

MDOT REGION 2

BIENNIAL OPERATIONS PLAN

FY 2007 AND FY 2008

A LOCALLY COORDINATED PLAN

**WASHINGTON HANCOCK COMMUNITY AGENCY
(WHCA)**

WEST'S TRANSPORTATION

DOWNEAST TRANSPORTATION (DTI)

MDOT REGION 2

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DOWNEAST TRANSPORTATION (DTI)

Prepared by

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

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REGIONAL OVERVIEW

MDOT REGION 2

REGIONAL OVERVIEW

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REGIONAL OVERVIEW

LOCATION OF REGION 2

Region 2 encompasses Hancock County and Washington County. The two-county service area is over 4,155 square miles in size (1,587 square miles in Hancock County and 2,568 square miles in Washington County), and has a total population of approximately 85,732 (2000 Census).



POPULATION OF REGION 2

Hancock County had a population of 51,791 and Washington County had a population of 33,941 in the year 2000, as displayed in the table on the following page. Hancock County's population increased by 10% between 1990 and 2000, a much faster rate of increase than statewide (4%). Conversely, Washington County's population decreased by 4% between 1990 and 2000.

POPULATION OF HANCOCK COUNTY, WASHINGTON COUNTY AND MAINE			
Year	Hancock County	Washington County	Maine
1960	32,293	32,908	970,689
1970	34,590	29,859	992,048
1980	41,781	34,963	1,124,660
1990	46,948	35,308	1,227,928
2000	51,791	33,941	1,274,923
1970-80 change	21%	17%	13%
1980-90 change	12%	1%	9%
1990-00 change	10%	-4%	4%
1960-00 change	60%	3%	29%

Source: US Census

Washington County's median household income (\$25,869) was much lower than Hancock County's median household income (\$35,811), which was even lower than State and Federal figures (see table below). Washington County also had a higher poverty rate (19% of the population living below the poverty level), than Hancock County with 10.2% of the population living below the poverty level. Both Washington and Hancock counties had higher percentages of people aged 65 and over, 17.3% and 16%, respectively, than at the State and Federal levels.

HANCOCK COUNTY AND WASHINGTON COUNTY PROFILES – 2000				
Measure	Hancock County	Washington County	Maine	USA
Total Population	51,791	33,941	1,274,923	281,421,906
Total Households	21,864	14,118	518,200	105,480,101
Average Household Size	2.31	2.34	2.39	2.59
Median Household Income	\$35,811	\$25,869	\$37,240	\$41,994
Persons below Poverty	10.2%	19.0%	10.9%	12.4%
65 Years and Over	16.0%	17.3%	14.4%	12.4%
Persons Per Square Mile	32.6	13.2	41.3	79.6

Source: 2000 U.S. Census

Washington County only has 13.2 people per square mile as compared to 32.6 people per square mile in Hancock County. Both counties are much more sparsely populated than state wide (41.3) or country-wide (79.6).

REGIONAL PUBLIC AND PRIVATE PROVIDERS

A. TRANSPORTATION PROVIDERS

Transportation providers in Region 2 include three providers seeking Section 5311 funding (Washington Hancock Community Agency, West's Transportation, Inc., and Downeast Transportation, Inc.). Other providers include two subcontractors (the Passamaquoddy Tribal Government at Indian Township and the Passamaquoddy Tribal Government at Pleasant Point), and a number of taxi services.

Agencies

Washington Hancock Community Agency (WHCA). Washington Hancock Community Agency provides social service transportation to all towns throughout Hancock and Washington Counties (including Isle au Haut and excluding Danforth) on a demand response basis (two-day advance notice required). In addition, WHCA subcontracts with the Passamaquoddy Tribal Government at Pleasant Point to provide 5-day per week service from Eastport to Calais. This bus provides commuter service to the Beckett Center, a sheltered workshop. Three days per week, this bus returns to Pleasant Point to provide shopping and personal business transportation between Eastport, Pleasant Point and Perry. Two days per week it provides mid-day service to Calais. One day a week it provides shopping in Eastport.

WHCA further subcontracts with the Passamaquoddy Tribal Government at Indian Township to operate one bus five times per week from Indian Township to Calais and for local transportation needs in the immediate Princeton area. This service covers Peter Dana Point. WHCA also contracts with Downeast Transportation, Inc., to operate two routes transporting mentally retarded adults to and from the MDI workshop in Bar Harbor.

West's Transportation, Inc. West's Transportation is a private transportation provider that provides two subsidized fixed-route public transportation services to communities within Washington County and Hancock County. The Calais to Bangor Intercity service (West's Coastal Connections) operates daily between Calais and Bangor and includes stops at a number of locations within Washington and Hancock Counties. The Washington County Service operates Mondays through Wednesdays and provides transportation service to a number of communities in Washington County and eastern portions of Hancock County. Additionally, West's provides transportation services for several social service programs: MaineCare and a federally funded migrant worker program.

Downeast Transportation, Inc. Downeast Transportation (DTI) is a private, non-profit agency that operates regularly scheduled deviated fixed route public bus service in Hancock County. Areas served include Ellsworth, all of Mount Desert Island, the Blue Hill peninsula including Brooklin, Sedgwick, Deer Isle and Stonington, the northern Hancock County town of Otis, the coastal towns of Hancock, Sullivan, Gouldsboro and Winter Harbor in eastern Hancock County, and the town of Bucksport in western Hancock County.

DTI also provides: commuter services to the Jackson Lab in Bar Harbor; transportation services to the Mount Desert Island Sheltered Workshop; one day per week service between Bar

Harbor, Ellsworth and Bangor; one day per week service in Bucksport; seven day per week seasonal service between Trenton, Mount Desert Island and Acadia National Park (Island Explorer Shuttle Bus System) as well as seven day per week seasonal service on Schoodic Peninsula.

Taxi Services

1. **Acadia Cab**, Bar Harbor, 288-8294
2. **At Your Service Taxi Company**, 59 Cottage St., Bar Harbor, 288-9222
3. **Cell Kell Taxi**, Ellsworth, 667-7306
4. **Gary's Taxi Service**, PO Box 441, Calais, 469-3609
5. **Johnny's Cab**, Bar Harbor, 478-4658
6. **LandJet**, 432 Water Street, Ellsworth, 266-1085
7. **Ma & Pa Taxi**, PO Box 58, Steuben, 479-6683
8. **MDI Taxi & Tours**, 288-3333
9. **O'Pooch Taxi Cab**, 9 Eden Street, Bar Harbor, 288-3898
10. **Quiet Side Cab**, 3 Acadia Pines Lane, Mt. Desert, 244-5566

Limousine Service

1. **Airport and Harbor Car Service**, 440 Oak Point Road, Trenton, 667-5995
2. **Crystal Limousine Service**, 93 Maddocks Avenue, Ellsworth, 667-4121
3. **Island Limo**, Bar Harbor, 288-4646
4. **Seaside Limousine Service**, Evergreen Point, Sullivan, 866-844-5466

Bus Lines

1. **Greyhound Bus Lines**, 207 Main St., Bar Harbor, 288-3211
2. **Laidlaw Education Services**, 31 Main Street, Calais, 454-3137; 99 Front Ridge Road, Orland, 469-7673
3. **West's Bus Service**, Pigeon Hill Road, Steuben, 546-2823

B. PROVIDERS SEEKING SECTION 5311 ASSISTANCE

Three providers are seeking Section 5311 assistance: Washington Hancock Community Agency, West's Transportation, and Downeast Transportation. The Passamaquoddy Tribal Government at Indian Township and the Passamaquoddy Tribal Government at Pleasant Point also receive assistance through subcontracts with WHCA.

C. DEVELOPMENT OF THE LOCALLY COORDINATED PLAN

Solicitation of Input/Formation of Regional Plan Advisory Committees

This Biennial Operations Plan meets the new requirements under the Federal SAFETEA-LU legislation for the development of Locally Coordinated Plans for transit services. The Maine Department of Transportation and WHCA went to great lengths to solicit widespread input in the development of the locally coordinated plan. The response from social service agencies, providers of various services and the general public was excellent.

The Maine Department of Transportation and WHCA developed an extensive mailing list of social service agencies, providers of services and the general public. MaineDOT then sent a letter on behalf of MaineDOT and WHCA, to everyone on the list, inviting them to participate in a series of discussions about transit services, needs, resources and opportunities. The letter stated that the discussion group would be called the Regional Plan Advisory Committee (RPAC) for Region 2.

The letter explained that the purpose of the RPAC would be to:

- Gather meaningful public input into the planning process for transit in Maine;
- Identify opportunities to share transit services;
- List suggested improvements to the transit system;
- Present information to enhance access to the transit system in the State; and
- Gather public feedback on the MaineDOT Biennial Operations Plan.

In order to ensure maximum participation, the invitation stressed that the first forum would be primarily for receiving public input. Moreover, WHCA would provide a ride to the forums free of charge to anyone needing one.

Invitations, with background materials enclosed, were sent to one or more representatives of health and medical centers, public and private agencies dealing with one or more segments of the disabled population, Native American populations, State agencies, hospitals, nursing home and home health care agencies, planning agencies and interested citizens.

First RPAC Meeting

The first RPAC meeting was held on November 17, 2006, at the Kay Parker Center, 66 Hadley Lake Rd., Machias, from 11:00 a.m. to 2:00 p.m. The meeting included:

- Welcome and introduction

- A review of federal and state initiatives including:
 - The Olmstead decision
 - Maine's Olmstead Response Plan on Transportation
 - United We Ride Initiatives including the Framework for Action
 - The Governor's Executive Order
 - Maine's Coordinating Council and Action Plan
- Maine' Regional Transportation System
- A Summary of services provided by WHCA, West's Transportation and DTI including existing coordination efforts
- An around-the-table summary of issues, concerns and opportunities. This was the major focus of the meeting; MDOT staff and consultants used flip charts to record all comments.
- A review of next steps in the coordination process

Second RPAC Meeting

MaineDOT sent a second invitation letter to everyone on the initial mailing list, as well as anyone who attended the first RPAC meeting but was not on the initial mailing list. The letter explained that the purpose of the meeting would be to review the summary of comments from the first meeting, to formulate responses to the issues/problems using a matrix of suggested actions, and to rate the importance of the issues/problems. Again, in order to assure maximum attendance, the invitation stated that WHCA would provide a ride to the forum free of charge to anyone needing one.

The second RPAC meeting was held January 25, 2007, at the Kay Parker Center, 66 Hadley Lake Rd., Machias, from 11:00 a.m. to 2:00 p.m. The meeting included:

- A review of the comments document;
- A review of, and changes to, the action matrix; and
- A rating by the RPAC of the importance of each of the issues/problems identified at the first RPAC forum.

Existing Coordination Efforts

Coordination of transit services is not a new concept in Region 2. To the contrary, WHCA 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. The following paragraphs contain a brief summary of those coordination efforts.

WHCA has established a continuous working relationship with community representatives and area social service agencies to adequately address the social service transportation needs of Washington and Hancock Counties. WHCA maintains an ongoing relationship with various social service agencies in an effort to continuously evaluate and respond to identified transportation needs. WHCA works with these organizations to determine the most effective means of providing services for their respective clients. The following demonstrates coordination efforts by WHCA:

- Charter member of the Eastern Maine Transportation Collaborative covering Washington, Hancock, Penobscot and Piscataquis counties.
- Administers the Section 5311 contract program and funds of the Passamaquoddy Tribal Government at Indian Township and the Passamaquoddy Tribal Government at Pleasant Point, resulting in expanded routes when necessary to meet demand.
- Works with the Faith In Action (FIA) Volunteer Program in Hancock County (Community Connection) by sub-contracting MaineCare eligible trips to FIA program volunteers. WHCA reimburses the FIA program as if the volunteer drives for WHCA.
- Coordinates with boarding homes and both Passamaquoddy and Pleasant Point Health Centers that receive no transportation dollars, but have vehicles available to transport MaineCare eligible trips and reimburses the facility as a volunteer.
- Has an arrangement with Downeast Transportation, Inc., (DTI) to run feeder routes to City hall in Ellsworth where DTI starts the routes to free standing day habilitation centers in Ellsworth and Bar Harbor.
- Provides rides for mental health consumers residing in Washington and Hancock Counties for Penquis CAP, the agency administering the Transportation Assistance Program. WHCA accepts vouchers from riders (redeemable by WHCA through Penquis CAP or directly bills Penquis when necessary).

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

Results of RPAC Planning Process

The overall consensus of the RPAC is that WHCA has been very effective in coordinating the delivery of its services. A number of documents were generated by the RPAC and are on file with MaineDOT and WHCA including:

- Summary of Comments from the first RPAC meeting
- A matrix of Issues, Comments and Responses from the first RPAC meeting
- A revised matrix of Issues, Comments and Responses from the second RPAC meeting
- A Ranking of Issues document that identifies the top 10 issues/problems
- A matrix summarizing the top 10 Issues/Problems and the RPAC's responses

The last item is on the following pages:

<p style="text-align: center;">RPAC REGION 2 Hancock and Washington Counties Summary of Most Important Issues/Problems And Responses <u>in Priority Order</u></p>		
RPAC Issue/Problem	Additional Information	Recommended Actions/Responsible Party
<p>1. <u>Community Education</u> - Public Information. Better information is needed for riders, the general public, the disability community, social service agencies, and medical professionals on the services that are available within the region.</p>		<p>A. Outreach. Meet with funding agencies, the medical community and other agencies and providers at least once/year to explain available services (WHCA, Eastern Maine Collaborative)</p> <p>B. Training program. Develop a customer service training program specific to the transit industry in Maine (MDOT)</p> <p>C. More training. Increase the frequency of training for dispatchers and provider staff in the areas of general information and specialty needs (WHCA)</p> <p>D. Web site. Improve the web site and printed materials, and improve ADA accessibility of the web site (MDOT)</p> <p>E. Directory. Create a comprehensive, clear method for accessing information on transportation services (WHCA, MDOT)</p>
<p>2. <u>Funding Needs</u> - More Dollars. More dollars are needed to address transportation needs.</p>		<p>A. Referral. Refer to Governor's Coordinating Committee (MDOT)</p>
<p>3. <u>Additional Services</u> – Near Poor. Services should be broadened for the near-poor (people who don't qualify for MaineCare)</p>	<p>General public transportation is available through WHCA, but on a very limited basis. DTI and West's have fixed route services, but they are also limited. Additional transit for the general public would require substantially more funding.</p>	<p>A. Continuation of service. Continue to provide general public transportation within the limits of available funding (WHCA, DTI, West's, Native Americans).</p> <p>B. Public information. Provide more information on public transportation (WHCA, DTI, West's and MDOT)</p>

RPAC Issue/Problem	Additional Information	Recommended Action/Responsible Party
	<p>Funding is a major challenge for new services. Most of the funding for WHCA is for specific client groups and/or those who qualify for MaineCare.</p> <p>While many agencies are working to address transportation needs, it is unlikely there will ever be enough public funding to meet all needs.</p> <p>WHCA has expanded its services by setting up a service agency as a volunteer and paying the volunteer rate. This could work with other organizations.</p> <p>DTI is undertaking a comprehensive review of its services with a view to replacing unproductive routes with new services. A major focus will be to serve seniors, those who are disabled, and those who are low income.</p>	<p>C. Creative solutions. Explore creative solutions for additional service such as:</p> <ul style="list-style-type: none"> • Private funding sources • Shared use of vehicles • Additional coordination between providers • Additional volunteer efforts – through churches and other organizations • A Faith in Action Program in Washington County similar to Community Connections • Accessible taxis • GoMaine commuter vans <p>(WHCA, Other Organizations)</p> <p>D. Other (see 1A through 1E, above)</p>
<p>4. Funding Needs - More Money for Vehicles. There is a need for more money to purchase vehicles.</p>		<p>A. Referral. Refer to Governor’s Coordinating Committee (MDOT)</p>
<p>5. Policy Barriers - Advance Scheduling. Provider requires advance notice, but doesn’t schedule until the day the service is provided (riders sometimes can’t get the ride that they made an appointment for in advance).</p>	<p>WHCA comment: Provider schedules (assigns) trips the day before at 10 a.m. and manifests are dispatched at 2 p.m. The problem is due to a lack of resources – not first come first served.</p>	<p>A. Software improvements. Improve software to eliminate the problem (WHCA)</p>

RPAC Issue/Problem	Additional Information	Recommended Action/Responsible Party
<p>6. <u>Documentation</u> - Documentation of Unmet Need. Better data is needed on when a provider is not able to provide service.</p> <p><i>Note: Issue # 6 and issue # 7 were given the same ranking by the RPAC</i></p>	<p>Better data on unmet needs will help build the case for more services. WHCA comment: Software tracks client denials, but WHCA needs to develop a system for tracking non-clients.</p>	<p>A. Tracking system. Establish a uniform tracking system for documenting ride denials (MDOT) B. Documentation. Use tracking system to document ride denials (WHCA)</p>
<p>7. <u>Coordination and Planning</u> - Coordination between Providers. There needs to be more coordination between providers.</p> <p><i>Note: Issue # 6 and issue # 7 were given the same ranking by the RPAC</i></p>	<p>The Eastern Maine Collaborative is an inter-agency group that is working to enhance the availability of transportation services to seniors with long term care issues.</p>	<p>A. Continuation of existing efforts. Continue existing coordination efforts including contacts with providers and meeting with Eastern Maine Collaborative (WHCA) B. Outreach. Meet with funding agencies, the medical community and other agencies and providers at least once/year to explain available services (WHCA, Eastern Maine Collaborative) C. Transportation Advisory Committees. Work with the Transportation Advisory Committees in Hancock and Washington Counties to improve coordination (WHCA) D. Wheelchair/ambulance referral. Refer issue of wheelchair providers/ambulance services to Governor’s Coordinating Committee.(MDOT)</p>
<p>8. <u>Additional Services</u> – Those Who are Temporarily Incapacitated. Services should be broadened for those who are temporarily incapacitated.</p> <p><i>Note: Issue # 8 and issue # 9 were given the same ranking by the RPAC</i></p>	<p>See additional information under # 3</p>	<p>See actions under # 3</p>

RPAC Issue/Problem	Additional Information	Recommended Action/Responsible Party
<p>9. <u>Coordination and Planning - Market.</u> There is a need to re-examine the market (what works and what doesn't).</p> <p><i>Note: Issue # 8 and issue # 9 were given the same ranking by the RPAC</i></p>		<p>A. Review. Periodically review what works and what doesn't in the provision of transit services (WHCA, RPAC)</p>
<p>10. <u>Additional Services – Non-MaineCare Dialysis Patients.</u> Services should be broadened for non-MaineCare dialysis patients.</p> <p><i>Note: Issue # 10 and issue # 11 were given the same ranking by the RPAC</i></p>	See additional information under # 3	See actions under # 3
<p>11. <u>Additional Services – The Disabled (all types of service).</u> Services should be broadened for those who are disabled.</p> <p><i>Note: Issue # 10 and issue # 11 were given the same ranking by the RPAC</i></p>	See additional information under # 3	See actions under # 3

D. PERIODIC REVIEW OF SERVICE

Overview. All Washington County providers have had an informal understanding for a number of years concerning the division of Section 5311 funds in Region 2 under which Section 5311 funds are divided equally between Hancock and Washington Counties regardless of level of service. The breakdown of Section 5311 and state funds is as follows: Downeast Transportation, Inc. - 50%; West's Transportation - 16%; WHCA - 34% (the 34% includes 40% for Pleasant Point, 29% for Indian Township, and 31% for WHCA).

The current methodology for periodically reviewing service and determining how Section 5311 funds should be divided among providers within each county is the Biennial Operations Plan. The preparation of the Biennial Operations Plan provides an opportunity for additional providers to express their interest in participating in the Section 5311 program. To date, there has been no response to the ad published by the Maine Transit Association, and no other expression of interest in such participation, either in Washington or in Hancock Counties. In accordance with MDOT policies, if a current Section 5311 provider no longer wishes to provide service, the route(s) or runs which they operate would be subject to a bidding process and a complete cost analysis. Likewise, if a new provider wishes to provide a service, or if an established provider wishes to obtain a subsidy for a new route, a bid process and cost analysis would be used.

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 new criteria have been developed.

WHCA periodically reviews its operations to ensure that the widest possible range of transportation services is provided in Region 2, particularly for those persons who are low income, disabled or elderly. Advisory committees in each county compare the amount of available funds and services provided while looking to see if duplication of service is avoided. This review is completed at least once on an annual basis.

Methodology for True Cost Comparisons. In the event that another operator presents a proposal to the Maine Department of Transportation for delivering transportation services in the region, a cost comparison analysis would be conducted for the purpose of determining the most cost effective method of service delivery. The cost comparison would be developed by MDOT and would include an analysis of all services and costs, as well as other factors such as quality of service, ability to provide references, etc.

Complaints from Private Operators. There have been no formal complaints from private operators.

AMERICANS WITH DISABILITIES ACT PLANS

The Washington Hancock Community Agency, Downeast Transportation and West's Transportation 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. All three agencies have taken steps to ensure access to transportation services

by elderly persons and persons with disabilities. Vehicles of all three agencies are accessible as required.

WHCA has a total of 9 vehicles in its fleet including seven (7) buses, (lift-equipped), and two mini-vans. Pleasant Point Reservation has two (2) lift equipped buses (one is a back-up vehicle), and Indian Township has one (1) passenger van (not lift equipped). It is the policy of WHCA and its subcontractors to have vehicles accessible to those with disabilities including those with wheelchairs.

DTI owns and operates a fleet of 40 vehicles - 35 buses and five vans. All of the buses are ADA accessible, however, none of the vans are ADA accessible.

West's owns and operates four subsidized vehicles, three of which are ADA accessible.

MDOT REGION 2

BIENNIAL OPERATIONS PLAN

FY 2007 AND FY 2008

**WASHINGTON HANCOCK COMMUNITY AGENCY
(WHCA)**

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MDOT REGION 2 BIENNIAL OPERATIONS PLAN

WASHINGTON HANCOCK COMMUNITY AGENCY (WHCA)

PROJECT DESCRIPTION

A. 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**

B. SERVICE

No. of Counties: **Two**
Type of Service: **Deviated Fixed Route subcontracted to the Passamaquoddy Tribal Government at Indian Township and the Passamaquoddy Tribal Government at Pleasant Point and Demand Response**
Service Area: **Multi-county**

C. GEOGRAPHIC AREA

Washington Hancock Community Agency provides social service transportation to towns throughout Hancock and Washington Counties (excluding Danforth and including Isle Au Haut) on a demand response basis (two-day advance notice requested). In addition, WHCA subcontracts with the Passamaquoddy Tribal Government at Pleasant Point to provide 5-day per week service from Eastport to Calais. This bus 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 Pleasant Point to provide shopping and personal business transportation between Eastport, Pleasant Point and Perry. Two days per week it provides mid-day service to Calais. One day a week it provides shopping in Eastport.

WHCA further subcontracts with the Passamaquoddy Tribal Government at Indian Township to operate one bus five times per week from Indian Township to Calais and for local transportation needs in the immediate Princeton area. This service covers Peter Dana Point. WHCA also contracts with Downeast Transportation, Inc., to operate two routes transporting mentally challenged adults to and from the MDI workshop in Bar Harbor. WHCA also 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.

D. SERVICE DESCRIPTION

WHCA Transportation Service Center (1-877-374-8396)

The WHCA transportation program provides rides to MaineCare reimbursed clients, Department of Health and Human Services clients, clients of sheltered workshops and, when space is available, rides to low income people and the general population and the transportation of elderly to meal sites and some medical appointments. Transportation for sheltered workshops and meals is provided on WHCA's regularly scheduled bus routes. WHCA will reimburse the client to purchase 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 bus route providers including Downeast Transportation, Inc. (DTI), West's Transportation and Pleasant Point).

Description of Service by Route/Run (**Medical and social service transportation is available to all towns**).

1. Lubec, Whiting, Milbridge, Cherryfield, Columbia Falls, Columbia: **Daily medical appointments and sheltered workshop.**
2. Princeton: **Tuesdays – medical appointments, meals and shopping in Calais (purchased from Indian Township).**
3. Perry, Pembroke, Eastport, Dennysville: **Mondays - meals, medical appointments in Calais; daily service to Calais purchased from Pleasant Point.**
4. Bucksport – Bangor: **Daily – medical appointments.**
5. Addison, Jonesport, Jonesboro, Whitneyville: **Daily service to Machias.**
6. Machias: **Thursdays – shopping and daily medical appointments and Mondays to Calais and return.**
7. Ellsworth : **Daily intown medical appointments; meals and shopping as requested.**

Description of Service Categories

1. Monday through Friday Bus Service to and from Area Sheltered Workshops for DHHS. **This service provides mentally handicapped adults with the ability to get to and from their employment and training centers each weekday. A portion of the service is provided through contracts with local bus companies.**
 - a) MDI Workshop. **Downeast Transportation operates two commuter routes to the MDI Workshop for WHCA. One bus operates between Ellsworth and the Workshop. The other serves Bar Harbor, Northeast Harbor, and Somesville.**

- b) Addison Point Developmental Center (Addison). **WHCA operates a commuter van each day to the Center. Towns served include Jonesport, Cherryfield, Milbridge and Harrington.**
 - c) Sunrise Center Workshop (Machias). **WHCA operates two commuter vans which travel to this workshop. One operates between Lubec and Machias. The other serves Addison, Jonesport, Whitneyville and Machias.**
 - d) Beckett Center (Calais). **The Pleasant Point Tribal Government operates a bus under subcontract to WHCA to the Beckett Center from Eastport and Perry.**
 - e) Ellsworth Developmental Center. **WHCA operates a bus to the center on a daily basis.**
2. Meal Sites. **WHCA provides transportation for seniors to meal sites and/or shopping in Calais, Ellsworth, and Machias. Washington County has one of the largest populations of non-MaineCare seniors in the State.**
3. Public Transportation – Passamaquoddy Contracted Services. **WHCA has a contract with the Passamaquoddy Tribal Government at Pleasant Point, and another with the Passamaquoddy Tribal Government at Indian Township, to provide certain transportation services.**
- a) Eastport to Calais. **The Passamaquoddy Tribal Government at Pleasant Point provides service 5 days per week from Eastport to Calais along Route 1. This includes service to the Beckett Center. The bus leaves Eastport early in the morning Monday through Friday and proceeds to Calais, making one stop at Pleasant Point. The bus returns from Calais in mid-afternoon. On Monday, Tuesday and Thursday, this provides a mid-day shuttle service between Pleasant Point and Eastport and Perry. On Wednesdays, it provides only one round-trip shuttle service to Calais and then returns to Eastport to provide a half-day meals and shopping trip.**
 - b) Princeton to Calais. **The Passamaquoddy Tribal Government at Indian Township operates one bus five times per week from Princeton to Calais and for local transportation needs in the immediate Princeton area. This service covers the communities of Peter Dana Point, Indian Township, Princeton and Baileyville. The bus operates Mondays through Fridays. It leaves Peter Dana Point at noon and arrives in Calais at 12:45 PM with intermediate stops at Indian Township and Princeton. The bus makes an in-town run around Calais and then returns to the shopping center until 3:00 PM. It then makes another circuit around town and then returns to Indian Township after stopping at Peter Dana Point at approximately 4:00 PM.**

E. FARE STRUCTURE

WHCA's Transportation Program charges a sliding scale fare for the general public and accepts donations. Drivers have donation envelopes which can be mailed to the WHCA office in Milbridge.

The Tribal Government at Pleasant Point charges a \$4.00 round-trip fare for the Eastport to Calais run. Fares range from ten cents to eighty cents for local runs, and \$1.00 to \$3.00 for the one-way run to Calais.

The Tribal Government at Indian Township charges two dollars for local trips to Princeton, three dollars for trips to Woodland, and five dollars to Calais (round trip).

F. PROPOSED CUTBACKS, EXPANSIONS

There are no proposed cutbacks or expansion planned at this time, but may be considered in the future.

G. CHARTER SERVICE

WHCA does not provide significant charter service, but plans to review the possibility of providing more than incidental charter service during the coming biennium. Inquiries about charter service are now referred to area private bus companies and taxi services.

H. COMPETITION WITH NON-SUBSIDIZED SERVICE

This service is not in competition with a non-subsidized transportation service. There is no non-subsidized, year-round demand-response service in the two-county area.

I. PASSENGER STUDIES/SURVEYS

Passenger Surveys. There have been no passenger studies during the past three years. However, WHCA prepares Statistical Performance Reports for the Maine Department of Health and Human Services. The following is a summary of the results of the report covering the period April 1, 2006 thru September 30, 2006 in which riders and caseworkers were surveyed: Copies of passenger and caseworker surveys may be found in the Appendix.

1. Indicator: Timely (**Measurement: 100% of clients will report they arrived at their destination on time.**)

Survey Results:
100% of clients reported arriving on time.

2. Indicator: Safe (**Measurements are below.**)

100% of WHCA drivers will pass the standard screening tests.
100% of the drivers attend mandatory child-transportation training prior to driving children.
100% of vehicles meet/pass inspection standards.
100% of transportation trips with clients on board are accident free.

100% of clients surveyed indicated they feel safe while being transported by agency vehicles

Survey Results:

All indicators received 100%

Indicator: Reliable (Measurements: 90% of requests are filled with available funds and advance notice.) (100% of clients report service reliability.)

Survey Results:

99% of transportation requests are filled with available funds and advanced notice

99% of clients report satisfaction with the transportation service's reliability

3. Indicator: Access to Services (Measurements are below.)

100% of handicapped transportation services are available to clients who request the services.

95% of the towns in the geographic region are served

80% of the case workers expressed overall satisfaction with accessibility/availability of the transportation services.

Agency to maintain low volunteer trip to volunteer driver ratio.

Survey Results:

100% of handicapped services were available to those who requested services.

100% of towns were served in geographic area

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

Agency maintained as low a volunteer trip to volunteer driver ratio as possible.

PROJECT COORDINATION

A. SOCIAL SERVICE AGENCY COORDINATION

WHCA works closely with and has contracts with various social service provider agencies. Contracts are reviewed on a periodic and ongoing basis. WHCA currently provides social service transportation for the residents of Washington and Hancock Counties under contract to the Department of Health and Human Services including MaineCare. WHCA has an agreement with DHHS (formerly the Department of Behavioral and Developmental Services,) and a contract with the Eastern Agency on Aging. All operators refer clients they are unable to serve to the WHCA social service transportation program.

Continuing efforts are planned to keep public agencies including towns aware of the public transportation services in their area. Since WHCA is the local contracting agent for the social service agencies, optimum coordination is maintained between the needs of the clients of the

social service agencies and the available public transportation services. WHCA provides a general public service for a sliding scale fee.

Department of Health and Human Services

WHCA has two contracts with the Department: 1) Adult and Children's Services; and 2) a general service contract for transportation for low income and disabled people. WHCA maintains contact with DHHS personnel on a daily basis, and makes every effort to respond to DHHS requests for service. Staff members from WHCA and DHHS meet as needed to review needs, resources, issues and opportunities, and coordinate the delivery of transportation services to DHHS clients. WHCA uses approximately 20 volunteers, as well as buses, to transport clients. WHCA also uses taxis, particularly for short hauls and in areas where there are not enough volunteers, and Greyhound, Concord Trailways, ferry service and an occasional ticket for plane or train service for transporting clients outside the region.

Office of Adult Mental Health Services (OAMHS)

WHCA provides five day a week service to the Sunrise Development Center in Machias and Beckett Center in Calais (subcontracted with Pleasant Point), the Addison Point Developmental Center in Addison, and the Ellsworth Developmental Center. WHCA also provides two feeder routes to the Mount Desert Island (MDI) workshop; this service is contracted to Downeast Transportation (DTI). The staff members of WHCA talk with staff members of OAMHS on a regular basis and maintain a good working relationship.

Eastern Area Agency on Aging

WHCA has a contract with the Eastern Area Agency on Aging to provide transportation to the elderly to nutrition (Meals for Me) sites and shopping. The contract is very small, and generally limits service to one day per week for only a handful of communities.

B. SOCIAL SERVICE CONTRACT SUMMARY

WHCA has contracts or agreements with the following agencies:

Office of Adult Mental Health Services - **\$287,412 – Paid for by MaineCare. Services include transportation to developmental centers.**

Eastern Area Agency on Aging - **\$7,500 – Transportation of elderly to meal sites and shopping.**

Department of Health and Human Services - **\$252,000 plus \$33,260 – Substitute care for children, adult and protective services, regular contract (\$0.36 per mile for volunteer drivers).**

MaineCare - **\$7.00 per trip plus \$0.63 per mile; \$0.44 per mile volunteer driver and \$0.22 per mile for Friends and Families (self transportation).**

C. COORDINATION WITH TRANSPORTATION PROVIDERS

WHCA is currently under contract as the social service provider for DHHS, MaineCare, and Eastern Area Agency on Aging, and as such combines service to all agencies in the most efficient manner. WHCA also works with a number of school districts, social service agencies and community groups and individuals on a per trip basis (no contract).

WHCA works with both DTI, Inc. and West's Transportation in addition to all interested private livery/taxi services and public transportation provided by the the Passamaquoddy Tribal Government at Indian Township and the Passamaquoddy Tribal Government at Pleasant Point. In addition, WHCA contracts with three (3) wheelchair van services and coordinates with Faith in Action when cost effective and necessary to providing service. WHCA also coordinates with Regional Transportation Providers in other regions to provide transportation from region to another.

DISCRIMINATION

No lawsuits or complaints alleging discrimination on the basis of race, color or national origin have been filed against WHCA during the past two years.

DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES

A. POTENTIAL DBE/WBE BUSINESSES

The two major subcontractors in this Plan are Native American Tribal Governments. At this time, the Federal Transit Administration does not consider tribal governments a disadvantaged business. The two tribal governments account for over 90% of WHCA's contracted services, making it very difficult for WHCA to achieve the goal of .06% in 2007. WHCA does contract with Mobilitat Inc., a Maine State registered DBE/WBE business for purchase and maintenance of the Computer Assisted Software EASY RIDES. Current maintenance is \$3,000 annually. WHCA expects to purchase an upgrade during FY 2007 in the amount of \$50,000.

B. MONETARY GOALS

WHCA's DBE/WBE goal is .06% of the federal portion of contractible services. However, almost all of Section 5311 funds are passed through to the the the Passamaquoddy Tribal Government at Indian Township and the Passamaquoddy Tribal Government at Pleasant Point.. The balance is retained to cover administrative expenses. (See potential DBE/WBE Businesses (A) above.)

C. NEWSPAPER NOTICE

WHCA has advertised jointly with the Maine Transit Association to solicit DBE/WBE participation. The ad appeared in the Kennebec Journal on October 5, 6, and 7, 2006.

D6 Saturday, October 7, 2006



Legal Advertisement

**Seeking Disadvantaged/
Minority/Women
Owned**

Business Enterprises
The Maine Transit Association (MTA) is looking to identify disadvantaged, minority and women owned business enterprises (DBEs) supplying parts, supplies and/or services to the transit (bus, van, ferry) industry. These may include fuel, maintenance supplies and services, office supplies, marketing or planning assistance and other related services. Interested businesses that are currently certified, or are willing to become certified, should submit a brochure, summary of services, catalog and/or a letter stating the firm's services and areas of expertise.

Maine transit operators and planners who receive Federal Transit Administration assistance and are soliciting the services of certified DBEs are:

Transit Providers
Aroostook Regional Transportation (Presque Isle); City of Bath; the BAT Community Connector (Bangor); Casco Bay Island Transit District (Portland); Coastal Trans (Bath/Rockland); Downeast Transportation (Ellsworth); METRO (Portland); Penquis CAP (Bangor); KVCAAP (Augusta/Waterville); Regional Transportation Program (Portland); ShuttleBus (Biddeford); S. Portland Bus Service (S. Portland); Waldo County Action Partners (Belfast); Western Maine Transportation Services (Mexico); Washington-Hancock Community Agency (Ellsworth); West's Transportation, Inc.; York County Community Action (Sanford)

Planning Organizations
Androscoggin Valley Council of Governments (Auburn); Bangor Area Comprehensive

Transportation Study (Bangor); Greater Portland Council of Governments (Portland); Southern Maine Regional Planning Commission (Sanford)

If you are a Disadvantaged, Woman or Minority Business Enterprise (DBE) and are interested in getting your business certified in order to bid work as a Disadvantaged, Woman or Minority Business Enterprise (DBE), you may learn more about the certification process by contacting the Maine Department of Transportation, Jackie LaPerriere, DBE Coordinator, Office of Civil Rights, Maine Department of Transportation, 16 State House Station, Augusta, ME 04333-0916, (207) 624-3666

CAPITAL

A. MAINTENANCE

1. **Schedule.** WHCA uses a written maintenance schedule to service its vehicles according to a three-tier system. Various levels of service are provided every 5,000, 10,000 and 15,000 miles (see Appendix).
2. **Accidents.** WHCA maintains a file of all accidents. These are mailed to the Maine Department of Transportation.
3. **Fuel.** WHCA issues credit cards to its drivers for the purchase of discounted fuel at various Irving stations. The large geographic area served by WHCA precludes central purchasing.

4. **Maintenance Facility. WHCA does not have its own maintenance facility. Buses in Hancock County are kept at the Ellsworth Office. In Washington County, buses are kept at one driver's home and two are garaged in Milbridge). There are a total of 11 vehicles, 9 of which are run by WHCA. Two vehicles are leased to the the Passamaquoddy Tribal Government at Indian Township and the Passamaquoddy Tribal Government at Pleasant Point. The major providers of maintenance are located in Machias, Milbridge, and Ellsworth. WHCA does not have a maintenance contract.**
5. **Road Call System. WHCA does not have a formal system for reviewing breakdowns. Most of the breakdowns have involved malfunctioning chairlifts or air conditioning.**
6. **Vehicle History. WHCA maintains a complete vehicle history through record keeping.**

B. CAPITAL ACQUISITIONS

1. **Newspaper Notice. WHCA published three Section 5310 notices in the Bangor Daily News. The FY 2004 ad was published on May 20, 21 & 22, 2004; the FY2005 ad on April 29, 30 and May 2, 2005; and the FY 2006 ad on June 2,3 & 5, 2006. A copy of each ad is included in the Appendix.**
2. **Vehicle/Equipment/Facility Acquisitions. WHCA purchased one (1) bus in FY 2006 and anticipates purchasing two (2) buses in FY 2007 for use by WHCA. The vehicle replacement schedule is contained in the Appendix.**

C. CAPITAL RESERVE ACCOUNT

WHCA does not have a capital reserve account.

GOALS AND OBJECTIVES

A. STATUS REPORT ON EXISTING GOALS AND OBJECTIVES

WHCA Goals

1. **Maintain service after drastic MaineCare cuts in rates.**

Status: MaineCare transportation service has actually increased by 45% and 9%, trips and clients respectively.

2. **Implement more fully "space available" rides on a sliding scale basis per MaineCare's new ruling.**

Status: A fully implemented sliding scale fee is used for all "space available" rides.

Passamaquoddy Tribal Government at Indian Township Goals

1. **Add one additional off-reservation pick-up location.**

Status: Continued problems have affected this service. Currently there is no driver for the vehicle.

Passamaquoddy Tribal Government at Pleasant Point Goals

1. **Add one additional off-reservation pick-up location.**

Status: One additional pick-up location has been added in Eastport.

B. NEW GOALS

1. **Enhance the current Helping Hands Garage Program by implementing a Jobs Access and Reverse Commute grant.**
2. **Develop a consumer survey in conjunction with the WHCA Advisory Committee in each county.**
3. **Increase transportation available to older citizens and the community in general through Downeast Time Bank by 5%.**

BENCHMARKS

WHCA has established advisory committees in Hancock and Washington Counties to review service and offer recommendations for change. These committees are comprised of a rider, volunteer driver, and dispatch staff in each county. They meet four (4) times annually. WHCA uses survey responses, the percentage of the population that is served, and the recommendations of the advisory committees to evaluate its effectiveness.

SERVICE DATA

A. ANNUAL REPORT

The following table contains service data compiled by Washington Hancock Community Agency for the past three fiscal years. WHCA's fiscal year begins on October 1 of the prior calendar year (e.g., FY 2006 begins on October 1, 2005).

WASHINGTON-HANCOCK COMMUNITY AGENCY ANNUAL REPORT – PAST THREE YEARS			
	FY 2004	FY 2005	FY 2006
Volunteer Resources			
Volunteer Drivers	51	44	33
Personal Vehicles in Service	51	44	33
Vehicles			
Number of Active Vehicles in Fleet	13	9	9
Number of Inactive Vehicles in Fleet	9	1	3
Number of ADA Accessible Vehicles	8	7	7
Annual Operating Expenses			
Annual Transit Operating Expenses	\$57,483	\$56,159	\$71,708
Annual Social Services Operating Expenses	\$1,055,027	\$1,120,703	\$1,221,631
Annual Administrative Expenses			
Annual Transit Administrative Expenses	\$40,652	\$38,154	\$42,148
Annual Social Services Administrative Expenses	\$537,136	\$595,101	\$894,482
Annual Operating Revenues			
Fare Revenues	\$721	\$715	\$1,028
Transit Contract Revenues	\$6,000	\$6,000	\$6,000
Social Service Contract Revenues	\$1,687,890	\$1,774,661	\$2,112,860
FTA-Federal Operating Assistance	\$24,813	\$27,425	\$33,740
MDOT-State Operating Assistance	\$5,890	\$3,690	\$5,815
Local Operating Funds	\$13,303	\$9,054	\$3,189
Total Annual Operating Revenues	\$1,738,617	\$1,821,545	\$2,162,632
FTA-Sources of Capital Funds			
FTA-Federal Capital Assistance	0	0	\$39,230
MDOT-State Capital Assistance	0	0	0
Local Capital Funds	0	0	0
Total Capital Funds	0	0	\$39,230

	FY 2004	FY 2005	FY 2006
Annual Vehicle Miles (Passenger Miles)			
Annual Transit Miles	45,973	46,706	48,705
Annual Social Service Miles	5,183,240	4,996,196	4,792,123
Annual Vehicle Hours			
	4,206	4,509	4,484
Annual Passenger Trips			
Annual Transit Passenger Trips	4,939	4,954	5,129
Annual Social Services Passenger Trips	99,641	101,897	130,967
Safety			
Fatalities	0	0	0
Major Incidents	0	1	0
Major Injuries	0	0	0

Source: Washington Hancock Community Agency

B. REVENUES, COSTS, TRIPS, MILES

The following tables provide a summary of WHCA's revenues, costs, one-way trips and passenger miles for its demand response services for FY 2004 (Oct. 1, 2003 through Sept. 30, 2004), FY 2005 (Oct. 1, 2004 through Sept. 30, 2005), and FY 2006 (Oct. 1, 2005 through Sept. 30, 2006). A summary of revenues, costs, ridership and vehicle miles for the fixed-route services of Indian Township and Pleasant Point for the same period are also included.

DEMAND RESPONSE REVENUES AND COSTS <u>BY AGENCY</u> PAST THREE YEARS						
Social Service Agency/Program	Revenues			Costs		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
General Public	\$13,025	\$8,018	\$4,907	\$13,025	\$8,018	\$4,724
MaineCare	\$1,318,423	\$1,274,528	\$1,748,238	\$1,287,800	\$1,290,780	\$1,590,233
DHHS Regular	\$67,939	\$54,528	\$39,451	\$24,772	\$28,041	\$31,287
DHHS Special	\$139,438	\$137,898	\$45,940	\$101,964	\$162,436	\$97,150
Other	\$149,063	\$136,697	\$216,015	\$164,600	\$226,527	\$392,718
Receivables	0	\$162,992	\$8,309	0	0	0
Total	\$1,687,888	\$1,774,661	\$2,112,860	\$1,592,161	\$1,715,802	\$2,116,112

DEMAND RESPONSE
TRIPS AND PASSENGER MILES BY AGENCY
PAST THREE YEARS

Social Service Agency/Program	Trips			Passenger Miles		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
General Public	1,363	1,113	849	28,510	15,302	6,335
MaineCare	76,879	79,421	108,785	4,551,304	4,355,614	4,163,728
DHHS Regular	3,739	2,910	2,088	63,742	41,541	27,076
DHHS Special	5,469	4,600	3,240	286,922	257,558	205,043
Other	12,591	13,853	16,005	252,762	326,181	389,941
Total	100,041	101,897	130,967	5,183,240	4,996,196	4,792,123

DEMAND RESPONSE
REVENUES AND COSTS BY MODE
PAST THREE YEARS

Mode	Revenues			Costs		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Agency Vehicles	\$303,267	\$259,760	\$284,161	\$302,511	\$274,528	\$275,095
Volunteers	\$575,979	\$558,380	\$631,700	\$382,119	\$394,634	\$359,739
Friends and Family	\$751,111	\$731,721	\$1,036,971	\$812,001	\$960,850	\$1,375,474
Subcontracted Providers	\$28,735	\$33,058	\$36,440	\$42,000	\$39,000	\$39,000
Other	\$28,796	\$28,750	\$29,279	\$53,530	\$46,790	\$66,804
Receivables	0	\$162,992	\$8,309	0	0	0
Total	\$1,687,888	\$1,774,661	\$2,112,860	\$1,592,161	\$1,715,802	\$2,116,112

DEMAND RESPONSE
TRIPS AND PASSENGER MILES BY MODE
PAST THREE YEARS

Mode	Trips			Passenger Miles		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Agency Vehicle	18,885	15,879	16,930	269,478	234,499	257,313
Volunteer	23,556	23,248	22,633	1,753,805	1,446,842	1,230,043
Friend & Family	50,458	56,827	85,273	3,080,287	3,249,162	3,228,952
Sub-contracted	1,068	1,269	1,431	28,872	32,724	35,820
Other	6,074	4,674	4,700	50,798	32,969	39,995

Total	100,041	101,897	130,967	5,183,240	4,996,196	4,792,123
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The following tables provide information on the fixed-route services of Indian Township and Pleasant Point.

FIXED ROUTE TRANSIT REVENUES AND COSTS - PAST THREE YEARS						
Route	Revenues			Costs		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Pleasant Point	\$34,681	\$32,153	\$33,301	\$47,167	\$42,884	\$47,151
Indian Township	\$10,824	\$17,668	\$16,733	\$19,095	\$34,554	\$43,913
Total	\$45,505	\$49,821	\$50,034	\$66,262	\$77,438	\$91,064

FIXED ROUTE TRANSIT TRIPS AND VEHICLE MILES - PAST THREE YEARS						
Route	Trips			Vehicle Miles		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Pleasant Point	4,469	4,380	4,148	33,644	34,462	35,389
Indian Township	470	574	981	12,329	12,244	13,316
Total	4,939	4,954	5,129	45,973	46,706	48,705

C. PASSENGER INFORMATION, PAST 3 YEARS

The following is a summary of passenger information for the WHCA's demand response system for the past three years.

NUMBER OF GENERAL PUBLIC, ELDERLY AND DISABLED PASSENGERS			
	FY 2004	FY 2005	FY 2006
# General Public Passengers	89	44	59
# Elderly Passengers	868	896	926
# Disabled Passengers	205	219	190
Total	1,162	1,159	1,175

WHCA does not track revenues by passenger fare categories for the fixed route systems operated by Pleasant Point and Indian Township.

REVENUES BY PASSENGER FARE CATEGORY PAST THREE YEARS			
Category	FY 2004	FY 2005	FY 2006
Full Fare	721	715	1,028
Elderly	Unknown	Unknown	Unknown
Disabled	Unknown	Unknown	Unknown
Student	Unknown	Unknown	Unknown
Other	Unknown	Unknown	Unknown
Total	721	715	1,028

D. PROJECTED REVENUES, COSTS, RIDERSHIP, VEHICLE MILES

Projected revenues and costs, one-way trips and passenger miles/vehicle miles for both the demand response and fixed route systems are shown below. A detailed breakdown of anticipated revenues and costs is included in the budget tables following the BT-30 forms.

DEMAND RESPONSE PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES <u>BY AGENCY</u> - NEXT TWO YEARS								
Social Service Agency/Program	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
General Public	\$4,930	\$5,000	\$4,930	\$5,000	950	1,000	6,500	6,600
MaineCare	\$1,720,000	\$1,760,000	\$1,705,000	\$1,760,000	115,785	121,000	4,000,000	4,001,000
DHHS Regular	\$38,455	\$38,455	\$38,455	\$38,455	2,100	2,200	27,000	26,000
DHHS Special	\$90,000	\$87,000	\$95,000	\$92,000	3,000	2,800	200,000	190,000
Other	\$200,000	\$200,000	\$155,000	\$155,000	17,000	17,000	357,000	367,000
Total	\$2,053,385	\$2,090,455	\$1,998,385	\$2,050,455	138,835	144,000	4,590,500	4,590,600

DEMAND RESPONSE
PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES
BY MODE - NEXT TWO YEARS

Mode	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
Agency Vehicles	\$269,000	\$269,455	\$505,591	\$518,765	15,930	16,030	247,300	248,300
Volunteers	\$468,407	\$445,000	\$669,459	\$686,902	21,500	20,000	1,130,000	1,000,000
Friend & Family	\$1,275,000	\$1,325,000	\$559,548	\$574,127	90,000	95,000	3,500,000	3,600,000
Sub-contracted	\$39,000	\$39,000	\$99,919	\$102,523	39,000	39,000	39,000	39,000
Other	\$1,978	\$12,000	\$163,868	\$168,138				
Total	\$2,053,385	\$2,090,453	\$1,998,385	\$2,050,455	166,430	170,030	4,916,300	4,887,300

FIXED ROUTE TRANSIT
PROJECTED REVENUES, COSTS, TRIPS, VEHICLE MILES
NEXT TWO YEARS

Route	Revenues		Costs		One-Way Trips		Vehicle Miles	
	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
Pleasant Point	\$34,500	\$35,000	\$48,000	\$49,000	4,200	4,300	36,000	37,000
Indian Township	\$13,000	\$17,000	\$50,000	\$51,000	500	1,000	6,000	14,000
Total	\$47,500	\$52,000	\$98,000	\$100,000	4,700	5,300	42,000	51,000

E. BUDGET

The anticipated budget for each of the next two years is shown below. FY 2007 covers the period 10/1/06-9/30/07; FY 2008 covers the period 10/1/07-9/30/08

BUDGET WASHINGTON HANCOCK COMMUNITY AGENCY		
	FY 2007	FY 2008
<u>REVENUES</u>		
DHHS	\$289,795	\$289,795
MaineCare	1,984,247	2,025,954
Eastern Agency on Aging	7,500	5,000
Other	125,690	115,700
TOTAL	\$2,407,232	\$2,436,449
EXPENSES		
Salary and Benefits	\$564,854	\$584,854
Travel	23,898	20,000
Office Costs	98,743	100,000
Contract Services	104,287	114,300
Vehicle Costs	167,829	170,000
Transporting Clients	1,208,542	1,210,000
Misc.	28,731	25,000
Supplemental Allocation of Management and General	210,348	212,295
TOTAL	\$2,407,232	\$2,436,449

BUDGET INDIAN TOWNSHIP		
	FY 2007	FY 2008
REVENUES		
Fare Box	\$500	\$500
EXPENSES		
Administration	\$28,080	\$28,080
Insurance	0	0
Fuel and Oil	4,500	4,500
Vehicle Maintenance and Repair	1,000	1,000
Salaries and Benefits	36,054	36,054
Other	500	500
TOTAL	\$70,134	\$70,134

**BUDGET
PLEASANT POINT**

	FY 2007	FY 2008
REVENUES		
Fare Box	\$600	\$600
EXPENSES		
Administration	\$3,000	\$3,000
Insurance	2,200	2,200
Fuel and Oil	12,000	12,000
Vehicle Repairs, Maintenance	3,000	3,000
Salaries and Benefits	27,500	27,500
Other	300	300
TOTAL	\$48,000	\$48,000

FLEET CONDITION

The PTMS tables on the following pages contains a summary of WHCA's vehicles.

7	Fuel Use – 12 months	535	990	1,879			
8	Mileage	4,811	123,370	67,868			
9	12-month Mileage	4,811	17,853	18,791			
10	Repair Cost - 12 months	\$254	\$801	\$7,976			
11	Repair frequency - 12 months**	A-1, B-0 C-0	A-3, B-2	A-3, B-3			
12	Vehicle appearance - interior	GOOD	FAIR	GOOD			
	Vehicle appearance - exterior	GOOD	FAIR	FAIR			
13	ADA Accessibility:						
	Equipped/Working	YES	NO				
	Tie Down	YES	NO	YES			
	Announcement System	NO	NO	NO			
	Signage and Stops	NO	NO	NO			
14	Passenger Amenities						
	Air Conditioning	YES					
	Working Heater	YES	YES	YES			
	Tinted Windows	YES	YES	YES			
	Padded Seats	YES	YES	YES			
15	Type of fare collection system	MANUAL	MANUAL	MANUAL			

Inspector's Name, Date of Inspection: Marcia Weaver 9/7/06 9/7/06 9/7/06

* 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

WHCA
APPENDIX

WHCA's Transportation Services staff and volunteer drivers work diligently and travel hundreds of thousands of miles each year to offer a comprehensive ride program that fits the needs of most people. We help people access medical services, employment opportunities, senior food programs, and other important services.

Telephone: 1-877-374-8396 or
664-0012 or 546-7547.

Email: transportation@whcacap.org or
helpinghands@whcacap.org

- ◆ **MaineCare Transportation Assistance** - rides to and from MaineCare covered appointments, and reimbursement for friend, family, and self driver rides.
- ◆ **Children's Services Transportation** - safe transportation to family reunification meetings and services for those who are referred by Health and Human Services.
- ◆ **Sheltered Workshop Transportation** - rides for those with mental retardation to/from sheltered workshops.
- ◆ **Space Available/Public Transportation** - rides are on a sliding scale fee and are on a stand-by basis.
- ◆ **Miscellaneous Transportation** - privately contracted transportation services.

◆ **Eastern Agency on Aging** - transportation for seniors to and from meal sites and nutritional shopping.

◆ **Volunteer Driver Program** - trained volunteers receive mileage stipends to transport residents of Washington and Hancock counties to various appointments. Please call us if you are interested in volunteering.

◆ **Child Safety Seat Program** - offers free child safety seats, education, and safety checks.

◆ **JobLinks** - a transportation information center with a ride share (car-pool) database to assist people wanting to car-pool to work. Register online at www.whcacap.org.

◆ **Pleasant Point Transportation** - public bus service five days per week from Eastport to Calais.

◆ **Indian Township Transportation** - bus service five times per week from Princeton to Calais, and for local transportation needs in the immediate Princeton area.

◆ **Helping Hands Garage** - helps income-eligible people acquire safe, affordable transportation for commuting to work and accessing medical services. Buyers receive training in defensive driving, insurance, maintenance, child safety seats, and budgeting, while developing good credit histories so they will qualify for loans from mainstream lenders. Vehicle donors help others be self-sufficient and receive a tax credit for their effort.

WHCA Transportation Services receives funding from the Maine Dept. of Transportation and the Federal Transit Administration.

Service Area: Transportation Services

Agreement Number: _____
DHHS Agreement Number: _____

STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Agreement to Purchase Services

THIS AGREEMENT, made this 1st day of October, 2006, is by and between the State of Maine, Department of Health and Human Services, hereinafter called "Department," and Washington Hancock Community Agency Transportation Services mailing address PO Box 299, Ellsworth, ME 04605 physical address 248 Bucksport Rd, Ellsworth, ME hereinafter called "Provider, for the period of October 1, 2006 to September 30, 2007.

The Employer Identification Number of the Provider is E 23-7226826.

WITNESSETH, that for and in consideration of the payments and agreements hereinafter mentioned, to be made and performed by the Department, the Provider hereby agrees with the Department to furnish all qualified personnel, facilities materials and services and in consultation with the Department, to perform the services, study or projects described in Rider A, and under the terms of this Agreement. The following riders are hereby incorporated into this Agreement and made part of it by reference:

- Rider A – Specifications of Work to be Performed
- Rider B – Payment and Other Provisions
- Rider C – Rider B Exceptions
- Rider D – Additional Requirements
- Rider E – Program Requirements
- Rider F – Budget; F-1 Agreement Settlement Form; F-2 Agreement Compliance Form
- Rider G- Provision of Contract Services by Foreign Nationals or Work Performed Abroad

IN WITNESS WHEREOF, the Department and the Provider, by their representatives duly authorized, have executed th agreement in one original copy.

DEPARTMENT OF HEALTH AND HUMAN SERVICES

By: _____
Geoffrey W. Green, Deputy Commissioner for Operations and Support

And Washington Hancock Community Agency

By: _____
Tim King, Executive Director, Provider Representative

Total Agreement Amount: \$ 33,260

Approved: _____
Chair, State Purchases Review Committee

Agreement Number: _____
DNHS Agreement Number: _____

STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Agreement to Purchase Services

THIS AGREEMENT, made this 1st day of October, 2006, is by and between the State of Maine, Department of Health and Human Services, hereinafter called "Department," and Washington Hancock Community Agency, mailing address, PO Box 299, Ellsworth, ME 04805, physical address, 248 Bucksport Rd., Ellsworth, ME hereinafter called "Provider, for the period of October 1, 2006 to September 30, 2007.

The Employer Identification Number of the Provider is E 23-7226828.

WITNESSETH, that for and in consideration of the payments and agreements hereinafter mentioned, to be made and performed by the Department, the Provider hereby agrees with the Department to furnish all qualified personnel, facilities, materials and services and in consultation with the Department, to perform the services, study or projects described in Rider A, and under the terms of this Agreement. The following riders are hereby incorporated into this Agreement and made part of it by reference:

- Rider A – Specifications of Work to be Performed
- Rider B – Payment and Other Provisions
- Rider C – Rider B Exceptions
- Rider D – Additional Requirements
- Rider E – Program Requirements
- Rider F – Budget; F-1 Agreement Settlement Form; F-2 Agreement Compliance Form
- Rider G- Provision of Contract Services by Foreign Nationals or Work Performed Abroad

IN WITNESS WHEREOF, the Department and the Provider, by their representatives duly authorized, have executed this agreement in one original copy.

DEPARTMENT OF HEALTH AND HUMAN SERVICES

By: _____
Geoffrey W. Green, Deputy Commissioner for Operations and Support

And _____

By: _____
Tim King, Executive Director, Provider Representative

Total Agreement Amount: \$ 252,038

Approved: _____
Chair, State Purchases Review Committee

10,000 MILE SERVICE

VEHICLE# _____ DATE _____
GARAGE _____
MECHANIC _____
MILEAGE _____

10,000 20,000 40,000 50,000
70,000 80,000 100,000

LUBRICATION/GENERAL MAINTENANCE

- Chassis Lubrication
- Fluid levels checked
- Cooling system
- Engine oil
- Engine filter

SAFETY MAINTENANCE

- Tires and wheels check
- Exhaust system check
- Engine belts check
- Suspension/Steering check
- Brake check
- Lights/safety equipment check
- Throttle linkage check
- Under body check

EMISSION CONTROL MAINTENANCE

- Carburetor/injectors/hoses
- Engine idle speed adjustment
- Carburetor mounting torque (if applicable)
- Manifold heat valve check
- Engine timing/dwell
- Engine idle mixture adjustment
- Emission control system check
- Spark/injector/coil wire check (visual)

LIFT CHECK

- Lubricate all rubbing and bearing joints
- Check and lubricate manual controls
- Check hydraulic oil leaks

5,000 MILE SERVICE

VEHICLE# _____ DATE _____
GARAGE _____
MECHANIC _____
MILEAGE _____

5,000 25,000 35,000 55,000
65,000 85,000 95,000

LUBRICATION/GENERAL MAINTENANCE

- Chassis Lubrication
- Fluid levels checked
- Cooling system
- Engine oil

SAFETY MAINTENANCE

- Tires and wheels check
- Exhaust system check
- Engine belts check
- Suspension/Steering check
- Brake check
- Lights/safety equipment check

EMISSION CONTROL MAINTENANCE

- Carburetor/injectors/hoses
- Engine idle speed adjustment
- Carburetor mounting torque (if applicable)

LIFT CHECK

- Lubricate all rubbing and bearing joints
- Check and lubricate manual controls
- Check hydraulic oil leaks

15,000 MILE SERVICE

VEHICLE# _____ DATE _____

GARAGE _____

MECHANIC _____

MILEAGE _____

15,000 30,000 45,000 60,000

75,000 90,000

LUBRICATION/GENERAL MAINTENANCE

- Chassis Lubrication
- Fluid levels checked
- Cooling system
- Engine oil/filter
- Repack wheel bearings
- Check/replace shocks

SAFETY MAINTENANCE

- Tires and wheels check
- Exhaust system check
- Engine belts check
- Suspension/Steering check
- Brake check
- Lights/safety equipment check
- Throttle linkage check
- Under body check

EMISSION CONTROL MAINTENANCE

- Carburetor/injectors/hoses
- Engine idle speed adjustment
- Carburetor mounting torque (if applicable)
- Manifold heat valve check
- Engine timing/dwell
- Engine idle mixture adjustment
- Emission control system check
- Spark/injector/coil wire check (visual)
- Spark plug replace (if applicable)
- Points,condenser, rotor replace (if applicable)
- Fuel filter/Air filter replaced
- PCV valve replacement

LIFT CHECK

- Lubricate all rubbing and bearing joints
- Check and lubricate manual controls
- Check hydraulic oil leaks

WASHINGTON HANCOCK COMMUNITY AGENCY
VEHICLE REPLACEMENT SCHEDULE

<u>Veh #</u>	<u>Type</u>	<u>Mileage</u>
#295	2003 Ford Goshen	89,995
#294	2003 Ford Goshen	74,275
#293	2003 Ford Goshen	90,641
#292	2003 Ford Goshen	91,502
#99	2002 Pontiac Minivan	51,081 back up/will not be replaced
#41	2000 Ford Goshen	106,608
#19	2006 Ford Startran	4,811
#9	2001 GMC Minivan	123,370 back up/will not be replaced
#7	2003 Ford Goshen	67,868
PP1*	2003 Cutaway	150,000+ back up/will not be replaced
PP2*	2006 Cutaway	7,788
IT1**	2003 Van	50,449

*These vehicles leased to Pleasant Point Native Americans

**This vehicle leased to Indian Township Native Americans

Schedule of Anticipated Vehicle Replacement

<u>Scheduled YR of Replacement</u>	<u>Vehicle #</u>
FY07	#294
FY08	#41 #292 #293 IT1
FY09	#7 #295
FY10	---
FY11	#19 PP2

WHCA uses a color coded system to differentiate between counties: Washington, gray; Hancock, blue; and Out of County, peach.



WASHINGTON HANCOCK COMMUNITY AGENCY

P.O. Box 280 Corner of Main & Maple Streets, Milbridge, Maine 04658-0280
TEL: 207-546-7544 TDD: 207-546-7607 FAX: 207-546-3216 Website: www.whcacap.org
SANDRA K. PRESCOTT Executive Director BRIAN BOWDOIN Finance/Deputy Director

Survey Month: _____ Date: _____

WHCA Transportation Services Survey: DHS Caseworkers

Dear Caseworker:

It is important that we know what you think about the quality of services we provide so that we may serve you better. Would you please answer the questions in this survey to provide us with this information. Please return the survey in the postage paid envelope as soon as possible. Your answers are confidential and they are solely used by staff to better plan and run the program. Please check one answer only for each question. Thank you.

1. For the last six months, overall, have the drivers usually been available?

Yes _____ Most of the time _____ Not always _____ No _____

Comments: _____

2. For the last six months, have the drivers generally been available on an off-hour basis (evenings, weekends and holidays)?

Yes _____ Most of the time _____ Not always _____ No _____

Comments: _____

3. For the last six months did you usually get transportation service if you gave the agency 2 working days' notice?

Yes _____ Most of the time _____ Not always _____ No _____

Comments: _____

people helping people



4. For the last six months has the geographic coverage provided generally been adequate?

Yes _____ Most of the time _____ Not always _____ No _____

Comments: _____

5. For the last six months, has the agency usually responded to late requests for services, making reasonable accommodations under the circumstances?

Yes _____ Most of the time _____ Not always _____ No _____

Comments: _____

Place any additional comments here please:

Name (optional): _____

DHS office: _____

WHCA uses a color coded system to track survey results by funding source: DHHS clients, Hancock County, yellow; Washington County, green; MaineCare clients, Hancock, orange; Washington, white; Eastern Agency on Aging, purple; and OAMHS, pink.



WASHINGTON HANCOCK COMMUNITY AGENCY

TEL: 207-546-7544 TDD: 207-546-7907 FAX: 207-546-3216 e-mail: whca@nemaue.com
P.O. Box 280 Corner of Main & Maple Streets Millbridge, Maine 04458-0280
SANDRA PRISCOTT Executive Director Visit Our Website at: www.nemaue.com/whca
BRIAN BOWDON Deputy Finance Director

WHCA TRANSPORTATION SERVICES SURVEY

Dear

It is important that we know what you think about the quality of services we provide so we can improve them. Would you please answer the questions in this survey to provide us with information about your ride on / / with driver. Please return the survey in the postage paid envelope as soon as possible. Your answers are confidential and they are used solely by staff to better plan for and run the program. Thank you.

Please check one answer for each question.

1. Timeliness: Did you get to your appointment on time?

Yes _____ No _____

Comments _____

2. Reliability: How would you rate this drivers reliability?

1 2 3 4 5
Poor Excellent

Why do you feel this way?

people helping people



3. Safety: Did this driver drive safely and observe all traffic laws?

Yes _____ No _____

Comments _____

Please add any additional comments you may have here:

May we contact you about your survey answers?

Yes _____ No _____

Legal Notice
PUBLIC NOTICE

The Washington Hancock Community Agency has applied to Maine Department of Transportation for a Capital Assistance Grant under 49 USC 50102 of the Federal Transit Act for the purchase of one 15 Passenger Outrigger Mini Bus, wheelchair accessible.

This equipment will be used to provide or enhance the transportation of elderly persons and persons with disabilities in Hancock and Washington Counties.

Any interested public or private paratransit operator, private business, or person interested in commenting on the grant application, requesting a public hearing, providing the service without subsidy which is now being provided by the Washington Hancock Community Agency or in obtaining additional information may contact Linda Bellone, Transportation Services Director, PO Box 298, Ellsworth, ME 04805 in writing prior to May 13, 2005.

April 29, 30, and May 2, 2005

Legal Notice
PUBLIC NOTICE

The Washington Hancock Community Agency has applied to Maine Department of Transportation for a Capital Assistance Grant under 49 USC 50102 of the Federal Transit Act for the purchase of one 15 passenger outrigger mini bus, wheelchair accessible.

This equipment will be used to provide or enhance the transportation of elderly persons and persons with disabilities in Hancock and Washington counties.

Any interested public or private paratransit operator, private business, or person interested in commenting on the grant application, requesting a public hearing, providing the service without subsidy which is now being provided by the Washington Hancock Community Agency or in obtaining additional information may contact Linda Bellone, Director, Transportation Services, PO Box 298, Ellsworth, Maine 04805 in writing prior to June 16, 2006.

June 2, 3, 5, 2006

Legal Notice

PUBLIC NOTICE

The Washington Hancock Community Agency has applied to Maine Department of Transportation for a Capital Assistance Grant under 49 USC 5339 of the Federal Transit Act for the Purchase of one 10 Passenger Cutaway Mini Bus, wheelchair accessible.

This equipment will be used to provide or enhance the transportation of elderly person and persons with disabilities in Hancock and Washington Counties.

Any interested public or private paratransit operator, private business, or person interested in commenting on the grant application, requesting a public hearing, providing the service without subsidy which is now being provided by the Washington Hancock Community Agency or in obtaining additional information, may contact Linda Bellone, Administrative Director of Transportation Services, WHCA, PO Box 290, Millbridge, ME 04958-00290 in writing prior to May 30, 2004.

May 20, 21, 22, 2004

MDOT REGION 2
BIENNIAL OPERATIONS PLAN
FY 2007 AND FY 2008
WEST'S TRANSPORTATION

WEST'S TRANSPORTATION

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MDOT REGION 2 BIENNIAL OPERATIONS PLAN

WEST'S TRANSPORTATION

PROJECT DESCRIPTION

A. RURAL TRANSIT PROVIDER

Provider: West's Transportation Inc.
Contact Person: Emory West, Manager
Address: P.O. Box 82, Milbridge, Maine 04658
Telephone: 207 546-2823; 800 596-2823

B. SERVICE

West's Transportation operates two transportation services that are subsidized by federal and/or state transportation funds:

Washington County Fixed Route Service

No. of Counties: Two
Type of Service: Fixed Route
Service Area: Washington County, eastern portions of Hancock County

Calais – Bangor Intercity Service (West's Coastal Connection)

No. of Counties: Three
Type of Service: Fixed Route
Service Area: Washington County, Hancock County and City of Bangor in Penobscot County

C. GEOGRAPHIC AREA

West's Transportation is a private transportation provider that provides two subsidized fixed-route public transportation services to communities within Washington County and Hancock Counties. The Calais to Bangor Intercity service operates daily between Calais and Bangor and includes stops at a number of locations within Washington and Hancock Counties. The Washington County Service operates Mondays through Wednesdays and provides transportation service to a number of communities in Washington County and eastern portions of Hancock County. Additionally, West's provides transportation services for several social service programs, MaineCare and two federally funded migrant worker programs.

D. SERVICE DESCRIPTION

West's operates two fixed-route services, the Calais-Bangor Intercity Route and the Washington County Fixed Route. Section 5311 and/or State subsidies are used on these routes.

1. **Calais-Bangor Intercity Route (West's Coastal Connection)** - daily service departing from Calais at 9:30 A.M., passing through Perry, Machias, Gouldsboro and Ellsworth, and arriving in Bangor at 1:00 P.M. Connections are made with Greyhound, Concord Trailways, and the Bangor International Airport (BIA). On return, the bus leaves for Bangor at 3:15 P.M. and arrives in Calais at 7 P.M.

2. **Washington County Fixed Route** - service as follows:

Deleted: Monday, Tuesday and Wednesday

- a. **Beals Island to Ellsworth** – Mondays, departs Beals at 8:30 A.M., passes through Jonesport, Addison, Columbia, Milbridge, Steuben, and arrives in Ellsworth at 10:30 A.M. The return trip departs Ellsworth at 1:30 P.M. and arrives in Beals at 3:05 P.M.
- b. **Steuben to Machias and Jonesport** - Tuesdays, leaves Steuben at 8:15 A.M., passes through Milbridge, Cherryfield, Harrington, Columbia, Columbia Falls, Addison, Jonesport, Beals, and arrives in Machias at 9:30 A.M. The return trip departs Machias at noon and arrives in Steuben at 1:35 P.M.
- c. **Lubec to Machias** – The first Wednesday of the month, departs Lubec at 8:45 A.M. and arrives in Machias at 9:30 A.M. The return trip departs Machias at 11:30 A.M. and arrives in Lubec at 12:15 P.M.
- d. **Intown Machias** – Tuesday service with stops at elderly housing complexes, medical facilities, shopping areas, and Meals for Me locations.

Other Routes (non-subsidized, Section 5311 or State DOT)

West's operates several other routes that are not currently subsidized with transportation funds, but do receive social services agency funding. These routes are as follows:

- 1. **Jonesport/Steuben** – Monday through Friday service that coincides with public school schedule; leaves Steuben at 7:10 A.M., arrives in Jonesport at 7:40 A.M.; return trips leave Jonesport at 4:00 P.M. and arrives in Steuben at 4:30 P.M. (Two buses are used for this service). About 70% of the ridership on this route consists of clients of the DHHS Child Development Service (MaineCare). West's anticipates receiving capital assistance to purchase a bus for use on this route in the near future.
- 2. **Migrant Program Routes** - Weekday migrant family service during blueberry harvest season; includes all of western Washington County and some of Hancock County. Service includes transportation for the summer youth program and general transportation for families. These are federally funded programs through the School Union 96 and the Child and Family Opportunities, Inc.

Demand Response Service (non-subsidized, Section 5311 or State DOT)

In addition to the fixed-route services, West's provides demand response service in Washington and Hancock Counties for MaineCare clients. The service is sporadic and does not consist of

any regular routes. A number of area social service agencies, such as Penquis CAP and WHCA, make referrals to West's for these services.

E. FARE STRUCTURE

Fares for Calais-Bangor Intercity Route (West's Coastal Connection) are between \$7.00 (Ellsworth to Bangor) and \$18.00 (Calais to Bangor) for a one-way trip. Two-way trips are from \$12.00 to \$33.00, respectively. Additional stops in Bangor are \$3.00.

Round-trip fares for the Washington County Fixed Route are as follows:

Lubec to Machias	\$5.00
Steuben to Machias	\$3.00
Steuben to Ellsworth	\$5.00
Jonesport to Steuben	\$5.00
Jonesport to Ellsworth	\$5.00
Machiasport to Machias	\$3.00

F. PROPOSED CUTBACKS/EXPANSIONS

Cutbacks. None anticipated.

Expansions.

1. West's Transportation is interested in starting an Eastport to Calais service, to include an in-town Calais service. West's Transportation needs a bus to provide this service.
2. West's would like to make connections between the Island Explorer and Calais-Bangor Intercity Bus and/or a Bangor shuttle service to the Island Explorer.
3. West's would like to provide a summer feeder service between the Calais-Bangor Intercity Service (Route 1) and Winter Harbor.

G. CHARTER SERVICE

Approximately 10% of West's business is charter service. However, charter services are completely separate operations from the subsidized public bus service.

H. COMPETITION WITH NON-SUBSIDIZED SERVICE

This project is not in competition with or supplemental to a non-subsidized transportation service. Non-subsidized transportation providers have expressed no interest in providing this service.

I. PASSENGER STUDIES/SURVEYS

West's Transportation conducted a passenger survey in November of 2006. Six surveys were returned with the following results:

Survey Question	Response (# of responses)
1. How did you learn about the service?	Internet (2); word of mouth (2); bus station (1); bus station - Concord schedule (1)
2. Reason for your travel needs?	to make connections to other services (2); medical (1); family visit-medical-shopping (2); job related, family visit and connection to other travel services (1)
3. Race, Gender, Age?	female-age 59; white female age 54; white female age 35; white female age 17; Caucasian female age 58; white female age 29
4. Will you return?	yes (6); no (0)
5. Did the bus influence your travel choice?	yes (4); no (2)
6. Which state, province, or country are you from? (county?)	Washington (2); St. Stephen N.B. (2); Maine (1); Massachusetts (1)
7. Why did you decide to use the Bangor/Calais Bus?	- only way to Bangor, only way to medical appointment - needed to get to Greyhound in Bangor - needed to get to Greyhound in Bangor, gets me ½ hour closer to my destination - connection to other travel service
8. Do you have any comments or suggestions for improving services?	- need a new bus (1) - good driver – very polite (1) - everything seems A-1 (2) - Concord 800# info. could not tell me where West's stops in Ellsworth or West's 800# - I called 207# and got info. from you - but Concord could provide this information if person had your folder (1) - drivers are always friendly prompt and courteous (1)

PROJECT COORDINATION

A. SOCIAL SERVICE AGENCY COORDINATION

West's Transportation maintains an ongoing working relationship with the Bureau of Medical Services, Child Development Services of Washington County and municipalities to provide transportation services to Washington County. West's other social service transportation programs include two programs designed to serve migrant families.

West's has a voucher program for clients of its public bus system. The following agencies purchase West's vouchers for their clients: WHCA, Penquis CAP, Penobscot Job Corp

Academy, The Salvation Army, DHHS, The Next Step, WCPA Crisis Services, Eastern Maine Medical Center, Down East Aids Network and the Emmaus Homeless Shelter.

West's is continually seeking ways to provide better and more cost effective transportation to meet the transportation needs of these organizations and their clients. On an annual basis West's Transportation representatives contact area municipalities to identify transportation needs and to seek financial support.

Regional Plan Advisory Committee. The preparation of this Biennial Operations Plan was undertaken with the assistance of a Regional Plan Advisory Committee (RPAC) for Penobscot and Piscataquis Counties (Region 2). The work of the RPAC is summarized in the Regional Overview portion of this document.

B. SOCIAL SERVICE AGENCY CONTRACT SUMMARY

West's Transportation has an agreement with the Maine Department of Health and Human Services, Bureau of Medical Services to provide more than \$100,000 in transportation services to MaineCare clients. West's is reimbursed at a rate of \$.64 per passenger mile for transportation services provided to MaineCare clients. West's provides this service on an ongoing basis without a formal contract.

West's Transportation also has an agreement with Child Development Services (CDS) of Washington County to transport CDS clients. West's is reimbursed by MaineCare for those children who are eligible for MaineCare and CDS reimburses West's at a rate of \$.50 per passenger mile for all other children. There is no cap on the amount of service that can be provided by West's Transportation. West's provides this service on an ongoing basis without a formal contract.

The Migrant Transportation Program consists of general transportation to meet the needs of migrant workers and their families, including the transportation of children to the Migrant Blueberry Harvest Summer Youth Program, transportation to work and medical appointments, etc. A copy of West's contract/letter of agreement for providing up to \$30,188 worth of transportation services for the Migrant Blueberry Harvest Summer Youth Program is included in the Appendix.

West's also has informal agreements with area municipalities to transport general assistance people.

C. COORDINATION WITH OTHER PROVIDERS

West's Transportation works with other providers, such as WHCA and Penquis CAP, to provide coordinated transportation services. West's Transportation would like to see less duplication of services in Washington and Hancock Counties and increased coordination between the providers. West's daily Calais-Bangor Intercity Route is designed to make connections with Vermont Transit (Greyhound), Concord Trailways and the Bangor International Airport. This route provides a key link for the residents of Washington County and West's would like other area transportation coordinators to assist their clients in taking advantage of this intercity service as well as other transportation services offered by West's.

Given the low population density in Washington and Hancock counties, and the great distances that public buses and vans must travel, coordination of services is essential.

West's also works with municipalities by contacting them regularly to determine the need for new or altered services.

West's also helps riders find the transportation services they need by directing them to other area services, such as Concord Trailways (Bar Harbor), Bangor public transit (BAT Community Connector), and points north and south (Bangor Bus Terminal), and social service agencies (WHCA and LYNX (Penquis CAP). West's has also furnished spare buses for other providers with breakdowns and during peak times of ridership.

West's has worked with private bus companies, quasi-government transportation agencies, government bodies, and other organizations. West's regularly coordinates transportation services through a voucher system with Greyhound, Concord Trailways, Vermont Transit, BIA, SMT, HMS, taxi operators, DTI, WHCA, BMR, CDS, UMM, UMO, Penquis CAP, Bangor Bus, Job Corps, MaineCare Programs, public schools, DayHabs, Maine Migrant Program, police departments, nursing homes, municipalities and chambers of commerce.

West's is continually exploring opportunities to improve the transportation feeder system to the Bangor-Calais Intercity Route. Currently, West's works with Ma and Pa Taxi to transport people to the Intercity Route. West's has identified three gaps in service that it would like to pursue:

- (1) Service between the ferry in Eastport to the Bangor/Calais Intercity Route (7 miles)
- (2) Service between Trenton and Ellsworth and the Bangor/Calais Intercity Route (5-7 miles)
- (3) Daily summer service between Winter Harbor and Gouldsboro and the Bangor/Calais Intercity Route (5 miles)

Deleted: ¶

DISCRIMINATION

No lawsuits or complaints alleging discrimination on the basis of race, color, or national origin have been registered against West's during the past three years.

DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES

A. POTENTIAL DBE/WBE ENTERPRISES

Debbie Robinson's Garage, Dyers Bay Road, Steuben, Maine 04680 – (207) 546-2787
Calais Press, Hog Alley, Calais, Maine 04619 – (207) 454-8613
Kim Coffin, C&C Repair, Magador Road, Steuben, Maine 04680 – (207) 546-7701

West's Transportation has been a woman owned business since 1987.

B. MONETARY GOALS

West's Transportation will endeavor to involve Disadvantaged and Women-owned Business Enterprises (DBE/WBE) in the procurement of outside goods and services.

West's FY 2007 budget contains approximately \$54,000 in contractible services (vehicle maintenance, fuel, audit, etc.). Federal/state funds (\$78,385) account for 40% of the total budget (\$194,521). Therefore, the federal/state share of contractible services is \$21,760 (40% of \$54,000) and the 0.6% monetary goal is \$131 (0.6% of \$21,760).

West's FY 2008 budget contains approximately \$54,000 in contractible services (vehicle maintenance, fuel, audit, etc.). Federal/state funds (\$78,385) account for 40% of the total budget (\$194,521). Therefore, the federal/state share of contractible services is \$21,760 (40% of \$54,000) and the 0.6% monetary goal is \$131 (0.6% of \$21,760).

C. ADVERTISING

The Maine Transit Association published this ad on behalf of all transportation providers October 5, 6 and 7, 2006, in the Kennebec Journal:

D6 Saturday, October 7, 2006

ANNOUNCEMENTS

100 words

Legal Advertisement

Seeking Disadvantaged/Minority/Women Owned Business Enterprises
 The Maine Transit Association (MTA) is looking to identify disadvantaged, minority and women owned business enterprises (DBE's) supplying parts, supplies and/or services to the transit (bus, van, ferry) industry. These may include fuel, maintenance supplies and services, office supplies, marketing or planning assistance and other related services. Interested businesses that are currently certified, or are willing to become certified, should submit a brochure, summary of services, catalog and/or a letter stating the firm's services and areas of expertise.

Maine transit operators and planners who receive Federal Transit Administration assistance and are soliciting the services of certified DBEs are:
 Transit Providers:
 Aroostook Regional Transportation (Presque Isle); City of Bath; the BAT Community Connector (Bangor); Casco Bay Island Transit District (Portland); Coastal Trans (Bath/Rockland); Downeast Transportation (Ellsworth); METRO (Portland); Penquis CAP (Bangor); KVCAP (Augusta/Waterville); Regional Transportation Program (Portland); ShuttleBus (Biddeford); S. Portland Bus Service (S. Portland); Waldo County Action Partners (Belfast); Western Maine Transportation Services (Mexico); Washington-Hancock Community Agency (Ellsworth); West's Transportation, Inc.; York County Community Action (Sanford)

Planning Organizations:
 Androscoggin Valley Council of Governments (Auburn); Bangor Area Comprehensive

Transportation Study (Bangor); Greater Portland Council of Governments (Portland); Southern Maine Regional Planning Commission (Sanford)

If you are a Disadvantaged, Woman or Minority Business Enterprise (DBE) and are interested in getting your business certified in order to bid work as a Disadvantaged, Woman or Minority Business Enterprise (DBE), you may learn more about the certification process by contacting the Maine Department of Transportation.
 Jackie LaPerriere, DBE Coordinator, -Office of Civil Rights, Maine Department of Transportation, 16 State House Station, Augusta, ME 04333-0016. (207) 624-3666

CAPITAL

A. MAINTENANCE OF FLEET VEHICLES

West's Transportation maintains a complete vehicle history on its buses and vans and follows a preventive maintenance schedule with regular inspections every 3,000 miles or once a month, whichever comes first. A more thorough maintenance inspection is done at 45,000 miles. West's vehicle inspection forms are included in the Appendix. West's also has a road call system to review the causes of breakdowns and minimize future breakdowns. Reports on accidents and accident investigations are also kept. West's Transportation does not have its

own maintenance or fuel facility. West's contracts with local service stations (Rowlands Wrecker and Auto Service, and Curtis Service Center) for maintenance and buys fuel locally.

B. CAPITAL ACQUISITIONS

Public Notice. Not applicable. West's Transportation does not utilize Federal Section 5310 funds.

Planned Vehicle/Equipment/Facility Acquisitions. The following is a list of West's capital needs for 2007 and 2008. These are vehicles to be used on public routes.

PROJECTED VEHICLE REPLACEMENT NEEDS 2007-2008					
Year	Replacement Cost	Vehicles to be Replaced	Current Mileage	Passenger Capacity	Route Served
2007	\$45,000	1999 Ford #99 Goshen	268,000	10+1	Jonesport/Steuben Eastport/Calais
2007	\$120,000	1997 BB #97	163,000	24+1	Bangor/Calais
2008	\$80,000	2003 Ford #81	209,000	12+1	Bangor/Calais
2008	\$80,000	2003 Ford #82	202,000	12+1	Washington County

C. CAPITAL RESERVE ACCOUNT

West's currently has \$10,000 in its capital reserve account that is earmarked as match for a new vehicle. West's makes a \$5,000 annual contribution to the capital reserve account. West's will use whatever funds are available for capital acquisitions as long as they do not draw from the operating costs associated with the subsidized routes.

GOALS AND OBJECTIVES

West's is committed to providing needed public transportation within Region 2. Communities are contacted regularly to determine the need for new or altered services. Public meetings are held on a regular basis to identify transportation needs within the region and to publicize existing services. West's is committed to providing for all transportation needs in a totally integrated manner. Services are coordinated and reciprocated when needed with other transportation providers within the region.

West's has endeavored to increase ridership and fare revenues. All routes are open to the general public. West's also attends training workshops and trade show events offered by the Community Transportation Association of America (CTAA), the American Public Transportation Association (APTA), the American Bus Association (ABA) and others.

STATUS REPORT ON EXISTING GOALS AND OBJECTIVES

- A. Assist in the development of a region-wide coordinated public transportation system, consolidate routes to improve the demand response service, and provide at least once a week bus service to the general public in every community.

Status: Ongoing.

West's has been successful in providing feeder services from Jonesport and Lubec to the Calais-Bangor Intercity Route. There is a growing demand for this type of feeder service to the Calais-Bangor Intercity Service along the Route 1 corridor. Area hotels, elder hostels, private summer schools and others often contact West's for information on how to get to and from the Calais-Bangor Intercity Service. In some cases, these entities will provide transportation to and from the Intercity service for their clientele. (See below for list of feeder services)

West's voucher system continues to increase ridership.

- B. Provide an efficient, economical and quality transportation system for the residents of the region.

Status: Ongoing.

West's has maintained fares at the same level on the Calais-Bangor Intercity Route and on the Washington County Fixed Route for a number of years. West's conducted a passenger survey in November 2006 to gain feedback on the quality of its services.

- C. Continually evaluate existing services and make adjustments, such as expansion of service or the development of alternative approaches, to better meet the needs of residents.

Status: Ongoing.

Coordination on routes and with agencies has increased. West's would like to develop feeder services between the Bangor-Calais Intercity route and the following:

- (1) Service between the ferry in Eastport to the Calais-Bangor Intercity Route (7 miles) (highest priority)*
- (2) Service between Trenton and Ellsworth and the Calais-Bangor Intercity Route (5-7 miles)*
- (3) Daily summer service between Winter Harbor and Gouldsboro and the Calais-Bangor Intercity Route (5 miles)*

West's would like capital assistance from the Maine Department of Transportation to provide these transportation services.

- D. Improve the transportation information center; develop effective marketing to promote and publicize transportation alternatives to residents by identifying available routes and services.

Status: Ongoing.

West's now has a WEB page where routes and schedules are posted. West's has also improved its brochure to include a map of the routes, which has proven to be very helpful in explaining the routes and schedules to people making inquiries.

- E. Explore funding mechanisms, including provider financing and user financing, such as grants, for capital purchases through MDOT programs.

Status: Ongoing.

- F. Improve driver training programs.

Status: Ongoing.

All drivers completed the Maine Driving Dynamics Course in 2005. West's is also exploring wheelchair safety training for its drivers through WHCA.

- G. Develop new computer programs for vehicle maintenance records.

Status: Ongoing.

West's uses direct electronic billing for the MaineCare Program. West's has completed redevelopment of its record-keeping system, with assistance from the Maine Department of Transportation.

- H. Continue a professional partnership with MDOT, DHHS and other government agencies to meet the transportation needs of the public.

Status: Ongoing.

West's continues to work with the Maine Department of Transportation, the Maine Department of Health and Human Services, the Bureau of Mental Health, and other public agencies.

- I. Increase ridership, including MaineCare ridership, on the Calais-Bangor Intercity Service and the Washington County Service.

Status: West's has increased its ridership by increasing the coordination with other buses, routes and riders.

- J. Start up the new connector services for BIA, Bangor bus stops, train connections and the new Bar Harbor/Winter Harbor ferry system.

Status: West's is providing connecting service for BIA and Bangor BAT bus stops. The Bar Harbor ferry service connection did not work out due the inability to coordinate service with DTI and the National Park Service. The train proposal does not look promising at this time.

West's still would like to have a connector service for the Winter Harbor ferry and Schoodic Point portion of Acadia National Park. West's would like capital assistance

from the Maine Department of Transportation to purchase a bus to provide these transportation services.

- K. Use a modified school/transit bus for multiple purposes (school/public, etc. purposes), similar to the way scheduled routes are done in Europe and other countries, that make use of one bus for many purposes.

Status: West's is using its vehicles, particularly school buses, for multiple purposes. For example, the same bus may be used for a number of transportation purposes, such as public school runs, general public transportation, Child Development Services trips, employee shuttles and recreation trips. West's says that in most cases, not any one of these routes would pay for themselves, but by coordinating the use of vehicles, the services become viable.

NEW GOALS AND OBJECTIVES

- A. Assist in the development of a region-wide coordinated public transportation system, consolidate routes to improve the demand response service, and provide at least once a week bus service to the general public in every community.
- B. Provide an efficient, economical and quality transportation system for the residents of the region.
- C. Continually evaluate existing services and make adjustments, such as expansion of service or the development of alternative approaches, to better meet the needs of residents. Work to address the need for feeder services to the Calais-Bangor Intercity Service, including the following:
 - (1) Service between the ferry in Eastport to the Calais-Bangor Intercity Route (7 miles)
 - (2) Service between Trenton and Ellsworth and the Calais-Bangor Intercity Route (5-7 miles)
 - (3) Daily summer service between Winter Harbor and Gouldsboro and the Calais-Bangor Intercity Route (5 miles)
- D. Improve the transportation information center; develop effective marketing to promote and publicize transportation alternatives to residents by identifying available routes and services.
- E. Explore funding mechanisms, including provider financing and user financing, such as grants, for capital purchases through MDOT programs.
- F. Improve driver training programs.
- G. Continue a professional partnership with MDOT, DHHS and other government agencies to meet the transportation needs of the public.
- H. Increase ridership, including MaineCare ridership, on the Calais-Bangor Intercity Service and Washington County Service

- I. Use a modified school/transit bus for multiple purposes (school/public, etc. purposes), similar to the way scheduled routes are done in Europe and other countries that make use of one bus for many purposes.

BENCHMARKS

The bottom line for West's is revenues to costs. West's must work to provide quality service as efficiently as possible. Increasing ridership is key to the success of its services.

West's believes that the use of vehicles for multiple purposes, such as the use of school buses for charter or recreational uses, would make for a more efficient public bus service. The transportation system should be used more efficiently through coordination of service taking into consideration deadhead miles and passenger miles.

SERVICE DATA

A. ANNUAL REPORT

Washington County Fixed Route Service. The following table displays information for the Washington County Fixed Route Service. The figures are for fiscal year 2004 (July 1, 2003 through June 30, 2004), fiscal year 2005 (ending June 30, 2005), and fiscal year 2006, (ending June 30, 2006).

WEST'S TRANSPORTATION WASHINGTON COUNTY FIXED ROUTE SERVICE ANNUAL REPORT – LAST THREE YEARS				
		FY 2004	FY 2005	FY 2006
Volunteer Resources				
	Volunteer Drivers	0	0	0
	Personal Vehicles in Service	0	0	0
Vehicles				
	Number of Active Vehicles in Fleet	2	2	1
	Number of Inactive Vehicles in Fleet	0	0	1
	Number of ADA Accessible Vehicles	2	2	2
Annual Operating Expenses				
	Annual Transit Operating Expenses	\$30,180.70	\$36,326.96	\$35,332.00
	Annual Social Services Operating Expenses	\$118,465.00	\$142,846.00	\$133,172.81
Annual Administrative Expenses				
	Annual Transit Administrative Expenses	\$24,710.26	\$31,901.40	\$37,064.00
	Annual Social Services Administrative Expenses	\$16,154.00	\$19,478.00	\$17,442.65
Annual Operating Revenues				
	Fare Revenues	\$3,772.50	\$4,690.00	\$4,839.00
	Contract Revenues	0	0	0
	Transit Contract Revenues	0	0	0
	Social Service Contract Revenues	\$129,087.40	\$145,127.00	\$134,717.52
	FTA – Federal Operating Assistance	\$28,461.67	\$29,262.53	\$30,725.00
	MDOT – State Operating Assistance	\$5,351.00	\$4,972.47	\$5,115.00
	Local Operating Funds	\$17,305.79	\$22,894.78	\$16,433.00
	Total Annual Operating Revenues	\$183,978.36	\$206,946.78	\$57,112.00
FTA-Sources of Capital Funds				
	FTA-Federal Capital Assistance	0	0	0
	MDOT-State Capital Assistance	0	0	0
	Local Capital Funds	0	0	0
	Total Capital Funds	0	0	0

	FY 2004	FY 2005	FY 2006
Annual Vehicle Miles			
Annual Transit Miles	29,375	30,025	21,200
Annual Social Service Miles	160,000	189,000	185,000
Annual Vehicle Hours			
	N.A.	N.A.	N.A.
Annual Passenger Trips			
Annual Transit Passenger Trips	3,548	3,081	3,145
Annual Social Services Passenger Trips	19,822	12,559	15,000
Safety			
Fatalities	0	0	0
Minor Incidents	0	0	0
Major Incidents	0	0	0
Source: West's Transportation			

Calais-Bangor Intercity Service (West's Coastal Connection). The following figures for the Calais-Bangor Intercity route are for fiscal years (calendar years) 2004, 2005 and 2006.

WEST'S TRANSPORTATION CALAIS-BANGOR [INTERCITY SERVICE] ANNUAL REPORT – LAST THREE YEARS			
	FY 2004	FY 2005	FY 2006
Volunteer Resources			
Volunteer Drivers	0	0	0
Personal Vehicles in Service	0	0	0
Vehicles (Government funded vehicles, only)			
Number of Active Vehicles in Fleet	2	1	1
Number of Inactive Vehicles in Fleet	0	1	1
Number of ADA Accessible Vehicles	2	2	2
Annual Operating Expenses			
Annual Transit Operating Expenses	\$77,748.89	\$101,864.22	\$93,523.70
Annual Social Services Operating Expenses (Included in Washington County Annual Report)	-	-	-

	FY 2004	FY 2005	FY 2006
Annual Administrative Expenses			
Annual Transit Administrative Expenses	\$25,228.72	\$9,931.00	\$45,461.74
Annual Social Services Administrative Expenses (Included in Washington County Annual Report)	-	-	-
Annual Operating Revenues			
Fare Revenues	\$36,944.12	\$42,190.25	\$40,851.74
Contract Revenues	0	0	0
Transit Contract Revenues	0	0	0
Social Service Contract Revenues	0	0	0
FTA – Federal Operating Assistance	\$30,500.00	\$30,500.00	\$39,000.00
MDOT – State Operating Assistance	0	0	0
Local Operating Funds	\$35,532.49	\$40,967.10	\$59,133.70
Total Annual Operating Revenues	\$102,976.61	\$113,657.35	\$138,985.44
FTA-Sources of Capital Funds			
FTA-Federal Capital Assistance	0	0	0
MDOT-State Capital Assistance	0	0	0
Local Capital Funds	0	0	0
Total Capital Funds	0	0	0
Annual Vehicle Miles			
Annual Transit Miles	118,625	117,975	123,800
Annual Social Service Miles (Included in Washington County Annual Report)	-	-	-
Annual Vehicle Hours			
	-	-	-
Annual Passenger Trips			
Annual Transit Passenger Trips	3,117	3,544	3,985
Annual Social Services Passenger Trips (Included in Washington County Annual Report)	-	-	-
Safety			
Fatalities	0	0	0
Minor Incidents	0	0	0
Major Incidents	0	0	0
Source: West's Transportation			

B. REVENUES, COSTS, TRIPS, MILES

The following tables display revenues, costs, passenger trips and vehicle miles for West's Calais-Bangor intercity and fixed route services. The fiscal year for the Washington County route is July 1 through June 30. The fiscal year for the Calais-Bangor Intercity route and other routes is the calendar year.

REVENUES AND COSTS PAST THREE YEARS						
ROUTE	REVENUES			COSTS		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Routes Utilizing Federal/State Transportation Subsidies						
Calais/Bangor Intercity	\$67,444	\$72,690	\$80,632	\$102,978	\$113,657	\$121,870
Washington County	\$36,992	\$39,972	\$42,000	\$54,297	\$60,028	\$63,000
Routes Funded In-Part Through Social Service Programs						
Migrant Routes	\$26,937	\$25,818	\$30,188	\$23,000	\$22,000	\$26,000
Steuben/Jonesport	\$45,000	\$45,000	\$50,000	\$60,000	\$70,000	\$75,000
Total	\$71,937	\$70,818	\$80,188	\$83,000	\$92,000	\$101,000

TRIPS AND VEHICLE MILES PAST THREE YEARS						
ROUTE	TRIPS (One Way)			VEHICLE MILES		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Routes Utilizing Federal/State Transportation Subsidies						
Calais/Bangor Intercity	3,217	3,544	3,600	118,000	118,000	125,000
Washington County	3,221	3,081	3,500	30,000	30,000	30,000
Routes Funded In-Part through Social Service Programs						
Migrant Routes	8,130	6,781	5,230	11,300	9,620	8,656
Steuben/Jonesport	8,440	7,221	7,280	46,800	46,800	46,800
Total	16,570	14,002	12,510	58,100	56,420	55,456

The following table displays ridership by town for West's Washington County Route, which operates on Mondays and Tuesdays.

**WASHINGTON COUNTY ROUTE
RIDERSHIP BY TOWN
MONDAYS AND TUESDAYS, ONLY**

Town	FY 2004	FY 2005	FY 2006
Beals	61	32	24
Jonesport	138	136	122
Addison	206	223	216
Columbia Falls	16	8	6
Columbia	60	14	8
Harrington	123	17	16
Cherryfield	69	106	98
Milbridge	247	233	254
Steuben	651	732	718
Gouldsboro	46	41	37
Sorrento	12	8	5
Sullivan	61	60	58
Ellsworth	870	756	745
Lubec	20	11	5
Whiting	7	5	5
Machais	634	412	580
Total	3,221	2,794	2,897

West's revenues and expenses for the past three years for the Washington County Route are displayed below.

WASHINGTON COUNTY FIXED ROUTE SERVICE REVENUES AND EXPENSES (Fiscal Year July 1 through June 30)			
	FY 2004	FY 2005	FY 2006
REVENUES			
Administration and Farebox	\$3,772.50	\$4,690.00	\$4,839.00
Local Funds	17,305.79	22,894.78	16,433.00
State Funds	5,351.00	4,972.47	5,115.00
Federal Funds	28,461.67	29,262.53	30,725.00
Total Revenues	\$54,890.96	\$61,819.78	\$57,112.00
EXPENSES			
Administration			
Salary/Benefits	\$13,425.67	\$10,730.84	\$10,445.22
Rent	2,475.00	2,400.00	2,400.00
Insurance	4,959.59	13,489.40	14,031.39
Audit	3,850.00	4,150.00	0
Total Administration	\$24,710.26	\$30,770.24	\$26,876.61
Operating			
Wages and Benefits	\$17,465.13	\$17,614.42	\$18,892.27
Fuel and Oil	5,277.79	6,447.98	7,738.70
Repairs	6,914.78	3,942.42	3,340.62
Dues (MTA, CTTA, etc.)	365.00	365.00	175.00
Drug and Alcohol Testing	158.00	378.00	88.00
Total Operating	\$30,180.70	\$28,747.82	\$30,234.59
Total Administration	\$24,710.26	\$30,770.24	\$26,876.61
Total Operating	\$30,180.70	\$28,747.82	\$30,234.59
Total Expenses	\$54,890.96	\$59,518.06	\$57,111.20

West's revenues and expenses for the past three years for the Calais to Bangor Intercity Route are displayed below.

CALAIS-BANGOR INTERCITY SERVICE REVENUES AND EXPENSES (Fiscal Year January 1 through December 31)			
	FY 2004	FY 2005	FY 2006
REVENUES			
MDOT Grant	\$30,500.00	\$30,500.00	\$39,000.00
Fares and Freight	36,944.12	42,190.25	40,851.74
West's General Funds	35,532.49	40,967.10	59,133.70
Total Revenues	\$102,977.61	\$113,657.35	\$138,985.44
EXPENSES			
Driver Salaries	\$46,414.00	\$49,589.40	\$49,122.84
Fuel	17,859.20	22,823.16	25,082.79
Maintenance and Repair	7,547.16	16,811.30	17,698.83
Other (insurance, etc.)	31,157.25	35,159.13	47,634.82
Total Expenses	\$102,977.61	\$124,382.99	\$139,539.28

West's revenues and expenses for the MaineCare service are displayed below.

MAINECARE DEMAND RESPONSE SERVICE (Fiscal Year January 1 through December 31)			
	FY 2004	FY 2005	FY 2006
REVENUES			
MaineCare	\$129,087.40	\$145,127.00	\$134,717.52
Total Revenues	\$129,087.40	\$145,127.00	\$134,717.52
EXPENSES			
Salaries and Fringes	\$50,340.00	\$49,017.60	\$54,180.00
Vehicle Purchase	21,100.00	24,348.60	16,911.65
Fuel	22,320.48	32,464.80	46,646.84
Vehicle Maintenance	27,593.45	40,581.00	19,257.77
Insurance	13,266.00	15,912.00	13,619.20
Total Expenses	\$134,619.93	\$162,324.00	\$150,615.46

The following tables display information on West's demand response transportation service by agency (MaineCare) and by mode for the past three years. MaineCare clients are the only riders on West's demand response service.

REVENUES AND COSTS BY <u>AGENCY</u> PAST THREE YEARS						
SOCIAL SERVICE AGENCY/PROGRAM	REVENUES			COSTS		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
MaineCare	\$129,087	\$145,127	\$134,718	\$134,620	\$162,324	\$150,615
Total	\$129,087	\$145,127	\$134,718	\$134,620	\$162,324	\$150,615

TRIPS AND PASSENGER MILES BY <u>AGENCY</u> PAST THREE YEARS						
SOCIAL SERVICE AGENCY/PROGRAM	TRIPS			PASSENGER MILES		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
General Public	-	-	-	-	-	-
MaineCare	19,822	12,559	10,699	120,276	189,204	163,457
Other	-	-	-	-	-	-
Total	19,822	12,559	10,699	120,276	189,204	163,457

West's only uses agency vehicles for the MaineCare demand response services.

REVENUES AND COSTS BY <u>MODE</u> PAST THREE YEARS						
MODE	REVENUES			COSTS		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Agency Vehicles	\$129,087	\$145,127	\$160,000	\$134,620	\$162,324	\$175,000
Volunteers	-	-	-	-	-	-
Friends and Family	-	-	-	-	-	-
Subcontracted Providers	-	-	-	-	-	-
Total	\$129,087	\$145,127	\$160,000	\$134,620	\$162,324	\$175,000

**TRIPS AND PASSENGER MILES BY MODE
PAST THREE YEARS**

MODE	TRIPS			PASSENGER MILES		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Agency Vehicles	19,822	12,559	15,000	120,276	189,204	190,000
Volunteers	-	-	-	-	-	-
Friends and Family	-	-	-	-	-	-
Subcontracted Providers	-	-	-	-	-	-
Total	19,822	12,559	15,000	120,276	189,204	190,000

C. PASSENGER INFORMATION – PAST THREE YEARS

Washington County Fixed Route, Calais-Bangor Intercity. The following table displays passenger fare revenues for the past three years. All passengers pay full fares, and West's does not track elderly, disabled or any other category of passengers.

**REVENUES BY PASSENGER FARE CATEGORY
WASHINGTON COUNTY FIXED ROUTE AND CALAIS BANGOR INTERCITY
PAST THREE YEARS**

Category	FY 2004	FY 2005	FY 2006
Full Fare	\$40,716.62	\$46,880.25	\$45,690.74
Total	\$40,716.62	\$46,880.25	\$45,690.74

MaineCare Demand Response Service. The following table displays data on the number of general public, elderly and disabled passengers transported by West's demand response service.

**NUMBER OF GENERAL PUBLIC, ELDERLY AND
DISABLED PASSENGER**

	FY 2004	FY 2005	FY 2006
# General Public Passengers	6,765	6,625	7,130
# Elderly Passengers	9,071	6,280	8,013
# Disabled Passengers	10,751	6,279	6,987
Total*	26,587	19,184	22,130

*Figures do not add up because some passengers are both elderly and disabled.

D. PROJECTED REVENUES, COSTS, TRIPS, MILES

Fixed Route Services. The following table displays projected revenues, costs, trips and vehicle miles for West’s intercity and fixed route services. The Calais-Bangor Intercity Service, the Washington County Service and the Steuben/Jonesport Route utilize buses that were purchased with federal/state transportation funds. The Migrant Routes and Steuben/Jonesport Route are other fixed route services where funding comes from the Maine Department of Education and the MaineCare, respectively.

PROJECTED REVENUES, COSTS, TRIPS, VEHICLE MILES NEXT TWO YEARS								
Route	Revenues		Costs		One-Way Trips		Vehicle Miles	
	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
Routes Utilizing Federal/State Transportation Subsidies								
Calais/Bangor Intercity	\$90,000	\$95,000	\$120,000	\$125,000	3,800	4,000	125,000	125,000
Washington County	\$40,000	\$45,000	\$52,000	\$57,000	3,800	4,000	30,000	30,000
Routes Funded In-Part Through Social Service Programs								
Migrant Routes	\$30,000	\$30,000	\$25,000	\$25,000	6,000	6,000	10,000	10,000
Steuben/Jonesport	\$50,000	\$60,000	\$60,000	\$75,000	8,000	8,000	50,000	50,000
Total	\$80,000	\$90,000	\$85,000	\$100,000	14,000	14,000	60,000	60,000

Demand Response Service (MaineCare). The following tables display information on West's demand response system for the next two years.

PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES BY AGENCY NEXT TWO YEARS								
Social Service Agency/Program	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
General Public	-	-	-	-	-	-	-	-
MaineCare	\$175,000	\$180,000	\$185,000	\$190,000	17,000	19,000	190,000	200,000
DHHS Regular	-	-	-	-	-	-	-	-
DHHS Special	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$175,000	\$180,000	\$185,000	\$190,000	17,000	19,000	190,000	200,000

PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES BY MODE NEXT TWO YEARS								
Mode	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
Agency Vehicles	\$175,000	\$180,000	\$185,000	\$190,000	17,000	19,000	190,000	200,000
Volunteers	-	-	-	-	-	-	-	-
Friends and Family	-	-	-	-	-	-	-	-
Subcontracted Providers	-	-	-	-	-	-	-	-
Total	\$175,000	\$180,000	\$185,000	\$190,000	17,000	19,000	190,000	200,000

E. BUDGET

Washington County Fixed Route Service. West's revenues and expenses for the next two years are displayed below.

WASHINGTON COUNTY FIXED ROUTE SERVICE REVENUES AND EXPENSES NEXT TWO YEARS (Fiscal Year July 1 through June 30)		
	FY 2007	FY 2008
REVENUES		
Administration and Farebox	\$19,068	\$19,068
Local Funds	19,068	19,068
State Funds	5,588	5,588
Federal Funds	33,797	33,797
Total Revenues	\$77,521	\$77,521
EXPENSES		
Administration		
Salary	\$13,164	\$13,164
Rent	2,400	2,400
Insurance	16,500	16,500
Audit	4,000	4,000
Travel	1,000	1,000
Total Administration	\$37,064	\$37,064
Operating		
Wages and Benefits	\$19,457	\$19,457
Fuel and Oil	9,500	9,500
Repairs	4,000	4,000
Lease	3,000	3,000
Tax and Registration	500	500
Profit	2,500	2,500
Drug and Alcohol Testing	1,500	1,500
Total Operating	\$40,457	\$40,457
Total Expenses	\$77,521	\$77,521

Calais-Bangor Intercity Route. Anticipated revenues and expenses for the next two years are displayed below.

CALAIS-BANGOR INTERCITY SERVICE REVENUES AND EXPENSES - NEXT TWO YEARS (Fiscal Year January 1 through December 31)		
	FY 2007	FY 2008
REVENUES		
MDOT Grant	\$39,000	\$39,000
Fares and Freight	39,000	39,000
West's General Funds	27,000	27,000
UMM, Chambers, Grange	12,000	12,000
Total Revenues	\$117,000	\$117,000
EXPENSES		
Driver's Salaries	\$40,000	\$40,000
Fuel	25,000	25,000
Maintenance and Repair	15,000	15,000
Other	37,000	37,000
Total Expenses	\$117,000	\$117,000

West's Transportation budget for the MaineCare service is displayed below.

MAINECARE DEMAND RESPONSE SERVICE REVENUES AND EXPENSES - NEXT TWO YEARS (Fiscal Year January 1 through December 31)		
	FY 2007	FY 2008
REVENUES		
MaineCare	\$175,000	\$175,000
Total Revenues	\$175,000	\$175,000
EXPENSES		
Salaries and Fringe	\$75,000	\$80,000
Vehicle Purchase	25,000	25,000
Fuel	35,000	35,000
Vehicle Maintenance	35,000	35,000
Insurance	15,000	15,000
Total Expenses	\$185,000	\$190,000

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FLEET CONDITION

West's owns and operates a fleet of about 30 vehicles, of which four are subsidized and are included in the following PTMS Vehicle Evaluation Summary. West's has two MDOT subsidized fixed routes and only two of the three vehicles in use are available at any given time due to demand and high mileage on one of the vehicles. The three subsidized vehicles are wheelchair equipped with front facing tie downs consisting of clamps and ratchet systems.

PTMS VEHICLE EVALUATION SUMMARY FORM
AGENCY: WEST'S TRANSPORTATION
CONTACT PERSON: EMORY WEST

Passenger Vehicle Information					
1	VIN	HB14781	HB14782	1FDSE3062XH A66353	1BAHBC5HIVF O78223
2	Fleet #	81	82	99	97
3	Vehicle Type *	SMDB	SMDB	LDB	SMDB
4	Make, Model	Ford/Goshen	Ford/Goshen	Ford/Goshen	Blue Bird
5	Year	2003	2003	1999	1997
6	Fuel Type	Diesel	Diesel	Gas	Diesel
7	Fuel Use – 12 months	2,645	9,413	1,591	0
8	Mileage	209,197	202,781	268,301	163,331
9	12-month Mileage	31,740	112,963	19,093	0
10	Repair Cost - 12 months	\$5,018	\$5,968	\$3,711	0
11	Repair frequency - 12 months**	A-24; B-26; C-6	A-24; B-26; C-7	A-24; B-6; C-5	Not in use
12	Vehicle appearance - interior	Fair	Fair	Poor	Poor
	Vehicle appearance - exterior	Fair	Fair	Poor	Poor
13	ADA Accessibility:				
	Equipped/Working	Yes	Yes	Yes	No
	Tie Down/Type***	Yes	Yes	Yes	No
	Announcement System	No	No	No	No
	Signage	No	No	No	No
14	Passenger Amenities				
	Air Conditioning	No	Yes	No	No
	Working Heater	Yes	Yes	No	Yes
	Tinted Windows	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes
15	Type of Fare Collection System	Agent/Driver	Agent/Driver	Agent/Driver	Agent/Driver

Inspector's Name, Date of Inspection: Emory West, 9/26/06

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

** A = Routine Maintenance; B = Minor Repair; C = Major Repair

*** Tie downs are forward facing, clamp and ratchet systems.

WEST' S
APPENDIX

West's Bus Service

SCHEDULE OF SERVICE

Monday Bus Schedule - Ellsworth

Post Office	Pickup	Return
Beak Island - Jonesport - Addison - Columbia Falls - Columbia - Harrington - Cherryfield - Millsidge - Streichen - Ellsworth -	8:30 AM 8:35 AM 9:00 AM 9:05 AM 9:10 AM 9:15 AM 9:25 AM 9:40 AM 10:30 AM	1:05 PM 1:00 PM 2:45 PM 2:40 PM 2:30 PM 2:20 PM 2:10 PM 2:05 PM 1:30 PM

Tuesday Bus Schedule - Machias

Town Office	Pickup	Return
Millsidge - Cherryfield - Harrington - Columbia - Columbia Falls - Addison - Beak Island - Jonesport - Machias -	8:15 AM 8:20 AM 8:25 AM 8:30 AM 8:35 AM 8:40 AM 8:45 AM 8:50 AM 9:00 AM 9:30 AM	1:35 PM 1:30 PM 1:45 PM 1:30 PM 1:00 PM 12:55 PM 12:50 PM 12:35 PM 12:30 PM 12:00 PM

Schedule is subject to change without notice.
CALL prior to travel.

Monday through Friday
Streichen to Jonesport
and points in between

Leaves Streichen	7:10 AM
Arrives Jonesport	7:40 AM
Leaves Jonesport	4:00 PM
Arrives Streichen	4:30 PM

Reservations Required

One Way Fare \$3.00
Round Trip \$5.00

West's Coastal Connection

CALAIS • MACHIAS • ELLSWORTH • BANGOR

DAILY Public Bus Service • Calais to Bangor and points in between

Stops provided as a public service by residents
For information 1-800-596-2823
207-546-2823

SCHEDULE OF SERVICE

Towns	Locations	A.M.	P.M.	1-Way	2-Way
Calais	COMBET convenience	9:00	7:00	\$18	\$13
Fort Kent	YADAMAS MILL	10:00	6:30	\$17	\$12
Fort Kent	Morgan's Restaurant	10:10	6:05	\$17	\$12
Fort Kent	Mill's Restaurant	10:15	6:10	\$17	\$12
Fort Kent	Community Center/Store	10:25	5:50	\$17	\$12
Machias	FRANK MALLORY	11:00	5:30	\$14	\$9
Streichen	Nap's Place	11:10	5:20	\$14	\$9
Ellsworth	Near Corner - between bus	11:20	5:05	\$13	\$8
Columbia	Machias Fish Market	11:35	4:50	\$12	\$7
Millsidge	Young's Market	11:55	4:35	\$9	\$6
Streichen	North End of Bridge	12:05	4:25	\$9	\$6
Ellsworth	Village Store	12:10	4:20	\$9	\$6
Ellsworth	MET'S GOURMET STORE	12:25	4:05	\$7	\$12
Bangor	GREYWOOD - between	1:00	3:30		
	CONCORD TRAILWAYS	1:10	3:10		
	BANGOR AIRPORT	1:15	3:15		

* Fares payable to driver. Ask for rates between towns.
Additional stops in Bangor - \$3.00

2. Bus will make flag stops anywhere along the route where it is safe and convenient to do so. (To utilize a flag stop, please make yourself visible near the curb. Place your luggage beside the road and wave the bus to a stop.)
ADA equipped bus available with 1 day notice.

CONTACT INFORMATION
1-800-596-2823
207-546-2823
Concord Trailways
1-888-633-3337
207-546-2823

Operated by
West's Transportation, Inc.
P.O. Box 82
Millsidge, ME 04858

West's Transportation

PUBLIC BUS SCHEDULE



1-800-596-2823

www.westbusservice.com

Serving Downeast Maine,
the Coastal Connection,
Calais, Machias,
Ellsworth, Bangor
and points in between

Connecting with
Bangor Airport
Bangor Bus Terminal
Concord Trailways

Effective May 2006

FIRST WED. OF EACH MONTH

Lubec to Machias and return

Leaves Lubec	8:45 am
Arrives Machias	9:30 am
Leaves Machias	11:30 am
Arrives Lubec	12:15 pm

1-800-596-2823

MONDAY THRU FRIDAY

School Season Only

Leaves Franklin Trading Post	8:40 am
Arrives Winter Harbor Garage	9:05 am
Leaves Winter Harbor Garage	1:35 pm
Arrives Franklin Trading Post	2:00 pm

One Way Fare \$3.00 • Roundtrip \$5.00
Reservations Required

West's does other provider services in these areas such as Medicaid, school and employee shuttles and more. Routes may be open to public on space available busses.

Call 1-800-596-2823



GENERAL INFORMATION

SCHEDULES - Every effort will be made to operate according to published schedules. Circumstances sometimes develop beyond our control and accordingly West's Coastal Connection cannot hold itself responsible for errors in timetables, inconveniences or damage resulting from delayed coaches. Connections are not guaranteed and schedules are subject to change without notice.

SMOKING - Will not be allowed on any of West's Busses.

OBJECTIONAL PERSONS - West's Coastal Connection reserves the right to refuse transportation to any person under the influence of intoxicating beverages or drugs or who is unable to take care of themselves or to any person whose conduct is such or likely to be such, as to make them objectionable to other passengers. Passengers not wearing shoes or other protective footwear will be denied transportation.

CHILDREN'S FARES - Children who have not reached their fifth (5th) birthday must be accompanied by an adult paying passenger. One child under five (5) years of age will be carried free of charge. Additional children under five (5) years of age will be required to pay the applicable half fare. Children who have reached their fifth (5th) birthday but have not reached their twelfth (12th) birthday will be charged one half (1/2) of the adult fare.

ANIMALS - No animals may be carried except a Guide Dog accompanying a legally blind or deaf person.

Wheelchair Bus available with one (1) day notice.

- Ticket Agents and Bus Stops are:
 - Mike's Country Store - Ellsworth
 - Bangor Bus Terminal
 - Concord Trailways - Bangor
- Baggage Limit - two bags
- West's will not be responsible for lost or stolen articles
- Bicycles - if space is available there is a \$5.00 fee
- Freight service available

June 13, 2006

BID PROPOSAL FOR THE 2006 MIGRANT BLUEBERRY HARVEST
SUMMER YOUTH PROGRAM TRANSPORTATION

West's would like to make the following bid proposal of \$27,386.00. If the mileage should go over 10,000 miles it will be \$2.97 per mile per vehicle. Last year the mileage was 9,221 miles. If this bid is accepted we would like payment split into two equal payments the first half being due July 24th, 2006 and the second being due August 7th, 2006.

West's Transportation, Inc. agrees to provide the following:

1. A.M. and P.M. bus service to all regular stops and routes on the blueberry barrens east and west side of the Pleasant River to and from the University of Maine Machias.
2. Once a week field trips.
3. Special needs (handicapped Equipped) bus if needed

West's Transportation, Inc. will be responsible for buses and drivers. Drivers will be seasoned and familiar with this unique program and the locations of the barren camps. Bus aids will be provided by the Blueberry Harvest Summer Program, as well as the per schooler safety seats. Bus aids will be responsible for the students on the bus at all times and the student count at each campsite.

This contract will serve as a binding contract when signed by both parties.

Emory West, Mgr.
West's Transportation, Inc.



7/1/06

Agreement No:

STATE OF MAINE
DEPARTMENT OF EDUCATION
Agreement to Purchase Services

THIS AGREEMENT, made this 11th day of July, 2006, is by and between the State of Maine, Department of Education, hereinafter called "Department," and West Transportation, INC., located at P.O.Box 82, Milbridge, Maine 04658 telephone number 207-546-2823, hereinafter called "Provider", for the period of 07-26-2006 to 08-18-2006.

The Employer Identification Number of the Provider is 01-043072600.

WITNESSETH, that for and in consideration of the payments and agreements hereinafter mentioned, to be made and performed by the Department, the Provider hereby agrees with the Department to furnish all qualified personnel, facilities, materials and services and in consultation with the Department, to perform the services, study or projects described in Rider A, and under the terms of this Agreement. The following riders are hereby incorporated into this Agreement and made part of it by reference:

- Rider A - Specifications of Work to be Performed
- Rider B - Payment and Other Provisions
- Rider C - Exceptions to Rider B
- Rider G - Provision of Contract Services by Foreign Nationals or Work Performed Abroad

IN WITNESS WHEREOF, the Department and the Provider, by their representatives duly authorized, have executed this agreement in 1 original copy.

DEPARTMENT OF EDUCATION

By: _____

Susan A. Gendron, Commissioner

and

WEST'S TRANSPORTATION, INC.

By: Jolynne Barnes 

Jolynne Barnes, President

Total Agreement Amount: Up to \$30,188.00 013-05A-7151-132-CMA6

Chair, State Purchases Review Committee

Preventive Maintenance Inspection #1

3,000 Miles, 5,000 Km - Monthly

Unit Number _____
 Mileage _____
 Repair Order # _____
 Date/Time _____
 Location _____

West's Transportation
Emory  *Julyne*
 Box 82
 Milbridge, Maine 04658
 207-546-2823

✓ = OK
 X = Attention Required
 R = Repair
 N/A = Not Applicable

OK Not OK

- | | | | | |
|-----|---|--|--|--|
| 1. | Check driver's reports for problems previously reported | | | |
| 2. | Ignition switch "On" - air pressure warning signals | | | |
| 3. | Start engine. Check operation of the following: | | | |
| | a. Starter operation | | | |
| | b. Check operation of Intake Air Heater | | | |
| | c. All gauges: Oil pressure ____ Temp ____ Trans.Temp. ____ Tach ____
Voltmeter ____ Ammeter ____ Air pressure ____ Speedometer ____ | | | |
| | d. Check interior lights ____ Dash lights ____ Ceiling lights ____ | | | |
| | e. Check exterior lights ____ Headlights ____ High beam indicator ____
Tail ____ Stop ____ Stepwell ____ Clearance ____ | | | |
| | f. Check turn signals ____ 4-way flashers ____ | | | |
| | g. Check Windshield wiper operation ____ Washer ____ | | | |
| | h. Check max air pressure (should be 110-120 psi) | | | |
| | i. Check heater operation ____ Air conditioner ____ | | | |
| | j. Check alternator output on voltmeter | | | |
| | k. Check operation of parking/spring brakes ____ Park brake warning light ____ | | | |
| | l. Check brake pedal for application. | | | |
| 4. | Depress brake pedal - check for leaks in brake system | | | |
| 5. | Inspect condition of windshield ____ Side glasses ____ Mirrors ____ | | | |
| 6. | Inspect condition of wiper blades ____ Fill washer container ____ | | | |
| 7. | Inspect front door assembly hinges ____ Controls ____ Adjustments ____ | | | |
| 8. | Inspect seat back and cushion for damage ____ Check frames ____ | | | |
| 9. | Inspect condition of floor covering ____ Upholstery ____ | | | |
| 10. | Inspect operation and locking of all emergency doors | | | |
| 11. | Check operation of all door and window warning buzzers | | | |
| 12. | Check operation of all roof hatches and warning buzzers | | | |
| 13. | Inspect exterior sheet metal for damage: Corrosion ____ Paint Condition ____ | | | |
| 14. | Inspect lock condition, all external access doors | | | |
| 15. | Check condition and adjust all Belts ____ Fan Drive ____ Alternator ____
Air conditioner ____ | | | |
| 16. | Inspect engine mounts - condition and security | | | |
| 17. | Inspect condition of throttle linkage ____ Ball joints ____ Full throttle ____ | | | |
| 18. | Inspect air intake ducts, hoses for condition and for chafing ____ Loose clamps ____ | | | |
| 19. | Check air cleaner restriction indicator. Service filter if necessary | | | |
| 20. | Inspect cooling system for leaks - Radiator ____ Hoses ____ | | | |

Preventive Maintenance Inspection #1

(continued)

OK Not OK

- | | OK | Not OK |
|---|-------|--------|
| 21. Inspect fan assembly - Mounting _____ Fan blades _____ | _____ | _____ |
| 22. Check coolant level. Antifreeze protection to _____ ⁰ | _____ | _____ |
| 23. Check Hydraulic fluid level _____ | _____ | _____ |
| 24. Grease rear suspension _____ Drive shaft _____ Brake mechanism _____ | _____ | _____ |
| 25. Check lube level - Rear axle _____ Trans. (std.) _____ | _____ | _____ |
| 26. Adjust rear brakes _____ Inspect lining wear _____ | _____ | _____ |
| 27. Clean rear axle vent _____ | _____ | _____ |
| 28. Inspect rear springs, broken leaves _____ Loose U-bolts _____ | _____ | _____ |
| 29. Inspect air suspension for cracks _____ Wear _____ Hangers _____ Leaks _____ | _____ | _____ |
| 30. Bleed air tanks _____ Check moisture ejector _____ Heat operation _____ | _____ | _____ |
| 31. Inspect battery installation, hold-down clamps security, clean as required _____ | _____ | _____ |
| 32. Inspect battery cables for corrosion, chafing _____ | _____ | _____ |
| 33. Check state of charge in batteries. Fill, if applicable. Battery voltage _____ | _____ | _____ |
| 34. Inspect fuel tank mounting brackets for cracks, security _____ | _____ | _____ |
| 35. Clean fuel tank vents _____ Inspect filler cap seals _____ | _____ | _____ |
| 36. Jack front axle. Check tires for toe-in wear _____ | _____ | _____ |
| a. Grease suspension, king pin, steering linkage _____ | _____ | _____ |
| b. Check lube level of front wheels _____ Bearing adjustment _____ | _____ | _____ |
| c. Check steering linkage for lost motion _____ Check king pins _____ | _____ | _____ |
| d. Inspect front springs for broken leaves _____ Loose U-Bolts _____ Shackles _____ | _____ | _____ |
| e. Adjust front brakes _____ Grease brake mechanism _____ Check lining wear _____ | _____ | _____ |
| 37. Inspect steering gear mounting for security _____ | _____ | _____ |
| 38. Inspect wheeltrim lug nuts for security _____ | _____ | _____ |
| 39. Inspect wheeltrims for cracks, slipping _____ | _____ | _____ |
| 40. Inspect tires for cuts, tread depth, wear _____ | _____ | _____ |
| 41. Inflate tires to recommended pressure _____ | _____ | _____ |
| 42. Inspect body mounting bolts and clips for security _____ | _____ | _____ |
| 43. Consult repair order for following: _____ | _____ | _____ |
| a. Change engine oil _____ Replace oil filters _____ | _____ | _____ |
| b. Replace fuel filters _____ Water filter _____ | _____ | _____ |
| 44. Start engine. Check filters for leaks _____ | _____ | _____ |
| 45. Engine idling & at operating temperature - check automatic transmission fluid level _____ | _____ | _____ |
| 46. Road test. Check brake operation, unusual noises, etc. _____ | _____ | _____ |
| 47. Wipe grease off steering wheel and driver's seat _____ | _____ | _____ |
| 48. Fill out all required work orders, forms, etc. _____ | _____ | _____ |
| 49. Calibrate gas sensor modules (CNG Units) _____ | _____ | _____ |
| 50. Check fuel system fittings and components for leaks (CNG Units) _____ | _____ | _____ |
| 51. Replace fuel filter element (CNG Units) _____ | _____ | _____ |

Mechanic's Signature _____

Comments:

Preventive Maintenance Inspection #2

45,000 Miles, 75,000 Km - Annual

Unit Number _____
 Mileage _____
 Repair Order # _____
 Date/Time _____
 Location _____

West's Transportation

 Box 82
 Milbridge, Maine 04658
 207-546-2823

✓ = OK
 X = Attention Required
 R = Repair
 N/A = Not Applicable

	OK	Not OK
1. Steam clean engine compartment, if necessary	_____	_____
2. Perform #1 inspection	_____	_____
3. Inspect hoses for deterioration - replace as required	_____	_____
4. Check condition of antifreeze - replace as required - set for -30°F (-20°C)	_____	_____
a. Replace coolant every 2 years. (Management decision)	_____	_____
5. Check shutters for opening and closing fully, if so equipped	_____	_____
6. Service shutter system filter, if so equipped	_____	_____
7. Clean front of radiator module (mud, dirt, debris)	_____	_____
8. Remove covers, all heaters - clean cores, clean filters	_____	_____
9. Check operation of all heater motors, defrosters	_____	_____
10. Replace power steering filter in reservoir	_____	_____
11. Replace water filter, if not done previously	_____	_____
12. Check operation - block/val heaters, if applicable	_____	_____
13. Check operation of ether start device	_____	_____
14. Tighten all hose clamps - air intake system	_____	_____
15. Air cleaner element - replace if no restriction gauge	_____	_____
16. Check operation of restriction indicator, remove and test operation	_____	_____
17. Service crankcase breathers	_____	_____
18. Check exhaust system for leaks, security	_____	_____
19. Adjust valves, Caterpillar - adjust every 45,000 miles	_____	_____
Cummins - adjust every 2 years, or 100,000 miles	_____	_____
20. Inspect crankshaft vibration damper	_____	_____
21. Check operation of engine protection system	_____	_____
22. Test batteries for full charge	_____	_____
23. Clean batteries and battery box	_____	_____
24. Test alternator regulator setting - 14 to 14.2	_____	_____
(Must be checked with a fully charged battery)	_____	_____
25. Remove starter - inspect brushes (at 90,000 mile intervals)	_____	_____
Clean dust from magnetic switch, lever end.	_____	_____
26. Remove backing plates, if equipped. Inspect rear brake linings.	_____	_____
(Replace if less than 1/4")	_____	_____
27. Inspect slack adjusters for worn splines. Remove plug and grease all 4, if	_____	_____
sealed type	_____	_____
28. Tighten rear U-bolts _____ Torque Values _____	_____	_____
29. Tighten front U-bolts _____ Torque Values _____	_____	_____

Preventive Maintenance Inspection #2

(continued)

	OK	Not OK
30. Remove front wheel. Inspect lining. Replace if within 1/8" of rivet head	_____	_____
31. Clean and repack bearings, if not oil lubricated	_____	_____
32. Drain and refill differential. Check tube for metal, chips, etc.	_____	_____
33. Drain and refill manual transmission - Check tube for contaminants	_____	_____
34. Drain and refill automatic transmission - drop pan. Replace internal filter	_____	_____
Replace transmission filter	_____	_____
Refill with ATF Dexron 111 or equal	_____	_____
35. Check operation of air dryer - replace filter or desiccant, if so equipped	_____	_____
36. Inspect rubber seals on emergency exits	_____	_____
37. Lubricate all access and emergency door hinges	_____	_____
38. Inspect all windows for proper latching	_____	_____
39. Inspect Fuel Tanks by a trained inspector, every third year (CNG Units)	_____	_____

Mechanic's Signature _____

Comments:



Month: _____ Day: ____ Year: ____

WTI Vehicle Service Report

VEHICLE REPORT

Odometer reading: _____
 Most recent repair invoice : _____

Vehicle: # _____ Current Miles: _____

	ODOMETER	ELAPSED MILES
Front Brakes		
Last repair:	_____	_____
Preceding Repair:	_____	_____
Preceding Repair:	_____	_____
Rear Brakes		
Last repair:	_____	_____
Preceding repair:	_____	_____
Preceding repair:	_____	_____
Brake Checked:	_____	_____
Tune-up		
Last tune up:	_____	_____
Preceding t-u	_____	_____
Preceding t-u	_____	_____
P/M Inspection	_____	_____

Vehicle Remarks & Alerts:

BUS DRIVER'S VEHICLE INSPECTION REPORT

COMPANY _____ BUS NO. _____

ODOMETER READING _____

END MILEAGE: _____ DATE: _____

START MILEAGE: _____ TIME: _____ AM PM

TOTAL MILEAGE: _____ LOCATION: _____

INSPECT ITEMS LISTED - IF DEFECTIVE, NUMBER AND DESCRIBE IN "REMARKS"

- | | |
|---|--|
| <input type="checkbox"/> FLUID LEAKS UNDER BUS | <input type="checkbox"/> EMERGENCY DOOR & BUZZER |
| <input type="checkbox"/> LOOSE WIRING, HOSE CONNECTIONS OR | <input type="checkbox"/> HEADLIGHTS, FLASHERS & 4-WAY FLASHERS |
| <input type="checkbox"/> BELTS IN ENGINE COMPARTMENT | <input type="checkbox"/> RIGHT FRONT TIRE & WHEEL |
| <input type="checkbox"/> OIL LEVEL | <input type="checkbox"/> FRONT OF BUS - WINDSHIELD |
| <input type="checkbox"/> RADIATOR COOLANT LEVEL | <input type="checkbox"/> LEFT FRONT TIRE & WHEEL |
| <input type="checkbox"/> BATTERY | <input type="checkbox"/> STOP ARM (SCHOOL BUS) |
| <input type="checkbox"/> TRANSMISSION | <input type="checkbox"/> EXHAUST SYSTEM |
| <input type="checkbox"/> UNUSUAL ENGINE NOISE | <input type="checkbox"/> LEFT SIDE OF BUS - WINDOWS & LIGHTS |
| <input type="checkbox"/> GAUGES & WARNING LIGHTS | <input type="checkbox"/> LEFT REAR TIRES & WHEELS |
| <input type="checkbox"/> SWITCHES | <input type="checkbox"/> REAR OF BUS - WINDOWS & LIGHTS |
| <input type="checkbox"/> HORN | <input type="checkbox"/> TAIL PIPE |
| <input type="checkbox"/> FANS & DEFROSTERS | <input type="checkbox"/> RIGHT REAR TIRES & WHEELS |
| <input type="checkbox"/> WIPERS & WASHERS | <input type="checkbox"/> RIGHT SIDE OF BUS - WINDOWS & LIGHTS |
| <input type="checkbox"/> STOP ARM CONTROL (WARNING CONTROL) | <input type="checkbox"/> DRIVER'S SEAT AND BELT |
| <input type="checkbox"/> INSIDE & OUTSIDE MIRRORS | <input type="checkbox"/> DIRECTIONAL LIGHTS |
| <input type="checkbox"/> BRAKE PEDAL & WARNING LIGHT | <input type="checkbox"/> PARKING BRAKE OR SERVICE BRAKE |
| <input type="checkbox"/> OPERATION OF SERVICE DOOR | <input type="checkbox"/> CLUTCH |
| <input type="checkbox"/> EMERGENCY EQUIPMENT | <input type="checkbox"/> STEERING |
| <input type="checkbox"/> FIRST AID KIT | <input type="checkbox"/> WHEELCHAIR LIFT |
| <input type="checkbox"/> ENTRANCE STEPS | _____ |
| <input type="checkbox"/> CLEARANCE OF INTERIOR | _____ |
| <input type="checkbox"/> CONDITION OF FLOOR | _____ |

REMARKS _____

CONDITION OF ABOVE VEHICLE IS: SATISFACTORY UNSATISFACTORY

DRIVER'S SIGNATURE: _____

ABOVE DEFECTS CORRECTED

ABOVE DEFECTS NEED NOT BE CORRECTED FOR SAFE OPERATION OF VEHICLE

MECHANIC'S SIGNATURE: _____ DATE: _____

DRIVER REVIEWING REPAIRS: SIGNATURE: _____ DATE: _____

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