

MDOT REGION 6
BIENNIAL OPERATIONS PLAN
FY 2007 AND FY 2008

A LOCALLY COORDINATED PLAN

REGIONAL TRANSPORTATION PROGRAM, INC.
(RTP)

GREATER PORTLAND TRANSIT DISTRICT (METRO)

SOUTH PORTLAND BUS SERVICE (SPBS)

CASCO BAY ISLAND TRANSIT DISTRICT (CBITD)

TRANSIT REGION 6

BIENNIAL OPERATIONS PLAN

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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 6

REGIONAL OVERVIEW

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MDOT REGION 6 BIENNIAL OPERATIONS PLAN

REGIONAL OVERVIEW

LOCATION OF REGION 6

Region 6 encompasses all of Cumberland County, which includes Maine's largest urban area, the greater Portland urban area. Cumberland County is 835 square miles in size and has a population of over 265,612 people (2000 Census).



POPULATION OF REGION 6

Cumberland County has been one of Maine's fastest growing counties. Between 1990 and 2000, Cumberland County's population grew by 9%, from 243,135 people to 265,612 people (2000 Census). This was more than twice as fast as population growth statewide (see table on the next page).



POPULATION OF CUMBERLAND COUNTY AND MAINE		
Year	Cumberland County	Maine
1960	182,751	970,689
1970	192,528	992,048
1980	215,789	1,124,660
1990	243,135	1,227,928
2000	265,612	1,274,923
1970-80 change	12%	13%
1980-90 change	13%	9%
1990-00 change	9%	4%
1960-00 change	45%	29%

Source: U.S. Census

Cumberland County is one of the more affluent counties in Maine. The County's median household income (\$44,048) is much higher than the statewide figure (\$37,240), and somewhat higher than the national figure (\$41,994) (see table, below). Further, Cumberland County's poverty rate (7.9%) is much lower than at either the State (10.9%) or Federal level (12.4%). The proportion of senior citizens (65 and older) for Cumberland County is slightly lower than statewide, but somewhat higher than nationwide.

Cumberland County has 317.7 people per square mile, which makes it the most densely populated county in Maine.

CUMBERLAND COUNTY PROFILE – 2000			
Measure	Cumberland County	Maine	USA
Total Population	265,612	1,274,923	281,421,906
Total Households	107,989	518,200	105,480,101
Average Household Size	2.38	2.39	2.59
Median Household Income	\$44,048	\$37,240	\$41,994
Persons below Poverty	7.9%	10.9%	12.4%
65 Years and Over	13.3%	14.4%	12.4%
Persons Per Square Mile	317.7	41.3	79.6

Source: 2000 U.S. Census

REGIONAL PUBLIC AND PRIVATE PROVIDERS

A. TRANSPORTATION PROVIDERS

Transportation providers in Region 6 include four providers that receive federal and state transportation subsidies, a non-profit senior citizen service, a private citizen-operated ferry service, a free express shuttle service supported by Portland businesses, three intercity bus services, an international ferry service and passenger rail service, seven charter bus services, thirty-six taxi/limousine services, one trolley service, two private for-profit ferry services, and seven wheelchair transportation services. These transportation providers are listed in the following text.

AGENCIES

Regional Transportation Program, Inc. (RTP) (127 St. John St., Portland, 774-2666). RTP is a non-profit human service agency designated by MDOT as a Regional Transit Corporation authorized and defined by Chapter 163 of Title 30-A, Maine Revised Statutes. RTP was formed over 25 years ago by combining the transportation services provided by the Portland Chapter of the American Red Cross, the York-Cumberland Senior Services and the social services provided by the Greater Portland Transit District.

RTP's mission is to enable individuals with diverse transportation needs to enjoy full access to their communities by providing effective and efficient community based transportation services in a safe, reliable and environmentally responsible manner. RTP also provides mass transit services to the general public. It also delivers non-emergency medical transportation for MaineCare clients, shopping opportunities for seniors, job transportation for clients of human service agencies and mobility options for persons with disabilities. RTP utilizes "paratransit" as its transportation model for service delivery. The agency serves all of Cumberland County, both rural and urbanized areas, including Portland, South Portland, Falmouth and Westbrook. In these four municipalities it operates the ADA complimentary paratransit system parallel with the two fixed route services - Greater Portland Transit District (METRO) and the South Portland Bus Service (SPBS).

RTP deploys a fleet of 31 lift-equipped buses and vans that are operated by 50 agency certified drivers. In addition to the employed drivers, RTP has over 50 volunteers who transport RTP clients in their own personal vehicles. The agency serves more than 4,500 people countywide each year, and provides more than 1,200 rides a day.

RTP has a Rider's Guide to help consumers better understand and use RTP services. The Rider's Guide has been distributed to general public riders, social service agency contacts, public officials, and RTP's own riders. The Rider's Guide is posted on RTP's web site: www.rtprides.org, and is included in the Appendix of this document.

Greater Portland Transit District (METRO) (114 Valley Street, Portland, 774-0351). METRO is a quasi-municipal corporation that operates public fixed route transit service within the greater Portland urbanized area, including Portland, Westbrook, Falmouth Crossing and the Maine Mall area of South Portland. METRO operates eight major routes, and one limited service route during the summer and fall months. METRO owns and operates a fleet of 16

standard heavy-duty diesel buses and 13 CNG buses (compressed natural gas). All of METRO's buses are wheelchair lift equipped. METRO provided 1,379,444 passenger trips during fiscal year 2006.

South Portland Bus Service (SPBS) (42 O'Neal St., South Portland, 767-5556). SPBS is owned and operated by the City of South Portland. It provides fixed-route transit service to the City of South Portland and includes stops in downtown Portland and Scarborough. Bus service is provided 6 days per week on two of the urban area routes, and 5 days per week on the other urban area route. SPBS operates a fleet of seven transit buses, all of which are wheelchair lift equipped. During fiscal year 2006, the SPBS provided 190,500 passenger trips.

Casco Bay Island Transit District (CBITD) (P.O. Box 4656, Portland, 774-7871). CBITD is a quasi-municipal, non-profit corporation established through emergency State legislative action in 1981. CBITD purchased the assets of the privately owned Casco Bay Lines (CBL) through bankruptcy proceedings to ensure the continuation of transportation service among and between the islands of Casco Bay and the mainland terminal in Portland, Maine.

CBITD is owned and operated by the residents of six Casco Bay islands and is governed by a board of directors. CBITD provides public ferry service to Peaks Island and the Down Bay and Inner Bay Islands from the Maine State Pier in the City of Portland. Service is provided to Peaks Island, Cliff Island, Chebeague Island, Long Island, Great Diamond Island (State Wharf and Diamond Cove), and Little Diamond Island.

CBITD is the "lifeline" for the residents of the islands. The service operates 365 days per year, with a minimum of four weekday and three weekend trips to the Down Bay islands and fourteen trips per day to Peaks Island. CBITD provided 869,694 passenger trips in 2006. CBITD carries vehicles, the U.S. mail and transports school children to and from Portland. Incidental tour and cruise service is offered during the spring, summer and fall seasons. Charter service is available all year since the addition of the *Bay Mist* ferry.

Independent Transportation Network (ITN) (Portland, 828-8608). ITN is a non-profit organization that uses volunteer drivers to provide personalized transportation to senior citizens within a 25-mile radius of the City of Portland.

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

Portland Explorer Shuttle Service (Portland, 772-4457) is a free express shuttle service, supported by Portland businesses, connecting Portland's major transportation terminals and participating hotels. The service, established in 2002, is operated by V.I.P. Tour and Charter Bus Company and is administered by the Greater Portland Council of Governments. The Portland Explorer is a seasonal tourist bus service connecting Portland's major transportation terminals, hotels and the Maine Mall with the Old Port. The service operates seven days/week including holidays from around 11:30 a.m. to 6:30 p.m. from May to October.

INTERCITY SERVICES

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

Vermont Transit Lines (Greyhound Bus) (950 Congress Avenue, Portland, 800-552-8737) - provides daily service from Bar Harbor (seasonal), Bangor, Waterville, Augusta, Lewiston, Brunswick, Portland and Wells to Boston's South Station with direct through service to and from New York City.

Biddeford/Saco ShuttleBus (Biddeford, Saco, Old Orchard Beach Transit Committee) (Alfred Road Business Park, Biddeford, 282-5408) - provides bus service from Biddeford, Saco and Old Orchard Beach to and from the City of Portland and the Maine Mall (South Portland), and offers "Zoom" commuter service during commuter hours. The ZOOM Turnpike Express is a weekday commuter bus service traveling between Biddeford/Saco to downtown Portland. Stops are located at Turnpike Park and Ride lots (Exit 5, Saco and Exit 4 Biddeford) as well as USM and several METRO stops in Portland.

Prince of Fundy Cruise Lines, (468 Commercial Street, Portland, 775-5616) - operates a large passenger/car ferry service between Portland and Nova Scotia.

Amtrak Downeaster (Northern New England Passenger Rail Authority) (75 West Commercial Street, Portland, 780-1000) - operates passenger rail service with 4 daily trips between Portland and Boston (Portland Transportation Center and Boston's North Station), with Maine stops in Old Orchard Beech, Saco and Wells.

CHARTER BUS SERVICES

1. **Custom Coach and Limousine**, 535 Warren Avenue, Portland, 797-9100/800-585-3589
2. **Cyr Bus Line (North Star Tours)**, 160 Gilman Falls Avenue, (Main office is in Old Town) 184 Main Street, South Portland, 800-341-0322
3. **Dineen Coach**, Kittery, 800-396-4440/439-4440
4. **Fuller VIP Motor Coach**, Route 140, Boylston, MA, 508-869-2905
5. **Mermaid Transportation**, 152 Pleasant Hill Road, Scarborough, 885-5630
6. **VIP Tour and Charter Bus Service**, 129-137 Fox Street, Portland, 772-4457 (also operates the Freeport Express, a shuttle service to downtown Freeport from the Portland Transportation Center)
7. **Vacationland Tours and Shuttle**, Pope Road, North Windham, 892-8005

TAXI/LIMOUSINE SERVICES:

1. **ABC Taxi**, 200 Anderson, Portland, 772-8685
2. **Airline Taxi**, Portland, 874-6961
3. **Airport Car and Express**, Windham, 893-8294
4. **AM & PM Taxi**, Portland, 772-7800
5. **American Taxi**, Portland, 749-1600
6. **ANK Limousine**, Shawmut, 877-961-5466
7. **Bay Limo and Livery**, Portland, 878-2292
8. **Bill and Kate's Taxi**, 56 Rochester, Westbrook, 845-4341
9. **Cal's Taxi Service**, 877-906-8294
10. **Central Maine Limo and Charter Service**, 800-465-4269
11. **Custom Coach and Limousine**, Route 302, Westbrook, 800-585-3589
12. **David's Limousine LLC**, Cumberland, 829-3289
13. **Elite Taxi**, 211 Valley, Portland, 871-7274
14. **FLO Hutchins Limousine Service**, 30 Pleasant Hill Road, Scarborough, 883-0222
15. **Freeport Taxi**, 865-9494 and **Provide-a-Ride**, 865-9400. [Provide-a-Ride is a MaineCare provider.]
16. **Imperial Limousine Service**, 800-540-2386
17. **Imperial Luxury Limousine**, Center Road, Sabattus, 375-4975
18. **Jetport Limo and Taxi**, Windham, 893-1962
19. **Jetport Taxi, Inc.**, Portland, 775-6990
20. **Kleen Taxi Ko**, Portland, 773-0055
21. **Land's End Limousine**, 220 Gorham Road, Scarborough, 833-7950
22. **Lilley's Limousine**, 380 Lincoln St., South Portland, 883-6020

23. **Majestic Taxi**, 160 Fellows Street, South Portland, 871-0203
24. **Michael's Limousine Service**, 43 Stroudwater, Westbrook, 854-8882
25. **Old Port Taxi**, Portland, 773-8294
26. **Platinum Plus Taxi**, 76 Foster Point Road, West Bath, 800-874-0801
27. **Portland Limousine**, Portland/Standish, 797-2478/642-5065
28. **South Street Taxi Corp.**, 235 St John Street, Portland, 772-2456
29. **Trixiepolly Volunteer Transport**, Portland, 775-2682
30. **Trust Taxi**, 11382 Portland, 450-4392
31. **Where to Taxi**, Portland, 772-4240
32. **Whitmore's Taxi**, Portland, 871-0206
33. **Wings Cab Co.**, Portland, 871-8800
34. **Within Ten**, 56 Park Avenue, South Portland, 347-5168
35. **Wolf's Taxi**, 47 Lyman, Westbrook, 772-8500/846-9336
36. **Yarmouth Taxi**, Yarmouth, 846-9336

DOWNTOWN TROLLEY

Mainly Tours, 3 Moulton, Portland, 774-0808 – operates downtown Portland trolley service

LOCAL WATER-BORNE PROVIDERS

1. **Presumpscot Water Taxi**, Maine Wharf, Portland, 879-2562
2. **Portland Express Water Taxi**, Maine Warf, Portland, 415-4893

WHEELCHAIR TRANSPORTATION SERVICES (Non-emergency door-to-door wheelchair transportation services)

1. **Northeast Ambulance**, Portland, 800-590-9400
2. **ANTS** (division of ABC Taxi), Portland, 772-8685/252-6094
3. **Mermaid Transportation**, 152 Pleasant Hill Road, Scarborough, 885-5630

4. **Netvan-Medcu** (division of City of Portland), Information Line 879-0300
5. **Med-Star Ambulance**, Falmouth, 781-8600/781-5103
6. **Northeast Mobile Health Services**, Portland, 772-6000/800-215-2000
7. **American Medical Response**, 12 Runway Road, Scarborough, 885-9800

B. PROVIDERS SEEKING SECTION 5311 ASSISTANCE AND/OR STATE ASSISTANCE (RURAL AND URBAN)

Section 5311 Assistance and State Assistance for Rural Areas

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

State Assistance for Urban Areas

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

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

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 RTP 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 RTP 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 RTP, 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 6.

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, RTP 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 December 5, 2006 in the Whaleback Room of the Sheraton Hotel, 363 Maine Mall Road, South Portland, 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 RTP, METRO, SPBS and CBITD, 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 RTP would provide a ride to the forum free of charge to anyone needing one.

The second RPAC meeting was held on February 13, 2007 at the DHHS office, 161 Marginal Way, Portland, conference rooms C and D on the first floor 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 6. To the contrary, RTP has worked closely for many years with social service agencies, service providers and others to ensure that its limited resources are used as efficiently as possible. The following paragraphs contain a brief summary of those coordination efforts.

RTP, as the MDOT Designated Regional Transportation Corporation, maintains an ongoing working relationship with other transportation providers, human service agencies and communities to adequately address the transportation needs of Cumberland County. This effort has included RTP representation on the Advisory Committee on Intelligent Transportation Services and as a member of the Maine Clean Communities Program. RTP is also a member of the Portland Area Comprehensive Transportation Study (PACTS) Transit Committee, which also includes the METRO, SPBS, CBITD, York County Community Action Agency (YCCAC), Biddeford Saco Old Orchard Beach Shuttle Service (BSOOB), and the Northern New England Passenger Rail Authority (Downeaster).

The PACTS Transit Committee was formed to create a federal transit funds priority-setting structure (for both Federal Transit Administration and Surface Transportation Program funding). The Transit Committee meets monthly and advises the PACTS Policy Committee on transit issues, makes recommendations regarding the allocation of FTA urban funds and public set-aside funds, and selects representatives to the PACTS Policy Committee and other committees. In 2005, the PACTS Transit Committee was asked to conduct a study “to assess existing conditions and identify opportunities that realize cost efficiencies, improve quality and frequency of service, connectivity, and ridership for all providers with an emphasis on maintaining or improving customer service”. The PACTS Transit Committee has completed a draft Regional Transit Coordination Study that makes recommendations to increase efficiency of transit operations and work towards the development of one regional transportation system. A summary of the Transit Committee recommendations is included in the Appendix.

Whenever possible, RTP encourages people to utilize fixed-route transportation services. Within the Greater Portland Area RTP refers people to the METRO and the SPBS. RTP has agreements with METRO, SPBS and CDITD where disabled persons can obtain a proof of disability card from RTP that can then be used to ride at half price fares. Donations of up to \$1.00 are accepted from riders where rides are covered by DHHS or Southern Maine AAA. The MaineCare Bus Pass Program has been very successful, and is an excellent example of coordination among transit providers and the MaineCare program.

RTP Brokerage-Like Model: RTP applies a brokerage-like model to provide information for consumers regarding a wide range of transportation within Region 6. The program has enhanced RTP's capabilities in coordinating transportation services. Software has been developed that allows dispatchers to easily view SPBS and METRO routes and schedules when they are referring riders. Dispatchers are also able to forward calls directly to SPBS and METRO. RTP plans to expand this capability to include CBITD, Shuttlebus and ZOOM in Region 8. Dispatchers are also able to inform callers about the GOMaine Rideshare Program and the Ingraham Volunteer MaineCare Transportation Service that is a referral service for critical non-emergency transportation during off-hours when other transportation services are not available.

Coordination of Paratransit Service: RTP contracts with the cities of Portland, South Portland, Westbrook, and Falmouth to provide ADA complementary paratransit service (the ADAPT program). In January 1997, the ADAPT service came into compliance with federal requirements. ADAPT provides service to persons with disabilities who cannot geographically access the fixed route systems, or have a functional inability to board and ride a fixed route vehicle. ADA trips must begin and end within three quarters of a mile of the routes operated by the METRO and SPBS. RTP charges \$2.50 per one-way trip. Trips may be for any purpose. The ADAPT service is required to operate whenever the METRO and SPBS operate.

The RTP ADAPT Advisory Committee, whose members are predominately consumers of the service, meet on an as needed basis. They assess service needs, service performance and conduct evaluations of other transit providers in terms of compliance with the ADA requirements for public and private transportation. This Committee has a representative on RTP's Board of Directors.

In the future, RTP may need to expand ADA service as fixed route services are expanded. For example, SPBS and the Biddeford-Saco-OOB are considering a joint venture to provide more coordinated services.

Coordination with Social Service Providers: Regional Transportation Program (RTP) is the only transportation program in Region 6 that receives Federal Transit Administration (FTA) and Maine Department of Transportation (MDOT) funding, while also contracting with state and local human service agencies to provide transportation services for their clients. RTP maintains an ongoing relationship with the various human service agencies in an effort to continuously evaluate and respond to identified transportation needs. More detailed information on coordination is included later in this document.

Maine Mall Transit Center: The Maine Mall Transit Center located in South Portland at the Maine Mall is an important transit stop utilized by all of the major transit providers, including RTP, METRO, SPBS and the Biddeford/Saco Shuttle Bus. The transit center, located outside JC Penny's, consists of an awning to protect bus patrons from inclement weather, a curbside bus pullout to accommodate two 40-foot buses, and two large monitors to display bus arrival and departure times.

Additional discussion of RTP'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 RTP 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 RTP 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 included on the following pages:

**RPAC REGION 6
Cumberland County**

Summary of Most Important Issues/Problems and Responses in Priority Order

RPAC Issue/Problem	Additional Information	Recommended Actions/(Responsible Party)
<p>1. <u>Service Improvements</u> - Better Communication. Improve dispatcher/driver/volunteer communication in part to resolve no show issue.</p>	<p>RTP is currently developing training programs aimed at better communications and customer service.</p>	<p>A. Training. Enhance training in communications (RTP)</p>
<p>2. <u>Funding Needs</u> – More Dollars for Public Transportation. There is a need for more dollars to meet public transportation needs.</p>		<p>A. Referral. Refer issue of more funding to Governor’s Coordinating Committee (MDOT)</p>
<p>3. <u>Community Education</u> - Public Information. There is a need for more publicity about services, to get more people to use transit. This includes:</p> <ul style="list-style-type: none"> • Centralized information clearinghouse • More publicity about friends and family program • Information for non-English speaking people • Information for special needs people • Information for seniors <p><i>Note: Issue # 3 and issue # 4 were given the same ranking by the RPAC</i></p>	<p>There is an MDOT website (www.exploremaine.org) that lists fixed route and regional providers. It does not currently list non-MDOT supported transportation services. MDOT also has a web site, www.gomaine.org that lists commuter services.</p> <p>GPCOG/PACTS also has a web page that lists Portland area transportation (www.transportme.org)</p> <p>The Maine Transit Association has a directory of transportation providers by region.</p> <p>The Governor’s Coordinating Committee is currently developing a customer training program for providers.</p>	<p>A. Outreach. Meet with funding agencies, the medical community and other agencies and providers at least once/year to explain available services (RTP)</p> <p>B. Marketing. Continue to improve the image of transit, and make the community and social service agencies more aware of services through public information materials including schedules. Provide transit information in a variety of user-friendly formats to meet the needs of seniors, people with special needs, non-English speaking people, and other special populations, including those who do not have access to the Internet (RTP, METRO, South Portland Bus Service (SPBS), Casco Bay Island Transit District (CDITD))</p>

RPAC Issue/Problem	Additional Information	Recommended Actions/(Responsible Party)
	<p>The Board of RTP made customer service its number 1 priority for FY 2006.</p> <p>In 2007 and 2008, RTP is planning to have its dispatchers use RTP software acquired through a Muskie grant to help riders make the best transportation choice between METRO, SPBS, Shuttle Bus, ZOOM, and the Casco Bay Ferry. RTP's Rider's Guide is designed to help consumers better understand and use RTP services. It is also posted on RTP's WEB page (www.rtprides.org)</p> <p>RTP tries to tailor its information to the hundreds of social service providers in Cumberland County so these agencies can help people with their transportation needs.</p> <p>In early 2007, RTP implemented the Language Line service that helps clients who need an interpreter.</p> <p>The METRO Ride Guide is available in 14 languages.</p>	<p>D. RTP actions:</p> <ul style="list-style-type: none"> • Model dispatch operations so that consumers can take advantage of "One Call that does it All" for information about all transit services • Enhance the use of information for callers who are "on hold" to encourage use of the fixed route service • Implement use of the language line for non-English speaking people • Continue community outreach efforts through AMISTAD <p>E. Training program. Develop a customer service training program specific to the transit industry in Maine (MDOT)</p> <p>F. More training. Increase the frequency of training for dispatchers and provider staff in the areas of general information and specialty needs (RTP)</p> <p>G. Web site. Improve the web site and printed materials, and improve ADA accessibility of the web site (MDOT)</p> <p>H. Directory. Create a comprehensive, clear method for accessing information on transportation services (RTP, MDOT)</p>
<p>4. Funding Needs – Volunteers. There is a need for higher reimbursement rates for volunteers. <i>Note: Issue # 3 and issue # 4 were given the same ranking by the RPAC</i></p>		<p>E. RTP actions. Advocate for more adequate volunteer reimbursement through DHHS (RTP)</p>

RPAC Issue/Problem	Additional Information	Recommended Action/(Responsible Party)

RPAC Issue/Problem	Additional Information	Recommended Action/(Responsible Party)
<p>5. Need for Additional Transportation Services – Coordinated System. There is a need for a coordinated system with interconnections between modes.</p> <p><i>Note: Issue # 5 and issue # 6 were given the same ranking by the RPAC</i></p>	<p>General public transportation is available through RTP, but on a very limited basis. METRO and SPBS have fixed route services, but in the absence of additional funding, they have limited ability to expand. Additional transit for the general public or those with special needs would require substantially more funding.</p> <p>Funding is a major challenge for new services. Most of the funding for RTP 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>RTP ADA is currently available on many holidays along with the METRO. In addition, ADA is available nights and weekends during all hours of fixed route service.</p> <p>RTP is exploring commuter links for rural areas including the Lakes Region and the Route One Corridor.</p>	<p>A. Continuation of service. Continue to provide general public transportation within the limits of available funding (RTP, METRO, SPBS, CBITD).</p> <p>B. Public information. Provide more information on public transportation (RTP, METRO, SPBS, CBITD and MDOT)</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 subsidized vehicles • Additional coordination between providers • Additional volunteer efforts – through churches and other organizations • Wheelchair accessible taxis • GoMaine commuter vans • Employer/merchant supported programs • Local use taxes dedicated to public transportation • Impact fees dedicated to public transportation <p>(RTP, METRO, SPBS, CBITD, GPCOG)</p> <p>D. (see 3E through 3H, above)</p>
<p>6. Service Improvements - Stranded rider. Eliminate the “stranded rider” situation.</p>	<p>RTP implemented a guaranteed ride home policy in December 2006.</p>	<p>A. Guaranteed ride home. Continue to implement the guaranteed ride home policy (RTP)</p>

RPAC Issue/Problem	Additional Information	Recommended Action/(Responsible Party)
<p><i>Note: Issue # 5 and issue # 6 were given the same ranking by the RPAC</i></p>	<p>Ingraham provides 24-hour critical non-emergency transportation for MaineCare clients.</p>	<p>B. Off-hours communication. Consider off-hours dispatch using pagers, cell phones, METRO dispatchers or Ingraham to improve response (RTP)</p>
<p>7. Need for Additional Transportation Services – More Service and Connections. There is a need for more service and connections.</p> <p><i>Note: Issue # 7, issue # 8 and issue # 9 were given the same ranking by the RPAC</i></p>	<p>See comments under # 5, above.</p>	<p>See actions under # 5, above.</p>
<p>8. Service Improvements – Appearance of Buses. There is a need for the visually impaired to be able to distinguish between buses.</p> <p><i>Note: Issue # 7, issue # 8 and issue # 9 were given the same ranking by the RPAC</i></p>	<p>With the help of its ADA Committee, RTP developed uniform colored markings for buses and vans along with high definition lettering.</p> <p>Some of the recommendations of the PACTS Coordination Study will address the need for easily identified buses.</p>	<p>A. Referral. Refer to providers and PACTS/GPCOG (MDOT)</p>
<p>9. Funding Needs – MaineCare Reimbursement. There is a need for higher reimbursement rates through MaineCare.</p> <p><i>Note: Issue # 7, issue # 8 and issue # 9 were given the same ranking by the RPAC</i></p>	<p>RTP and companion agencies were able to increase the volunteer mileage reimbursement rate from \$0.30 to \$0.44 per mile for all MaineCare trips. However, as of January 2007, the MaineCare travel reimbursement rate is less than the 2007 federal mileage reimbursement rate.</p>	<p>D. Referral of reimbursement rates. Refer to Governor’s Coordinating Committee (MDOT)</p>
<p>10. Service Improvements - Timely Service. There is a need for more on-time service</p> <p>This issue includes concern about the promptness of the pick-up time at the beginning of the trip and</p>	<p>86% of RTP’s rides are on time. The average ADA trip is 23 minutes. RTP has software designed to get people on the bus on time and to their destination on time. This is an ongoing challenge because RTP operates on</p>	<p>A. Timeliness goal. Seek to achieve 90% on time service. (On-time service means the ride arrives at or before the scheduled time) (RTP)</p> <p>B. Information to drivers. Continue to work internally to get information to drivers about</p>

RPAC Issue/Problem	Additional Information	Recommended Action/(Responsible Party)
<p>the pick-up time for the return trip. Waiting outside, particularly for the elderly and handicapped during the winter, is a concern.</p> <p>Another concern is the amount of time that riders are on the bus – more than an hour ride time may be a health and safety issue for some people.</p> <p><i>Note: Issue # 10 and issue # 11 were given the same ranking by the RPAC</i></p>	<p>the shared ride concept, which most people understand. However, some delays are inevitable, due to weather, traffic and providing assistance to people getting on and off the buses. In addition, “no shows” slow down service because drivers are required to wait a set amount of time before leaving and/or confirm with dispatch that the ride was cancelled.</p>	<p>cancellations, so that they can stay on schedule (RTP)</p> <p>C. Rider education. Continue to educate riders on the importance of being on time, and on the importance of calling to cancel their ride if they do not need it (RTP)</p>
<p>11. Service Improvements - Emergency planning. Emergency plans are needed for the transportation dependent including</p> <ul style="list-style-type: none"> ● Emergency notification services for the disabled ● An evacuation plan for the islands <p><i>Note: Issue # 10 and issue # 11 were given the same ranking by the RPAC</i></p>	<p>The Greater Portland Council of Governments developed a Phase 1 Emergency Evacuation Plan (August 2006), and is beginning Phase 2 which focuses on Portland and six other municipalities.</p>	<p>A. Referral. Refer to Cumberland County Emergency Management Agency, PACTS, GPCOG and municipalities (MDOT)</p> <p>B. Internal emergency response plan. Develop an internal emergency response plan to clarify priority service in the event of a widespread emergency (RTP, METRO, SPBS, CBITD)</p>

D. PERIODIC REVIEW OF SERVICE

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

RTP has developed a Private Enterprise Participation Policy that includes procedures for reviewing existing transportation services in the region to determine whether service can be provided more effectively by the private for-profit sector. These policies include the following:

Policy - Periodically examine existing service to determine where opportunities may exist for private enterprise participation. RTP management will work with the staff at Portland Area Comprehensive Transportation Study (PACTS) and the Greater Portland Council of Governments (GPCOG) to make an annual evaluation.

RTP management will present a written report to the Board of Directors regarding opportunities for private enterprise participation.

Additionally, RTP has approved the following policy:

Policy - Involve private operators at an early stage in planning for new or restructured service.

To the maximum extent feasible, RTP management will try to involve private-for-profit transportation service organizations at an early stage in the planning for new or restructured service. RTP will take such action to maintain the best services for its clients.

Additionally, the public, other potential providers, and human service agencies are given an opportunity to review the service through the public notice process required for the preparation of the Biennial Operations Plan (BOP). There has been no expression of interest in such participation.

RTP's private enterprise participation policy is subject to revision or rescission based on the FTA's rescission of its October 22, 1984 Private Enterprise Policy Statement, and related circulars or parts thereof (59 FR 21900).

It should be noted that RTP makes many referrals and has a number of working agreements with private sector taxicabs, charter companies, wheelchair services, MaineCare providers, and others.

Locally Established Criteria and Methodology for True Costs Comparisons:

RTP's Private Enterprise Participation Policy includes the following:

Policy - Establish objective criteria for judging any service proposals that are received from private entrepreneurs.

RTP will establish criteria for judging proposals. The criteria will be based on the following factors: proposed service quality, cost efficiency, degree of proposed coordination with RTP services, and reputation and experience of the proposer.

Complaints from Private Operators:

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

AMERICANS WITH DISABILITIES ACT PLANS

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

Prior Biennial Operations Plans (BOPs) have identified the need for additional overall capacity and later day trips to address the growing demand for paratransit service. It appears that the demand for this type of service will continue to grow.

To address the needs identified in prior BOPs, RTP has purchased additional vehicles and expanded its in-town service. RTP purchased advanced scheduling software, which has improved efficiency, and should further reduce the number of late day trips. All RTP vehicles are lift-equipped and can be used for ADA service.

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

MDOT REGION 6
BIENNIAL OPERATIONS PLAN
FY 2007 AND FY 2008
REGIONAL TRANSPORTATION PROGRAM, INC.
(RTP)

REGIONAL TRANSPORTATION PROGRAM (RTP)

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REGION 6 BIENNIAL OPERATIONS PLAN

REGIONAL TRANSPORTATION PROGRAM (RTP)

PROJECT DESCRIPTION

A. RURAL AND URBAN TRANSIT PROVIDER

Provider: Regional Transportation Program, Inc.
Contact Person: Jon McNulty
Address: 127 St. John Street, Portland, Maine 04102-3072
Telephone: (207) 774-2666

B. SERVICE

No. of Counties: One
Type of Service: Demand Response
Service Area: Cumberland County

C. GEOGRAPHIC AREA

Deleted:

The Regional Transportation Program is the coordinating provider of all rural public transit services in Cumberland County. In addition, RTP operates public transit services within the urban areas. The agency serves all of Cumberland County, both rural and urbanized areas, including Portland, South Portland, Falmouth and Westbrook. In these four municipalities it operates the ADA complimentary paratransit system parallel with the two fixed route services - Greater Portland Transit District (METRO) and the South Portland Bus Service.

D. SERVICE DESCRIPTION

DEMAND RESPONSE AND PARATRANSIT SERVICES

RTP provides demand response transportation service, on an advanced reservation basis, throughout Cumberland County, with the exception of Harpswell. The countywide bus service consists of demand response transportation to Portland and South Portland with main stops in downtown Portland, the Maine Medical Center in Portland, and the Maine Mall in South Portland. Other stops may be arranged in advance of the trip. Most county bus trips arrive in Portland at 10 A.M. and leave at 2 P.M. RTP's demand response service primarily provides transportation for non-emergency medical trips. Other services provided are the senior shoppers express (which provides weekly supermarket bus service from 22 senior citizen apartment complexes in the Greater Portland Area), and door-to-door service for persons with disabilities who attend skill-building workshops in the Greater Portland area. RTP also operates the Americans with Disabilities Act (ADA) Paratransit Service (ADAPT) for the Greater Portland Transit District (METRO) and the South Portland Bus Service (SPBS) through a contract with the Cities of Portland, South Portland, Westbrook and Falmouth.

Routes - RTP's demand response and paratransit routes are listed below. These routes are subject to change based on the expressed transportation needs for each day. The "Rural" and "Urban" designation for each route listed is based on the point of origin of the route.

Route 1 (Rural/Urban): Monday through Friday – Gorham, Westbrook, Portland, South Portland, Scarborough; 7:00 A.M. to 4:00 P.M.

Route 2 (Rural/Urban): Monday through Friday – Scarborough, Cape Elizabeth and South Portland to Portland and return; 6:30 A.M. to 3:30 P.M.

Route 3 (Rural/Urban): Monday through Friday – Standish, Windham and Westbrook to Portland and return; 6:30 A.M. to 3:30 P.M.

Route 5 (Urban): Monday through Friday - local route in Portland, South Portland and Westbrook; 6:00 A.M. to Noon

Route 6 (Urban): Monday through Friday - local route in Portland, South Portland and Westbrook; 6:00 A.M. to Noon

Route 7 (Urban): Monday through Friday - local route in Portland, South Portland and Westbrook; 7:00 A.M. to 4:00 P.M.

Route 8 (Urban): Monday through Wednesday - Pownal, Yarmouth, Cumberland, Falmouth, Portland, South Portland, and Scarborough; 7:00 A.M. to 4:00 P.M.

Route 9 (Urban): Monday through Friday - Portland, South Portland and Westbrook; 7:00 A.M. to 4:00 P.M.

Route 10 (Urban): Monday through Friday – Portland, South Portland and Westbrook; 7:00 A.M. to 4:00 P.M.

Route 11 (Urban): Monday through Friday - Portland, South Portland and Westbrook; 7:00 A.M. to 4:00 P.M.

Route 12 (Rural/Urban): 7:00 A.M. to 4:00 P.M.
Monday - Freeport to Yarmouth and return
Tuesday - Freeport to Portland and return
Wednesday - local route in Portland, South Portland and Westbrook
Thursday - local route in Portland, South Portland and Westbrook
Friday - Yarmouth to Falmouth and return

Route 13 (Urban): Monday through Thursday - Portland, Westbrook, South Portland, Scarborough; 5:00 A.M. to 11:00 P.M.

Route 14 (Rural/Urban): Monday through Friday - Bridgton, Harrison, Casco and Naples to Bridgton; and Tuesday – Bridgton, Windham to Portland; 7:00 A.M. to 4:00 P.M.

Route 15 (Urban): Monday through Friday – local route in Portland, South Portland and Westbrook; 7:00 A.M. to 1:00 P.M.

- Route 16 (Urban):** Monday through Friday – local route in-town Portland, South Portland, Scarborough, Cape Elizabeth and Westbrook; 7:00 A.M. to 4:00 P.M.
- Route 17 (Urban):** Monday through Friday – local route in-town Portland, South Portland, Westbrook; 7:00 A.M. to 4:00 P.M.
- Route 18 (Urban):** Saturday, Sunday – ADA and local route in-town Portland, South Portland and Westbrook; 10:00 A.M. to 5:30 P.M.
- Route 19 (Urban):** Monday through Friday - ADA and local route in-town Portland, South Portland and Westbrook; 7:00 A.M. to 3:00 P.M.
- Route 21 (Urban):** Monday through Friday - local route in-town Portland, South Portland and Westbrook; Noon to 5:00 P.M.
- Route 22 (Urban):** Monday through Friday – local route in-town Portland, South Portland and Westbrook; 7:00 A.M. to Noon
- Route 23 (Urban):** Monday through Friday – local route in-town Portland, South Portland and Westbrook; Noon to 6:00 P.M.
- Route 24 (Urban):** Monday through Friday - local route in-town Portland, South Portland and Westbrook; 7:00 A.M. to Noon
- Route 25 (Urban):** Monday through Friday - local route in-town Portland, South Portland and Westbrook; Noon to 6:00 P.M.
- Route 26 (Urban):** Monday through Friday - local route in-town Portland, South Portland and Westbrook; 6:00 A.M. to Noon
- Route 27 (Urban):** Monday through Friday - local route in-town Portland, South Portland and Westbrook; Noon to 9:00 P.M.
- Route 28 (Urban):** Monday through Friday – ADA and paratransit service to Portland, South Portland and Westbrook; 6 A.M. to Noon
- Route 29 (Urban):** Monday, Wednesday and Friday – local in-town Portland, South Portland and Westbrook; Noon to 9:00 P.M.
- Route 30 (Urban):** Monday through Friday -Portland to Saco; 7:00 A.M. to 4 P.M.
- Route 31 (Urban):** Monday and Wednesday – Portland, Westbrook, South Portland; 6 A.M. to Noon
- Route 32 (Urban):** Monday through Wednesday – Portland, Westbrook; 7 A.M. to Noon
- Route 34 (Urban):** Tuesday and Thursday – Portland, Westbrook, South Portland; 4 P.M. to 10 P.M.

Route 36 (Urban): Monday through Friday – Portland, Westbrook, South Portland; Noon to 8 P.M.

Route 42 (Urban): Monday through Friday – Portland, Westbrook, South Portland; 6 A.M. to Noon

Route 50 (Urban): Wednesday through Friday – Portland, Scarborough, Cape Elizabeth, Westbrook; Noon to 4 P.M.

Route 56 (Urban): Tuesday through Friday – Portland, Westbrook, South Portland; Noon to 6:00 P.M.

E. FARE STRUCTURE

RTP fares for the countywide bus service range from \$2.50 to \$5.00 for a one-way trip. The fare for the ADAPT program that serves Falmouth, Westbrook, Portland and South Portland is \$2.00 one way. RTP has agreements with METRO, SPBS and CDITD where disabled persons can obtain a proof of disability card from RTP that can be used to ride at half price fares. Donations of up to \$1.00 are accepted from riders where rides are covered by the Department of Health and Human Service (DHHS) or Southern Maine Area Agency on the Aging.

F. PROPOSED CUTBACKS, EXPANSIONS

Cutbacks. RTP is not implementing any cutbacks at this time.

Expansions. RTP is considering the following expansions in service.

1. RTP would like to expand the MaineCare Bus Pass Program to offer free METRO and SPBS bus passes to senior citizens.
2. RTP would like to establish a fixed route interface system where RTP buses bring people from rural areas to and from fixed route services. RTP would also like to link ADA riders to fixed route services. RTP's software has been developed for fixed route interface to allow dispatchers to make these links.
3. SPBS and the Biddeford-Saco-OOB are considering a joint venture to provide more coordinated services. If this occurs, RTP's ADA Program may need to be expanded. The MaineCare Bus Pass Program could also be included in this expansion.
4. RTP is working in collaboration with the GPCOG and the Lakes Region Development Corporation to explore the feasibility of providing transit service between Bridgeton and Portland.

G. CHARTER SERVICE

RTP does not do charter service.

H. COMPETITION WITH NON-SUBSIDIZED SERVICE

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

I. PASSENGER STUDIES/SURVEYS

Passenger Survey Results.

RTP conducted a passenger survey in April 2006. RTP customers were queried about their level of satisfaction, according to guidelines established by the Department of Health and Human Services. The following are the responses to each of the survey questions:

- 91% of the riders reporting they get to their appointments on time
- 95% said they could count on RTP to get where they needed to go
- 95% of the riders said the drivers were safe
- 95% of the riders said the buses were clean
- 88% of the riders said the ride was comfortable
- 95% of the riders said the dispatchers were friendly

A copy of the survey results is included in the Appendix.

PROJECT COORDINATION

A. SOCIAL SERVICE AGENCY COORDINATION

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

Regional Plan Advisory Committee. The preparation of this Biennial Operations Plan was undertaken with the assistance of a Regional Plan Advisory Committee RPAC 6 for Cumberland County (Region 6). The work of the RPAC is summarized in the Regional Overview portion of this document.

B. SOCIAL SERVICE CONTRACT SUMMARY

The following is a list of the social service organizations that contract with RTP for transportation services. The list includes a description of the service that is provided and the contracted dollar amount, or anticipated level of funding, for fiscal year 2007 (October 1, 2006 through September 31, 2007).

Department of Health and Human Services, Bureau of Child and Family Services. Under contract to DHHS, RTP provides transportation to child and adult protective services clients, qualifying elderly and handicapped individuals, and certain persons enrolled within the Aspire Program. Contracted amount = Regular - \$294,531; Special - \$245,451 (even though these are

the contracted amounts, RTP anticipates providing \$399,531 in Regular services and \$204,000 in Special services).

MaineCare Services. RTP provides non-emergency medical transportation services for MaineCare clients. Anticipated amount = \$1,397,379

Department of Behavioral and Developmental Services. Under contract to BDS, RTP provides transportation for BDS clients from their homes or group homes primarily to skill development workshops and work sites, and to other locations such as doctors' offices. Anticipated / Contracted amount = \$ 1,188,000.

Southern Maine Area Agency on Aging, Inc. RTP provides transportation services to residents 60 years or older, with services focused on those who are not low income. Transportation is provided for most any kind of trip (e.g. medical, shopping, volunteer, foster grandparents, etc.) Contracted amount = \$12,310.

Portland Housing and Community Development. RTP has a contract with the City of Portland to provide transportation for food shopping to the elderly and handicapped. Contracted amount = \$4,657.

MaineCare Pass Program. RTP has an agreement with MaineCare to operate the "MaineCare Bus Pass" program, which gives a free monthly bus pass to MaineCare recipients who make two or more healthcare-related, MaineCare eligible trips in a given month. Anticipated Amount = \$324,174

All contracts remain the same, and pertinent pages are included in the Appendix.

C. COORDINATION WITH OTHER PROVIDERS

RTP, as the Designated Regional Transportation Corporation, maintains an ongoing working relationship with other transportation providers, social service agencies and communities to adequately address the transportation needs of Cumberland County. This effort has included RTP representation on the PACTS Transit Committee, the Advisory Committee on Intelligent Transportation, and on the advisory committee to the Adapt program. RTP has regular contact with social services agencies. RTP maintains contact with Cumberland County and its municipalities.

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

RTP participates in the Greater Portland Council of Government's bulk purchasing program for fuel and tires.

DISCRIMINATION

No lawsuits or complaints alleging discrimination on the basis of race, color, or national origin have been registered against RTP.

DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES (DBA/WBE)

A. POTENTIAL DBE/WBE ENTERPRISES

The following is a list of potential/existing DBE/WBE enterprises:

Gertrude Dunphy 40 Portland Pier Portland, Maine 04107	Friendly Taxi, Sharon Cooper 1 South Grafton Portland, Maine 04101
Pamela Plumb and Associates 104 Park Street Portland, Maine 04101	Lynn Breckinridge Breckenridge Consulting 318 Foreside Road Falmouth, Maine 04105
ANTS ABC Taxi Mary Johnson 200 Anderson Portland, Maine 04107	

B. MONETARY GOALS

RTP seeks to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services.

RTP's FY 2007 budget contains \$40,000 in contractible services [auditing services, office cleaning, computer maintenance, legal services]. Federal/state transportation funds (\$328,862) account for 7.6% of the total budget (\$4,353,000). Therefore, the federal/state share of contractible services is \$3,040 (7.6% of \$40,000), and the 0.6% monetary goal is \$18 (0.6% of \$3,040).

RTP's FY 2008 budget contains \$41,500 in contractible services [auditing services, office cleaning, computer maintenance, legal services]. Federal/state transportation funds (\$352,350) account for 8% of the total budget (\$4,397,000). Therefore, the federal/state share of contractible services is \$3,320 (8% of \$41,500). If the federal DBE/WBE rate remains at 0.6%, then the DBE/WBE monetary goal would be \$20 (0.6% of \$3,320).

C. ADVERTISING

RTP has advertised jointly with the Maine Transit Association to solicit DBE/WBE participation. The ad appeared in the Kennebec Journal on June 19, 20 and 21, 2004.



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); KVCA (Augusta/Waterville); Regional Transportation Program (Portland); Shuttlebus (Bridford); S. Portland Bus Service (S. Portland); Waldo County Action Partners (Bellevue); 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) 624-3066

CAPITAL

A. MAINTENANCE OF FLEET VEHICLES

Nearly all of RTP's operations are computerized, including a key-based fuel pump control and data collection system. The preventive maintenance schedule consists of seven different inspection intervals and includes annual inspections and regular washing and interior cleaning. Detailed vehicle histories are computerized. RTP has its own maintenance facility and maintains a source of fuels on the premises. RTP now has three full-time mechanics.

RTP keeps a record of accidents, and investigations are conducted to determine the cause of accidents. RTP has a road call system to deal with vehicle breakdowns. A mechanic is responsible for responding to breakdowns and for determining the cause. RTP has an extensive preventative maintenance program to minimize the frequency of breakdowns. A copy of RTP's vehicle condition report is included in the Appendix.

B. CAPITAL ACQUISITIONS

Public Notice.

None. New buses were purchased through the Maine Department of Transportation bid process.

Planned Vehicle/Equipment/Facility Acquisitions. RTP's capital budgets for fiscal years 2007 and 2008 are displayed in the following tables.

CAPITAL BUDGET FY 2007						
Capital Item	Total Cost	Sec 3	16b2	STP	State	RTP Match
1 (12+2) Passenger Van	\$58,390	\$44,000	\$2,712	-	\$5,839	\$5,839
4 (7+1) Passenger Vans	180,000	-	124,814	\$16,788	15,601	22,797
6 Mini Caravans	132,000	70,155	35,445	-	16,836	9,564
Totals	\$370,390	\$114,155	\$162,971	\$16,788	\$38,276	\$38,200

CAPITAL BUDGET FY 2008 (Proposed)						
Capital Item	Total Cost	Sec 3	16b2	STP	State	RTP Match
Mobile data terminals/Auto Vehicle Location	\$75,000	-	-	\$52,500	-	\$22,500
New telephone system with recording capability	27,500	-	\$22,000	-	-	5,500
Update computer systems (hardware/software)	60,000	-	48,000	-	-	12,000
Overhead canopy for fueling station	25,000	\$20,000	-	-	-	5,000
Totals	\$187,500	\$20,000	\$70,000	\$52,500	0	\$45,000

C. CAPITAL RESERVE ACCOUNT

Historically, RTP has maintained a capital reserve account for capital purchases or to provide the required match for capital projects funded, in part, by federal and state agencies. As reported in RTP's Audit Report for the fiscal year ending September 30, 2006, the capital reserve account has a total of \$146,725. The sources of the revenue that comprise the reserve vary, and basically represent funds from operational surpluses designated to the reserve for capital acquisitions. Regional Transportation Program, Inc. did not transfer any funds from its operating revenues into its capital reserve fund for fiscal years 2004 and 2005 due to deficits incurred in both years. In fiscal year 2006, RTP transferred \$82,639 to the capital reserve. The minutes of the Board meeting where this transfer was made are included in the Appendix.

GOALS AND OBJECTIVES

A. STATUS REPORT ON EXISTING GOALS

The following goals and objectives are ongoing. The status reports list the highlights of RTP achieving its goals and objectives.

Goal 1: Service Development – RTP will serve a larger and more diverse group of passengers, by offering a greater variety of services, including improved rural service.

Objective 1: Expand the agency's existing transportation services for the elderly, low income, disabled and social service clientele.

- Objective 2: Foster intermodal services that will maximize opportunities for linkages among other transportation providers, such as the METRO, SPBS, CBITD, Shuttle Bus (York County), Concord Bus, Vermont Transit, Portland Jet Port, AMTRAK and the Portland International Ferry Terminal.
- Objective 3: Expand services to meet changing community transit needs in the non-urbanized areas of Cumberland County.
- Objective 4: Forge appropriate relationships with rural community land use planners and economic development directors within the RTP service area.

Status:

RTP continues to offer programs to serve its local residents as detailed in the Rider's Guide (See Appendix), which allows area residents to call one telephone number, 774-2666, and be matched to the appropriate transportation provider, including RTP buses and vans, METRO buses, the South Portland Bus Service and the GPCOG's RideShare program.

RTP has met the ADA program standards to serve the Falmouth area, and would like to continue to expand the "MaineCare Bus Pass" program, which provides a free bus pass to MaineCare recipients who make three or more healthcare-related trips in a given month.

RTP may be providing expanded ADA service in the future as a result of a joint venture to coordinate service between SPBS and Shuttlebus.

Goal 2: Planning, Marketing and Public Relations – RTP will assess community transportation needs, develop responsive services and make the public aware of their availability and how to access them.

- Objective 1: Update and implement the RTP, Inc., Strategic Marketing Plan.
- Objective 2: Develop and implement a countywide transit information service.
- Objective 3: Establish a continuing outreach program involving a broad-based network of stakeholders who will assist RTP in measuring consumer satisfaction and the need for service charges.
- Objective 4: Implement a means of ongoing research that will identify and monitor evolving transit needs in Cumberland County.
- Objective 5: Periodically review the strategic plan and update it if necessary, including its goals, objectives, strategies and action steps, to ensure the plan incorporates critical changes in the environment directly impacting RTP services, personnel, rolling stock and funding.

Status:

RTP publishes the Rider's Guide to make transit information more accessible to the public. RTP also has an extensive WEB site that it plans to make inter-active. RTP's telephone dispatch system now has "on hold" marketing messages. RTP has signage on its buses to recruit volunteers.

RTP collaborates with the Portland Area Comprehensive Transportation System (PACTS) and Greater Portland Council of Governments (GPCOG) to identify and monitor transit needs in the region. RTP and GPCOG are examining and mapping demographics to better determine transit needs and develop services to meet those needs.

RTP's Strategic Plan was updated in April 2006 to put greater emphasis on customer services, capital development and to develop a marketing plan.

Goal 3: Safe, Quality Services – RTP will provide services which are safe, timely, reliable and accommodating to the needs of the clientele.

- Objective 1: Optimize the safety and security of passengers, staff, fleet, and facilities.
- Objective 2: Establish and monitor agency safety and service performance criteria as measured against peers and industry standards.
- Objective 3: Monitor service performance.
- Objective 4: Maintain quality service.

Status:

A passenger survey was conducted during April 2005 and 2006 to gauge customer satisfaction with RTP transportation services. This survey effort was expanded to include social service agency feedback. (See Section J. Passenger Information for Survey Results)

RTP also adopted an agency-wide customer service plan to include formal training of all staff.

RTP will be contracting with a consultant to review the agency's safety and security standards.

To improve safety, RTP has installed digital cameras on its buses and vans. It also plans to assure customer quality service by recording all client telephone calls. RTP has also installed improved equipment for children, such as booster seats and harnesses. This effort included training drivers on the proper use of this equipment.

Goal 4: Financial Management – RTP will remain financially sound to support planned growth in agency services.

- Objective 1: Realize yearly operational surpluses sufficient to maintain a strong balance sheet with adequate reserves to support current and future operational, contingency and capital needs.
- Objective 2: Plan prudently, forecast frequently, and make necessary budgetary adjustments in a timely manner to ensure fiscal viability.
- Objective 3: Maximize revenues from existing governmental and contractual clients through heightened efforts in marketing and through contract negotiation.
- Objective 4: Find new sources of revenue from both the public and private sectors.
- Objective 5: Identify and implement cost effective strategies and methods to eliminate unnecessary expense.
- Objective 6: Protect agency assets and professional integrity through legal, technical and contractual compliance while maintaining an effective risk and cash management overview.

Status (September 30, 2006):

After two years of operational deficits, RTP recorded a surplus of \$117,901 before depreciation expense. This positive turnaround reflected management's efforts to secure contract amendments and higher rates for services from some of the agencies it serves. In doing so, the agency was able to transfer \$82,639 to the capital reserve and working capital reserve to replenish necessary cash reserves.

RTP continues to serve primarily government agencies that support the disabled, low-income and elderly. Currently, the agency receives 94% of its total operational income from government-related sources.

The agency's balance sheet remains reasonably strong with sufficient funds to pay bills on time along with no long or short-term debt aside from ordinary operating bills. However, it should be noted that additional capital funding will be required over the next few years to enable the agency to acquire vehicle replacements and several non-rolling stock items.

Goal 5: Continual Quality Improvement – RTP's workforce, both staff and volunteers, will be highly motivated, enthusiastic, professional, committed to the mission, doing high quality work and contributing to the well being of the organization.

- Objective 1: Improve operational efficiency to maximize all agency resources through policy development, planning, technology and effective supervision.
- Objective 2: Periodically review and update the agency's personnel policies.

- Objective 3: Conduct an agency-wide job review every two years.
- Objective 4: Recruit and maintain sufficient numbers of high quality, “people oriented” volunteers to supplement the bus program.
- Objective 5: Redesign job descriptions to include performance criteria, which are rooted in the agency’s strategic plan and measured against peers and industry standards.
- Objective 6: Ensure a quality organization that emphasizes mutual respect and encourages staff participation in the decision-making process.
- Objective 7: Enhance opportunities for staff training and recognition.
- Objective 8: Ensure adequate employee compensation and benefits.

Status:

RTP established an operations manager position to oversee all aspects of dispatch services and improve safe, reliable and on-time performance. This has been very effective in improving service.

RTP and companion agencies were able to increase the volunteer mileage reimbursement rate from \$.30 to \$.44 per mile for all MaineCare trips. This will improve RTP’s ability to retain and recruit volunteer drivers.

RTP developed a Code of Ethics for the agency and “employee expectations” policy. RTP plans to conduct a workshop on the Code of Ethics.

Over the past two years RTP has been able to provide market level wages and maintain existing benefit increases.

RTP also enhanced driver-training activities, including ongoing training for volunteers. RTP, with assistance from GPCOG, developed a model child car seat and seat belt training program.

Goal 6: Technology – RTP will make optimum use of technology for continual improvement of service delivery, fleet maintenance, and management and business purposes.

- Objective 1: Upgrade the agency’s management and operations hardware and software systems.
- Objective 2: Research and implement, where appropriate and affordable, intelligent transportation systems (ITS) technologies.
- Objective 3: Acquire and install a new state-of-the-art agency communications system (including telephone) which meets clients’ needs; interfaces with

existing operations, administration, services and maintenance software and hardware; accommodates ITS systems; and is expandable to allow for agency growth.

Objective 4: Deploy and maintain a fleet of diverse vehicles at a level that is ample to meet service requirements and appropriate to the nature of the services provided.

Status:

RTP substantially upgraded its computerized paratransit management system during the year 2003. The system, named STRATAGEN ADEPT, includes automated vehicle scheduling and other technical innovations. RTP purchased an engine analyzer, air conditioning analyzer and fluid pressure tester to be linked to this system. RTP hired a master mechanic and two additional mechanics to improve vehicle maintenance and save on maintenance expenses.

RTP also wrote a grant to acquire mobile data terminals for automatic vehicle location.

In February 2007, RTP received six caravans and one 12+2 van that will provide more flexible and cost-efficient service.

Goal 7: Environment – RTP will provide service in an environmentally sound and socially responsible manner.

Objective 1: Research and implement a new hazardous waste products disposal program.

Objective 2: Participate in the Maine's Clean Communities Program initiative.

Objective 3: Optimize fleet performance and reduce noxious vehicle emissions.

Status:

RTP continues to be an active member of the Maine Clean Communities Program. RTP has installed equipment to avoid gas/diesel from spilling into the soil. RTP has also decided to replace some of its larger vehicles with caravans (smaller vehicles) so the agency has a better mix of vehicles.

Additional Existing Goals and Objectives

Goal 1, Service Development

Objective 3: Expand services to meet changing community transit needs in the non-urbanized areas of Cumberland County, including the establishment of a satellite office in Windham.

Status:

An RTP satellite office in Windham was not established due to cost constraints.

Goal 1, New Objectives:

Objective 5: Expand the MaineCare Bus Pass Program to offer free METRO bus passes to senior citizens.

Status:

The MaineCare Bus Pass Program could be expanded to include senior citizens riding on the fixed route services, if funding becomes available.

Objective 6: Consider the following expansions:

- Establish commuter feeder service between North Windham and Portland, possibly in conjunction with METRO.
- Establish public transportation service and inter-city service between Portland and Bath. This would be an extension of the existing Portland Bath Commuter Service from the train station in Portland to Freeport to Bath.
- Consider an expansion of public transportation service between Portland and Pownal to include a connection to Pineland.
- Establish a handicapped accessible taxi-like program to serve senior and disabled persons. This program would go beyond the existing ADAPT service area. The vehicles would be purchased with federal/state transportation funds. All operating costs would be recovered through private fare collection.

Status:

The above expansions did not prove to be cost-effective at this time. In some cases the communities were not ready to move forward with these services at this time.

Goal 3, Safe Quality Services

Objective 1: Develop a joint bus evacuation-training program for bus drivers in cooperation with METRO. Consider the establishment of a regional training center for education on safety and security of passengers, staff, fleet, and facilities.

Status:

The PACTS regional transit study will examine this issue.

Goal 5, Continual Quality Improvement

Objective 1: Improve operational efficiency to maximize all agency resources through policy development, planning, technology and effective supervision. Implement a productivity report program for routes.

Status:

RTP is implementing the productivity report for each route.

RTP has obtained grant funding to develop an ITS Automatic Vehicle Location System and Mobile Data Terminal.

B. NEW GOALS AND OBJECTIVES

The following are RTP's Goals and Objectives for the upcoming biennium.

Goal 1: Service Development – RTP will serve a larger and more diverse group of passengers, by offering a greater variety of services, including improved rural service.

Objective 1: Expand the agency's existing transportation services for the elderly, low income, disabled and social service clientele.

Objective 2: Foster intermodal services that will maximize opportunities for linkages among other transportation providers, such as the METRO, SPBS, CBITD, Shuttle Bus (York County), Concord Bus, Vermont Transit, Portland Jet Port, AMTRAK and the Portland International Ferry Terminal.

Objective 3: Expand services to meet changing community transit needs in the non-urbanized areas of Cumberland County.

Objective 4: Expand the MaineCare Bus Pass Program to offer free passes to senior citizens riding on the fixed route services, if funding becomes available.

Objective 5: Establish a handicapped accessible taxi-like program to serve senior and disabled persons. This program would go beyond the existing ADAPT service area. The vehicles would be purchased with federal/state transportation funds. All operating costs would be recovered through private fare collection.

Objective 6: Forge appropriate relationships with rural community land use planners and economic development directors within the RTP service area.

Goal 2: Planning, Marketing and Public Relations – RTP will assess community transportation needs, develop responsive services and make the public aware of their availability and how to access them.

Objective 1: Update and implement the RTP, Inc. Strategic Marketing Plan.

Objective 2: Develop and implement a countywide transit information service.

- Objective 3: Establish a continuing outreach program involving a broad-based network of stakeholders who will assist RTP in measuring consumer satisfaction and the need for service charges.
- Objective 4: Implement a means of ongoing research that will identify and monitor evolving transit needs in Cumberland County.
- Objective 5: Periodically review the strategic plan and update it if necessary, including its goals, objectives, strategies and action steps, to ensure the plan incorporates critical changes in the environment directly impacting RTP services, personnel, rolling stock and funding.

Goal 3: Safe, Quality Services – RTP will provide services which are safe, timely, reliable and accommodating to the needs of the clientele.

- Objective 1: Optimize the safety and security of passengers, staff, fleet, and facilities.
- Objective 2: Continue to improve RTP training programs on safety and security of passengers, staff, fleet, and facilities.
- Objective 3: Establish and monitor agency safety and service performance criteria as measured against peers and industry standards.
- Objective 4: Monitor service performance.
- Objective 5: Maintain excellent customer service as RTP's highest priority.

Goal 4: Financial Management – RTP will remain financially sound to support planned growth in agency services.

- Objective 1: Realize yearly operational surpluses sufficient to maintain a strong balance sheet with adequate reserves to support current and future operational, contingency and capital needs.
- Objective 2: Plan prudently, forecast frequently, and make necessary budgetary adjustments in a timely manner to ensure fiscal viability.
- Objective 3: Maximize revenues from existing governmental and contractual clients through heightened efforts in marketing and through contract negotiation.
- Objective 4: Find new sources of revenue from both the public and private sectors.
- Objective 5: Identify and implement cost effective strategies and methods to eliminate unnecessary expense.
- Objective 6: Protect agency assets and professional integrity through legal, technical and contractual compliance while maintaining an effective risk and cash management overview.

Goal 5: Continual Quality Improvement – RTP’s workforce, both staff and volunteers, will be highly motivated, enthusiastic, professional, committed to the mission, doing high quality work and contributing to the well being of the organization.

- Objective 1: Improve operational efficiency to maximize all agency resources through policy development, planning, technology and effective supervision.
- Objective 2: Periodically review and update the agency’s personnel policies.
- Objective 3: Conduct an agency-wide job review every two years.
- Objective 4: Recruit and maintain sufficient numbers of high quality, “people oriented” volunteers to supplement the bus program.
- Objective 5: Redesign job descriptions to include performance criteria, which are rooted in the agency’s strategic plan and measured against peers and industry standards.
- Objective 6: Ensure a quality organization that emphasizes mutual respect and encourages staff participation in the decision-making process.
- Objective 7: Enhance opportunities for staff training and recognition.
- Objective 8: Ensure adequate employee compensation and benefits.

Goal 6: Technology – RTP will make optimum use of technology for continual improvement of service delivery, fleet maintenance, and management and business purposes.

- Objective 1: Upgrade the agency’s management and operations hardware and software systems.
- Objective 2: Research and implement, where appropriate and affordable, intelligent transportation systems (ITS) technologies.
- Objective 3: Acquire and install a new state-of-the-art agency communications system (including telephone) which meets clients’ needs; interfaces with existing operations, administration, services and maintenance software and hardware; accommodates ITS systems; and is expandable to allow for agency growth.
- Objective 4: Deploy and maintain a fleet of diverse vehicles at a level that is ample to meet service requirements and appropriate to the nature of the services provided.

Goal 7: Environment – RTP will provide service in an environmentally sound and socially responsible manner.

Objective 1: Research and implement a new hazardous waste products disposal program.

Objective 2: Participate in the Maine's Clean Communities Program initiative.

Objective 3: Optimize fleet performance and reduce noxious vehicle emissions.

BENCHMARKS

The cost per hour to provide transportation service should be considered as a benchmark. Many costs are measured in time and not in distance; such as driver wages and fringe benefits, overtime hours, vacation pay, sick leave holidays and paid training time. Vehicles should be examined on the basis of how much revenue they generate per hour compared to the total cost to operate them per hour.

Benchmarking a demand response service to assess the level of professionalism and performance should include such items as on-time performance; initial and on-going training of personnel, especially sensitivity training for direct services staff (drivers, dispatchers and those in direct contact with the consumers); up-to-date equipment used for transporting clients; a program of on-going vehicle maintenance to ensure safety and long term useful life of all rolling stock; a solid financial base which allows for local matching amounts for the purchase of capital equipment; a financial management system capable of accurate and timely tracking/reporting of all income and expenses; a competitive salary and benefits package for all personnel; a planning process which permits the agency to deal with today as well as preparing for the inevitable changes coming tomorrow; a board of advisors which ensures that the mission of the agency is sustained and which provides appropriate linkages to the wider community; and a consumer driver orientation to ensure that real consumer needs are being met.

Specific benchmarks that RTP uses on a regular basis include:

- Taxicab use
- Number of trips
- Revenue/driver/hour
- Cost/driver/hour
- Overtime

SERVICE DATA

Deleted: ¶

A. ANNUAL REPORT

Rural Demand Response. The following table contains service data for RTP's rural demand response service for the past three fiscal years. The fiscal year runs from October 1st through September 30th of the year listed in each column.

REGIONAL TRANSPORTATION PROGRAM ANNUAL REPORT – LAST THREE YEARS RURAL GENERAL PUBLIC TRANSIT SERVICES (DEMAND RESPONSE)			
	FY 2004	FY 2005	FY 2006
Volunteer Resources			
Volunteer Drivers	11	10	10
Personal Vehicles in Service	0	0	0
Vehicles (RTP Fleet)			
Number of Active Vehicles in Fleet	15	15	15
Number of Inactive Vehicles in Fleet	0	0	0
Number of ADA Accessible Vehicles	15	15	15
Annual Operating Expenses			
Annual Transit Operating Expenses	\$156,512	\$141,028	\$88,190
Annual Social Services Operating Expenses	\$680,856	\$553,904	\$430,105
Annual Administrative Expenses			
Annual Transit Administrative Expenses	\$60,576	\$50,578	\$28,275
Annual Social Services Administrative Expenses	\$267,056	\$192,519	\$127,244
Annual Operating Revenues			
Fare Revenues	\$50,529	\$44,941	\$35,309
Transit Contract Revenues	\$4,170	\$0	\$0
Social Service Contract Revenues	\$853,687	\$672,995	\$506,743
FTA-Federal Operating Assistance	\$102,387	\$111,958	\$81,825
MDOT–State Operating Assistance	\$26,625	\$14,978	\$15,939
Local Operating Funds	\$0	\$0	\$0
Total Annual Operating Revenues	\$1,037,398	\$844,872	\$639,816
Annual Capital Costs			
FTA-Annual Capital Costs	\$87,099	\$41,263	\$71,071

	FY 2004	FY 2005	FY 2006
FTA-Sources of Capital Funds			
FTA-Federal Capital Assistance	\$72,844	\$29,209	\$56,312
MDOT-State Capital Assistance	\$7,185	\$0	\$11,678
Local Capital Funds	\$7,070	\$12,054	\$3,081
Total Capital Funds	\$87,099	\$41,263	\$71,071
Annual Vehicle Miles (passenger miles)			
Annual Transit Miles	41,588	40,800	40,800
Annual Social Service Miles	301,304	275,036	270,937
Annual Vehicle Hours	NA	NA	NA
Annual Passenger Trips			
Annual Transit Passenger Trips	35,658	37,090	35,007
Annual Social Services Passenger Trips	115,674	99,887	94,489
Safety			
Fatalities	0	0	0
Minor Incidents	0	0	0
Major Incidents	0	0	0

Urban Demand Response. The following table contains service data for RTP's urban demand response service for the past three fiscal years. The fiscal year runs from October 1st through September 30th of the year listed in each column.

REGIONAL TRANSPORTATION PROGRAM ANNUAL REPORT – LAST THREE YEARS URBAN GENERAL PUBLIC TRANSIT SERVICES (DEMAND RESPONSE)			
	FY 2004	FY 2005	FY 2006
Volunteer Resources			
Volunteer Drivers	14	14	12
Personal Vehicles in Service	0	0	0
Vehicles (RTP Fleet)			
Number of Active Vehicles in Fleet	21	21	19
Number of Inactive Vehicles in Fleet	0	0	0
Number of ADA Accessible Vehicles	21	21	19
Annual Operating Expenses			
Annual Transit Operating Expenses	\$236,593	\$244,238	\$230,519
Annual Social Services Operating Expenses	\$447,207	\$478,965	\$594,319

	FY 2004	FY 2005	FY 2006
Annual Administrative Expenses			
Annual Transit Administrative Expenses	\$236,593	\$244,238	\$230,519
Annual Social Services Administrative Expenses	\$447,207	\$478,965	\$594,319
Annual Operating Revenues			
Fare Revenues	\$64,458	\$60,487	\$63,911
Transit Contract Revenues	\$143,214	\$188,274	\$255,900
Social Service Contract Revenues	\$854,997	\$857,660	\$1,033,166
FTA-Federal Operating Assistance	\$113,544	\$134,880	\$94,695
MDOT-State Operating Assistance	\$10,450	\$11,060	\$6,880
Local Operating Funds	0	0	0
Total Annual Operating Revenues	\$1,186,663	\$1,252,361	\$1,454,552
FTA-Annual Capital Costs			
Annual Capital Costs	\$87,099	\$41,264	\$71,072
Sources of Capital Funds			
FTA-Federal Capital Assistance	\$72,844	\$29,210	\$56,312
MDOT-State Capital Assistance	\$7,185	\$0	\$11,678
Local Capital Funds	\$7,070	\$12,054	\$3,082
Total Capital Funds	\$87,099	\$41,264	\$71,072
Annual Vehicle Miles			
Annual Transit Miles	95,118	90,010	89,374
Annual Social Service Miles	358,088	328,659	323,859
Annual Vehicle Hours	NA	NA	NA
Annual Passenger Trips			
Annual Transit Passenger Trips	16,753	14,550	8,545
Annual Social Services Passenger Trips	21,085	19,696	23,531
Safety			
Fatalities	0	0	0
Minor Incidents	0	0	0
Major Incidents	0	0	0

B. REVENUES, COSTS, TRIPS, MILES

The following tables display information on RTP's demand response system by agency and by mode for the past three years.

**REVENUES AND COSTS BY AGENCY
PAST THREE YEARS**

SOCIAL SERVICE AGENCY/PROGRAM	REVENUES			COSTS		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
General Public	\$232,178	\$243,209	\$289,652	\$312,990	\$348,147	\$555,970
MaineCare	2,725,386	2,440,356	2,918,550	2,725,386	2,440,356	2,918,550
DHHS Regular	258,035	329,531	414,531	270,258	383,488	459,737
DHHS Special	155,222	116,910	166,907	155,222	116,910	166,907
Other*	564,543	536,677	441,856	936,823	706,473	261,862
Total	\$3,935,364	\$3,666,683	\$4,231,496	\$4,400,679	\$3,995,374	\$4,363,026

* Costs include depreciation and amortization. Excludes BIW expense and costs related to extraordinary items.

**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	22,846	25,283	27,743	175,406	171,994	175,102
MaineCare	174,531	150,984	162,744	2,581,384	2,291,824	2,810,869
DHHS Regular	24,885	30,867	32,840	226,190	406,926	422,978
DHHS Special	6,362	3,918	4,192	393,898	305,841	357,643
Other	16,948	7,510	4,089	168,894	67,432	63,007
Total	245,572	218,562	231,608	3,545,772	3,244,017	3,829,599

**REVENUES AND COSTS BY MODE
PAST THREE YEARS**

MODE	REVENUES			COSTS		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Bus Program	\$2,225,060	\$2,097,244	\$2,064,318	\$2,885,195	\$2,722,992	\$2,592,929
Volunteer Program**	1,780,339	1,644,646	2,221,305	1,615,519	1,377,589	1,844,224
Total	\$4,005,399	\$3,741,890	\$4,285,623	\$4,500,714	\$4,100,581	\$4,437,153

* Costs include depreciation and amortization. Excludes BIW expense and costs related to extraordinary items.

** Includes Friends and Family and Subcontracted Providers.

**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	189,167	171,154	161,215	2,478,742	2,147,567	1,741,641
Volunteers	29,309	24,176	29,203	1,531,929	1,446,003	1,789,201
Friends and Family	23,841	22,414	28,390	432,566	454,540	658,708
Subcontracted Providers	37,020	29,843	30,485	279,330	210,847	202,847
Total	279,337	247,587	249,293	4,722,567	4,258,957	4,392,397

The following table displays information on RTP's Portland Bath Commuter Service for the past three years. RTP is no longer operating this service.

**PORTLAND BATH COMMUTER SERVICE
REVENUES AND COSTS
PAST THREE YEARS**

ROUTE	REVENUES			COSTS		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
BIW / Commuter	\$70,035	\$75,207	\$54,127	\$100,035	\$105,207	\$74,127

**PORTLAND BATH COMMUTER SERVICE
TRIPS AND VEHICLE MILES
PAST THREE YEARS**

ROUTE	TRIPS			VEHICLE MILES		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
BIW / Commuter	33,765	29,025	17,685	1,176,795	1,014,940	562,236

Revenues and Expenses. The following table displays RTP revenues and expenses for the past three years. The fiscal year runs from October 1st through September 30th of the year listed.

RTP OPERATING REVENUES PAST THREE YEARS			
	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual
Medicaid - BMS	\$2,369,735	\$2,178,466	\$2,596,076
Medicaid - Bus Pass	355,651	261,890	322,474
BCFS	258,035	329,531	414,531
BCFS Special	155,222	116,910	166,907
ADA	184,967	200,061	239,615
United Way	81,231	82,244	79,530
Municipal grants	32,385	31,522	29,055
Department of Mental Health Grant	22,500	22,500	22,500
Southern Maine AAA	12,650	12,650	12,565
Other State / Federal Grants	6,617	0	0
Welfare to Work	10,292	0	0
Maine Transit Association Grant	30,411	20,668	0
Community development	4,729	4,992	4,909
RTAP Scholarship	1,750	6,022	758
Fare box donations/Bath Shuttle/ADA	117,246	118,355	104,164
Other income	53,023	23,115	30,211
Foster grandparents	3,720	0	0
Nursing home	169	0	5
Investment income	4,422	8,473	19,234
Fuel tax refund	47,735	42,172	41,052
Sale of assets	(2,916)	500	75
University of Maine Grant	2,639	8,353	1,609
County General Operating	0	50	100
Miscellaneous Income	180	540	914
MDOT 9 urban (deficit funding)	10,450	11,060	6,880
MDOT 18 rural (deficit funding)	26,625	14,978	15,939
FTA section 9 urban (deficit funding)	113,544	134,880	94,695
FTA section 18 rural (deficit funding)	102,387	111,958	81,825
Total Operating Revenue	\$4,005,399	\$3,741,890	\$4,285,623

**RTP OPERATING EXPENSES
PAST THREE YEARS**

	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual
Wages			
Wages drivers	\$666,245	\$628,273	\$643,113
Wages administration	281,121	249,075	242,871
Wages vehicle maintenance	77,985	64,090	84,868
Wages operations	226,104	206,240	194,490
Vacation	71,232	69,367	67,125
Holiday	65,995	56,075	57,166
Sick	35,970	37,771	33,048
Overtime wages	67,822	50,834	55,707
Total Wages	\$1,492,474	\$1,361,725	\$1,378,388
Wage Related Expenses			
FICA	\$112,893	\$103,819	\$104,591
Unemployment insurance (state)	7,732	8,815	8,848
Workers compensation insurance	93,652	64,173	69,928
Annuity	35,745	29,695	28,229
Health Insurance	197,263	187,425	184,789
Life and disability insurance	24,188	23,355	22,603
Uniforms	9,357	7,814	7,942
Other fringes	4,014	3,717	4,529
Employee Administrative Expense	10,571	9,446	7,785
Total Wage Related Expenses	\$495,415	\$438,259	\$439,244
Total Wages/Wage Related Expenses	\$1,987,889	\$1,799,984	\$1,817,632
Professional/Consultants' Fees			
Consultants	\$17,330	\$144	\$620
Temporary help/office	0	0	0
Audit/403 b/Section 125	12,786	13,564	13,535
Legal	19,730	4,959	47,157
University of Maine Grant	2,639	8,353	1,609
Greater Portland Council of Governments	9,060	1,774	0
Total Professional/Consultants' Fees	\$61,545	\$28,794	\$62,921

	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual
Vehicle Maintenance			
Vehicle maintenance	\$119,997	\$164,573	\$0
Vehicle maintenance/outsourced Labor	0	0	52,507
Vehicle maintenance/outsourced Cleaning	0	0	630
Vehicle maintenance/towing	0	0	6,968
Vehicle parts	33,006	30,563	84,454
Tires and tubes	19,435	18,064	13,459
Garage other	6,778	4,520	21,682
Radio expense and maintenance	4,273	608	2,352
Refuse disposal	1,033	2,042	1,856
Temporary help	328	0	0
Total Vehicle Maintenance	\$184,850	\$220,370	\$183,908
Fuel/Lubricants/Tolls			
Fuel	\$173,178	\$210,734	\$248,240
Oil and fluids	4,305	3,504	8,173
Tolls-buses	1,252	2,805	2,668
Total Fuel/Lubricants/Tolls	\$178,735	\$217,043	\$259,081
Special Transportation			
Volunteer	\$541,565	\$504,025	\$832,035
Taxi fares	473,148	417,377	402,689
Medicaid - Bus Pass	311,127	227,396	279,597
Intercity state	14,507	15,060	9,307
Methadone trip expense	0	0	0
Total Special Transportation	\$1,340,347	\$1,163,858	\$1,523,628
Programs			
Dept. of Mental Health Expenses	\$17,550	\$17,550	\$17,550
Maine Transit Association	30,410	20,668	0
Welfare to Work	424	0	0
Total Programs	\$48,384	\$38,218	\$17,550
Printing/Advertising			
Advertising/Public Relations	\$8,159	\$3,251	\$8,138
Printing	7,062	277	569
Total Printing/Advertising	\$15,221	\$3,528	\$8,707

	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual
Training/Travel			
Training and development	\$4,765	\$4,167	\$2,385
Travel	3,824	2,775	3,070
Total Training/Travel	\$8,589	\$6,942	\$5,455
Office and Computer Services/Supplies			
Office supplies	\$12,874	\$9,053	\$12,289
Telephones/Cell phones/Beepers	24,116	17,201	20,465
Postage	4,181	4,294	4,806
Bank/ADP service charges	14,249	15,574	15,482
Office equipment maintenance/purchases	6,365	2,140	4,801
Computer repairs & maintenance	14,071	27,417	29,453
Software Purchases Expense	67	140	400
Total Bank/ADP Service Charges	\$75,923	\$75,819	\$87,696
Facility			
Building lease	\$22,572	\$20,691	\$22,185
Building maintenance	17,818	9,414	12,866
Data Storage	2,100	1,575	2,100
Electricity	10,472	10,807	13,444
Heat	6,086	5,821	6,627
Water and sewer	1,355	1,502	1,662
Total Facility	\$60,403	\$49,810	\$58,884
Insurance			
Vehicle Insurance	\$162,223	\$139,413	\$119,715
Other business insurance	20,080	15,204	19,063
Total Insurance	\$182,303	\$154,617	\$138,778
Other Expenses			
Dues and subscriptions	\$1,365	\$1,221	\$1,248
Directors meetings	1,453	1,279	1,888
Interest	329	0	114
Bad Debt Expense	0	483	0
Miscellaneous	787	49	232
Total Other Expenses	3,934	3,032	3,482
TOTAL OPERATING EXPENSES	\$4,148,123	\$3,762,015	\$4,167,722
SURPLUS (DEFICIT)	(\$142,724)	(\$20,125)	\$117,901

	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual
CAPITAL AND OTHER INCOME			
FTA 16 b 2 Capital Funding	\$30,728	\$50,435	\$19,200
Estimated Capital Funding FY 08	0	0	7,639
FTA 3 Capital Funding	114,960	0	93,424
Section 18 Capital	0	7,984	0
FTA 9 Capital Grant	0	0	0
Other Fed/State Grants (COG)	0	0	0
State Bond/Special Revenue match	14,370	0	23,356
Total Capital and Other Income	\$160,058	\$58,419	\$143,619
CAPITAL AND OTHER EXPENSES			
Depreciation	\$300,917	\$307,439	\$252,996
Amortization	51,674	31,127	16,435
Loss on Disposal of Assets	0	0	0
Equipment Purchases	174,198	0	236,969
Total Capital and Other Expenses	\$526,789	\$338,566	\$506,400

C. PASSENGER INFORMATION

Passenger information for RTP's demand response system is displayed in the following table. RTP does not track the number of elderly and disabled passengers. The number of general public passengers for each of the past three years is displayed below.

NUMBER OF GENERAL PUBLIC PASSENGERS*			
	FY 2004	FY 2005	FY 2006
# General Public Passengers*	3,137	3,386	3,986
*Unduplicated clients served for each year.			

D. PROJECTED REVENUES, COSTS, TRIPS AND VEHICLE MILES

Deleted: RIDERSHIP

The following information is for RTP's demand response system by agency and by mode for fiscal year 2007 (ending September 30, 2007) and fiscal year 2008 (ending September 30, 2008).

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	\$302,852	\$305,881	\$539,782	\$555,970	28,575	29,432	180,355	185,766
MaineCare	2,909,553	2,938,649	2,909,553	2,938,649	167,487	172,371	2,895,195	2,982,051
DHHS Regular	399,531	399,531	444,737	444,737	33,825	34,840	435,668	448,738
DHHS Special	204,000	206,040	204,000	206,040	4,318	4,448	368,372	379,423
Other*	588,986	594,876	607,483	603,513	4,210	4,336	64,875	66,821
Total	\$4,404,922	\$4,444,977	\$4,705,555	\$4,748,909	238,415	245,427	3,944,465	4,062,799

* Costs include depreciation and amortization.

PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES <u>BY MODE</u> 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
Bus Program (Agency Vehicles)	\$2,121,782	\$2,141,076	\$2,702,788	\$2,720,608	147,836	152,271	1,214,788	1,251,231
Volunteer Program	2,283,140	2,303,900	2,002,767	2,028,301	See below for Volunteer Program breakdown by category.			
Volunteers	(Revenues and costs not broken down by Volunteer Program categories)				30,079	30,981	1,842,877	1,898,164
Friends and Family					29,239	30,016	678,447	698,800
Subcontracted Providers					31,261	32,057	208,352	214,602
Total	\$4,404,922	\$4,444,976	\$4,705,555	\$4,748,909	238,415	245,426	3,944,464	4,062,798

* Costs include depreciation and amortization.

E. BUDGET

RTP's projected revenues and expenses for fiscal year 2007 (data cover October 1, 2006 through September 30, 2007), and fiscal year 2008 (data cover October 1, 2007 through September 30, 2008) are included in the following table.

RTP OPERATING REVENUES NEXT TWO YEARS		
	FY 2007 Budgeted	FY 2008 Estimated
Medicaid - BMS	\$2,585,379	\$2,611,233
Medicaid - Bus Pass	324,174	327,416
BCFS	399,531	399,531
BCFS Special	204,000	206,040
ADA	254,202	256,744
United way	77,000	77,770
Municipal grants	27,707	27,984
Dept of Mental Health Grant	22,500	22,725
Southern Maine AAA	12,310	12,433
Other State / Federal Grants	0	0
Welfare to Work	0	0
Maine Transit Association Grant	0	0
Community development	4,657	4,704
RTAP Scholarship	3,100	3,131
Fare box Donations/Bath Shuttle/ADA	48,650	49,137
Other income	42,000	42,420
Foster grandparents	0	0
Nursing home	0	0
Investment income	8,000	8,080
Fuel tax refund	42,000	42,420
Sale of assets	500	505
University of Maine Grant	0	0
County General Operating	100	101
Miscellaneous Income	250	253
MDOT 9 urban (deficit funding)	11,742	11,859
MDOT 18 rural (deficit funding)	21,328	21,541
FTA section 9 urban (deficit funding)	166,785	168,453
FTA section 18 rural (deficit funding)	149,007	150,497
Total Operating Revenue	\$4,404,922	\$4,444,977

**RTP OPERATING EXPENSES
NEXT TWO YEARS**

	FY 2007 Budgeted	FY 2008 Estimated
Wages		
Wages drivers	\$606,971	\$613,041
Wages administration	248,328	250,811
Wages vehicle maintenance	98,017	98,997
Wages operations	229,304	231,597
Vacation	74,395	75,139
Holiday	64,922	65,571
Sick	31,265	31,578
Overtime wages	74,000	74,740
Total Wages	\$1,427,202	\$1,441,474
Wage Related Expenses		
FICA	\$108,680	\$109,767
Unemployment insurance (state)	8,172	8,254
Workers compensation insurance	94,120	95,061
Annuity	32,718	33,045
Health Insurance	206,103	208,164
Life & dis. ins.	24,338	24,581
Uniforms	10,000	10,100
Other fringes	5,000	5,050
Employee Administrative Expense	9,000	9,090
Total Wage Related Expenses	\$498,131	\$503,112
Total Wages and Wage Related Expenses	\$1,925,333	\$1,944,586
Professional/Consultants' Fees		
Consultants	\$0	\$0
Temporary help/Office	0	0
Audit/403 b/Section 125	15,550	15,706
Legal	10,000	10,100
University of Maine Grant	0	0
Greater Portland Council of Governments	0	0
Total Professional/Consultants' Fees	\$25,550	\$25,806

	FY 2007 Budgeted	FY 2008 Estimated
Vehicle Maintenance		
Vehicle maintenance/outsourced labor	\$12,000	\$12,120
Vehicle maintenance/outsourced cleaning	0	0
Vehicle maintenance/towing	1,500	1,515
Vehicle parts	80,000	80,800
Tires and tubes	15,000	15,150
Garage other	25,000	25,250
Radio expense and maintenance	2,500	2,525
Refuse disposal	2,000	2,020
Temporary help	0	0
Total Vehicle Maintenance	\$138,000	\$139,380
Fuel/Lubricants/Tolls		
Fuel	\$260,000	\$262,600
Oil and fluids	5,200	5,252
Tolls-buses	2,000	2,020
Total Fuel/Lubricants/Tolls	\$267,200	\$269,872
Special Transportation		
Volunteer	\$924,000	\$933,240
Taxi fares	456,000	460,560
Medicaid - Bus Pass	277,386	280,160
Intercity state	20,000	20,200
Methadone trip expense	0	0
Total Special Transportation	\$1,677,386	\$1,694,160
Programs		
Department of Mental Health Expenses	\$17,550	\$17,550
Maine Transit Association	0	0
Welfare to Work	0	0
Total Programs	\$17,550	\$17,550
Printing/Advertising		
Advertising/Public Relations	\$10,000	\$10,100
Printing	2,000	2,020
Total Printing/Advertising	\$12,000	\$12,120
Training/Travel		
Training and development	\$4,500	\$4,545
Travel	4,000	4,040

	FY 2007 Budgeted	FY 2008 Estimated
Total Training/Travel	\$8,500	\$8,585
Office and Computer Services/Supplies		
Office supplies	\$11,500	\$11,615
Telephones/Cell phones/Beepers	20,000	20,200
Postage	4,700	4,747
Bank/ADP service charges	16,500	16,665
Office equipment maintenance/purchases	5,000	5,050
Computer repairs & maintenance	30,000	30,300
Software Purchases Expense	0	0
Total Office and Computer Services/Supplies	\$87,700	\$88,577
Facility		
Building lease	\$22,000	\$22,220
Building maintenance	15,000	15,150
Data Storage	2,100	2,121
Electricity	14,000	14,140
Heat	8,000	8,080
Water and sewer	1,800	1,818
Total Facility	\$62,900	\$63,529
Insurance		
Vehicle Insurance	\$107,660	\$108,737
Other business ins.	18,310	18,493
Total Insurance	\$125,970	\$127,230
Other Expenses		
Dues and subscriptions	\$2,000	\$2,020
Directors meetings	2,500	2,525
Interest	125	126
Bad Debt Expense	0	0
Miscellaneous	250	253
Total Other Expenses	\$4,875	\$4,924
Total Operating Expenses	\$4,352,964	\$4,396,318
Surplus (deficit)	\$51,958	\$48,658

	FY 2007 Budgeted	FY 2008 Estimated
CAPITAL AND OTHER INCOME		
FTA 16 b 2 Capital Funding	\$162,971	\$70,000
FTA 3 Capital Funding	114,155	20,000
Section 18 Capital	0	0
FTA 9 Capital Grant	0	0
Other Fed/State Grants (COG)	16,788	52,500
State Bond/Special Revenue match	38,276	0
Total Capital and Other Income	\$332,190	\$142,500
CAPITAL AND OTHER EXPENSES		
Depreciation	\$300,917	\$300,917
Amortization	51,674	51,674
Loss on Disposal of Assets	0	0
Equipment Purchases	370,390	187,500
TOTAL CAPITAL AND OTHER EXPENSES	\$722,981	\$540,091

FLEET CONDITION

RTP currently owns 31 buses and vans. All 31 buses and vans are handicapped accessible. These vehicles are listed in the following 2006 PTMS Vehicle Evaluation Summary tables. All RTP tie downs meet current ADA requirements, however RTP is replacing them with new Q-string tie downs.

2007 PTMS VEHICLE EVALUATION SUMMARY FORM

AGENCY: REGIONAL TRANSPORTATION PROGRAM CONTACT PERSON: JON MCNULTY

Passenger Vehicle Information		1HVBDABM6T H225283	2B7KB31Z1VK 518504	2B7KB31Z1VK5 19016	1BAHBCSH9V F076509	1BAHBCSH5VF 076507	1BAHBCSH7VF 076508
1	VIN						
2	Fleet #	43	45	47	50	51	52
3	Vehicle Type *	MHDB	V	V	MHDB	MHDB	MHDB
4	Make, Model	Thomas	Dodge	Dodge	Blue Bird	Blue Bird	Blue Bird
5	Year	1996	1997	1997	1997	1997	1997
6	Fuel Type	Diesel	Gas	Gas	Diesel	Diesel	Diesel
7	Fuel Use	2,235.7	2,906.9	2,335.3	2,045.0	2,147.9	1,651.4
8	Mileage	259,859	295,908	264,773	158,718	202,837	195,862
9	12-month Mileage	18,554	19,246	21,220	14,873	20,001	13,829
10	Repair Cost - 12 months	\$4,497	\$4,905	\$3,430	\$8,152	\$6,541	\$2,404
11	Repair frequency - 12 months**	A-6; B-13; C-4	A-6; B-5; C-4	A-7; B-20; C-3	A-5; B-22; C-2	A-7; B-23; C-2	A-5; B-15; C-1
12	Vehicle appearance - interior	Fair	Good	Fair	Fair	Fair	Fair
	Vehicle appearance - exterior	Fair	Fair	Fair	Fair	Fair	Fair
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	No	No	No	No	No	No
	Signage and Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities:						
	Air Conditioning	No	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of Fare Collection System	Fare Box					

Inspector's Name, Date of Inspection: Christen Martin, (November 2006)

*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

2007 PTMS VEHICLE EVALUATION SUMMARY FORM

AGENCY: REGIONAL TRANSPORTATION PROGRAM CONTACT PERSON: JON MCNULTY

Passenger Vehicle Information		2B7KB31Z4VK 576780	1FDSE30L6XH A76738	1FDSE30L4XHA 76737	1FDSE30L9XH A76734	1BAGBCPH5XF 089961	1FDXE45F4YH B85344
1	VIN						
2	Fleet #	55	56	57	58	59	61
3	Vehicle Type *	V	V	V	V	MHDB	V
4	Make, Model	Dodge	Ford	Ford	Ford	Blue Bird	Ford
5	Year	1997	1999	1999	1999	1999	2000
6	Fuel Type	Gas	Gas	Gas	Gas	Propane	Diesel
7	Fuel Use	3,474.0	2,741.8	3,295.2	3,672.7	891.3	2,817.1
8	Mileage	267,197	201,550	205,706	204,456	113,755	166,137
9	12-month Mileage	31,757	22,415	26,380	26,549	5,025	25,843
10	Repair Cost – 12 months	\$3,136	\$8,272	\$5,773	\$4,668	\$7,210	\$5,435
11	Repair frequency – 12 months**	A-11; B-30; C-0	A-7; B-34; C-1	A-9; B-23; C-1	A-9; B-17; C-2	A-2; B-10; C-2	A-9; B-27; C-2
12	Vehicle appearance – interior	Fair	Fair	Fair	Fair	Good	Good
	Vehicle appearance – exterior	Fair	Fair	Fair	Fair	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	No	No	No	No	No	No
	Signage	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities:						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of Fare Collection System	Fare Box					

Inspector's Name, Date of Inspection: Christen Martin, (November 2006)

*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

2007 PTMS VEHICLE EVALUATION SUMMARY FORM

AGENCY: REGIONAL TRANSPORTATION PROGRAM CONTACT PERSON: JON MCNULTY

Passenger Vehicle Information		1FDXE45F2YH B85343	1FDXE45F0YH B85342	1FDWE45F83H A20238	1FDWE45F63H A20237	1FDWE45F93H A20233	1T88H2C154113 9017
1	VIN						
2	Fleet #	62	63	69	70	71	72
3	Vehicle Type *	V	V	V	V	V	MHDB
4	Make, Model	Ford	Ford	Ford	Ford	Ford	Thomas
5	Year	2000	2000	2003	2003	2003	2004
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use	2,800.1	2,548.2	3,610.7	3,221.5	3,673.3	3,024.4
8	Mileage	163,769	175,267	123,941	126,472	120,999	87,757
9	12-month Mileage	25,646	24,653	31,617	29,658	33,206	27,217
10	Repair Cost – 12 months	\$6,779	\$5,707	\$3,889	\$5,938	\$4,665	\$2,332
11	Repair frequency – 12 months**	A-9; B-29; C-0	A-8; B-28; C-2	A-11; B-21; C-1	A-10; B-25; C-4	A-11; B-24; C-0	A-9; B-18; C-1
12	Vehicle appearance – interior	Good	Good	Good	Good	Good	Good
	Vehicle appearance – exterior	Good	Good	Good	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	No	No	Yes	Yes	Yes	No
	Signage	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities:						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of Fare Collection System	Fare Box					

Inspector's Name, Date of Inspection: Christen Martin, (November 2006)

*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

2007 PTMS VEHICLE EVALUATION SUMMARY FORM

AGENCY: REGIONAL TRANSPORTATION PROGRAM CONTACT PERSON: JON MCNULTY

Passenger Vehicle Information		1T88H2C174113	1T88H2C194113	1T88H2C15411	1T88H2C134113	1T88H2C174113	1FDXE45F63H
1	VIN	9018	9019	39020	9016	9021	A47975
2	Fleet #	73	74	75	76	77	78
3	Vehicle Type *	MHDB	MHDB	MHDB	MHDB	MHDB	V
4	Make, Model	Thomas	Thomas	Thomas	Thomas	Thomas	Ford
5	Year	2004	2004	2004	2004	2004	2003
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use	3,059.1	2,395.4	2,598.9	2,682.9	2,659.4	3,440.1
8	Mileage	83,792	67,383	71,689	73,833	79,960	85,439
9	12-month Mileage	24,822	20,230	22,728	22,810	23,866	30,450
10	Repair Cost - 12 months	\$5,478	\$3,729	\$5,101	\$2,906	\$3,882	\$3,463
11	Repair frequency - 12 months**	A-8; B-11; C-2	A-7; B-13; C-0	A-8; B-15; C-0	A-8; B-13; C-1	A-8; B-17; C-1	A-10; B-18; C-1
12	Vehicle appearance - interior	Good	Good	Good	Good	Good	Good
	Vehicle appearance - exterior	Good	Good	Good	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	No	No	No	No	No	Yes
	Signage	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities:						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of Fare Collection System	Fare Box					

Inspector's Name, Date of Inspection: Christen Martin, (November 2006)

*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

2007 PTMS VEHICLE EVALUATION SUMMARY FORM
AGENCY: REGIONAL TRANSPORTATION PROGRAM CONTACT PERSON: JON MCNULTY

Passenger Vehicle Information		1FDWE45F83H B85593	1FDWE45FX3H B85594	2B4FP2537WR6 31151	2B4FP2532WR6 31154	1GAHG39R4Y1 248462	1FDXE45P16D A25287
1	VIN						
2	Fleet #	79	80	81	82	83	84
3	Vehicle Type *	V	V	V	V	V	V
4	Make, Model	Ford	Ford	Dodge	Dodge	Chevy	Ford
5	Year	2004	2004	1998	1998	2000	2006
6	Fuel Type	Diesel	Diesel	Gas	Gas	Gas	Diesel
7	Fuel Use	3,785.7	3,967.6	1,363.4	1,173.7	2,513.7	1,426.1
8	Mileage	91,204	89,951	151,065	189,020	70,438	12,468
9	12-month Mileage	36,350	37,985	26,302	21,559	30,718	11,652
10	Repair Cost - 12 months	\$3,289	\$3,324	\$5,476	\$2,009	\$3,107	\$472
11	Repair frequency - 12 months**	A-12; B-22; C-1	A-13; B-15; C-1	A-9; B-19; C-0	A-7; B-13; C-0	A-10; B-7; C-2	A-4; B-2; C-0
12	Vehicle appearance - interior	Good	Good	Good	Good	Good	Good
	Vehicle appearance - exterior	Good	Good	Good	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	No	No	No	Yes
	Signage	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities:						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of Fare Collection System	Fare Box					

Inspector's Name, Date of Inspection: Christen Martin, (November 2006)

*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

2007 PTMS VEHICLE EVALUATION SUMMARY FORM

AGENCY: REGIONAL TRANSPORTATION PROGRAM CONTACT PERSON: JON MC

	Passenger Vehicle Information	1FDXE45PX6D A25286					
1	VIN						
2	Fleet #	85					
3	Vehicle Type *	V					
4	Make, Model	Ford					
5	Year	2006					
6	Fuel Type	Diesel					
7	Fuel Use	1,427.3					
8	Mileage	13,789					
9	12-month Mileage	13,789					
10	Repair Cost - 12 months	\$463					
11	Repair frequency - 12 months**	A-5; B-3; C-0					
12	Vehicle appearance - interior	Good					
	Vehicle appearance - exterior	Good					
13	ADA Accessibility:						
	Equipped/Working	Yes					
	Tie Down	Yes					
	Announcement System	Yes					
	Signage	Yes					
14	Passenger Amenities:						
	Air Conditioning	Yes					
	Working Heater	Yes					
	Tinted Windows	Yes					
	Padded Seats	Yes					
15	Type of Fare Collection System	Fare Box					

Inspector's Name, Date of Inspection: Christen Martin, (November 2006)

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

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

REGIONAL TRANSPORTATION PROGRAM

APPENDIX



Providing Low Cost Door-to-Door Rides in Cumberland County

- [Need a ride?](#)
- [Rides to go shopping](#)
- [Rides for persons with disabilities](#)
- [Rides to healthcare](#)
- [Rides for commuters](#)
- [Rides to work](#)
- [One call does it all](#)
- [Want to be a volunteer driver?](#)
- [Give us feedback](#)
- [News and notes](#)
- [About RTP](#)
- [Useful Links](#)
- [Home](#)

Need a ride?

April 6, 2007

RTP County-wide Bus Service

Door to Door Rides from Volunteers County-wide Bus Service

RTP offers door-to-door bus service to the Portland/South Portland metropolitan area from 26 Cumberland County cities and towns. Most rides go to downtown Portland, Maine Medical Center and the Maine Mall. Other stops may be arranged in advance to meet individual needs. Communities served on a regular basis include:

Bridgton	Harrison	Sebago Lake
Brunswick	Gray	Scarborough
Baldwin	Naples	South Bridgton
Cape Elizabeth	New Gloucester	South Casco
Casco	North Bridgton	South Harpswell
Cumberland	North Sebago	South Portland
East Baldwin	North Windham	South Windham
East Sebago	North Yarmouth	Standish
Falmouth	Portland	Westbrook
Freeport	Pownal	West Baldwin
Gorham	Raymond	Windham
Harpswell	Sebago	Yarmouth

Coverage Map with Days Served



The round trip fare is \$1.00 within one town, \$2.00 between neighboring towns, and \$4.00 for longer Cumberland County trips. The one-way fare is the same as the round trip fare.

Anyone can take advantage of RTP's county bus routes. Ride the bus for shopping, hospital visits, city errands, a visit to the public library, or any other purpose.

All senior citizens ride free, however, a donation is sincerely appreciated.

Call 207-774-2666 or 1-800-244-0704 to request a ride. Our dispatchers are on duty from 5:30 a.m. to 6:00 p.m., Monday through Friday.

Most County bus Trips arrive in Portland by 10:00 a.m. and leave by 2:00 p.m. Additional early morning service is available on some routes. Call the RTP office, and the dispatcher will tell you where and when you can get on the bus in your town.

Other Service

- Local bus service in Falmouth - Mondays
- Gray & New Gloucester to Windham - Thursday
- Raymond to Windham - Thursdays
- Yarmouth to Falmouth - Wednesdays

Westbrook Senior Lunch Program - M,T,W
Local bus service in Windham - Thursdays

Volunteer Driver Program

If no bus is available or a special route is requested, RTP uses volunteer drivers to pick you up at your door and take you where you need to go.

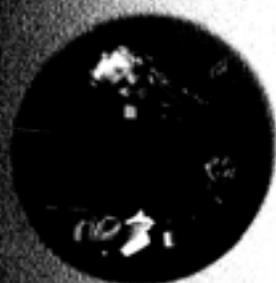
Call 774-2666 or 800-244-0704 to request a ride.

Copyright 2001 Regional Transportation Program

RTP



Regional
Transportation
Program
**Rider's
Guide**



RTP

www.rtprides.org
(207)774-2666 or 1-800-244-0704
127 St. John Street, Portland, ME 04102-3072

**Regional
Transportation
Program**

Rider's Guide



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This brochure was funded by MDOT, Office of Passenger Transportation
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Regional Transportation Services

Transportation by Bus or Van

Mode	RTP Bus or Van
Hours of bus service	6:00 a.m. to 6:00 p.m.
Eligibility	Subject to funding source determination.
Fare	Cumberland County resident
Nature of the service	Free/ Donations accepted
Scheduling deadline	Door to Door
Dispatcher availability	Call before 9:00 a.m. for service the next day or up to 14 days in advance.
Holiday closings	From 5:30 a.m. to 6:00 p.m. M-F
Telephone Numbers	State Holidays (207) 774-2666 or 1-800-244-0704



Regional Transportation Services

Transportation by Volunteer Driver

Mode	RTP Volunteer Driver; personal vehicle
Hours of volunteer service	According to transit need and subject to volunteer availability.
Eligibility	Subject to funding source determination. Cumberland County resident
Fare	Free
Service area	To or from rural parts of Cumberland County when buses are not available.
Scheduling deadline	Call before 9:00 a.m. for service the next day or up to 14 days in advance.
Dispatcher availability	5:30 a.m. to 6:00 p.m. M-F
Holiday closings	State Holidays
Telephone Numbers	(207) 774-2666 or 1-800-244-0704





Regional Transportation Services

Services by Family Trip Voucher

Mode	Use your own car or have family/friends drive
Hours of service	Anytime a medical office or health care facility is open
Eligibility	Current MaineCare recipient Cumberland County resident
Reimbursement rate	15 cents per vehicle mile
Service area	Cumberland County
Scheduling trips	Call 8:00 a.m. - 2:00 p.m. M-F. Voucher and trip number approvals up to 14 days in advance.
Holiday closings	May be used any time your medical office or health facility is open
Telephone Numbers	774-2666 or 1-800-244-0704



Regional Transportation Services

MaineCare Bus Pass

Mode	METRO, South Portland Bus
Hours of service	See the METRO, SPBS operating schedule.
Eligibility	MaineCare card holder with 2 or more medical appointments in the month of pass issue
Fare	Pass covers all fares
Service area	All of Portland, South Portland and Westbrook.
Intake	Go to RTP Customer Desk at 127 St. John Street, Portland, Mon-Thur 8:30 a.m. - 4:00 p.m. and Friday 8:30 a.m. - 12:00 Noon
Pass pick up	Must get your pass the first day of the month of service or later in the same month.
Holiday closings	Observes METRO schedule
Telephone Numbers	(207) 774-2666 or 1-800-244-0704



Regional Transportation Services

Services for Nursing Homes Residents

Modes	Bus, van, volunteer, taxi, another transportation agency, or wheelchair van service
Hours of service	According to transit need
Eligibility	MaineCare client. Fax to RTP the application or ride request from the nursing home resident.
Fare	Free
Service area	Cumberland County
Intake	8:00 a.m. – 5:00 p.m. M-F
Scheduling deadline	Up to 9:00 a.m. for next day service or up to 14 days in advance.
Dispatch hours	5:30 a.m. to 6:00 p.m.
Holidays	Observes State Holidays
Telephone Numbers	207-774-2666 or 1-800-244-0704

6



Non-Emergency MaineCare Transportation

Family Driver Program

The family driver program is available for reimbursement at 15 cents per vehicle mile for clients who drive themselves to medical appointments.

Reimbursement Rate: 15 cents per vehicle mile

Scheduling Deadline: Same day or up to 21 days in advance

Hours of Service: Anytime medical office is open

RTP Volunteer Drivers

RTP volunteer drivers provide transportation in rural areas to medical appointments, especially for those persons without a personal automobile, or who no longer drive themselves.

Scheduling Deadline: Before 9:00 a.m. for next day service or up to 14 days in advance.

RTP Buses and Vans

RTP buses and vans are also used to transport clients to doctor and hospital appointments where appropriate.

General Hours of Service: 6:00 a.m. to 7:00 p.m.

Scheduling Deadline: Before 9:00 a.m. for next day service or up to 14 days in advance.

continued

7



Non-Emergency MaineCare Transportation

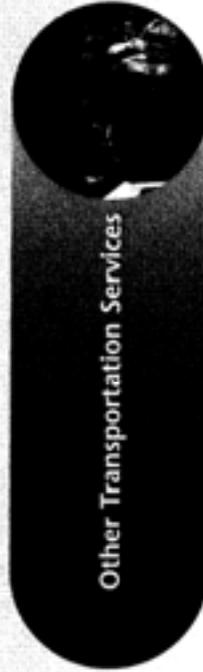
MaineCare Bus Pass

The bus pass system is available for free unlimited use on the Metro or South Portland Bus Service for clients who have 2 or more medical appointments in a month, and live in Portland, South Portland, or Westbrook.

Modes:

METRO: Runs throughout Portland and Westbrook, as well as to the Maine Mall area. You can connect to Greyhound, Concord Trailways, Casco Bay Lines (ferries), and the Portland International Jetport. South Portland Bus Service, Zoom and Shuttle Bus transfers are accepted by METRO.

South Portland Bus: Offer links to downtown Portland, and all areas of South Portland, including Mill Creek and the Maine Mall area. You may also link to the Shuttle Bus. METRO transfers are accepted by South Portland Bus Service.



Other Transportation Services

County Wide Bus Service

RTP buses run through almost every community in Cumberland County on at least a weekly basis. The County Wide Bus Service is limited to morning and mid-day trips for grocery shopping, medical appointments and other in-town necessities. The service is available to the general public for a fare of \$4.00 per one-way trip; however seniors and others with disabilities ride free. A \$1.00 donation is gratefully accepted.

Shoppers Express

RTP provides a weekly shopping transportation service to 26 apartment complexes in the Greater Portland area. The bus picks you up on a scheduled day and takes you to a nearby supermarket. You have one hour to shop before the trip home. Drivers can help unload your grocery bags. A \$1.00 round trip donation is always accepted.





Other Transportation Services

ADA Transportation (ADAPT)

If you live in Portland, South Portland, or Westbrook, but cannot use the Metro or South Portland Bus System because of a functional inability to do so, you may apply for ADA curb to curb transportation. ADAPT (Americans with Disabilities Act Para Transit) runs at the same time every day as the Metro starting from 5:30 a.m. to 11:40 p.m. It also runs nights, weekends, and holidays keeping the same schedule as METRO. If you think you qualify for ADA curb-to-curb transportation services call or write RTP to request an application. For additional information please visit the RTP web site at www.rtprides.org.

Portland/Bath Commuter Services

RTP commuter bus services travel to Bath from Saco, Portland, and Freeport Park and Ride lots. It is a primary link for those who work at Bath Iron Works (BIW). It also serves riders who are traveling to non-emergency medical services, as well as students attending schools in Portland.



Client Responsibilities

General Responsibilities

- If a client's pick-up or drop-off address is not accessible for an RTP bus, van, or volunteer driver, it is the client's responsibility to ensure such access for vehicles in advance. If the vehicle is not able to enter the pick-up location and the client fails to meet the vehicle, a No-Show may be charged.
- Clients must call in trip cancellations as soon as possible.
- Clients should be ready when the bus arrives. Drivers will wait only 3 minutes after a customer's scheduled pick-up time.
- Clients must be prepared for trips. If assistance is required to prepare for a trip, an individual other than the driver must provide assistance.
- All clients are required to wear seat belts while on RTP vehicles. Drivers will assist with seat belts.
- Clients are expected to treat reservationists, schedulers, dispatchers, drivers and other passengers courteously.
- Clients must not distract the driver.
- Wheelchairs, scooters and other mobility devices must be properly maintained. Clients must know the limitations regarding the use and transport of their specific mobility devices.



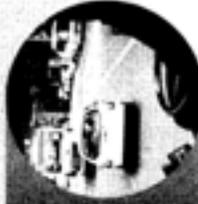


Client Responsibilities

- No smoking, eating, or drinking is allowed while on an RTP vehicle.
- Riding an RTP vehicle under the influence of illegal drugs or alcohol is not permitted.
- Radios, cassette or disc players are not permitted to be played aloud when onboard an RTP vehicle.
- A client may not bring explosives, flammable liquids, acids, or other hazardous materials onto the vehicle.
- If a client is traveling with a child who needs a car seat, the client must supply the child's car seat. Clients are responsible for securing it in the vehicle and for its removal.

Seats Belts, Child Restraints and Common Wheelchairs

- A client 18 years of age or older is required to wear a seat belt while traveling on an RTP bus or van.
- A child client less than 18 years of age is required to be properly secured while traveling on an RTP bus or van. Depending on age, height and weight, a child client must be properly secured in a federally approved child restraint system, child safety seat, or seat belt.
- A client is required to have his or her common wheelchair secured while traveling on an RTP bus or van.



Client Responsibilities

Seriously Disruptive Behavior

Regional Transportation does not permit clients to engage in violent, illegal or seriously disruptive behavior. Seriously disruptive behavior includes the following:

- A client who is physically abusive causing injury to the driver or other clients may be subject to criminal prosecution. The client will be suspended immediately or service will be refused.
- Disturbing a vehicle driver.
- Disturbing other clients.
- Physically or verbally threatening the driver or another client. Acting in a way that is a danger to himself/herself, the driver or other clients.
- Damaging or destroying equipment.

Cancellation Rule

Cancellations must be made 24 hours in advance of a scheduled trip, but no later than two hours before the appointed pick-up time





Client Responsibilities

Penalties for "No Shows"

A client who fails to cancel a ride according to the cancellation rule, or fails to be at the scheduled location at the scheduled pick-up time, will be assigned a "No Show". A client assigned three or more No Shows in a 3 month "rolling" period is subject to penalties, up to and including, suspension. Penalties will be assigned within the rules and guidelines of MaineCare and the ADA.

Suspensions, Appeals and Complaints

RTP will suspend a client for incidents of disruptive behavior or breaking the law.

A client may appeal an assigned suspension or penalty. Appeals must be submitted in writing to: RTP, Inc., Appeals Department, 127 St. John Street, Portland, Maine 04102-3072. To qualify for acceptance, appeals must be received by RTP within ten business days of the suspension or penalty. The appeal must include the client's name, mailing address, telephone number and the reason for the appeal. RTP will make a decision on the appeal and notify the client within ten business days.

To file a complaint call RTP dispatch at 207-774-2666 or mail to RTP, Inc. 127 St. John Street, Portland, ME 04102-3072.

* Regional Transportation Program reserves the right to cancel, suspend or delay transportation due to circumstances beyond its control.

Regional Transportation Program
127 St. John Street
Portland, ME 04102

RTP Rider Survey April 2006

An RTP rider survey was taken in April of 2006.
Results of the survey are as follows:

91% of the riders reporting they get to their appointments on time.

95% said they could count on RTP to get where they needed to go.

95% of the riders said the drivers were safe.

88% of the riders said the buses were clean.

88% of the riders said the ride was comfortable.

95% of the riders said the dispatchers were friendly.

November 2006-Official RTP Rider Survey Form

RTP Rider Survey

We need to know what you have to say about our service. The information collected will be used to make the service work better for you as a RTP rider. Please answer the 6 survey questions and put your results in the envelope at the front of the bus.

	<i>RESPONSE</i>
1. Do you usually get to your appointments on time? Yes ___ No ___	<i>NOVEMBER 06</i> 86%
2. Can you count on RTP to get where you need to go? Yes ___ No ___	95%
3. Are the drivers safe? Yes ___ No ___	100%
4. Are the buses clean? Yes ___ No ___	98%
5. Is your ride comfortable? Yes ___ No ___	100%
6. Were the dispatchers helpful? Yes ___ No ___	98%
Comments section:	

Thanks for your help.

For a copy of the survey results, provide your name and address below or call Kitty at extension 10

Name: _____
Mailing address: _____
City: _____ Zip code: _____

STATE OF MAINE	AGENCY NAME:	Regional Transportation Program, Inc
PH and HUMAN SERVICES	PROGRAM NAME:	Transportation - Regular
UNITY SERVICES	AGREEMENT START DATE:	10/1/2006
	AGREEMENT END DATE:	9/30/2007
	SUMMARY OF SERVICE/AGREEMENT # DHHS:	CFS-07-

COLUMN 1	COLUMN 2	COLUMN 3	COLUMN 4	COLUMN 5	COLUMN 6	COLUMN 7	COLUMN 8	COLUMN 9	COLUMN 10
SERVICE AREA	SERVICE	SERVICE CODE (FTEs for classes)	# of SLOTS	# of CLIENTS SERVED	# of UNITS	DHHS APPROV ED RATE	UNIT COST	AGREEMENT ALLOCATION	TOTAL PROGRAM COST
Transportation Regular	Agency/Pass Mile	TAP			169,963	\$ 0.68		\$ 115,595	\$ 115,595
Transportation Regular	Agency/Trip	TAO			18,205	\$ 7.00		\$ 127,435	\$ 127,435
Transportation Regular	Volunteer/Vehicle	TAB			-	\$ -		\$ -	\$ -
Transportation Regular	Volunteer/Vehicle	TVV			27,578	\$ 0.36		\$ 9,927	\$ 9,927
Transportation Regular	Volunteer/Vehicle	TVV			72,562	\$ 0.38		\$ 27,574	\$ 27,574
Transportation Regular	Volunteer/Trip	TVO			2,000	\$ 7.00		\$ 14,000	\$ 14,000
		TVF			-	\$ -		\$ -	\$ -
		TVF			-	\$ -		\$ -	\$ -
Transportation Local	Agency/Pass Mile	TLP			29,956	\$ 0.68		\$ -	\$ 20,370
Transportation Local	Agency/Trip	TLO			3,548	\$ 7.00		\$ -	\$ 24,836

Total	\$ 339,737
Local Share	\$ 45,208
Contract Amt	\$ 294,531

STATE OF MAINE HEALTH and HUMAN SERVICES COMMUNITY SERVICES CENTER	AGENCY NAME: PROGRAM NAME: AGREEMENT START DATE: AGREEMENT END DATE: AGREEMENT # DHHS:	Regional Transportation Program, Inc. Transportation - Special 10/1/2006 9/30/2007 CFS-07.
SUMMARY OF SERVICES		

COLUMN 1	COLUMN 2	COLUMN 3	COLUMN 4	COLUMN 5	COLUMN 6	COLUMN 7	COLUMN 8	COLUMN 9	COLUMN 10
SERVICE AREA	SERVICE	SERVICE CODE (FTE's by (minutes)	# of SLOTS	# of CLIENTS SERVED	# of UNITS	DHHS APPROVED RATE	UNIT COST	AGREEMENT ALLOCATION	TOTAL PROGRAM COST
Transportation Special	Agency/Pass Mile	TAP			30,000	\$ 0.68		\$ 20,400	\$ 20,400
Transportation Special	Agency/Trip	TAO			1,000	\$ 7.00		\$ 7,000	\$ 7,000
Transportation Special	Bus Pass	TAB			100	\$ 41.50		\$ 4,150	\$ 4,150
Transportation Special (10/06 - 12/06)	Volunteer/Vehicle	TVV			88,274	\$ 0.38		\$ 31,779	\$ 31,779
Transportation Special (01/07 - 09/07)	Volunteer/Vehicle	TVV			221,374	\$ 0.38		\$ 84,122	\$ 84,122
Transportation Special	Volunteer/Trip	TVO			14,000	\$ 7.00		\$ 98,000	\$ 98,000
		TVF			-	\$ -		\$ -	\$ -
		TVF			-	\$ -		\$ -	\$ -
					-	\$ -		\$ -	\$ -
					-	\$ -		\$ -	\$ 245,451

STATE OF MAINE HEALTH AND HUMAN SERVICES REVENUE SUMMARY		AGENCY NAME: Regional Transportation Program, Inc.		PROGRAM NAME: Transportation		AGREEMENT START DATE: 7/1/2006		AGREEMENT END DATE: 6/30/2007		AGREEMENT # DRIVE: MR1-07-919	
LINE	COLUMN 1	COLUMN 2	COLUMN 3	COLUMN 4	COLUMN 5	COLUMN 6	COLUMN 7	COLUMN 8	COLUMN 9	COLUMN 10	
1	REVENUE SOURCES	TOTAL PROGRAMS (this agreement)	SERVICE: PROGRAM:	SERVICE: PROGRAM:	SERVICE: PROGRAM:	SERVICE: PROGRAM:	SERVICE: PROGRAM:	SERVICE: PROGRAM:	SERVICE: PROGRAM:	SERVICE: PROGRAM:	
2	3 GOVERNMENT REVENUE										
3	FEDERAL DHHS AGREEMENT FUNDS										
4	MAINE CARE	1,188,000									
5	STATE DHHS AGREEMENT FUNDS-Gen#										
6	Fund										
7	STATE DHHS AGREEMENT FUNDS- Fund for Healthy Maine										
8	DHHS NON AGREEMENT FUNDS										
9	OTHER STATE FUNDS (NON DHHS)										
10	COUNTY/MUNICIPAL AGREEMENT FUNDS										
11	COUNTY/MUNICIPAL OTHER FUNDS										
12	TOTAL GOVERNMENT REVENUE	1,188,000									
13	PROGRAM INCOME										
14	SALE OF PRODUCT										
15	CLIENT FEES - PROGRAM										
16	CLIENT FEES - PRIVATE										
17	OTHER FEES, ROYALTIES, MISC.										
18	TOTAL PROGRAM INCOME	0									
19	OTHER REVENUE										
20	CONTRIBUTIONS AND DONATIONS DESIGNATED BY THE DONOR FOR THE PROGRAM (RESTRICTED)										
21	OTHER AVAILABLE INCOME COMMITTED TO THE PROGRAM OR NOT DESIGNATED BY THE DONOR (UNRESTRICTED)										
22	SHARING										
23	TOTAL OTHER REVENUE	0									
24	TOTAL REVENUE (Lines 13, 18, + 24)	1,188,000									
25	TOTAL AGENCY-WIDE REVENUE										
26	MAINE CARE BIDD PROJECTION	437,431.60	6.66	6.66	6.66	6.66	6.66	6.66	6.66	6.66	

AGREEMENT

This agreement is between Regional Transportation Program, hereinafter the "Contractor", and the Southern Maine Agency On Aging, hereinafter the "Agency On Aging" or "AAA".

1. The Contract

This contract consists of the Contractor Agreement, the Scope and Description of Purchased Service, Donation of In-Kind Agreement, and all other terms and conditions agreed upon by the Contractor and the Agency on Aging.

2. Services

The Contractor agrees that the attached "Scope and Description of Purchased Services" is an accurate and valid description of the services to be provided under this contract and represents a valid basis for audit, review, analysis, and evaluation of the services purchased. The Contractor further understands that a formal analysis of the service provided and/or a program audit may, at any time during the contract period or after termination, be performed by the Agency On Aging, by the Federal Government, or by an agency employed by the Agency On Aging. In rendering the specified services the Contractor agrees to serve only those people who are eligible as specified by the Agency On Aging.

3. This agreement will be effective from July 1, 2006 to June 30, 2007, unless otherwise terminated.

4. Termination of Contract

This agreement shall terminate on June 30, 2007. This agreement shall terminate automatically upon failure of the donating funding source or by the Federal and/or State government to provide agreed upon funds for rendering the agreed upon services, upon failure of the Contractor to submit fiscal or program reports, or at any time upon thirty days written notice by either party. If this contract is tendered as a result of a Request for Proposal process, the contract must be executed within ten (10) calendar days following the date of the notice of selection or the offer is withdrawn unless extended in writing by the Agency On Aging.

A. Source of Funds

The local share of funds of \$ (none) shall be furnished by:

and/or In-Kind resource Contributions of total value of \$ (none) as explained by the attached summary shall be furnished as local share.

B. The sum of \$12,310.00 shall be furnished by the Agency On Aging out of matching funds to

be provided by the Federal and/or State government. (Title III Older Americans Act Funds)

C. Omitted

D. Expenditures

The Contractor shall spend no more than \$12,310.00 in the performance of the terms of this agreement.

E. Payments to the Contractor

The Agency On Aging will pay the Contractor, on a quarterly basis, 4 equal payments of \$3077.50 for a total of \$12,310.

Contract Conditions

1. Financial Records

The Contractor shall maintain books, records, payrolls, documents, and other evidence and accounting procedures and practices which sufficiently and properly reflect all direct and indirect costs of any nature expended in the performance of this specific agreement. Funds from all sources received under this agreement may be kept in separate accounts or in one account providing that accounting methods shall be employed which shall identify each program's operations. Such records shall be subject at all reasonable time to inspection, review, or audit by State personnel or other persons duly authorized by the Agency On Aging as well as federal personnel.

2. Program Records

The Contractor shall maintain records of the number of unduplicated persons served under this agreement, and that each person served was determined eligible according to Administration on Aging - Title III guidelines. These records shall be subject at all reasonable times to inspection, review, and audit by State personnel and other persons duly authorized by the Agency On Aging as well as federal personnel.

3. Retention of Records

The Contractor agrees to retain all books, records, payrolls, and other documents relative to this agreement including fiscal and program records for up to five years after termination of this agreement or for one year after an audit is completed by federal and/or state officials, with the provision that during this period persons duly authorized by the state and/or federal auditors and other persons duly designated by the Agency On Aging shall have full access to and the right to examine any of said materials.

4. Disposition of Funds Upon Termination

REQUEST FOR PROPOSED FUNDING
SOCIAL SERVICE PROJECT
CITY OF PORTLAND, MAINE
COMMUNITY DEVELOPMENT PROGRAM

July 1, 2006 – June 30, 2007

I. PROJECT SUMMARY

A. Title of Project: Food Shopping Program Operating Agency: Regional Transportation Program
Project Director: Jon McNulty Address: 127 Saint John Street, Portland, Me
Address: 127 Saint John Street, Portland, ME Telephone: (207) 774-2666 X.12
Telephone: (207) 774-2666 Contract Officer: Jack DeBeradinis (X13)

B. Brief Description of Services to be provided.
RTP Provides door to door transportation to seniors in the Portland community to shopping centers in the area/

C. Budget Summary:

1. Total Project Budget		\$ <u>61,307</u>
2. Other Sources (please list)		\$ <u>56,650</u>
<u>Donations & Other Local</u>	\$ <u>1,800</u>	
<u>RTP, DHS, United Way</u>	<u>54,850</u>	
<u>MDOT, ETA</u>		

3. Community Development Funds Requested \$4,657

Regional Transportation Program, 127 Saint John Street, Portland, Maine 04102

- "A" PM SERVICE -- Every 5,000 Miles
- "B" PM SERVICE -- Every 15,000 Miles
- "C" PM SERVICE -- Every 30,000 Miles

Veh No. _____ Veh Mileage _____ Date _____ Location RTP _____

A, B, C Service	OK Rep Fol			RAISE VEHICLE	OK Rep Fol		
	Up				Up		
Check parking brake	___	___	___	Check bottom of engine for leaks	___	___	___
Check instruments	___	___	___	Check transmission for leaks	___	___	___
Check horns	___	___	___	Check axle breathers & oil level	___	___	___
Check wiper operation & blades	___	___	___	Check engine & trans mounts	___	___	___
Check all accessories	___	___	___	Check driveline, u-joints & yokes	___	___	___
Check glass and mirror operation	___	___	___	Check all spring & leaves (cracks)	___	___	___
Check safety equipment	___	___	___	Check loose u-bolts/spring hangers	___	___	___
Check vehicle reg & ins card	___	___	___	Check for exhaust leaks	___	___	___
Check all lights	___	___	___	Check front end/steering	___	___	___
Check physical damage & note	___	___	___	Check steering box for leaks	___	___	___
Check visual radiator core	___	___	___	Check front wheel bearing	___	___	___
Check and fill cooling sys & note	___	___	___	Check brakes	___	___	___
Check hose condition	___	___	___	<i>Supply additional parts required to Lead Mechanic</i>			
Check belt condition	___	___	___	Lube entire chassis	___	___	___
Check battery hold down	___	___	___	Change oil & Filter	___	___	___
Check corrosion on term & cable	___	___	___	Run engine check for leaks	___	___	___
Check all belt conditions & adjust	___	___	___	Check engine oil & ATF levels	___	___	___
Check power steering hose & fluid	___	___	___	Wash & vacuum	___	___	___
Check fan assembly (looseness)	___	___	___	"B" Service -- All of the above plus			
Check master cylinder level	___	___	___	Complete brake inspection	___	___	___
Check all tires for valve caps	___	___	___	Service air filter	___	___	___
Record tire pressure & tread depth	___	___	___	"C" Service -- All of the above, plus			
Check WC lift operation	___	___	___	Change transmission filter & fluid	___	___	___
	___	___	___	Change fuel filters	___	___	___
	___	___	___	Coolant Condition Test	___	___	___
	___	___	___	Antifreeze good to	___	___	___
	___	___	___	Inspection sticker due date	___	___	___
	___	___	___	Perform road test	___	___	___
	___	___	___	PM performed by	___	___	___

Vehicle Condition Report

Date _____ Driver's Name _____ Vehicle No. _____

Pre-Trip

Exterior	OK <input type="checkbox"/>	Service Needed <input type="checkbox"/>	Service Critical <input type="checkbox"/>	OK <input type="checkbox"/>	Service Needed <input type="checkbox"/>	Service Critical <input type="checkbox"/>	OK <input type="checkbox"/>	Service Needed <input type="checkbox"/>	Service Critical <input type="checkbox"/>
Windshield Glass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Windshield Wipers	<input type="checkbox"/>	<input type="checkbox"/>	Mirrors	<input type="checkbox"/>	<input type="checkbox"/>
Tires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Headlights	<input type="checkbox"/>	<input type="checkbox"/>	Stop/Tailight	<input type="checkbox"/>	<input type="checkbox"/>
Hazard lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clearance	<input type="checkbox"/>	<input type="checkbox"/>	Body Damage	<input type="checkbox"/>	<input type="checkbox"/>
Clearliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Fluid Levels	OK <input type="checkbox"/>	Needed <input type="checkbox"/>	Critical <input type="checkbox"/>	Radiator	OK <input type="checkbox"/>	Needed <input type="checkbox"/>	Windshield Wash	OK <input type="checkbox"/>	Critical <input type="checkbox"/>
Engine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Interior	OK <input type="checkbox"/>	Needed <input type="checkbox"/>	Critical <input type="checkbox"/>	Brakes	OK <input type="checkbox"/>	Needed <input type="checkbox"/>	Emergency Brakes	OK <input type="checkbox"/>	Critical <input type="checkbox"/>
Horn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Door Alarms	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Seatbelt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						

Beginning Odometer _____

Operator's Remarks _____

Post-Trip

Noise locations: Right front _____ left front _____ Right rear _____ left rear _____ Transmission _____ Engine _____ Other Locations _____
 Please list any known defects _____

Driver's Signature _____ Ending Odometer _____

Description of repairs made _____

Mechanic's Signature _____ Date _____

Regional Transportation Program, 127 Saint John Street, Portland, Maine 04102

- *A* PM SERVICE -- Every 5,000 Miles
- *B* PM SERVICE -- Every 15,000 Miles
- *C* PM SERVICE -- Every 30,000 Miles

Veh No. _____ Veh Mileage _____ Date _____ Location RTP _____

A, B, C Service	OK Rep Fol			RAISE VEHICLE	OK Rep Fol		
	Up				Up		
Check parking brake	___	___	___	Check bottom of engine for leaks	___	___	___
Check instruments	___	___	___	Check transmission for leaks	___	___	___
Check horns	___	___	___	Check axle breathers & oil level	___	___	___
Check wiper operation & blades	___	___	___	Check engine & trans mounts	___	___	___
Check all accessories	___	___	___	Check driveline, u-joints & yokes	___	___	___
Check glass and mirror operation	___	___	___	Check all spring & leaves (cracks)	___	___	___
Check safety equipment	___	___	___	Check loose u-bolts/spring hangers	___	___	___
Check vehicle reg & ins card	___	___	___	Check for exhaust leaks	___	___	___
Check all lights	___	___	___	Check front end/steering	___	___	___
Check physical damage & note	___	___	___	Check steering box for leaks	___	___	___
Check visual radiator core	___	___	___	Check front wheel bearing	___	___	___
Check and fill cooling sys & note	___	___	___	Check brakes	___	___	___
Check hose condition	___	___	___	<i>Supply additional parts required to Lead Mechanic</i>			
Check belt condition	___	___	___	Lube entire chassis	___	___	___
Check battery hold down	___	___	___	Change oil & Filter	___	___	___
Check corrosion on term & cable	___	___	___	Run engine check for leaks	___	___	___
Check all belt conditions & adjust	___	___	___	Check engine oil & ATF levels	___	___	___
Check power steering hose & fluid	___	___	___	Wash & vacuum	___	___	___
Check fan assembly (looseness)	___	___	___	<hr/>			
Check master cylinder level	___	___	___	*B* Service -- All of the above plus			
Check all tires for valve caps	___	___	___	Complete brake inspection	___	___	___
Record tire pressure & tread depth	___	___	___	Service air filter	___	___	___
Check WC lift operation	___	___	___	<hr/>			
	___	___	___	*C* Service -- All of the above, plus			
	___	___	___	Change transmission filter & fluid	___	___	___
	___	___	___	Change fuel filters	___	___	___
	___	___	___	Coolant Condition Test	___	___	___
	___	___	___	Anti freeze good to _____			
	___	___	___	Inspection sticker due date _____ / _____ / _____			
	___	___	___	Perform road test _____			
	___	___	___	PM performed by _____			

Regional Transportation Program, Inc.
 127 St. John Street
 Portland, ME 04102
 Board Minutes September 11, 2006

Topic	Discussion	Action
Request to allocate the check for \$7,639 received from the Biddeford ShuttleBus to the Capital Reserve Fund (Action Item)	The two large shuttle buses previously used for the BIW shuttle are being transferred to other transportation providers. MDOT will give a \$7,639 credit to RTP for the remaining local share value for the bus transferred to Downeast Transportation. The Shuttle Bus will pay RTP \$7,639 for the second bus.	Daryl made a motion to approve the allocation of funds to the Capital Reserve, seconded by Meg. The vote was unanimously in favor.
Request to Transfer funds into the Capital Reserve Fund (Action Item)	This fund is used to match Federal and State capital grants in order to purchase items such as computers and vehicles. This request will be dependent on our fiscal year-end results (see attachment to the minutes for detail)	Daryl made a motion to approve the transfer of funds, seconded by Randy Caswell. The vote was unanimously in favor.
Ratification of the FY 2007 Budget (Action Item)	Jack reviewed key elements of the FY 2007 Budget, which has been approved by the Finance Committee which met on August 22. The operating budget is \$4.4 million, with a \$52,000 projected surplus. Jack's key concern relates to the level of funding from the Bureau of Child and Family Services. On the expense side, wage increases are budgeted across the board along with a 10% increase in health insurance. Senior management plans to meet with employees to communicate the value of their benefits and wage increases. Overtime wages for the lead mechanic will be increased, but this is ultimately seen as a cost savings given his ability to reduce vehicle maintenance expense. Legal expenses are budgeted for around \$10,000. Vehicle maintenance will go down, but fuel costs will go up. The taxi numbers are high, but we receive \$1 for every \$1 we spend, so this is considered a "pass through" expense and the service is needed. Regarding the capital budget, RTP will spend \$38,000 to acquire \$370,000 worth of vans.	Meg made a motion to accept the FY 2007 Budget, seconded by Randy Pulsifer. The vote was unanimously in favor.
Adjourn (Action Item)		With no other business, Randy Caswell made a motion to adjourn, seconded by Michael. All were in favor and the meeting adjourned at 7:45 p.m.

Addition to the Capital Reserve

RTP's Management requests that the Board of Directors approve the addition of \$7,639 to the Board Designated Capital Reserve Account upon receipt of said amount from the Bideford/Old Orchard Beach Shuttle Bus. This money will be paid to RTP for our remaining local share value in our BIW 44-passenger bus vin# 1BAGNBXA02F203345 that RTP is transferring to the Shuttle Bus on approximately September 12, 2006. MDOT has approved this transfer under its authority as the lessor of the bus.

Draft Recommendations
Regional Transit Coordination Study

December 28, 2006

SUMMARY:

The overall goal of this study is to identify opportunities to increase efficiency of transit operations within this region and to work toward the development of one regional transportation system. Because of the diverse nature of the agencies and private providers, the subcommittee feels that this can best be accomplished by facilitating communication, coordination and collaboration among both public and private providers. Through this process, additional opportunities for consolidation may emerge in the future.

The Regional Transit Coordination Study Recommendation Subcommittee has reviewed all input and data collected through this process. Initial presentation of data suggested that the region is composed of a varied number of transit operators providing many different services to different populations with different types of equipment and under different mandates, all operating independently.

The subcommittee determined four key areas common to all providers: **Planning, Operations, Marketing and Capital Investment.** Within each category, the subcommittee has developed objectives to support the development of a more efficient, customer-focused regional transit system. Objectives in each category have been prioritized by the perceived ability to achieve results and with consideration for the need to implement efforts sequentially, regardless of the time frame in which each one might be completed. The time frames listed after each action are meant to represent when these actions may start.

Additionally, the group has identified specific strategies for achieving objectives and has recommended a plan for implementation and oversight. *These strategies will appear as a separate document in the report.*

Summary of Objectives:

Planning:

- Improve and expand transit service by coordinating regional planning activities.

Operations:

- Improve coordination, efficiency and service among existing transit providers by conducting a comprehensive analysis and possible redesign of local transit routes in the region.
- Control expenses and improve efficiency by exploring the coordination and/or consolidation of operational systems.

Marketing:

- Improve ridership, revenues and customer service by promoting a seamless, customer focused, service oriented transit system with coordinated marketing and promotional initiatives.

Capital Investment:

- Increase ridership, revenues and customer service by making investments in facilities, infrastructure, and technology.

Implementation & Oversight

Designate PACTS Transit Committee as the lead entity to facilitate improved communication, coordination, collaboration among transit providers, communities and planning agencies, with staff support provided by PACTS.

- Regular updates to respective decision making bodies, policy makers, or boards by representatives of the PACTS Transit Study Committee will be provided.
- Establish working groups and staff regular meetings between appropriate representatives of each transit provider to discuss coordination of Operations, Marketing, Planning and Capital strategies as outlined. Develop action plans to complete tasks and achieve objectives outlined in the objectives.
- Report on progress and action of each coordination effort at PACTS Transit Committee meetings.

DRAFT Recommendations

Planning:

- Improve and expand transit service by coordinating regional planning activities.
1. The PACTS Transit Committee should incorporate an agenda item to discuss coordination at each meeting.

PTC to incorporate immediately, providing a basic working model at the management level of how Communication, the first step in the continuum fosters opportunities for Coordination, Collaboration and Consolidation. (In Place – started in Fall 06)
 2. Transit boards and other entities should meet collectively at least once a year, where common themes and projects could be discussed

PTC Staff to coordinate with providers and board representatives for a possible meeting in spring of 2007, or written updates/presentations as appropriate. This will demonstrate the 4C's at the board level, allowing members to be more involved with the process of moving along the continuum. (Spring 07)
 3. Providers should gather ridership data on a regular basis, and coordinate efforts where feasible to assure effective comparison and analysis.

Communication – PTC Staff to gather information about each provider's ridership data collection practices, and origin/destination data as it exists. (Winter 06/07)

Coordination – PTC Staff to review current practices, review examples in other areas, and draft a program and methods for review. (Winter 06/07)

Collaboration – Collect trial ridership data region wide. Conduct follow-up analysis and review methods for possible improvement. (Spring 07)

Consolidation – Providers to provide funds for the collection of ridership data at specified intervals (i.e. every year, every other year, etc.) (Spring 09)
 4. The PACTS Transit Committee should work with PACTS and RPC staff and municipal officials to incorporate transit service planning into the municipal comprehensive planning process.
 - a. *Involve the PACTS Transit Committee in the review of major land use development projects. Providers should have an opportunity to comment on design of and access to new facilities.*

Communication – PTC Staff to notify Transit Committee of all MaineDOT Scoping meetings in the region. Scoping meetings are required for larger developments that need to receive a Traffic

Movement Permit from MaineDOT. All Regional Planning Agencies in Maine currently receive notices of these meetings. (Spring 07)

Coordination – PTC to appoint member to attend Scoping Meetings when and where appropriate, who would then report back to the PTC. PTC Staff to work with the committee to review projects and develop recommendations for the MaineDOT Regional Engineer. (Spring 07)

Collaboration – PTC staff serve as providers' representative, to review developments and offer input for transit design, amenities, etc., and possibly fill other related planning needs. (Fall 07)

Consolidation –

- PTC and/or the PACTS Policy Committee to work with MaineDOT to amend the Statewide Traffic Movement Permit process to include formal public transportation representation and input.
- PTC Staff to work with individual municipalities to incorporate transit design in site plan review and other ordinance processes. (Winter 07/08)

b. Explore the possibility of Regional Impact Fees for Transit.

Communication – PTC Staff to gather information regarding impact fees and other areas of the country where transit fees may be utilized, and share with PTC. (Spring 07)

Coordination – PTC to develop model impact fee ordinance and take necessary steps to forward idea through the PACTS and municipal public processes. (Summer 07)

Collaboration – PTC utilize previous work to approach municipalities for possible inclusion of transit impact fees for new development. (Fall 07)

Consolidation – PTC to work with PACTS in deciding how funds raised through transit impact fees should be distributed between transit projects and/or providers. (Winter/Spring 08)

5. Work with surrounding communities and the private sector to expand transit service beyond the present route network.

Communication – Continue sharing information regarding any route expansions or changes as part of the current PTC process. (Fall 06)

Coordination – Utilize information for future route planning activities that take into account system-to-system transfers, common fare structures where appropriate, etc. (Summer/Fall 07)

Collaboration – Establish common goals and parameters among providers for expansion of services. Establish a consistent formula or standard for municipal contributions required for local match. (Fall 07)

Consolidation – PTC or a combination of some other entity or entities to review, approve, and monitor any proposed route extensions. (Spring/Summer 08)

Operations:

- Improve coordination, efficiency and service among existing transit providers by conducting a comprehensive analysis and possible redesign of local transit routes in the region.
- Control expenses and improve efficiency by exploring the coordination and/or consolidation of operational systems.

1. Transit managers or designees should meet to discuss possibilities of combining major employee training items (such as driver training and safety).

Communication – Gather information on current training activities for each provider. (Summer 07)

Coordination – Transit providers' staff to meet to discuss common needs for employee training and map out major efforts. (Fall 07)

Collaboration – Transit providers conduct regional training events/workshops and/or develop training materials for employees. (Spring 08)

Consolidation – Providers consider hiring training coordinator with pooled funds. (Fall 08)

2. Key maintenance staff for each provider should meet on a regular basis. Care should be taken not to duplicate, but to enhance current efforts by the statewide transit maintenance group.

PTC Staff to coordinate with providers for first meeting in Spring of 2007. Establishes the 4C's process at the staff level. (Spring 07)

3. Improve schedule coordination and identify connections between all regional bus providers, ferries and rail terminals.

Communication – Gather information on current transfer opportunities for each provider (completed as part of Transit Coordination Study)

Coordination – PTC and Staff to review current recommendations and set implementation schedule. (Summer 07)

Collaboration – PTC Staff to work with providers to better depict current transfer opportunities, and identify better connections between services. (Fall 07)

Consolidation – PTC or Staff to review any future schedule changes and make recommendations on how proposed changes could affect transfers and transfer locations. (Spring 08)

4. Conduct a comprehensive analysis and possible redesign of fixed route public transit routes in the region. This includes buses operated by South Portland, METRO and BSOOB including coordination with other public and private systems. The analysis should include but not be limited to the following:

- a. Examine the number of routes that serve Monument Square.
- b. Locate new transit hubs to allow services to be redesigned so that fewer routes can offer more efficient, more frequent, and more consistent service to downtown centers.
- c. Design routes to fit within regular schedule windows of 15, 30, and 60 minutes.
- d. Ensure routes are coordinated so that transfers at hubs are timed, consistent, easy to understand, and reliable.
- e. Promote the use of Park & Ride lots by providing bus service for commuters.
- f. Identify underserved locations that would benefit from improved intermodal connections including Amtrak stations, Casco Bay Ferry and Ocean Gateway Terminals.
- g. Coordinate bus services between major origins and destinations such as the Maine Mall and Downtown Portland.

Communication – Gather information on overall system characteristics (completed as part of Transit Coordination Study) and plans for change in the near future

Coordination – PTC and Staff to review current system and recommendations for improvement, make sure they address the objectives effectively and set implementation schedule. (Summer 07)

Collaboration – PTC Staff to work with providers to better depict current system, and identify better utilization and connections between services. (Fall 07)

Consolidation – PTC or Staff to review any future schedule changes and make recommendations on how proposed changes could affect level of service, frequency, transfers and transfer locations. (Spring 08)

5. Transit Managers should stay informed about funding opportunities for transit safety and security, and work together to submit proposals that will optimize the benefits to all the services and integrate with other high priority transit projects as well as regional safety and security efforts as a whole. One percent of FTA 5307 funds are required to be used for safety security.

Communication – Monitor policy decisions and funding opportunities for transit safety and security. Include as PTC agenda item when appropriate. (Winter/Spring 07)

Coordination – PTC and Staff to review current safety and security policies, practices and unmet needs individually and collectively. (Summer 07)

Collaboration – All collaborative projects will include planning and implementation of best practices for transit safety and security. (Winter/Spring 07)

Consolidation – PTC Staff will work with providers to apply for transit safety and security funding for projects that benefit two or more services and optimize other efforts to improve transit in the region. (Fall 07 or when funding becomes available). One entity to provide Transportation Work ID Cards (TWIC) for all providers and coordinate security screening.

Marketing:

- Improve ridership, revenues and customer service by promoting a seamless, customer focused, service oriented transit system with coordinated marketing and promotional initiatives.

1. Marketing staff or other transit employees, along with other appropriate agencies, should meet on a regular basis to discuss collective advertising opportunities and common events.

Communication – Place this topic on the PTC Agenda quarterly or as needed. (Winter 2007)

Coordination – PTC Staff to coordinate with providers for first marketing meeting in Spring of 2007. (Spring 07)

Collaboration – Marketing Committee to identify opportunities to collectively market area transit systems, and work with other organizations, such as the Convention and Visitors Bureau of Greater Portland. (Fall 2007)

Consolidation – Investigate opportunities for consolidation of agency marketing where appropriate.

2. Prepare a joint publication that presents a regional map and timetables for multi-agency travel, including both public private providers. Customers and visitors need to know all their options for traveling in the region.

Communication – PTC Staff to review current regional publications and information sources for best options on development of multi-agency publication. Staff to present findings to PTC and providers. (Summer 07)

Coordination – Transit providers work with existing marketing staff or outside consultant to develop regional publication. (Fall 07)

Collaboration – Transit providers and PTC approve publication and collectively fund printing and distribution costs. (Winter 07/08)

Consolidation – One entity serves as the outlet for the regional map and timetables, and also is responsible for conducting annual or more frequent updates. (Summer/Fall 08)

3. Explore opportunities for common branding. This would help customers identify transit options and may include coordination of advertising and other marketing strategies.

Communication – PTC Staff to coordinate and facilitate meetings with providers to discuss common branding ideas and opportunities. (Fall 07)

Coordination – Transit providers work to develop a common logo, map items, and other products – possibly hiring a marketing firm to assist in design. (Winter 07/08)

Collaboration – Transit providers establish timeframe for rolling out new materials and pool funding to assist in printing and distribution costs. (Spring 08)

Consolidation – PTC endorses new brand identity, logo, etc and providers incorporate into advertising and other agency materials. (This could happen under Coordination or Collaboration) (Summer 08)

4. Design a regional information website to include multi-agency travel opportunities, possibly utilizing the existing Transportation Information Display System (TIDS) Web Site www.transportme.org as a base to work from. Information should be tailored to both residents of and visitors to the region.

Communication – PTC and Staff to improve current information and content on TIDs web site.

Coordination – PTC Staff to coordinate with GPCOG, MaineDOT and providers to make necessary changes to the web site as soon as possible.

Collaboration – Explore opportunities for shared web site designs or hosting of multi-agency site.

Consolidation – Explore opportunities to hire one web design person/company or one web master for a single site.

5. Identify and promote transit incentives with major employers in the region. Examples include *Commute Another Way Day*, Jobs Access and Reverse Commute (JARC) programs, and promoting park and ride opportunities.

Communication – Staff from GO Maine program to make a presentation to the PTC. PTC Staff to research other business/employer outreach programs around the country. (Spring 07)

Coordination – PTC Staff to work with providers to assess current outreach programs to area businesses, or any current agreements with businesses, and identify any Human Resources Conferences where information could be distributed. (Summer 07)

Collaboration – Transit providers work to develop opportunities where collaborative efforts in reaching out to businesses may apply. (Fall/Winter 07)

Consolidation – Employer outreach program formalized and funded in an equitable fashion among appropriate providers, or with other funding sources. (Spring/Summer 08)

6. Develop a common survey instrument that could be used across the board to measure customer satisfaction.

Communication – PTC Staff to gather current survey methods used by each transit provider and produce a summary for review. (Fall 07)

Coordination – Transit providers work to develop a common survey, although there will be differences based on service provided, and agree on methods. (Winter/Spring 08)

Collaboration – Transit providers follow through with common survey instrument, with assistance from PTC Staff. (Spring 08)

Consolidation – Providers to consider collectively pooling funds for survey activities and other customer service items. Results reviewed by the PTC, and recommendations developed to address common themes. (Fall/Winter 08)

7. Develop a regional pass system, allowing riders to more easily use more than one service. This could also be implemented as part of an electronic payment pilot program with ITS funds in cooperation with MaineDOT.

Communication – PTC Staff to gather current methods of fare collection and multi-ride passes used by each transit provider and produce a summary for review. (Fall/Winter 07)

Coordination – Transit providers work to identify opportunities where a shared fare system might be implemented. PTC and Staff to work on developing cost sharing and other arrangements for future regional fare card. (Spring 08)

Collaboration – Providers work with PTC Staff to develop lower-cost fare card (non-electronic or with low-cost bar code readers), or apply for ITS funds for pilot program with a smaller number of providers. (Summer/Fall 08)

Consolidation – PTC and Staff work toward the implementation of an electronic fare collection system and system-wide fare card. (Spring 09)

Capital Investment:

- Increase ridership, revenues and customer service by making investments in facilities and infrastructure.

1. Explore opportunities for cooperative purchasing on items such as diesel fuel, ITS infrastructure, communication systems, shelters and tires. Pursue leasing options on capital items, such as tires, if appropriate.

Communication – PTC Staff to gather information on current purchasing and leasing methods for several items (some of this has already been completed as part of the Study).

Coordination – Transit providers' staff to meet to discuss cooperative purchasing opportunities and develop action plan. (Spring 07)

Collaboration – PTC Staff to research opportunities and report back to providers. (Summer 07)

Consolidation – Providers work with GPCOG and SMRPC to incorporate items/purchases into existing cooperative purchasing program. Information provided on annual costs savings for the region and for each provider. (Fall/Winter 07)

2. Providers should continue to work collectively with MaineDOT to increase efficiencies in the purchase of vehicles, vessels and other large capital items.

Communication – PTC Staff to work with MaineDOT to review current purchasing practices and procedures and present findings to the PTC. (Summer 07)

Coordination – PTC or subcommittee to work with MaineDOT to identify opportunities to increase efficiencies and lower costs if possible. (Fall 07)

Collaboration – MaineDOT and public/private providers work to implement strategies identified, such as providers collectively funding an inspector to monitor new vehicle production at the factory to minimize long term maintenance costs. (Spring 08)

Consolidation – Develop a plan to address new policies and procedures needed if PACTS becomes a Transportation Management Association (TMA) following the 2010 Census.(Summer/Fall 08)

3. Complete improvements and expansion of the Downtown Transit Center and other intermodal facilities. Improvements may include: a better bus queuing areas, coffee shops or “transit stores,” electronic payment system, TIDS screens, and brochure distribution of other transportation services.

Communication – METRO is proceeding with current plans for improvements to the Downtown Transit Center within available funding. (Periodic updates on the progress of the project should be given at PTC meetings. (In progress - Winter 06/07)

Coordination – PTC to explore ways to optimize this site and other Intermodal facilities for all providers with stops on the peninsula.

Collaboration – Identify future areas/sites for new transit centers and hubs (referred to in Operations Recommendation #4 – f).

Consolidation – Implement recommendations from Collaboration step, including design and construction of new transit facilities.

4. Create “transport centers,”¹ “transit stores,”² or mini-hubs. Mini-hubs recommended in 4.b. under Operations above should be built in cooperation with local businesses as transit-oriented development.

Communication – PTC to identify key locations where there is significant overlap or transfer opportunity that aligns with activity centers and/or areas that are specified as Transit Oriented Development. (Fall/Winter 07)

Coordination – Work with PTC staff and municipalities to quantify transit and bike/ped activity at these locations. (Spring/Summer 08)

Collaboration – Research funding opportunities and identify public and private sources. Locate properties that are centrally located to the TOD or activity hub that are conducive to multi-use development. (Fall/Winter 08)

¹ Recommendation from *Portland Transportation Plan*, 1993

² “Transit Stores” are often set up in busy urban areas where patrons can purchase monthly passes & get schedules.

Consolidation – Establish a network of TOD nodes throughout the region supported by local municipalities, businesses and development fees. (2009/2010)

5. Improve and increase the number of bus stop shelters and amenities, such as ITS infrastructure, video surveillance, smart cards, and better designs to incorporate ADA access and other creative options.

Communication – PTC Staff to gather information on current shelter locations or other amenities at stops for each transit provider. Staff to present information to PTC in map (GIS) format, and also provide information to providers. (Fall 07)

Coordination – PTC or subcommittee to work on identifying and prioritizing key locations where additional improvements are needed. (Winter/Spring 08)

Collaboration – Providers work through an agreement to fund needed improvements, and work with municipalities and other entities on possible maintenance agreements for shelter areas. (Spring/Summer 08)

Consolidation – One entity responsible for installing, maintaining, and funding bus stop amenities. System-wide capital improvement fund established for this purpose. (Winter 08/09)

6. Explore options for shared maintenance facilities.

Background: Shuttlebus provides maintenance for the YCCAC fleet and other municipal vehicles. METRO provides maintenance for some RTP vehicles. SPBS and Shuttlebus are in need of improved garage facilities. METRO and RTP need a larger maintenance facility. The Cities of Portland, South Portland and Westbrook are exploring opportunities to collaborate in the construction of bus/truck maintenance facilities. This may have implications for RTP, METRO and SPBS. Currently discussions have started with Police, Fire, Public Works, School Bus maintenance systems and facilities, and private providers.

Communication – Maintenance staff to meet (referred to under #2 in Operations) (Spring 07)

Coordination – Providers and municipalities develop shared maintenance plan with short, medium, and long-term opportunities. (Summer/Fall 07)

Collaboration – Providers implement short and medium-term recommendations from Maintenance subcommittee. (Winter/Spring 08)

Consolidation – If warranted, expand existing or construct new regional maintenance facility for 2 or more providers. (2009/2010)

MDOT REGION 6
BIENNIAL OPERATIONS PLAN
FY 2007 AND FY 2008

GREATER PORTLAND TRANSIT DISTRICT (METRO)

**GREATER PORTLAND TRANSIT DISTRICT
(METRO)**

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MDOT REGION 6 BIENNIAL OPERATIONS PLAN

GREATER PORTLAND TRANSIT DISTRICT (METRO)

PROJECT DESCRIPTION

A. RURAL TRANSIT PROVIDER

Provider: Greater Portland Transit District (METRO)
Contact Person: David Redlefsen, General Manager
Address: 114 Valley Street, Portland, Maine 04102
Telephone: (207) 774-0351

B. SERVICE

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

C. GEOGRAPHIC AREA

The Greater Portland Transit District (METRO) provides public fixed route transit service within the greater Portland urbanized areas, including Portland, Westbrook and the Maine Mall area of South Portland. METRO has also provided fixed route service on a trial basis (since 2004) to the town of Falmouth.

D. SERVICE BY ROUTE

METRO operates eight major routes and one limited service route during the summer and fall months. All routes are within the urbanized areas. Most bus routes converge at the METRO Pulse transfer station located in the City's Elm Street Garage (Elm and Congress Street). METRO's nine routes are described below:

Route 1. Congress Street - route includes St. John Street, Munjoy Hill, Congress Street (downtown) and a stop near METRO Pulse transfer station; 7 days per week, and on Sunday the route includes the Maine Mall, Portland Transportation Center and Westgate. Weekdays, runs from 5:40 A.M. until 9:33 P.M.; Saturdays 6:48 A.M. to 9:33 P.M.; and Sundays 9:10 A.M. to 7:10 P.M.

Route 2. Riverton - route includes much of Forest Avenue, and a connection at the METRO Pulse, 6 days per week. Weekdays, runs from 6:15 A.M. to 10:25 P.M.; and Saturdays 8:15 A.M. to 10:25 P.M. The Forest Avenue Smart Travel Program has been used to increase the frequency of service to 20-minute intervals between 6 A.M. to 6:15 P.M. utilizing special user-friendly state-of-the-art buses.

Route 3. North Deering (Stevens Avenue) - route includes Northgate Shopping Center, Allen Avenue, Stevens Avenue, Congress Street, METRO Pulse; 6 days per week. Weekdays, runs from 5:45 A.M. to 10:25 P.M.; Saturdays 8:15 A.M. to 10:25 P.M.

Route 4. Westbrook/Exit 8 - route includes Westbrook, Sappi Paper, Brighton Avenue, Woodfords Street, Forest Avenue, Congress Street, METRO Pulse; 7 days per week. Weekdays, runs from 5:30 A.M. to 11:40 P.M.; Saturdays 5:45 A.M. to 11:40 P.M.; and Sundays 9:35 A.M. to 5:35 P.M.

Route 5. Maine Mall - route includes Stroudwater, Portland International Jetport, Congress Street, Park Avenue, METRO Pulse, and the Portland Transportation Center; 6 days per week. Weekdays, runs from 6:15 A.M. to 10:45 P.M.; and Saturdays 6:15 A.M. to 10:45 P.M.

Route 6. North Deering (Washington Avenue) - route includes Washington Street, Northgate Shopping Center, Allen Avenue, Congress Street, METRO Pulse; 6 days per week. Weekdays, runs from 5:45 A.M. to 9:45 P.M.; Saturdays 7:15 A.M. to 9:45 P.M.

Route 7. Falmouth – route includes Washington Street, METRO Pulse, and in Falmouth - Route 1, Wal-Mart, Shaws, and the Oceanview Senior Complex. Operates 6 days per week with hourly service between 6:30 A.M. to 7:30 P.M.

Route 8. Pine Street - route includes Congress Street, Maine Medical Center, Emery Street, Danforth Street, High Street, Casco Bay Ferry Lines, Franklin Street; 6 days per week. Weekdays, runs from 6:40 A.M. to 6:18 P.M.; Saturdays 8:00 A.M. to 6:25 P.M.

Route 8A (Deviated Route) - route includes Congress Street, Park Street, the International Marine Terminal, Commercial Street, Casco Bay Ferry Terminal, Portland Ocean Terminal and Pearl Street. Service runs consistent with incoming cruise ships, and operates during the summer and fall.

E. FARE STRUCTURE

The fares, as described on the time schedule, are as follows: \$1.25 general fare; \$1.00 for students age 5 through high school; \$.60 for persons age 65 and over, college students or staff, or people with disabilities; and free for children under five (limit 2 children per paying adult). METRO also offers an all day pass for \$5.00, a monthly pass for \$37.50, a 10-ride ticket/full fare for \$11.00 and a 10-ride ticket/half fare for \$5.00. These can be used throughout the entire system. A copy of METRO's Route and Time Schedule is included in the Appendix.

METRO is also offering free rides to all Portland and Westbrook Junior High and Senior High students during the current school year (2006/07), on a trial basis.

F. PROPOSED CUTBACKS, EXPANSIONS

1. Cutbacks. None anticipated at this time.

2. Expansions. Route 7 to Falmouth has been operating since 2004 on a trial basis. A decision to make this service permanent may be made during the next two years.

G. CHARTER SERVICE

No charter service is planned.

H. COMPETITION WITH NON-SUBSIDIZED SERVICE

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

I. PASSENGER STUDIES/SURVEYS

Passenger On/Off Survey

Summary of the “Greater Portland Transit District (METRO) Passenger On/Off Survey”, Greater Portland Council of Governments/Greater Portland Transit District, October 2006

The Passenger On/Off Survey conducted by the Greater Portland Council of Governments every two years for METRO counts the number of persons boarding and alighting METRO buses. The most recent survey was conducted in April 2005. Each route is surveyed once and an entire route’s data was usually collected in one day. The survey counted 7,152 boardings during the sample week. Overall boardings for the month of April rose by 2% as compared to the same period in 2003, even though annual ridership increased by 3.2%.

Passengers riding on weekdays constituted 58% of total ridership measured in the survey. Saturday boardings comprised 35% of total ridership share, and Sundays 7%. For every route, typical weekday boardings accounted for a greater number of the route’s ridership than Saturday or Sunday boardings. Higher weekday ridership may be, at least in part, attributed to commuters, and the limited Saturday and Sunday service. However, Route 5 and Route 7 had nearly as many boardings on Saturday as on a weekday, possibly due to Saturday shoppers. These routes have the same amount of service on Saturdays and weekdays, and both routes serve shopping malls. Route 5 serves the Maine Mall in South Portland.

The survey results on passenger boardings by time of day showed weekday boardings rising steadily from the onset of the service day, peaking between 8:00 to 9:00 A.M.; then falling slightly by noon, and then rising again to the highest peak of the day between 2:00 to 3:00 P.M.; after which the number of boardings gradually declined until 6 P.M. and then fell off dramatically until the end of the service day. Saturday boardings rose steadily from the onset of the service day with several peaks occurring between 10:00 A.M. and 6:00 P.M. Sunday service showed peak boardings between 11 A.M. and noon and 5 P.M. to 6 P.M.

Average passenger trip distance describes the distance the average passenger travels on that route, which is calculated by dividing the total passenger mileage by the total number of passengers. Route 5 had the longest average passenger trip distance of 6.0 miles for all days combined (weekdays, Saturdays and Sundays). Route 7 had the longest Saturday average trip distance (5.6 miles). Route 1 had the lowest total average passenger trip distance of 2.2.

PROJECT COORDINATION

A. SOCIAL SERVICE AGENCY COORDINATION

METRO sells a large number of tickets to Regional Transportation Program (paratransit service provider for Region 6), the Department of Health and Human Services, and city-based social service providers. MaineCare recipients with at least two medical appointments per month are eligible for the pass.

RPAC. The preparation of this Biennial Operations Plan was undertaken with the assistance of a Regional Plan Advisory Committee (RPAC 6) for Cumberland County. The work of the RPAC is summarized in the Regional Overview portion of this document.

B. SOCIAL SERVICE CONTRACTS - None

C. COORDINATION WITH PROVIDERS

METRO participates as an active member of the PACTS Transit Subcommittee that meets on a monthly basis to identify and implement opportunities to collaborate and cooperate in such areas as service planning, joint sharing of information, joint training, joint purchasing and better utilization of technical services offered by the Greater Portland Council of Governments. The Cities of Portland and Westbrook contract with RTP for paratransit service through the ADAPT Program. The Paratransit service area includes 3/4 of a mile on either side of the fixed routes of METRO, and its schedules and routes match those of these fixed route services.

METRO works with the South Portland Bus Service and ShuttleBus (Biddeford-Saco-Old Orchard Beach) to coordinate the region's routes so that passengers can easily make transfers from one service to the other with no additional fare. Metro is also involved in a project to coordinate GPS (global positioning system) and vehicle equipment with other fixed route providers (ZOOM, SPBS, RTP) so the providers can track the location of each others buses. This is scheduled to be activated in 2007/08.

DISCRIMINATION

METRO had one complaint alleging discrimination on the basis of national origin during the past three years. This complaint is currently being investigated by the Maine Human Rights Commission. No other lawsuits or complaints alleging discrimination on the basis of race, color, or national origin have been registered against METRO during the past three years.

DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES (DBE/WBE)

A. EXISTING/POTENTIAL DBE/WBE

Alternate Transit Advertising: Jane Cutter, 295 Bay Side Road, Greenland, N.H., 800-470-1619
Pamela Plumb Associates, 104 Park Street, Portland, ME 04101
LT's Inc., 37 Danforth St., Portland, ME 04101

Balzer Family Clockworks, 1 Ladyslipper Lane, Freeport, ME 04032, 207-865-3887

B. MONETARY GOALS

METRO has endeavored to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services with a goal of at least 0.6% participation. METRO has contracted with the following DBE/WBEs: Alternate Transit Advertising, Maine Lubrication, LT's Inc., and Balzer Family Clockworks.

METRO's FY 2007 budget contains \$1,711,300 in contractible services (consultants (advertising, computer and personnel), temporary office help, auditing services, office cleaning, computer maintenance, etc.). Federal/state transportation funds (\$1,217,600) account for 22.9% of the total budget of \$5,326,800. Therefore, the federal/state share of contractible services is \$391,888 (22.9% of \$1,711,300), and the monetary goal is \$2,351 (0.6% of \$391,888).

METRO's FY 2008 budget contains \$1,797,000 in contractible services [consultants (advertising, computer and personnel), temporary office help, auditing services, office cleaning, computer maintenance, etc.]. Federal/state transportation funds (\$1,311,000) account for 23.4% of the total budget of \$5,600,000. Therefore, the federal/state share of contractible services is \$420,498. If the federal DBE/WBE rate remains at 0.6%, then the DBE/WBE monetary goal would be \$2,523 (0.6% of \$420,498).

C. ADVERTISING

METRO has advertised jointly with the Maine Transit Association to solicit DBE/WBE participation. The Maine Transit Association published the following ad on behalf of all transportation providers on October 5, 6 and 7, 2006, in the Kennebec Journal:

D6 Saturday, October 7, 2006

ANNOUNCEMENTS

100 Legal

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 SAT 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 (Bellevue); 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, 18 State House Station, Augusta, ME 04333-0018, (207) 624-3666

CAPITAL

A. MAINTENANCE OF FLEET VEHICLES

METRO maintains a complete vehicle history and follows a written preventive maintenance schedule with cumulative inspections every 3,000, 6,000 and 12,000 miles. METRO has its own maintenance and fuel facility. METRO's safety director is responsible for maintaining a file of accidents and accident investigations to determine the cause of accidents. METRO also has a road call system to review the causes of breakdowns and minimize future breakdowns. (Copies of METRO's vehicle inspection reports are in the Appendix.)

B. CAPITAL ACQUISITIONS

1. Public Notice

Not applicable.

2. Planned Vehicle/Equipment/Facility Acquisitions

METRO will be making capital purchases using Section 5307 funding which requires a local match of 20%. The items to be purchased for fiscal years 2007 and 2008 are as follows:

METRO 2007 CAPITAL NEEDS	
Item	Cost
Engine Rebuilds	\$14,000
Transmissions	16,000
Tires	13,000
Radiators	2,000
Bus Wheels	2,500
Building and Grounds Repair/Upgrade	7,500
Computer Hardware/Software	0
Maintenance Equipment/Other Miscellaneous	7,500
Total	\$62,500

METRO 2008 CAPITAL NEEDS	
Item	Cost
Engine Rebuilds	\$15,000
Transmissions	16,000
Tires	13,000
Radiators	3,000
Bus Wheels	3,000
Building and Grounds Repair/Upgrade	7,500
Computer Hardware/Software	3,000
Maintenance Equipment/Other Miscellaneous	5,000
CNG Buses	225,000
Total	\$290,500

C. CAPITAL RESERVE ACCOUNT

METRO does not have a capital reserve account.

GOALS AND OBJECTIVES

A. EXISTING GOALS AND OBJECTIVES

METRO was included in the Greater Portland Council of Governments “Destination Tomorrow” document as part of the Portland Area Comprehensive Transportation Study (PACTS) published in 2003. Continuing goals and objectives are noted:

Goal 1: METRO will be a part of a region-wide system serving the communities of Greater Portland

- Establish viable and innovative suburban commuter services.
- Become part of a coordinated regional public transportation system.
- Expand service into other communities.

Action

- Be a catalyst for regional, intercommunity cooperation (*ongoing*).
- Integrate routes and schedules with other providers (*ongoing*).
- Run a demonstration on a number of commuter corridor routes (*ongoing*).
- Pursue possibilities for bus or shuttle services for suburban areas.

Status Report:

METRO is a member of the PACTS Transit Committee, which is involved in a study that is to make recommendations for greater coordination among the transit providers.

Goal 2: METRO will lead the way to environmentally friendly transportation.

- Replace the METRO fleet over time, to compressed natural gas buses to reduce dependence on overseas fuel sources and help attain cleaner air.
- Continue to convert as many automobile users to public transit through innovative and user-friendly transit options, thus reducing vehicle emissions.

Action

- Demonstrate and evaluate various alternative fuel technologies and then use experience to choose appropriate technology for fleet replacement.

Status Report:

METRO has purchased 13 more CNG buses this year (2006), and plans to pursue funding to purchase additional CNG buses.

The CNG fueling station was completed in 2006. This is the only CNG fueling station in Maine. The City of Portland recently purchased three CNG buses and will be using METRO's fueling station.

Goal 3: The Greater Portland community should become aware and be supportive of public transit.

- Educate the community on the many benefits of public transit.
- Inform decision makers at all levels of government about public transit's contribution to mobility, energy efficiency and clean air.
- Build support in the business community for a viable, vibrant regional public transportation system.

Action

- Develop multiple marketing techniques based on ridership, including flyers, public service announcements, advertising and outreach to schools and organizations.
- Engage governmental decision makers through presentations and arranging visits to METRO and rides on buses.
- Establish direct, regular contact with all large employers.

Status Report:

METRO is running a trial free bus pass program for junior and senior high school students in Westbrook and Portland to encourage use of the bus system by students.

A copy of METRO's Marketing Plan is included in the Appendix.

Goal 4: METRO will be a customer-driven company, which is innovative, and employee friendly.

- Strive for innovation in operations, maintenance, marketing and management.
- Continually adapt to customer needs.
- Strive for employee involvement and satisfaction.
- Accommodate the activities of current and future riders using routes and schedules.
- Provide service and information in a user friendly way.
- Attract many types of riders through versatile fares and passes.
- Provide a variety of new services, such as special events transportation and activity center shuttles operated as part of the current route structure.
- Optimize the safety and security of passengers, staff, fleet and facilities.

Action

- Develop a sales culture with incentives for employees, specific goals and a plan for mitigating disincentives.
- Thoroughly research customers' needs by segments.
- Evolve toward a company system of more participatory decision-making including the use of cross-sector committees.
- Broaden the job descriptions of employees to be more comprehensive and customer oriented and provide customer service training.
- Develop a building evacuation plan and continue to emphasize on-board safety and evacuation procedures.

Status Report:

Representatives of all departments continue attending workshops, seminars, symposiums, classes, etc., to expand knowledge and learn of useful innovations.

METRO's employee program includes: praising employees for their customer-friendly interactions with the public, acknowledging all commendations received from the public, and working with any employees who have difficulty dealing with the public.

METRO sponsors an annual event to honor all employees and present awards.

METRO contracts with GPCOG to conduct biennial passenger on-off surveys to ascertain how current routes and schedules meet the needs of users.

METRO has installed a state-of-the-art monitored security system. The next task of the program is installation of digital camera surveillance and gating of the property.

Goal 5: METRO will have a stable, adequate funding base.

- Ensure that state and federal government provide increased financial support for METRO.
- Encourage the business community to work in partnership with METRO to provide customized work-site transportation and to encourage employee use of public transit.
- Ensure that fares remain affordable for METRO riders.
- Become internally funded and fiscally independent over the long term.
- Use available flexibility to earn other income.

Action

- Seek more funding from state and federal governments and other local governments.
- Develop and increase ridership.
- Work to develop a dedicated, guaranteed source of transit funding.

Status Report:

METRO is a member of local, state, regional, national and international associations to network with peers and learn of funding opportunities.

Goal 6: METRO will revise its Long Range Plan every two years.

B. NEW GOALS AND OBJECTIVES.

METRO will continue to utilize the goals and objectives that were based on the Greater Portland Council of Governments “Destination Tomorrow” document as part of the Portland Area Comprehensive Transportation Study (PACTS) published in 2003.

Goal 1: METRO will be a part of a region-wide system serving the communities of Greater Portland

- Establish viable and innovative suburban commuter services.
- Become part of a coordinated regional public transportation system.
- Expand service into other communities.

Action

- Be a catalyst for regional, intercommunity cooperation.
- Integrate routes and schedules with other providers.
- Run a demonstration on a number of commuter corridor routes.

- Pursue possibilities for bus or shuttle services for suburban areas.

Goal 2: METRO will lead the way to environmentally friendly transportation.

- Replace the METRO fleet over time, to compressed natural gas buses to reduce dependence on overseas fuel sources and help attain cleaner air.
- Continue to convert as many automobile users to public transit through innovative and user-friendly transit options, thus reducing vehicle emissions.

Action

- Continue to purchase and maintain CNG buses.

Goal 3: The Greater Portland community should become aware and be supportive of public transit

- Educate the community on the many benefits of public transit.
- Inform decision makers at all levels of government about public transit's contribution to mobility, energy efficiency and clean air.
- Build support in the business community for a viable, vibrant regional public transportation system.

Action

- Develop multiple marketing techniques based on ridership, including flyers, public service announcements, advertising and outreach to schools and organizations.
- Engage governmental decision makers through presentations and arranging visits to METRO and rides on buses.
- Establish direct, regular contact with all large employers.

Goal 4: METRO will be a customer-driven company, which is innovative, and employee friendly.

- Strive for innovation in operations, maintenance, marketing and management.
- Continually adapt to customer needs.
- Strive for employee involvement and satisfaction.
- Accommodate the activities of current and future riders using routes and schedules.
- Provide service and information in a user friendly way.
- Attract many types of riders through versatile fares and passes.
- Provide a variety of new services, such as special events transportation and activity center shuttles operated as part of the current route structure.
- Optimize the safety and security of passengers, staff, fleet and facilities.

Action

- Develop a sales culture with incentives, specific goals and a plan for mitigating disincentives.
- Thoroughly research customers' needs by segments.
- Evolve toward a company system of more participatory decision-making including the use of cross-sector committees.
- Broaden the job descriptions of employees to be more comprehensive and customer oriented and provide customer service training.

Goal 5: METRO will have a stable, adequate funding base.

- Ensure that state and federal government provide increased financial support for METRO.
- Encourage the business community to work in partnership with METRO to provide customized work-site transportation and to encourage employee use of public transit.
- Ensure that fares remain affordable for METRO riders.
- Become internally funded and fiscally independent over the long term.
- Use available flexibility to earn other income.

Action

- Seek more funding from state and federal governments and other local governments.
- Develop and increase ridership.
- Work to develop a dedicated, guaranteed source of transit funding.

Goal 6: METRO will revise its Long Range Plan every two years.

BENCHMARKS

The most meaningful benchmarks for measuring METRO's productivity and that of other similar public transit providers are passenger miles/vehicle miles and revenue/costs.

SERVICE DATA

A. ANNUAL REPORT

The following table contains service data compiled by METRO for the past three fiscal years. METRO's fiscal year is the calendar year.

GREATER PORTLAND TRANSIT DISTRICT (METRO)			
ANNUAL REPORT – LAST THREE YEARS			
	<i>FY 2004</i>	<i>FY 2005</i>	<i>FY 2006</i>
Volunteer Resources	0	0	0
Vehicles			
<i>Number of Active Vehicles in Fleet</i>	28	28	28
<i>Number of Inactive Vehicles in Fleet</i>	4	4	2
<i>Number of ADA Accessible Vehicles</i>	32	32	30
Annual Operating Expenses			
<i>Annual Transit Operating Expenses</i>	\$3,882,783	\$4,238,985	\$4,402,307
<i>Annual Social Service Operating</i>	0	0	0
Annual Administrative Expenses			
<i>Annual Transit Administrative</i>	\$656,608	\$603,967	\$660,173
<i>Annual Social Service Administrative</i>	0	0	0
Annual Operating Revenues			
<i>Fare Revenues</i>	\$1,091,473	\$1,120,592	\$1,313,418
<i>Contract Revenues</i>	0	0	0
<i>Transit Contract Revenues</i>	\$192,106	\$188,516	\$160,399
<i>Social Service contract Revenues</i>	0	0	0
<i>FTA – Operating Assistance</i>	\$734,543	\$936,800	\$961,667
<i>MDOT – State Operating Assistance</i>	\$75,271	\$116,685	\$112,154
<i>Local Operating Funds</i>	\$2,420,537	\$2,446,606	\$2,510,917
<i>Total Annual Operating Revenues</i>	\$4,513,930	\$4,809,199	\$5,058,555
FTA-Sources of Capital Funds			
<i>FTA - Federal Capital Assistance</i>	\$203,559	\$815,239	\$2,176,197
<i>MDOT - State Capital Assistance</i>	0	0	\$170,300
<i>Local Capital Funds</i>	\$76,600	\$87,600	\$28,400
<i>Total Capital Funds</i>	\$280,159	\$902,839	\$2,374,897
Annual Vehicle Miles			
<i>Annual Transit Vehicle Miles</i>	799,511	839,596	849,918
<i>Annual Social Service Vehicle Miles</i>	0	0	0

	<i>FY 2004</i>	<i>FY 2005</i>	<i>FY 2006</i>
<i>Annual Vehicle Hours</i>	<i>69,761</i>	<i>70,019</i>	<i>69,950</i>
<i>Annual Passenger Trips</i>			
<i>Annual Transit Passenger Trips</i>	<i>1,347,182</i>	<i>1,357,579</i>	<i>1,379,444</i>
<i>Annual Social Service Passenger Trips</i>	<i>0</i>	<i>0</i>	<i>0</i>
<i>Safety</i>			
<i>Fatalities</i>	<i>0</i>	<i>0</i>	<i>0</i>
<i>Minor Incidents</i>	<i>0</i>	<i>0</i>	<i>0</i>
<i>Major Incidents</i>	<i>0</i>	<i>0</i>	<i>0</i>

B. REVENUES, COSTS, TRIPS, VEHICLE MILES

METRO's fiscal year is the calendar year. The following data on revenues, costs, trips and vehicle miles is for fiscal years 2004, 2005 and 2006.

UES AND COSTS THREE YEARS						
	UES					
Route	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
1	\$98,417	\$104,569	\$108,023	\$499,331	\$513,353	\$536,623
2	90,789	99,912	101,226	894,256	920,161	961,872
3	42,557	47,792	44,859	490,252	503,667	526,498
4	141,089	154,571	175,186	1,084,910	1,113,879	1,164,370
5	122,789	124,775	142,890	730,839	745,815	784,684
6	40,985	48,856	55,915	449,398	464,923	485,998
7	10,192	25,408	31,676	99,866	276,048	288,561
8	58,716	62,068	62,499	290,519	305,106	313,874
Passes*	485,939	452,641	591,144	-	-	-
Total	\$1,091,473	\$1,120,592	\$1,313,418	\$4,539,371	\$4,842,952	\$5,062,480

*Monthly pass. Scrip, Bus and Buy Revenue

AND VEHICLE MILES THREE YEARS						
				VE MILES		
Route	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
1	239,842	240,685	249,931	88,181	89,254	90,091
2	183,775	184,362	174,934	157,239	159,160	161,484
3	97,513	97,962	92,374	86,495	87,548	88,391
4	294,243	287,219	307,185	191,182	193,512	195,481
5	253,606	233,760	217,402	128,150	129,720	131,737
6	101,475	100,423	119,066	79,388	80,356	81,592
7	24,454	54,484	65,296	17,596	47,925	48,445
8	152,274	158,684	153,256	51,280	52,121	52,697
Total	1,347,182	1,357,579	1,379,444	799,511	839,596	849,918

A more detailed breakdown of METRO's revenues and expenses for the past three fiscal years is displayed in the following table:

PORTLAND TRANSIT DISTRICT			
ACTUAL REVENUES			
Revenue Title	FY 2004	FY 2005	FY 2006
Passenger Fares			
Passenger Fare Box	\$619,896	\$690,246	\$755,855
Monthly Pass Sales	399,597	346,367	440,127
Bus and Buy Sales	14,121	14,082	14,384
Scrip Ticket Sales	10,171	14,429	15,855
Ten Ride Ticket Sales	47,688	55,468	87,197
Total Passenger Fares	\$1,091,473	\$1,120,592	\$1,313,418
Non-Transportation Revenues			
Rental - RTP	\$2,750	\$2,750	\$2,750
Interest Income	734	2,438	5,273
Advertising	122,379	130,089	131,000
Miscellaneous Income	66,243	53,239	21,376
Total Non-Transportation Revenues	\$192,106	\$188,516	\$160,399
Total Passenger and Non-Transportation Revenues	\$1,283,579	\$1,309,108	\$1,473,817
Operating Subsidies			
Local	\$2,420,537	\$2,446,606	\$2,510,917
State	75,271	116,685	112,154
Federal	734,543	936,800	961,667
Total Operating Subsidies	\$3,230,351	\$3,500,091	\$3,584,738
Total Revenues	\$4,513,930	\$4,809,199	\$5,058,555

**ER PORTLAND TRANSIT DISTRICT
ACTUAL OPERATING EXPENSES**

Expense Title	FY 2004	FY 2005	FY 2006
Administrative Department			
Total Wages	\$271,397	\$230,831	\$221,823
Total Fringe Benefits	116,411	108,650	117,826
Total Services	87,818	94,070	120,481
Total Commodities	21,904	13,647	19,664
Total Insurance	159,078	156,769	180,379
Total Administrative	\$656,608	\$603,967	\$660,173
Transportation Department			
Total Wages	\$1,787,594	\$1,932,097	\$1,939,244
Total Fringe Benefits	895,831	956,941	993,689
Total Commodities	293,484	430,612	439,407
Miscellaneous Expenses	3,106	3,110	3,675
Total Transportation	\$2,980,015	\$3,322,760	\$3,376,015
Maintenance Department			
Total Wages	\$422,075	\$419,055	\$436,099
Total Fringe Benefits	222,763	228,377	246,815
Total Commodities	257,910	268,793	343,378
Total Maintenance	\$902,748	\$916,225	\$1,026,292
Total Expenses	\$4,539,371	\$4,842,952	\$5,062,480

C. PASSENGER INFORMATION

METRO REVENUES BY PASSENGER FARE CATEGORIES - PAST THREE YEARS			
Category	FY 2004	FY 2005	FY 2006
Full Fare	\$619,896	\$690,246	\$755,855
Monthly Pass	399,597	346,367	440,127
Scrip	10,171	14,429	15,855
10 Ride	47,688	55,468	87,197
Bus and Buy / Park and Shop	14,121	14,082	14,384
Total	\$1,091,473	\$1,120,592	\$1,313,418

D. PROJECTED REVENUES, COSTS, TRIPS AND VEHICLE MILES

The following table displays data on revenues, costs, trips and vehicle miles for fiscal years 2007 and 2008.

PROJECTED REVENUES, COSTS, TRIPS AND VEHICLE MILES								
	REVENUES		COSTS		TRIPS		VEHICLE MILES	
Route	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
1	\$116,715	\$120,210	\$564,640	\$594,700	247,000	249,600	89,300	89,300
2	108,934	112,200	1,012,100	1,060,600	189,200	191,200	159,200	159,200
3	48,242	49,690	553,990	583,500	100,600	101,700	87,600	87,600
4	188,300	193,950	1,225,160	1,289,100	294,800	297,900	193,500	193,500
5	154,063	158,680	820,330	864,100	239,900	242,500	129,700	129,700
6	59,914	61,700	511,370	535,400	103,100	104,200	80,400	80,400
7	34,236	35,260	303,630	319,200	55,900	56,500	47,900	47,900
8	67,696	69,725	335,580	353,400	162,500	164,400	52,600	53,000
Passes*	573,477	590,685	-	-	-	-	-	-
Total	\$1,351,577	\$1,392,100	\$5,326,800	\$5,600,000	1,393,000	1,408,000	840,200	840,600

* Monthly pass. Scrip, Bus and Buy Revenue

BUDGETS

METRO's budgets for fiscal years 2007 and 2008 are shown below and on the next page.

PORTLAND TRANSIT DISTRICT		
ACTUAL REVENUES		
Revenue Title	Unaudited 2007	Estimated 2008
Passenger Fares		
Passenger Fare Box	\$778,100	\$801,415
Monthly Pass Sales	447,590	461,010
Bus and Buy Sales	13,199	13,600
Scrip Ticket Sales	16,093	16,575
Ten Ride Ticket Sales	96,595	99,500
Total Passenger Fares	\$1,351,577	\$1,392,100
Non-Transportation Revenues		
Rental - RTP	\$2,750	\$2,750
Interest Income	4,000	4,000
Advertising	135,000	138,000
Miscellaneous Income	146,986	150,250
Total Non-Transportation Revenues	\$288,736	\$295,000
Total Passenger and Non-Transportation Revenues	\$1,640,313	\$1,687,100
Operating Subsidies		
Local	\$2,468,914	\$2,601,900
State	60,600	61,000
Federal	1,157,000	1,250,000
Total Operating Subsidies	\$3,686,514	\$3,912,900
Total Revenues	\$5,326,827	\$5,600,000

PORTLAND TRANSIT DISTRICT		
PROJECTED OPERATING EXPENSES		
Expense Title	Unaudited 2007	Estimated 2008
Administrative Department		
Total Wages	\$298,658	\$313,600
Total Fringe Benefits	149,702	156,800
Total Services	130,075	134,400
Total Commodities	30,250	39,200
Total Insurance	140,050	151,200
Total Administrative	\$748,735	\$795,200
Transportation Department		
Total Wages	\$1,978,180	\$2,077,600
Total Fringe Benefits	1,046,379	1,097,600
Total Commodities	443,657	464,800
Miscellaneous Expenses	30,172	33,600
Total Transportation	\$3,498,388	\$3,673,600
Maintenance Department		
Total Wages	\$448,945	\$470,400
Total Fringe Benefits	269,137	280,000
Total Commodities	361,595	380,800
Total Maintenance	\$1,079,677	\$1,131,200
Total Expenses	\$5,326,800	\$5,600,000

FLEET CONDITION

METRO owns and operates a fleet of 12 standard heavy-duty diesel buses and 17 medium heavy-duty CNG buses (compressed natural gas). Information on METRO's vehicles is listed in the following PTMS tables.

PTMS VEHICLE EVALUATION SUMMARY FORM (1/1/06 through 12/31/06)
AGENCY: GREATER PORTLAND TRANSIT DISTRICT CONTACT PERSON: RICHARD NYE

Vehicle Information	0026	0027	0028	0029	9005	9006
Vin	5FYD2TP04YU0 20680	5FYD2TP06YU0 20681	5FYD2TP08YU0 20682	8FYD2TP0XYU 020683	1GF5CBFK4L D101074	1GF5CBFK6 D101075
Fleet #	415-959	415-960	415-958	415-961	409-701	409-702
Vehicle Type *	MHDB	MHDB	MHDB	MHDB	SHDB	SHDB
Make, Model	Orion VII	Orion VII	Orion VII	Orion VII	Flexible METRO	Flexible MET
Year	2005	2005	2005	2005	1990	1990
Fuel Type	CNG	CNG	CNG	CNG	Diesel	Diesel
Fuel Use	6,885	6,559	7,719	7,567	9,141	7,441
Mileage	279,393	273,179	274,048	272,224	596,781	588,371
12-month Mileage	34,770	35,840	40,860	40,009	30,595	25,259
Repair Cost 12 months	\$1,252.77	\$3,213.35	\$5,649.83	\$2,650.44	\$2,008.13	\$4,186.77
Repair Frequency**	A-11; B-3; C-14	A-12; B-4; C-29	A-14; B-5; C-30	A-14; B-1; C-25	A-11; B-7; C-32	A-9; B-6; C-
Vehicle Appearance						
Interior	Good	Good	Good	Good	Good	Good
Exterior	Good	Good	Good	Good	Fair	Fair
ADA Accessibility						
Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
Tie Down***	Yes	Yes	Yes	Yes	Yes	Yes
Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
Signage	Yes	Yes	Yes	Yes	Yes	Yes
Passenger Amenities						
Air Conditioning	Yes	Yes	Yes	Yes	No	No
Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
Fare Collection System	Fare Box	Fare Box				

HDB (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
 Tie-down orientation and type: All SHDB have wheel lock and belt securement, and the SMDBs and MHDBs have four-point tie-downs.

PTMS VEHICLE EVALUATION SUMMARY FORM (1/1/06 through 12/31/06)
AGENCY: GREATER PORTLAND TRANSIT DISTRICT CONTACT PERSON: RICHARD NYE

Vehicle Information	9007	9008	9009	0530	9011	0531
Vin	1GF5CBFK8L D101076	1GF5CBFKXL D101077	1GF5CBFK1L D101078	1VHGF3L22567 01952	1GF5CBFKXL D101080	1VHGF3L23: 02026
Fleet #	409-703	409-704	409-705	419-735	409-707	419-736
Vehicle Type *	SHDB	SHDB	SHDB	MHDB	SHDB	MHDB
Make, Model	Flexible METRO	Flexible METRO	Flexible METRO	Orion VII	Flexible METRO	Orion VII
Year	1990	1990	1990	2005	1990	2005
Fuel Type	Diesel	Diesel	Diesel	CNG	Diesel	CNG
Fuel Use	8,746	5,956	9,434	6,551	7,502	7,166
Mileage	547,477	582,476	506,909	22,799	504,149	28,021
12-month Mileage	18,224	20,767	28,254	22,799	25,175	28,021
Repair Cost - 12 months	\$3,095.10	\$1,358.16	\$2,791.42	\$292.64	\$6,284.19	\$1,615.35
Repair Frequency**	A-7; B-3; C-34	A-9; B-6; C-11	A-9; B-7; C-24	A-7; B-7; C-9	A-8; B-7; C-24	A-10; B-2; C-
Vehicle appearance						
Interior	Good	Good	Good	Good	Good	Good
Exterior	Fair	Fair	Fair	Good	Fair	Good
ADA Accessibility						
Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
Tie Down ***	Yes	Yes	Yes	Yes	Yes	Yes
Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
Signage	Yes	Yes	Yes	Yes	Yes	Yes
Passenger Amenities						
Air Conditioning	No	No	No	Yes	No	Yes
Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
Fare Collection System	Fare Box	Fare Box				

HDB (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
 Tie-down orientation and type: All SHDB have wheel lock and belt securement, and the SMDBs and MHDBs have four-point tie-downs.

PTMS VEHICLE EVALUATION SUMMARY FORM (1/1/06 through 12/31/06)
AGENCY: GREATER PORTLAND TRANSIT DISTRICT CONTACT PERSON: RICHARD NYE

Vehicle Information	9013	9014	0532	9016	0533	9018
Vin	1GF5CBFK3L D101082	1GF5CBFK5L D101083	1VHGF3L25567 02027	1GF5CBFK9L D101085	1VHGF3L27567 02028	1GF5CBFK: D101087
Fleet #	409-709	409-710	419-737	409-712	419-739	409-714
Vehicle Type *	SHDB	SHDB	MHDB	SHDB	MHDB	SHDB
Make, Model	Flexible METRO	Flexible METRO	Orion VII	Flexible METRO	Orion VII	Flexible MET
Year	1990	1990	2005	1990	2005	1990
Fuel Type	Diesel	Diesel	CNG	Diesel	CNG	Diesel
Fuel Use	8,939	9,381	4,794	9,657	6,188	8,954
Mileage	578,730	510,653	17,098	531,378	23,966	589,347
12-month Mileage	29,913	33,530	17,098	27,158	23,966	27,036

Repair Cost - 12 months	\$6,064.51	\$2,458.46	\$782.16	\$3,170.58	\$366.02	\$2,627.49
Repair Frequency**	A-9; B-3; C-28	A-13; B-9; C-29	A-4; B-1; C-12	A-8; B-1; C-30	A-8; B-4; C-16	A-9; B-6; C-
Vehicle appearance						
Interior	Good	Good	Good	Good	Good	Good
Exterior	Fair	Fair	Good	Fair	Good	Fair
ADA Accessibility						
Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
Tie Down ***	Yes	Yes	Yes	Yes	Yes	Yes
Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
Signage	Yes	Yes	Yes	Yes	Yes	Yes
Passenger Amenities						
Air Conditioning	No	No	Yes	No	Yes	No
Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
Fare Collection System	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box

HDB (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
Tie-down orientation and type: All SHDB have wheel lock and belt securement, and the SMDBs and MHDBs have four-point tie-downs.

PTMS VEHICLE EVALUATION SUMMARY FORM (1/1/06 through 12/31/06)
AGENCY: GREATER PORTLAND TRANSIT DISTRICT CONTACT PERSON: RICHARD NYE

Vehicle Information	9019	9020	0534	0535	0536	0537
Vin	1GF5CBFK4L D101088	1GF5CBFK6L D101089	1VHGF3L29567 02029	1VHGF3L27567 02031	1VHGF3L29567 02032	1VHGF3L20: 02023
Fleet #	409-715	409-716	419-738	419-745	419-746	419-747
Vehicle Type *	SHDB	SHDB	MHDB	MHDB	MHDB	MHDB
Make, Model	Flexible METRO	Flexible METRO	Orion VII	Orion VII	Orion VII	Orion VII
Year	1990	1990	2005	2005	2005	2005
Fuel Type	Diesel	Diesel	CNG	CNG	CNG	CNG
Fuel Use	11,349	9,850	6,706	4,674	6,833	7,903
Mileage	602,771	599,197	24,698	18,143	24,567	28,988
12-month Mileage	39,774	37,357	24,698	18,143	24,567	28,988
Repair Cost - 12 months	\$2,489.07	\$2,912.48	\$669.91	\$253.87	\$693.21	\$488.73
Repair Frequency**	A-10; B-3; C-35	A-15; B-9; C-29	A-9; B-2; C-13	A-5; B-2; C-8	A-8; B-2; C-9	A-9; B-2; C-
Vehicle appearance						
Interior	Good	Good	Good	Good	Good	Good
Exterior	Fair	Fair	Good	Good	Good	Good
ADA Accessibility						
Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
Tie Down ***	Yes	Yes	Yes	Yes	Yes	Yes
Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
Signage	Yes	Yes	Yes	Yes	Yes	Yes
Passenger Amenities						
Air Conditioning	No	No	Yes	Yes	Yes	Yes

Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
Fare Collection System	Fare Box					

HDB (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
 Tie-down orientation and type: All SHDB have wheel lock and belt securement, and the SMDBs and MHDBs have four-point tie-downs.

PTMS VEHICLE EVALUATION SUMMARY FORM (1/1/06 through 12/31/06)

AGENCY: GREATER PORTLAND TRANSIT DISTRICT CONTACT PERSON: RICHARD NYE

Vehicle Information	0538	0539	0540	0541	0542	
Vin	1VHGF3L22567 02034	1VHGF3L24567 02035	1VHGF3L26567 02036	1VHGF3L26567 02036	1VHGF3L2X567 02038	
Fleet #	419-744	419-741	419-742	416-755	419-743	
Vehicle Type *	MHDB	MHDB	MHDB	MHDB	MHDB	
Make, Model	Orion VII					
Year	2005	2005	2005	2005	2005	
Fuel Type	CNG	CNG	CNG	CNG	CNG	
Fuel Use****	4,534	6,411	5,572	6,532	7,056	
Mileage	19,890	23,924	19,966	23,633	24,741	
12-mo. Mileage*****	19,890	23,924	19,966	23,633	24,741	
Repair Cost - 12 months	\$1,092.95	\$686.71	\$641.02	\$629.04	\$633.79	
Repair Frequency**	A-6; B-3; C-12	A-8; B-1; C-12	A-7; B-3; C-16	A-7; B-4; C-15	A-9; B-2; C-7	
Vehicle appearance						
Interior	Good	Good	Good	Good	Good	
Exterior	Good	Good	Good	Good	Good	
ADA Accessibility						
Equipped/Working	Yes	Yes	Yes	Yes	Yes	
Tie Down ***	Yes	Yes	Yes	Yes	Yes	
Announcement System	Yes	Yes	Yes	Yes	Yes	
Signage	Yes	Yes	Yes	Yes	Yes	
Passenger Amenities						
Air Conditioning	Yes	Yes	Yes	Yes	Yes	
Working Heater	Yes	Yes	Yes	Yes	Yes	
Tinted Windows	Yes	Yes	Yes	Yes	Yes	
Padded Seats	Yes	Yes	Yes	Yes	Yes	
Fare Collection System	Fare Box					

HDB (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
 Tie-down orientation and type: All SHDB have wheel lock and belt securement, and the SMDBs and MHDBs have four-point tie-downs.
 * Buses arrived with approximately 2,000 miles showing on odometer

METRO

APPENDIX



1 Congress Street

Worcester Hills, John St.

Worcester Hills John St. (Worcester)	Worcester Hills John St.		Worcester Hills John St.		Worcester Hills John St. (Worcester)
	Worcester Hills John St.	Worcester Hills John St.	Worcester Hills John St.	Worcester Hills John St.	
6:36	6:44	6:52	6:59	7:07	7:15
6:46	6:54	7:02	7:09	7:17	7:25
6:56	7:04	7:12	7:19	7:27	7:35
7:06	7:14	7:22	7:29	7:37	7:45
7:16	7:24	7:32	7:39	7:47	7:55
7:26	7:34	7:42	7:49	7:57	8:05
7:36	7:44	7:52	7:59	8:07	8:15
7:46	7:54	8:02	8:09	8:17	8:25
7:56	8:04	8:12	8:19	8:27	8:35
8:06	8:14	8:22	8:29	8:37	8:45
8:16	8:24	8:32	8:39	8:47	8:55
8:26	8:34	8:42	8:49	8:57	9:05
8:36	8:44	8:52	8:59	9:07	9:15
8:46	8:54	9:02	9:09	9:17	9:25
8:56	9:04	9:12	9:19	9:27	9:35
9:06	9:14	9:22	9:29	9:37	9:45
9:16	9:24	9:32	9:39	9:47	9:55
9:26	9:34	9:42	9:49	9:57	10:05
9:36	9:44	9:52	9:59	10:07	10:15
9:46	9:54	10:02	10:09	10:17	10:25
9:56	10:04	10:12	10:19	10:27	10:35
10:06	10:14	10:22	10:29	10:37	10:45
10:16	10:24	10:32	10:39	10:47	10:55
10:26	10:34	10:42	10:49	10:57	11:05
10:36	10:44	10:52	10:59	11:07	11:15
10:46	10:54	11:02	11:09	11:17	11:25
10:56	11:04	11:12	11:19	11:27	11:35
11:06	11:14	11:22	11:29	11:37	11:45
11:16	11:24	11:32	11:39	11:47	11:55
11:26	11:34	11:42	11:49	11:57	12:05
11:36	11:44	11:52	11:59	12:07	12:15
11:46	11:54	12:02	12:09	12:17	12:25
11:56	12:04	12:12	12:19	12:27	12:35
12:06	12:14	12:22	12:29	12:37	12:45
12:16	12:24	12:32	12:39	12:47	12:55
12:26	12:34	12:42	12:49	12:57	13:05
12:36	12:44	12:52	12:59	13:07	13:15
12:46	12:54	13:02	13:09	13:17	13:25
12:56	13:04	13:12	13:19	13:27	13:35
13:06	13:14	13:22	13:29	13:37	13:45
13:16	13:24	13:32	13:39	13:47	13:55
13:26	13:34	13:42	13:49	13:57	14:05
13:36	13:44	13:52	13:59	14:07	14:15
13:46	13:54	14:02	14:09	14:17	14:25
13:56	14:04	14:12	14:19	14:27	14:35
14:06	14:14	14:22	14:29	14:37	14:45
14:16	14:24	14:32	14:39	14:47	14:55
14:26	14:34	14:42	14:49	14:57	15:05
14:36	14:44	14:52	14:59	15:07	15:15
14:46	14:54	15:02	15:09	15:17	15:25
14:56	15:04	15:12	15:19	15:27	15:35
15:06	15:14	15:22	15:29	15:37	15:45
15:16	15:24	15:32	15:39	15:47	15:55
15:26	15:34	15:42	15:49	15:57	16:05
15:36	15:44	15:52	15:59	16:07	16:15
15:46	15:54	16:02	16:09	16:17	16:25
15:56	16:04	16:12	16:19	16:27	16:35
16:06	16:14	16:22	16:29	16:37	16:45
16:16	16:24	16:32	16:39	16:47	16:55
16:26	16:34	16:42	16:49	16:57	17:05
16:36	16:44	16:52	16:59	17:07	17:15
16:46	16:54	17:02	17:09	17:17	17:25
16:56	17:04	17:12	17:19	17:27	17:35
17:06	17:14	17:22	17:29	17:37	17:45
17:16	17:24	17:32	17:39	17:47	17:55
17:26	17:34	17:42	17:49	17:57	18:05
17:36	17:44	17:52	17:59	18:07	18:15
17:46	17:54	18:02	18:09	18:17	18:25
17:56	18:04	18:12	18:19	18:27	18:35
18:06	18:14	18:22	18:29	18:37	18:45
18:16	18:24	18:32	18:39	18:47	18:55
18:26	18:34	18:42	18:49	18:57	19:05
18:36	18:44	18:52	18:59	19:07	19:15
18:46	18:54	19:02	19:09	19:17	19:25
18:56	19:04	19:12	19:19	19:27	19:35
19:06	19:14	19:22	19:29	19:37	19:45
19:16	19:24	19:32	19:39	19:47	19:55
19:26	19:34	19:42	19:49	19:57	20:05
19:36	19:44	19:52	19:59	20:07	20:15
19:46	19:54	20:02	20:09	20:17	20:25
19:56	20:04	20:12	20:19	20:27	20:35
20:06	20:14	20:22	20:29	20:37	20:45
20:16	20:24	20:32	20:39	20:47	20:55
20:26	20:34	20:42	20:49	20:57	21:05
20:36	20:44	20:52	20:59	21:07	21:15
20:46	20:54	21:02	21:09	21:17	21:25
20:56	21:04	21:12	21:19	21:27	21:35
21:06	21:14	21:22	21:29	21:37	21:45
21:16	21:24	21:32	21:39	21:47	21:55
21:26	21:34	21:42	21:49	21:57	22:05
21:36	21:44	21:52	21:59	22:07	22:15
21:46	21:54	22:02	22:09	22:17	22:25
21:56	22:04	22:12	22:19	22:27	22:35
22:06	22:14	22:22	22:29	22:37	22:45
22:16	22:24	22:32	22:39	22:47	22:55
22:26	22:34	22:42	22:49	22:57	23:05
22:36	22:44	22:52	22:59	23:07	23:15
22:46	22:54	23:02	23:09	23:17	23:25
22:56	23:04	23:12	23:19	23:27	23:35
23:06	23:14	23:22	23:29	23:37	23:45
23:16	23:24	23:32	23:39	23:47	23:55
23:26	23:34	23:42	23:49	23:57	24:05
23:36	23:44	23:52	23:59	24:07	24:15
23:46	23:54	24:02	24:09	24:17	24:25
23:56	24:04	24:12	24:19	24:27	24:35
24:06	24:14	24:22	24:29	24:37	24:45
24:16	24:24	24:32	24:39	24:47	24:55
24:26	24:34	24:42	24:49	24:57	25:05
24:36	24:44	24:52	24:59	25:07	25:15
24:46	24:54	25:02	25:09	25:17	25:25
24:56	25:04	25:12	25:19	25:27	25:35
25:06	25:14	25:22	25:29	25:37	25:45
25:16	25:24	25:32	25:39	25:47	25:55
25:26	25:34	25:42	25:49	25:57	26:05
25:36	25:44	25:52	25:59	26:07	26:15
25:46	25:54	26:02	26:09	26:17	26:25
25:56	26:04	26:12	26:19	26:27	26:35
26:06	26:14	26:22	26:29	26:37	26:45
26:16	26:24	26:32	26:39	26:47	26:55
26:26	26:34	26:42	26:49	26:57	27:05
26:36	26:44	26:52	26:59	27:07	27:15
26:46	26:54	27:02	27:09	27:17	27:25
26:56	27:04	27:12	27:19	27:27	27:35
27:06	27:14	27:22	27:29	27:37	27:45
27:16	27:24	27:32	27:39	27:47	27:55
27:26	27:34	27:42	27:49	27:57	28:05
27:36	27:44	27:52	27:59	28:07	28:15
27:46	27:54	28:02	28:09	28:17	28:25
27:56	28:04	28:12	28:19	28:27	28:35
28:06	28:14	28:22	28:29	28:37	28:45
28:16	28:24	28:32	28:39	28:47	28:55
28:26	28:34	28:42	28:49	28:57	29:05
28:36	28:44	28:52	28:59	29:07	29:15
28:46	28:54	29:02	29:09	29:17	29:25
28:56	29:04	29:12	29:19	29:27	29:35
29:06	29:14	29:22	29:29	29:37	29:45
29:16	29:24	29:32	29:39	29:47	29:55
29:26	29:34	29:42	29:49	29:57	30:05
29:36	29:44	29:52	29:59	30:07	30:15
29:46	29:54	30:02	30:09	30:17	30:25
29:56	30:04	30:12	30:19	30:27	30:35
30:06	30:14	30:22	30:29	30:37	30:45
30:16	30:24	30:32	30:39	30:47	30:55
30:26	30:34	30:42	30:49	30:57	31:05
30:36	30:44	30:52	30:59	31:07	31:15
30:46	30:54	31:02	31:09	31:17	31:25
30:56	31:04	31:12	31:19	31:27	31:35
31:06	31:14	31:22	31:29	31:37	31:45
31:16	31:24	31:32	31:39	31:47	31:55
31:26	31:34	31:42	31:49	31:57	32:05
31:36	31:44	31:52	31:59	32:07	32:15
31:46	31:54	32:02	32:09	32:17	32:25
31:56	32:04	32:12	32:19	32:27	32:35
32:06	32:14	32:22	32:29	32:37	32:45
32:16	32:24	32:32	32:39	32:47	32:55
32:26	32:34	32:42	32:49	32:57	33:05
32:36	32:44	32:52	32:59	33:07	33:15
32:46	32:54	33:02	33:09	33:17	33:25
32:56	33:04	33:12	33:19	33:27	33:35
33:06	33:14	33:22	33:29	33:37	33:45
33:16	33:24	33:32	33:39	33:47	33:55
33:26	33:34	33:42	33:49	33:57	34:05
33:36	33:44	33:52	33:59	34:07	34:15
33:46	33:54	34:02	34:09	34:17	34:25
33:56	34:04	34:12	34:19	34:27	34:35
34:06	34:14	34:22	34:29	34:37	34:45
34:16	34:24	34:32	34:39	34:47	34:55
34:26	34:34	34:42	34:49	34:57	35:05
34:36	34:44	34:52	34:59	35:07	35:15
34:46	34:54	35:02	35:09	35:17	35:25
34:56	35:04	35:12	35:19	35:27	35:35
35:06	35:14	35:22	35:29	35:37	35:45
35:16	35:24	35:32	35:39	35:47	35:55
35:26	35:34	35:42	35:49	35:57	36:05
35:36	35:44	35:52	35:59	36:07	36:15
35:46	35:54	36:02	36:09	36:17	36:25
35:56	36:04	36:12	36:19	36:27	36:35
36:06	36:14	36:22	36:29	36:37	36:45
36:16	36:24	36:32	36:39	36:47	36:55
36:26	36:34	36:42	36:49	36:57	37:05
36:36	36:44	36:52	36:59	37:07	37:15
36:46	36:54	37:02	37:09	37:17	37:25
36:56	37:04	37:12	37:19	37:27	37:35
37:06	37:14	37:22	37:29	37:37	37:45
37:16	37:24	37:32	37:39	37:47	37:55
37:26	37:34	37:42	37:49	37:57	38:05
37:36	37:44	37:52	37:59	38:07	38:15
37:46	37:54	38:02	38:09	38:17	38:25
37:56	38:04	38			

2 Riverton

Local Area

OUTBOUND				BOUND			
Route	Weekdays	Weekends	Notes	Route	Weekdays	Weekends	Notes
From	To	To		From	To	To	
Time	Time	Time		Time	Time	Time	
6:20	6:26	6:38		6:55	6:10	6:20	6:40
6:40	6:46	6:58		6:45	6:50	7:00	7:20
7:00	7:06	7:18		7:25	7:30	7:40	7:60
7:20	7:26	7:38		7:45	7:50	8:00	8:20
7:40	7:46	7:58		8:05	8:10	8:20	8:40
8:00	8:06	8:18		8:25	8:30	8:40	9:00
8:20	8:26	8:38		8:45	8:50	9:00	9:20
8:40	8:46	8:58		9:05	9:10	9:20	9:40
9:00	9:06	9:18		9:25	9:30	9:40	10:00
9:20	9:26	9:38		9:45	9:50	10:00	10:20
9:40	9:46	9:58		10:05	10:10	10:20	10:40
10:00	10:06	10:18		10:25	10:30	10:40	11:00
10:20	10:26	10:38		10:45	10:50	10:55	11:20
10:40	10:46	10:58		11:05	11:10	11:20	11:40
11:00	11:06	11:18		11:25	11:30	11:40	12:00
11:20	11:26	11:38		11:45	11:50	11:55	12:20
11:40	11:46	11:58		12:05	12:10	12:15	12:40
12:00	12:06	12:18		12:25	12:30	12:35	1:00
12:20	12:26	12:38		12:45	12:50	12:55	1:20
12:40	12:46	12:58		1:05	1:10	1:15	1:40
1:00	1:06	1:18		1:25	1:30	1:35	2:00
1:20	1:26	1:38		1:45	1:50	1:55	2:20
1:40	1:46	1:58		2:05	2:10	2:15	2:40
2:00	2:06	2:18		2:25	2:30	2:35	3:00
2:20	2:26	2:38		2:45	2:50	2:55	3:20
2:40	2:46	2:58		3:05	3:10	3:15	3:40
3:00	3:06	3:18		3:25	3:30	3:35	4:00
3:20	3:26	3:38		3:45	3:50	3:55	4:20
3:40	3:46	3:58		4:05	4:10	4:15	4:40
4:00	4:06	4:18		4:25	4:30	4:35	5:00
4:20	4:26	4:38		4:45	4:50	4:55	5:20
4:40	4:46	4:58		5:05	5:10	5:15	5:40
5:00	5:06	5:18		5:25	5:30	5:35	6:00
5:20	5:26	5:38		5:45	5:50	5:55	6:20
5:40	5:46	5:58		6:05	6:10	6:15	6:40
6:00	6:06	6:18		6:25	6:30	6:35	7:00
6:20	6:26	6:38		6:45	6:50	6:55	7:20
7:20	7:26	7:38		7:45	7:50	7:55	8:00
8:30	**	8:50		8:55	**	9:10	9:40

MONDAY - FRIDAY

SATURDAY

NO SUNDAY SERVICE

* - Stop at Park & Hills Lot at Four Seasons Bldg.
 ** - Use Bus #2 North Densley
 * - The 10:15 pm bus runs inbound via Forest and Densley Avenues.
 Check one-way tickets if you're bound. Passengers will need to board Outbound Service to Mitchell Station on weeknights. (Call 774-6227)

3 North Deering

Deering Route

WEEK	OUTBOUND			INBOUND			Arrive
	WEEK	WEEK	WEEK	WEEK	WEEK	WEEK	
7:00 (20-3)	7:00	7:00	7:00	7:00	7:00	7:00	7:00
5:45 **				6:15	6:35	6:55	6:45
6:20	6:20	6:20		6:55	7:05	7:15	7:30
6:55 *	7:05	7:10		7:30 *	7:40	7:45	8:10
7:30	7:40	7:45		8:05	8:15	8:20	8:45
8:10	8:20	8:25		8:45	8:55	9:00	9:25
8:45	8:55	9:00		9:20	9:30	9:35	9:55
9:30	9:35	9:35		9:55 **	10:05	10:10	10:35
9:55	10:05	10:10		10:30	10:40	10:45	11:10
10:35	10:45	10:50		11:10	11:20	11:25	11:45
11:10	11:20	11:25		11:45	11:55	12:00	12:20
12:20 *	12:30	12:35		12:55 *	1:05	1:10	1:35
1:35	1:45	1:50		2:10	2:20	2:25	2:45
2:10	2:20	2:25		2:45	2:55	3:00	3:20
2:45 **	2:55	3:00		3:20	3:30	3:35	3:55
3:20	3:30	3:35		4:00	4:10	4:15	4:35
4:05	4:15	4:20		4:35	4:45	4:50	5:10
4:35 *	4:45	4:50		5:10 *	5:20	5:25	5:50
5:10	5:20	5:25		5:45	5:55	6:00	6:25
5:50	6:00	6:05		6:25	6:35	6:40	7:00
6:15 **				6:45	6:55	7:00	7:20
7:20 **				7:50	8:00	8:05	8:25
8:25 **				8:55	9:05	9:10	9:30
9:30 **				9:55 **	10:05 *	10:10	10:40
8:15 *	8:25	8:30		8:45 *	8:55	9:00	9:20
8:15	8:25	8:30		9:45	9:55	10:00	10:20
10:15	10:25	10:30		10:45 **	10:55	11:00	11:30
11:15	11:25	11:30		11:45	11:55	12:00	12:20
12:15 *	12:25	12:30		12:45 *	12:55	13:00	1:20
1:15	1:25	1:30		1:45	1:55	2:00	2:20
2:15	2:25	2:30		2:45	2:55	3:00	3:20
3:15 **	3:25	3:30		3:45	3:55	4:00	4:20
4:15 *	4:25	4:30		4:45 *	4:55	5:00	5:20
5:15	5:25	5:30		5:45	5:55	6:00	6:15
6:15 **				6:45 **	6:55	7:00	7:20
7:20 **				7:50 **	8:00	8:05	8:25
8:25 **				8:55 **	9:05	9:10	9:30
9:30 **				9:55 **	10:05 *	10:10	10:40

WEDNESDAY - FRIDAY

SATURDAY

NO SUNDAY SERVICE

- ** - Via NorthWest Green
 - * - Stops operate in a loop routing outbound via Route 1 then inbound via Route 3 covering all stops on both routes
 - * - West via Deering Aves
 - * - West to Park & Tide Lot at Four Seasons Mall
- (See Map for Route 3)

**Route 5 - Maine Mall
Portland Transportation Center (PTC)**

	DIRECTION: WEST		DIRECTION: EAST			
	Departure Maine Mall Station	Arrive PTC	Departure Maine Mall Station PTC Arrive	Departure PTC	Arrive Maine Mall Station	Departure Maine Mall Station
	7:55 a	8:05	8:25	8:35	8:45	7:55
	8:00 a	8:10	8:30	8:40	8:50	8:00
	8:05 a	8:15	8:35	8:45	8:55	8:05
	8:10 a	8:20	8:40	8:50	9:00	8:10
	8:15 a	8:25	8:45	8:55	9:05	8:15
	8:20 a	8:30	8:50	9:00	9:10	8:20
	8:25 a	8:35	8:55	9:05	9:15	8:25
	8:30 a	8:40	9:00	9:10	9:20	8:30
	8:35 a	8:45	9:05	9:15	9:25	8:35
	8:40 a	8:50	9:10	9:20	9:30	8:40
	8:45 a	8:55	9:15	9:25	9:35	8:45
	8:50 a	9:00	9:20	9:30	9:40	8:50
	8:55 a	9:05	9:25	9:35	9:45	8:55
	9:00 a	9:10	9:30	9:40	9:50	9:00
	9:05 a	9:15	9:35	9:45	9:55	9:05
	9:10 a	9:20	9:40	9:50	10:00	9:10
	9:15 a	9:25	9:45	9:55	10:05	9:15
	9:20 a	9:30	9:50	10:00	10:10	9:20
	9:25 a	9:35	9:55	10:05	10:15	9:25
	9:30 a	9:40	10:00	10:10	10:20	9:30
	9:35 a	9:45	10:05	10:15	10:25	9:35
	9:40 a	9:50	10:10	10:20	10:30	9:40
	9:45 a	9:55	10:15	10:25	10:35	9:45
	9:50 a	10:00	10:20	10:30	10:40	9:50
	9:55 a	10:05	10:25	10:35	10:45	9:55
	10:00 a	10:10	10:30	10:40	10:50	10:00
	10:05 a	10:15	10:35	10:45	10:55	10:05
	10:10 a	10:20	10:40	10:50	11:00	10:10
	10:15 a	10:25	10:45	10:55	11:05	10:15
	10:20 a	10:30	10:50	11:00	11:10	10:20
	10:25 a	10:35	10:55	11:05	11:15	10:25
	10:30 a	10:40	11:00	11:10	11:20	10:30
	10:35 a	10:45	11:05	11:15	11:25	10:35
	10:40 a	10:50	11:10	11:20	11:30	10:40
	10:45 a	10:55	11:15	11:25	11:35	10:45
	10:50 a	11:00	11:20	11:30	11:40	10:50
	10:55 a	11:05	11:25	11:35	11:45	10:55
	11:00 a	11:10	11:30	11:40	11:50	11:00
	11:05 a	11:15	11:35	11:45	11:55	11:05
	11:10 a	11:20	11:40	11:50	12:00	11:10
	11:15 a	11:25	11:45	11:55	12:05	11:15
	11:20 a	11:30	11:50	12:00	12:10	11:20
	11:25 a	11:35	11:55	12:05	12:15	11:25
	11:30 a	11:40	12:00	12:10	12:20	11:30
	11:35 a	11:45	12:05	12:15	12:25	11:35
	11:40 a	11:50	12:10	12:20	12:30	11:40
	11:45 a	11:55	12:15	12:25	12:35	11:45
	11:50 a	12:00	12:20	12:30	12:40	11:50
	11:55 a	12:05	12:25	12:35	12:45	11:55
	12:00 p	12:10	12:30	12:40	12:50	12:00
	12:05 p	12:15	12:35	12:45	12:55	12:05
	12:10 p	12:20	12:40	12:50	13:00	12:10
	12:15 p	12:25	12:45	12:55	13:05	12:15
	12:20 p	12:30	12:50	13:00	13:10	12:20
	12:25 p	12:35	12:55	13:05	13:15	12:25
	12:30 p	12:40	13:00	13:10	13:20	12:30
	12:35 p	12:45	13:05	13:15	13:25	12:35
	12:40 p	12:50	13:10	13:20	13:30	12:40
	12:45 p	12:55	13:15	13:25	13:35	12:45
	12:50 p	13:00	13:20	13:30	13:40	12:50
	12:55 p	13:05	13:25	13:35	13:45	12:55
	1:00 p	1:10	13:30	13:40	13:50	1:00
	1:05 p	1:15	13:35	13:45	13:55	1:05
	1:10 p	1:20	13:40	13:50	14:00	1:10
	1:15 p	1:25	13:45	13:55	14:05	1:15
	1:20 p	1:30	13:50	14:00	14:10	1:20
	1:25 p	1:35	13:55	14:05	14:15	1:25
	1:30 p	1:40	14:00	14:10	14:20	1:30
	1:35 p	1:45	14:05	14:15	14:25	1:35
	1:40 p	1:50	14:10	14:20	14:30	1:40
	1:45 p	1:55	14:15	14:25	14:35	1:45
	1:50 p	2:00	14:20	14:30	14:40	1:50
	1:55 p	2:05	14:25	14:35	14:45	1:55
	2:00 p	2:10	14:30	14:40	14:50	2:00
	2:05 p	2:15	14:35	14:45	14:55	2:05
	2:10 p	2:20	14:40	14:50	15:00	2:10
	2:15 p	2:25	14:45	14:55	15:05	2:15
	2:20 p	2:30	14:50	15:00	15:10	2:20
	2:25 p	2:35	14:55	15:05	15:15	2:25
	2:30 p	2:40	15:00	15:10	15:20	2:30
	2:35 p	2:45	15:05	15:15	15:25	2:35
	2:40 p	2:50	15:10	15:20	15:30	2:40
	2:45 p	2:55	15:15	15:25	15:35	2:45
	2:50 p	3:00	15:20	15:30	15:40	2:50
	2:55 p	3:05	15:25	15:35	15:45	2:55
	3:00 p	3:10	15:30	15:40	15:50	3:00
	3:05 p	3:15	15:35	15:45	15:55	3:05
	3:10 p	3:20	15:40	15:50	16:00	3:10
	3:15 p	3:25	15:45	15:55	16:05	3:15
	3:20 p	3:30	15:50	16:00	16:10	3:20
	3:25 p	3:35	15:55	16:05	16:15	3:25
	3:30 p	3:40	16:00	16:10	16:20	3:30
	3:35 p	3:45	16:05	16:15	16:25	3:35
	3:40 p	3:50	16:10	16:20	16:30	3:40
	3:45 p	3:55	16:15	16:25	16:35	3:45
	3:50 p	4:00	16:20	16:30	16:40	3:50
	3:55 p	4:05	16:25	16:35	16:45	3:55
	4:00 p	4:10	16:30	16:40	16:50	4:00
	4:05 p	4:15	16:35	16:45	16:55	4:05
	4:10 p	4:20	16:40	16:50	17:00	4:10
	4:15 p	4:25	16:45	16:55	17:05	4:15
	4:20 p	4:30	16:50	17:00	17:10	4:20
	4:25 p	4:35	16:55	17:05	17:15	4:25
	4:30 p	4:40	17:00	17:10	17:20	4:30
	4:35 p	4:45	17:05	17:15	17:25	4:35
	4:40 p	4:50	17:10	17:20	17:30	4:40
	4:45 p	4:55	17:15	17:25	17:35	4:45
	4:50 p	5:00	17:20	17:30	17:40	4:50
	4:55 p	5:05	17:25	17:35	17:45	4:55
	5:00 p	5:10	17:30	17:40	17:50	5:00
	5:05 p	5:15	17:35	17:45	17:55	5:05
	5:10 p	5:20	17:40	17:50	18:00	5:10
	5:15 p	5:25	17:45	17:55	18:05	5:15
	5:20 p	5:30	17:50	18:00	18:10	5:20
	5:25 p	5:35	17:55	18:05	18:15	5:25
	5:30 p	5:40	18:00	18:10	18:20	5:30
	5:35 p	5:45	18:05	18:15	18:25	5:35
	5:40 p	5:50	18:10	18:20	18:30	5:40
	5:45 p	5:55	18:15	18:25	18:35	5:45
	5:50 p	6:00	18:20	18:30	18:40	5:50
	5:55 p	6:05	18:25	18:35	18:45	5:55
	6:00 p	6:10	18:30	18:40	18:50	6:00
	6:05 p	6:15	18:35	18:45	18:55	6:05
	6:10 p	6:20	18:40	18:50	19:00	6:10
	6:15 p	6:25	18:45	18:55	19:05	6:15
	6:20 p	6:30	18:50	19:00	19:10	6:20
	6:25 p	6:35	18:55	19:05	19:15	6:25
	6:30 p	6:40	19:00	19:10	19:20	6:30
	6:35 p	6:45	19:05	19:15	19:25	6:35
	6:40 p	6:50	19:10	19:20	19:30	6:40
	6:45 p	6:55	19:15	19:25	19:35	6:45
	6:50 p	7:00	19:20	19:30	19:40	6:50
	6:55 p	7:05	19:25	19:35	19:45	6:55
	7:00 p	7:10	19:30	19:40	19:50	7:00
	7:05 p	7:15	19:35	19:45	19:55	7:05
	7:10 p	7:20	19:40	19:50	20:00	7:10
	7:15 p	7:25	19:45	19:55	20:05	7:15
	7:20 p	7:30	19:50	20:00	20:10	7:20
	7:25 p	7:35	19:55	20:05	20:15	7:25
	7:30 p	7:40	20:00	20:10	20:20	7:30
	7:35 p	7:45	20:05	20:15	20:25	7:35
	7:40 p	7:50	20:10	20:20	20:30	7:40
	7:45 p	7:55	20:15	20:25	20:35	7:45
	7:50 p	8:00	20:20	20:30	20:40	7:50
	7:55 p	8:05	20:25	20:35	20:45	7:55
	8:00 p	8:10	20:30	20:40	20:50	8:00
	8:05 p	8:15	20:35	20:45	20:55	8:05
	8:10 p	8:20	20:40	20:50	21:00	8:10
	8:15 p	8:25	20:45	20:55	21:05	8:15
	8:20 p	8:30	20:50	21:00	21:10	8:20
	8:25 p	8:35	20:55	21:05	21:15	8:25
	8:30 p	8:40	21:00	21:10	21:20	8:30
	8:35 p	8:45	21:05	21:15	21:25	8:35
	8:40 p	8:50	21:10	21:20	21:30	8:40
	8:45 p	8:55	21:15	21:25	21:35	8:45
	8:50 p	9:00	21:20	21:30	21:40	8:50
	8:55 p	9:05	21:25	21:35	21:45	8:55
	9:00 p	9:10	21:30	21:40	21:50	9:00
	9:05 p	9:15	21:35	21:45	21:55	9:05
	9:10 p	9:20	21:40	21:50	22:00	9:10
	9:15 p	9:25	21:45	21:55	22:05	9:15
	9:20 p	9:30	21:50	22:00	22:10	9:20
	9:25 p	9:35	21:55	22:05	22:15	9:25
	9:30 p	9:40	22:00	22:10	22:20	9:30
	9:35 p	9:45	22:05	22:15	22:25	9:35
	9:40 p	9:50	22:10	22:20	22:30	9:40
	9:45 p	9:55	22:15	22:25	22:35	9:45
	9:50 p	10:00	22:20	22:30	22:40	9:50
	9:55 p	10:05	22:25	22:35	22:45	9:55
	10:00 p	10:10	22:30	22:40	22:50	10:00
	10:05 p	10:15	22:35	22:45	22:55	10:05
	10:10 p	10:20	22:40	22:50	23:00	10:10
	10:15 p	10:25	22:45	22:55	23:05	10:15
	10:20 p	10:30	22:50	23:00	23:10	10:20
	10:25 p	10:35	22:55	23:05	23:15	10:25
	10:30 p	10:40	23:00	23:10	23:20	10:30
	10:35 p	10:45	23:05	23:15	23:25	10:35
	10:40 p	10:50	23:10	23:20	23:30	10:40
	10:45 p	10:55	23:15	23:25	23:35	10:45
	10:50 p	11:00	23:20	23:30	23	

6 North Deering

Washington Avenue

MONDAY - FRIDAY

OUTBOUND				INBOUND			
Wash Ave	Dynex Way	North Deering	Wash Ave	Wash Ave	Dynex Way	North Deering	Wash Ave
6:45 AM	6:50			6:55 AM			
6:55	7:00			6:55	7:00	7:00	7:10
6:55	7:00			7:10	7:20	7:30	7:40
7:10	7:20			7:40	7:50		8:10
7:40	7:50	8:00		8:10	8:20		8:40
8:10	8:20			8:40	8:50		9:10
8:40	8:50			9:10	9:20		9:40
9:40	9:50			10:10	10:20		10:40
10:40	10:50			10:10	10:20		10:40
11:40	11:50			12:10	12:20		12:40
12:40	12:50			1:10	1:20		1:40
1:40	1:50			2:10	2:20		2:40
2:10	2:20	2:30		2:40	2:50		3:10
2:40	2:50		2:30	3:10	3:20		3:40
3:10	3:20			3:40	3:50		4:10
3:40	3:50			4:10	4:20		4:40
4:10	4:20	4:30		4:40	4:50		5:10
4:40	4:50			5:10	5:20		5:40
5:10	5:20			5:40	5:50		6:10
5:40	5:50			6:10	6:20		6:40
6:10 AM	6:20			6:40 AM			
7:20 AM	7:30			7:30 AM			
8:20 AM	8:30			8:55 AM			
9:20 AM	9:30			9:50 AM			10:40

SATURDAY

7:15 AM	7:20			7:45	7:55	8:00	8:10
8:15	8:20		8:30	8:45	8:55		9:10
9:20	9:25			9:45	9:50	10:00	10:10
10:20	10:25			10:45	10:50		11:10
11:20	11:25			11:45	11:55		12:10
12:20	12:25			12:45	12:55		1:10
1:20	1:25			1:45	1:55		2:10
2:20	2:25	2:30		2:45	2:55		3:10
3:20	3:25		3:30	3:45	3:55		4:10
4:20	4:25	4:30		4:45	4:55		5:10
5:20	5:25			5:45	5:55		6:10
6:15 AM	6:20			6:45 AM			
7:20 AM	7:25			7:50 AM			
8:20 AM	8:25			8:55 AM			
9:20 AM	9:25			9:50 AM			10:40

NO SUNDAY SERVICE

- * - Stop operates a 2 stop service between Wash Ave and North Deering on Route 2
- * - Stop Wash - from 9:55, from 10:20 to 10:40
- * - Wash from Dynex Way will use Route 2 to Washington Ave
- * - Leaves from Washington and Carter (No service to/during)
- * - Runs to Park & North on four service days

METRO

Greater Portland Transit District

7 Falmouth Flyer

METRO

Greater Portland Transit District

7 Falmouth Flyer

DESTINATION	FAIRMOUTH	AREAS
North	South	North
11:30	11:30	11:30
12:30	12:30	12:30
1:30	1:30	1:30
2:30	2:30	2:30
3:30	3:30	3:30
4:30	4:30	4:30
5:30	5:30	5:30
6:30	6:30	6:30
7:30	7:30	7:30
8:30	8:30	8:30
9:30	9:30	9:30
10:30	10:30	10:30
11:30	11:30	11:30

No Sunday service available. Please see route map on the back.

A quick glimpse at Route 7

Outbound Route 7 departs from the POLICE (Downtown Transportation Center) on 13th Street and travels North on Congress St., with stops on Washington Ave. and Vermont St. before heading north on Rte. 295 to Rte. 1 in Falmouth.

BUS & BUY: Ride home FREE when you shop at Shaw's Supermarket or the Goodwill Retail Store in Falmouth. Ask for a transfer when you pay your fare, a Bus & Buy sticker for the back of your transfer when you shop and then give your transfer to the driver for your FREE ride home.

Bus Fare: \$1.25 one way. Exact change required.

METRO Runs on Clean Natural Gas

For more information, call 774-6551 or visit www.gpmetrobus.com



Providing safe, convenient and affordable transportation in Portland, Westbrook, Falmouth and the Maine Mall area of South Portland.

METRO

Where can I find a bus schedule and buy a bus pass?

Bus schedules and bus passes are available at your local City Hall (Portland and Westbrook), Shaw's, Hannaford Supermarkets, Casco Bay Ferry Terminal, METRO PULSE (Downtown Transportation Center) and the METRO office. Schedules are posted at many bus shelters and are also available at: www.gpmetrobus.com

What is the METRO PULSE or Downtown Transportation Center?

For #2, #3, #5, #6, and #7 buses, go to the Elm Street Garage between Congress Street and Cumberland Avenue (across from the Public Library). At this Transportation Center, you can also purchase METRO passes and speak to a bus dispatcher at the sales office.

Where do I wait for the bus and how do I know which is my bus?

Look for the METRO bus stop signs. Use a hand motion to signal the bus driver at the bus stop. It is a good idea to arrive at your bus stop five minutes before the bus is due to arrive.



Look for the route number you want to take on the sign. That same route number will be displayed at the top of the front of the bus.

Downtown Portland & Vicinity



Bus Information & Ticket Sales

METRO PULSE / Bus Info & Ticket Sales
Mon.-Fri. 8:30am - 7:00pm / Sat. 8:30am - 5:00pm

METRO Office / 114 Valley St. / 774-0351
Mon.-Thur. 8:00am - 4:30pm / Fri. 8:00am - 4:00pm

For more information, call - **774-0351**
www.gpmetrobus.com

METRO

Before You Ride...

Look Inside!



And find out...

- Where do you wait for the bus?
- How much does it cost?
- How do you change buses?
- How do you signal to get off the bus?
- What is the METRO PULSE or Downtown Transportation Center?

For information, call - **774-0351**
www.gpmetrobus.com

How do I pay my fare when I get on the bus?

Deposit exact fare into the fare box. Show any METRO fare pass or ID card to the driver or



FARE BOX

deposit your promotional ride ticket face up in the fare box.

How much do I pay to ride the bus?

\$1.25 regular fare, exact change

\$1.00 for elementary, middle and high school students

60¢ for persons with disabilities and seniors over 65 years old with Medicare Card

Two children under 5 ride free with each paying adult - additional children pay student fare.



How do I change or transfer to another bus?

If you need to change buses, ask the bus driver for a free transfer when you pay your fare. When you change to another bus, give this transfer to the next bus driver. Transfers are to be used on the next available bus going to your destination. METRO also accepts transfers from South Portland City Bus, Vermont Transit, ZOOM Bus and Concord Trailways.



How do I signal to get off the bus?

Pull either the vertical or horizontal cord inside the bus one block before your desired stop.



Accessibility
All METRO buses are equipped with passenger lifts or ramps that can be used by persons with wheelchairs, walkers or persons with other disabilities that may require on-boarding assistance.

Who can answer my questions?

Your METRO bus driver and the METRO dispatcher at Elm Street are ready to help with your questions about riding the bus.



What are the METRO routes?

- Route 1 / Congress Street**
Portland City Hall, Portland Public Library, Portland High School, Maine College of Art (MECA), Vermont Transit and the METRO office (114 Valley Street)
- Route 2 / Riverton**
University of Southern Maine, Riverton Trolley Park, Social Security Office and Frides Corner Park and Plaza
- Route 3 / North Deering**
Northgate Shopping/Shaun's, University of New England (UNE) Westbrook Campus, Deering High School, Lincoln Middle School and Portland Arts and Technical High School (PATHS)
- Route 4 / Brighton Ave. / Westbrook**
University of Southern Maine, Main Street in Westbrook, Pine Tree Shopping/Lowe's, Shaw's/KOHN, Westbrook Gardens, Brighton Maine Medical Center, Brighton First Care, Mercy Care - Westbrook and Sagamore Village
- Route 5 / Maine Mall**
Deering Oaks Park, Portland International JetPort, Portland Transportation Center (Amtrak/Down-Easter and Concord Trailways), Portland Trails/Fore River Sanctuary, PPOF Hedlock Field/Portland Sea Dog, Portland Ice Arena, West School, King Middle School, Maine Mall and nearby shopping locations
- Route 6 / North Deering**
Northgate Shopping/Shaun's, Andover College and Benning/Falmouth Crossing and Harristad
- Route 7 / Falmouth**
Maine Audubon Society, Regal Cinemas, Shaw's and several shopping options
- Route 8 / Peninsula Loop**
Maine Medical Center, Mercy Hospital, Victoria Mansion, Casco Bay Ferry Terminal, Back Cove/Hanna-Nort, Portland West, Catholic Charities, natural food stores and the Department of Human Services

Bring Your bike!

Bike racks are on all buses, so take your bike with you.



What are special METRO fares?

\$37.50 Monthly Pass: unlimited rides for month purchased

\$11 TenRide

Ticket: 10 rides with no time limit

\$1.25 Scrip Tickets: one ride, no time limit (paid at the METRO Office only)



For information and special fares, check out www.gpmetrobus.com or call 774-0351

METRO

Greater Portland Transit District

In May 2006,
METRO
introduced
thirteen
compressed
natural gas
(CNG) buses
to their fleet.



Benefits of Natural Gas

- Clean Burning
Low emissions
- Reduces Dependence on Imported Oil
Nearly 87% of natural gas consumed in the US is produced in North America
- Cuts Down on Noise Pollution
Natural gas engines are 10-15 decibels lower than diesel

The Future is Riding on METRO

METRO

Runs on Clean Natural Gas

For information, call METRO at
774-0351 or visit www.gpmetrobus.com

The Kids and Transportation Program is designed to teach children about ways to get around without using a car. It promotes safety and critical thinking of our transportation choices. It is our hope that the students of today, through positive and effective experiences with the alternatives, will be more likely to use these options now and in the future.

This program offers printed material, presentations, teacher training and other resources on bicycle, walking, rail, bus, ferry, carpooling and air travel topics for all grade levels. To find out how this program can fit your needs, contact the Program Coordinator.

We're always open to new ideas.



Cumberland County:
Kids & Transportation Program
Greater Portland Council of Governments
233 Oxford Street, Portland, ME 04101
e-mail: eherrmann@gpcog.eddmaine.org

Erik Herrmann, Program Coordinator
(207) 774-9891

York County:
Kids & Transportation Program
Southern Maine Regional Planning Commission
9 Braden Street, Suite 400, Springvale, ME 04083
e-mail: wruoney@server.eddmaine.org

Walter Ruoney, Program Coordinator
(207) 324-2952

STUDENT SAFETY GUIDE

CITY BUS



BUS SAFETY



SCHOOL BUS

KIDS AND TRANSPORTATION PROGRAM

CUMBERLAND COUNTY 207 774-9891

YORK COUNTY 207 324-2952

SCHOOL BUS



PEDESTRIAN RULES

- ◆ Stand back on the side and wait until the bus stops
- ◆ Always walk in front of the bus where the driver can see you
- ◆ Stay away from the danger zone
- ◆ Watch for traffic and always look both ways

PASSENGER RULES

- ◆ Stay seated when the bus is moving
- ◆ Do not lean out windows
- ◆ Hold on to handrails
- ◆ Be polite to passengers
- ◆ Listen to the driver

CITY BUS



PEDESTRIAN RULES

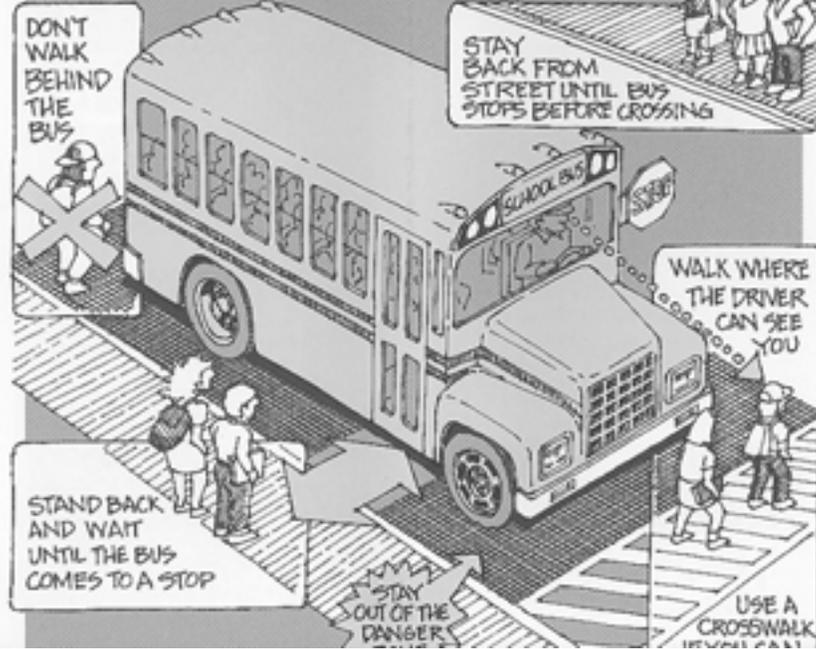
- ◆ Wait until the bus stops
- ◆ Enter bus through front door, exit bus through front or rear door
- ◆ Stay back on the curb until the bus leaves
- ◆ Watch for traffic and always look both ways

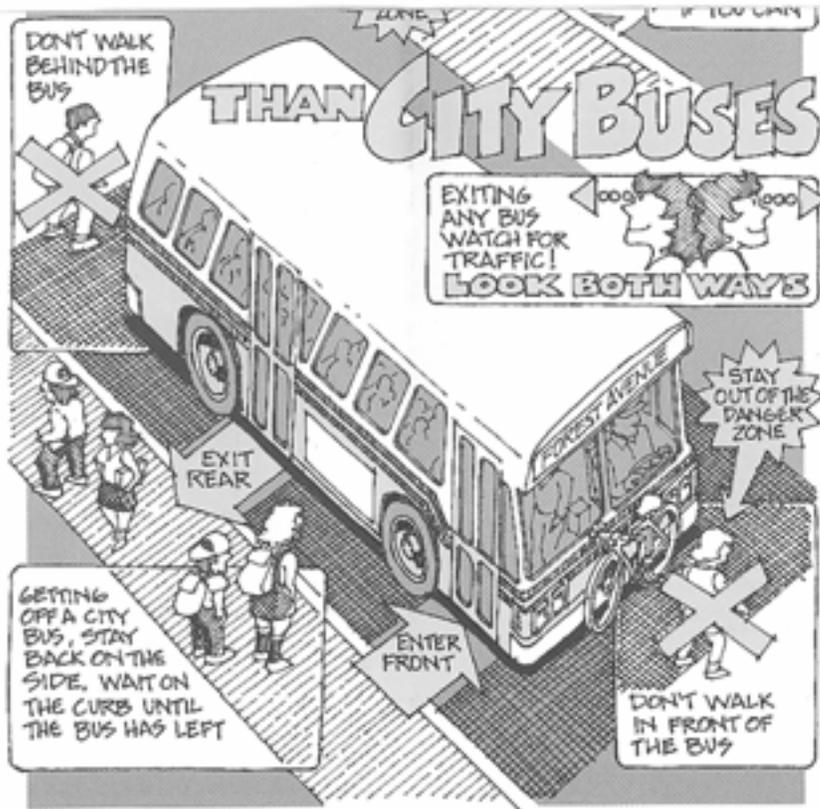
PASSENGER RULES

- ◆ Stay seated when the bus is moving
- ◆ Signal driver to stop by pulling cord
- ◆ Hold on to handrails
- ◆ Be polite to passengers
- ◆ Listen to the driver

Illustrations by C. Michael Lewis

SCHOOL BUSES HAVE DIFFERENT RULES





DON'T WALK BEHIND THE BUS

THAN CITY BUSES

EXITING ANY BUS WATCH FOR TRAFFIC! LOOK BOTH WAYS

EXIT REAR

ENTER FRONT

GETTING OFF A CITY BUS, STAY BACK ON THE SIDE, WAIT ON THE CURB UNTIL THE BUS HAS LEFT

STAY OUT OF THE DANGER ZONE

DON'T WALK IN FRONT OF THE BUS

METRO

Planning Summary

Prepared by Denise Beck, Director of Marketing, METRO

Background

METRO, with bus ridership averaging 1.3 million annually, is Maine's largest public transportation carrier, providing bus service to Portland, Westbrook, and the Maine Mall area. Service to Falmouth has also been available since June 2004.

MISSION

- Connect people to work, schools, shopping outlets, medical appointments recreational facilities and other destinations in the Greater Portland area.
- Provide safe, convenient, frequent and affordable transportation for residents, visitors and commuters.
- Make METRO part of the solution to several current transportation issues now facing the Greater Portland area such as: lack of parking, traffic flow and environmental concerns.

GOALS

- Change perception of METRO from transportation provider of last resort to transportation provider for all demographics. Focus message on environmental and health benefits, affordability and convenience.
- Increase ridership by focusing on key target population segments such as: students, working professionals, individuals concerned about the environment and their budgets, senior citizens, island residents and tourists.

Short-term & Long-term Recommendations for METRO:

- **Update METRO Downtown Transportation Center**
Create new Transportation Center to provide additional seating, public rest rooms, computer access for dispatchers and several other much-needed improvements.
- **Accept Credit/Debit Cards and Implement Online Purchasing**
This improvement would provide easier access to tickets. Currently, METRO only accepts cash (and checks).
- **Expand and Establish additional Park & Ride Lots**
Additional options for parking would provide easier access for commuters who live beyond the METRO service area.
- **Coordinate Transit Operations**
Work with other providers to create a seamless network of public transportation options for riders. Coordinate access where possible, provide one map with all transit options and make connections easier for commuters.
- **Provide Signage or GPS Technology to Bus Stops**
Communicate time schedule to passengers waiting at bus stops.
- **Expand and Improve Bus Service**
Research the possibility of adding bus service throughout the Greater Portland area and beyond. Offer more frequent service on all routes.
- **Focus marketing efforts on key demographic groups; change image of METRO**
 - Use consistent branding/messages for all materials.
 - Create uniform bus fleet.
 - Target students and parents.
 - Work with senior citizen groups.
 - Communicate with key influencers to "be seen riding the bus."
 - Work with business and community leaders throughout the service area to increase ridership, generate funding and change METRO's image.
 - Improve overall customer service: update shelters, maintain clean bus fleet, track and follow-up on complaints & suggestions.
 - Continue to update Web site and marketing materials.



Bus Number: _____

Mileage: _____

Mechanic: _____

Date: _____

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK A = Adjusted X = Repairs Needed R = Repairs Made OK

PART 1 - Engine - Transmission - Undercarriage - Chassis

- | | |
|--|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> 1. Pressure wash complete engine/trans. compartment including radiator top & bottom, clean all 4 wheels <input type="checkbox"/> 2. Inspect / Lubricate engine doors, hinges, brackets. (Silicone Spray Only) <input type="checkbox"/> 3. Check coolant level and coolant protection (-20° min) <input type="checkbox"/> 4. Check Surge Tank cap and Safety Lock <input type="checkbox"/> 5. Check all fluid levels - Adjust levels as needed <ul style="list-style-type: none"> ● Engine - CNG Oil Only ● Transmission - Transynd ● Power Steering - Dexron III ● Coolant -Green John Deere ● Lift - Dexron III <input type="checkbox"/> 6. Check air filter restriction indicator reading <input type="checkbox"/> 7. Check / Inspect engine - transmission oil cooler mounting <input type="checkbox"/> 8. Check turbo-charger mounting <input type="checkbox"/> 9. Drain fuel filter. Change as needed only! <input type="checkbox"/> 10. Check for engine oil-coolant-transmission fuel leaks <input type="checkbox"/> 11. Check engine fan hub assembly for oil leak and free play <input type="checkbox"/> 12. Check 24v alternator for secure connections, and oil leaks, check belts and tensioner <input type="checkbox"/> 13. Check power steering reservoir level, adjust levels as needed <input type="checkbox"/> 14. Check air compressor mounting, and all connecting lines <input type="checkbox"/> 15. Inspect / Lubricate drive shaft and U-Joints (Use EP 2) | <ul style="list-style-type: none"> <input type="checkbox"/> 16. Inspect brake lining / grease anchor pins and slack adjusters (Use Texaco NLG#1 grease) <input type="checkbox"/> 17. Adjust brakes as needed <input type="checkbox"/> 18. Check system for air leaks <input type="checkbox"/> 19. Check differential and seals <input type="checkbox"/> 20. Check wheel and axle hub assembly <input type="checkbox"/> 21. Drain air tanks <input type="checkbox"/> 22. Check air dryer ejection valve <input type="checkbox"/> 23. Check front wheel bearings <input type="checkbox"/> 24. Check wheel seals and gaskets <input type="checkbox"/> 25. Check king pins and bushings - grease with EP 2 <input type="checkbox"/> 26. Check tie rod ends - grease with EP 2 <input type="checkbox"/> 27. Check control arms and bushing - grease with EP 2 <input type="checkbox"/> 28. Check steering arms - grease with EP 2 <input type="checkbox"/> 29. Check pitman arm - grease with EP 2 <input type="checkbox"/> 30. Check steering drag links - grease with EP 2 <input type="checkbox"/> 31. Check lift fluid level - adjust level as needed <input type="checkbox"/> 32. Check front and rear shock for leakage and damage <input type="checkbox"/> 33. Check front and rear air bellows for leakage and condition |
|--|---|

PART 2 - BODY EXTERIOR / INTERIOR

- 1. Check interior and exterior mirrors condition and secure mountings
- 2. Check closure door panels
- 3. Check windshield wiper blades and wiper operation
- 4. Check windshield washer operation and washer fluid level - add fluid as needed
- 5. Check operator seat adjustment features, seat belts, seat cushioning and back condition.
- 6. Check and clean drivers windshield and windows
- 7. Check dash gauges and panel tell tale lights
- 8. Check both throttle and brake pedal assembly condition and excessive mounting play.
- 9. Check entrance and exit door operation and exit door interlock
- 10. Check emergency flashers, reverse lights and alarm, horn and parking brake operation.
- 11. Check all interior and exterior lights
- 12. Check wheelchair lift controls and operation. Clean with air as needed
- 13. Check wheelchair tie-downs and locks
- 14. Check Fold-up seat for damage, looseness and operation
- 15. Check PA system operation
- 16. Check stanchions and grab rails for secure mounting.
- 17. Clean farebox with air pressure, check farebox operation
- 18. Check sliding window operation and latches
- 19. Check interior panels and latches
- 20. Check passenger seats for cuts and/or other damage.
- 21. Check passenger signals operation
- 22. Check safety equipment, fire extinguisher, safety triangles, insurance / registration card.
- 23. Torque all wheel nuts to 500 FT lbs , check tire pressure, adjust to 110 psi.
- 24. Check and clean battery connections, secure and clean battery cables, check water level, adjust as needed
- 25. Check A/C system, Check Filters

Bus Number: _____

Mileage: _____

Mechanic: _____

Date: _____

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK A = Adjusted X = Repairs Needed R = Repairs Made OK

PART 1 - Engine - Transmission - Undercarriage - Chassis

- | | |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> 1. Pressure wash complete engine/trans. compartment including radiator top & bottom, clean all 4 wheels. <input type="checkbox"/> 2. Inspect / Lubricate engine doors/hinges/brackets. (Silicone Spray Only) <input type="checkbox"/> 3. Check coolant level and coolant protection (-20° min) <input type="checkbox"/> 4. Check Surge Tank cap and Safety Lock <input type="checkbox"/> 5. Check all fluid levels - Adjust levels as needed <ul style="list-style-type: none"> ● Engine - 40w oil ● Transmission - Dex. III ● Power Steering - 10-30 wt ● Coolant -Green 50/50 ● Oil - Texaco Oil 5006G <input type="checkbox"/> 6. Check air filter restriction indicator reading <input type="checkbox"/> 7. Check / Inspect engine - transmission oil cooler mounting <input type="checkbox"/> 8. Check turbo-charger mounting <input type="checkbox"/> 9. Drain oil recovery tank - Clean Check Valves <input type="checkbox"/> 10. Check for engine oil-coolant-transmission fuel leaks <input type="checkbox"/> 11. Check engine fan hub assembly for oil leak and free play <input type="checkbox"/> 12. Check 12v alternator mounting and belt condition and belt tension <input type="checkbox"/> 13. Check 24v alternator for secure connections, and oil leaks <input type="checkbox"/> 14. Check power steering reservoir level, adjust levels as needed <input type="checkbox"/> 15. Check air compressor mounting, and all connecting lines <input type="checkbox"/> 16. Inspect / Lubricate drive shaft and U-Joints (Use EP 2) | <ul style="list-style-type: none"> <input type="checkbox"/> 17. Inspect brake lining / grease anchor pins and slack adjusters (Use Texaco NLGI#1 grease) <input type="checkbox"/> 18. Adjust brakes as needed <input type="checkbox"/> 19. Check system for air leaks <input type="checkbox"/> 20. Check differential and seals <input type="checkbox"/> 21. Check wheel and axle hub assembly <input type="checkbox"/> 22. Drain air tanks <input type="checkbox"/> 23. Check air dryer ejection valve <input type="checkbox"/> 24. Check front wheel bearings <input type="checkbox"/> 25. Check wheel seals and gaskets <input type="checkbox"/> 26. Check king pins and bushings - grease with EP 2 <input type="checkbox"/> 27. Check tie rod ends - grease with EP 2 <input type="checkbox"/> 28. Check control arms and bushing - grease with EP 2 <input type="checkbox"/> 29. Check steering arm - grease with EP 2 <input type="checkbox"/> 30. Check pitman arm - grease with EP 2 <input type="checkbox"/> 31. Check steering drag links - grease with EP 2 <input type="checkbox"/> 32. Check lift fluid level - adjust level as needed <input type="checkbox"/> 33. Check front and rear shock for leakage and damage <input type="checkbox"/> 34. Check front and rear air bellows for leakage and condition <input type="checkbox"/> 35. Check Registration and Insurance card |
|---|---|

PART 2 - BODY EXTERIOR / INTERIOR

1. Check interior and exterior mirrors condition and secure mountings
2. Check closure door panels
3. Check windshield wiper blades and wiper operation
4. Check windshield washer operation and washer fluid level - add fluid as needed
5. Check operator seat adjustment features, seat belts, seat cushion and back condition.
6. Check and clean drivers windshield and windows
7. Check dash gauges and panel tell tale lights
8. Check both throttle and brake pedal assembly condition and excessive mounting play.
9. Check entrance and exit door operation and exit door interlock
10. Check emergency flashers, reverse lights and alarm, horn and parking brake operation.
11. Check all interior and exterior lights
12. Check wheelchair lift controls and operation. Pressure wash assembly as needed
13. Check wheelchair tie-downs and locks
14. Check Fold-up seat for damage, looseness and operation
15. Check PA system operation
16. Check stanchions and grab rails for secure mounting.
17. Clean farebox with air pressure, check farebox operation
18. Check sliding window operation and latches
19. Check interior panels and latches
20. Check passenger seats for cuts and/or other damage.
21. Check passenger signals operation
22. Check safety equipment, fire extinguisher, safety triangles, insurance / registration card.
23. Torque all wheel nuts to 500 FT lbs., check tire pressure, adjust to 110 psi.
24. Check and clean battery connections, secure and clean battery cables, check water level, adjust as needed
25. Drain oil and refill



GREATER PORTLAND TRANSIT DISTRICT
B INSPECTION - 6000 MILES - PM

ORION

Bus Number: _____ Mechanic: _____ Date: _____

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK A = Adjusted X = Repairs Needed R = Repairs Made OK

PART 1 - Engine - Transmission - Undercarriage - Chassis

- 1. Complete all items on Inspection A
- 2. Check engine compartment switches
- 3. Check engine compartment lights
- 4. Check air cleaner assembly / change filter every 18000 mi. interval or as needed
- 5. Check radiator mounting and shroud
- 6. Check circulating pump operation and for leakage
- 7. Check crankcase breather assembly
- 8. Check rear electrical box seal and electrical connections
- 9. Check engine mounts front and rear
- 10. Check engine cradle mounts and bolts
- 11. Check muffler condition, mounts and straps
- 12. Check exhaust pipe and clamps for condition and tightness
- 13. Check mud flaps
- 14. Check bulk heads and connections
- 15. Check sway bar links and bushings

PART 2 - BODY EXTERIOR / INTERIOR

- 16. Check radius and lateral rods
- 17. Check frame and bulkheads front axle area
- 18. Check steering box and grease as needed
- 19. Check ride height front and rear
- 20. Check rear axle U bolts
- 21. Check front and rear leveling valves and links
- 22. Check air tank mountings and lines
- 23. Check floor support
- 24. Check heater compartment seal and latches
- 25. Check heater core and hoses
- 26. Check front heater valve operation, and for coolant leaks
- 27. Check heating system blower operation
- 28. Check wheelchair ramp and fluid

Comments:

M-Office 97 Flap/Steering Review/Onion PMS



GREATER PORTLAND TRANSIT DISTRICT
B INSPECTION - 6000 MILES - PM

FLXIBLE

Bus Number: _____

Mechanic: _____

Date: _____

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK A = Adjusted X = Repairs Needed R = Repairs Made OK

PART 1 - Engine - Transmission - Undercarriage - Chassis

- 1. Complete all items on Inspection A
- 2. Check engine compartment switches
- 3. Check engine compartment lights
- 4. Check air cleaner assembly / change filter every 18000 mi. interval or as needed
- 5. Check radiator mounting and shroud
- 6. Check circulating pump operation and for leakage
- 7. Check crankcase breather assembly
- 8. Check rear electrical box seal and electrical connections
- 9. Change both primary and secondary fuel filters
- 10. Change engine oil and filters / drain 24v generator
- 11. Check engine mounts front and rear
- 12. Inspect trusion bushings, Pin and Mounting
- 13. Check engine cradle mounts and bolts
- 14. Check muffler condition, mounts and straps
- 15. Check exhaust pipe and clamps for condition and tightness
- 16. Check mud flaps
- 17. Check bulk heads and connections
- 18. Check sway bar links and bushings

PART 2 - BODY EXTERIOR / INTERIOR

- 19. Check radius and lateral rods
- 20. Check frame and bulkheads front axle area
- 21. Check steering box and grease as needed
- 22. Check ride height front and rear
- 23. Check rear axle U bolts
- 24. Check front and rear leveling valves and links
- 25. Check air tank mountings and lines
- 26. Check fuel tank mounting
- 27. Check trunion assembly pin and bushings for wear
- 28. Check floor support
- 29. Check heater compartment seal and latches
- 30. Check heater core and hoses
- 31. Check front heater valve operation, and for coolant leaks
- 32. Check heating system blower operation
- 33. Check wheelchair lift track and chains
- 34. Check wheelchair lift hydraulic lines and cylinders for leaks
- 35. Lubricate and adjust lift as necessary

Comments:



Bus Number: _____ Mechanic: _____ Date: _____

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK A = Adjusted X = Repairs Needed R = Repairs Made OK

Engine - Transmission - Undercarriage - Chassis

- 1. Complete all items on Inspection A
- 2. Complete all items on Inspection B
- 3. Change transmission oil and filter every 40,000 miles
- 4. Drain differential, June and January only
- 5. Inspect heater filters, clean or replace as needed. Clean return air grills
- 6. Change motor oil and filter every 25,000 miles
- 7. Check AC belt, oil, filters, clean as needed
- 8. Check AC mounting and all lines for leaks
- 9. Record brake lining thickness

LF	RF	LR	RR

Tires and Wheels

1. Check tires - lug nuts and studs - valve stems and caps

Wheel Position	Tread Depth	Pressure Check	Tire Numbers	Comments
RF	/32			
RR	/32			
RL	/32			
LF	/32			
LR	/32			
LL	/32			



Bus Number: _____ Mechanic: _____ Date: _____

Use the following codes to indicate condition or action taken with respect to each maintenance item.

✓ = Checked OK A = Adjusted X = Repairs Needed R = Repairs Made OK

Engine - Transmission - Undercarriage - Chassis

- 1. Complete all items on Inspection A
- 2. Complete all items on Inspection B
- 3. Drain transmission fluid and change filter, replace trans. breather
- 4. Drain differential - 85w-140
- 5. Inspect heater filters, clean or replace as needed. Clean return air grills
- 6. Record brake lining thickness

LF	RF	LR	RR

Tires and Wheels

1. Check rims - lug nuts and studs - valve stems and caps

Wheel Position	Tread Depth	Pressure Check	Tire Numbers	Comments
RF	/32			
RRO	/32			
RRl	/32			
LF	/32			
LRO	/32			
LRI	/32			

MDOT REGION 6
BIENNIAL OPERATIONS PLAN
FY 2007 AND FY 2008
SOUTH PORTLAND BUS SERVICE

SOUTH PORTLAND BUS SERVICE

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MDOT REGION 6 BIENNIAL OPERATIONS PLAN

SOUTH PORTLAND BUS SERVICE

PROJECT DESCRIPTION

A. URBAN TRANSIT PROVIDER

Provider: South Portland Bus Service
Contact Person: Thomas Meyers, Transportation Director
Address: 46 O'Neil Street, South Portland, Maine 04106
Telephone: 207 767-5556

B. SERVICE

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

C. GEOGRAPHIC AREA

The South Portland Bus Service (SPBS), which is owned and operated by the City of South Portland, provides fixed-route service to the City of South Portland and includes stops in downtown Portland and the Maine Mall area of Scarborough.

D. SERVICE DESCRIPTION

The South Portland Bus Service operates three urban area routes:

- 1. Route 1 - Willard Square** - route includes High/Congress Street and Monument Square in Portland; and Mill Creek, Ocean/Kaler, Pillsbury/Cottage, Southern Maine Community College, Willard Beach, and City Hall in South Portland. Service - 6 days per week; weekdays 6:15 A.M. to 10:40 P.M.; Saturdays 6:50 A.M. to 7:07 P.M.
- 2. Route 3 - Cross-town** - route extends from Willard Square in South Portland, through South Portland directly to the Maine Mall with service to the South Portland Community Center, Blue Cross/Blue Shield, Maine Mall Area hotels and shops, Target, and Wal-Mart. Service - 5 days per week; weekdays 8:15 A.M. to 2:15 P.M.
- 3. Route 4 - Maine Mall** - route includes High/Congress Streets and Monument Square in Portland; and Cash Corner, MacArthur Circle, and the Maine Mall area including Blue Cross/Blue Shield, Wal-Mart, and Target in South Portland. In addition, there are three deviated service areas that are served five days per week. These areas are Stanwood Park, Sunset Park, and 1700 Broadway. Service - 6 days per week; weekdays 5:30 A.M. to 10:20 P.M.; Saturdays 7:15 A.M. to 6:45 P.M.

E. FARE STRUCTURE

~~The fares, as described on the time schedule (see Appendix), are \$1.25 general fare, \$1.00 student fare, and \$.60 for persons age 65 and over and/or disabled. Transfers to METRO are free of charge at any location and with the Tri-town ShuttleBus at the Maine Mall Transit Center or in downtown Portland on Congress Street. Ten ride tickets are available for general fares and student fares, with a savings of one ride free per ticket.~~

F. PROPOSED CUTBACKS/EXPANSIONS

- 1. Cutbacks.** While no cutbacks in service are planned for the future, a significant portion of the annual operating budget is provided from the municipal budget. At any given time, the City Council could direct cuts in the municipal budget with direct impact on customer service. This could mean eliminating a route altogether, or reducing headways.
- 2. Expansions.** SPBS has initiated a fixed-route study in collaboration with Shuttlebus/Zoom to evaluate and recommend changes in the route network to increase customer service, ridership, and revenues without increasing overall system cost. Any concept plan must maximize service delivery in South Portland while at the same time linking to other regional modes of transportation. Any expansion is contingent on adequate funding and purchase of additional buses if needed.

G. CHARTER SERVICE

No charter service is planned.

H. COMPETITION WITH NON-SUBSIDIZED SERVICE

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

I. PASSENGER STUDIES/SURVEYS

Summary of the "South Portland Bus Service Passenger On/Off Survey", Greater Portland Council of Governments, September 2006.

The Passenger On/Off Survey counted the number of persons boarding and alighting a SPBS bus. The survey was conducted for approximately 72.5 on-bus survey personnel hours during April 2005. The survey counted 854 total boardings during the sample period.

Overall ridership for the month of April decreased by 3% over the same period in 2003. The distribution of ridership among the routes for the 2005 survey remained within 3% of that for 2003. The actual number of boardings in 2005 increased by 2% for Route One, increased by 11% for Route 3, and decreased by 6% for Route Four, as compared to 2003.

Passenger boardings by route were as follows: Route Four (522), Route One (302) and Route Three (30). Only Routes One and Four offer Saturday service, and the survey indicated that Saturday boardings were roughly half of weekday boardings on both routes. This is roughly corroborated with fare box counts.

Route Four had the highest percentage of both weekday (62%) and Saturday boardings (60%). Route One held 33% of the weekday boardings and 40% of Saturday boardings. Route Three had 5% of weekday boardings.

The survey results on passenger boardings by time of day are different from previous years. The weekday morning peak has generally been earlier, more pronounced, and of similar magnitude as the afternoon peak. Similarly, the highest weekday peak is not late in the afternoon, as in previous years, rather it is concentrated to the morning commuter rush. This year, weekday boardings rose steadily from the onset of the service day, with a notable peak at 9:00 to 9:59 A.M.; with a huge spike and the highest peak of the day between 11:00 – 11:59 A.M., then falling and rising with several peaks during the day. Saturday boardings alternately rise and dip with the highest peak also occurring between 11:00 and 11:59 P.M, with another lesser peak between 1:00 and 1:59 P.M.

Passenger miles were also tabulated for each route to determine the number of persons riding the bus and for what distance. Weekdays constituted 69% of all passenger mileage, while Saturdays constituted 31%. Route Four had the highest total passenger mileage (3,134), followed by Route One (1,979) and Route Three (126).

Average passenger trip distance describes the distance the average passenger travels on that route. Passenger trip distance by route is the byproduct of the route's geographic characteristics. Route Four had the longest average passenger distance of 6.6 miles for all days combined. Route Four shares the longest weekday average trip distance (7.9 miles). Route Four also has the longest Saturday trip distance of 6.9 miles. Route Three had the shortest total average trip distance of 4.2 miles.

The survey also used the data to assess productivity on the various routes with the following conclusions:

- Productivity on Saturdays is significantly greater than on weekdays. There are only about half as many total boardings on Saturdays, but each trip is used more intensively.
- Route One weekdays has the highest number of daily trips and the longest service day, but in terms of total daily trip hours and miles, Route Four weekdays is the workhorse of the system. Route Four captures the highest number of weekday boardings per trip and per mile. On Saturday, Route One makes a couple more trips than Route Four, but it travels a third fewer miles over about half as many service hours. Still, Route Four handles slightly more boardings per mile and more than twice as many boardings per trip on Saturdays.

PROJECT COORDINATION

A. SOCIAL SERVICE AGENCY COORDINATION

The South Portland Bus Service does not have any contracts with social service agencies. However, the City of South Portland, owner of the Bus Service, does have a number of contracts with social service agencies.

B. SOCIAL SERVICE CONTRACT SUMMARY

Not applicable

C. COORDINATION WITH PROVIDERS

The South Portland Bus Service (SPBS) participates as an active member of the PACTS Transit Committee, Maine Transit Association, and the Regional Plan Advisory Committee (RPAC). The PACTS Transit Committee meets on a monthly basis to identify and implement opportunities to collaborate and cooperate in such areas as service planning, joint sharing of information, joint training, joint purchasing and better utilization of technical services offered by the Greater Portland Council of Governments.

SPBS works with METRO and the Biddeford-Saco-Old Orchard Beach to Portland ShuttleBus, to assure coordination of the regional system's routes so that passengers can easily make transfers from one service to the other with no additional fare.

In addition, the PACTS Transit Committee is completing a Regional Transit Coordination Study which is due to be completed in May, 2007. This regional study is focused on coordinating transit service, fares, and operations with an eye on cost efficiencies, improving the quality and frequency of service, connectivity, and ridership for all providers with an overarching emphasis on maintaining or improving customer service.

The City of South Portland contracts with RTP for paratransit service as described in RTP's most current Complementary Paratransit Plan. The Paratransit service area includes 3/4 of a mile on either side of the fixed routes of METRO and SPBS, and its schedules and routes match those of these fixed route services.

RPAC. The preparation of this Biennial Operations Plan was undertaken with the assistance of a Regional Plan Advisory Committee (RPAC 6) for Cumberland County. The work of the RPAC is summarized in the Regional Overview portion of this document.

DISCRIMINATION

No lawsuits or complaints alleging discrimination on the basis of race, color, or national origin have been registered against the South Portland Bus Service during the past two years.

DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES

A. POTENTIAL/EXISTING DBE/WBE ENTERPRISES

Edwards and Kelcey Planners	KMJ Consulting
222 St. John Street	P.O. Box 766
Portland, Maine 04102	Gorham, Maine 04038-0766

B. MONETARY GOALS

The City of South Portland's Finance Department, in accordance with the City's Purchasing Ordinance, makes all purchases on behalf of the South Portland Bus Service. The City's purchasing ordinance governs SPBS purchases and requires that the lowest responsible bidder be selected. For larger purchases, solicitations for bids are made through advertisements in newspapers of general circulation and/or through letters to bidders who have bid on projects in the past or who request that they be included on the bidders list. The City of South Portland is committed to meeting the DBE/WBE goal. South Portland will work with the Director of the Office of Equal Opportunity of MDOT to assure that all certified DBE/WBE's are considered in the purchase of goods and services.

SPBS FY 2007 budget contains \$32,221 in contractible services (applicable budget items: printing and binding, advertising, equipment maintenance, medical, radio maintenance, hazardous waste disposal). Federal/state transportation funds (\$121,912) account for 11.5% of the total budget (\$1,060,533). Therefore, the federal/state share of contractible services is \$3,705, and the 0.6% monetary goal is \$22.

SPBS FY 2008 budget contains \$26,789 in contractible services (applicable budget items: printing and binding, advertising, equipment maintenance, training, office supplies, heating fuel, tires and tubes, clothing, small tools, cleaning supplies, building maintenance supplies). Federal/state funds (\$127,538) account for 11.7% of the total budget (\$1,090,477). If the federal DBE/WBE rate remains at 0.6%, then the DBE/WBE monetary goal would be \$19 (0.6% of \$3,134).

C. ADVERTISING

SPBS has advertised jointly with the Maine Transit Association to solicit DBE/WBE participation. The Maine Transit Association published the following ad on behalf of all transportation providers on October 5, 6 and 7, 2006, in the Kennebec Journal:



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); 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) 624-3066

CAPITAL

A. MAINTENANCE OF FLEET VEHICLES

The South Portland Public Works Department is responsible for the maintenance of the Bus Service fleet. The Department maintains a complete vehicle history and follows a written preventive maintenance schedule with vehicle inspections every 3,300 miles. The maintenance garage and fuel facility is located on Public Works Department property. The Bus Service refers accident reports to the City's legal department to determine the cause of accidents. The Public Works mechanic assigned to the Bus Service is responsible for handling road calls, for reviewing the causes of breakdowns, and minimizing future breakdowns. Copies of the vehicle inspection report and vehicle maintenance forms are included in the Appendix.

B. CAPITAL ACQUISITIONS

1. Public Notice.

Not applicable because SPBS does not utilize FTA Section 5310 funds.

2. Vehicle/Equipment /Facility Acquisitions.

The South Portland Bus Service renovated, replaced, or built bus shelters using Section 5307 funding. Two Thomas Dennis Super Low Floor 12-year buses were procured in August 6, 2002 and September 23, 2002. The maintenance facility maintenance support equipment purchases included items such as piping and hose reels for air tools, cabling and wiring for the maintenance bays, a hydraulic hose fitting machine, bulk storage shelving racks, headlight aimer, garage bay overhead door repairs, undercarriage neutralizer and sealer, and miscellaneous expensive parts for buses.

SPBS is expecting to receive three new heavy duty transit buses in fiscal year 2008 at a total cost of approximately \$900,000 from the state as a capital expenditure in the next biennium. It is expected that Section 5309 funding will be used. The City will provide the required local match (up to 20% or \$180,000). These funds were raised through municipal taxes, and have already been set aside in a capital reserve account.

C. CAPITAL RESERVE ACCOUNT

The City of South Portland sets aside funds on a yearly basis towards the purchase of replacement vehicles and other capital expenditures. The fiscal year 2006 contribution to the capital improvements program was \$31,000. This reserve account is available as either (a) the local match for Federal Transit Administration grants or (b) outright capital purchases. These amounts were approved by the City Council within the annual City budget. At the end of February 2006, the capital reserve account slightly exceeded \$390,000.00. Copies of the Council meeting minutes where funds were added to the capital reserve account during the last biennium are included in the Appendix.

GOALS AND OBJECTIVES

A. STATUS REPORT ON EXISTING GOALS

1. ~~Provide comfortable, convenient, efficient and cost effective public transportation service to the citizens of the City of South Portland and other people traveling within the City's borders.~~

Status: SPBS continues to provide safe, comfortable, convenient, efficient and cost effective bus service. An increase in fares in January 2006 resulted in a decrease of full fare riders. Thankfully, this decrease was made up by a spike in student ridership, in part due to special promotions with Southern Maine Community College.

2. Participate in providing public transportation within the region by coordinating routes and schedules with other transportation providers.

Status: SPBS continues to work with other transportation providers within the region. As a member of the Regional Plan Advisory Committee (RPAC), and the PACTS Transit Committee, SPBS works with other providers to coordinate routes and schedules.

3. Maintain steady base of riders and farebox revenues over the next biennium, while containing costs.

Status: SPBS experienced a significant increase in system-wide ridership between FY 2002 and FY 2003. Since then, overall ridership has continued to grow slowly. There was a 5.9% increase in ridership between FY 2004 and FY 2006. Farebox revenue for the same period grew by 6.4%.

4. Maintain a stable and adequate funding base through local property tax revenues, increased advertising revenues, and by actively seeking other sources of federal, state, and local funding.

Status: SPBS has maintained a stable and adequate funding base that has contained financial demands on the local property tax, while taking advantage of federal and state funding sources. SPBS has taken advantage of funding through FTA Section 5307 for capital and operating expenses, and State funding from RTAP, operating expenses, and capital improvements..

5. Evaluate and recommend changes in the route network to increase customer service, ridership, and revenue without increasing overall system costs; identify future trends and funding opportunities to enable a range of improved services in the future, from marginal enhancements in existing operations to a complete redesign of the route system and operations.

Status: There have been no substantive changes to the route network. There have been no new transit funding opportunities. However, due to the city's increase in investment in public transit since 2001, the Urban Rural Initiative Program (funding for local roads) has been the beneficiary of the state's Transit Bonus program. The City's URIP received \$32,037 in FY 2004 and \$52,879 in FY 2005.

6. Increase and improve marketing and customer information through new route schedule brochures, improved signage and media. Investigate the feasibility and, if funding permits, implement an Intelligent Transportation System pilot project including Automated Vehicle Locators, terminal displays, traveler information displays, or other ITS demonstration projects.

Status: In addition to participating in regional initiatives such as "Commute Another Way Day", the most notable marketing effort has been with Southern Maine Community College. Staff has provided two separate programs. The first is a specially designed introductory program for incoming foreign exchange students. As many as twenty foreign students who attend SMCC receive an intensive indoctrination program including individualized schedules based on their residence. The second program is for all SMCC students and faculty. A special "rack card" for SMCC is printed just before fall classes begin and is distributed at orientation. In addition, the SMCC bookstore sells a unique 10-ride bus pass to students whereby students ride for half price if they use this ticket. The price is subsidized by both SMCC and the Bus Service.

Over the years many bus stop signs have been missing and bus service customers were sometimes confused as to whether or not a particular location was, in fact, a bus stop. A concentrated effort was made to replace or install bus stop signs at every bus stop, thereby reducing the confusion for both passengers and bus operators.

Installing new bus shelters has been less successful. The most difficult piece of this process is land acquisition and/or easements. In almost every case, the site most in need of a bus shelter is not available. Lack of adequate space and the property owners' unwillingness to allow installation of a bus shelter on their property is constraining the bus service. On the other hand, SPBS has had success in acquiring locations during the City Planning Department's site plan review process for both new construction and rehabilitation. In at least two cases the bus service was able to get a property owner to allow space for a future bus shelter pad and include it in the site plans.

Implementation of ITS initiatives did not occur but were included in the FY 2005 and FY 2006 budget years as capital improvement projects. SPBS has been constrained by lack of staff to implement an AVL system.

7. ~~Monitor customer service requirements. Identify quantifiable customer service measures and system-wide performance indicators and benchmarks.~~

Status: The Bus Service monitors ridership totals each month as a significant indicator of the quality of service. Using a simple spreadsheet, the SPBS collects and analyzes ridership and fare box data as indicators. In the future, this data will be an important addition to this plan.

B. NEW GOALS

1. ~~Provide comfortable, convenient, efficient and cost-effective public transportation service to the citizens of the City of South Portland and other people traveling within the region's borders.~~
2. Participate in providing public transportation within the region by coordinating routes and schedules with other transportation providers and implementing the recommendations of the PACTS Transit Coordination Study.
3. Maintain a steady base of riders and farebox revenues over the next biennium.
4. ~~Maintain a stable and adequate funding base through local property tax revenues, increased advertising revenues, and by actively seeking other sources of federal, state, and local funding.~~
5. Evaluate and recommend changes in the route network to increase customer service, ridership, and revenues without increasing overall system costs; identify future trends and funding opportunities to enable a range of improved services in the future, from marginal enhancements in existing operations to a complete redesign of the route system and operations.
6. Increase and improve marketing and customer information through improvement on route schedule brochures, improved signage, and media attention. Investigate the feasibility and, if funding permits, implement an Intelligent Transportation System pilot project including Automated Vehicle Locators, terminal displays, traveler information displays, or other ITS demonstration projects.

7. Monitor customer service requirements. Identify quantifiable customer service measures and system-wide performance indicators and benchmarks.
8. Replace the system's aging fleet of transit buses

BENCHMARKS

The SPBS is owned and operated by the City of South Portland to provide a public transportation service to all citizens in the region. The philosophy behind the provision of this service is that it will provide safe, comfortable, convenient, efficient, and cost effective public transportation service to the citizens of the City of South Portland and other people traveling within the City's borders. The City recognizes the important role public transportation has in economic development by connecting businesses with their employees and customers. In addition, public transportation is a critical element and unappreciated solution to reduce the effects of sprawl by mitigating traffic congestion, air pollution, and the need to build more roadways.

The Bus Service monitors ridership totals each month as a significant indicator of the quality of service. Using a simple spreadsheet, SPBS collects and analyzes ridership and fare box data as indicators. In the future, this will continue to be an important addition to this plan.

SERVICE DATA

A. ANNUAL REPORT

The following table contains service data compiled for the South Portland Bus Service for the past three fiscal years. The figures in the following table are for fiscal year 2004 (July 1, 2003 through June 30, 2004), fiscal year 2005 (July 1, 2004 through June 30, 2005), and fiscal year 2006 (July 1, 2005 through June 30, 2006).

SOUTH PORTLAND BUS SERVICE ANNUAL REPORT – LAST THREE YEARS			
	FY 2004	FY 2005	FY 2006
Volunteer Resources			
Volunteer Drivers	Not applicable	Not applicable	Not applicable
Personal Vehicles in Service	Not applicable	Not applicable	Not applicable
Vehicles			
Number of Active Vehicles in Fleet	7	7	7
Number of Inactive Vehicles in Fleet	1	1	0
Number of ADA Accessible Vehicles	7	7	7
Annual Operating Expenses ¹	\$766,601	\$857,690	\$900,540
Annual Administrative Expenses ¹	\$80,258	\$85,820	\$89,188
Annual Operating Revenues			
Fare Revenues	\$151,799	\$143,207	\$161,518
Contract Revenues (advertising)	\$15,515	\$15,783	\$7,470
FTA – Section 5307 Operating Assistance	\$65,733	\$94,733	\$105,942
FTA – RTAP reimbursement	\$11,487	\$1,750	\$1,750
MDOT - State Operating Assistance	\$8,835	\$8,835	\$9,017
Local Operating Funds ²	\$593,490	\$679,202	\$704,031
Total Annual Operating Revenues	\$846,859	\$943,510	\$989,728
Annual FTA Capital Costs	\$37,500	\$37,500	\$37,500
FTA-Sources of Capital Funds			
FTA - Section 5307 Federal Capital Assistance	\$30,000	\$30,000	\$30,000
MDOT - State Capital Assistance	0	0	0
Local Capital Funds	\$7,500	\$7,500	\$7,500
Total Capital Funds	\$37,500	\$37,500	\$37,500
Annual Vehicle Miles	219,205	214,731	216,004

	FY 2004	FY 2005	FY 2006
Annual Vehicle Hours	Not available	Not available	Not available
Annual Passenger Trips	179,257	175,602	190,476
Safety			
Fatalities	0	0	0
Minor Incidents	0	0	0
Major Incidents	0	0	0
<i>Notes</i> ¹ Annual Operating Expenses were taken from the City's financial system. They are the expenses which can be identified with direct customer service. Annual Administrative Expenses include the director's salary, advertising, 50% of the phone bill, building maintenance, office supplies, heating fuel, clothing, building maintenance supplies, dues and memberships.			
² Local operating revenue is derived by subtracting the total of all other sources of operating revenue from the annual operating expenses. This is the net amount contributed by the City of South Portland through municipal taxes.			

B. REVENUES, COSTS, TRIPS, VEHICLE MILES

The South Portland Bus Service has spreadsheet records on ridership by route, total revenues, and total vehicle miles. As a practical matter related to limited staffing and lack of technology, SPBS can not record revenues by route. Similarly, SPBS can not record costs by route. Revenues by route are calculated as a percentage of ridership per route for the specific year, which varies. Costs per route are calculated as a percentage of vehicle miles per route. The figures in the following table are for the entire system, and are for SPBS's FY 2004, ending June 2004, FY 2005, ending June 2005, and FY 2006 ending June 30, 2006.

OPERATING REVENUES AND COSTS PAST THREE YEARS						
ROUTE	REVENUES ¹			COSTS ²		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Route 1 - Willard Square	\$79,811	\$83,521	\$98,280	\$292,333	\$325,696	\$341,651
Route 3 - Crosstown	\$21,283	\$21,409	\$23,999	\$90,591	\$100,930	\$105,874
Route 4 - Maine Mall	\$152,275	\$159,378	\$163,418	\$463,935	\$516,884	\$542,203
Total	\$253,369	\$264,308	\$285,697	\$846,859	\$943,510	\$989,728
Notes: ¹ Revenues do not include local operating funds or FTA Section 5307 capital. ² Cost estimate is based on the route's percentage of total vehicle miles.						

**TRIPS AND VEHICLE MILES
PAST THREE YEARS**

ROUTE	TRIPS			VEHICLE MILES ¹		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Route 1 - Willard Square	56,499	55,439	65,597	75,669	74,124	74,564
Route 3 - Crosstown	15,103	14,216	15,985	23,449	22,971	23,106
Route 4 - Maine Mall	107,655	105,947	108,894	120,087	117,636	118,334
Total	179,257	175,602	190,476	219,205	214,731	216,004

Note: ¹ Total vehicle miles is an accurate number that comes from adding up the total mileage from each bus. Vehicle miles per route is derived from the total mileage based upon daily trip sheets, analysis, and calculation. Overall, 34.5% of the total mileage is attributable to Route 1 - Willard Square, 10.7% to Route 3 - Crosstown, and 54.8% to Route 4 - Maine Mall.

Revenues and Expenses. SPBS operates on a July 1 through June 30 fiscal year. SPBS's actual revenues and expenses for FY 2004, FY 2005, and FY 2006 are displayed in the following tables.

EXPENSES ¹
PAST THREE YEARS

Itemized Expense	FY 2004	FY 2005	FY 2006
Hourly wages	\$414,705	\$444,951	\$468,693
Salary	\$59,513	\$61,978	\$62,973
Overtime	\$39,879	\$52,553	\$56,493
Other fees	\$1,902	\$2,419	\$3,485
Benefits (Medicare, health, retire, etc)	\$163,946	\$172,330	\$198,974
Printing and binding	\$2,388	\$4,383	\$5,091
Advertising	\$4,225	\$3,593	\$4,360
Telephone	\$3,844	\$2,320	\$3,211
Utilities (water, sewer, electric)	\$4,432	\$4,881	\$7,229
Travel	\$294	\$1,086	\$416
Medical services (physicals)	\$672	\$280	\$210
Vehicle Maintenance	\$18,583	\$19,960	\$6,042
Equipment Maintenance	\$100	\$174	\$385
Radio Maintenance	\$1,058	\$932	\$932
Building Maintenance	\$2,473	\$3,487	\$2,435
Hazardous Waste Disposal	\$1,180	\$1,504	\$609
Para-transit Services	\$25,774	\$24,022	\$33,384
Training	\$373	\$1,203	\$1,365
RTAP Scholarship and Projects	\$11,487	\$1,750	\$1,750
Office Supplies	\$865	\$2,190	\$2,044
Heating Fuel	\$7,317	\$8,223	\$10,051
Gas and Oil	\$44,750	\$56,058	\$92,433
Tires and Tubes	\$8,396	\$8,468	\$6,209
Clothing	\$3,104	\$3,510	\$4,061
Small Tools	\$1,140	\$1,247	\$1,678
Cleaning Supplies	\$661	\$1,123	\$1,664
Vehicle Supplies	\$22,959	\$57,206	\$10,233
Building Cleaning Supplies	\$607	\$1,364	\$611
Dues and Memberships	\$232	\$315	\$1,047
Local Match for Planning	\$0	\$0	\$1,660
Total Expenditures	\$846,859	\$943,510	\$989,728

¹ These expenses include both Operating and Administrative expenses. See Annual Report on page 11 for more information.

**REVENUES
PAST THREE YEARS**

Itemized Operating Revenue	FY 2004	FY 2005	FY 2006
Farebox revenue	\$151,799	\$143,207	\$161,518
Advertising	\$15,515	\$15,783	\$7,470
State Funds	\$8,835	\$8,835	\$9,017
FTA - RTAP	\$11,487	\$1,750	\$1,750
FTA Section 5307	\$65,733	\$94,733	\$105,942
Local Operating Funds	\$593,490	\$679,202	\$704,031
Total Operating Revenue	\$846,859	\$943,510	\$989,728
Itemized FTA Capital			
FTA - Federal Capital Assistance	\$30,000	\$30,000	\$30,000
Local Capital Funds	\$7,500	\$7,500	\$7,500
Total Capital Funds	\$37,500	\$37,500	\$37,500

C. PASSENGER INFORMATION

SPBS counts ridership by fare category. Farebox revenue by passenger fare category was derived from ridership data [percentage of total “paying” customers (e.g. non-transfers or promotions) by category apportioned to total revenue].

**FAREBOX REVENUES BY PASSENGER FARE CATEGORY
PAST THREE YEARS ¹**

CATEGORY ²	FY 2004	FY 2005	FY 2006
Full Fare	\$110,974	\$104,432	\$109,110
Elderly	\$26,321	\$22,577	\$23,473
Disabled	\$1,329	\$1,313	\$2,047
Student	\$13,175	\$14,885	\$26,888
Total	\$151,799	\$143,207	\$161,518

~~Revenues by fare category were derived from percentages of “paying” riders by fare category, including those who used pre-purchased 10-ride tickets.~~

² Farebox revenue by passenger fare category was derived from ridership data and fares. SPBS counts ridership by fare category. The percentage of total ridership attributable to the fare category for each fiscal year was multiplied by the total farebox revenue for the fiscal year.

D. PROJECTED REVENUES, COSTS, TRIPS, VEHICLE MILES

The figures in the following table are for the entire system, and are for FY 2007, ending June 2007, and FY 2008 ending June 2008. As noted earlier, SPBS does not have the technology or support staff to accurately record revenues or costs by route. Ridership and mileage is collected by route. Estimates in the following table are extrapolated from other data (e.g., ridership by route and vehicle miles by route).

PROJECTED REVENUES, COSTS, TRIPS, VEHICLE MILES NEXT TWO YEARS								
ROUTE	REVENUES ¹		COSTS		ONE-WAY TRIPS		VEHICLE MILES	
	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
Route 1 - Willard Square*	\$106,673	\$115,711	\$366,092	\$376,429	66,938	67,606	74,635	77,625
Route 3 - Crosstown**	\$27,203	\$28,101	\$113,448	\$116,651	16,256	16,419	23,148	24,075
Route 4 - Maine Mall***	\$171,778	\$186,792	\$580,993	\$597,397	108,056	109,135	118,550	123,300
Total	\$305,654	\$330,604	\$1,060,533	\$1,090,477	191,250	193,160	216,333	225,000

Notes: ¹ Revenues do not include local operating funds or FTA Section 5307 capital.
 * 35% of revenue and trips; 34.5% of costs and miles
 ** 8.5% of revenue and trips; 10.7% of costs and miles
 *** 56.5% of revenue and trips; 54.8% of costs and miles

E. BUDGET

~~SPBS's budgets for fiscal years 2007 (year ending June 30, 2007) and 2008 (year ending June 30, 2008) are displayed in the following tables. Note that the difference between total revenues and expenses in the table below is provided by the municipality as "local operating funds."~~

BUDGET REVENUES AND EXPENSES NEXT TWO YEARS		
Itemized Expense	FY 2007	FY 2008
Hourly wages	\$478,673	\$492,214
Salary	\$64,292	\$66,220
Overtime	\$45,148	\$49,640

Itemized Expense (continued from prior page)	FY 2007	FY 2008
Other fees	\$3,200	\$3,200
Benefits (Medicare, health, retire, etc)	\$225,764	\$208,938
Printing and Binding	\$4,879	\$6,399
Advertising	\$3,700	\$6,000
Telephone	\$3,660	\$3,240
Utilities (water, sewer, electrical)	\$5,265	\$5,505
Travel	\$720	\$720
Medical Services (physicals)	\$210	\$210
Vehicle Maintenance	\$20,000	\$10,000
Equipment Maintenance	\$600	\$600
Radio Maintenance	\$1,480	\$1,480
Building Maintenance	\$2,000	\$2,800
Hazardous Waste Disposal	\$1,352	\$2,100
Para-transit Services	\$35,887	\$52,253
Project Services	\$0	\$10,000
Training	\$2,500	\$2,500
RTAP Scholarship and Projects	\$3,100	\$3,100
Office Supplies	\$1,650	\$1,650
Heating Fuel	\$8,000	\$8,000
Gas and Oil	\$95,787	\$102,209
Tires and Tubes	\$12,409	\$12,409
Clothing	\$5,157	\$3,990
Small Tools	\$1,500	\$1,500
Cleaning Supplies	\$900	\$900
Vehicle Supplies	\$30,000	\$30,000
Building Cleaning Supplies	\$500	\$500
Dues and Memberships	\$2,200	\$2,200
Total Expenditures	\$1,060,533	\$1,090,477
Itemized Operating Revenue		
Farebox Revenue	\$182,242	\$190,650
Advertising	\$1,500	\$12,416
State Funds	\$9,017	\$9,020
FTA - RTAP	\$3,100	\$3,100
FTA Section 5307	\$109,795	\$115,418
Local Operating Funds	\$754,879	\$759,873
Total Operating Revenue	\$1,060,533	\$1,090,477
Itemized FTA Capital		
FTA - Federal Capital Assistance	\$30,000	\$30,000
Local Capital Funds	\$7,500	\$7,500
Total Capital Funds	\$37,500	\$37,500

FLEET CONDITION

The South Portland Bus Service owns and operates a fleet of seven transit buses, all of which are wheelchair lift equipped. Each bus has three types of tie downs: lap belts, C-clamp wheel locks, and wheel chair belts. Bike racks are also installed on all buses. The fleet includes two 1999 Gilligs, three 1996 Orions, and two 2002 Thomas Dennis SLFs. These vehicles are listed in the following 2006 PTMS Vehicle Evaluation Summary table.

2007 PTMS VEHICLE EVALUATION SUMMARY FORM
SOUTH PORTLAND BUS SERVICE (CONTACT PERSON: RICK SARGENT; OPERATIONS SUPERVISOR)

Vehicle Information							
VIN	2B1519P79T6 032446	2B1519P72T6 032446	2B1519P72T6 032447	15GCA201X W1089330	15GCA2011 W1089331	5DF232DAX 2JA27448	5DF232I JA303
Fleet #	908	909	910	911	912	913	914
Vehicle Type*	SHDB	SHDB	SHDB	SHDB	SHDB	SHDB	SHD
Make, Model	Orion V	Orion V	Orion V	GilligPhantm	Gillig Phantm	Thms/Dens	Thms/d
Year	1996	1996	1996	1999	1999	2003	2003
Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
Fuel Use	6,462.4	6,699.4	7,886.6	5,636.8	5,581.9	6,135.9	5,338
Mileage	331,969	354,372	370,143	262,054	271,182	132,213	125,31
12-Month Mileage	29,403	32,490	39,263	26,178	26,727	34,575	27,36
Repair Cost -12 mo.	\$6,051.41	\$3,272.69	\$2,739.41	\$5,419.97	\$5,401.46	\$5,897.16	\$3,842
Repair Freq.-12 mo.**	A1-12, A2-17 B-19, C-34	A1-4, A2-13, B-16, C-20	A1-8, A2-18, B-9, C-20	A1-9, A2-16, B-13, C-61	A1-8, A2-16, B-13, C-56	A1-4, A2-13, B-23, C-65	A1-5, A2-13, B-24, C-65
Bus Appearance-interior	Good	Good	Good	Good	Good	Good	Good
Bus Appearance-exterior	Good	Good	Fair	Fair	Fair	Good	Good
ADA Accessibility	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Tie Downs***	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Announcement System	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Signage	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Passenger Amenities							
Air Conditioning	No	No	No	Yes	Yes	Yes	Yes
Working Heater	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Farebox	Mechanical	Mechanical	Mechanical	Mechanical	Mechanical	Mechanical	Mechanical

B (Standard Heavy Duty Bus)

Repair Frequency: A-1 – Routine Preventive Maintenance; A-2 – Routine Wheelchair lift/ramp Preventive Maintenance; B – Minor Repairs (vehicle taken out of service); C – Major Repairs (vehicle taken out of service).

Each bus has three types of tie downs: lap belts, C-clamp wheel locks, and wheel chair belts.

Inspector: Anthony Corey, Mechanic; and Rick Sargent, Operations Supervisor, Date of inspection: July 2006

SPBS

APPENDIX

**ROUTE 3 - CROSSTOWN
MONDAY - FRIDAY**

To MAINE MALL

Westbound	Ferry Village High St. & Sawyer St.						Community Center Evans St.		Cash Corner Redbank		JC Penny		Maine Mall Road Christmas Tree Shop		Wal-Mart
am 8:15	8:20	8:25	8:30	8:35	8:40	8:50	8:55	9:00	9:05	9:10	9:15	9:20	9:25	9:30	
9:40	9:45	9:50	9:55	10:00	10:05	10:15	10:20	10:25	10:30	10:35	10:40	10:45	10:50	10:55	
11:05	11:10	11:15	11:20	11:25	11:30	11:40	11:45	11:50	11:55	12:00	12:05	12:10	12:15	12:20	
pm 12:45	12:50	12:55	1:00	1:05	1:10	1:20	1:25	1:30	1:35	1:40	1:45	1:50	1:55	2:00	

**ROUTE 3 - CROSSTOWN
MONDAY - FRIDAY**

To WILLARD SQUARE

Westbound	Running Hill Road Target		Eastbound Ar. Dep. Maine Mall JC Penny		Community Center Evans St.		JC Penny		Maine Mall Road Christmas Tree Shop		Wal-Mart
am 9:00	9:05	9:10	9:15	9:20	9:25	9:30	9:35	9:40	9:45	9:50	9:55
10:25	10:30	10:35	10:40	10:45	10:50	10:55	11:00	11:05	11:10	11:15	11:20
11:50	11:55	12:00	12:05	12:10	12:15	12:20	12:25	12:30	12:35	12:40	12:45
pm 1:30	1:35	1:40	1:45	1:50	1:55	2:00	2:05	2:10	2:15	2:20	2:25

All trips run into 1700 Broadway to and from the Maine Mall



**NO CROSSTOWN SERVICE
ON SATURDAY**

HOLIDAY SERVICE

All Minor Holidays, Martin Luther King, Presidents Day, Patriots Day, and Columbus Day, run on a **Saturday Schedule**

NO Bus Service on:

New Year's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and Christmas Day.



WE'RE ACCESSIBLE

NO BUS SERVICE SUNDAY

**ROUTE 1 - WILLARD SQUARE
MONDAY - FRIDAY**

To WILLARD SQUARE					To PORTLAND					
Outbound	Waterman Drive & Yankee Ford	Ferry Village High St & Sawyer St	SMCC	Pillsbury & Cottage Rd	Inbound Arr./Dep. Ocean St & Sawyer St	Pillsbury & Cottage Rd	SMCC	Ferry Village High St & Sawyer St	City Hall & Cottage Road	Forest Ave & Congress
					6:15	6:20	6:22	6:25	6:30	6:40
					6:40	6:45	6:47	6:55	7:00	7:10
am 6:40	6:50	6:57	7:00	7:02	7:10	7:15	7:17	7:25	7:30	7:40
7:10	7:20	7:27	7:30	7:32	7:40	7:45	7:47	7:55	8:00	8:10
7:40	7:50	7:57	8:00	8:02	8:10	8:15 C				
8:10	8:20	8:27	8:30	8:32	8:40	8:45	8:47	8:55	9:00	9:10
8:40	8:50	8:57	9:00	9:02	9:10	9:15	9:17	9:25	9:30	9:40
9:10	9:20	9:27	9:30	9:32	9:40	9:45	9:47	9:55	10:00	10:10
10:10	10:20	10:27	10:30	10:32	10:40	10:45	10:47	10:55	11:00	11:10
11:10	11:20	11:27	11:30	11:32	11:40	11:45	11:47	11:55	12:00	12:10
pm 12:10	12:20	12:27	12:30	12:32	12:40	12:45	12:47	12:55	1:00	1:10
1:10	1:20	1:27	1:30	1:32	1:40	1:45	1:47	1:55	2:00	2:10
					2:15	2:20	2:22	2:30	2:35	2:45
2:15	2:25	2:32	2:35	2:37	2:45	2:50	2:52	3:00	3:05	3:15
2:45	2:55	3:02	3:05	3:07	3:15	3:20	3:22	3:30	3:35	3:45
3:15	3:25	3:32	3:35	3:37	3:45	3:50	3:52	4:00	4:05	4:15
3:45	3:55	4:02	4:05	4:07	4:15	4:20	4:22	4:30	4:35	4:45
4:15	4:25	4:32	4:35	4:37	4:45	4:50	4:52	5:00	5:05	5:15
4:45	4:55	5:02	5:05	5:07	5:15	5:20	5:22	5:30	5:35	5:45
5:15	5:25	5:32	5:35	5:37	5:45	5:50	5:52	6:00	6:05	6:20
* 5:45	5:55	6:02	6:05	6:07	6:15	End of Run	--	--	--	--
* 6:20	6:30	6:37	6:40	6:42	6:50	End of Run	--	--	--	--
7:10	7:20	7:27	7:30	7:32	7:40	7:45	7:47	7:50	7:55	8:00
* 8:00	8:10	8:12	8:15	8:17	8:20	End of Run	M9:00		M9:05	M9:15
* 10:20	10:30	10:32	10:35	10:37	10:40	End of Run	--	--	--	--

C - Becomes Rte. 3 Crosstown bus, does not go back into Portland.

M - Extended Maine Mall Route 4 via SMCC.

* - Runs throughout Willard Rte. then comes to garage.

SATURDAY

To WILLARD SQUARE				To PORTLAND				
Outbound	Waterman Drive & Yankee Ford	Inbound Arr./Dep. Ocean St & Sawyer St	Pillsbury & Cottage Rd	SMCC	Ferry Village High St & Sawyer St	City Hall & Cottage Road	Forest Ave & Congress	
		6:50	6:52	6:55	6:57	7:00	7:15	
am 8:45	8:55	9:05	9:07	9:10	9:13	9:15	9:30	
		10:05	10:07	10:10	10:12	10:15	10:30	
11:00	11:10	11:20	11:22	11:25	11:28	11:30	11:45	
pm 12:00	12:10	12:20	12:22	12:25	12:27	12:30	12:45	
1:15	1:25	1:35	1:37	1:40	1:43	1:45	2:00	
2:15	2:25	2:35	2:37	2:40	2:43	2:45	3:00	
* 3:30	3:40	3:50	3:52	3:55	3:58	End of Run	--	
4:30	4:40	4:50	4:52	4:55	4:57	5:00	5:15	
* 6:45	6:55	7:00	7:02	7:05	7:07	End of Run	--	

On Saturday the Willard Square bus extends to the Maine Mall after going to Portland.

On Saturday the Willard Square bus runs up Ocean St. to Sawyer St. after coming from Portland

* - Runs throughout Willard Square route then returns to garage

**ROUTE 3 - CROSSTOWN
MONDAY - FRIDAY**

To MAINE MALL

Westbound						Arrives/		
Departs	Ferry Village		Community			Departs	Maine	
Pillsbury & Cottage Rd	High St. & Sawyer St.	City Hall Cottage Rd.	Center Evans St.	Cash Corner	Redbank	Maine Mall	Mall Road Christmas Tree Shop	Wal-Mart
am 8:15	8:20	8:25	8:30	8:35	8:40	8:50	8:55	9:00
9:40	9:45	9:50	9:55	10:00	10:05	10:15	10:20	10:25
11:05	11:10	11:15	11:20	11:25	11:30	11:40	11:45	11:50
pm 12:45	12:50	12:55	1:00	1:05	1:10	1:20	1:25	1:30

**ROUTE 3 - CROSSTOWN
MONDAY - FRIDAY**

To WILLARD SQUARE

Eastbound						Arrives	
	Running Hill Road	Maine Mall	Community Center	Cash Corner	Evans St.	Pillsbury & Cottage Rd	
Wal-Mart	Target	JC Penny	Redbank	Cash Corner	Evans St.	Pillsbury & Cottage Rd	
am 9:00	9:05	9:10	9:15	9:20	9:25	9:40	
10:25	10:30	10:35	10:40	10:45	10:50	11:05	
11:50	11:55	12:05	12:20	12:25	12:30	12:45	
pm 1:30	1:35	1:40	1:45	1:50	1:55	2:10	

All trips run into 1700 Broadway to and from the Maine Mall



**NO CROSSTOWN SERVICE
ON SATURDAY**

HOLIDAY SERVICE

All Minor Holidays, Martin Luther King, Presidents Day, Patriots Day, and Columbus Day, run on a **Saturday Schedule**

NO Bus Service on:

New Year's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and Christmas Day.



WE'RE ACCESSIBLE

NO BUS SERVICE SUNDAY

Your ticket to ride is coming to a bus stop near you!

The Summer Youth pass is a safe, affordable and convenient solution to your transportation needs. Take the METRO or South Portland City Bus where you want to go in our service area - Portland, Westbrook, South Portland and Falmouth.

Head to... the beach, mall, movies, in-town Portland and the Old Port, Casco Bay Ferry Terminal, Portland Trains, museums, shopping, summer jobs, day camps, recreation centers, visiting friends, family...



Bike racks are on all buses, so take your bike with you!

To take your bike with you, remove loose items from your bike, release the latch on the bike rack and load your bike onto the rack in the front of the bus. Then board the bus and enjoy the ride. Inform the bus driver that you will be unloading your bike as you approach your stop.

Get on the Bus This Summer!

If you don't already have your Summer Youth Bus Pass, what are you waiting for?

Passes are available at many of the same locations where you find bus schedules, or you can order your bus pass by filling out this form. Sign up for a bus pass by July, and your name will be entered into a random drawing to win a bike donated from L.L. Bean.

If you live in Portland, Westbrook or Falmouth, please send your application and check for \$20, payable to METRO, to: METRO, Summer Youth Pass, 114 Valley Street, Portland, ME 04102.

If you live in South Portland, please send your application and check for \$20 to City of South Portland, Summer Youth Pass, 42 O'Neil Street, South Portland, ME 04106.

Name _____
Birth Date _____
Address _____
City _____
State _____ ZIP _____
Daytime Phone _____
E-mail _____
Name of Parent or Guardian _____

Pass holder must be 18 years of age or younger.
Pass is NOT transferable and cannot be replaced if lost.



Get on the Bus this Summer with the 2006 Summer Youth Pass



For only \$20...

children and teens - ages 18 and younger - can ride the METRO and the South Portland City Bus anywhere the bus goes, anytime from June - August.



For more information, visit -
www.gpmetrobus.com and
www.southportland.org

Where can I find a bus schedule?

Bus schedules are available at your local City Hall, schools, libraries, Shaw's and Hannaford Supermarkets, the Maine Mall, METRO Pulse (Elm Street in Portland) and at a variety of other locations. Schedules are also posted at many bus shelters. Route schedules are also available online at:

www.gpmetrobus.com

and

www.southportland.org

(click on the links to access the bus schedules)

Questions? Call METRO at 774-0351 or South Portland City Bus at 787-5556.



Where do I wait for the bus?

Look for the METRO and/or South Portland bus stop signs. Use a hand motion to signal the bus driver at the bus stop. It is a good idea to arrive



at your bus stop five

minutes before the bus is

due to arrive. The route you want to take will be displayed on the top of the bus. But remember, don't be afraid to ask the bus driver questions about the route, when you get on the bus. They are there to help.

How do I pay my fare?

With your Summer Youth Pass, you simply show the bus driver your pass. If you don't have a pass, you would ask for a free transfer after you pay your fare, and give the transfer to the next bus driver.



→ Say you live at Willard Square and want to take a ferry ride to Peaks Island. Hop on the Route 1 South Portland Bus to Congress St in Portland. Then transfer to the #8 METRO Bus to Casco Bay Lines. ←

have a Summer Youth Pass, deposit the exact fare (\$1 for students) into the fare box.

How do I signal to get off the bus?

Pull either the vertical or horizontal cord inside the bus one block before your desired stop.

Frequently Asked Questions:

How do I transfer between METRO and the South Portland Bus?

With your Summer Youth Pass, you simply show the bus driver your pass. If you don't have a pass, you would ask for a free transfer after you pay your fare, and give the transfer to the next bus driver.

→ Say you live at Willard Square and want to take a ferry ride to Peaks Island. Hop on the Route 1 South Portland Bus to Congress St in Portland. Then transfer to the #8 METRO Bus to Casco Bay Lines. ←

Can I bring my skateboard and music?

Yes, as long as you hold on to your skateboard, while riding on the bus, and wear headphones when you listen to music.

What if I lose something on the bus?

Chances are good that if you call METRO or South Portland City Bus soon after you lose your item, it can be located.

South Portland Bus Routes

Route #1 Willard Square

Willard Beach is just one short block away from this bus stop!

Route #3 CrossTown

Route #4 Maine Mall

METRO Bus Routes

Route #1 Congress Street

Route #2 Forest Ave./Riverton

Route #3 Stevens Ave./North Deering

Route #4 Westbrook/Brighton Ave.

Route #5 Maine Mall/Portland Transportation Center (PTC)

Ride to Hallock Field, Deering Oaks Park or the Maine Mall.

Route #6 North Deering/Washington Ave.

Route #7 Falmouth

Take a hike at the Audubon Society in Falmouth

Route #8 Pennington, Casco Bay Lines

Catch a ferry to Peaks, Chebeague or another island in Casco Bay. Don't forget to bring your bike!

And Remember...

riding the bus is fun and easy. Plus, it beats always having to ask your parents for a ride.



**BUS
SERVICE**
767-5556

SMCC Park and Ride



Free ride for students and faculty with school I.D.

Expires September 15th, 2006

Special SMCC Student tickets available for \$5.00 at:

In Campus Book Store

See complete schedule's timetable for connections to other routes.

We can help *YOU* get there!

**ROUTE 1 - WILLARD SQUARE
MONDAY - FRIDAY**

To WILLARD SQUARE					To PORTLAND					
Outbound	Waterman	Ferry			Inbound	Ferry				
Route	Drive	Village	Pittsboro		Route 1	Village	City Hall	Forest		
A	Yarles	High St	&	College Rd	Green St	High St	&	Ave		
Compass	Front	Sayer St	SMCC	College Rd	Green St	College Rd	SMCC	Sayer St	Compass	
					6:15	6:20	6:22	6:25	6:30	6:40
					6:40	6:45	6:47	6:50	7:00	7:10
					7:10	7:15	7:17	7:20	7:30	7:40
					7:40	7:45	7:47	7:50	8:00	8:10
					8:10	8:15	8:17	8:20	8:30	8:40
					8:40	8:45	8:47	8:50	9:00	9:10
					9:10	9:15	9:17	9:20	9:30	9:40
					9:40	9:45	9:47	9:50	10:00	10:10
					10:10	10:15	10:17	10:20	10:30	10:40
					10:40	10:45	10:47	10:50	11:00	11:10
					11:40	11:45	11:47	11:50	12:00	12:10
					12:40	12:45	12:47	12:50	1:00	1:10
					1:40	1:50	1:52	2:00	2:00	2:10
					2:10	2:20	2:22	2:30	2:30	2:40
					2:40	2:50	2:52	3:00	3:00	3:10
					3:10	3:20	3:22	3:30	3:30	3:40
					3:40	3:50	3:52	4:00	4:00	4:10
					4:10	4:20	4:22	4:30	4:30	4:40
					4:40	4:50	4:52	5:00	5:00	5:10
					5:10	5:20	5:22	5:30	5:30	5:40
					5:40	5:50	5:52	6:00	6:00	6:20
					6:10	6:20	6:22	6:30	6:30	6:40
					6:30	6:37	6:40	6:40	6:40	6:40
					7:10	7:15	7:17	7:20	7:30	7:40
					8:20	8:25	8:27	8:30	8:40	8:50
					10:40	10:45	10:47	10:50	11:00	11:10

C - Becomes Rte. 3 Crosstown bus, does not go back into Portland.
M - Extended Maine Mall Route 4 via SMCC.
* - Runs throughout Willard Rte. then comes to garage.

SATURDAY

To WILLARD SQUARE					To PORTLAND					
Outbound	Waterman	Ferry			Inbound	Ferry				
Route	Drive	Village	Pittsboro		Route 1	Village	City Hall	Forest		
A	Yarles	High St	&	College Rd	Green St	High St	&	Ave		
Compass	Front	Sayer St	SMCC	College Rd	Green St	College Rd	SMCC	Sayer St	Compass	
					6:50	6:52	6:55	6:57	7:00	7:10
					9:05	9:07	9:10	9:13	9:15	9:30
					10:05	10:07	10:10	10:12	10:15	10:30
					11:00	11:00	11:02	11:05	11:30	11:40
					12:00	12:00	12:02	12:05	12:30	12:40
					1:10	1:25	1:35	1:40	1:40	2:00
					2:10	2:25	2:35	2:40	2:40	3:00
					* 3:30	3:40	3:50	3:55	3:55	3:55
					* 4:30	4:40	4:50	4:55	4:57	5:00
					* 6:55	7:00	7:02	7:05	7:07	7:10

On Saturday the Willard Square bus extends to the Maine Mall after going to Portland.
On Saturday the Willard Square bus runs up Ocean St. to Sayer St. after coming from Portland.
* Runs throughout Willard Square route then returns to garage.



CITY OF SOUTH PORTLAND

MAURIE S. BECKER
Mayor

JAMES H. GALEY
Interim City Manager

MARY EARL
Corporation Counsel

SUSAN M. MOONEY
City Clerk

**IN CITY COUNCIL
ORDER #12-06/07**

ORDERED, that the Interim City Manager be and hereby is authorized to implement the FY 2007 Capital Improvement Program as shown attached:

Fiscal Note: \$3,557,000

Dated: July 17, 2006

District One
CLAUDE V. MORGAN

District Two
KATHERINE H. LORING

District Three
ROSEMARIE DE ANJELIS

District Four
MAURIE S. BECKER

District Five
JAMES H. GALEY

At Large
LINDA R. BOUTREAU

At Large
RALPH C. BAXTER SR.

Police Department - Dispatch Console and Equipment Upgrade - Phase I	\$50,000	Surplus
Police Department - Neighborhood Speed Mitigation	\$25,000	Surplus
Total Public Safety	\$332,000	

Public Works and Transportation

Bus Service - Transit Bus Reserve	\$31,000	Surplus ✓
Public Works - Dump Truck with Plow (4)	\$660,000	Highway Block Grant
Public Works - One Ton Dump with Side Dump	\$45,000	General Fund Reserve
Public Works - Pedestrian Warning Signal - Broadway	\$12,000	Surplus
Public Works - Waterman Drive Reconfiguration - Phase I	\$100,000	\$50,000 - Grant \$50,000 - Surplus
Public Works - Willard Square Improvements - Phase I	\$50,000	\$50,000 - Surplus
Waterfront - Port Harbor Marine Facility Water Service Line Replacement	\$90,000	Surplus
Total Public Works and Transportation	\$988,000	

Grand Total \$3,557,000

Bus Service

Transit Bus and Capital Reserve

During the 2003 budget process when draconian programmatic budget cuts were proposed, the city council carefully reviewed the Bus Service's capital reserve fund requirements from 2002 through 2014. It was analyzed looking 12 years ahead because transit buses, typically the most expensive purchases, are replaced on a twelve-year cycle.

In the past, the city set aside a significant portion of its Federal Transit Administration grants to purchase buses, or paid the entire cost of a vehicle with reserves or surplus. As a change to past practice, Maine Department of Transportation advises they will continue to request federal earmark grants and state bond money to provide buses to municipal fixed route providers (such as the two South Portland Bus Service buses we received in 2002). The commitment by MDOT means we should no longer need to set aside additional city funds beyond the 20% local match for buses, but we still must come up with the 20% local match.

The city also uses federal capital grants for eligible expenditures such as bus shelters, maintenance equipment, service trucks, etc. These grants also require a 20% local match.

Based on a twelve-year "look-ahead," it was determined that reducing the city's annual contribution to the capital reserve account from \$64,000 per year to \$31,000 per year would adequately meet the city's future needs to fund the required 20% local match for all eligible federal capital projects.

Project Cost:	\$31,000
Funding Source:	\$31,000 Surplus
Source of Cost Estimate:	Analysis during FY 2003 budget process
Projected Useful Life:	12 years



CITY OF SOUTH PORTLAND

James E. Brown
Mayor

Jeffrey K. Jordan
City Manager

Susan M. Mooney
City Clerk

Mary Kahl
Corporation Counsel

**IN CITY COUNCIL
ORDER #19-05/06**

District One
David A. Jacobs

District Two
Thomas S. Marita

District Three
Rosemarie DeAngelis

District Four
Maxine R. Beecher

District Five
James Hughes

At Large
Linda E. Boldreau

At Large
Robert W. Fickett, Jr.

ORDERED, that the City Manager be and hereby is authorized to implement the FY 2006 Capital Improvement Program as shown attached:

Fiscal Note: \$4,000,000

Dated: July 18, 2005

Public Safety

Fire Department - Fire Truck Reserve	\$200,000	Surplus
Fire Department - Rescue Replacement	\$135,000	Fire Truck Reserve
Fire Department - Willard Ladder Two Rehabilitation	\$35,000	Fire Truck Reserve
Police Department - Camcorders (11)	\$83,000	\$66,000 Police Outside Overtime, \$17,000 US Justice Assistance Grants
Police Department - Computers	<u>\$45,000</u>	\$20,000 Asset Forfeiture Reserve; \$25,000 - Surplus
Total Public Safety	\$498,000	

Public Works and Transportation

Bus Service - Automatic Vehicle Locators	\$34,000	\$15,000 - Section 38 MDOT Grant; \$19,000 Surplus
Bus Service - Transit Bus Reserve	<u>\$31,000</u>	Surplus
Public Works - Dump Truck with plow	\$145,000	MDOT Local Road Assistance Block Grant
Public Works - Front End Loader	\$150,000	Land Fill Reserve
Public Works - Maine Mall Street Lights	\$720,000	Fairchild TIF Reserves
Public Works - Sidewalk Tractor	\$75,000	Surplus
Public Works - Street Paving Program	<u>\$500,000</u>	Surplus
Total Public Works and Transportation	\$1,655,000	
Grand Total	<u>\$4,000,000</u>	

Bus Service

Transit Bus and Capital Reserve

During the 2003 budget process when draconian programmatic budget cuts were proposed, the city council carefully reviewed the Bus Service's capital reserve fund requirements from 2002 through 2014. It was analyzed looking 12 years ahead because transit buses, typically the most expensive purchases, are replaced on a twelve-year cycle.

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Project Cost:	\$31,000
Funding Source:	\$31,000 Surplus
Source of Cost Estimate:	Analysis during FY 2003 budget process
Projected Useful Life:	12 years

Nº 9386

**DRIVER'S VEHICLE INSPECTION REPORT
SOUTH PORTLAND BUS SERVICE**

42 O'Neil Street
South Portland, Maine
04106

BUS NO. _____ DATE: _____ TIME: _____ A.M. _____ P.M.
HUBOMETER READING _____ FUEL _____

CHECK ANY DEFECTIVE ITEM AND GIVE DETAILS UNDER "REMARKS"

- | | | | |
|--|--|---------------------------------------|---|
| <input type="checkbox"/> Air Compressor | <input type="checkbox"/> Fuel Tanks | <input type="checkbox"/> Tires | <input type="checkbox"/> Safety Equipment |
| <input type="checkbox"/> Battery | <input type="checkbox"/> Charging System | <input type="checkbox"/> Wheels | <input type="checkbox"/> Fire Extinguisher |
| <input type="checkbox"/> Body | <input type="checkbox"/> Heater | <input type="checkbox"/> Lights | <input type="checkbox"/> Flags - Flares - Fuses |
| <input type="checkbox"/> Brake Accessories | <input type="checkbox"/> Tachograph | <input type="checkbox"/> Turn Signals | <input type="checkbox"/> Starter |
| <input type="checkbox"/> Brakes | <input type="checkbox"/> Tire Chains | <input type="checkbox"/> Horn | <input type="checkbox"/> Steering |
| <input type="checkbox"/> Instruments | <input type="checkbox"/> Transmission | <input type="checkbox"/> Mirrors | <input type="checkbox"/> Wheelchair Lift |
| <input type="checkbox"/> Defroster | <input type="checkbox"/> Windows | <input type="checkbox"/> Muffler | <input type="checkbox"/> Other |
| <input type="checkbox"/> Drive Line | <input type="checkbox"/> Windshield | <input type="checkbox"/> Oil Pressure | |
| <input type="checkbox"/> Engine | <input type="checkbox"/> Windshield Wipers | <input type="checkbox"/> Radiator | |
| <input type="checkbox"/> Front Axle | <input type="checkbox"/> Reflectors | <input type="checkbox"/> Rear End | |

REMARKS: _____

- I certify that a PRE-TRIP inspection on the above equipment was made.
 CONDITION OF THE ABOVE VEHICLE IS SATISFACTORY.
 ABOVE DEFECTS NEED NOT BE CORRECTED FOR SAFE OPERATION OF VEHICLE.

REPORTING DRIVER Name _____ Date _____	MAINTENANCE ACTION Date _____ Repairs Made <input type="checkbox"/> No Repairs Needed <input type="checkbox"/>
REVIEWING DRIVER Name _____ Date _____	MECHANIC SIGNATURE: _____
Shop Remarks: _____	

Par 396.11 Federal Motor Carrier Safety Regulations
Vehicle Condition Report By Driver. Except as provided for driveaway/towaway operations in Par 396.15, every motor carrier operating more than one motor vehicle shall require its drivers to report and every driver shall prepare such a report in writing at the completion of his day's work or tour of duty, which report shall list any defects or deficiency of the motor vehicle discovered by said driver or reported to him as would be likely to affect the safety of operation of the motor vehicle or result in its mechanical breakdown or shall indicate that no such defects or deficiencies were discovered by or reported to him. Such reports shall be carefully examined, the defects reported thereon shall be checked and the report shall be retained by the motor carrier for a period of a least 3 months.

Equipment Repair Order

Work Order **894**

Equip ID/Dept	Make/Model/Description	Hour Meter Reading	Mileage	Start Date	Mechanic's Signature
914	THOMAS		129159	8/15/2006	TONY COREY
TRANSIT				End Date	
				8/15/2006	

Work Description					
Code	Work Performed	Date	Labor Type	Labor Rate	
		Mechanic	Labor Hours	Labor Cost	
SR	Replaced front shoes, clips and spring kits for front tires	8/15/2006	BASE	\$18.48	
		468	6.00	\$110.88	
				Total Labor Cost	\$110.88

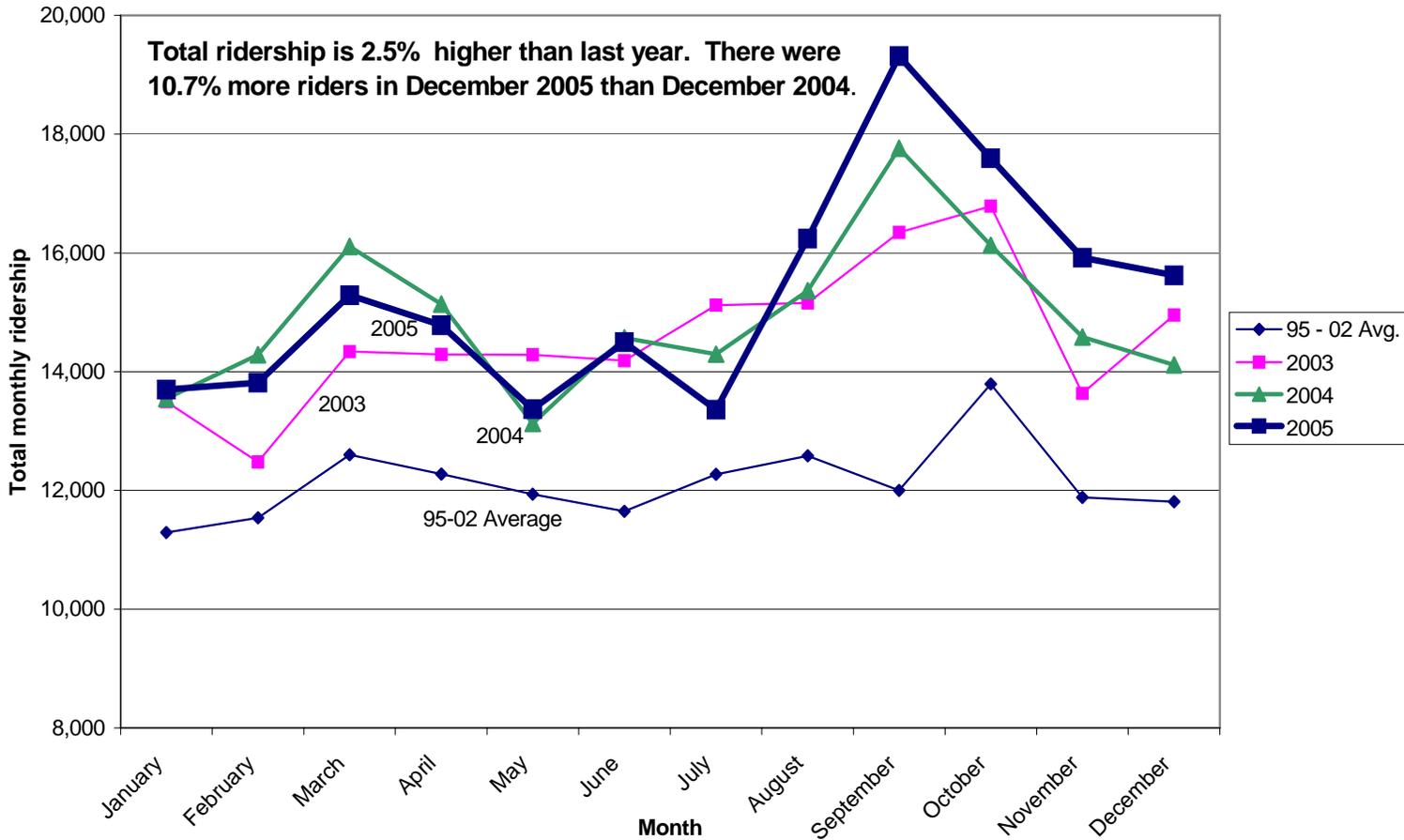
Parts					
Part Number	Description	Quantity	Units	Unit Cost	Total Cost
06548125	BRAKE SHOE CLIP	3.00	EACH	\$2.01	\$6.03
J600402	BRAKE SHOES	2.00	PAIR	\$203.74	\$407.48
0653251	BRAKE SPRINGS	1.00	EACH	\$0.99	\$0.99
06532516	BRAKE SPRING	1.00	EACH	\$0.59	\$0.59
Total Parts Cost:					\$415.09

Total Parts:

WorkOrder Total: \$525.97

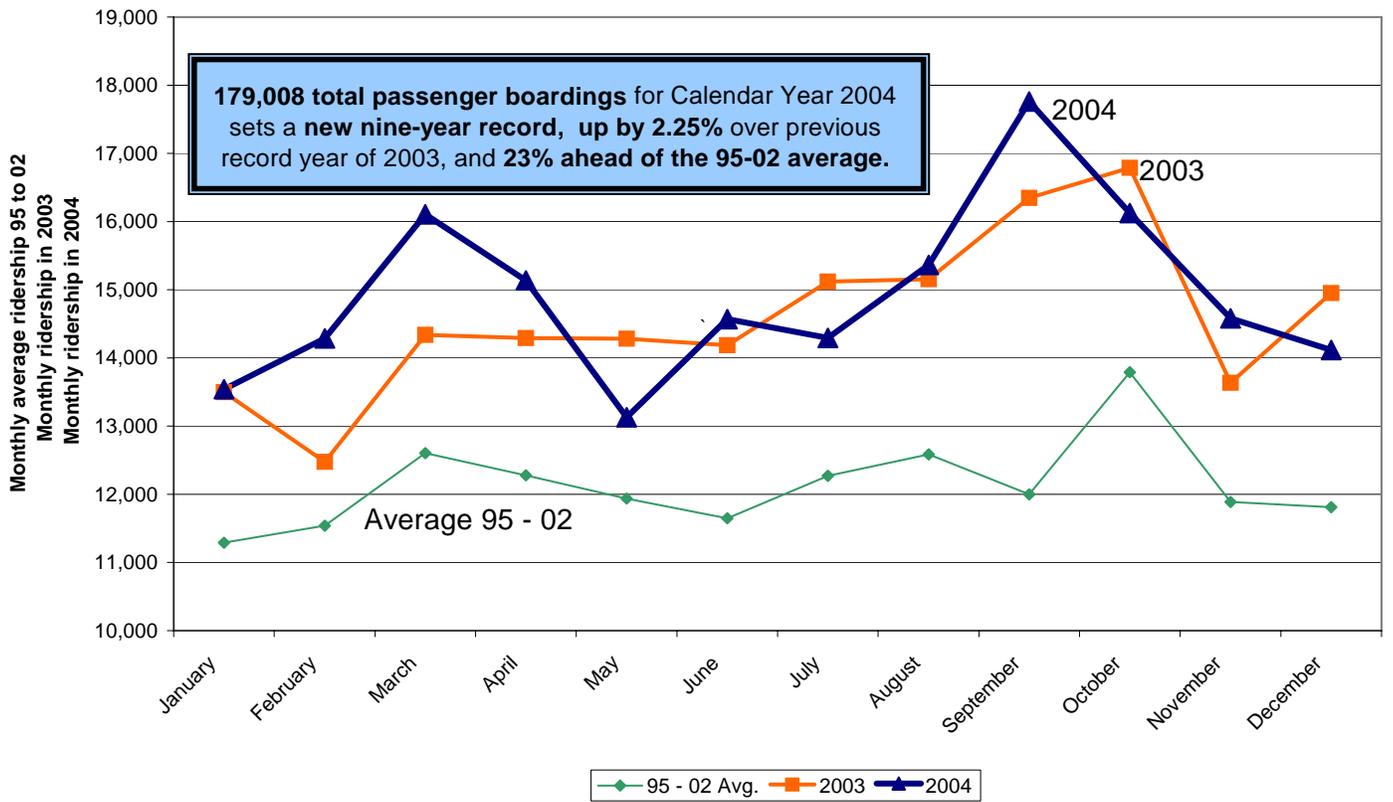
South Portland Bus Service

Calendar Year 2005 Ridership by month
compared with Calendar Years 2003, 2004 and the 1995-2002 average



South Portland Bus Service

Monthly Average Ridership from Calendar Years 1995 to 2002 compared to 2003 and 2004



MDOT REGION 6
BIENNIAL OPERATIONS PLAN
FY 2007 AND FY 2008
CASCO BAY ISLAND TRANSIT DISTRICT

CASCO BAY ISLAND TRANSIT DISTRICT

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MDOT REGION 6 BIENNIAL OPERATIONS PLAN

CASCO BAY ISLAND TRANSIT DISTRICT (CBITD)

PROJECT DESCRIPTION

A. URBAN AND RURAL TRANSPORTATION PROVIDER

Provider: Casco Bay Island Transit District
Contact Person: Catherine Debo, General Manager
Address: P.O. Box 4656, Portland, Maine 04101
Telephone: 207-774-7871

B. SERVICE

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

C. GEOGRAPHIC AREA

The Casco Bay Island Transit District (CBITD) is a quasi-municipal, non-profit corporation established to provide public ferry service to Peaks Island and the Down Bay and Inner Bay Islands from the Maine State Pier in the City of Portland. Service is provided to Peaks Island, Cliff Island, Chebeague Island, Long Island, Great Diamond Island (State Wharf and Diamond Cove), and Little Diamond Island. Peaks, Little Diamond, Great Diamond and Cliff Islands are a part of the City of Portland.

D. SERVICE DESCRIPTION

CBITD operates two routes: the Peaks Island Route and the Down Bay Route.

- 1. The Peaks Island Route** consists of nearly hourly passenger service seven days per week between the Ferry Terminal in Portland and Peaks Island. The car ferry transports cars and passengers five to seven days per week depending on the season.
- 2. The Down Bay Route** consists of service four to five times per day seven days per week between the Ferry Terminal in Portland and the following islands: Cliff Island, Chebeague Island, Long Island, Great Diamond Island (State Wharf and Diamond Cove) and Little Diamond Island.

E. FARE STRUCTURE

CBITD maintained fares for 2002 and 2003 and increased some passenger fares and all freight charges in 2004. CBITD maintained fares for 2004 and 2005 and imposed a surcharge due to increased fuel costs in January of 2006 in the amount of 25 cents per round-trip ticket, \$1.25 per commuter book and \$5.00 per vehicle. An across the board increase of 15% for tickets, freight and vehicles is planned for April of 2007. The following are CBITD fares for 2006:

**Round-Trip Ticket Fares
(Off-Peak Season Rates (Winter) – October 10 through April 13)
(Fares apply between Portland and Islands in Casco Bay)**

Regular: 60-Day Ticket

	<u>Adult</u>	<u>Child/Senior/Handicapped</u>
Peaks Island	\$3.25	\$1.60
Little Diamond Island	4.05	2.00
Great Diamond Island	4.35	2.15
Diamond Cove	4.90	2.45
Long Island	4.90	2.45
Chebeague Island	5.50	2.75
Cliff Island	6.00	3.00

Commuter Book Fares (Winter)

5 Round-Trip Tickets

Peaks Island	\$12.50
Little Diamond Island	14.95
Great Diamond Island	16.25
Diamond Cove	17.50
Long Island	17.50
Chebeague Island	19.10
Cliff Island	21.25

Monthly and Annual Pass Rates

	Monthly	Annual
Peaks Island	\$65.00	\$715.00
Little Diamond Island	68.50	755.00
Great Diamond Island	75.25	825.00
Diamond Cove	80.00	855.00
Long Island	80.00	880.00
Chebeague Island	92.75	1,020.00

Cliff Island	101.50	1,115.00
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Animal Rates

The regular rate for transportation of an animal to any of the islands is \$3.25 for the round trip. An animal Commuter Ticket book of five round-trip tickets is \$10.00 for any of the islands.

Bicycle Rates

Winter:

All Islands	\$4.25 Regular; \$2.00 Child
	\$10.00 for 5-ticket book

Summer:

All Islands	\$5.25 Regular; \$2.50 Child
	\$15.00 for 5-ticket book

Monthly Pass – All Islands \$25.00

Round-Trip Ticket Fares

(Peak Season Rates (Summer) – April 15 through October 9)

(Fares apply between Portland and Islands in Casco Bay)

Regular: 60-Day Ticket

	<u>Adult</u>	<u>Child/Senior/Handicapped</u>
Peaks Island	\$6.25	\$3.10
Little Diamond Island	6.75	3.35
Great Diamond Island	7.25	3.60
Diamond Cove	8.25	4.10
Long Island	8.25	4.10
Chebeague Island	9.00	4.50
Cliff Island	9.50	4.75

Commuter Book Fares (Summer)

5 Round-Trip Tickets

Peaks Island	\$19.25
Little Diamond Island	21.25
Great Diamond Island	23.25
Diamond Cove	24.25
Long Island	24.25
Chebeague Island	29.25

F. PROPOSED CUTBACKS, EXPANSIONS

1. **Cutbacks.** No cutbacks are planned.
2. **Expansions.** CBITD added 9:15 PM commuter service to Great Diamond on Tuesdays and Thursdays for the winter schedule. No other expansions are planned at this time.

G. CHARTER SERVICE

CBITD provides incidental tour and charter services.

H. COMPETITION WITH NON-SUBSIDIZED SERVICE

CBITD provides the “life line” service to the islands, 365 days per year. There are four trips per day minimum to Down Bay Islands and fourteen trips per day minimum to Peaks Island. The regular route service is not in competition with, nor supplemental to any other service except perhaps the service to Chebeague Island. The Chebeague Transportation Company, a private company, provides regularly scheduled ferry service from the mainland (Cousins Island in Yarmouth) to Chebeague Island. CBITD provides limited passenger service to those Chebeague Island residents who want to travel between Chebeague Island and Portland instead of to and from Cousins Island in Yarmouth.

I. PASSENGER STUDIES/SURVEYS

No passenger surveys or studies were performed during the past three years.

PROJECT COORDINATION**A. PROJECT COORDINATION WITH SOCIAL SERVICE AGENCIES**

Not applicable. CBITD does not have any contracts with social service providers.

B. SOCIAL SERVICE CONTRACTS

None

C. COORDINATION WITH PROVIDERS

CBITD is a member of the PACTS Transit Committee. PACTS is the Metropolitan Planning Organization that allocates federal transit and highway funds utilizing the 3C planning process.

CBITD also participates in RTP’s Half Fare Card program.

DISCRIMINATION

No complaints have been filed.

DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES

A. POTENTIAL DBE/WBE

The following registered DBE/WBE's were identified and contacted:

Ganneston Construction Corp.
Stacy Morrison
7270 N. Belfast Ave
P.O. Box 27
Augusta, ME 04332-0027

Indus Engineering
B. Sharan Vijay
21 Delwin Dr.
N. Yarmouth, ME 04097

LNC Landscape Architecture
Lisa Cowan
102 Tuttle Rd
Cumberland, ME 04021

Portland Air Conditioning, INC.
Kathryn Mooney
40 Manson Libby Rd
Scarborough, ME 04074

Portland Asphalt, LLC
Colin Fletcher
259 Main St.
Portland, CT 06480

Rosengren Landscaping
Edna Rosengren
4 Lambert Rd.
Freeport, ME 04032

Country Fare, Inc
Gay S. Gallant
1549 Augusta Rd.
Bowdoin, ME 04008-0066

B. MONETARY GOALS

CBITD has endeavored to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services. As a direct recipient of FTA funds, CBITD was required to file a DBE/WBE Program, which was approved by the FTA on April 11, 2000. FY 2007 DBE/WBE goals were calculated using a monetary goal of .57%. Based on current estimates and calculations, and given that the number of registered

DBE/WBE remains unchanged, FY 2008 goals are estimated to remain unchanged at .57%.

For 2007, CBITD will likely use approximately \$350,000 in Formula funds (capital preventative maintenance) and \$500,000 in capital funds for on-site improvements to the Ferry Terminal for a total of \$850,000 in FTA funds in FY 2007. With a .57% monetary goal, the DBE/WBE contracting opportunity would be \$4,845.

For FY 2008, CBITD's capital budget contains \$885,000 in contractible services using federal/state transportation funds. With a .57% monetary goal, the contracting opportunity would be \$5,045.

C. ADVERTISING

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

D6 Saturday, October 7, 2006

ANNOUNCEMENTS

100 Angles

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); KVCAF (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) 624-3066

CAPITAL

A. MAINTENANCE OF FLEET VEHICLES

CBITD maintains a complete history on its boats and follows a detailed preventive maintenance schedule. Minor maintenance is done onboard and ferries are taken to a shipyard in Rockland for major maintenance and repairs. Fuel is delivered by truck. CBITD has an “underway breakdown call system” to review the causes of breakdowns and minimize future breakdowns. If necessary, one of the other ferries is usually used to tow a stranded ferry. CBITD maintains a file of accidents and accident investigations to determine the cause of accidents. CBITD’s Preventative Maintenance Schedule is included in the Appendix.

B. CAPITAL ACQUISITIONS

CBITD’s capital budgets for the fiscal years 2007 and 2008 include the following:

- CBITD’s entire fleet will be dry docked over the next two years. During these shipyard periods, the hulls and certain void spaces will be prepared and coated.
- Main engines and reverse gears will be rebuilt at scheduled intervals. Certain generator sets will also be rebuilt.
- CBITD’s two forklifts will be replaced.
- Piling and dolphin replacement, as well as roof repairs, will take place at the Casco Bay Ferry Terminal.
- Windows and window frames will be replaced on certain vessels.

CBITD’s capital budgets are displayed in the following tables.

CAPITAL ITEMS FY 2007		
Vessel	Item	Cost
Bay Mist		
	Ceiling Tile Replacement	\$10,000
	Radiator Replacement	25,000
	Dry Dock	75,000
Machigonne		
	Main Engine Rebuilds	70,000
	Dry Dock	100,000
Aucocisco	Dry Dock	60,000

Romance	Steel Work	25,000
Maquoit	Engine Rebuild	20,000
Terminal	Forklift Replacement	30,000
	Piling/Wharf	85,000
	Data collection equipment and software	75,000
Preventive Maintenance		200,000
Total		\$775,000

CAPITAL ITEMS FY 2008		
Vessel	Item	Cost
Bay Mist	01 Deck Roof	\$25,000
	01 Deck Window Repairs	20,000
Machigonne	Ceiling Tile Replacement	15,000
	Window Frame Replacement	25,000
Aucocisco	Engine Rebuild	40,000
Maquoit	Reverse Gear Rebuild	25,000
	Gen Set Rebuild	15,000
	Dry Dock	125,000
	Ballast	25,000
Romance		
	Main Engine Rebuild	15,000
	Steel Work	25,000
	Dry Dock	95,000
Terminal	Forklift Replacement	30,000
	Gate 5 Dolphin Fendering System	30,000
	Roof Repairs	75,000
	Computer upgrade	100,000
Preventive Maintenance		200,000
Total		\$885,000

C. CAPITAL RESERVE ACCOUNT

The Board of Directors sets aside local match for current projects in the annual budget. At the Board's meeting on December 15, 2006, the Board voted on the annual budget for 2007 where \$75,000 was added to the capital reserve account. See the Appendix for a copy of the minutes of the Board of Directors meeting at which the operating and capital budgets were adopted.

GOALS AND OBJECTIVES

A. STATUS REPORT ON EXISTING GOALS

The following is the mission statement and seven organizational goals as presented in the Executive Summary of CBITD's 2005 Strategic Plan.

MISSION STATEMENT: The State of Maine created CBITD to furnish waterborne transportation to the islands of Casco Bay for public purposes in the interest of the public health, safety, comfort and convenience of the inhabitants of the islands comprising the District. The District operates in accordance with the wishes and expectations of the island residents to preserve island communities and protect the character of island life.

CBITD shall provide related transportation services to residents and visitors of the Casco Bay region to enhance the quality and security of the District's ferry service to the islands.

GOAL 1: CUSTOMER SATISFACTION

CBITD will satisfy the expectations of its riders and freight customers on a year-round basis with on-time service provided by responsive employees in clean, functional facilities at affordable rates. This high level of satisfaction will be demonstrated by a 95% satisfaction rating on customer surveys.

- On-time performance
- Employee training and responsiveness
- Clean functional facilities
- Affordable rates
- Public input process

Status: The District continues to receive a great deal of positive feedback from the public. Employees are trained in customer service, which is an integral part of the vision at CBITD. The Board of Directors struggled with the impact of another rate increase. After a great deal of public input, the Directors approved increasing rates in the following manner:

Freight, commercial vehicles and passenger fares will be increased by 15% coinciding with the Spring 2007 schedule. In addition, the rate structure committee has been requested to follow consumer price index trends and take a proactive role to avoid such a large increase in the future.

On-time performance has been good. The fleet of five vessels is in good repair and there have been few service disruptions due to maintenance problems. The recently completed lengthening of the Maquoit II and, in 2005, the introduction into the fleet of the brand new Aucocisco III has enhanced reliability, reduced costs and reduced emissions.

GOAL 2: SAFETY and SECURITY

CBITD will have an excellent safety record for customers and employees as measured against peers and industry standards. CBITD will establish the necessary Facility and Vessel Security Plans as mandated by the U.S. Coast Guard.

- Maintain safety-training programs
- Reduce passenger safety hazards
- Ensure safe freight handling
- Improve terminal traffic
- Increase public knowledge of safety procedures
- Establish a procedure for management to identify and deal with on-going safety issues including periodic reports to the Board
- Commit resources to the Maintenance Department to fully implement the preventive maintenance program
- Commit resources to establish Facility and Vessel Security Plans as mandated by the Department of Homeland Security's United States Coast Guard

Status: The District has an excellent safety and security record. CBITD's relationship with the U.S. Coast Guard has been excellent as evidenced by the vessel inspection history. Security issues continue to take up an extraordinary amount of time and effort. The U.S. Coast Guard has approved CBITD's Vessel and Terminal Security plans. CBITD put a great deal of effort and resources into the maintenance program in general and the preventive maintenance program in particular. Employees can meet twice monthly with our ergonomics consultant. The District has an excellent injury prevention record with our workers compensation suppliers. Passenger injuries have also been infrequent. Both employee and passenger safety are key parts of our vision statement.

GOAL 3: EMPLOYEE RELATIONS

To accomplish all of these goals, CBITD's Management will be focused on the development of employees and systems to create a work environment that is open, respectful and responsive. There will be a clear, cooperative relationship among the board, management and employees.

- Identify concerns
- Problem solving process
- Public input process
- Conflict resolution
- Continued training in collaborative problem solving, communications, conflict resolution, etc.

Status: The District has a very good working relationship with its full time and seasonal employees, who all do an excellent job. CBITD will continue to offer on-going training in

diversity, liability, drug and alcohol awareness, ergonomics, crane and forklift operation, first aid and CPR, hazardous communication and supervision. One collective bargaining agreement was successfully negotiated during the past year. Two other agreements will be negotiated during the winter of 2007. The District and its employees are currently participating in a labor management committee process, facilitated by an outside consultant, to review and make recommendations concerning its health insurance plans. The CBITD Board of Directors has hired a new General Manager, who comes onboard with considerable and demonstrated experience in the management of transit and municipal governmental entities.

GOAL 4: ISLANDER OWNERSHIP

The residents of Casco Bay's islands will feel a strong sense of ownership in the CBITD and believe that the service is supporting their way of life.

- Increase participation in meetings (Board and Committees)
- Improve committee membership
- Increase knowledge and use of Board members
- Be responsible for boats and other District property
- Foster awareness of multi-island community
- Recognize owner concerns
- Include discussion on the "social role" and expectations
- Examine demographic changes

Status: The CBITD sponsored Island Summer meetings were well attended both in 2005 and 2006. With the requirement to raise rates to balance the budget, islanders have been participating regularly in the process. This participation includes membership by the public on the Board's Rate Structure Committee. CBITD's newsletter, the Bayliner, and the CBITD e-News Update is being published weekly providing the public with regular and up-to-date information on changes in the sailing schedule, vessel updates, meetings and general news of interest. To augment this, the CBITD website, www.cascobaylines.com, provides sailing schedule information (often, up to a year in advance), Friends of Casco Bay Lines Updates, cruise information, meeting notices and direct links to Directors and Management.

GOAL 5: REGIONAL TRANSPORTATION

The services of CBITD will be integrated into the regional transportation system providing the customer with coordinated transportation services. Also, CBITD will take a leadership role in regional transportation planning.

- Continue active participation in the waterfront development
- Expand the Ferry Terminal to accommodate CBITD's growing needs and incorporate the needs of other modes: bus and taxi, automobile and parking, bicycle, pedestrian, train and other facilities
- Analyze and utilize, where appropriate, the latest technology to enhance service including ITS (Intelligent Transportation Systems)

Status: CBITD is an active participant in the PACTS planning process, the PACTS Transit Committee, the Transit Working Group, the Waterfront Alliance and the Ocean Gateway Project. The CBITD General Manager has regularly served on the PACTS Policy and Transit Committees. The expansion of the Casco Bay Ferry Terminal is being designed to make seamless connections between the various modes of transportation including bus operations, taxi, automobiles, bicycles and pedestrians. CBITD continues to use the Nextel Cellular phone system to enhance communications and security between the vessels and the terminal.

GOAL 6: FARES AND BUSINESS OPPORTUNITIES

Fares for island residents will rise no faster than the Consumer Price Index, sustained by CBITD's ability to maximize appropriate additional sources of revenues.

- Contain expenses
- Optimize current revenue sources
- Explore alternative revenue sources
- Maintain “self-selecting” price mechanisms
- ~~Develop a set of guiding principles to measure future rate increases including their frequency~~
- ~~Study the pricing for tours, charters and freight~~

Status: CBITD's fares continue to rise at a rate lower than the Consumer Price Index. With the help of FTA Preventive Maintenance funds and assistance from MDOT, rates are likely to remain stable over the next two to three years. Since commissioning a consultant's report, the District has been increasing tour and charter rates 2-3% per year. CBITD streamlined the freight tariff and increased freight rates.

CBITD has continued to maintain self-selecting price mechanisms. These options have offered deep discounts to our regular customers. The CBITD Rate Structure Committee worked diligently to balance the need to raise revenues with the effect any increase in transportation costs have on the islanders.

GOAL 7: ETHICS AND THE ENVIRONMENT

CBITD will operate all facets of its business in an ethical and environmentally sound manner.

- **CBITD will not unfairly compete with or stifle private enterprise in its incidental services**
- Evaluate materials and practices and choose environmentally friendly replacements
- Increase public knowledge of health and safety rules
- Improve public awareness of U.S. Coast Guard regulations
- Maintain high ethical standards

Status: CBITD has continued to maintain high ethical standards. CBITD received the “Lighthouse” award from the Convention and Visitors Bureau for outstanding leadership in promoting leadership and enhancing the quality of life for Maine people. CBITD continues to

procure services from private operators for vehicle and back-up service. Due to the increased security requirements, CBITD has had the opportunity to educate its customers on U.S. Coast Guard regulations. The project to re-power the Maquoit II and the addition of the newly constructed Aucocisco III reduces fuel consumption and provides for cleaner air. CBITD is also evaluating the possibility of using bio-diesel in its vessel engines.

B. NEW GOALS

Annually the Board of Directors works with the General Manager to establish goals for the coming year(s). The Board recently hired a new General Manager (01-01-07) and will work with her to establish a Strategic Plan Update, with new goals. Elements of that Plan Update will likely include:

1. **Enhanced Security and Safety:** CBITD has USCG-approved Facility and Vessel Security Plans that must be regularly monitored to improve security for its passengers, employees, vessels and facilities. This will involve employee training, customer education, facility and vessel equipment, and coordination with regulatory and public safety officials. Additionally, the District will be implementing a new federal requirement regarding Transportation Worker Identification Cards (TWIC).
2. **Improved Employee Communications:** Effective communications between vessel operations employees, shoreside operations and maintenance staff, and administrative staff will be emphasized. Regular employee meetings, regular use of “checknotes”, e-mail, postings, use of Nextel radio-telephones, and other methods/tools will be used to accomplish this purpose.
3. **Further Outreach Efforts to Customers:** The new vessel project and the ferry terminal expansion project present excellent opportunities for significant outreach to customers. The District will continue to expand its mailing list for the CBITD e-News Update and endeavor to publish it weekly. Customer relations training, provided to all employees, will be monitored and enhanced if necessary. The Board will continue to appoint interested members of the public to serve on committees and task forces. The District’s website, recently reformatted to provide more information to customers, will continue to be improved as the opportunity and need arise. As in the past, Board meetings will be held periodically on the islands.
4. **Employee Policy Review, Development, and Accountability for Adherence:** Staff and Board will review and further develop policies, as needed, to assure smooth functioning operations. Staff will monitor follow-through on disciplinary procedures, as applicable, to assure adherence to rules, procedures, and policies.
5. **Updated Training Programs:** Staff will review training programs and update and upgrade those programs, as appropriate, to assure excellent provision of service to the public and compliance with safety, security, and other regulatory requirements.
6. **Review of Staffing Needs:** Board and staff will review staffing needs and follow through on recommendations as the budget may permit.

7. **Funding:** The District will continue working with Federal, State and local representatives to generate long-term funding for both capital and operating assistance.

CBITD has begun to lay the groundwork for funding replacement of the 34 year-old Island Romance.

In conjunction with the City of Portland's plans for the Ocean Gateway Project to improve access and create enhanced inter-modal connections, an additional gate (Gate #4) has been constructed to provide for the loading and unloading of passengers, freight, and vehicles. An enlarged exterior passenger waiting area, partially covered by a canopy, was constructed as part of this project. Planning and design continues for a new Freight Shed to be located just to the east of Gate 5. The District continues to pursue additional funding to complete the Ferry Terminal project in order to continue to improve access for customer convenience and safety and mitigate pedestrian, vehicle, and freight conflicts.

BENCHMARKS

Benchmarks used by CBITD to assess productivity and efficiency include: revenues/costs, cost/mile, costs/hour and revenues/employee.

CBITD annually completes a fully allocated cost analysis based on USDOT's Fully Allocated Cost Formula. CBITD compares these findings from one year to the next and makes comparisons with FTA's NTD report for ferryboat operations.

Recently, CBITD began comparing costs, especially its vessel repair costs, to those of the Maine State Ferry Service.

SERVICE DATA

A. ANNUAL REPORT

The following table contains service data compiled for the Casco Bay Island Transit District for the past three fiscal years. The figures are for fiscal year 2004 (October 1, 2003 through September 30, 2004), fiscal year 2005 (October 1, 2004 through September 30, 2005) and fiscal year 2006 (October 1, 2005 through September 30, 2006).

CASCO BAY ISLAND TRANSIT DISTRICT ANNUAL REPORT – LAST THREE YEARS			
	FY 2004	FY 2005	FY 2006
Vehicles			
Number of Active Vessels in Fleet	5	5	5
Number of Inactive Vessels in Fleet	0	1	1
Number of ADA Accessible Vessels	4	5	5
Annual Operating Expenses			
Annual Transit Operating Expenses	\$2,664,261	\$2,842,328	\$2,682,678
Annual Administrative Expenses			
Annual Transit Admin.Expenses	\$971,662	\$1,177,435	\$1,757,885
Annual Operating Revenues			
Fare Revenues	\$1,637,930	\$1,727,648	\$1,768,896
Contract Revenues (U.S. Postal Service)	80,227	80,847	84,734
FTA – Federal Operating Assistance*	322,650	372,563	393,997
MDOT – State Operating Assistance	51,774	54,256	76,542
Local Operating Funds**	1,430,938	1,444,860	1,685,187
Total Annual Operating Revenues	\$3,523,519	\$3,680,174	\$4,009,356

FTA-Sources of Capital Funds			
FTA-Federal Capital Assistance	\$1,003,200	\$978,086	\$3,519
MDOT-State Capital Assistance	780,144	325,421	413,985
Local Capital Funds	250,800	244,521	880
Total Capital Funds	\$2,034,144	\$1,548,028	\$418,384
Annual Vehicle Miles			
Annual Transit Miles	65,985	65,387	65,391
Annual Vehicle Hours			
	14,385	14,276	14,233

	FY 2004	FY 2005	FY 2006
Annual Passenger Trips			
Annual Transit Passenger Trips	861,422	852,826	869,694
Annual Social Passenger Trips	0	0	0
Safety			
Fatalities	0	0	0
Minor Incidents	0	0	0
Major Incidents	0	0	0
* Includes FTA Capital Costs, which are considered Capital Preventative Maintenance			
** All other funds, vehicle freight, etc.			
Source: Casco Bay Island Transit District			

B. REVENUES, COSTS, TRIPS AND MILES

The following figures are for fiscal year 2004 (ending September 30, 2004) through fiscal year 2006 (ending September 30, 2006).

REVENUES AND COSTS PAST THREE YEARS						
ROUTE	REVENUES			COSTS		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Peaks Island	\$1,036,214	\$1,100,983	\$1,130,340	\$1,738,270	\$2,217,015	\$1,828,868
Down Bay	601,716	626,667	638,556	935,991	625,312	984,776
Total	\$1,637,930	\$1,727,650	\$1,768,896	\$2,674,261	\$2,842,327	\$2,813,644
Notes: Revenues include passenger revenues only. Costs include direct costs only.						

TRIPS AND VEHICLE MILES PAST THREE YEARS						
ROUTE	TRIPS			VEHICLE MILES		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Peaks Island	626,111	632,418	647,080	26,055	25,990	26,030
Down Bay	235,311	220,408	222,614	39,930	39,397	39,361
Total	861,422	852,826	869,694	65,985	65,387	65,391

A more detailed breakdown of revenues and expenses for the past three years is displayed in the following table.

CBITD REVENUES AND EXPENSES PAST THREE YEARS			
REVENUES	FY 2004	FY 2005	FY 2006
Scheduled Service			
Passenger	\$1,637,930	\$1,727,649	\$1,768,896
Vehicle	598,402	624,839	662,567
Freight	402,399	437,583	423,564
Mail	80,227	80,847	84,734
TOTAL	\$2,718,958	\$2,870,918	\$2,939,761
L			
Group Sales and Tours			
Tours	\$242,680	\$275,347	\$260,865
Charters	264,684	247,474	245,475
Catering	194,314	178,273	123,395
TOTAL	\$701,678	\$701,094	\$629,735
L			
Other			
FTA Preventative	\$322,650	\$372,563	\$393,997
Miscellaneous	102,883	108,162	86,222
Interest	2,057	3,409	5,596
State Subsidy	51,774	54,256	76,542
FTA Rural	0	0	177,500
TOTAL	\$479,364	\$538,390	\$739,857
TOTAL REVENUES	\$3,900,000	\$4,110,402	\$4,309,353
EXPENSES			
Personnel			
Payroll	\$1,714,566	\$1,824,802	\$1,771,847
Taxes	126,465	135,927	131,098
BcBs	172,195	177,964	193,836
Pension	190,912	204,069	179,111
TOTAL	\$2,204,138	\$2,342,762	\$2,275,892
Vessels			
Repairs	\$470,123	\$499,566	\$537,752
Fuel	188,250	316,360	471,170
Insurance	126,975	125,507	126,179
TOTAL	\$785,348	\$941,433	\$1,135,101
(Table continued on next page)			

CBITD
REVENUES AND COSTS
PAST THREE YEARS
(Continued from prior page)

EXPENSES (continued)			
Operations	FY 2004	FY 2005	FY 2006
Telephone	\$11,192	\$11,195	\$10,960
Mail Agent	10,200	10,200	10,200
Office	41,316	46,068	80,271
Credit Card	12,510	22,478	27,989
Postage	3,745	3,284	3,262
Travel	10,136	19,901	7,752
Damages	7,001	10,378	13,901
Miscellaneous	65,291	57,698	27,293
Vending Machines	17,706	17,706	15,558
Charter	9,725	26,200	3,600
Professional	69,970	57,915	168,398
Dues and Puc	16,257	3,567	3,769
Uniforms	18,026	20,850	15,961
Training	539	3,454	4,501
TOTAL			\$393,415
L	\$293,614	\$310,894	
Terminal			
Utilities	\$34,651	\$42,466	\$50,251
Janitorial	61,547	78,327	54,502
Rent	26,368	27,141	26,317
Maintenance	56,454	88,442	136,996
TOTAL			\$268,066
L	\$179,020	\$236,376	
Sales			
Advertising	\$83,583	\$92,936	\$72,344
Catering	90,208	96,177	73,069
TOTAL			\$145,413
L	\$173,791	\$189,113	
Debt Service			
Interest	\$23,017	\$35,016	\$34,054
Principal	303,096	74,166	120,000
Depreciation	378,096	443,510	437,837
Contingency	0	0	0
TOTAL			\$591,891
L	\$704,209	\$552,692	
TOTAL EXPENSES	\$4,340,120	\$4,573,290	\$4,809,778
TOTAL REVENUES	\$3,900,000	4,110,402	4,309,353
SURPLUS/LOSS	(\$440,120)	(\$462,888)	(\$500,425)

C. PASSENGER INFORMATION

The following table displays revenues by passenger fare category for CBITD.

REVENUES BY PASSENGER FARE CATEGORY PAST THREE YEARS			
Category	FY	FY 2005	FY 2006
Full Fare	\$750,988	\$799,755	\$831,930
Elderly	109,003	117,520	121,727
Disabled	10,351	8,689	8,788
Child	49,462	52,260	50,816
Other	718,126	749,425	755,668
Total	\$ 1,637,930	\$1,727,649	\$1,768,929

D. PROJECTED REVENUES, COSTS, TRIPS AND MILES

The following figures are for fiscal years 2007 (ending September 30, 2007) and 2008 (ending September 30, 2008).

PROJECTED REVENUES, COSTS, TRIPS, VEHICLE MILES NEXT TWO YEARS								
Route	Revenues		Costs		One-Way Trips		Vehicle Miles	
	FY 2007	FY 2008	FY	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
Peaks Island	\$1,153,700	\$1,176,774	\$1,896,320	\$1,950,000	633,000	639,000	26,050	26,300
Down Bay	650,300	663,306	1,066,680	1,100,000	222,000	225,000	43,000	43,360
Total	\$1,804,000	\$1,840,080	\$2,963,000	\$3,050,000	855,000	864,000	69,050	69,560

Notes: Revenues include passenger revenues only. Costs include direct costs only.

E. BUDGET

The proposed budgets for each of the next two years are shown on the following pages.

**CBITD REVENUES
NEXT TWO YEARS**

	FY 2007	FY 2008
REVENUES		
Scheduled Service		
Passenger	\$2,068,550	\$2,100,000
Vehicle	685,138	700,000
Freight	489,175	500,000
Mail	90,737	93,500
TOTAL	\$3,333,600	\$3,393,500
Group Sales & Tours		
Tours	\$275,000	\$285,000
Charters	260,000	270,000
Catering	180,000	200,000
TOTAL	\$715,000	\$755,000
Other		
FTA Preventative & Rural	\$525,000	\$475,000
Miscellaneous	86,000	80,000
Interest	1,000	1,000
State Subsidy	53,000	53,000
TOTAL	\$665,000	\$609,000
TOTAL REVENUES	\$4,713,600	\$4,757,500

**CBITD EXPENSES
NEXT TWO YEARS**

	FY 2007	FY 2008
EXPENSES		
Personnel		
Payroll	\$1,865,000	\$1,900,000
Taxes	142,500	145,000
Bc/Bs	221,000	240,000
Pension	225,000	235,000
TOTAL	\$2,453,500	\$2,520,000
Vessels		
Repairs	\$509,500	\$525,000
Fuel	524,260	550,000
Insurance	135,300	140,000
TOTAL	\$1,169,060	\$1,215,000
Operations		
Telephone	\$12,000	\$13,000
Mail Agent	10,200	11,000
Office	80,000	85,000

EXPENSES (Continued)	FY 2007	FY 2008
-----------------------------	----------------	----------------

Credit Card	\$26,000	\$25,000
Postage	3,000	3,000
Travel	10,000	10,000
Damages	8,500	9,000
Miscellaneous	18,000	20,000
Vending Machines	19,000	20,000
Charter	17,000	10,000
Professional	145,800	75,000
Dues and Puc	4,000	4,000
Uniforms	20,000	15,000
Training	3,000	3,000
TOTAL	\$376,500	\$303,000
Terminal		
Utilities	\$53,000	\$60,000
Janitorial	60,000	65,000
Rent	28,000	30,000
Maintenance	100,000	125,000
TOTAL	\$241,000	\$280,000
Sales		
Advertising	\$90,000	\$95,000
Catering	99,000	100,000
TOTAL	\$189,000	\$195,000
	FY 2007	FY 2008
Debt Service		
Interest	\$30,000	\$15,000
Principal	125,000	100,000
Capital	75,000	75,000
Depreciation	430,000	450,000
Contingency	0	0
TOTAL	\$660,000	\$640,000
TOTAL EXPENSES	\$5,089,060	\$5,153,000
TOTAL REVENUES	\$4,713,600	\$4,757,500
SURPLUS/LOSS	(\$375,460)	(\$395,500)

FLEET CONDITION

CBITD owns and operates five ferry vessels. The Machigonne II is a passenger ferry and a 12-vehicle car ferry. The Maquoit II is a passenger ferry that can also carry up to three cars. The others are passenger ferries. The Machigonne II, Island Romance, Bay Mist, Aucocisco and the Maquoit II are handicapped accessible. CBITD uses its announcement system and signage to direct handicapped persons to ferry services.

Passenger and vehicle capabilities of the fleet are as follows:

Vessel	# Passengers	# Cars
Aucocisco	399	0
Island Romance	300	0
Bay Mist	327	0
Machigonne II	399	12
Maquoit II	399	3

The following table contains detailed information on each ferry.

2006-07 PTMS FERRY EVALUATION SUMMARY FORM
AGENCY: CBITD CONTACT PERSON: CATHERINE DEBO

1	VIN	DN1164653	DN551624	DN920742	DN10238	
2	Fleet #	NA	NA	NA	NA	
3	Vehicle Type	Ferry Boat	Ferry Boat	Ferry Boat	Ferry Bc	
4	Make, Model	Aucocisco	Island Romance	Machigonne II	Maquoit	
5	Year	2005	1974	1987	1994	
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	
7	Fuel Use (gallons)	23,500	29,754	59,544	85,676	
8	Mileage	20,985	602,013	260,298	281,060	
9	12-month Mileage	13,509	16,978	17,630	19,596	
10	Repair Cost - 12 months	\$31,896	\$62,144	\$191,560	\$73,830	
11	Repair frequency - 12 months*	A-21, B-5, C-3	A-36, B-1, C-8	A-33, B-7, C-1	A-30, B-6,	
12	Vehicle appearance - interior	Good	Good	Good	Good	
	Vehicle appearance - exterior	Good	Good	Good	Good	
13	ADA Accessibility					
	Equipped/Working	Yes	Yes	Yes	Yes	
	Tie Down	NA	NA	NA	NA	
	Announcement System	Yes	Yes	Yes	Yes	
	Signage	Yes	Yes	Yes	Yes	
14	Passenger Amenities					
	Air Conditioning	No	No	No	No	
	Working Heater	Yes	Yes	Yes	Yes	
	Tinted Windows	No	No	No	No	
	Padded Seats	No	No	No	No	
15	Type Fare Collection System	Ticket Office-main terminal	Ticket Office-main terminal	Ticket Office-main terminal	Ticket Off main term	

* Repair Frequency: A – Routine Preventive Maintenance; B – Minor Repairs (vehicle not taken out of service); C – Major Repairs
 Repair frequencies are based on estimated averages. Repair frequency includes dry dock maintenance.

Ferry Inspector: Nicholas M. Mavodones; Date of Inspection: September 2006.

CBITD

APPENDIX

2006 SAILING SCHEDULE

	TIME	DATES AND DEPARTURES	PRICE
BAILEY ISLAND CRUISE	5 hrs. 45 mins.	BAILEY <i>June 23 to Labor Day</i> 10 A.M. from Portland 2:00 P.M. from Bailey Island	\$18.50 (A) \$16.50 (S) \$8.50 (C) \$13.00 (A/C)
BAILEY ISLAND NOONTIME CRUISE	1 hr. 45 mins.	BAILEY <i>June 23 to Labor Day</i> 12 P.M. from Bailey Island	\$12.00 (A) \$10.00 (S) \$5.50 (C)
MAIL BOAT RUN	3 hrs.	BAILEY <i>June 17 to Labor Day</i> 10 A.M. and 2:15 P.M. Also 7:45 A.M. Monday-Friday <i>September 5 - June 16</i> 10 A.M. and 2:45 P.M.	\$13.00 (A) \$11.50 (S) \$6.50 (C)
DIAMOND PASS	1 hr. 45 mins.	BAILEY <i>June 17 to Labor Day</i> 11 A.M., 1:15 P.M., 3:15 P.M. (11 A.M., <i>May 23 to early October</i>)	\$12.00 (A) \$10.00 (S) \$5.50 (C)
SUNSET ON THE BAY	3 hrs.	YEAR ROUND 5:05 A.M. <i>Monday-Friday</i>	\$13.00 (A) \$11.50 (S) \$6.50 (C)
SUNSET RUN	2 hrs. 30 mins.	BAILEY, YEAR ROUND 5:45 P.M.	\$13.00 (A) \$11.50 (S) \$6.50 (C)
NOONLIGHT RUN	1 hr. 45 mins.	BAILEY <i>June 17 to Labor Day</i> 9:30 P.M.	\$11.50 (A) \$9.50 (S) \$5.50 (C)

*No snack for \$10

**MUSIC CRUISES,
CHARTERS
AND GROUP
LOUNGE SEATING**

For more information call our office,
visit our web site or email:
Info@CascoBayLines.com

Also, Regular Trips to Peaks Island
(A) Adult (S) Senior (M) & Group Rates
(C) Child 5-9 (Under 5, No Charge) (N/A) Adult, One Way

Fares Subject to change



Casco Bay Lines
Portland, Maine

Casco Bay Ferry Terminal, Commercial & Franklin Streets
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Portland, Maine

And see where the Maine coast really begins.

Casco Bay. It's where the Maine coast really begins.

Rocky shorelines and wooded islands. Graceful sailboats, work boats and pleasure craft. A world of summer cottages, wild flowers, hidden coves and secluded beaches.

A place where time seems to stand still. And it's all just a few miles from downtown Portland.

There's just one thing. You can't get there by car.

But you can get there the way people who live there do: by Casco Bay Lines ferry.

WHEN IN MAINE, DO WHAT MAINERS DO.

As you might suspect, Casco Bay Lines ferries aren't really a tourist service.

They're the islands' lifeline — carrying groceries, lumber and mail; transporting residents and school children to and from the mainland.

They're also the best way we know to see Casco Bay, as the oldest ferry service in America makes its regular daily runs through some of Maine's most beautiful natural scenery.

You can stay aboard and enjoy the view, or disembark and explore the islands for yourself.

CRUISES ARE ONLY THE BEGINNING.

In addition to the daily cruises described alongside our map of Casco Bay, the islands offer a number of all-day outings and quick escapes for the whole family.



FAMILY TRIPS WITH THE KIDS

to Peaks Island offer a great taste of island life and the convenience of almost hourly departures during the summer. Hike or bike the rocky shore of this wooded island in 1-2 hours. The kids can explore tidal pools, or wade at one of the small beach areas. Several shops and restaurants, bike rentals, a pub and

ice cream parlor are available.

ESCAPE FOR LUNCH OR DINNER to one of several islands boasting wonderful shoreside restaurants. Peaks, Diamond Cove and Long Island all offer dining establishments for a 1 1/2 to 3 hour mid-day or evening escape.

A DAY AT THE BEACH BEGINS with a 60 minute cruise to Long Island where a 20 minute walk across the island will bring you to one of Maine's best beaches. Lunch on the deck of the island's pier-side restaurant, or stock up on picnic victuals at the island's general store.

BIKING AND HIKING are superb on Great Chebeague Island. Paved roads lead to an inn and golf resort. Picnics can be supplied at the Island Market and enjoyed at one of many vistas along the shore. Stay the night at one of several bed and breakfasts. Boats leave Portland at 10 a.m. and return in the late afternoon.

DAY TRIPS OR OVERNIGHT STAYS on Bailey Island, summer evening music cruises that rock the bay, group charters and lobster bakes are great ways to enjoy Casco Bay and its islands. Call, visit our web site or stop by our ticket office for more information.

**Sailing Schedule
Winter 2005/2006**

October 11, 2005 - April 14, 2006



**Casco Bay Lines
Portland, Maine**

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Stan E. Linn, O.D.
Doctors of Optometry

A 2-minute walk from the ferry terminal
152 Middle Street, Portland 773-2020

Chebeague Island Cliff Island

Passenger Service

Mon. - Fri.	Sat.	Sun./Holidays
Depart Pease		
AM 8:35	8:30	7:45 & 8:45
PM 10:35	10:30	10:30
Return Cove		
AM 8:45	8:45	8:45

AM 9:10	7:45	8:50 & 9:50
PM 12:30	12:30	12:30
4:30	4:30	4:30
7:30	7:30	7:30

Mon. - Fri.	Sat.	Sun./Holidays
AM 8:25	8:30	8:55 & 9:55
PM 11:25	11:25	11:25
PM 4:20	4:20	4:20
6:45	6:45	6:45

HOLIDAY SCHEDULE

Veterans Day -- November 11*
 Thanksgiving - Christmas Day
 New Year's Day
 President's Day* -- February 20
 *Includes a 6:45 AM trip to PEASE and a
 7:15 AM trip from PEASE and a
 5:05 AM trip DOWN BAY
 -- Christmas Eve and New Year's Eve --
 Last trip to PEASE is at 8:15 PM
 The last trip from PEASE is 8:40 PM
 -- Special 150 AM departure New Year's Eve --
 and New Year's Sunrise at 6:00 AM

Diamond Cove

Passenger Service

Mon. - Fri.	Sat.	Sun./Holidays
Depart Pease		
AM 7:45	8:30	
PM 10:30	10:30	10:30

Mon. - Fri.	Sat.	Sun./Holidays
Return Cove		
AM 8:25		
PM 12:40	12:40	12:40
4:50	4:50	4:50

- NO SMOKING. Smoking is prohibited on CBTD vessels.
- NO GASOLINE may be transported aboard any vessel.
- This includes gasoline in lawnmowers and other power equipment.
- HALF FARE TICKETS for Seniors (65+), Mothers and RTP cardholders and individuals with transportation disabilities are available at the CBTD Office. Assisted boarding is available upon request.
- SCHEDULE SUBJECT TO CHANGE WITHOUT NOTICE
- DOGS must be leashed and requests for leashes are exempt.
- BICYCLES require a seat or must be shipped as freight.
- CARRY ON FREIGHT restricted to that which a person may safely carry aboard in one trip.

Little Diamond / Great Diamond And Long Island

Passenger Service

Mon. - Fri.	Sat.	Sun./Holidays
Depart Pease		
AM 8:05	8:30	
7:45		7:45 & 8:45
10:00	10:00	10:00
PM 2:45	2:45	2:45
8:45	8:45	8:45
10:15		

Mon. - Fri.	Sat.	Sun./Holidays
Depart Pease		
AM 8:45	8:45	
12:30	12:30	12:30
4:40	4:40	4:40
7:25	7:25	7:25
10:00		

Mon. - Fri.	Sat.	Sun./Holidays
Depart Pease		
AM 7:50	8:15	8:40 & 9:40
8:55	9:15	9:40 & 10:40
PM 12:55	12:55	12:55
5:05	5:05	5:05
7:40	7:40	7:40
10:15		

Mon. - Fri.	Sat.	Sun./Holidays
Small Line Blount		
AM 7:50	8:15	8:45 & 9:45
8:50	9:15	9:45 & 10:45
PM 1:00	1:00	1:00
5:10	5:10	5:10
7:45	7:45	7:45
10:20		

Peaks Island
October 11, 2005 - January 1, 2006
Passenger Service

Mon./Wed.	Tue./Thu.	Fri./Sat.	Sun./Holidays	Mon./Wed.	Tue./Thu.	Fri./Sat.	Sun./Holidays
Depart Peaks							
AM	5:45 cf 6:45 cf 7:45 cf 8:30 10:45	5:45 cf 6:45 cf 7:45 cf 8:30 cf 10:45 cf	7:45 cf, xh 8:30 cf, xh 10:45 cf, xh	AM	6:15 cf 7:15 cf 8:15 cf 10:00 cf 11:15 cf	6:15 cf 7:15 cf 8:15 cf 10:00 cf 11:15 cf	8:15 cf, xh 10:00 cf, xh 11:15 cf, xh
PM	12:15 cf 2:15 3:15 4:30 5:35 7:15 8:15 9:15 10:30	12:15 cf 2:15 cf 3:15 cf 4:30 cf 5:35 cf 7:15 8:15 9:15 10:30	12:15 cf, xh 2:15 cf, xh 3:15 cf, xh 4:30 cf, xh 5:35 cf, xh 7:15 8:15 9:15	PM	12:45 2:45 3:45 5:00 6:00 7:40 8:40 9:40 10:55	12:45 cf 2:45 cf 3:45 cf 5:00 cf 6:00 cf 7:40 8:40 9:40 10:55	12:45 cf, xh 2:45 cf, xh 3:45 cf, xh 5:00 cf, xh 6:00 cf, xh 7:40 8:40 9:40

Peaks Island
January 2 - April 14, 2006
Passenger Service

Mon./Wed./Sat.	Tue./Thu./Fri.	Sun./Holidays	Mon./Wed./Sat.	Tue./Thu./Fri.	Sun./Holidays
Depart Peaks					
AM	5:45 cf 6:45 cf 7:45 cf 8:30 10:45	5:45 cf 6:45 cf 7:45 cf 8:30 10:45	AM	6:15 cf 7:15 cf 8:15 cf 10:00 cf 11:15 cf	6:15 cf 7:15 cf 8:15 cf 10:00 cf 11:15 cf
PM	12:15 2:15 3:15 4:30 5:35 7:15 8:15 9:15 10:30	12:15 2:15 3:15 4:30 5:35 7:15 8:15 9:15	PM	12:45 2:45 3:45 5:00 6:00 7:40 8:40 9:40 10:55	12:45 2:45 3:45 5:00 6:00 7:40 8:40 9:40 10:55

KEY
cf = Car Ferry
(Excludes cars and passengers)
SO = Saturday Only
FO = Friday Only
xh = Except Holidays
(No car ferry service on holidays)

Sailing Schedule Spring 2006

April 15 - June 16, 2006



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Portland, Maine

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Stan E. Lien, O.D.

Doctors of Optometry

A 2-minute walk from the ferry terminal

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Chebeague Island / Cliff Island
 April 15 - June 16, 2006
 Passenger Service

Mon - Fri	Sat	Sun/Holidays
Depart Portland		
AM 5:05	6:30	7:45
10:00	10:00	10:00
PM 2:45	2:45	2:45
5:45	5:45	5:45
9:30 fo		
Depart Cliff		
AM 6:30	7:45	8:50
12:00	12:00	12:00
PM 4:00	4:00	4:00
7:00	7:00	7:00
10:50 fo		
Depart Chebeague		
AM 6:25	8:00	9:05
11:35	11:35	11:35
PM 4:20	4:20	4:20
6:45	6:45	6:45
10:35 fo		

Long Island
 April 15 - June 16, 2006
 Passenger Service

Mon - Fri	Sat	Sun/Holidays
Depart Portland		
AM 5:05	6:30	7:45
10:00	10:00	10:00
PM 2:45	2:45	2:45
4:35	4:35	4:35
5:45	5:45	5:45
9:30 fo		
Depart Long		
AM 6:45	8:25	9:25
8:45	8:25	9:25
PM 4:45	4:45	4:45
7:25	7:25	7:25
11:15 fo		

Personal freight must be checked in 30 minutes prior to departure.

Little Diamond / Great Diamond
 April 15 - June 16, 2006
 Passenger Service

Mon - Fri	Sat	Sun/Holidays
Depart Portland		
AM 5:05	6:30	7:45
10:00	10:00	10:00
PM 2:45	2:45	2:45
5:45	5:45	5:45
9:30 fo		
Depart Great Diamond		
AM 7:00	8:40	9:40
8:55	8:40	9:40
PM 5:00	5:00	5:00
11:30 fo		
Depart Little Diamond		
AM 7:05	8:45	9:45
9:00	8:45	9:45
PM 5:05	5:05	5:05
11:35 fo		

Rates:

All Fares Are Roundtrip
 April 15 through October 9, 2006

Adult	Seniors 65+	Child 5-9 yrs
Peaks	\$6.25	\$3.10
Li Diamond	\$6.75	\$3.35
Gr Diamond	\$7.25	\$3.60
Blizzard Cove	\$8.25	\$4.10
Long	\$8.25	\$4.10
Chebeague	\$9.00	\$4.50
Cliff	\$9.50	\$4.75

HOLIDAY SCHEDULE
 May 29,
 Memorial Day

Diamond Cove
(Great Diamond Island)
April 15 - June 16, 2006
Passenger Service

Mon. - Fri.	Sat.	Sun/Holidays
Depart Portland		
AM	6:30	
7:45		
10:00	10:00	10:00
PM	4:15	4:15
Depart Diamond Cove		
AM	8:25	
PM	4:45	4:45

CBITD provides p.m. service to Diamond Cove under an ongoing special arrangement.

Peaks Island
Passenger & Vehicle Service April 15 - June 16, 2006

Mon./Tue. /Thur./Sat.	Wed.	Fri.	Sun. & Holidays
Depart Portland			
AM	5:45 cf	5:45 cf	
6:45 cf	6:45 cf	6:45 cf	
7:45 cf	7:45 cf	7:45 cf	7:45 cf
9:30 cf	9:30	9:30	9:30 cf
10:45 cf	10:45	10:45 cf	10:45 cf
PM	12:15 cf	12:15	12:15 cf
2:15 cf	2:15	2:15 cf	2:15 cf
3:15 cf	3:15	3:15 cf	3:15 cf
4:30 cf	4:30	4:30 cf	4:30 cf
5:35 cf	5:35	5:35 cf	5:35 cf
7:15	7:15	7:15 cf	7:15
8:15	8:15	8:15 cf	8:15
9:15	9:15	9:15 cf	9:15
10:30	10:30	10:30 cf	10:30
11:30:190		11:30 cf	
Depart Peaks			
AM	6:35 cf	6:35 cf	6:35 cf
7:35 cf	7:35 cf	7:35 cf	7:35 cf
8:35 cf	8:35 cf	8:35 cf	8:35 cf
10:00 cf	10:00	10:00 cf	10:00 cf
11:15 cf	11:15	11:15 cf	11:15 cf
PM	12:45 cf	12:45	12:45 cf
2:45 cf	2:45	2:45 cf	2:45 cf
3:45 cf	3:45	3:45 cf	3:45 cf
5:00 cf	5:00	5:00 cf	5:00 cf
6:00 cf	6:00	6:00 cf	6:00 cf
7:45	7:45	7:45 cf	7:45
8:45	8:45	8:45 cf	8:45
9:45	9:45	9:45 cf	9:45
10:55	10:55	10:55 cf	10:55
11:55:190		11:55 cf	

Vehicles should arrive at least 30 minutes prior to departure.

Personal freight must be checked in 30 minutes prior to departure.

cf = Car Ferry
(transports cars and passengers)
SO = Saturday Only
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xh = Except Holidays

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**Sailing Schedule
 Summer 2006**
 June 17 - September 4



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Chebeague Island
 June 17 - September 4, 2006
 Passenger Service

Mon - Fri.	Sat.	Sun/Holidays
Depart Portland		
AM 5:05	6:30	
7:45	7:45	7:45
10:30	10:00	10:00
PM 2:15	2:15	2:15
5:45	5:45	5:45
10:30 fo		
Depart Chebeague Island		
AM 6:25		
9:30	8:10	9:30
11:55	11:55	11:55
PM 4:15	4:15	4:15
6:55	6:55	6:55
11:40 fo		

Cliff Island
 June 17 - September 4, 2006
 Passenger Service

Mon - Fri.	Sat.	Sun/Holidays
Depart Portland		
AM 5:05	6:30	
7:45	7:45	7:45
10:00	10:00	10:00
PM 2:15	2:15	2:15
5:45	5:45	5:45
10:30 fo		
Depart Cliff Island		
AM 6:10	7:55	9:30
9:10		
PM 12:20	12:20	12:20
3:50	3:50	3:50
7:15	7:15	7:15
11:55 fo		

Long Island
 June 17 - September 4, 2006
 Passenger Service

Mon - Fri.	Sat.	Sun/Holidays
Depart Portland		
AM 5:05	6:30	
7:45	8:45	7:45
10:00	10:00	10:00
11:00	11:00	11:00
PM 1:15	1:15	1:15
2:15	2:15	2:15
3:15	3:15	3:15
4:15	4:15	4:15
5:45	5:45	5:45
7:15	7:15	7:15
9:30	9:30	9:30
10:30 fo		
Depart Long Island		
AM 6:45	8:35	
8:40		
9:50	9:50	9:50
PM 12:05	12:05	12:05
2:15	2:15	2:15
4:20	4:20	4:20
7:40	7:40	7:40
8:50	8:50	8:50
10:15	10:15	10:15
12:20 fo		

HOLIDAY SCHEDULE
 July 4, Independence Day
 Sept. 4, Labor Day

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Diamond Cove
June 17 - September 4, 2006
Passenger Service

Great Diamond
June 17 - September 4, 2006
Passenger Service

Little Diamond
June 17 - September 4, 2006
Passenger Service

Peaks Island
June 17 - September 4, 2006

Mon. - Fri.	Sat.	Sun/Holidays
Depart Portland		
AM	6:30	
7:45	8:45	10:00
10:00	11:00	11:00
PM		
1:15	1:15	1:15
2:30	2:30	2:30
3:15	3:15	3:15
4:15	4:15	4:15
5:45	5:45	5:45
7:15	7:15	7:15
8:30	8:30	8:30
Depart Diamond Cove		
AM	8:45	
9:25	9:25	11:45
11:45	11:45	
PM		
1:55	1:55	1:15
4:05	4:05	4:15
4:45	4:45	4:45
7:50	7:50	7:50
9:15	9:15	9:15
10:45	10:45	10:45

Mon. - Fri.	Sat.	Sun/Holidays
Depart Portland		
AM	6:30	7:45
7:45	8:45	10:00
10:00	11:00	11:00
PM		
1:15	1:15	1:15
3:15	3:15	3:15
5:45	5:45	5:45
7:15	7:15	7:15
9:30	9:30	9:30
Depart Great Diamond		
AM	7:00	
9:00	9:00	10:10
10:05	10:05	10:10
PM		
12:25	12:25	12:30
2:30	2:30	2:35
4:35	4:35	4:40
6:30	6:30	6:35
8:05	8:05	8:10
9:30	9:30	9:35
11:00	11:00	11:05
Depart Little Diamond		
AM	7:00	
9:05	9:05	10:10
10:30	10:30	10:30
PM		
12:30	12:30	12:30
2:35	2:35	2:35
4:40	4:40	4:40
6:35	6:35	6:35
8:10	8:10	8:10
9:35	9:35	9:35
11:05	11:05	11:05

Mon & Tues	Wed - Sat	Sun/Holidays
Depart Portland		
AM	5:45 cf	5:45 cf
6:45 cf	6:45 cf	6:45 cf
7:45 cf	7:45 cf	7:45 cf
8:15 cf	8:15 cf	8:15 cf
10:15 cf	10:15 cf	10:15 cf
11:15 cf	11:15 cf	11:15 cf
PM		
12:15 cf	12:15 cf	12:15 cf
2:15 cf	2:15 cf	2:15 cf
3:15 cf	3:15 cf	3:15 cf
4:30 cf	4:30 cf	4:30 cf
5:35 cf	5:35 cf	5:35 cf
7:15	7:15 cf	7:15 cf
8:15	8:15 cf	8:15 cf
9:15	9:15 cf	9:15 cf
10:30	10:30 cf	10:30 cf
11:30	11:30 cf	11:30 cf
Depart Peaks Island		
AM	6:15 cf	6:15 cf
7:15 cf	7:15 cf	7:15 cf
8:15 cf	8:15 cf	8:15 cf
9:45 cf	9:45 cf	9:45 cf
10:45 cf	10:45 cf	10:45 cf
11:45 cf	11:45 cf	11:45 cf
PM		
12:45 cf	12:45 cf	12:45 cf
2:45 cf	2:45 cf	2:45 cf
3:45 cf	3:45 cf	3:45 cf
5:00 cf	5:00 cf	5:00 cf
6:30 cf	6:30 cf	6:30 cf
7:45	7:45 cf	7:45 cf
8:45	8:45 cf	8:45 cf
9:45	9:45 cf	9:45 cf
10:55	10:55 cf	10:55 cf
11:55 cf	11:55 cf	11:55 cf

Vehicles should arrive at least 30 minutes prior to departure. Personal freight must be checked in 30 minutes prior to departure.

CF = Car Ferry
 SQ = Saturday Only
 FO = Friday Only
 XF = Except Friday

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- SCOTCHIE requires a ticket and must be shipped as freight.
- CARRY ON FREIGHT restricted to that which a person may safely carry aboard in one trip.

Sailing Schedule

Fall 2006

September 5 - October 9



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Chebeague Island / Cliff Island

Sept. 5 - Oct. 9, 2006

Passenger Service

Mon - Fri	Sat	Sun/Holidays
Depart Portland		
AM 5:05	6:30	7:45 ah
10:00	10:00	10:00
PM 2:45	2:45	2:45
5:45	5:45	5:45
9:30 fo		

Depart Cliff		
AM 8:10	7:45	8:50 ah
12:00	12:00	12:00
PM 4:00	4:00	4:00
7:00	7:00	7:00
10:50 fo		

Depart Chebeague		
AM 6:25	8:00	9:05 ah
11:35	11:35	11:35
PM 4:20	4:20	4:20
6:45	6:45	6:45
10:25 fo		

Depart Chebeague		
AM 8:00	8:00	9:05 ah
11:35	11:35	11:35
PM 4:20	4:20	4:20
6:45	6:45	6:45
10:25 fo		

Long Island

Sept. 5 - Oct. 9, 2006

Passenger Service

Mon - Fri	Sat	Sun/Holidays
Depart Portland		
AM 5:05	6:30	7:45 ah
10:00	10:00	10:00
11:00	11:00	11:00
PM 2:45	2:45	2:45
4:15*	4:15*	4:15*
5:45	5:45	5:45
9:30 fo		

Depart Long		
AM 6:45	8:25	9:25 ah
8:40	8:25	9:25 ah
PM 12:00	12:00	12:00
4:45	4:45	4:45
7:25	7:25	7:25
11:15 fo		

Depart Chebeague		
AM 8:00	8:00	9:05 ah
11:35	11:35	11:35
PM 4:20	4:20	4:20
6:45	6:45	6:45
10:25 fo		

Depart Chebeague		
AM 8:00	8:00	9:05 ah
11:35	11:35	11:35
PM 4:20	4:20	4:20
6:45	6:45	6:45
10:25 fo		

* No freight service on this trip.

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Little Diamond / Great Diamond

Sept. 5 - Oct. 9, 2006

Passenger Service

Mon - Fri	Sat	Sun/Holidays
Depart Portland		
AM 5:05	6:30	7:45 ah
7:45	6:30	7:45 ah
10:00	10:00	10:00
11:00	11:00	11:00
PM 2:45	2:45	2:45
5:45	5:45	5:45
9:30 fo		

Depart Great Diamond		
AM 7:00	8:40	9:40 ah
8:55	8:40	9:40 ah
PM 12:15	12:15	12:15
5:10	5:10	5:10
ends 8:00 8:45	8:40	8:40
ends 8:30 7:55	7:55	7:55
ends 8:55 7:40	7:40	7:40
11:30 fo		

Depart Little Diamond		
AM 7:05	8:45	9:45 ah
9:00	8:45	9:45 ah
PM 12:20	12:20	12:20
5:15	5:15	5:15
ends 8:00 8:45	8:45	8:45
ends 8:30 8:00	8:00	8:00
ends 8:55 7:45	7:45	7:45
11:30 fo		

- NO SMOKING: Smoking is prohibited on CBTD vessels.
- NO GASOLINE may be transported aboard any vessel. This includes gasoline in lawnmowers and other power equipment.
- HALF FARE TICKETS for Seniors (55+), Medicare and BTP cardholders and individuals with transportation disabilities are available at the CBTD Office. Aboard hearing is available upon request.
- SCHEDULE SUBJECT TO CHANGE WITHOUT NOTICE
- BOOKS must be booked at all times and need a ticket for boarding a vessel.
- Service animals are exempt.
- BICYCLES require a ticket or must be shipped as freight.
- CARRY ON FREIGHT restricted to that which a person may safely carry aboard in one trip.

Diamond Cove
Sept. 5 - Oct. 9, 2006
Passenger Service

Mon. - Fri.	Sat.	Sun/Holidays
Depart Portland		
AM	6:30	
7:45		
10:00	10:00	10:00
11:00	11:00	11:00
PM	4:15*	4:15*
5:45	5:45	5:45
ends 9:00	7:15	7:25
ends 9:00	9:00	9:00
Depart Diamond Cove		
AM	8:25	
11:45	11:45	11:45
PM	4:45	4:45
ends 9:00	6:25	6:25
ends 9:00	7:40	7:45
ends 9:00	8:15	8:15
ends 9:00	8:45	8:45

*No freight service on this trip.
CBITD provides p.m. service to Diamond Cove under an ongoing special relationship.

HOLIDAY SCHEDULE
Oct. 9, Columbus Day
Additional Service
To Peak's 6:45 am
From Peak's 7:15 am
and Downbay 5:05 am
No 7:45 am Downbay

Peaks Island
Sept. 5 - Oct. 9, 2006
Passenger Service

Mon./Tue. Thur./Sat.	Fri.	Sun. & Holidays
Depart Portland		
AM	5:45 cf	5:45 cf
6:45 cf	6:45 cf	6:45 cf
7:45 cf	7:45 cf	7:45 cf
9:30 cf	9:30 cf	9:30 cf
10:45 cf	10:45 cf	10:45 cf
PM	12:15 cf	12:15 cf
2:15 cf	2:15 cf	2:15 cf
3:15 cf	3:15 cf	3:15 cf
4:30 cf	4:30 cf	4:30 cf
5:35 cf	5:35 cf	5:35 cf
7:15	7:15	7:15
8:15	8:15	8:15
9:15	9:15	9:15
10:30	10:30	10:30
11:30:00	11:30 cf	11:30 cf
Depart Peaks		
AM	6:15 cf	6:15 cf
7:15 cf	7:15 cf	7:15 cf
8:15 cf	8:15 cf	8:15 cf
10:00 cf	10:00 cf	10:00 cf
11:15 cf	11:15 cf	11:15 cf
PM	12:45 cf	12:45 cf
2:45 cf	2:45 cf	2:45 cf
3:45 cf	3:45 cf	3:45 cf
5:00 cf	5:00 cf	5:00 cf
6:00 cf	6:00 cf	6:00 cf
7:45	7:45	7:45
8:45	8:45	8:45
9:45	9:45	9:45
10:55	10:55	10:55
11:55:00	11:55 cf	11:55 cf

Vehicles should arrive at least 30 minutes prior to departure.

Personal freight must be checked in 30 minutes prior to departure.

cf = Car Ferry
(transports cars and passengers)
SO = Saturday Only
fo = Friday Only
xh = Except Holidays

Roundtrip Fares

	Adult	*Half Child Fare 5-9 yrs
Peaks	\$6.25	\$3.10
Lt Diamond	\$6.75	\$3.35
St Blaines	\$7.25	\$3.60
Blizzard Cove	\$8.25	\$4.10
Long	\$8.25	\$4.10
Chebeague	\$9.00	\$4.50
Cliff	\$9.50	\$4.75

*Half fare - Senior (65+), Medicare cardholders and individuals with transportation disabilities

These minutes have not been approved yet by the Board of Directors

CASCO BAY ISLAND TRANSIT DISTRICT MINUTES OF THE MEETING OF

DECEMBER 15, 2006

Directors Present: Phipps, Papkee, Carter, Doane, Rockett, Frantz, Flynn, Moreau, Radis, Taylor, new Director Scott Johnston

Directors Absent: Gorham

Others Present: Jean Dyer, Beth Weber, Mac McKone, Sid Gerard, Cyrus Hagge, Elena Murdock, Annie Tselikas

Staff Present: Christian, Mavodones, Sawtelle, Williams

1. Call to Order: The meeting was called to order by President Phipps at 7:45 a.m.
2. Approve Minutes of November 17, 2006 Board of Directors Meeting: Rockett moved, Carter seconded and the vote was unanimous to accept the minutes of the November 17, 2006 Board meeting with the correction of Doane seconding the Minutes of October 20, 2006

The October 20, 2006 Minutes were questioned regarding a motion and after discussion, Papkee moved, Taylor seconded and the vote was unanimous to table the discussion until the January 2007 Board of Directors meeting.

3. Treasurer's Report: Carter noted that the October 2006 and November 2006 Financial reports are in the Board package. Carter recommended that the Board consider accepting the Finance Committee FY 2007 Budget. Carter also talked about changing the FY dates and will have more information later for the Board to consider.
4. General Information Reports:
 - a. Committee Reports: The Finance Committee and the Operations Committee reports will be taken up under Business item 6C and 6D.
 - b. Staff Reports: The Staff reports are included in the Board Package. Christian spoke briefly about the Steiner Shipyard counterclaim
 - c. Wharf Report: There was no wharf report

5. Public Comment on items not on the agenda: Several comments were made by the public.

6. Business:

A: Vote on Executive Committee's nomination of Scott Johnston to fill the vacant Little Diamond Island Director's seat until the next CBITD Board of Directors election, and swear in the newly elected Director: Phipps outlined the process the Executive Committee used and after reviewing the 2 people applying for the Director's seat (Linda Tyler and Scott Johnston), the Executive Committee recommends Scott Johnston as the person to fill the vacant seat. Cyrus Hagge, former Board President, spoke highly of Scott and thanked not only Scott for applying but thanked the Board of their consideration of Scott as the new Director. Papkee moved, Carter seconded and the vote was unanimous to select Scott Johnston as the new Director. Phipps also thanked Linda Tyler for her interest. Clerk, Radis swore in the newly appointed Director.

B. Hold a Public Hearing to consider recommendations from the Rate Structure Committee in increase fares to balance the FY 2007 Budget: Committee Chair Taylor reviewed the past work done by the Rate Structure Committee, pointing out that the rate increase should possibly be for between 350,000 and \$450,000 to balance the FY 2007 Budget and make up for the shortfall in the FY 2006 budget. After considering several options, the Committee recommends that the Board increase rates for passenger, vehicle and freight categories and that the rate increase take effect on April 15, 2007. He also pointed out that the budget would be reviewed in 6 months. President Phipps opened the floor for public comment. After hearing several comments from the public, he closed the Public hearing.

C. Act on Finance Committee's recommendation to adopt the FY 2007 Operating Budget: Phipps opened the discussion for the Board. The question regarding the Operations recommendations, that will follow the Budget vote, was discussed and questioned whether the service changes would change the figures in the FY 2007 Budget. Carter moved, Rockett seconded and after noting that the budget would be adjusted if Agenda item 6D is passed, Taylor called for the vote and it was 10 for and 1 against (Flynn) and the 2007 Budget was adopted.

D. Act on Operations Committee recommendations for schedule changes in the FY 2007 sailing schedules and to amend the F& 2007 Operating Budget to cover any additional costs: Radis moved, Flynn seconded and it was determined that each item in the schedule change recommendations would be taken individually. Phipps opened the discussion for the public, and then the Board. After discussion on item 1, Rockett moved to amend the motion to include bringing the ridership figures back to the Board in one year for review, and after discussion, the vote was unanimous to approve additional car ferry service (9:30 a.m. through 5:35 p.m. trips) on Mondays and Saturdays during the Winter B schedule. On schedule item 2, Rockett moved, Carter seconded and the vote to reschedule the 7:45 a.m. Sunday downbay run to leave Portland at 6:30 a.m. was 10 for and 1 abstain (Radis). On schedule item 3, Radis moved, Rockett seconded and after discussion, the vote was unanimous to re-route the 9:45 p.m. departure from Peaks to Great Diamond on Tuesday and Thursday evenings during the Winter B and Spring A sailing schedules.

E. Executive Session: Pursuant to the Collective Bargaining Agreement, provide guidance to the management representatives regarding the Health Insurance Study Committee (1 M.S.R.A. 504 (6)(D)): Taylor moved, Carter seconded and the vote was unanimous to go into Executive Session.

F. Executive Session: General Manager Search process (1 M.S.R.A. 405 (6)(A)): Rockett moved, Carter seconded and the vote was unanimous to go back into Executive Session. After coming out of Executive Session, Papkee moved to accept Catherine Debo as the new General Manager under the terms given except to not join the APTA association. Rockett seconded and the vote was 9 for, 1 opposed (Flynn, only for economic reasons). A press release was then to be sent out.

7. Workshops: There were no workshop items

8: General Announcements: None made

9. Adjournment: The meeting was adjourned at 10:45 by acclamation.

Respectfully submitted and attested by:

Charles Radis, Clerk

**Casco Bay Island Transit District
Preventive Maintenance Schedule
Revised 8.10.05**



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Section I CBITD Equipment and Facility List

1.1 CBITD Vessels Type Capacity

- **Bay Mist** Passenger 328
- **Aucocisco III** Passenger 399
- **Island Holiday** Passenger 300
- **Island Romance** Passenger 299
- **Machigonne II** Passenger 399 - Vehicle 12
- **Maquoit II** Passenger 399 - Vehicle 2

1.2 Terminal and Wharves

Location Type

- **Portland** - Fixed and Transfer Bridge - Passenger, Vehicle, Freight
- **Peaks** - Fixed and Transfer Bridge - Passenger, Vehicle, Freight
- **Little Diamond** - Fixed - Passenger
- **Great Diamond** - Fixed - Passenger
- **Long** - Fixed - Passenger
- **Chebeague** - Fixed - Passenger
- **Cliff** - Fixed - Passenger

1.3 Equipment

- **Service Van** Revenue Service Use
- **Forklift, two (2) ea.** Revenue Service Use

Section II CBITD Vessel Maintenance Program

2.0 Statement of Intent

The Casco Bay Island Transit District will adequately maintain its vessels and related equipment. Preventative maintenance is our primary objective in order to enhance performance and long-term quality of the equipment. Through good recordkeeping and the acquisition of quality equipment and service(s), CBITD intends to keep vessels operating safely and on schedule with a minimum amount of down time and breakdown.

2.1 Preventative Maintenance

The United States Coast Guard conducts dry dock inspections on CBITD vessels every two years. The hull inspections determine the adequacy of coating systems and the condition of hulls. Propellers, bearings and shafts are inspected. Adequately sized and a sufficient quantity of zincs are used to reduce electrolysis. Hulls are appropriately prepared by pressure washing and sandblasting when necessary and a three-part epoxy coating and anti-foulant are used for hull coatings. The areas above the waterline and superstructure of the vessels are cleaned and/or sandblasted and protective coatings are applied. The District's insurance carrier requires that inspections be conducted by a certified marine surveyor on a schedule basis.

2.2 Annual In-Water Inspections

Annually, the United States Coast Guard inspects all of the vessels for seaworthiness and safety through in-water tests. Inspections are in accordance with all applicable sections of the Code of Federal Regulations.

2.3 Engine and Reverse Gear Maintenance

In accordance with manufacturer's specifications, the engine lubricating and reverse gear oil, as well as associated filters, are changed on a regular scheduled hour basis. Generator engines are serviced at regular intervals in accordance with manufacturer's specifications. A copy of the CBITD Equipment Maintenance Matrix is attached as Appendix A. An oil analysis program is in place which provides for the monitoring of the internal condition of each engine. Scheduled maintenance frequency is based on operational hours recommended by the manufacturer, and Service Intervals shall not exceed 10% of the recommendation. *Exception: the CBITD seasonal operating schedule increases during summer operations, and it may be necessary to extend Service Intervals to no more than 20% of the manufacturer recommendation during peak periods.*

2.4 Daily Maintenance Procedures

Prior to the operation of a vessel, a detailed list of all the routine and necessary checks of each of the vessel systems is completed. At any time a defect, problem or potential problem is noticed, it is recorded in the Vessel Maintenance Log located in the Operations Office. This log is reviewed each morning and on a periodic basis throughout the day by the Maintenance Department. The Maintenance Department notes new items in the log and initials that they have been received. Once the items have been checked and repairs made, or scheduled for repair, these actions are noted in the Maintenance Log.

2.5 Record keeping

Records of all preventative maintenance are kept by the Maintenance Department. Record keeping is a priority concern of CBITD and is critical to the long-term objectives of making the vessels safe and reliable. The Maintenance Department maintains a Daily Maintenance Book for each vessel. All work items associated with each vessel are

recorded in this Log. A separate notebook, in which regular scheduled preventive maintenance checklists are kept, is also maintained for each engine and generator set. In addition, a log containing preventive maintenance and repairs is maintained for each forklift and the CBITD service van.

2.6 Repair and Major Overhaul

In every repair and major overhaul, the best available materials, procedures, and services are used in order to ensure the best dollar and longevity return. CBITD subcontracts with reputable firms for parts and services to ensure quality and reliability. When necessary, consultants are utilized for marine survey, naval architecture, professional engineering and electrical services.

2.7 Navigation and Safety Equipment

CBITD vessels operate with two radar and two VHF radios. Compasses are inspected and adjusted annually in order to ensure accuracy. Fire extinguishers and fixed fire fighting systems are routinely checked by the vessel crew and inspected annually by Simplex Grinnell. Personal Flotation Devices and life saving equipment are routinely checked by the vessel crew and inspected annually by the Coast Guard.

2.8 Failure or Recurring Problem Analysis

The Maintenance and Operations Departments conduct ongoing reviews of any maintenance items of a recurring nature. This includes items that cause a vessel to break down while in service.

2.9 Inspection Performance and Frequency

- Vessel/Terminal Inspection performed daily - Captains/Crew Maintenance
- Maintenance Logs performed daily - Maintenance Operations
- Engine Hour Inspection performed weekdays - Maintenance
- In-water Hull Inspection performed weekly - Diver Down, Inc
- Elevator Inspection performed quarterly - Pine State Elevator
- Chair Lift Inspection performed quarterly - Pine State Elevator

Annual Vessel Inspections:

- Crane - Hamco
- Boilers - Mechanical Services
- Fire extinguishing systems - Simplex Grinnell
- Compasses - Maine Compass
- Biennial Dry-docked Vessel Inspection - USCG Maintenance

**Note: Engine Oil and Transmission Fluid analysis are performed by Milton Caterpillar. Oil Analysis Reports are delivered to the Maintenance Department for recordkeeping purposes.*

Section III CBITD Terminal Maintenance Program

3.0 Statement of Intent

The Casco Bay Island Transit District will adequately maintain its facilities and related fixtures. Preventative maintenance is the primary objective in order to enhance performance and long-term quality of the facility.

3.1 Preventative Maintenance

The City of Portland owns the Casco Bay Ferry Terminal, and conducts periodic property and facility inspections by a professional engineer. Contracted inspections of major systems are as follows:

- Boiler-inspected and serviced annually by Union Oil and Mechanical Services
- Fire and sprinkler system - inspected quarterly by Simplex-Grinnell
- Fire extinguishers - inspected annually by Simplex-Grinnell
- Yale Hoists - inspected annually by HAMCO
- Scale - inspected annually by ACME Scale
- Service Van - oil changed and tuned up in accordance with manufacturer's recommended maintenance schedule by Forest City Chevrolet.
- Forklifts - oil changed in accordance with manufacturer's recommended maintenance schedule by NITCO.
- All doors are serviced and adjusted annually by Precision Millworks.
- HVAC systems are inspected and serviced annually by Mechanical Services.

3.2 Capital Improvements

A list of capital improvements is maintained and kept current. A six year capital plan is maintained and submitted to Maine Department of Transportation (MDOT).

Section IV Island Facilities Maintenance Program

4.0 Statement of Intent

The Casco Bay Island Transit District will ensure that its facilities and related fixtures are adequately maintained through proper and timely reporting to MDOT. Preventative maintenance is the primary objective in order to enhance performance and long-term quality of the facilities.

4.1 Owner Responsibilities

CBITD leases the wharf facilities from the Maine Department of Transportation. CBITD is assured use of the wharf facilities at Peaks, Little Diamond, Great Diamond, Long and Chebeague Islands via this lease agreement. CBITD utilizes the City of Portland owned wharf at Cliff Island. The Maine Department of Transportation (MDOT) inspects the wharves on a regular basis and is responsible for major repairs and

replacements. The City of Portland inspects the Cliff Island wharf on a regular basis and is responsible for major repairs and replacements.

4.2 CBITD Responsibilities

CBITD is responsible to MDOT for general facility maintenance and repairs to damage caused from general usage of the various island facilities, as follows:

- Minor repairs, such as hand rails, planks, treads, etc.
- Reporting to MDOT any damage to island facilities.
- General facility upkeep. (At Peaks Island, the District contracts with an outside vendor to provide cleaning and graffiti removal services. There are also understandings with Island Associations at the other island wharves to keep the facilities neat and clean).
- Snow removal and sanding.

APPENDIX A

Equipment Maintenance Matrix

CBITD EQUIPMENT MAINTENANCE MATRIX

CBITD EQUIPMENT	MAIN ENGINE(S)	PRIMARY GENERATOR	SECONDARY GENERATOR	SERVICE INTERVAL*
Aucocisco III	2ea Detroit Series 60			250hrs
Aucocisco III		Northern Lts MPC55	Northern Lts MPC55	250hrs
Bay Mist	2ea Detroit 8V71	Detroit 3-71	Detroit 2-71	150hrs
Island Holiday	Detroit 8V71			150hrs
Island Holiday		Lugger MD-753		200hrs
Island Romance	Detroit 8V71			150hrs
Island Romance		Lugger M-843n		200hrs
Machigonne II	2ea CAT 3406E			250hrs
Machigonne II		Northern Lts MP65C	John Deere 4039D	250hrs
Maquoit II	2ea Detroit Series 60			250hrs
Maquoit II		John Deere 4039D	John Deere 4039D	250hrs
GMC Van				3,000 miles/6mos
Yale Forklift(s)				200hrs/2mos
Vessel Reverse Gear				1000hrs

SERVICE PERFORMED AT SERVICE INTERVAL

Check antifreeze levels	Check for any exhaust leaks
Check all hoses and clamps	Check all motor mounts bolts
Check for any visible oil leaks	Check air cleaners
Check for any visible coolant leaks	Check air compressor
Check V belt condition and tension	Grease all visible fittings
Check all batteries	Check Fuel System components
Check electrical components	Check drive train components

*Service Interval may not exceed hour schedule more than 10%. Summer season Service Interval may not exceed 20%