	YES	YES	YES	YES	YES
	Equipped/Working	YES	YES	YES	YES	YES	YES
	Tie Down	YES	YES	YES	YES	YES	YES
	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	MANUAL	MANUAL	MANUAL	YES	YES	YES
16	Date of Inspection	12-27-12	12-27-12	12-27-12	12-27-12	12-27-12	12-27-12
17	Inspector's Name:	TERRY D. BICKFORD	TERRY D. BICKOFRD	TERRY D. BICKFORD	TERRY D. BICKFORD	TERRY D. BICKFORD	TERRY D. BICKFORD

* 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

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PTMS VEHICLE EVALUATION SUMMARY FORM FY 2013

Washington Hancock Community Agency

1	VIN	1FTNS24L13HB 33307	2D4RN4DE3AR 455067	2D4RN4DE5AR 420532	1FDDE4F5XADB 02360	1FDDE4F5SADB 02359	1FDDE4LOADB 00724
2	Fleet # and Status*	1103-A	210-A	110-A	910-A	710-A	1210-A
3	Vehicle Type **	Van	Van	Van	SMDB	SMDB	SMDB
4	Make, Model	Ford E250	Dodge Caravan	Dodge Caravan	Ford Startrans	Ford Startrans	Ford Startrans
5	Year	2003	2010	2010	2010	2010	2010
6	Fuel Type	Gasoline	Gasoline	Gasoline	Gasoline	Gasoline	Gasoline
7	Fuel Use – 12 months	1151.0 gallons	865.2 gallons	1602.4 gallons	4912.8 gallons	1485.4 gallons	2119.4 gallons
8	Mileage	130,421	27,828	43,783	22,700	19,181	44,032
9	12-month Mileage	16,964	19,326	31,540	16,070	12,690	19,990
10	Repair Cost - 12 months	\$2,608.42	\$4,343.46	\$5,324.38	\$6,652.56	\$5,217.68	\$2,881.94
11	Repair frequency - 12 months***	A-3 B-3 C-1	A-3 B-2 C-0	A-4 B-3 C-0	A-2 B-3 C-0	A-2 B-4 C-0	A-3 B-9 C-0
12	Vehicle appearance - interior	GOOD	GOOD	GOOD	GOOD	GOOD	GOOD
	Vehicle appearance - exterior	GOOD	GOOD	GOOD	GOOD	GOOD	GOOD
13	ADA Accessibility:	NO	YES	YES	YES	YES	YES
	Equipped/Working	YES	YES	YES	YES	YES	YES
	Tie Down	YES	YES	YES	YES	YES	YES
	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	MANUAL	MANUAL	MANUAL	MANUAL	MANUAL	MANUAL
16	Date of Inspection	12-27-12	12-27-12	12-27-12	12-27-12	12-27-12	12-27-12
17	Inspector's Name:	TERRY D. BICKFORD	TERRY D. BICKOFRD	TERRY D. BICKFORD	TERRY D. BICKFORD	TERRY D. BICKFORD	TERRY D. BICKFORD

* 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

Appendix

Surveys and studies

- WHCA completed a live two-county telephone survey where surveyors attempted to call 2661 users to ask about the quality of transportation services. Five hundred thirteen responded, 213 declined the interview and 1,935 could not be reached. As a direct result of this survey, WHCA installed a twenty-four hour, seven day per week cancellation line that reduces the number of no-shows.
- A study is underway through a coalition (see prior description under Expansion of Services). The goal is to identify those areas that are underserved and to recommend ways in which transportation can be expanded to free user's transportation dollars, making them available for other necessary services.