

**MDOT REGION 8**

**BIENNIAL OPERATIONS PLAN**

**FY 2007 AND FY 2008**

**A LOCALLY COORDINATED PLAN**

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

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

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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 8**

**REGIONAL OVERVIEW**

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# MDOT REGION 8 BIENNIAL OPERATIONS PLAN

## REGIONAL OVERVIEW

### LOCATION OF REGION 8

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

York County is 990 square miles in size and has a population of over 186,742 people (2000 Census).



### POPULATION OF REGION 8

York County has been one of Maine's fastest growing counties. Between 1990 and 2000, York County's population grew by 13%, from 164,587 people to 186,742 people (2000 Census). This was more than three times as fast as population growth statewide (4%; see table on the next page).

<b>POPULATION OF CUMBERLAND COUNTY AND MAINE</b>		
<b>YEAR</b>	<b>YORK COUNTY</b>	<b>MAINE</b>
1960	99,402	970,689
1970	111,576	992,048
1980	139,666	1,124,660
1990	164,587	1,227,928
2000	186,742	1,274,923
1970-80 change	25%	13%
1980-90 change	18%	9%
1990-00 change	13%	4%
1960-00 change	88%	29%

Source: U.S. Census

Cumberland County is one of the more affluent counties in Maine. The County's median household income (\$43,630) is much higher than the statewide figure (\$37,240), and slightly higher than the national figure (\$41,994) (see table, below). Further, York County's poverty rate (8.2%) is significantly lower than at either the State (10.9%) or Federal (12.4%) levels. The proportion of senior citizens (65 and older) for York County is slightly lower than statewide, but slightly higher than nationwide.

York County has 188.4 people per square mile, which makes it one of the most densely populated counties in the State of Maine.

<b>YORK COUNTY PROFILE – 2000</b>			
<b>Measure</b>	<b>York County</b>	<b>Maine</b>	<b>USA</b>
Total Population	186,742	1,274,923	281,421,906
Total Households	74,563	518,200	105,480,101
Average Household Size	2.47	2.39	2.59
Median Household Income	\$43,630	\$37,240	\$41,994
Persons below Poverty	8.2%	10.9%	12.4%
65 Years and Over	13.6%	14.4%	12.4%
Persons Per Square Mile	188.4	41.3	79.6

Source: 2000 U.S. Census

## REGIONAL PUBLIC AND PRIVATE PROVIDERS

### A. TRANSPORTATION PROVIDERS

Transportation providers in Region 8 include two providers seeking Section 5311 assistance, one year-round public transit provider, two commuter services, four summer transportation services, over twenty-five taxi and/or limousine services, and three wheelchair transportation services.

#### AGENCIES

**York County Community Action Corporation (YCCAC):** YCCAC is a non-profit corporation designated by MDOT as a Regional Transportation Provider. YCCAC provides paratransit and local transit services to all of York County. All of YCCAC's routes are rural area routes, except a portion of the South County Route and the towns of Biddeford, Saco and Old Orchard Beach that are part of the Portland urban area based on the 2000 Census.

Due to a change in the boundaries for Transportation Region 8 in 1998, nine Oxford County towns are included within YCCAC's region. These towns are Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham. YCCAC has an informal agreement with Western Maine Transportation Services (WMTS) to provide this service. Information on these routes is included in the Region 7 Biennial Operations Plan for WMTS.

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

YCCAC provides demand response service to York County communities, with service to medical facilities and shopping one day/week in most communities. YCCAC's demand response service provides transportation for adult day programs for persons with disabilities, childcare facilities, and for medical and shopping trips. The demand response system is designed to maximize the efficiency of service delivery. One driver may do a run to an Adult Day Program, then pick up shoppers. Another driver may do a run to a Child Care site, and then pick up riders to an Adult Day Program. Medical trips are usually assigned to drivers available in the area. All rides must be arranged 24 hours in advance.

YCCAC also provides several other distinct services. The **Sanford Transit** is a fixed-route deviation service that operates Mondays through Fridays between Springvale and South Sanford, and serves members of the public. **WAVE** (Wheels to Access Vocation and Education) is a seven-day-per-week transportation service within the Wells-Sanford and Biddeford-Sanford corridors providing trips for employment and training, along with transports to area child care services for riders' children. The **Shoreline Explorer** service was begun in June 2006, providing a network of public and private trolley and bus services, linking the communities of Sanford, Kennebunk, Kennebunkport, Wells, Ogunquit and York. YCCAC also operates a Volunteer Driver Program and Friends and Family (self-transport) Program, both designed to meet specific transportation needs.

YCCAC uses its fleet of twenty-four lift equipped buses, ten trolleys, and fifteen vans, one hundred plus agency-certified volunteer drivers, collectively serving over 3,000 people countywide each year. YCCAC provided over 4.5 million passenger miles of service, and almost 253,000 rides in the last fiscal year.

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

**COAST:** The Cooperative Alliance for Seacoast Transportation established by the New Hampshire Legislature which provides fixed public transit service from Dover and Somersworth, N.H. into Berwick. (Durham, N.H., 603-431-1922).

### **COMMUTER SERVICES**

1. **Dinneen Bus Lines:** A private for profit commuter and charter service from Sanford, Somersworth, Dover and Exeter, New Hampshire to the Naval Shipyard (Kittery, 207-439-4440).
2. **J & D Express:** A private for-profit commuter service from Saco and Biddeford to the Naval Shipyard (Kittery).

### **SUMMER SERVICES**

1. **York Trolley Beach Shuttle:** A privately owned local summer trolley that connects with the Shore Road Shuttle (207-748-3030, [www.YorkTrolley.com](http://www.YorkTrolley.com)).
2. **Ogunquit Trolley:** A privately owned local summer trolley that connects with the Shoreline Trolley and Shore Road Shuttle (207-646-1411, [www.OgunquitTrolley.com](http://www.OgunquitTrolley.com)).
3. **Intown-Trolley:** A privately owned local summer trolley providing sightseeing tours in Kennebunkport that connects to the Kennebunk Shuttle and the Shoreline Trolley (207-967-3686, [www.InTownTrolley.com](http://www.InTownTrolley.com)).
4. **Shoreline Explorer:** Public transportation provided by YCCAC on four routes, connecting with the private trolley services listed above, including the Kennebunk Shuttle, Sanford Ocean Shuttle, Shoreline Trolley and Shore Road Shuttle (207-324-5762, [www.shorelineexplorer.com](http://www.shorelineexplorer.com)).

## **TAXI AND LIMOUSINE SERVICES**

1. **ABBA Taxi**, Exeter, New Hampshire, 603-926-8294
2. **Ameri-Cab Taxi and Airport**, New Hampshire, 603-926-6400
3. **Anchor Taxi**, Portsmouth, New Hampshire, 603-436-1888
4. **A-1 Taxi**, Portsmouth, New Hampshire, 603-427-1000
5. **A-1 Vango Taxi**, Hampton Beach, New Hampshire, 603-929-0077
6. **Alternative Taxi Network**, 17 Storer, Saco, 207-284-0269
7. **Blue Star Taxi**, Portsmouth, 603-436-2774
8. **Brentwood Taxi**, Brentwood, New Hampshire, 603-642-5201
9. **Brewster's Taxi and Travel Service**, Post Road, Ogunquit, 207-646-2141
10. **Casey's Cabs**, 906 Portland Road, Saco, 207-282-8030
11. **Coastal Cab**, Biddeford, 207-284-0118
12. **Ed's Taxi**, 28 Sumac, Exeter, New Hampshire, 207-773-0070/1-866-766-0070
13. **Exeter Taxi**, Exeter, New Hampshire, 603-778-7778
14. **Foggs Auto Sales**, 1508 Sanford, 207-324-2503
15. **Front-Line Taxi**, 13 Stanley Road, Springvale, 207-490-1214/1-866-490-1214
16. **J & M Taxi**, 207-490-2222
17. **Imperial Limousine Service**, 2 Brown Farm Road, Biddeford, 282-2386
18. **John's Taxi**, 225 West Street, Biddeford, 207-284-7511
19. **Majestic Limousine of Maine**, Shapleigh, 793-2473
20. **Max Roads Taxi**, Hampton/Richmond, New Hampshire, 203-926-4629/895-5200
21. **Mermaid Transportation**, Portland, 207-772-2509 / 800-696-2463
22. **Route 125 Taxi**, Brentwood, 603-642-5201/877-642-5100
23. **Springvale Taxi**, Springvale, 207-490-1700
24. **Sunshine Taxi**, York, 207-363-7600

25. **Sunshine Taxi and Delivery Service**, Portsmouth, New Hampshire, 603-431-4555
26. **Twin City Taxi**, 12 Storer, Saco, 207-284-7911/284-7511/800/482-8294
27. **Two Rivers Transport**, 18 Federal Road, Parsonsfield-Cornish, 207-625-7779

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

1. **American Medical Response**, 207-283-6655
2. **Northeast Mobile Health Services**, Kennebunk, 207-985-2500
3. **Mermaid Assisted Services**, Portland, 207-772-2509 / 800-696-2463

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#### **B. PROVIDERS SEEKING SECTION 5311 ASSISTANCE**

Two providers are seeking Section 5311 and/or State assistance: YCCAC and the Biddeford-Saco-Old Orchard Beach Transit Committee (ShuttleBus). Other providers may also participate through YCCAC. When YCCAC cannot meet agency client needs with its own equipment and there is a trip eligible for alternative funding, it uses a variety of private taxicab companies around York County, and YCCAC volunteer drivers.

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

#### **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 YCCAC 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 YCCAC 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 YCCAC, 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 8.

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, YCCAC 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 13 2006, at YCCAC's conference room, 6 Spruce Street, in Sanford, 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's Regional Transportation System
- A Summary of services provided by YCCAC and the Biddeford-Saco-Old Orchard Beach Transit Committee (Shuttlebus), 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 YCCAC would provide a ride to the forum free of charge to anyone needing one.

The second RPAC meeting was held on February 27 2007, at YCCAC's conference room, 6 Spruce Street, in Sanford, 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 8. To the contrary, YCCAC has worked closely for many years with social service agencies, service providers and others to ensure that its limited resources are used as efficiently as possible. The following paragraphs contain a brief summary of those coordination efforts.

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

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

YCCAC also has an agreement with WMTS to provide demand response transportation to the Oxford County towns of Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham. WMTS was serving these communities prior to their inclusion within Transportation Region 8.

YCCAC continues its joint venture with the Wells Chamber of Commerce to operate the Wells Trolley Service. This is a seven-day/week summertime route (end of June through Labor Day).

**RPAC REGION 8**  
**York County and portions of Oxford County**  
**Summary of Most Important Issues/Challenges and Responses in Priority Order**

<b>RPAC Issue/Challenge</b>	<b>Additional Information</b>	<b>Recommended Actions/(Responsible Party)</b>
<p><b>1. <u>Funding Needs</u> - Public Transportation.</b> More funding is needed for public transportation.</p>		<p><b>A. Referral.</b> Refer to Governor’s Coordinating Committee (MDOT)</p>
<p><b>2. <u>Community Education</u> - Public Information, General.</b> There is a need for better information about transit services including more publicity about what is available.</p>	<p>Marketing/public information is an ongoing challenge. There is very little money for this.</p> <p>There is an MDOT website (<a href="http://www.exploremaine.org">www.exploremaine.org</a>) that lists fixed-route and regional providers. It does not currently list non-MDOT supported transportation services.</p> <p>YCCAC has an Agency Resource Brochure, and other printed materials that provide information on its services.</p> <p>YCCAC and BSOOB have utilized a number of methods to publicize their services, such as distribution of agency fliers and posters.</p>	<p><b>A. State Web site.</b> Improve the State web site and printed materials, and improve ADA accessibility of the web site. Include a “what’s new” page to publicize services, as well as a link to New Hampshire services (MDOT)</p> <p><b>B. Provider Web site.</b> Continue to maintain and update the YCCAC and Biddeford/Saco/Old Orchard Beach (BSOOB) transportation web sites (YCCAC, BSOOB)</p> <p><b>C. Statewide Transportation Directory.</b> Create a comprehensive, clear directory for accessing information on transportation services (MDOT, YCCAC, BSOOB)</p> <p><b>D. Other publicity.</b> Publicize services through:</p> <ul style="list-style-type: none"> <li>• Distribution of materials and posters to hospitals, agencies and other locations;</li> <li>• Press releases for new services;</li> <li>• Publicity on social service agency Web pages such as MADSEC directors’ organization for special needs children;</li> <li>• Links to transit Web pages on social service agency Web pages;</li> </ul>

RPAC Issue/Challenge	Additional Information	Recommended Actions/(Responsible Party)
		<ul style="list-style-type: none"> <li>• Requests to agencies to keep information on transit up-to-date;</li> <li>• Creation of a video for use on TV programs and for agency presentations;</li> <li>• A program on transit services on the TV show Maine Watch.</li> </ul>
<p><b>3. <u>Cost Effectiveness</u> - More Volunteers.</b> There is a need for more volunteers.</p>	<p>Finding volunteers is an ongoing challenge for providers across the state, especially for evening and weekend service. Recruitment is especially difficult when reimbursement rates are low. This is currently not an issue for MaineCare services since rates were adjusted in 2005. The DHHS rate is usually lower.</p> <p>YCCAC passes MaineCare reimbursements through to other agencies, such as hospitals and WABAN who are also providing transportation services for MaineCare clients.</p>	<p><b>A. Recruitment.</b> Continue efforts to recruit volunteers (YCCAC)</p> <p><b>B. Creative solutions.</b> Explore creative solutions using volunteers (see 5C; YCCAC)</p> <p><b>C. Referral of reimbursement rate issue.</b> Refer issue of reimbursement rates to Governor’s Coordinating Committee (MDOT)</p>
<p><b>4. <u>Community Education</u> - Public Information, Senior Services.</b> There is a need for better information about transit services including more publicity about what services are available to seniors.</p> <p><i>Note: Issue # 4, issue # 5 and issue # 6 were given the same ranking by the RPAC</i></p>	<p>See additional information under # 2, above.</p>	<p>See recommended actions under # 2, above.</p>

RPAC Issue/Challenge	Additional Information	Recommended Actions/(Responsible Party)
<p><b>5. <u>Additional Transportation Services – Near Poor.</u></b> There is a need for additional services for the non-MaineCare/near poor, especially in rural areas.</p> <p><i>Note: Issue # 4, issue # 5 and issue # 6 were given the same ranking by the RPAC</i></p> <p><b>6. <u>Additional Transportation Services – Dialysis Patients.</u></b> There is a need for additional services for dialysis patients and those with disabilities.</p> <p><i>Note: Issue # 4, issue # 5 and issue # 6 were given the same ranking by the RPAC</i></p> <p><b>7. <u>Additional Transportation Services – Visually Impaired.</u></b> There is a need for additional transportation services for the visually impaired, including getting their children to medical appointments, and travel to social activities.</p> <p><i>Note: Issue # 7 and issue # 8 were given the same ranking by the RPAC</i></p>	<p>YCCAC provides door-to-door van and volunteer driver transportation primarily to passengers who meet specific social service organization guidelines. General public transportation is available on the WAVE, on Sanford Ocean Shuttle and on ShuttleBus routes, but other than that, on a very limited basis. Additional van service for the general public would require substantially more funding.</p> <p>YCCAC currently provides cross-border trips to residents of the Berwicks, Eliot, and Kittery, accessing the closest regional shopping areas in New Hampshire.</p> <p>There are a variety of fixed-route services offered by the BSOOB Transit Committee and YCCAC. Extension of these services to more hours of the day, to other areas, and/or to nights and weekends, would require substantially more funding (the Tri-town Transit route currently operates seven days per week in Biddeford, Saco and Old Orchard Beach).</p> <p>WAVE service between Sanford and Wells is a rural service that includes pick-ups within a 5-mile radius of the center of town.</p> <p>Starting in December, 2006, the WAVE now also provides urban service between Sanford and Biddeford, connecting to the ZOOM at the Park ‘n Ride and to the ShuttleBus Tri-</p>	<p><b>A. Continuation of service.</b> Continue to provide general public transportation within the limits of available funding (YCCAC, BSOOB)</p> <p><b>B. Public information.</b> Provide more information on public transportation - see # 2, above - (YCCAC, BSOOB, MDOT)</p> <p><b>C. Creative solutions.</b> Explore creative solutions for additional service such as:</p> <ul style="list-style-type: none"> <li>• Private funding sources</li> <li>• Shared use of subsidized vehicles among agencies</li> <li>• Additional coordination between providers</li> <li>• Additional volunteer efforts – through churches and other organizations</li> <li>• Additional municipal funding</li> <li>• Accessible taxis (Mermaid Transportation, a private operator, uses two handicapped accessible vehicles to provide taxi-like service)</li> <li>• Coordination with the GoMaine commuter program (YCCAC, BSOOB)</li> </ul>

RPAC Issue/Challenge	Additional Information	Recommended Actions/(Responsible Party)
	<p>Town service at the Five Points Shopping Center.</p> <p>Funding is a major challenge for new services. While many agencies are working to address transportation needs, it is unlikely there will ever be enough public funding to meet all needs. In addition, funding for senior riders has decreased over the years, even as the number of elderly has increased in York County. Those limited dollars are prioritized for medical and shopping trips.</p> <p>Employment transportation is limited to WAVE, Sanford Ocean Shuttle and ShuttleBus routes, with all service accessible to persons with disabilities. ShuttleBus will be extending service hours and routes to Biddeford Crossing Shopping Area. ShuttleBus offers off-route service up to ¾ mile for persons with disabilities.</p> <p>Region 8 is unique in that people are not traveling to one urban center (like Portland in Region 6), but are traveling in many different directions (Portland, Portsmouth, Sanford, Biddeford, etc.) This situation makes providing public transportation very challenging.</p>	

RPAC Issue/Challenge	Additional Information	Recommended Actions/(Responsible Party)
<p><b>8. <u>Service Improvements</u> – Assistance Getting on and off the Bus.</b> There is a need for service improvements aimed at providing assistance getting on and off the bus, and through the door (of destination).</p> <p><i>Note: Issue # 7 and issue # 8 were given the same ranking by the RPAC</i></p>	<p>All YCCAC bus and van drivers assist passengers getting on and off vehicles. Door through door service is not possible since drivers must remain near the vehicles to assure the safety of all riders.</p> <p>YCCAC has a portable wheelchair available for use on its vehicles.</p>	<p><b>A. Door-to-door assistance.</b> Continue to help riders to the maximum extent possible (see comments in middle column). Encourage social service agencies to develop programs to assist riders. Utilize volunteer assistants, where possible (YCCAC)</p>
<p><b>9. <u>Additional Transportation Services</u> – More than One Day/Week.</b> There is a need for more than one day/week service (from YCCAC)</p> <p><b>10. <u>Additional Transportation Services</u> – People with Disabilities.</b> There is a need for additional transportation services for people with disabilities, especially in rural areas.</p> <p><i>Note: Issue # 9 and issue # 10 were given the same ranking by the RPAC</i></p>	<p>See additional information under # 5, above.</p>	<p>See recommended actions under # 5, above.</p>

## D. PERIODIC REVIEW OF SERVICE

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

Complete reviews of the current transit services were conducted in 1989 and 1990. The 1989 TDP identified a significant unmet need as well as a large latent demand for transportation services in the County. The recommendations of the consultants were implemented to the extent possible, constrained by the limited funding available.

The public, other potential providers, and human service agencies are given an opportunity to review the service through the public notice process required for the preparation of this BOP. To date, there has been no expression of interest in such participation.

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

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

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

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

4. **Complaints from Private Operators.** There have been no formal complaints from the private sector.

## **AMERICANS WITH DISABILITIES ACT PLANS**

York County Community Action Corporation and the Biddeford-Saco-Old Orchard Beach Transit Committee are in compliance with the "Non Discrimination on the Basis of Handicap" in Financial Assistance Programs in accordance with CFR Parts 27 and 609, Federal Register, May 23, 1986. Both agencies have taken steps to ensure access to transportation services by elderly persons and persons with disabilities. Vehicles of both agencies are accessible as required.

YCCAC operates a total of 36 vehicles, 22 of which of which are accessible, and 10 trolleys, 9 of which are accessible.

The Biddeford-Saco-Old Orchard Beach Transit Committee operates a fleet of 12 vehicles , of which seven are accessible.

**MDOT REGION 8**

**BIENNIAL OPERATIONS PLAN**

**FY 2007 AND FY 2008**

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

**YORK COUNTY COMMUNITY ACTION CORPORATION**

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# MDOT REGIONAL 8 BIENNIAL OPERATIONS PLAN

## YORK COUNTY COMMUNITY ACTION CORPORATION (YCCAC)

### PROJECT DESCRIPTION

#### A. RURAL TRANSIT PROVIDER

**Provider:** York County Community Action Corporation  
**Contact Person:** Connie Garber, Transportation Director  
**Address:** P.O. Box 72, 6 Spruce Street, Sanford, Maine 04073  
**Telephone:** (207) 324-5762 ext.2932

#### B. SERVICE

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

#### C. GEOGRAPHIC AREA

YCCAC serves all of York County through a mix of fixed-route deviation and demand response runs. With the exception of a portion of the South County Route, and the towns of Biddeford, Saco and Old Orchard Beach that are part of the expanded Portland urban area based on the 2000 Census, all of YCCAC's routes are rural area routes. The nine Oxford County towns included within Region 8 are Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham.

#### D. SERVICE DESCRIPTION

YCCAC operates the following type routes:

**Adult Day Programs for Disabled Persons** – Service to three programs, located in Sanford, Saco and Biddeford (provided by six buses), five days per week.

**Shoppers** – Service is provided to residents of all towns on a scheduled day(s) to regional shopping locations.

**Child Care** – Service is provided to numerous childcare programs year-round.

**Medical Trips** – Service is provided by bus on a scheduled basis to medical appointments, both for local trips and to Portland (Mondays through Fridays).

***NOTE:** Service was previously provided on specific routes. This is no longer the case. In order to maximize the efficiency of service delivery, one driver may do a run to an adult day program, then pick up shoppers, then do medical trips. Another driver may do a run to a day care site, and then pick up riders to an adult day program. Medical trips are usually assigned to any driver available in the area. A copy of the transportation schedule is included in the Appendix, with updates done on the website: [www.yccac.org](http://www.yccac.org).*

In addition, there are several distinct services:

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

**WAVE (Wheels to Access Vocation and Education)** – Transportation service for trips to employment and training locations - has served the Sanford – Wells corridor since November 1999, and in December 2006 service began in the Sanford – Biddeford corridor. Service is provided seven days per week for the first, second and third shifts.

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

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

**Shoreline Explorer** – A new service that began in June 2006, this is a public-private bus and trolley network connecting Sanford to Wells (year-round service), and Kennebunk, Kennebunkport, Wells, Ogunquit and York on a seasonal basis. In addition, a summer Hotel Shuttle operates between the Wells Transportation Center (Amtrak Downeaster) and area lodging establishments. All services are 7 days per week, typically 9 A.M. to 10 or 11 P.M., with low or free fares. ([www.shorelineexplorer.com](http://www.shorelineexplorer.com))

## **E. FARE STRUCTURE**

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

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

**YCCAC SCHEDULE OF FARES**

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

**Notes:** \*designates a town outside York County

**YCCAC SCHEDULE OF FARES**

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

**Notes:** \*designates a town outside York County

## **F. PROPOSED CUTBACKS, EXPANSIONS**

### **1. Cutbacks.**

No cutbacks planned at this time.

### **2. Expansions.**

The following expansions were made:

- a. During fiscal year 2004, YCCAC along with the Southern Maine Regional Planning Commission and a local Steering Committee looked at a "Coastal Explorer" service, linking the Wells AMTRAK station to the coastal communities including Kennebunk, Kennebunkport, Wells, Ogunquit and Sanford. In June of 2006, the Shoreline Explorer was rolled out. The Shoreline Explorer linked three private trolley operations in Kennebunkport, Ogunquit and York, replaced the old Wells Trolley with an expanded route (Shoreline Trolley), and added three new routes: Kennebunk Shuttle, Sanford Ocean Shuttle and Shore Road Shuttle. With the exception of the Sanford Ocean Shuttle, all other service is seasonal, beginning the last Saturday in June and ending on Labor Day.
- b. In December of 1006, additional service began on the WAVE (Wheels to Access Vocation and Education), expanding the existing service along the Sanford-Wells corridor to now include the Sanford-Biddeford Corridor. All WAVE service is 7 days/week, with fares based on trip length, and discounts for a month of trips.

YCCAC does not anticipate any other expansions at this time.

## **G. CHARTER SERVICE**

No charter service is planned.

## **H. COMPETITION WITH NON-SUBSIDIZED SERVICE**

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

## **I. PASSENGER STUDIES/SURVEYS**

There have been no passenger studies done during the past three years. However, YCCAC conducts quarterly random surveys for the Maine Department of Health and Human Services. The following is a summary of the results for the survey performed during 2006.

- a. Were you picked up within ½ hour of your appointment time, or the pre-scheduled pick up time?  
Responses were: 49 "Yes" and 1 "No".
- b. Did you reach your destination within a reasonable time?

Responses were: 50 “Yes” and 0 “No”.

- c. Did the driver operate the vehicle in a safe and alert manner?  
Responses were: 47 “Yes” and 0 “No”.
- d. Was the vehicle clean and comfortable?  
Responses were: 49 “Yes” and 1 “No”.
- e. When you contacted this office, were you treated in a professional and courteous manner?  
Responses were: 51 “Yes” and 0 “No”.

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

## **PROJECT COORDINATION**

### **A. SOCIAL SERVICE AGENCY COORDINATION**

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

### **B. SOCIAL SERVICE CONTRACT SUMMARY**

**Department of Health and Human Services (Adult Mental Health and Mental Retardation).** Under contract to DHHS, YCCAC provides transportation for clients not eligible for MaineCare reimbursement, from their homes or group homes primarily to counseling, (skill development) day programs and work sites located near current routes. Adult MR Day programs include the Waban Projects in Sanford, Creative Work Systems in Saco, and Community Support Services in Biddeford. Under contract to DHHS, YCCAC also provides transportation to non-MaineCare eligible individuals for mental health related trips.

**FY 2007 Contracted Amount = \$25,000**

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

**FY 2007 Contracted Amount = \$79,603 (bus) + \$307,602 (volunteer drivers)**

**Southern Maine Area Agency on Aging, Inc.** YCCAC provides transportation services to residents 60 years or older, with services focused on those most socially or economically needy. First priority trips are those for medical appointments and food shopping, and second priority trips are trips to meal sites.

**FY 2003 Contracted Amount = \$35,038**

**Department of Health and Human Services, MaineCare.** The MaineCare program provided 63% (2006) of YCCAC's overall budget. There is no fixed contract; DHHS pays YCCAC on a unit of service basis. YCCAC uses buses, family and volunteers and subcontracts with taxicabs and fixed route buses to transport MaineCare clients.

**FY 2007 Estimated Reimbursement = \$3,165,054**

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

**FY 2007 Estimated Amount = \$140,165**

The portions of the contracts with services provided and contracted amounts are included in the Appendix.

### **C. COORDINATION WITH PROVIDERS**

In addition to the coordination efforts described in prior sections of this document, YCCAC and ShuttleBus have entered into a maintenance agreement whereby YCCAC purchases maintenance services from ShuttleBus. This agreement was established in June 1995.

### **DISCRIMINATION**

No formal complaints alleging discrimination on the basis of race, color, or national origin were registered against YCCAC in the past three years.

### **DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES**

#### **A. EXISTING/POTENTIAL DBE/WBE ENTERPRISES**

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

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

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

#### **B. MONETARY GOALS**

YCCAC will endeavor to involve Disadvantaged and Women-owned Business Enterprises (DBE/WBE) in the procurement of outside goods and services. YCCAC will seek out DBE/WBEs for the procurement of outside goods and services, and utilize MDOT's list of

DBE/WBEs in procuring bids, as well as qualified firms that have responded to MDOT's public notice regarding DBE/WBE participation.

YCCAC's FY 2007 budget contains \$69,345 in contractible services (supplies, equipment, uniforms, office supplies). Federal FTA/state funds (\$761,764) account for 16% of the total budget (\$4,873,875). Therefore, the federal/state share of contractible services is \$11,095 (16% of \$69,345), and the 0.6% monetary goal is \$67 (0.6% of \$11,095).

YCCAC's FY 2008 budget contains \$69,345 in contractible services (supplies, equipment, uniforms, office supplies). Federal FTA/state funds (\$761,764) account for 15% of the total budget (\$5,049,712). Therefore, the federal/state share of contractible services is \$10,402 (15% of \$69,345). If the federal DBE/WBE rate remains at 0.6%, then the DBE/WBE monetary goal would be \$62 (0.6% of \$10,402).

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

In fiscal year 2007, YCCAC expects to be purchasing additional service from Michelle Wilson to design marketing materials for the Shoreline Explorer. YCCAC will receive software development services in fiscal year 2007 from Margaret O'Toole for an estimated amount of \$55,000.

### C. ADVERTISING

YCCAC 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 October 5, 6 and 7, 2006, in the Kennebec Journal:

**D6** Saturday, October 7, 2006

**ANNOUNCEMENTS**

100 Legals

Legal Advertisement

**Seeking Disadvantaged/Minority/Women Owned Business Enterprises**  
The Maine Transit Association (MTA) is looking to identify disadvantaged, minority and woman 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

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

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

### B. CAPITAL ACQUISITIONS

1. **Public Notice.** A copy of the public notice (see right column) announcing that the York County Community Action Council, a non-profit Maine Corporation, has applied to the Maine Department of Transportation for a capital assistance grant under 49 USC §5310 for the purchase of a vehicle is displayed below. The notice appeared in the Journal Tribune on Thursday, April 15, 2004.

2. **Planned Vehicle/Equipment/Facility Acquisitions.**

YCCAC plans to replace 5 vehicles in 2007 and 4 vehicles in 2008. The following table displays YCCAC's vehicle replacement schedule through the year 2014.

LEGAL NOTICE FOR  
PUBLIC/PRIVATE  
TRANSPORTATION  
PROVIDERS

York County Community  
Action Council, a non-  
profit Maine Corporation,  
has applied to the Maine  
Department of Transportation  
for a capital assistance  
grant under 49 USC §  
5310 of the Federal Transit  
Act for one vehicle to re-  
place a vehicle that is cur-  
rently operated by YCCAC.  
The vehicle will be used in  
demand-response service  
for elderly and disabled per-  
sons, and for the general  
public for medical and other  
trip needs, on a space  
available basis.  
Written comments and writ-  
ten requests to hold a pub-  
lic hearing on the proposed  
vehicle acquisition are invit-  
ed, and must be received at  
the following addresses on  
or before April 23, 2004.  
Copies of any and all corre-  
spondence should be sent  
to: Ms. C. Garber, YCCAC,  
P.O. Box 72, Sanford, ME,  
04073 and Mr. N. Moulton,  
Office of Passenger Trans-  
portation, MDOT, 16 State  
House Station, Augusta,  
ME, 04333-0016.

**YCCAC TRANSPORTATION VEHICLE REPLACEMENT SCHEDULE**

UNIT #	YEAR/MAKE	FUEL	REPLACEMENT YEAR												ORIGINAL FUNDING SOURCE	ORIGINAL DEL'Y DATE	PROPOSED FUNDING SOURCE	YEAR-END MILEAGE FY 2006	VEHICLE REPLACED BY		
			2000	01	02	03	04	05	06	07	08	09	10	11						12	13
88	1986 Chevy - Spare	D	Spare														Sec 3	Oct-86		293299	Auctioned 2003
46	1988 Chevy- Spare	G	Spare														Sec 3	Apr-88		228082	
48	1988 Chevy - Spare	G	Spare														ME16-X020	May-88		265699	
53	1998 Chevy Astro	G		*													Agency	Oct-01 (?)			
54	1993 Ford PU - spare	G					*										Sec 3	Apr-93	Emk-\$21328		ME-03-0034
	2004 GMC Box Ser Tr	D								*							ME-03-0034	May-04	MDOT		
55	1997 Honda Odyssey	G		*													Agency	Oct-99 (?)			
56	1999 Ford 15p Van	G				*											Agency	Sep-00			
57	1999 Ford 15p Van	G				*											Agency	Sep-00			
58	1999 Ford 15p Van	G				*											JARC-Lease	Nov-99	JARC		
59	1999 Ford 15p Van	G				*											JARC-Lease	Nov-99	JARC		
60	1998 Ford 15p Van	G			*	#											JARC-Lease	Nov-99	5310		ME-16-0027
61	1998 Ford 15p Van-spare	G			*	#											JARC-Lease	Nov-99	5310		ME-16-0027
62	1989 Ford WC Van	G					*										Donation	Aug-03	Sec5310-future		
63	1994 Ford Areostar - spare	G								*							Donation	Apr-04	agency		
64	2005 Ford 12p Van	G									*						ME-16-0027	May-05			
65	2005 Ford 12p Van	G									*						ME-16-0027	May-05			
66	2005 Dodge Minivan	G									*						ME-16-0028	Jun-05			
67	2005 Dodge Minivan	G									*						ME-16-0028	Jun-05			
101	1989 International-spare	D	Spare														Sec 16	Nov-90			Auctioned 2003
102	1989 International-spare	D	Spare														Sec 16	Nov-90			Auctioned 2003
103	1990 Ford - spare	G	Spare														Sec 16	Aug-90			Auctioned 2003
106	1992 GMC	G															Sec 16	May-92			
107	1992 GMC	G															Sec 16	May-92			emk-1/8/01
108	1992 GMC- to be sold	G															Sec 16	Jun-92			emk-1/8/01
109	1992 GMC - sold	G			*	#											Sec 16	Jun-92	Sec 5310		ME16-0028
121	1995 International-spare	D			*	#											Sec 3	Mar-95	Earmark		ME03-0034
122	1995 International-spare	D			*	#											Sec 3	Mar-95	Earmark		ME03-0034
123	1995 International-spare	D			*	#											Sec 3	Mar-95	Earmark		ME03-0034
124	1998 International	D					*										Sec 16	Dec-97	Sec. 5310		
125	1998 International	D					*										Sec 16	Dec-97	Sec. 5310		
126	1998 International	D					*										Sec 3	Dec-97	Earmark		5309-01 Emk.

\*See Notes on next page.

**YCCAC TRANSPORTATION VEHICLE REPLACEMENT SCHEDULE**

UNIT #	YEAR/MAKE	FUEL	REPLACEMENT YEAR												ORIGINAL FUNDING SOURCE	ORIGINAL DELIVERY DATE	PROPOSED FUNDING SOURCE	YEAR-END MILEAGE FY 2006	VEHICLE REPLACED BY	
			01	02	03	04	05	06	07	08	09	10	11	12						13
127	1998 International	D				*										Sec 3	Dec-97	Earmark		5309-01 Emk.
128	1998 International	D				*										Sec 3	Dec-97	Earmark		5309-01 Emk.
129	1994 Ford	G				*										Agency	Oct-00	local		
131	2001 Thomas	D							*							ME16-0023	Apr-01	Sec. 5310		
132	2001 Thomas	D							*							ME16-0024	Apr-01	Sec. 5310		
133	2001 Thomas	D							*							ME16-0025/26	Apr-01	Sec. 5310		
134	2001 Thomas	D							*							ME90-X082	Apr-01	Sec 9		
135	2004 Thomas	D										*				ME03-0034	Sep-03	Sec 3 earmark		
136	2004 Thomas	D										*				ME03-0034	Sep-03	Sec 3 earmark		
137	2004 Thomas	D										*				ME90-X119	Sep-03	Sec. 5307		
138	2004 Thomas	D										*				ME03-0034	Sep-03	Sec 3 earmark		
139	1995 Ford 15 p Bus	G											*			Donation	Mar-06			
Kelly	1999 Cable Car Trolley	G				*										CMAQ	Jul-00	Earmark		
Katie	1999 Cable Car Trolley	G				*										CMAQ	May-00	Earmark		
Karen	1999 Cable Car Trolley	G				*										CMAQ	Oct-00	Earmark		
Kerry	1995 Cable Car Trolley	G				*										Local	May-95	agency / local		
Starfish	1999 Dupont Trolley	D								*						State Bond	May-05			
Puffin	1999 Dupont Trolley	D								*						State Bond	May-05			
Heron	1999 Dupont Trolley	D								*						State Bond	May-05			
Sea Gull	2000 Dupont Trolley	D									*					State Bond	May-05			
Dolphin	2000 Dupont Trolley	D									*					State Bond	May-05			
Hbr Seal	2000 Dupont Trolley	D									*					State Bond	May-05			

Notes: \* projected year of sale; \*\* projected year of sale 2017; JARC lease - YCCAC management committee purchased the van and JARC leases them for WAVE; Emk=earmark

**C. CAPITAL RESERVE ACCOUNT**

1. **Minutes.** The minutes of the Board of Directors' meeting held on January 18, 2007 where additional funds were added to the Capital Reserve Account (Transportation Program Report) are included in the Appendix. At this meeting the Board voted to allocate \$39,417 for fiscal year 2007 capital purchases, and \$23,100 for fiscal year 2008 capital purchases.
2. **Items.** The items listed in the Capital Reserve Account are those listed previously in the Vehicle Replacement Schedule.

**GOALS AND OBJECTIVES**

**A. STATUS REPORT ON EXISTING GOALS AND OBJECTIVES**

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

- a. Maintain coordinating mechanism for integrated service with Biddeford–Saco–Old Orchard Beach Transit Committee routes. Formatted: Bullets and Numbering

*Status: YCCAC continues this activity, including the purchase of trips and referrals to and from BSOOB Transit.*

- b. Work with State funding sources to coordinate purchased services. Formatted: Bullets and Numbering

*Status: YCCAC continues to work with the State to coordinate purchased services. YCCAC continues to talk to and meet with staff from the Office of MaineCare Services, Child and Family Services and the Department of Transportation to look for ways to better coordinate transportation services. In addition, MDOT is spearheading the Interagency Advisory Committee to further this Goal.*

- c. Maximize opportunities for York County residents' transportation through YCCAC coordinated modes: agency vehicles, volunteer drivers, reimbursed travel, and common carrier contracts. Formatted: Bullets and Numbering

*Status: YCCAC continues to work towards maximizing transportation opportunities by coordinating the use of the most cost-effective and efficient modes. Since late 1999, YCCAC has been operating The WAVE (Wheels to Access Vocation and Education), utilizing funding from the Federal Transit Administration's Job Access and Reverse Commute (JARC) program, matched by other federal, state and local dollars. In December of 2006, The WAVE provided its 200,000<sup>th</sup> trip, connecting local residents with school, training and jobs and getting their children to local childcare.*

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

- a. Work with State funding sources to establish adequate reimbursement rates. Formatted: Bullets and Numbering

*Status: YCCAC in conjunction with the other regional transportation providers successfully worked with State funding sources in 2005 to obtain adequate reimbursement for both Volunteer Drivers, and Friend and Family. This task has become increasingly difficult, particularly with the decrease in the MaineCare reimbursement rates.*

- b.** Provide information to State and Federal agencies on costs of providing region-wide transportation services.

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*Status: YCCAC continues to provide State and federal agencies with information on the costs of providing region-wide transportation.*

- c.** Provide cost-effective service in order to maximize available funds.

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*Status: YCCAC continues to look for ways to provide service more cost-effectively. The agency is constantly reviewing its practices and procedures, particularly in light of recent funding cutbacks.*

**3. YCCAC will seek to increase ridership and farebox revenue on its agency controlled vehicles.**

- a.** Increase ridership by 4% between 2004 and 2006.

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*Status: Ridership increased by 14% between 2004 and 2006.*

- b.** Increase farebox revenue by 3% between 2004 and 2006.

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*Status: Farebox revenue increased by 76% between 2004 and 2006. This increase is directly attributed to the start-up of the Shoreline Explorer system in June 2006.*

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

- a.** YCCAC has implemented a rider survey process to measure customer satisfaction in the indicator areas (i.e., timely, safe, reliable and accessibility to service). See Appendix and Benchmarks.

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*Status: YCCAC has been conducting a rider survey since fiscal year 1999. The vast majority of responses have been favorable with regard to the promptness of pick-up times and arrival times, safety, vehicle cleanliness and comfort, and the professionalism of the telephone staff. See Appendix for Survey Results, and refer to the Performance Based Goals and Objectives included with the CSC – Bus Contract section.*

- b.** Expand training opportunities for bus driver and volunteers.

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*Status: YCCAC has expanded the number of training sessions and added new areas of training, such as sexual harassment, blood borne pathogens, difficult passengers, children's transportation and transportation for dialysis patients.*

## B. NEW GOALS

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

a. Maintain coordinating mechanism for integrated service with Biddeford–Saco–Old Orchard Beach Transit Committee routes. ← --- Formatted: Bullets and Numbering

b. Work with State funding sources to coordinate purchased services. ← --- Formatted: Bullets and Numbering

c. Maximize opportunities for York County residents' transportation through YCCAC-coordinated modes: agency vehicles, volunteer drivers, reimbursed travel, and common carrier contracts. ← --- Formatted: Bullets and Numbering

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

a. Work with State funding sources to establish adequate reimbursement rates. ← --- Formatted: Bullets and Numbering

b. Provide information to State and Federal agencies on costs of providing region-wide transportation services. ← --- Formatted: Bullets and Numbering

c. Provide cost-effective service in order to maximize available funds. ← --- Formatted: Bullets and Numbering

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

a. Increase ridership by 15% between 2006 and 2008. ← --- Formatted: Bullets and Numbering

b. Increase farebox revenue by 10% between 2006 and 2008. ← --- Formatted: Bullets and Numbering

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

a. YCCAC has implemented a rider survey process to measure customer satisfaction in the indicator areas (i.e., timely, safe, reliable and accessibility to service). See the following section for Benchmarks. ← --- Formatted: Bullets and Numbering

b. Expand training opportunities for bus drivers and volunteers. ← --- Formatted: Bullets and Numbering

## BENCHMARKS

The following are goals/indicators developed for the Maine Department of Health and Human Services, Child and Family Services.

### Definitions/comments:

“Timely” means schedules are maintained as stated.

“Safe” means that drivers meet driving qualifications, have sufficient training, pass Motor Vehicle, Child Protective, and State Bureau of Investigation screenings; passengers reach their destination without harm or risk of abuse; vehicles meet state inspection standards and comply with the State seat belt laws.

“Reliable” means timeliness, trip completion, and acceptance/availability of service.

***GOAL: Eligible Maine citizens will be able to improve their access to medical and social services by the provision of timely, safe, and reliable transportation.***

***INDICATOR: Timely***

**Strategies:**

- Bus schedules for fixed route are maintained as stated.
- Trips scheduled 24 hours in advance will have pick-ups within ½ hour of appointment time.
- Utilize customized computer aided dispatching software to schedule trips.

**Measure:**

- YCCAC will conduct periodic random client surveys requesting information on trip scheduling efficiency, driver performance, and timely transport. YCCAC will deliver riders to their appointments within ½ hour of appointment time at least 80% of the time.

***INDICATOR: Safe***

**Strategies:**

- Drivers must meet driving qualifications, have sufficient training, and pass DMV and State Bureau of Identification screenings.
- Passengers will reach their destinations without harm.
- Vehicles will meet State inspection standards.

**Measure:**

- Copies of DMV/SBI checks will be maintained in every driver’s personnel file.
- Drivers will receive training on passenger assistance, defensive driving, CPR/First Aid.
- All accidents will be recorded that involve vehicle damage or rider injury, and will be reviewed to determine preventability.
- Vehicles will be part of a preventive maintenance program.
- Proof of insurance will be maintained in all vehicles.
- Vehicle inspections will be kept up to date.

***INDICATOR: Reliable***

**Strategies:**

- YCCAC buses will provide timely service, with riders reaching their destination.

- YCCAC buses will provide service in a professional manner.

**Measure:**

- YCCAC will conduct periodic random client surveys requesting information on trip scheduling efficiency, driver performance, and timely transport.
- YCCAC will deliver riders to their appointments within ½ hour of appointment time at least 80% of the time. Any complaints will be investigated, with a resolution noted.

***INDICATOR: Access to Services***

**Strategies:**

- Phone lines will be maintained with local calling areas to provide easy access to the Transportation Office.
- YCCAC will maintain office hours from 7:30 a.m. to 4:30 p.m., 52 weeks/year, except holidays.

**Measure:**

- YCCAC will maintain annual ridership reports indicating service provided to each town, broken down by trip type (medical, protective / foster care, etc.).
- YCCAC will maintain dispatch logs and driver route sheets, showing all trips provided.
- YCCAC will conduct periodic random client surveys requesting information on trip scheduling efficiency, driver performance, and timely transport. YCCAC will deliver riders to their appointments within ½ hour of appointment time at least 80% of the time.
- YCCAC will strive for 90% customer satisfaction in all areas.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled by YCCAC for the past three fiscal years. Data for fiscal year 2004 covers the time period from October 1, 2003 to September 30, 2004, data for fiscal year 2005 covers the time period from October 1, 2004 to September 30, 2005, and data for fiscal year 2006 covers the time period from October 1, 2005 to September 30, 2006.

<b>URBAN AND RURAL SYSTEMS                      YORK COUNTY COMMUNITY ACTION CORPORATION                      ANNUAL REPORT – LAST THREE YEARS                      [R = RURAL; U = URBAN]</b>			
	FY 2004	FY 2005	FY 2006
<b>Volunteer Resources</b>			
Volunteer Drivers	80	60	100
Personal Vehicles in Service	80	60	100
<b>Vehicles (RTP Fleet)</b>			
Number of Active Vehicles in Fleet	R = 27; U = 9	R = 31; U = 9	R = 39; U = 7
Number of Inactive Vehicles in Fleet	4	5	5
Number of ADA Accessible Vehicles	R = 5; U = 1	R = 7; U = 2	R = 7; U = 2
<b>Annual Operating Expenses</b>			
Annual Transit Operating Expenses	R = \$45,210	R = \$38,291	R = \$46,451
Annual Social Services Operating Expenses	R = \$1,247,939 U = \$1,151,943	R = \$1,412,278 U = \$1,303,642	R = \$1,971,117 U = \$1,819,492
<b>Annual Administrative Expenses</b>			
Annual Transit Administrative Expenses	R = \$7,701	R = \$6,792	R = \$7,707
Annual Social Services Administrative Expenses	R = \$372,761 U = \$344,087	R = \$421,849 U = \$389,399	R = \$588,775 U = \$543,485
<b>Annual Operating Revenues</b>			
Fare Revenues	\$9,944	\$41,396	\$41,954
Transit Contract Revenues	0	0	0
Social Service Contract Revenues	3,238,423	3,171,631	3,403,939
FTA - Federal Operating Assistance	277,124	638,023	1,231,333
MDOT – State Operating Assistance	34,942	37,824	30,052
Local Operating Funds	202,052	183,287	269,749
Total Annual Operating Revenues	\$3,762,485	\$4,072,161	\$4,977,027
<b>Annual Capital Costs</b>			
FTA - Annual Capital Costs	\$78,848	\$3,000	\$271,899

	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
<b>FTA-Sources of Capital Funds</b>			
FTA - Federal Capital Assistance	\$63,078	0	\$30,808
MDOT - State Capital Assistance	0	\$3,000	195,834*
Local Capital Funds	15,770	0	45,257
<b>Total Capital Funds</b>	<b>\$78,848</b>	<b>\$3,000</b>	<b>\$271,899</b>
<b>Annual Vehicle Miles</b>			
Annual Transit Miles	272,115	286,838	303,155
Annual Social Service Miles	444,472	372,253	429,185
<b>Annual Vehicle Hours</b>			
	38,650	38,650	40,582
<b>Annual Passenger Trips</b>			
Annual Transit Passenger Trips	43,624	42,265	91,126
Annual Social Services Passenger Trips	178,045	156,930	175,191
<b>Safety</b>			
Fatalities	0	0	0
Minor Incidents	0	0	0
Major Incidents**	0	0	0
<b>Source:</b> York County Community Action Corporation			
* In FY 2006 MDOT provided state match for 6 trolleys that were transferred from Massachusetts to Maine.			
** A "major incident" is where the vehicle must be taken out of service. "Major injuries" are where a person must be transported to a hospital.			

**B. REVENUES, COSTS, ONE-WAY TRIPS AND MILES**

**Fixed Route Deviation Transit.** Fixed-route deviation transit includes Sanford Transit and the Shoreland Explorer. The following tables present revenues, costs, one-way trips and vehicle miles for fiscal year 2004 (ending September 30, 2004), fiscal year 2005 (ending September 30, 2005), and fiscal year 2006 (ending September 30, 2006).

<b>FIXED ROUTE DEVIATION TRANSIT REVENUES AND COSTS - PAST THREE YEARS</b>						
<b>ROUTE</b>	<b>REVENUES</b>			<b>COSTS</b>		
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
Sanford Transit	\$53,969	\$55,048	\$54,158	\$53,969	\$55,048	\$54,158
Shoreline Explorer	0	0	527,448	0	0	527,448
<b>Total</b>	<b>\$53,969</b>	<b>\$55,048</b>	<b>\$581,606</b>	<b>\$53,969</b>	<b>\$55,048</b>	<b>\$581,606</b>

**FIXED-ROUTE DEVIATION TRANSIT  
TRIPS AND VEHICLE MILES  
PAST THREE YEARS**

ROUTE	ONE-WAY TRIPS			VEHICLE MILES		
	FY 2004	FY 2005	FY 2006	FY 2004	FY 2005	FY 2006
Sanford Transit	12,526	12,776	14,877	23,715	24,614	25,153
Shoreline Explorer	0	0	44,254	0	0	38,381
<b>Total</b>	<b>12,526</b>	<b>12,776</b>	<b>59,131</b>	<b>23,715</b>	<b>24,614</b>	<b>63,534</b>

**Demand Response One-way Trips and Mileage by Agency and by Mode.** The following is a summary of one-way trips and passenger miles for YCCAC's demand response system. The figures are for fiscal year 2004 (ending September 30, 2004), fiscal year 2005 (ending September 30, 2005), and fiscal year 2006 (ending September 30, 2006).

**DEMAND RESPONSE  
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	\$256,769	\$267,459	\$1,061,814	\$256,769	\$267,459	\$1,061,814
All Other **	3,486,630	3,259,710	3,279,449	3,486,630	3,259,710	3,279,449
<b>Total</b>	<b>\$3,743,399</b>	<b>\$3,527,169</b>	<b>\$4,341,263</b>	<b>\$3,743,399</b>	<b>\$3,527,169</b>	<b>\$4,341,263</b>

\*\* Breakdown by MaineCare, DHHS Regular and Special is not available. See overall revenues and expenses for more information.

**DEMAND RESPONSE  
TRIPS AND PASSENGER MILES BY AGENCY  
PAST THREE YEARS**

<b>SOCIAL SERVICE AGENCY/PROGRAM</b>	<b>ONE-WAY TRIPS</b>			<b>PASSENGER MILES</b>		
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
General Public	29,105	29,687	35,751	95,731	97,645	146,641
MaineCare	137,750	131,609	146,488	3,176,475	3,240,004	3,709,084
DHHS Regular	8,088	8,249	8,333	70,515	71,925	71,577
DHHS Special	5,876	5,993	5,125	326,183	332,706	290,004
Other	28,390	10,632	11,489	395,680	141,198	314,136
<b>Total</b>	<b>209,209</b>	<b>186,170</b>	<b>207,186</b>	<b>4,064,584</b>	<b>3,883,478</b>	<b>4,531,442</b>

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

<b>MODE</b>	<b>REVENUES</b>			<b>COSTS</b>		
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
Agency Vehicles	Breakdown not available. See overall revenues and expenses for more information.					
Volunteers						
Friends and Family						
Subcontracted Providers						
<b>Total</b>	<b>\$3,743,399</b>	<b>\$3,527,169</b>	<b>\$4,341,263</b>	<b>\$3,743,399</b>	<b>\$3,527,169</b>	<b>\$4,341,263</b>

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

<b>MODE</b>	<b>ONE-WAY TRIPS</b>			<b>PASSENGER MILES</b>		
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
Agency Vehicles	119,077	99,569	110,527	923,818	809,404	894,015
Volunteers	59,551	54,957	64,164	2,545,730	2,527,192	2,989,671
Friends and Family	23,618	22,353	27,825	604,871	537,591	641,552
Subcontracted Providers*	6,963	9,291	6,204	6,963	9,291	6,204
<b>Total</b>	<b>209,209</b>	<b>186,170</b>	<b>208,720</b>	<b>4,081,382</b>	<b>3,883,478</b>	<b>4,531,442</b>

\* Passenger mileage not available for subcontracted trips; one mile is used per trip.

**Revenues and Expenses: Past Three Years.** YCCAC's revenues and expenses for fiscal years 2004, 2005 and 2006 are included in the following tables. YCCAC operates on a fiscal year that runs from October 1 through September 30. Fiscal year 2004 is for the time period ending September 30, 2004, fiscal year 2005 is for the time period ending September 30, 2005, and fiscal year 2006 is for the time period ending September 30, 2006.

<b>YORK COUNTY COMMUNITY ACTION CORPORATION EXPENSES PAST THREE YEARS</b>			
<b>EXPENSE CATEGORY</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
<b><u>Operating</u></b>			
Driver Salary / Fringe	\$1,460,813	\$1,121,180	\$1,232,890
Gas	116,684	156,712	182,546
Maintenance	85,616	173,220	261,845
Insurance	56,195	63,777	61,582
Medical Exams / Training	10,942	9,961	12,368
Reimbursement Client Travel	1,072,447	1,111,420	1,739,372
Depreciation	72,944	65,377	216,541
<b>SUB-TOTAL</b>	<b>\$2,875,641</b>	<b>\$2,701,647</b>	<b>\$3,707,144</b>
<b><u>Administration</u></b>			
Administration Salaries / Fringe	\$339,297	\$359,105	\$360,680
Supplies / Equipment / Uniforms	31,946	87,368	64,752
Telephone	26,832	23,249	25,492
Staff Travel	2,387	4,233	3,131
Rent	73,709	123,122	98,996
Administration	388,227	384,094	447,451
MIS/ Computer Support	72,641	115,276	199,721
Recruitment Ads	1,588	2,920	3,847
Postage / Printing	3,672	4,328	14,384
Reproductions	4,905	4,838	1,020
<b>SUB-TOTAL</b>	<b>\$945,204</b>	<b>\$1,108,533</b>	<b>\$1,219,474</b>
<b><u>Capital Equipment</u></b>			
	0	\$29,795	\$27,059
<b>TOTAL EXPENSES</b>	<b>\$3,820,845</b>	<b>\$3,839,975</b>	<b>\$4,953,677</b>

**YORK COUNTY COMMUNITY ACTION CORPORATION  
REVENUES  
PAST THREE YEARS**

<b>INCOME CATEGORY</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
<b>Federal</b>			
CSC – SSBG	\$275,695	\$215,556	\$278,756
BMS - T.XIX	2,620,888	2,451,622	2,912,342
BDS – DMHMR	28,000	7,374	5,416
SMAAA - T.III	36,500	36,500	45,260
Section 18 (5311)	200,100	306,341	169,532
Section 9 (5307)	114,852	135,029	127,489
Section 3037 – JARC	100,000	331,682	940,383
CMAQ	0	0	0
Capital Equipment	23,478	3,000	0
<b>SUB-TOTAL</b>	<b>\$3,399,513</b>	<b>\$3,487,104</b>	<b>\$4,479,178</b>
<b>State/Municipal</b>			
York County CDS	\$153,272	\$102,159	\$140,165
York County Comm.	24,000	24,000	18,000
Town of Sanford / Transit Bonus	30,256	0	11,984
Town of Wells / Transit Bonus	41,934	50,922	50,922
MDOT - Rural Match	26,170	18,110	18,375
MDOT - Urban Match	5,827	10,766	5,606
Town Funding	0	0	98,001
<b>SUB-TOTAL</b>	<b>\$281,459</b>	<b>\$205,957</b>	<b>\$343,053</b>
<b>Private</b>			
United Way	\$45,000	\$31,000	\$15,750
WAVE Donations	48,291	43,897	40,362
American Cancer Society	15,000	0	5,001
Miscellaneous Program Funds	20,978	21,502	13,672
<b>SUB-TOTAL</b>	<b>\$129,269</b>	<b>\$96,399</b>	<b>\$74,785</b>
<b>Program Income</b>			
Advertising	\$660	\$750	\$875
Fares / Donations	9,944	9,163	41,954
Trolley Fares / Charters	0	40,602	13,832
<b>SUB-TOTAL</b>	<b>\$10,604</b>	<b>\$50,515</b>	<b>\$56,661</b>
<b>TOTAL INCOME</b>	<b>3,820,845</b>	<b>\$3,839,975</b>	<b>4,953,677</b>

**C. PASSENGER INFORMATION – PAST THREE YEARS**

**1. Passenger Information.**

**Sanford Transit and Other General Public Transportation.** The following table displays passenger information on YCCAC’s Sanford Transit Route for fiscal years 2004, 2005 and 2006.

<b>REVENUES BY PASSENGER FARE CATEGORY PAST THREE YEARS</b>			
<b>CATEGORY</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
Full Fare	\$3,288	\$3,539	\$30,437
Elderly and Disabled	9,235	8,471	10,229
Student	0	0	0
Other	186	214	18,465*
<b>Total</b>	<b>\$12,709</b>	<b>\$12,224</b>	<b>\$59,131</b>

\*In FY 2006, children under age 18 are counted as “other”.

**2. Demand Response.** The following table displays the number of general public, elderly and disabled passengers utilizing YCCAC’s demand response services for fiscal years 2004, 2005, and 2006.

<b>NUMBER OF GENERAL PUBLIC, ELDERLY AND DISABLED RIDERS*</b>			
<b>CATEGORY</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
# General Public Passengers	29,705	31,144	42,424
# Elderly Passengers	11,835	9,990	12,018
# Disabled Passengers	71,020	72,227	80,311
# Other Passengers	96,649	73,610	73,967
<b>Total</b>	<b>209,209</b>	<b>186,971</b>	<b>208,720</b>

\*Does not include riders on Fixed Route service

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

**Fixed Route Deviation Transit.** The following projected revenues, costs, one-way trips and miles data for Sanford Transit and the Shoreline Explorer are for fiscal year 2007 (ending September 30, 2007) and fiscal year 2008 (ending September 30, 2008).

<b>FIXED ROUTE DEVIATION TRANSIT PROJECTED REVENUES, COSTS, TRIPS, VEHICLE MILES NEXT TWO YEARS</b>								
ROUTE	REVENUES		COSTS		ONE-WAY TRIPS		VEHICLE MILES	
	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
Sanford Transit	\$57,690	\$64,129	\$57,690	\$64,129	15,621	16,402	25,153	25,656
Shoreline Explorer	567,448	529,212	567,448	529,212	50,892	53,436	49,021	51,472
<b>Total</b>	<b>\$625,138</b>	<b>\$593,341</b>	<b>\$625,138</b>	<b>\$593,341</b>	<b>66,513</b>	<b>69,838</b>	<b>74,174</b>	<b>77,128</b>

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

<b>DEMAND RESPONSE PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES BY AGENCY NEXT TWO YEARS</b>								
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	\$494,264	\$469,551	\$494,264	\$469,551	37,539	38,289	153,973	157,053
MaineCare	Breakdown not available. See overall revenues and expenses.				149,418	152,406	3,783,266	3,858,931
DHHS Regular					8,333	8,500	71,577	73,009
DHHS Special					5,381	5,489	295,804	301,720
All Other *	3,792,709	3,603,073	3,792,709	3,603,073	16,783	17,119	408,084	416,246
<b>Total</b>	<b>\$4,286,973</b>	<b>\$4,072,624</b>	<b>\$4,286,973</b>	<b>\$4,072,624</b>	<b>217,545</b>	<b>221,803</b>	<b>4,712,704</b>	<b>4,806,958</b>

\* Includes MaineCare, DHHS Regular, DHHS Special and other social service agency ridership.

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

MODE	REVENUES		COSTS		ONE-WAY TRIPS		PASSENGER MILES	
	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
Agency Vehicles	Breakdown not available. See overall revenues and expenses.				112,738	114,992	911,895	930,133
Volunteers					67,372	68,720	3,139,155	3,201,938
Friends and Family					29,216	29,801	654,383	667,471
Subcontracted Providers					5,894	6,012	5,894	6,012
<b>Total</b>	<b>\$4,286,973</b>	<b>\$4,072,624</b>	<b>\$4,286,973</b>	<b>\$4,072,624</b>	<b>215,220</b>	<b>219,524</b>	<b>4,711,327</b>	<b>4,805,553</b>

**E. BUDGET**

YCCAC's budgets for fiscal years 2007 and 2008 are included in the following tables. YCCAC operates on a fiscal year that runs from October 1 through September 30. Fiscal year 2007 is for the time period ending September 30, 2007 and fiscal year 2008 is for the time period ending September 30, 2008.

**YORK COUNTY COMMUNITY ACTION CORPORATION  
EXPENSES  
NEXT TWO YEARS**

EXPENSE CATEGORY	FY 2007 TOTALS	FY 2008 ESTIMATED
<b><u>Operating</u></b>		
Driver Salaries / Fringe	\$1,059,362	\$1,101,736
Gas	186,196	189,920
Maintenance	261,845	267,082
Insurance	62,813	64,069
Medical Exams / Training	12,368	12,615
Reimbursement Client Travel	1,657,621	1,690,773
Depreciation	216,541	220,872
<b>SUB-TOTAL</b>	<b>\$3,456,746</b>	<b>\$3,547,068</b>
<b><u>Administration</u></b>		
Office Support Staff Salaries / Fringe	\$553,280	\$575,411
Supplies / Equipment/Uniforms	69,345	69,345
Telephone	25,492	25,492
Staff Travel	3,130	3,130
Rent / Utilities	98,996	98,996
YCCAC Administration	447,451	520,822
MIS / Computer Support	199,755	189,767
Recruitment Ads	3,848	3,848
Postage / Printing	14,812	14,812
Reproductions	1,020	1,020
<b>SUB-TOTAL</b>	<b>\$1,417,129</b>	<b>\$1,502,644</b>
<b><u>Capital Equipment</u></b>	<b>\$394,166</b>	<b>\$231,000</b>
<b>TOTAL EXPENSES</b>	<b>\$5,268,041</b>	<b>\$5,280,712</b>

**YORK COUNTY COMMUNITY ACTION CORPORATION  
REVENUES  
NEXT TWO YEARS**

<b>INCOME CATEGORY</b>	<b>FY 2007 TOTALS</b>	<b>FY 2008 ESTIMATED</b>
<b><u>Federal</u></b>		
CSC – SSBG	\$387,205	\$367,845
MaineCare	3,168,054	3,358,447
DHHS - MH/MR	25,000	23,750
SMAAA - T.III	35,038	33,286
Section 5311 - Rural	183,557	183,557
Section 5307 - Urban	193,335	193,335
Section 3037 - JARC	117,372	117,372
CMAQ	267,500	267,500
Capital Equipment	314,493	184,800
<b>SUB-TOTAL</b>	<b>\$4,691,554</b>	<b>\$4,729,892</b>
<b><u>State/Municipal</u></b>		
York County CDS	\$140,165	\$133,157
York County Comm.	24,000	22,800
MDOT - Capital Match	55,611	23,100
Town Funding	178,688	178,688
<b>SUB-TOTAL</b>	<b>\$398,464</b>	<b>\$357,745</b>
<b><u>Private</u></b>		
United Way	\$22,500	\$22,500
WAVE Donations	40,362	44,398
Wheels That Heal (Cancer Care)	5,000	5,000
Miscellaneous Program Funds	13,672	15,039
<b>SUB-TOTAL</b>	<b>\$81,534</b>	<b>\$86,937</b>
<b><u>Program Income</u></b>		
Advertising	\$40,703	\$44,773
Fares / Donations	15,239	16,763
Trolley Fares / Charters	40,547	44,602
<b>SUB-TOTAL</b>	<b>\$96,489</b>	<b>\$106,138</b>
<b>TOTAL</b>	<b>\$5,268,041</b>	<b>\$5,280,712</b>

## **FLEET CONDITION**

YCCAC currently owns and operates thirty-five vehicles. The ten trolleys used on the Shoreline Explorer are also listed in the following summary of the PTMS vehicle evaluations.

**2007 PTMS VEHICLE EVALUATION SUMMARY FORM**

**AGENCY: YORK COUNTY COMMUNITY ACTION CORPORATION; CONTACT: KENNETH CREED**

Passenger Vehicle Information							
1	VIN	1GNEL19W8WB148864	1GDJG31U541205411	JHMRA1866VC001435	1FBSS31L4XHA07403	1BFSS31L5XHA59820	1FBSS31L8XHB23669
2	Fleet #	53	54	55	56	57	58
3	Vehicle Type *	Van	Box Truck	Van	Van	Van	Van
4	Make, Model	Chevy	GMC	Honda	Ford-15	Ford-15	Ford-15
5	Year	1998	2004	1997	1999	1999	1999
6	Fuel Type	Gas	Gas	Gas	Gas	Gas	Gas
7	Fuel Use - 12 months (gallons)	943	250	750	2,187	1,125	2,225
8	Mileage	114,974	8,868	219,992	86,794	72,178	249,169
9	12-month Mileage	16,964	3,747	18,720	32,805	16,873	33,341
10	Repair Cost - 12 months	\$919.00	\$126.76	\$1,008.92	\$2,354.79	\$2,694.97	\$2,761.23
11	Repair frequency - 12 months	3-0-4	1-0-0	3-2-0	5-6-1	4-5-3	10-9-0
12	Vehicle appearance	Excellent	Excellent	Good	Excellent	Excellent	Fair
	Vehicle appearance	Excellent	Excellent	Fair	Excellent	Excellent	Fair
13	ADA Accessibility						
	Equipped/Working	No	No	No	No	No	No
	Tie Down	No	No	No	No	No	No
	Announcement System	No	No	No	No	No	No
	Signage and	No	No	No	No	No	No

**2007 PTMS VEHICLE EVALUATION SUMMARY FORM**  
**AGENCY: YORK COUNTY COMMUNITY ACTION CORPORATION; CONTACT: KENNETH CREED**

	Passenger Vehicle Information						
1	VIN	1FBSS31L4XHC20044	1FBSS3158WHB47802	1FDEE14Y7KHA53338	1FMDA31X0RZA99483	1GDKP32K0N3500505	1GDKP32K4N3500491
2	Fleet #	59	60	62	63	106	107
3	Vehicle Type *	Van	Van	Van	Van	SMDB	SMDB
4	Make, Model	Ford-15	Ford-15	Ford	Ford-Areost	GMC	GMC
5	Year	1999	1998	1989	1994	1992	1992
6	Fuel Type	Gas	Gas	Gas	Gas	Gas	Gas
7	Fuel Use - 12 months (gallons)	1,691	3,253	220	257	810	2856
8	Mileage	298,055	340,740	91,877	159,685	287,542	367,634
9	12-month Mileage	25,369	48,791	3,305	6,418	8,091	28,553
10	Repair Cost - 12 months	\$5,926.99	\$4,464.40	\$604.56	\$1,825.40	\$8,563.59	\$1,951.07
11	Repair frequency - 12 mo. **	4-13-3	10-15-1	3-3-0	2-4-1	3-6-4	3-3-1
12	Vehicle appearance	Fair	Fair	Fair	Fair	Fair	Good
	Vehicle appearance	Fair	Fair	Fair	Good	Fair	Fair
	ADA Accessibility:						
13	Equipped/Working Tie Down	No	No	Yes	No	Yes	Yes
	Announcement System	No	No	No	No	No	No
	Signage and Stencils	No	No	No	No	No	No
	Passenger Amenities						
14	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
15	Type of fare collection system	None	None	None	None	Bank Bag	Bank Bag

Inspector's Name, Date of Inspection: Kenneth E. Creed, III, 10/17/2006

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

\*\* Routine Maintenance, Minor Repair, Major Repair

**2007 PTMS VEHICLE EVALUATION SUMMARY FORM**  
**AGENCY: YORK COUNTY COMMUNITY ACTION CORPORATION; CONTACT: KENNETH CREED**

	Passenger Vehicle Information						
1	VIN	1GDKP32K1N3500464	1GDKP32K1N501856	1HVBDABM2SH667203	1HVBDABM2SH667204	1HVBDABM2SH667205	1HVBDABM2SH667206
2	Fleet #	108	109	121	122	123	124
3	Vehicle Type *	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	GMC	GMC	International	International	International	International
5	Year	1992	1992	1995	1996	1997	1998
6	Fuel Type	Gas	Gas	Diesel	Diesel	Diesel	Diesel

7	Fuel Use - 12 months (gallons)	0	0	0	908	1,301	5,578
8	Mileage	280,299	283,448	272,681	261,722	250,323	231,794
9	12-month Mileage	0	0	0	4,537	6,505	27,889
10	Repair Cost - 12 months	\$0.00	\$0.00	\$0.00	\$ 3,897.46	\$7,552.49	\$2,867.89
11	Repair frequency - 12 mo. **	0-0-0	0-0-0	0-0-0	2-7-2	2-6-2	3-8-1
12	Vehicle appearance	Good	Good	Good	Good	Good	Good
	Vehicle appearance	Fair	Fair	Good	Good	Good	Good
	ADA Accessibility						
13	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Fnt. Mnt.	Fnt. Mnt.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.
	Announcement System	No	No	No	No	No	No
	Signage and Stencils	No	No	No	No	No	No
14	Passenger Amenities						
	Air Conditioning	No	No	No	No	No	No
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Bank Bag	Bank Bag	Bank Bag	Bank Bag	Bank Bag	Bank Bag
Inspector's Name, Date of Inspection: Kenneth E. Creed, III, 10/17/2006							
* SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).							
** Routine Maintenance, Minor Repair, Major Repair							

2007 PTMS VEHICLE EVALUATION SUMMARY FORM							
AGENCY: YORK COUNTY COMMUNITY ACTION CORPORATION; CONTACT: KENNETH CREED							
	Passenger Vehicle Information						
1	VIN	1HVBDABM 2SH667207	1HVBDABM 2SH667208	1HVBDABM 6WH519190	1HVBDABM 6WH519191	1HVBDABM 6WH519192	1HVBDABM 6WH519193
2	Fleet #	125	126	127	128	129	131
3	Vehicle Type *	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	International	International	International	International	International	International
5	Year	1999	2000	1998	1999	2000	2001
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use - 12 months (gallons)	3,893	3,386	4,774	4,092	1,053	5,278
8	Mileage	249,243	222,112	231,917	226,981	99,940	131,278
9	12-month Mileage	19,463	16,926	23,866	20,457	10,527	26,386
10	Repair Cost - 12 months	\$2,794.49	\$3,521.93	\$3,532.35	\$4,716.95	\$1,556.35	\$5,198.97
11	Repair frequency - 12 mo. **	3-6-4	3-14-5	2-11-3	2-7-4	2-1-2	3-11-3
12	Vehicle appearance	Good	Good	Good	Good	Good	Good
	Vehicle appearance	Good	Good	Good	Good	Good	Good
	ADA Accessibility						
13	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Fnt. Mnt. Cl.					
	Announcement System	No	No	No	No	No	No
	Signage and Stencils	No	No	No	No	No	No
14	Passenger Amenities						

	Air Conditioning	No	No	No	No	No	No
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Bank Bag					
Inspector's Name, Date of Inspection: Kenneth E. Creed, III, 10/17/2006 * SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van). ** Routine Maintenance, Minor Repair, Major Repair							

2007 PTMS VEHICLE EVALUATION SUMMARY FORM							
AGENCY: YORK COUNTY COMMUNITY ACTION CORPORATION; CONTACT: KENNETH CREED							
Passenger Vehicle Information							
1	VIN	1T88H2B 1521106873	1T88H2B 1521106874	1T88H2B 1521106875	1T88H2C 1441139199	1T88H2C 1241139198	1T88H2C 1941139196
2	Fleet #	132	133	134	135	136	137
3	Vehicle Type *	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	Thomas	Thomas	Thomas	Thomas	Thomas	Thomas
5	Year	2001	2002	2003	2003	2003	2003
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use - 12 months (gallons)	5,114	3,682	4,526	5444	5460	6905
8	Mileage	147,355	138,005	122,548	75,787	81,392	87,910
9	12-month Mileage	25,566	18,406	22,627	27,216	27,300	34,524
10	Repair Cost - 12 months	\$6,305.63	\$3,060.99	\$3,179.52	\$4,566.92	\$5,069.06	\$ 3,215.90
11	Repair frequency - 12 mos. **	3-6-4	2-14-3	3-2-7	4-11-3	3-7-4	2-4-4
12	Vehicle appearance	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
	Vehicle appearance	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
	ADA Accessibility:						
13	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Fnt. Mnt.					
	Announcement System	No	No	No	No	No	No
	Signage and Stencils	No	No	No	No	No	No
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Fare Box					
Inspector's Name, Date of Inspection: Kenneth E. Creed, III, 10/17/2006 * SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van). ** Routine Maintenance, Minor Repair, Major Repair							

**2007 PTMS VEHICLE EVALUATION SUMMARY FORM**  
**AGENCY: YORK COUNTY COMMUNITY ACTION CORPORATION; CONTACT: KENNETH CREED**

	Passenger Vehicle Information						
1	VIN	1T88H2C 1041139197	1FDJE30H3 RHB31754	1GBLP37J5X 3301689	1GBLP37J9X 3302232	1GBLP37J2X 3302265	1GBKP3 33197
2	Fleet #	138	139	Kelly	Katie	Karen	Kerr
3	Vehicle Type *	SMDB	LDB	Trolley	Trolley	Trolley	Trolle
4	Make, Model	Thomas	Ford	Chevy/CableCar	Chevy/CableCar	Chevy/CableCar	Chevy/Cal
5	Year	2003	1999	1999	1999	1999	1999
6	Fuel Type	Diesel	Gas	Gas	Gas	Gas	Gas
7	Fuel Use - 12 months (gallons)	8,348	0	453	329	333	230
8	Mileage	95,101	167,896	100,000	103,798	85,032	159,1
9	12-month Mileage	41,737	0	4,527	3,289	3,322	2,29
10	Repair Cost - 12 months	\$6,196.46	\$0.00	\$ 1,202.66	\$1,410.10	\$12,7.91	\$809.1
11	Repair frequency - 12 months	4-5-8	0-0-0	1-2-1	1-2-2	1-2-0	1-2-
12	Vehicle appearance	Excellent	Fair	Excellent	Excellent	Excellent	Good
12	Vehicle appearance	Excellent	Good	Excellent	Excellent	Excellent	Excell
13	ADA Accessibility	Yes	No	Yes	Yes	Yes	No
	Equipped/Working Tie Down	Fnt. Mnt.	No	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	Fnt. Mnt. Cl.	No
	Announcement System	No	No	Yes	Yes	Yes	Yes
	Signage and Stencils	No	No	No	No	No	No
14	Passenger Amenities						
	Air Conditioning	Yes	No	No	No	No	No
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	No	No	No	No
15	Padded Seats	Yes	Yes	No	No	No	No
15	Type of fare collection system	Fare Box	Fare B				

Inspector's Name, Date of Inspection: Kenneth E. Creed, III, 10/17/2006

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

\*\* Routine Maintenance, Minor Repair, Major Repair

**2007 PTMS VEHICLE EVALUATION SUMMARY FORM**  
**AGENCY: YORK COUNTY COMMUNITY ACTION CORPORATION; CONTACT: KENNETH CREED**

	Passenger Vehicle Information						
1	VIN	2D9P21328Y 1070547	2D9P2132XY 1070548	2D9P21321Y 1070549	2D9P21328Y 1070550	2D9P2132XY 1070551	2D9P21321Y 1070552
2	Fleet #	STARFISH	PUFFIN	HERON	SEA GULL	DOLPHIN	HARBOR SEAL
3	Vehicle Type *	Trolley	Trolley	Trolley	Trolley	Trolley	Trolley
4	Make, Model	Dupont	Dupont	Dupont	Dupont	Dupont	Dupont
5	Year	1999	1999	1999	2000	2000	2000
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use - 12 months (gallons)	1,764	1,837	2,844	2,774	2,313	778
8	Mileage	93,318	83,981	87,672	106,770	97,900	92,658

9	12-month Mileage	8,820	9,184	14,217	13,867	11,565	3,890
10	Repair Cost - 12 months	\$6,690.78	\$11,824.17	\$9,039.91	\$6,496.83	\$9,103.98	\$13,506.97
11	Repair frequency - 12 mos. **	2-3-3	2-2-3	2-3-2	1-2-2	1-3-3	1-4-3
12	Vehicle appearance	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
	Vehicle appearance	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
13	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 and Stencils	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	No	No	No	No	No	No
15	Type of fare collection system	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box
Inspector's Name, Date of Inspection: Kenneth E. Creed, III, 10/17/2006							
* SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).							
** Routine Maintenance, Minor Repair, Major Repair							

2007 PTMS VEHICLE EVALUATION SUMMARY FORM							
AGENCY: YORK COUNTY COMMUNITY ACTION CORPORATION; CONTACT: KENNETH CREED							
	Passenger Vehicle Information						
1	VIN	1FTSS34L55 HA78341	1FTSS34L75 HA78342	1D4GP25R25 B371530	1D4GP25R25 B371533		
2	Fleet #	64	65	66	67		
3	Vehicle Type *	Van	Van	Van	Van		
4	Make, Model	Ford-12	Ford-12	Dodge-8	Dodge-8		
5	Year	2005	2005	2005	2005		
6	Fuel Type	Gas	Gas	Gas	Gas		
7	Fuel Use - 12 months (gallons)	3,238	2,714	1,073	1,137		
8	Mileage	61,511	49,749	34,673	35,074		
9	12-month Mileage	48,567	40,709	26,808	28,413		
10	Repair Cost - 12 months	\$2,089.09	\$874.20	\$1,399.60	\$1,212.49		
11	Repair frequency - 12 mos. **	11-4-1	11-2-1	5-6-1	5-6-0		
12	Vehicle appearance	Excellent	Excellent	Excellent	Excellent		
	Vehicle appearance	Excellent	Excellent	Excellent	Excellent		
13	ADA Accessibility						
	Equipped/Working	No	No	No	No		
	Tie Down	No	No	No	No		
	Announcement System	No	No	No	No		
	Signage and Stencils	No	No	No	No		
14	Passenger Amenities						

	Air Conditioning	Yes	Yes	Yes	Yes		
	Working Heater	Yes	Yes	Yes	Yes		
	Tinted Windows	Yes	Yes	Yes	Yes		
	Padded Seats	Yes	Yes	Yes	Yes		
15	Type of fare collection system	None	None	None	None		
Inspector's Name, Date of Inspection: Kenneth E. Creed, III, 10/17/2006 * SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van). ** Routine Maintenance, Minor Repair, Major Repair							

# YCCAC

## APPENDIX



## ***YCCAC Transportation Program***

*The primary objective of YCCAC's Transportation Program is to aid in the attainment of self-sufficiency for York County residents by providing a means for them to access community services and resources which they would otherwise not be able to get to. Anyone can use our services.*

YCCAC Transportation Office Hours are 7:30 a.m. - 4:30 p.m., Monday - Friday. YCCAC has a local phone line that rings at the Sanford office, and an 800 number for anyone outside of the Sanford calling area: 324-5762 800-965-5762 (Note: this does not work from outside of York County)

YCCAC has an automated phone system; for individuals with *touch-tone phones*, once the Voice Response has started, press "1" for Transportation. You will then reach a sub-directory which will instruct you to: press "1" for Volunteer Driver Trips, "2" for Bus Trips, "3" for WAVE trips, or "0" for the Transportation Receptionist

*If you do not have touch tone service*, you will need to call between 8:00 a.m. and 4:30 p.m., when there is a Receptionist available at the main switchboard who can connect you with the Transportation Program for volunteer, bus or other trip requests.

\*\*\*\*\*

### **YCCAC Bus Transportation**

YCCAC operates seventeen bus routes, serving town residents' needs based on a schedule of service designed to make transportation services available to towns in York County on a weekly basis. Routes have been planned in order to serve the closest regional shopping and medical destinations.

**Reservations:** All rides must be arranged 24 hours in advance by calling YCCAC Transportation. Rides must fit into the regularly scheduled routes. If your trip needs change, you must call to cancel or change your trip reservation. A brief application is required for all riders, and can be completed over the phone.

**Days of Service:** Refer to the attached schedules to determine days of service, then contact YCCAC Transportation to obtain approximate times that the bus will be leaving from and arriving at desired destinations. Pick up is normally at an individual's home, and riders are usually dropped off directly at their destination, dependent on the bus route and schedule.

**Fares:** Based on a zone system, fares range from \$.50 to \$4.75 for one-way fares for the general public. When you call to make your trip reservation, please ask what your trip fare is. (Exact change required).

❖ Elderly, persons with disabilities and children under 8 years of age pay half fare.  
Low income individuals are asked to pay what they can afford; (This needs to be arranged when the trip reservation is made.) No fare is charged for a Personal Care Attendant

- ❖ Individuals covered by MaineCare who are going to MaineCare eligible destinations pay *no fare*; (This needs to be approved when trip reservation is made.) Copy of current month's MaineCare card must be on file at YCCAC Transportation.
- ❖ Individuals covered by other contracts will be told what fare, if any, they need to pay when they make their trip reservation. (Example: Division of Mental Retardation, Vocational Rehab.)

### **YCCAC Volunteer Drivers**

YCCAC has over 85 Volunteer Drivers who have been screened and trained to help meet the transportation needs of eligible individuals whose trip needs cannot be accommodated on YCCAC buses. Volunteer Drivers operate their own vehicles, and are reimbursed only for mileage and tolls.

**Eligibility:** Clients of the Department of Health & Human Services, Child Welfare, Adult Protective, and Substitute Care, who are referred by their Case Worker, whose transportation needs cannot be met by YCCAC buses, or who are more appropriately served by individual transportation. MaineCare eligible persons, persons with mental health needs, or persons receiving cancer care whose trips cannot be served on YCCAC Buses or other bus/taxi services.

**Referrals:** Written referrals are needed only for DHHS case managed clients, providing all necessary information on the individual, and must be received by YCCAC prior to arrangements being made for the trip.

### **York County Transport (YCT)**

This is a program established to help serve persons who would otherwise not have service available. Limited funding is provided by the York County Commissioners to reimburse volunteer drivers for their mileage. A brief application is required for all first time riders, and can be completed over the phone.

**Eligibility:** For York County residents who meet all of the following guidelines:

1. Have no other means of transport
2. Trip is not eligible for MaineCare reimbursement
3. Cannot be served on YCCAC buses due to schedule or location problems
4. Have medical or other health care appointment necessary to maintain their well-being

**Trip Requests:** Individuals need to contact YCCAC Transportation at least 48 hours in advance of trip, a "Need Driver" form will be completed, and a Volunteer Driver will be matched with the request. The number of trips per month per person are restricted due to funding constraints. Additional funding has been obtained to assist with transportation to **cancer care**. Please call for more information.

**NOTE:** We cannot guarantee that we will find a driver, and trips may need to be rescheduled.

### **Friend & Family Program (Self-Transport)**

YCCAC can reimburse mileage and tolls to any person with current MaineCare eligibility who drives themselves, or has a friend or family member drive them to eligible medical appointments.

**Requirements:** Rider must have current MaineCare eligibility and call YCCAC in advance to schedule trips. Be sure to tell us if your trip is "out-of-state". We'll need additional information and time before the trip to get prior authorization.

### **Sanford Transit - "My Bus"**

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

**Schedule:** Refer to attached schedule for routes and times of service. The bus can be flagged down anywhere along the route. Questions on this service can be answered by calling YCCAC Transportation.

**Fares:** Exact change is required. Tickets may be offered as "change" to a rider if they do not have exact fare. No fare is charged for a Personal Care Attendant.

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

**Tickets:** Riders may purchase books of 10 tickets from the Bus Driver or at YCCAC Transportation.

### **The WAVE (Wheels to Access Vocation and Education)**

YCCAC operates four vans in the Sanford/Springvale to Wells area, serving the training, employment and childcare needs of residents. Vans operate 7 days/week, covering most 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> shift hours.

**Eligibility:** Resident of towns in York County covered by *The WAVE*. Call 459-WAVE, (459-9283) (a local call for the Sanford area) between 8 am – 5 pm, Monday through Friday, for information. Current service is for Sanford/Springvale and parts of Alfred and Wells.)

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

**Fares:** Fares depend on whether a rider is picked up at home or at a van stop, and what town they live in and where they are going. One trip, ½ Month and Monthly passes are available, with a discount for the multi-trip options. All fares must be paid in advance of rides. Call 459-WAVE for information.

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**YCCAC TRANSPORTATION PROGRAM**  
**Passenger Rights and Responsibilities**

**Your Rights:**

- You are entitled to a safe, clean, round-trip ride, with a competent driver, arriving at your destination in a timely manner, within the funding and operating constraints of YCCAC's Transportation Program. All Service Animals under the control of the rider, and any portable oxygen equipment will be accommodated.
- Any private information given to YCCAC regarding your transportation needs will be regarded as confidential.

**Your Responsibilities:**

*In order to ensure the safety of all passengers, YCCAC reserves the right to deny service to individuals whose behavior constitutes a threat to the safety of themselves or others.*

*In order to provide and arrange the highest quality service, it is the responsibility of the rider to let YCCAC know of any changes or cancellations far enough in advance, so the trip can be canceled and not be considered a "no show".*

**Passengers are required to:**

- Call at least 48 hours in advance to schedule a ride. Please provide as much notice as possible if you need to change or cancel a ride. Riders who repeatedly "no show" will lose their riding privileges. Transportation Program office hours are 7:30 a.m. – 4:30 p.m., Monday – Friday.
- Prior to receiving service, you are responsible for providing any needed referrals, if appropriate, or information on your MaineCare eligibility.
- Be ready and watching for your ride at the prearranged pick-up time and place. If you live in an apartment complex, please be waiting in the main lobby or front door. This is important because we need to keep our drivers on schedule for all other riders.
- **Buckle Up** – Keep your seat belt fastened at all times after boarding the bus, a van, or a Volunteer Driver's vehicle. All passengers are required to be properly buckled into their seat belts and/or child safety seats. Remain seated while the vehicle is in motion.
- Appropriate conduct and language is required of all riders, on all trips, so all riders may have a safe, comfortable trip.
- No smoking, eating or drinking in any YCCAC bus, van or Volunteer Driver vehicle.
- All YCCAC buses are wheelchair lift equipped. For transports done by Volunteer Drivers or WAVE vans, passengers who use wheelchairs must be able to transfer themselves into and out of the vehicle. If you need further assistance, please bring someone along who can help you.
- In the case of **threatening weather conditions**, for the safety of all riders, YCCAC reserves the right to cancel all transportation. Please listen to WMTW-TV, Channel 8, WCSH-TV, Channel 6, WGAN (560 AM/103 FM), WPOR (1490 AM/101.9 FM), and WHEB (750 AM/100.3 FM) radio stations for cancellations, or check [www.maineinfo.com](http://www.maineinfo.com), click on Storm Closings.

*To ensure the quality of the service, we want to know about any issues or concerns you may have about our program. Any questions or complaints regarding this policy should be either sent in writing or called into the YCCAC Transportation office: 1-800-965-5762 or 324-5762*

*Updated 6/1/2004*

## YCCAC Transportation Schedule

<u>Town</u>	<u>Day</u>	<u>Purpose</u>	<u>Destination</u>
Acton	Call office	Medical, Shop, Misc.	Sanford/Springvale
Alfred	Thursday	Medical, Shop, Misc.	Sanford/Springvale
Arundel	Wednesday	Medical, Shop, Misc.	Biddeford/Saco
Biddeford	Monday	Medical	Biddeford/Saco/OOB/ Kennebunk Portland/ So. Portland/ Scarborough
	Tuesday	Shop	Biddeford/Saco
	Wednesday	Medical	Biddeford/Saco/OOB/ Kennebunk Portland/ So. Portland/ Scarborough
	Thursday	Medical	Biddeford/Saco/ OOB
	Friday	Medical	Biddeford/Saco/ OOB/ Kennebunk Portland/ So. Portland/ Scarborough
Berwick	Thursday	Medical, Shop, Misc.	Dover/Somersworth
Buxton	Tuesday	Medical, Shop, Misc.	Portland/S. Portland
Cornish	Tuesday	Medical, Shop, Misc.	Portland/S. Portland
Dayton	Call office	Medical, Shop, Misc.	Biddeford/Saco
Eliot	Wednesday	Medical, Shop, Misc.	Portsmouth/Newington
Hollis	Tuesday	Medical, Shop, Misc.	Portland/S. Portland
Kennebunk	Wednesday	Medical, Shop, Misc.	Biddeford/Saco
K'port	Wednesday	Medical, Shop, Misc.	Biddeford/Saco
Kittery	Wednesday	Medical, Shop, Misc.	Portsmouth/Newington
Lebanon	Wednesday	Medical, Shop, Misc.	Sanford/Springvale

<u>Town</u>	<u>Day</u>	<u>Purpose</u>	<u>Destination</u>
Limerick	Tuesday	Medical, Shop, Misc.	Portland/S. Portland
Limington	Tuesday	Medical, Shop, Misc.	Portland/S. Portland
Lyman	Call office	Medical, Shop, Misc.	Biddeford/Saco
Newfield	Tuesday	Medical, Shop, Misc.	Portland/S. Portland
N. Berwick	Thursday	Medical, Shop, Misc.	Dover/Somersworth
Ogunquit	Tuesday	Medical, Shop, Misc.	Wells
Old Orchard	Monday	Medical	Biddeford/Saco/Kennebunk/ OOB Portland/So. Portland/ Scarborough
	Tuesday	Medical	Biddeford/ Saco/ OOB
	Wednesday	Medical	Biddeford/Saco/Kennebunk/ OOB Portland/So. Portland/ Scarborough
	Thursday	Medical, Shop, Misc.	Biddeford/Saco
	Friday	Medical	Biddeford/Saco/Kennebunk/ OOB Portland/So. Portland/ Scarborough
Parsonsfield	Call office	Medical, Shop, Misc.	Portland/S. Portland
Saco	Monday	Medical	Biddeford/Saco/ Old Orchard/Kennebunk Portland/ So. Portland/ Scarborough
	Tuesday	Shop	Biddeford/Saco
	Wednesday	Medical	Biddeford/ Saco/ OOB/ Kennebunk Portland/ So. Portland/ Scarborough
	Thursday	Medical	Biddeford/Saco
	Friday	Medical	Biddeford/Saco/OOB/ Kennebunk Portland/So. Portland/ Scarborough



United Way

<u>Town</u>	<u>Day</u>	<u>Purpose</u>	<u>Destination</u>
Sanford*	Monday	Medical	Sanford/Springvale
	Tuesday	Medical, Shopping, Misc.	Sanford/Springvale
	Wednesday	Medical, Shopping, Misc.	Sanford/Springvale
	Thursday	Medical	Sanford/Springvale
	Friday	Medical	Sanford/Springvale
Shapleigh	Call office	Medical, Shop, Misc.	Sanford/Springvale
S. Berwick	Thursday	Medical, Shop, Misc.	Dover/Somersworth
Waterboro	Thursday	Medical, Shop, Misc.	Sanford/Springvale/Waterboro
Wells	Tuesday	Medical, Shop, Misc.	Wells
York	Wednesday	Medical, Shop, Misc.	Portsmouth/Newington

**\*Medical Bus:** Daily from Springvale to Biddeford/Saco/OOB.

Monday, Wednesday & Friday, it continues on to Scarborough, Portland & S. Portland

Bus leaves:	Springvale	7:15 a.m.	Bus arrives:	Portland	9:15 – 9:30 a.m.
	Alfred	7:30 a.m.			
	Biddeford	8:15 a.m.	Bus departs:	Portland	11:30 a.m.
	Saco	8:30 a.m.			
	OOB	8:45 a.m.			

*Please call YCCAC Transportation (1-800-965-5762) for additional information.*

09/28/04

policies.service.routes.rev



United Way



**SNOW DAYS & HOLIDAYS**

**SNOW DAYS:** It is quite rare that the agency would ever be closed for snowy conditions. However, individual programs such as Transportation may find it necessary to take vehicles off the road or keep Head Start Center children at home when hazardous conditions prevail.

If warranted, notices for shut-down of individual programs, or the whole agency, will be broadcast on the following radio stations & TV channels.

WCSH	TV Channel 6	Portland
WMTW	TV Channel 8	Portland
WGAN, WMGX, WYNZ	103FM 560AM	Portland
WPOR	101.9FM 1490AM	Portland
WHEB	100.3FM 750AM	Portsmouth
<a href="http://www.maintoday.com">www.maintoday.com</a> thru TV Channel 8 News		

Whether driving or walking this winter, be aware of conditions, be aware of conditions, use caution, and stay safe.

**2007 HOLIDAY SCHEDULE:** YCCAC will be **CLOSED** on the following dates.

New Year's Day	Monday, January 1
Martin Luther King Jr. Day	Monday, January 15
Presidents' Day	Monday, February 19
Patriots' Day	Monday, April 16
Memorial Day	Monday, May 28
Independence Day	Tuesday, July 4
Labor Day	Monday, September 3
Columbus Day	Monday, October 8
Veterans' Day	Friday, November 12
Thanksgiving Day	Thursday, November 22
Thanksgiving Friday	Friday, November 23
Christmas	Monday, December 25

## YCCAC Transportation Office Hours

7:30am - 4:30pm  
Monday - Friday

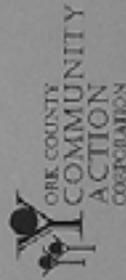
324-5762 - Local

800 965-5762 - York County Only

459-9283 - WAVE

### How Do I Schedule a Ride?

- Call or come in.
- Complete a brief application.  
(can be done over the phone)
- Tell us what your trip needs are:  
medical, shopping, etc.
- We will check to see if we have  
the ability to provide your trip.
- We may need to offer  
alternative days or times.
- Most service is provided door-  
to-door.
- Low fares charged for trips not  
covered by MaineCare.



*The mission of York County Community Action Corporation is to alleviate the effects of poverty, attack its underlying causes and to promote the dignity and self-sufficiency of the people of York County, Maine.*

YCCAC helps to alleviate poverty in York County by providing a diversity of programs and services. Some of our programs are designed to meet basic needs, such as shelter, transportation, fuel assistance and nutrition information. Others are designed to help our clients build assets so that they can become financially independent. Our newest program, York County Community Health Care, provides Medical, Dental and Mental Health services to Adults & Children.

YCCAC programs include:

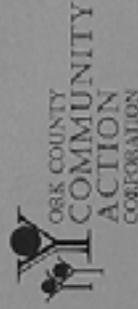
- Community Outreach
- Energy Services
- Head Start
- Housing Services
- York County Community Health Care
- Transportation
- WIC - Women, Infants and Children

Visit our website at:

[www.yccac.org](http://www.yccac.org)



## Transportation



PO Box 72 - 6 Sonice Street  
Sanford, Maine 04073  
207 324-5762 800 965-5762

*The Transportation Program helps York County residents to be self-sufficient by providing transportation to community services and other destinations which they would otherwise not be able to reach.*

## Who Rides With Us? Where Do They Go?

- **700+ Preschool Children:** Living at home or in Foster Care, to child care or pre-school programs
- **200+ Seniors:** Grocery shopping, household shopping, to a hot meal site or medical appointments
- **1000+ Low Income Individuals:** For grocery shopping, household shopping or medical appointments
- **650+ Persons w/Disabilities:** To Sheltered Employment sites or day training programs
- **200+ York County Residents:** General Public to destinations that fit a regularly scheduled bus route
- **160+ Adults:** For work and training in the Sanford-Wells area.



# Transportation

## How Do We Transport People?

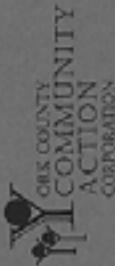
- **Bus Transportation**
  - 17 bus routes, weekly schedules • To closest regional shopping & medical destinations • Door-to-door service • Fares charged for appointments not covered by MaineCare.
- **"My Bus" - Sanford Transit**
  - Fixed route service between Springvale and Sanford • Monday - Friday, year round • Open to the public • Flag it down anywhere safe to stop along the route • Low fares.
- **The WAVE - Wheels to Access Vocation and Education**
  - For employment, training, and riders' children to child care sites • 7 days/week, most shift hours • Fares based on trip length and pick-up location • Sanford/Springvale and parts of Alfred and Wells.
- **Volunteer Driver**
  - 70+ Volunteer Drivers, using their own vehicles • Trips for people who cannot be served by other YCCAC buses/vans • Serves special needs for riders, for medical, counseling and other priority trips • No fare charged.
- **Self Transport**
  - Mileage reimbursement for MaineCare eligible appointments including pre-approved out-of-state trips • Call to get information and vouchers prior to making trips.

## What Types of Trips are Covered?

The following is a list of health services for which eligible MaineCare recipients may request reimbursement for transportation expenses. Only health care services listed here are eligible for reimbursement. (Subject to change by MaineCare)

- Certified family and pediatric nurse practitioner services
- Chiropractor
- Day habilitation services (including clients residing in nursing homes)
- Day health services (adult day programs)
- Dental services for children and young adults up to age 21. Adults limited to acute care, oral surgery, extractions, emergency treatment, and other dental services for members with qualifying medical conditions.
- Durable medical equipment and supply dealer
- Family Planning Clinic
- Hospital services, inpatient & outpatient
- Independent laboratory and X-ray
- Mental health services
- Nurse midwife
- Occupational therapist
- Ophthalmologist, Ophthalmologist
- Pharmacy (following medical appointment only)
- Physical therapist
- Physician (M.D. & D.O.)
- Podiatrist
- Rehabilitative services
- Rural health clinic
- Speech & hearing services
- STD screening clinic

If you need to make a medical trip that is not covered by MaineCare, we **NOT** have another program that can help. Ask us!



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YCCCAC helps to alleviate poverty in York County by providing a diversity of programs and services. Some of our programs are designed to meet basic needs, such as shelter transportation, fuel assistance and nutrition information. Others are designed to help our clients build assets so that they can become financially independent. Our newest program, York County Community Health Care, provides Medical, Dental and Mental Health services to Adults & Children.

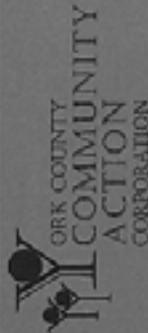
YCCCAC programs include:

- Community Outreach
- Energy Services
- Head Start
- Housing Services
- York County Community Health Care
- Transportation

Visit our website at:  
[www.ycccac.org](http://www.ycccac.org)



## Friends & Family Self Transport Program



PO Box 72 6 Spruce Street  
Sanford, Maine 05073  
207 324-5762 800 955-5762

## Friends & Family: Self Transport Program

The Transportation Program helps York County residents to be self-sufficient by providing transportation to essential services and other destinations which they would otherwise not be able to reach.

YCCAC can reimburse mileage and tolls to eligible persons with current MaineCare coverage and who drive themselves, or have a friend or family member drive them to covered medical appointments. The rate as of October 4, 2005 is \$22 per mile. (Subject to change by MaineCare)

Note: MaineCare coded or limited services for members in the "non-categorical" eligibility group. Persons with children living at home, under a disability, or who are over 65 years old, are eligible. Contact our office or your DHHHS eligibility specialist with any questions.

## YCCAC Transportation Office Hours

7:30am - 4:30pm  
Monday - Friday

324-5762 x2935 - Local  
800 965-5762 - York County Only

6 Spruce St. Sanford, ME

## How do I get started?

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

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

## How do I schedule a trip?

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

- 4 Call Us  
Contact the Transportation Program prior to making any trip for which you are requesting reimbursement.
- 5 Let us know:
  - Who is being transported
  - Name and address of the doctor or medical provider being seen
  - Date trip is scheduled.
- 6 Out-of-State Trips?  
Be sure to tell us if your trip is "out-of-state". We'll need additional information and time before the trip to get prior authorization.
- 7 Verification  
Get verification (a signature) from the clinic, doctor's office, or other medical appointment for which the trip was made. These verification forms must be submitted with your voucher.

## 8 Parking & Tolls

If you pay tolls or parking fees on your trip, GET RECEIPTS and submit the originals with your voucher. They must have a date, the amount paid, and MUST be turned in with the voucher. Late receipts cannot be accepted.

## 9 What Miles Are Covered?

MaineCare rules say friends or family members transporting a MaineCare eligible person will be paid for mileage only while that person is actually in the car. If they drop the person off and return home, only the mileage when the person is in the car will be covered. The driver must always take the shortest route.

## 10 Who Gets Reimbursed, the Rider or the Driver?

The Friends & Family Program will issue a check to the MaineCare eligible person only (or a parent/guardian for a child) if it is up to them to distribute the funds to their driver. Reimbursement takes approximately 2 weeks to process.



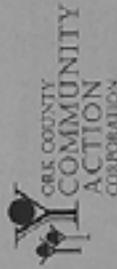
## 5 Simple Steps to Become a Volunteer Driver

- 1 Fill out an application and return to the YCCCAC Transportation Program.
- 2 YCCCAC will set up a time for an interview.
- 3 YCCCAC will do background checks (All information is confidential)
  - Criminal Checks (Bureau of Investigation)
  - Driving Record (Dept of Motor Vehicles)
  - Bureau Services Check (Bureau of Child & Family Services)
- 4 Provide the following: (Office staff will photocopy these items for you)
  - Drivers License
  - Vehicle Registration
  - Proof of Vehicle Insurance, and a
  - Photo for YCCCAC ID card
- 5 A trial Orientation (about 2-1/2 hrs)
  - After orientation, transport adults only
  - After child transport and safety seat training, transport children also
  - To remain a volunteer driver in good standing, you must attend 8 hours required training

Note: There is a four month probation period for all new drivers.

For More Information, contact:  
**Lynn MacCormick**  
Volunteer Driver Coordinator  
334.5743.4271

**Volunteer Drivers  
are reimbursed for  
mileage and tolls.**



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- WIC - Women, Infants and Children

Visit our website at:  
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## Volunteer Driver Program



ORK COUNTY  
COMMUNITY  
ACTION  
CORPORATION

PO Box 72 - 6 Spruce Street  
Salford, Maine 04073  
207 328-5762 800 965-5762

## Volunteer Driver Program

The Transportation Program helps York County residents to be self-sufficient by providing transportation to community services and other destinations which they would otherwise not be able to reach.

YCCAC has over 85 Volunteer Drivers who have been screened and trained to help meet the transportation needs of eligible individuals whose trip needs cannot be accommodated on YCCAC's buses and vans.

Volunteer Drivers operate their own vehicles, and are reimbursed only for mileage and tolls. All Volunteer Drivers wear photo ID's and have official YCCAC automobile placards for identification.



Our staff makes every effort possible to find a driver for every rider who qualifies under our program guidelines. This program depends entirely on volunteer availability, therefore we cannot guarantee that we will find you a ride every time.

## Who can use this service?

Volunteer trips are arranged for persons whose needs cannot be served on YCCAC buses and vans, or who are more appropriately served by individual transportation.

Volunteer Drivers now provide rides for:

- MaineCare medical appointments
- Cancer Care
- Mental Health appointments
- Preschool children referred for special services like Physical Therapy, Speech, or Developmental Therapy
- DHHS Case Managed Families foster care family visits.

## How do I get started?

To arrange for a Volunteer Driver transport, you must do the following:

- 1 Call or come in. Either you or your case worker must complete a brief application (1st time only) over the phone.

## YCCAC Transportation Office Hours

7:30am - 4:30pm Monday - Friday

324-5762 - Local

800 965-5762 - York County only

Press "1" for Transportation,  
Press "1" again for Volunteer Drivers

## How do I schedule a trip?

If you have a DHHS case worker, they need to send us a written referral to set up all trips. All other trip requests must be made by you.

### 2 Call Us

Contact the Volunteer Driver Program at least 2 days prior to any trip for which you need transportation.

### 3 Let us know:

- Who needs a ride
- Name, address and telephone number of where you need to go.
- Date, time and length of appointment.

### 4 Out-of-State Trip?

(For MaineCare only)

Please to tell us if your trip is "out-of-state". We will need 2 weeks to get prior authorization.

## What Happens Next?

### 5 Volunteer Driver Program

staff will then:

- Schedule the trip
- Try to match your request with an available volunteer
- Contact you to confirm or reschedule.

VISIT US AT

**BONANZA**  
*Steakhouse*

**BONANZA STEAKHOUSE**  
takes pleasure in supporting

*My Bus*  
SANFORD TRANSIT

Senior Discounts  
for any regularly priced  
menu item

Lower Main Street, Sanford

*My Bus*  
SANFORD TRANSIT  
SCHEDULE

*My Bus will stop anywhere  
along the route...*

*Just flag it down!*



**324-5762**

[www.yccac.org](http://www.yccac.org)  
6 Spruce St, Sanford 04073

# SANFORD TRANSIT BUS ROUTE

Effective July 06  
 Route

All buses are your property. They are paid for and supported by your tax dollars. Use them often. Keep them clean. Tell others about them and remember with pride - these buses are yours.  
 Sincerely,  
 YCCAC



## INFORMATION

The bus stops anywhere along the route that it is safe to stop, just flag it down.  
 No smoking, eating or drinking is allowed on the bus.  
 For schedule information, call 324-5762 x2932.  
 There is no service on the days we observe New Year's Day, Memorial Day, July 4th, Labor Day, Veteran's Day, Thanksgiving or Christmas.  
 There is weekday service on Martin Luther King, Jr. Day, President's Day, Patriot's Day and Columbus Day.  
 The bus is wheelchair lift equipped.  
 Books of tickets can be purchased on the bus, or at the YCCAC Transportation Office, 6 Spruce St, Sanford

*My Bus will stop anywhere  
 along the route...  
 Just flag it down!*

## FARES

\$1.50 for adults and children over 8  
 \$1.25 for senior citizens, persons w/disabilities, children under 8  
**EXACT CHANGE ONLY**



1017 61206034  
Agreement Number: ~~025-07-4009~~  
DHHS Agreement Number:

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

THIS AGREEMENT, made this 1st day of October, 2006, is by and between the State of Maine, Department of Health and Human Services, hereinafter called "Department," and York County Community Action Corporation, mailing address P.O. Box 72, Sanford, ME 04073, physical address 8 Spruce Street, Sanford, ME hereinafter called "Provider, for the period of October 1, 2006 to September 30, 2007.

The Employer Identification Number of the Provider is 01-6020405.

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

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

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

DEPARTMENT OF HEALTH AND HUMAN SERVICES

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

And

By: Thomas D. Nelson  
Thomas D. Nelson, Executive Director



Total Agreement Amount: \$79,603

Approved: Greg M. Hamoran DEC 11 2006  
Chair, State Purchases Review Committee

717/9941 not copy



**RIDER A**  
**SPECIFICATIONS OF WORK TO BE PERFORMED**

**I. AGREEMENT FUNDING SUMMARY**

Funds are provided under this Agreement for the provision of transportation services. The level of funding and service descriptions are detailed in Section III Service Specifications and Performance Guidelines and summarized in Budget Form 6 Summary of Services Purchased.

**II. GENERAL REQUIREMENTS**

- A. **Reporting.** The Provider understands that the reports are due within the timeframes established and that the Department will not make subsequent payment installments under this Agreement until such reports are received, reviewed and accepted. The Provider must send a written request to the Agreement Administrator for approval to submit reports after the agreement due date. The Provider further agrees to submit such other data and reports as may be requested by the Agreement Administrator. The Provider shall submit all data and reports to the Department in accordance with 34-B M.R.S.A. §1207 and in accordance with Section 6 of Rider B of this Agreement.

The Provider shall submit financial and performance reports in accordance with the specifications of the Department, according to the following schedule:

<b>Report Name</b>	<b>Report Period</b>	<b>Due Date</b>
<b><u>Performance Measures</u></b> <i>Document progress towards completion of each measurement stated in Rider A.31.B.</i>	October 2006 – March 2007 April 2007 – September 2007	April 15, 2007 November 15, 2007
<b><u>Turnaround Service Report (TRS)</u></b>	Monthly	15 <sup>th</sup> of the month following the month of service
<b><u>Quarterly No-Show Report</u></b> <i>Document the amount of client no-shows by date, target group, length of trip and cost of trip</i>	October 2006 – December 2006 January 2007 – March 2007 April 2007 – June 2007 July 2007 – September 2007	January 15, 2007 April 15, 2007 July 15, 2007 October 15, 2007
<b><u>Agreement Settlement Form</u></b> <i>Document the final position on units delivered times the approved rate.</i>	October 2006 – September 2007	December 31, 2007

### III. SERVICE SPECIFICATIONS AND PERFORMANCE GUIDELINES

#### A.1. Description of Services

Transportation funds provide for the conveyance of eligible individuals to necessary destinations by means of private and/or public vehicles to enable persons who have no other reasonable means of transportation access to social and medical services. Target populations are: child protective cases, children in the care or custody of the Department of Health and Human Services, elderly people at risk of institutionalization, or needing preventative services; physically handicapped persons; mentally retarded and mentally ill persons living in the community and low-income families with medical, social and or employment needs.

#### A.2. Target Groups

The following target groups designated below are eligible for service under the Agreement. (Check applicable)

- PX09 - Open child protective cases referred by the Department of Health and Human Services or federally recognized Tribe.
- CX09 - Children in the care or custody of and referred by the Department of Health and Human Services or federally recognized Tribe.
- AX09 - Open adult protective cases referred by the Department of Health and Human Services, Bureau of Elder & Adult Services.
- GX09 - Open cases of adults in public guardianship or conservatorship referred by the Department of Health and Human Services, Bureau of Elder & Adult Services.
- PX99 - Post protective clients authorized by the Department of Health and Human Services' caseworker or caseworker from a federally recognized Tribe, to continue services for a maximum of one (1) three-month period following closure of an open protective case.
- AX99 - Post-adult protective clients authorized by the Department of Health and Human Services, Bureau of Elder & Adult Services' caseworker, casework supervisor or program administrator for a maximum of up to (1) six-month period following closure of an open adult protective case.

The following target groups are given second priority for service under the agreement. Clients are identified by a written referral from the appropriate source as identified.

- MX08 - Elderly individuals determined to have long term care needs through a functional assessment completed by the Area Agency on Aging (AAA) and referred for services by the AAA.

**A.2. Target Groups** (Continued)

- LX09 - Open cases of the ASPIRE (Additional Support for People in Retraining & Education) Program referred by the Department of Health and Human Services, Bureau of Family Independence or case management agency approved by the Bureau of Family Independence, Department of Health and Human Services.
- LX99 - ASPIRE transitional clients determined eligible for transitional services by the Bureau of Family Independence TANF eligibility staff. Transitional services are provided for a maximum 12-month period following eligibility determination.
- HX08 - Mentally ill individuals who are returning to the community following inpatient care, who are psychiatrically disabled and homeless or whose functional abilities place them at risk of being homeless; and referred by the Community Support/Case Management Agency designated by the Bureau of Mental Health or Bureau of Children with Special Needs, Department of Health and Human Services.
- RX08 - Mentally retarded individuals who are referred by the Department of Health and Human Services, Bureau of Mental Retardation Case Management System.
- FX08 - Deaf/hearing impaired, blind/visually impaired and/or chronically physically disabled individuals.

General low-income individuals are given last priority for service under the agreement. The Provider must determine and document income eligibility.

- LX08 - Low-income individuals who cannot be first identified by one of the above target group definitions.

**A.3. Service Definitions**

The provision of or the arrangement for the conveyance of individuals from one location to another by means of public and/or private vehicles. Allowable activities include:

1. Evaluation of requests;
  2. Securing required vehicles, and
  3. Dispatching, scheduling of vehicle routes.
- TAP Transportation provided on demand with an agency owned vehicle within the normal bus/van schedules, routes and hours of operation, measured in passenger miles.
  - TAO Scheduled transportation to eligible individuals using agency vehicle or bus pass reported as one-way trips.
  - TAB Transportation provided in the form of a Bus Pass issued to a client.

Agreement Number: CPS-07-4016  
DHHS Agreement Number:

10A 61206029

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

THIS AGREEMENT, made this 1st day of October, 2006, is by and between the State of Maine, Department of Health and Human Services, hereinafter called "Department," and York County Community Action Corporation, mailing address P.O. Box 72, Sanford, ME 04073, physical address 6 Spruce Street, Sanford, ME hereinafter called "Provider, for the period of October 1, 2006 to September 30, 2007.

The Employer Identification Number of the Provider is 01-6020406.

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

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

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

DEPARTMENT OF HEALTH AND HUMAN SERVICES

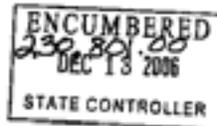
By: 

Geoffrey W. Green, Deputy Commissioner for Operations and Support

And

By: 

Thomas D. Nelson, Executive Director



Total Agreement Amount: \$307,602

Approved: 

DEC 07 2006  
Chair, State Purchases Review Committee

SPS (Rev 4/05)

717/9255 

STATE OF MAINE HEALTH AND HUMAN SERVICES ALLOCATION SUMMARY	AGENCY NAME:	York County Community Action Corporation
	PROGRAM NAME:	Transportation
	AGREEMENT START DATE	October 1, 2006
	AGREEMENT END DATE	September 30, 2007
	AGREEMENT NUMBER DHHS	CFS-07-4016

% of Net Reimbursable Expenses (Fringe Rider F, Budget Form 7, Section E)	Method of Payment	Cost Shared	Fee for Service	Unit Cost	Line Item Expense	Other
N/A %	Reimbursement		X			

SOURCE OF FUNDS CFDA	SP-88	SCW				AGREEMENT TOTAL
A. State Funds	62653	244904				307,602
B. Federal Funds	+	+	+	+	+	0
C. Local Share Match	+	+	+	+	+	0
D. Total CSC Funds	=	244904	=	=	=	307,602
E. Local Share Match	-	-	-	-	-	0
F. CSC Cash Reimbursable Amount	=	244904	=	=	=	307,602
G. Other Program Revenue						0
H. Total Program Revenue						307,602

**RIDER A**  
**SPECIFICATIONS OF WORK TO BE PERFORMED**

**I. AGREEMENT FUNDING SUMMARY**

Funds are provided under this Agreement for the provision of transportation services. The level of funding and service descriptions are detailed in Section III Service Specifications and Performance Guidelines and summarized in Budget Form 6 Summary of Services Purchased.

**II. GENERAL REQUIREMENTS**

- A. **Reporting.** The Provider understands that the reports are due within the timeframes established and that the Department will not make subsequent payment installments under this Agreement until such reports are received, reviewed and accepted. The Provider must send a written request to the Agreement Administrator for approval to submit reports after the agreement due date. The Provider further agrees to submit such other data and reports as may be requested by the Agreement Administrator. The Provider shall submit all data and reports to the Department in accordance with 34-B M.R.S.A. §1207 and in accordance with Section 6 of Rider B of this Agreement.

The Provider shall submit financial and performance reports in accordance with the specifications of the Department, according to the following schedule:

<b>Report Name</b>	<b>Report Period</b>	<b>Due Date</b>
<b><u>Performance Measures</u></b> <i>Document progress towards completion of each measurement stated in Rider A.II.B.</i>	October 2006 – March 2007 April 2007 – September 2007	April 15, 2007 November 15, 2007
<b><u>Turnaround Service Report (TRS)</u></b>	Monthly	15 <sup>th</sup> of the month following the month of service
<b><u>Quarterly No-Show Report</u></b> <i>Document the amount of client no-shows by date, target group, length of trip and cost of trip</i>	October 2006 – December 2006 January 2007 – March 2007 April 2007 – June 2007 July 2007 – September 2007	January 15, 2007 April 15, 2007 July 15, 2007 October 15, 2007
<b><u>Agreement Settlement Form</u></b> <i>Document the final position on units delivered times the approved rate.</i>	October 2006 – September 2007	December 31, 2007

### III. SERVICE SPECIFICATIONS AND PERFORMANCE GUIDELINES

#### A.1. Description of Services

Transportation funds provide for the conveyance of eligible individuals to necessary destinations by means of private and/or public vehicles to enable persons who have no other reasonable means of transportation access to social and medical services. Target populations are: child protective cases, children in the care or custody of the Department of Health and Human Services, elderly people at risk of institutionalization, or needing preventative services; physically handicapped persons; mentally retarded and mentally ill persons living in the community and low-income families with medical, social and or employment needs.

#### A.2. Target Groups

The following target groups designated below are eligible for service under the Agreement. (Check applicable)

- PX09 - Open child protective cases referred by the Department of Health and Human Services or federally recognized Tribe.
- CX09 - Children in the care or custody of and referred by the Department of Health and Human Services or federally recognized Tribe.
- AX09 - Open adult protective cases referred by the Department of Health and Human Services, Bureau of Elder & Adult Services.
- GX09 - Open cases of adults in public guardianship or conservatorship referred by the Department of Health and Human Services, Bureau of Elder & Adult Services.
- PX99 - Post protective clients authorized by the Department of Health and Human Services' caseworker or caseworker from a federally recognized Tribe, to continue services for a maximum of one (1) three-month period following closure of an open protective case.
- AX99 - Post-adult protective clients authorized by the Department of Health and Human Services, Bureau of Elder & Adult Services' caseworker, casework supervisor or program administrator for a maximum of up to (1) six-month period following closure of an open adult protective case.

The following target groups are given second priority for service under the agreement. Clients are identified by a written referral from the appropriate source as identified.

- MX08 - Elderly individuals determined to have long term care needs through a functional assessment completed by the Area Agency on Aging (AAA) and referred for services by the AAA.

A.2. Target Groups (Continued)

- LX09 - Open cases of the ASPIRE (Additional Support for People in Retraining & Education) Program referred by the Department of Health and Human Services, Bureau of Family Independence or case management agency approved by the Bureau of Family Independence, Department of Health and Human Services.
- LX99 - ASPIRE transitional clients determined eligible for transitional services by the Bureau of Family Independence TANF eligibility staff. Transitional services are provided for a maximum 12-month period following eligibility determination.
- HX08 - Mentally ill individuals who are returning to the community following inpatient care, who are psychiatrically disabled and homeless or whose functional abilities place them at risk of being homeless; and referred by the Community Support/Case Management Agency designated by the Bureau of Mental Health or Bureau of Children with Special Needs, Department of Health and Human Services.
- RX08 - Mentally retarded individuals who are referred by the Department of Health and Human Services, Bureau of Mental Retardation Case Management System.
- FX08 - Deaf/hearing impaired, blind/visually impaired and/or chronically physically disabled individuals.

General low-income individuals are given last priority for service under the agreement. The Provider must determine and document income eligibility.

- LX08 - Low-income individuals who cannot be first identified by one of the above target group definitions.

Agreement Number: <sup>NH</sup> 6606021  
DHHS Agreement Number: MH1-07-725

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

THIS AGREEMENT, made this 1st day of July, 2006, is by and between the State of Maine, Department of Health and Human Services, hereinafter called "Department," and York County Community Action Corporation, mailing address PO Box 72, Sanford, ME 04073, physical address Six Spruce Street, Sanford, ME 04073, hereinafter called "Provider", for the period of 7/1/2006 to 6/30/2007.

The Employer Identification Number of the Provider is E016020408.

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

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

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

DEPARTMENT OF HEALTH AND HUMAN SERVICES

By: Geoffrey W. Green  
for: Geoffrey W. Green, Deputy Commissioner for Operations and Support  
A/RS

York County Community Action Corporation  
By: Thomas D. Nelson  
Thomas D. Nelson, Executive Director

ENCUMBERED  
JUL 11 2006  
STATE CONTROLLER

Total Agreement Amount: \$20,000.00

Approved: Betty M. Samson JUN 05 2006  
Chair, State Purchases Review Committee

**RIDER A**  
**SPECIFICATIONS OF WORK TO BE PERFORMED**

**I. AGREEMENT FUNDING SUMMARY**

Funds are provided under this Agreement for the provision of adult mental health services. The level of funding and service descriptions are detailed in Section III Service Specifications and Performance Guidelines and summarized in Budget Form 6 Summary of Services Purchased.

**II. REPORTING REQUIREMENTS**

The Provider shall submit reports in accordance with the specifications of the Department, according to the following schedule:

Financial Report of Revenues, Expenses, Units Delivered and People Served, due quarterly, 30 days after the end of the quarter, to the Agreement Administrator. Specific activities to be reported include: Transportation.

Performance Indicator Report, due quarterly, 30 days after the end of the quarter, to the Quality Assurance Manager.

Agreement Close-out Report, due within 60 days of agreement end date, to Patti Wall, DHHS Office of Purchased Services, 11 State House Station, Marquardt Building 2<sup>nd</sup> Floor, Augusta, Maine 04333-0011. If there is a surplus balance, a check should accompany the report.

The Provider understands that the reports are due within the timeframes established and that the Department will not make subsequent payment installments under this Agreement until such reports are received, reviewed and accepted.

Additionally, in cases of the Provider's non-compliance with these reporting requirements, as applicable, the Department may contact the Department of Health and Human Services', Bureau of Medical Services to request suspension of MaineCare payments until the problem is resolved.

The Provider further agrees to submit such other data and reports as may be requested by the Agreement Administrator. The Provider shall submit all data and reports to the Department in accordance with 34-B M.R.S.A. §1207 and in accordance with Section 6 of Rider B of this Agreement.

**III. SERVICE SPECIFICATIONS AND PERFORMANCE GUIDELINES**

**1908 Transportation – Adult Mental Health Services**

The Department agrees to fund the Provider in the amount of \$20,000 to provide transportation services to mental health consumers residing in York County. The Provider will make available transportation resources by offering a flexible, multimodal response to the non-emergency needs of consumers. Bus schedules for fixed routes will be maintained, and individual trips will be scheduled 24 hours in advance with pick-ups within ½ hour of appointment time. Drivers must meet driving qualifications and pass required screenings; vehicles must meet State inspection standards.

A projected total of 200 persons will receive bus, volunteer, and/or taxi transportation during the contract period. The Provider agrees to submit to the Program Administrator on a quarterly basis a listing of the consumers and the type and frequency of transportation provided to them.

DHHS Agreement #: MR1-07-144  
Encumbrance #:

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

**THIS AGREEMENT**, made this 1st day of July, 2006, is by and between the State of Maine, Department of Health and Human Services, hereinafter called "Department," and YORK COUNTY COMMUNITY ACTION CORPORATION, mailing address P.O. BOX 72, SANFORD, ME, 04073, physical address 6 SPRUCE STREET, SANFORD, ME 04073, hereinafter called "Provider, for the period of 7/1/2006 to 6/30/2007.

The Employer Identification Number of the Provider is E016020406

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

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

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

**DEPARTMENT OF HEALTH AND HUMAN SERVICES**

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

And

**YORK COUNTY COMMUNITY ACTION CORPORATION**

By: Thomas D. Nelson  
Thomas D. Nelson, Executive Director

Total Agreement Amount: \$5,000.00

Approved: \_\_\_\_\_  
Chair, State Purchases Review Committee

**RIDER A**  
**SPECIFICATIONS OF WORK TO BE PERFORMED**

**I. AGREEMENT FUNDING SUMMARY**

Funds are provided under this Agreement for the provision of transportation services. The level of funding and the requirements for delivery of services for each service category are described in Section III, "Service Specifications and Performance Guidelines", below. The sources of funds and compliance requirements for this Agreement are provided below.

1. \$5,000.00 from the State General Fund. Use of funds shall be in accordance with requirements detailed in the Maine Uniform Accounting and Auditing Practices for Community Agencies (CMR 08-114, Chapter 1) and with the terms of this Agreement.
2. \$0.00 from the Social Services Block grant (CFDA 93.667). Use of funds shall be in accordance with restrictions contained in the appropriate CFDA, with Federal OMB Circulars A-110, A-122, A-133, and A-128, with CMR 08-114, Chapter 1, as applicable, and with the terms of this Agreement.

The level of funding and service descriptions are detailed in Section III Service Specifications and Performance Guidelines and summarized in Budget Form 6 Summary of Services Purchased.

**II. GENERAL REQUIREMENTS**

- A. **Reporting.** The Provider shall submit quarterly financial and performance reports in accordance with the specifications of the Department, according to the following schedule: *(List reports and due dates)*

<u>Program Financial Report</u>	<u>Reporting Period</u>	<u>Due Date</u>
Documents the agency position on program	7/1/06-9/30/06	October 30, 2006
Income and expenses and its corresponding relationship to the Agreement	10/1/06-12/31/06	January 30, 2007
	1/1/07-3/31/07	April 30, 2007
	4/1/07-6/30/07	August 31, 2007

**Agreement Settlement Report** July 1, 2006 – June 30, 2007 August 31, 2007  
Documents the final position on program income and expenses and its corresponding relationship to the agreement. Settlement reports must be sent to the Agreement Administrator at the address shown in Rider B Section 6. A check payable to Treasurer, State of Maine for any surplus balance must be sent to Mary Garate, DHHS Service Center, 11 State House Station, 221 State Street, Augusta ME 04333-0111.

The Provider understands that the reports are due within the timeframes established and that the Department will not make subsequent payment installments under this Agreement until such reports are received, reviewed and accepted.

Additionally, in cases of the Provider's non-compliance with these reporting requirements, as applicable the Department may contact the Department of Health and Human Services', Bureau of Medical Services to request suspension of Maine Care payments until the problem is resolved.

The Provider further agrees to submit such other data and reports as may be requested by the Agreement Administrator. The Provider shall submit all data and reports to the Department in

accordance with 34-B M.R.S.A. §1207 and in accordance with Section 6 of Rider B of this Agreement.

- B. Others, such as survey, QI plan.

### III. SERVICE SPECIFICATIONS AND PERFORMANCE GUIDELINES

1. **FSD and Waiver Transportation Services** – services provided to enable individuals with Mental Retardation to access community resources specified by the plan of care.

YCCAC provides transportation services to approximately 136 consumers with Mental Retardation. The agency will provide approximately 415,015 Bus miles @ \$1.11, 144,702 Volunteer miles @ \$.98, 300 Common Carrier trips @ \$13.00 and 1,692 vehicle miles @ \$1.65 for a total cost of \$607,474.61 .

Grant funding – 300 trips @ \$13.00 = \$3,900.00  
1,692 miles @ \$1.65 = \$1,300.00

MaineCare funding – 559,717 miles @ \$1.11 and \$.98 = \$602,474.61

## AGREEMENT

This agreement is between York County Community Action Corp., 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 \$35,038.00 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 \$35,038.00 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 \$8,759.50 for a total of \$35,038.

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.

regarding the subject matter of this agreement shall be deemed to exist or to bind any of the parties hereto unless reduced to a formal, written, and approved amendment to this agreement.

20. Availability of Funds

This agreement is subject to availability of funds to the Agency On Aging, and to the availability of funds to the contractor from Maine's Office of Elder Services.

21. Administration of Funds

It is expressly understood by the Contractor and the Agency On Aging that the application of the donated funds or in-kind donations to the purchase of the care and services is subject to certain federal and state laws and administrative rules and regulations and said parties further agree that such donated funds will be applied to care and services and administrative support of same in a manner necessary to insure compliance with all such applicable federal and state laws and administrative rules and regulations.

22. Termination of Agreement

This agreement shall be terminated automatically upon failure of the donating funding source or the Agency On Aging 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, but in no instance later than June 30, 2007. If this contract is tendered as a result of a Request for Proposal process, the contract must be executed within 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.

WITNESS OUR HANDS BY DULY AUTHORIZED AGENTS:

York County Community Action Corp.

Southern Maine Agency On Aging

By:   
Title: Executive Director

By:   
Title: Executive Director

Witness: \_\_\_\_\_

Witness: 

Dated: \_\_\_\_\_

Dated: 7/28/06

#### SCOPE & DESCRIPTION OF PURCHASED SERVICE

Contractor agrees to provide to the Agency On Aging its best good-faith efforts to provide quality general transportation to socially and economically needy Maine residents 60 years of age and older who reside in the AAA's service area. Specifically, Contractor will provide no less than 64,885 miles at a unit cost of \$0.54 per mile.

Contractor and AAA agree that the Contractor's best efforts will be directed to the following priority areas which shall be of equal importance, except that highest priority shall be given to clients referred from AAA Elder Advocates.

- Medical Transportation
- Food Shopping
- Social and Meal centers

Contractor agrees to report quarterly to the AAA the number of unduplicated clients served broken down by town and county and the number and nature of trips provided.

#### CONTRACTUAL AGREEMENT FOR SERVICES

THIS AGREEMENT is made this date, July 1, 2005, by and between Child Development Services of York County, hereinafter called "CDSYC" and York County Community Action Program hereinafter called "Contractor," located at PO Box 72 Sanford, Me, 04073 and shall be in effect until terminated by either party.

NOW, THEREFORE, in consideration of this Agreement's mutual covenants, the parties, each intending to be legally bound, agree as follows:

#### I. Financial

- A. CDSYC shall pay the Contractor the following rate for services rendered. The contractor will perform the following services:

Transportation Services \$ .68¢ per mile

Payment for completed services will be made by CDSYC after receipt and certification of itemized invoice(s) submitted on the Contractor's usual billing form or letterhead and rejection from other approved payer sources (i.e. insurance, MaineCare, etc.). Services for CDSYC will be performed at the location of client's home, provider's office and/or other community settings specified by CDSYC.

- B. Contractor shall comply in all respects with the terms of the most current version of the CDSYC Billing Manual.
- C. The Contractor shall enroll with third party payers and shall utilize any available third party resources, including private insurance and MaineCare, for the services provided. CDSYC shall pay any insurance deductible and co-pay obligations, up to the contracted rate, in order to enable the family to access private insurance benefits. Prior to the Contractor accessing third party payments, the child's parents must have authorized use of their third-party resources in writing (e.g., on the IFSP/IEP or on an evaluation consent form). CDS shall be considered to be the payer of last resort, and will not supplement MaineCare payments.
- D. The Contractor agrees to accept as payment in full the amounts established by CDSYC and will not, under any circumstances, bill any other party (other than approved insurance, including MaineCare) for services provided through or at the request of CDSYC. Under no circumstances will the Contractor charge a child's parents for any services rendered, missed appointments (whether or not cancelled in advance), therapy materials or supplies connected to the provision of services under this Agreement.
- E. All work under the terms and conditions of this contract requiring CDSYC payment must be pre-authorized in writing by an authorized CDSYC employee. Pre-authorization is either a Purchase Order or a signed IFSP/IEP.
- F. Invoices shall be submitted to CDSYC within (30) days of service delivery or completion of evaluation unless a third party is being billed. Each invoice shall reflect the

- E. The invalidity or unenforceability of any particular provision or part thereof of this Agreement shall not affect the remainder of said provision or any other provisions, and this Agreement shall be construed in all respects as if such invalid or unenforceable provision or part thereof had been omitted.
- F. References in this Agreement to the IDEA, Rule 180, or to any other rule, regulation or statute, shall include any revision or successor to it.

IN WITNESS WHEREOF, CDG and the Contractor, by their representatives duly authorized, have executed this Agreement in two original copies.

CONTRACTOR:

York County Community Action Corp. 324-5762  
 Company (if applicable) Phone Number

By Robert J. Allen, Esq. 6-28-05  
 Authorized Signature Date

Thomas D. Nelson, Exec. Director  
 Printed Name and Title E-Mail Address

137930100 480-5027  
 MaineCare Number(s) for contracted services Fax Number

01-6028406  
 EIN/Social Security Number

ADMINISTRATIVE UNIT: Child Development Services

By \_\_\_\_\_ Date 6/15/05  
Board Chairperson  
 Title

Survey Results  
FY 2005

Date	ID #	Vendor Code	Trip Code	Pick up within 1/2 hr	Yes	No	Actual On Time	Yes	No	Vehicle Safety	Yes	No	Vehicle Clean	Yes	No	Telephone	Yes	No	Comments
10/29/2005	2694	FLA400	T033S V		1														Vehicle floor & backseat messy
10/31/2005	13069	HAS800	T033Y M		1														Thank you so much, I really depend on this ride.
10/31/2005	11433	JOW500	T019 M		1														None
10/31/2005	13961	GOO500	T019 M		1														No questions
11/1/2005	15055	LAS400	T019 M		1														Your people do a wonderful service, couldn't ask for better.
11/1/2005	4180	WES520	T019 M		1														No
11/2/2005	15387	JOW500	T033Y M		1														None
11/2/2005	12378	PET353	T033 M		1														No
3/27/2006	1562	000000	T017 M		1														Seats not comfortable but buses are pretty clean
3/27/2006	4421	000000	T017 M		1														None
3/27/2006	6129	WF1200	T033 M		1														None
3/27/2006	1242	000000	T017 M		1														Always personable & friendly. Thank you.
3/27/2006	1948	000000	T030 M		1														None for the time being.
3/27/2006	10962	LAR630	T033 M		1														None
3/27/2006	15056	000000	T017 M		1														None
3/27/2006	6965	000000	T017 M		1														James states Alyson is a nice lady and very professional at all times.
3/27/2006	8851	WES520	T019 M		1														None
3/27/2006	6487	000000	T017 M		1														None
3/28/2006	12056	COL300	T033 M		1														I was not in the car my 3 yr old was.
3/28/2006	13988	000000	T030 M		1														Have a problem w/ taxes, the drivers are rude.
3/28/2006	3437	GRE775	T033 M		1														Thank you for everything
3/28/2006	10455	000000	T030 B S		1														None
3/28/2006	16434	PET353	T033 M		1														Thank you for your help and kindness to us.



Survey Results  
 FY 2008

8/3/2008	6544	86,760	11033	1	1	1	1	1	1	None
Total	49	1	47	48	1	1	1	1	1	0



**Minutes of YCCAC  
Board of Directors' Meeting  
January 18, 2007**

The Board of Directors' meeting was held at the YCCAC office at 6 Spruce Street in Sanford at 7:30 p.m.

Attendance was as follows:

**Present:**

<u>Elected</u>	<u>Public</u>	<u>Private</u>
Don Burns	Roland Drew	Donna Deletetsky
Tom Danylik	Don Fiske	Debbie Doe
Kathy Hardy	Larry Lowry	Claudette Dupee
Sue Kingman	Eleanor Murphy	Sarah Martin
	Katherine Mount	

**Absent: \* Excused**

Joan Nass*	Wes Tuttle *	Ron Abbott*
Ron Ross		Jill Daugan*

Needed for Board Quorum: 10      Total Members: 18      Attendance:13

Others in Attendance:      Thomas Nelson, Executive Director  
Diane Laurendeau, Chief Financial Officer  
Barbara Crider, Deputy Director  
Connie Garber, Transportation Program Director  
Susan Auger, Administrative Assistant

**MINUTES**

Motion to accept the December '06 minutes of the Board of Directors. (Doe/Burns). Carried unanimously.

**COMMITTEE REPORTS**

Finance Committee

Diane Laurendeau presented the financial report for December 31, 2006.

Motion to accept the December 2006 financial report. (Fiske/Murphy) Carried unanimously.

Program Committee

Barbara Crider explained the Governing Body questions in preparation for the Head Start Annual self-assessment. She said that if anyone from the Board was interested in or willing to be called for the participation in the January 25, 2007 run-through with PROP, they could let Mabel Desmarais know and she will give the reviewer the name and number of the person interested.

Connie Garber presented the 2007 Workplan and Budget for Transportation.  
Motion to accept the Transportation Program Workplan and Budget for 2007.  
(Deletetsky/Lowry) Carried unanimously.

**OLD & NEW BUSINESS**

Larry Lowry asked about the situation with the oil underground on York County Community Action's property. Tom explained the story from the beginning to today and ended saying we do not at this time know what the plan is to resolve the situation. The Board will be kept informed of developments.

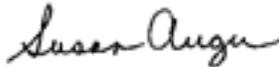
**EXECUTIVE DIRECTOR'S REPORT**

Tom said that so far this year, the Energy Department has taken about 3300 Fuel applications, 85% - 90% of the total we took last year.

**OTHER BUSINESS**

Motion to adjourn. (Burns/Lowry). Carried unanimously.

Respectfully submitted,



Susan Auger  
Administrative Assistant



### Performance Measures Report

Contract: #CSC-06-4009  
Period: 4/1/06 – 9/30/06

**Goal:** Eligible Maine citizens will be able to improve their access to medical and social services by the provision of timely, safe and reliable transportation.

A. Indicator: Timely

Strategies: To provide timely service to DHS customers YCCAC will assure:

- Bus schedules for fixed route service are maintained as shown on time table.
- Trips scheduled 24 hours or more in advance will have pick-ups within ½ hour of appointment time.
- Customized computer-aided dispatch software will be utilized to schedule trips.

Measurements:

1. 90% of clients reported that they arrived at their destination on time (client survey).

**Progress:** 100% of surveyed riders reported timely transports

B. Indicator: Safe

Strategies:

- Drivers of agency vehicles will meet driving qualifications, have sufficient training, pass DMV and State Bureau of Identification screenings.
- Passengers will reach their destinations without harm.
- State vehicle inspections on agency vehicles will be current.

Measurements:

1. 100% of drivers will pass the standard screening tests, SBI, BMV, DHS/CPS, & Drug test prior to driving clients.
2. 100% of drivers attend mandatory children transportation training prior to driving children.
3. 100% of transportation vehicles meet/pass inspection standards (State inspection and visual inspections)
4. 100% of transportation trips with clients on board are accident free.
5. 60% of clients report that they feel safe while being transported by transportation agency (client survey).

**Progress:** Measures #1 - #3 are at 100%; #4 was 100%; #5 – 100% of surveyed riders felt safe

6 Spruce Street • P.O. Box 72 • Sanford, ME • 04073

800 965-5762 • 207 324-5762 • fax 207 490-5027 • tdd: 207 490-1078

C. **Indicator:** Reliable

Strategies:

- YCCAC buses will provide timely service, with riders reaching their desired destinations.
- YCCAC bus drivers will provide service in a professional manner.

Measurement:

1. 90% of transportation requests are filled with available funds & advanced notice.
2. 80% of clients report satisfaction with the transportation services reliability (client survey).

**Progress:** Measure #1 has been met; #2 – 98% of surveyed riders were satisfied with service

D. **Indicator:** Access to Services

Strategies:

- Telephone lines will be maintained with local calling areas to provide easy access to YCCAC's Transportation Office; TDD line will be available for hearing impaired riders.
- YCCAC's Transportation Office will maintain regular office hours from 7:30 a.m. to 4:30 p.m., Monday through Friday, 52 weeks a year, except holidays.
- YCCAC bus service will be generally available throughout the 29 town service area.

Measurement:

1. 100% of handicapped transportation services are available to clients who request the service.
2. 95% of towns served in geographic area.
3. 80% of caseworkers expressed overall satisfaction with accessibility/availability of the transportation services.

**Progress:** Measure #1 – Service is available to persons with disabilities throughout the region;  
Measure #2 – All towns have access to service  
Measure #3 – No complaints from Case Workers were received

MDOT REGION 8

**BIENNIAL OPERATIONS PLAN**

**FY 2007 AND FY 2008**

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

**BIDDEFORD-SACO-OLD ORCHARD BEACH TRANSIT COMMITTEE**

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## MDOT REGION 8 BIENNIAL OPERATIONS PLAN

### BIDDEFORD-SACO-OLD ORCHARD BEACH TRANSIT COMMITTEE

#### PROJECT DESCRIPTION

##### A. RURAL TRANSIT PROVIDER

**Provider:** Biddeford-Saco Old Orchard Beach Transit Committee  
**Contact Person:** Edward Clifford, Executive Director  
**Address:** 13 Pomerleau Street, Biddeford, Maine 04005  
**Telephone:** 207-282-5408

##### B. SERVICE

**No. of Counties:** Two  
**Type of Service:** Fixed route, deviated fixed route  
**Service Area:** **Multi-town**

##### **C. GEOGRAPHIC AREA**

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

**ShuttleBus operates four fixed route transit systems serving several communities. The Tri-town Transit operates seven days per week serving the Cities of Biddeford and Saco and the Town of Old Orchard Beach. The route is served by two buses Mondays through Fridays, and one bus on Saturdays and Sundays. ShuttleBus also runs trolley service between Old Orchard Beach and Pine Point in the summer months.**

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

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

## D. SERVICE DESCRIPTION

### URBAN

- 1. Biddeford to Saco and Old Orchard Beach via Elm Street.** This route starts at SMMC, turning right on Route 111, or the Alfred Road, to Five Points. From there it travels Elm Street (Route 1) to Main Street in downtown Biddeford (Route 9), passes the Saco Amtrak Station, crosses the Saco River to Main Street in Saco. From Main Street, it turns left onto Thornton Avenue crossing to Scammon Street and arrives at the Saco Valley Shopping Center. The route then turns right onto North Street and crosses Main Street (Route 1), where it goes to Beach Street, Saco, Route 9, left to the Old Orchard Road to Half Way in Old Orchard Beach. There it continues down Saco Avenue to the Old Orchard Beach fire station, turning right on Union Street, left onto Washington Street, and returns by right turn onto Saco Avenue. From there, it turns right at Staples Street (past the Rite Aid), right to First Street, and stops at the Old Orchard Beach Chamber of Commerce and Amtrak train station. When the bus reaches the Chamber of Commerce in Old Orchard Beach it begins to head back toward Biddeford, and continues down First Street to West Grand Avenue. It travels to Ocean Park, taking a right on Temple Avenue, toward Half Way in Old Orchard. The bus then travels up the Ocean Park Road (Route 5) to Saco, turning left at the Saco Hannaford, and traveling south on Route 1 Main Street. At North Street it takes a right and then turns left on Scammon Street to the Saco Valley Shopping Center. It continues back to Main Street via Thornton Avenue, over the Saco River dam, passing Saco Island and the Amtrak station to Main Street, Biddeford. There, it turns left on Alfred Street, to Five Points as far south as outer Elm Street to connect to the 95 Spur and then Alfred Road (Route 111), where it turns right to proceed back to SMMC. This run operates Monday thru Friday, making thirteen round trips each day.
- 2. Biddeford to Saco to Old Orchard Beach via Alfred Street.** This route starts at SMMC in Biddeford and heads to Route 111 toward Alfred Street and on to Main Street (Route 9), in Biddeford and then Saco, passing the Amtrak station and Saco River Bridge. In Saco, it turns left at Thornton Avenue, and proceeds to Scammon Street, where it stops at Saco Valley Shaw's. It leaves Shaw's and takes a right on North Street (Route 112) and then a left on Route 1, Main Street. It turns right onto the Ocean Park Road (Route 5) which merges into Saco Avenue. At Union Street, it turns right, and then takes a left at Washington Street. After this it returns to Saco Avenue, and takes a right on Staples Street and another right at First Street to the Chamber of Commerce and train station. At this point the bus heads back toward Biddeford continuing down First Street, and takes a left on Atlantic Avenue to West Grand. The bus travels West Grand, and from there turns right on Temple Avenue. From there, it turns left on the Old Orchard Road and right on Beach Street, in Saco. It proceeds to North Street, and turns left on Scammon, to Saco's Shaw's, and takes a left onto Thornton Avenue. After this, it turns right on Main Street, into Biddeford, and takes a left at Elm Street to Five Points. From there it travels to outer Elm Street to the 95 spur and on to the Alfred Road (Route 111), and turns right to proceed to SMMC. This route makes nine trips per day, seven days a week.

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

- The Beach Trolley.** A summer trolley service is added in Old Orchard Beach and a small portion of Pine Point from the third week in June until Labor Day. It primarily serves participating campgrounds, the Amtrak Station and beach areas. One to two trolleys are used depending on demand, in a figure eight and reverse figure eight formation.

## **RURAL**

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

**Tri-towns to Portland Intercity Service.** From June 15 to September 15 the service operates two extra runs on Sundays.
- ZOOM Turnpike Express.** ZOOM is currently operated by ShuttleBus and is funded exclusively by the Maine Department of Transportation and the Maine Turnpike Authority. This service operates five days a week, making 13 round trips daily. Service begins at the Biddeford Park and Ride and travels north to the Saco Park and Ride. From there the bus returns to the Turnpike and then heads north to 295 and on to Congress Street and Forest Avenue near the University of Southern Maine. Operational hours are during peak morning (5:25-9:33 AM) and afternoon (2:46-7:07 PM) commuting times.

## **E. FARE STRUCTURE**

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

*Portland Intercity fares are determined by zone. Travel within two zones equals a \$2 fare (see zone breakdown on schedule). Travel within three zones equals a \$3 fare.*

*Single zone travel is \$1.50 a ride. Ten-ride passes are available for \$24 for three-zone riders, and \$16 ten-ride passes are available for two-zone riders (a savings of \$6 and \$4, respectively).*

*The ZOOM Turnpike Express charges \$58 for a monthly CommuterCard, \$24 for a ten-ride pass, or \$3 per individual ride. Upon purchasing a \$58 pass, the rider may opt to purchase two parking vouchers at \$1 each, good for all-day parking at the Public Market Garage located at Preble and Elm Streets in Portland. A “combo” pass is also sold for customers that share rides between the Tri-towns to Portland Intercity run and ZOOM. This is a ten-ride punch ticket, good for 5 rides on each service.*

**Seasonal Beach Trolley** service costs \$1 per rider; children under 5 ride free.

#### **F. PROPOSED CUTBACKS, EXPANSIONS**

**Route Design Study** – In conjunction with the Southern Maine Regional Planning Commission and the South Portland Bus Service, the Transit Committee has received a grant to undertake a route design study. This may result in some minor adjustments or cutbacks/expansions of the system during the FY 2007/FY 2008 biennium. The study is due in September and will include an examination of the feasibility of establishing a hub for the entire system in downtown Biddeford. The study will be coordinated with other providers (Metro, South Portland Bus Service).

**Tri-town Service** - The ShuttleBus is working to expand service to include the new Shops at Biddeford Crossing on Route 111. In addition, The University of New England has agreed to support a one-year pilot service from the Biddeford campus to downtown Biddeford-Saco beginning in the fall 2007 academic year.

#### **G. CHARTER SERVICE**

*ShuttleBus provides charter within the three municipalities and to area towns within a twenty mile radius, particularly if no private carrier is willing and able to provide that service. ShuttleBus is the likely carrier if a wheelchair lift or a trolley is needed.*

#### **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**

There have been no passenger surveys or studies during the past three years except for a brief survey of ZOOM passengers about schedule options and concerns they might have regarding service.

## **PROJECT COORDINATION**

Officials from ShuttleBus participated in the Regional Plan Advisory Committee meetings that were held during the preparation of this Biennial Operations Plan. A summary of the meetings and the various outcomes are described in the Overview section of this Plan.

### **A. SOCIAL SERVICE AGENCY COORDINATION**

The ShuttleBus provides fixed route, public transportation to the general public. ShuttleBus does not coordinate its services with social service agencies. Social service agencies do refer clients to the ShuttleBus.

### **B. COPIES OF SOCIAL SERVICE CONTRACTS**

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

### **C. COORDINATION WITH PROVIDERS**

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

1. YCCAC purchases diesel fuel from the ShuttleBus maintenance facility.
2. YCCAC refers social service agency clients to the ShuttleBus when public transit meets their needs. ShuttleBus bills YCCAC for carrying their clients. This works particularly well when our rides are far less expensive than a taxi. This saves MaineCare money, and all entities benefit from the arrangement.
3. YCCAC and the Biddeford-Saco-Old Orchard Beach Transit Committee have a fleet maintenance and repair program, administered by ShuttleBus.

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

## **DISCRIMINATION**

No lawsuits or complaints alleging discrimination on the basis of race, color or national origin have been filed against the Biddeford-Saco-Old Orchard Beach Transit Committee during the last year.

## **DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES**

### **A. POTENTIAL DBE/WBE ENTERPRISES**

*The Transit Committee knows of three women-owned businesses and has used their services. These include Art Services, in Saco, Buxton Communications in Portland and Schumacher Design of South Portland. In addition, the team of consultants selected for the route design study include a DBE/WBE-certified business, Fitzgerald Halliday, Inc.*

### **B. MONETARY GOALS**

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

*In FY 2007, the ShuttleBus has the opportunity to contract for approximately \$18,175 in services and supplies (audit, legal, office supplies, office equipment, bus schedule printing, drug/alcohol testing). State and federal funds (\$355,905) account for about 32% of overall budgeted revenues (\$1,112,805). Therefore, the federal/state share of contractible services is \$5,806 (32% of \$18,175), and the 0.6% monetary goal is \$35 (0.6% of \$5,806).*

*In FY 2007, the ShuttleBus has the opportunity to contract for approximately \$17,675 in services and supplies (audit, legal, office supplies, office equipment, bus schedule printing, drug/alcohol testing). State and federal funds (\$402,900) account for about 31% of overall budgeted revenues (\$1,319,771). Therefore, the federal/state share of contractible services is \$5,479 (31% of \$17,675). If the federal DBE/WBE rate remains at 0.6%, then the DBE/WBE monetary goal would be \$33 (0.6% of \$5,479).*

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

### **C. ADVERTISING**

The Maine 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); Panquis CAP (Bangor); KVCAP (Augusta/Waterville); Regional Transportation Program (Portland); Shusheha (Bridgford); 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

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

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

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

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

2. **Accidents.** The Transit Committee maintains a file of all accidents. The Executive Director reviews police and drivers' reports, and goes to the scene of accidents if possible. There are procedures in place for reporting all accidents, which is reviewed periodically in training at driver meetings.
3. **Fuel.** The Transit Committee maintains a 10,000 gallon fuel tank on the premises. Diesel fuel is purchased in bulk by bid. Gasoline is purchased from the City of Biddeford's Public Works Department Garage.
4. **Maintenance Facility.** All service work is done at the Transit Committee's maintenance facility which is located in the Alfred Road Business Park in Biddeford. This garage/office facility was completed in 1978 with Federal, State and local funding.  
  
The Transit Committee employs one full-time fleet manager and two mechanics who are responsible for routine and major maintenance work. Major engine and transmission overhauls are contracted out on occasion. The maintenance facility is owned by all three municipalities and the State of Maine; the City of Biddeford owns the land. This facility currently services the entire YCCAC fleet, along with several Headstart Vans in York County and several area apparatus from area Fire Departments.
5. **Road Call System.** The Transit Committee does not have a formal system for reviewing breakdowns, but utilizes a 6,000 mile maintenance check. Vehicle fluid levels are checked daily.
6. **Vehicle History.** The Transit Committee maintains a complete vehicle history through record keeping, and has just begun to replace its fleet.

## B. CAPITAL ACQUISITIONS

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

### Completed Acquisitions:

- **Facility Improvements:** With the assistance of an 80/20 federal grant, the ShuttleBus made significant repairs to the garage facility in 2007 including repairs to the roof and installation of a new HVAC system.
- **ZOOM Bus Replacement:** ShuttleBus obtained a used bus in 2007 from the Regional Transportation Program for \$7,500 in local match to update its fleet.

### Planned acquisitions during the FY 2007/2008 biennium:

- **Replacement of InterCity Bus:** The estimated cost is \$250,000. MaineDOT has agreed to provide 100% funding.

- **Replacement of ZOOM bus.** The ShuttleBus is working to purchase a coach-style bus for the ZOOM Turnpike Express service. The estimated cost is \$340,000. Through an incentive program with MaineDOT, the local match will be 5% (versus the normal 10%), since the ShuttleBus has switched to bio-diesel.

## C. CAPITAL RESERVE ACCOUNT

*Committee minutes authorizing the reserve account are found in the Appendix As of March 31, 2006, there was \$40,396 in the Reserve account, although \$38,000 of this amount was owed from the Operating Budget.*

## GOALS

### A. STATUS REPORT ON EXISTING GOALS

1. Prepare for the administrative funding challenges that are expected with the results of the 2010 Census.

*Status: The Executive Director has participated on the PACTS Committee which is concerned with administrative and funding challenges.*

2. Continue to focus on excellence in customer service.

*Status: ShuttleBus conducts periodic surveys of its passengers as part of an on-going effort to focus on excellence in consumer service.*

3. Continue to explore funding opportunities to support Intercity, ZOOM and Local services.

*Status: ShuttleBus officials began a dialogue with officials of the Maine Turnpike Authority and MaineDOT on obtaining increases for ZOOM and the Intercity service.*

4. Work on route expansion to Biddeford Crossing, a new 22-unit shopping plaza just beyond Wal Mart on Route 111.

- o With this service change, consider service to Kennebunk or Arundel using the Intercity Service.

*Status: With assistance from the Southern Maine Regional Planning Commission, ShuttleBus has held several meetings with the mall developer and other businesses. The schedule has been revised to include the retail locations and to provide additional hours of service during the day. A funding agreement has been negotiated with the businesses and is in the final stages of review.*

*Service to Kennebunk and Arundel was not pursued, due to a lack of municipal interest.*

5. Implement newly obtained fleet work order and service program onto all existing ShuttleBus computers.

*Status: This has been implemented.*

6. Survey our ZOOM riders one more time in the next two years.

*Status: April, 2004, was the last time a survey was taken.*

## **B. NEW GOALS**

1. **Administration.** Improve effectiveness and efficiency of administrative operations.

### **Tasks:**

1. Streamline operations (fare-counting system; postal delivery)
  2. Update Website to include Transit Committee, advertising, and employment information
3. Consolidate; develop Policy & Procedures into manual(s)
4. Communicate and train employees on Policy & Procedures.
5. Follow-up regarding FTA Drug & Alcohol Testing Audit
6. Resolve office air quality issues through HVAC system
7. Repair garage roof using DOT grant
8. Continue Update/Organize office and garage
9. Integrate garage computer with upstairs office

2. **Finance.** Enhance financial stability of organization.

### **Tasks:**

1. Complete fiscal analysis of service areas (Garage, Trolley, ShuttleBus, ZOOM)
2. Provide quarterly budget analysis to Transit Committee
3. Obtain Line of Credit for short-term revenue shortfalls
4. Increase Revenue:
  - Negotiate with DOT for increased funding for ShuttleBus InterCity revenue
  - Develop ZOOM Business Plan with DOT and Maine Turnpike Authority for increased funding
  - Seek municipal subsidy from Town of Scarborough (FY08) (Dec/January)

- Trolley Service - Negotiate with campgrounds, advertisers for increased revenue.
  - Sell ads for new Trolley brochure
  - Review route design (Rte 1 Saco?)
- Maximize Advertising revenue through updated rates and sale of ads/Chamber newsletters

**3. Regionalism.** Encourage cooperation and collaboration among regional transit providers including research of possible consolidation.

**Tasks:**

1. Participate in PACTS Regional Transit Study
2. Collaborate with other regional transit providers on joint projects
3. Provide data for MDOT Biennial Operations Plan
4. Attend PACTS Transit Committee, and Maine Transit Association meetings

**4. Service.** Provide reliable, comfortable and quality service to public

**Tasks:**

1. Increase ridership through effective marketing strategy
2. Ensure equipment reliability through bus replacement plan
3. Switch to environmentally friendly, cost-efficient Bio-diesel
4. Research and review Performance Measurements for small transit systems
5. Research Driver Wages to retain and attract workforce

**5. Route Extensions.** Explore and implement extension of bus service to new areas

**Tasks:**

1. Negotiate with businesses for local match of proposed Biddeford Crossing service
2. Work with UNE, City officials and DOT for transit service to downtown Biddeford-Saco
3. Facilitate route design study with SMRPC to be funded through DOT
4. Obtain DOT agreement for FTA share of funding of route extensions
5. Revise schedules; obtain equipment and drivers for new routes

6. Advertising new routes and schedules to encourage ridership

## **BENCHMARKS**

Farebox recovery should be used to evaluate the efficiency of fixed route systems.

## SERVICE DATA

### A. ANNUAL REPORT

The following table contains service data compiled by the Biddeford-Saco-Old Orchard Beach Transit Committee for the past three fiscal years. ShuttleBus' fiscal year begins on July 1 of the prior calendar year (e.g., FY 2006 begins on July 1, 2005 and ends on June 30, 2006).

<b>BIDDEFORD-SACO-OLD ORCHARD BEACH TRANSIT ANNUAL REPORT – LAST THREE YEARS</b>			
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
<b>Volunteer Resources</b>			
Volunteer Drivers	0	0	0
Personal Vehicles in Service	0	0	0
<b>Vehicles</b>			
Number of Active Vehicles in Fleet	10	10	10
Number of Inactive Vehicles in Fleet	3	3	3
Number of ADA Accessible Vehicles	7	7	7
<b>Annual Operating Expenses (Rural)</b>			
Annual Transit Operating Expenses	\$479,959	\$614,796	\$696,726
Annual Social Services Operating Expenses	0	0	0
<b>Annual Administrative Expenses</b>			
Annual Transit Administrative Expenses	\$320,871	\$337,621	\$397,023
Annual Social Services Expenses	0	0	0
<b>Annual Operating Revenues</b>			
Fare Revenues	\$188,999	\$177,067	\$187,293
Transit Contract Revenues	\$245,967	\$306,913	\$381,644
Social Service Contract Revenues	0	0	0
FTA-Federal Operating Assistance	\$251,402	\$300,061	\$335,124
MDOT – State Operating Assistance	\$18,967	\$18,967	\$18,372
Local Operating Funds*	\$144,000	\$144,000	\$144,000
Total Annual Operating Revenues	\$849,335	\$947,008	\$1,066,433
<b>FTA-Sources of Capital Funds</b>			
FTA-Federal Capital Assistance	\$42,224	0	0
MDOT-State Capital Assistance	0	0	0
Local Capital Funds	0	0	0
Total Capital Funds	\$42,224	0	0

	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
<b>Annual Vehicle Miles</b> (passenger miles)			
Annual Transit Miles	324,694	324,694	324,694
Annual Social Service Miles	0	0	0
<b>Annual Vehicle Hours</b>	14,354	14,354	14,369
<b>Annual Passenger Trips</b>			
Annual Transit Passenger Trips	123,322	120,682	119,075
Annual Social Services Passenger Trips	0	0	0
<b>Safety</b>			
Fatalities	0	0	0
Minor Incidents	0	0	0
Major Incidents	0	0	0

\* Does not include trolley or charter revenue as these are not FTA or MaineDOT funded

**Transit Contract Revenue Breakdown.** The following is a breakdown of transit contract revenues shown in the table above:

**SUMMARY OF TRANSIT CONTRACT REVENUES – PAST THREE YEARS**

	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
Service Contracts	\$4,655	\$5,443	\$4,226
ME Turnpike ZOOM Contribution	\$103,313	\$119,997	\$125,709
Vehicle Repair Services	\$97,475	\$137,779	\$170,837
Ad Sales, Fuel Sales, Interest	\$40,524	\$43,694	\$80,872
<b>Total</b>	<b>\$245,967</b>	<b>\$306,913</b>	<b>\$381,644</b>

**B. REVENUES, COSTS, TRIPS, VEHICLE MILES**

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

<b>REVENUES AND COSTS PAST THREE YEARS</b>						
<b>ROUTE</b>	<b>REVENUES</b>			<b>COSTS</b>		
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
Tri Town Local	\$404,224	\$471,886	\$544,595	\$404,224	\$471,886	\$544,595
Inter City "Portland"	\$199,140	\$245,747	\$280,296	\$199,140	\$245,747	\$280,296
Zoom TP Express	\$224,074	\$281,337	\$310,645	\$224,074	\$281,337	\$310,645
<b>Total</b>	<b>\$827,438</b>	<b>\$998,970</b>	<b>\$1,135,536</b>	<b>\$827,438</b>	<b>\$998,970</b>	<b>\$1,135,536</b>

Sources: FY04 and FY05 MAAP audit schedules, FY06 monthly report.

<b>TRIPS AND VEHICLE MILES PAST THREE YEARS</b>						
<b>ROUTE</b>	<b>TRIPS</b>			<b>VEHICLE MILES</b>		
	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
Tri-Town Local	67,958	64,212	63,681	107,194	107,194	107,194
InterCity "Portland"	33,608	33,195	29,976	86,600	86,600	86,600
Zoom TP Express	21,756	23,275	25,418	131,500	131,500	131,500
<b>Total</b>	<b>123,322</b>	<b>120,682</b>	<b>119,075</b>	<b>324,694</b>	<b>324,694</b>	<b>324,694</b>

**C. PASSENGER INFORMATION - PAST THREE YEARS**

**Passenger Fare Categories**

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

<b>REVENUES BY PASSENGER FARE CATEGORY PAST THREE YEARS</b>			
<b>Category</b>	<b>FY 2004</b>	<b>FY 2005</b>	<b>FY 2006</b>
Full Fare	\$187,667	\$175,660	\$185,978
Elderly & Student	\$326	\$344	\$326
Disabled	\$1,006	\$1,064	\$988
Student	<i>Included with Elderly</i>	<i>Included with Elderly</i>	<i>Included with Elderly</i>
<b>Total</b>	<b>\$188,999</b>	<b>\$177,067</b>	<b>\$187,293</b>

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

Projected revenues, costs, trips and vehicle miles for FY 2007 and 2008 are shown in the table below. The budget figures on pages 16-18 provide a more detailed breakdown of revenues and expenses.

PROJECTED REVENUES, COSTS, TRIPS, VEHICLE MILES NEXT TWO YEARS								
Route	Revenues		Costs		One-Way Trips		Vehicle Miles	
	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008	FY 2007	FY 2008
Tri-Town Local	\$578,420	\$647,346	\$578,420	\$647,346	70,000	79,000	109,400	112,250
InterCity "Portland"	\$290,000	\$290,000	\$290,000	\$290,000	30,000	30,000	86,600	86,600
Zoom Turnpike Express	\$272,400	\$286,000	\$272,400	\$286,000	27,000	28,350	131,500	131,500
UNE Shuttle	N/A	\$101,790	N/A	\$101,790	N/A	20,380	N/A	32,604
<b>Total</b>	\$1,140,820	\$1,325,136	\$1,140,820	\$1,325,136	127,000	157,730	327,500	362,954

Notes:

- Based on FY 06 estimates, inflation, planned route extensions, increase in ZOOM ridership
- Tri Town Local route will be extended to Biddeford Crossing in Feb 2007.
- UNE Route to begin Sept 2007 (FY08). Approx 4 miles each way; avg. 5 passengers per trip

**E. BUDGET**

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

**SHUTTLEBUS  
REVENUE BUDGET**

	<b>FY 2007</b>	<b>FY 2008</b>
<b>Fares</b>		
Portland	\$81,000	\$80,000
Local	\$52,000	\$70,000
Local Passes	\$9,500	\$9,500
Trolley	\$37,000	\$40,000
ZOOM	\$48,000	\$49,000
Off Route/Other	\$6,000	\$5,000
<b>Subtotal</b>	<b>\$233,500</b>	<b>\$253,500</b>
<b>Contracts</b>		
SMMC	\$5,000	\$4,000
Campgrounds	\$7,900	\$7,900
Saco Trolley	0	\$4,000
Salvation Army	\$6,500	\$6,500
Environmental	\$8,500	\$8,500
UNE	0	\$51,750
Shopping Loop		\$19,221
Other	\$3,500	\$3,000
<b>Subtotal</b>	<b>\$31,400</b>	<b>\$104,871</b>
<b>Subsidies</b>		
Biddeford	\$48,000	\$62,000
Saco	\$48,000	\$62,000
Old Orchard Beach	\$48,000	\$62,000
<b>Subtotal</b>	<b>\$144,000</b>	<b>\$186,000</b>
<b>Grants</b>		
Federal-Urban	\$130,005	\$158,000
Intercity	\$75,000	\$110,000
RTAP	\$3,100	\$3,100
ZOOM-MDOT	\$128,000	\$112,000
ZOOM-MTA	\$128,000	\$112,000
State Funds Only	\$19,800	\$19,800
FTA - UNE	\$0	\$51,750
<b>Subtotal</b>	<b>\$483,905</b>	<b>\$566,650</b>
<b>Garage</b>		
Outside Labor	\$70,000	\$70,000
Outside Parts	\$77,000	\$77,000
<b>Subtotal</b>	<b>\$147,000</b>	<b>\$147,000</b>
<b>Other</b>		
YCCAC Fuel	\$50,000	\$40,000
ShuttleBus Ads	\$13,000	\$13,000
Trolley Ads	\$5,000	\$5,000
ZOOM Ads	\$4,000	\$3,000
Interest	\$1,000	\$750
<b>Subtotal</b>	<b>\$73,000</b>	<b>\$61,750</b>

<b>TOTAL REVENUE</b>	<b>\$1,112,805</b>	<b>\$1,319,771</b>
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**SHUTTLEBUS  
ADMINISTRATIVE EXPENSE BUDGET**

	<b>FY 2007</b>	<b>FY 2008</b>
<b>Salaries/Benefits</b>		
Administrator	\$51,295	\$65,000
Assistant	\$28,149	\$28,796
FICA	\$5,561	\$5,689
Unemployment	\$527	\$420
Dues, Conference, Travel	\$4,000	\$4,000
Retirement	\$200	\$4,971
<b>Subtotal</b>	<b>\$89,732</b>	<b>\$108,877</b>
<b>Utilities</b>		
Electric	\$7,000	\$7,000
Water	\$700	\$700
Sewer	\$3,000	\$3,000
Heat	\$7,000	\$7,000
Phone	\$3,000	\$2,000
<b>Subtotal</b>	<b>\$20,700</b>	<b>\$19,700</b>
<b>Building</b>		
Repairs/Supplies	\$17,000	\$15,000
<b>Subtotal</b>	<b>\$17,000</b>	<b>\$15,000</b>
<b>Professional</b>		
Audit	\$6,500	\$6,500
Legal	\$4,000	\$1,000
Consultants	\$2,000	\$2,000
<b>Subtotal</b>	<b>\$12,500</b>	<b>\$9,500</b>
<b>Office</b>		
Supplies	\$3,500	\$3,200
Equipment	\$775	\$775
Postage	\$1,000	500
Payroll	\$2,800	\$2,800
Other	\$2,000	\$1,000
Media (ShuttleBus)	\$1,500	\$3,000
ZOOM Marketing	\$10,000	\$5,000
ZOOM Tolls	\$10,800	\$10,800
Bus Schedules – Printing	\$2,500	\$5,000
Computer Software	\$500	\$2,000
D & A Testing	\$900	\$1,200
<b>Subtotal</b>	<b>\$36,275</b>	<b>\$35,275</b>
<b>Insurance</b>		
Vehicle	\$80,000	\$80,000
Bond	\$2,000	\$2,300

Building- Liability	\$5,500	\$5,270
Health	\$108,000	\$122,000
Worker's Comp	\$23,000	\$22,000
<b>Subtotal</b>	<b>\$218,500</b>	<b>\$231,570</b>
<b>TOTAL ADMIN EXPENSES</b>	<b>\$394,707</b>	<b>\$419,922</b>

<b>SHUTTLEBUS OPERATING BUDGET</b>		
	<b>FY 2007</b>	<b>FY 2008</b>
<b>Operating Salaries</b>		
Drivers	\$280,430	\$337,602
Drivers UNE Nor'easter	0	\$29,900
Mechanics	\$143,046	\$146,336
FICA	\$29,738	\$31,858
Unemployment	\$2,465	\$3,500
Uniforms	\$500	\$3,500
Retirement	\$2,400	\$2,400
<b>Subtotal</b>	<b>\$458,579</b>	<b>\$555,096</b>
<b>Fuel</b>		
Diesel, Gas, Fluids	\$145,000	\$165,000
<b>Subtotal</b>	<b>\$145,000</b>	<b>\$165,000</b>
<b>Bus Parts</b>		
Outside Parts	\$70,000	\$70,000
ShuttleBus Parts	<b>\$61,266</b>	<b>\$61,266</b>
<b>Subtotal</b>	<b>\$131,266</b>	<b>\$131,266</b>
<b>Other</b>		
Outside Services	\$0	\$0
Other	\$1,200	\$1,200
<b>Subtotal</b>	<b>\$1,200</b>	<b>\$1,200</b>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$736,045</b>	<b>\$852,562</b>

<b>SHUTTLEBUS CAPITAL BUDGET 2007</b>			
Projects	Total Costs	Local 10% Match	Funding Sources
Replacement ZOOM Bus		\$7,500	DOT/FTA
Building/Roof Ventilation	\$40,000	\$10,000	DOT/FTA
<b>Total</b>		<b>\$17,500</b>	

<b>SHUTTLEBUS CAPITAL BUDGET 2008</b>			
Projects	Total Costs	Local 10% Match	Funding Sources

Replacement Intercity Bus	\$250,000	\$0	DOT/FTA
Replacement ZOOM Coach	\$350,000	\$17,500*	DOT/FTA
Route Design Study	\$67,100	\$2,500**	DOT/PACTS
<b>Total</b>	<b>\$675,000</b>	<b>\$73,500</b>	

\* 5% match vs 10% - bio-diesel incentive

\*\* Cost shared with South Portland Bus Service

## **FLEET CONDITION**

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

**2007 PTMS VEHICLE EVALUATION SUMMARY FORM**

AGENCY: Biddeford Saco Old Orchard Beach Transit CONTACT PERSON: Edward Clifford, Exec

Passenger Vehicle Information						
1	VIN	IT7KU2B23X 1165538	1BAGNBZXA 84F097042	5DF232DA 22JA30585	1FTNX21 EC8472	
2	Fleet #	Z-2	Z-27	24	25	
3	Vehicle Type *	45/37+2 passenger MHDB	TRANSIT BUS MHDB	31/25+2 SHDB Lowfloor	F-250 Ford F	
4	Make, Model	Thomas TL960	Bluebird 44/36+2	Thomas SLF	Ford F250 P	
5	Year	1999	2000	2003	2004	
6	Fuel Type	DIESEL	DIESEL	DIESEL	GASOLI	
7	Fuel Use	7,362.2	4,937.3	5,219.4	906	
8	Mileage	452,111	159,015	168,516	32,170	
9	12-month Mileage	53,369	37,092	32,136	13,591	
10	Repair Cost - 12 months	\$19,691.67	\$12,056.95	\$8,634.85	\$549.70	
11	Repair frequency - 12 months**	A-12, B-4, C-23	A-4, B-2, C-11	A-6, B-3, C-13	A-4, B-5,	
12	Vehicle appearance - interior	POOR	GOOD	GOOD	GOOD	
	Vehicle appearance - exterior	GOOD	GOOD	GOOD	GOOD	
13	ADA Accessibility:					
	Equipped/Working	YES	YES	YES	NO	
	Tie Down	YES	YES	YES	NO	
	Announcement System	YES	YES	YES	NO	
	Signage	YES	YES	YES	NO	
14	Passenger Amenities					
	Air Conditioning	YES	YES	YES	YES	
	Working Heater	YES	YES	YES	YES	
	Tinted Windows	YES	YES	YES	YES	
	Padded Seats	YES	YES	YES	YES	
15	Type of Fare Collection System	FAREBOX	NONE	FAREBOX	NONE	

Inspector's Name, Date of Inspection: Rod Carpenter, 3-1-07 (Figures based on period 7/1/05 through 6/30/06)

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

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

**2007 PTMS VEHICLE EVALUATION SUMMARY FORM**

AGENCY: Biddeford Saco Old Orchard Beach Transit CONTACT PERSON: Edward Clifford, Execu

Passenger Vehicle Information						
1	VIN	IT75L282 381125517	1BAGJBPA76 W100344	177KR2B2 621113301	1HVBBNEF 8MH318679	
2	Fleet #	33	34	35	S-29	
3	Vehicle Type *	29+2 passenger MHDB	32+2 passenger	SHDB 38/32+2	72 Seat Schoo Bus	
4	Make, Model	Thomas MVP	Bluebird- L4RESHDB	Thomas TL960	International	

5	Year	1995	2006	2002	1991	
6	Fuel Type	DIESEL	DIESEL	DIESEL	DIESEL	
7	Fuel Use	4,588.6	2,240	10,600.8	144	
8	Mileage	500,000+_	14,783	343,556	153,694	
9	12-month Mileage	34,873.3	12,831	60,123	697	
10	Repair Cost - 12 months	\$10,010.90	\$2,973.07	\$14,686.18	\$949.75	
11	Repair frequency - 12 months**	A-7, B-2, C-7	A-2, B-3, C-2	A-8, B-9, C-20	A-1, B-1, C-	
12	Vehicle appearance - interior	FAIR	GOOD	FAIR	FAIR	
	Vehicle appearance - exterior	FAIR	GOOD	FAIR	FAIR	
13	ADA Accessibility:					
	Equipped/Working	YES	YES	YES	NO	
	Tie Down	YES	YES	YES	NO	
	Announcement System	NO	YES	YES	NO	
	Signage	NO	YES	YES	NO	
14	Passenger Amenities					
	Air Conditioning	NO	YES	YES	NO	
	Working Heater	YES	YES	YES	YES	
	Tinted Windows	YES	YES	YES	NO	
	Padded Seats	YES	YES	YES	YES	
15	Type of Fare Collection System	FAREBOX	FAREBOX	FAREBOX	NONE	

Inspector's Name, Date of Inspection: Rod Carpenter, 3-1-07 (Figures based on period 7/1/05 through 6/30/06)

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

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

### 2007 PTMS VEHICLE EVALUATION SUMMARY FORM

AGENCY: Biddeford Saco Old Orchard Beach Transit CONTACT PERSON: Edward Clifford, Execu

	Passenger Vehicle Information				Destroyed By I
1	VIN	1FCNN7CH 4CVAO4761	1GBKB37WEF 3322532	3FCNF53S5X JA24891	IT7KU2B211 1165537
2	Fleet #	T-26	T-32	T-45	Z-1
3	Vehicle Type *	TROLLEY-BUS 31	TROLLEY BUS 32	TROLLEYBUS 34/+2	45/37+2 passen MHDB
4	Make, Model	FORD	CHEV-MOLLY	FORD/MOLLY	Thomas TL96
5	Year	1981	1985	1999	1999
6	Fuel Type	GASOLINE	GASOLINE	GASOLINE	DIESEL
7	Fuel Use	231	1,764	3,407	1,387.2
8	Mileage	138,855	197,974	130,876	412,035
9	12-month Mileage	1,391	10,588	20,443	9,473
10	Repair Cost - 12 months	\$344.63	\$2,729	\$3,113.42	\$8,408.18
11	Repair frequency - 12 months**	A-1, B-2, C-1	A-4, B-5, C-10	A-4, B-5, C-5	A-2, B-2, C-
12	Vehicle appearance - interior	FAIR	FAIR	GOOD	POOR
	Vehicle appearance - exterior	FAIR	GOOD	GOOD	POOR
13	ADA Accessibility:				
	Equipped/Working	NO	NO	YES	YES

	Tie Down	NO	NO	YES	YES	
	Announcement System	NO	NO	NO	YES	
	Signage	NO	NO	NO	NO	
14	Passenger Amenities					
	Air Conditioning	NO	NO	NO	YES	
	Working Heater	YES	YES	YES	YES	
	Tinted Windows	NO	NO	NO	YES	
	Padded Seats	NO	NO	NO	YES	
15	Type of Fare Collection System	FAREBOX	FAREBOX	FAREBOX	FAREBOX	

Inspector's Name, Date of Inspection: Rod Carpenter, 3-1-07 (Figures based on period 7/1/05 through 6/30/06)

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

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

**2007 PTMS VEHICLE EVALUATION SUMMARY FORM**

AGENCY: Biddeford Saco Old Orchard Beach Transit CONTACT PERSON: Edward Clifford, Execu

	Passenger Vehicle Information					
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Inspector's Name, Date of Inspection: Rod Carpenter, 3-1-07 (Figures based on period 7/1/05 through 6/30/06)

# BSOOB

## APPENDIX

# SHUTTLEBUS TRI-TOWNS SCHEDULE

REVISED May 2006

## ROUTE #1 BUS Service for Seven Days of the Week

Biddeford to Old Orchard Beach					Old Orchard Beach to Biddeford					
BIDD SMMC	BIDD Alfred Street	SACO Shaw's Scammon Street	SACO Ocean Park Road	OOB Temple Avenue	OOB Chamber First Street	OOB Washington Avenue Union	SACO Beach Street	SACO Shaw's Scammon Street	BIDD Main & Elm Street	BIDD Wendy's
7:30	7:37	7:50	7:57	8:01	8:05	8:12	8:20	8:23	8:30	8:40
8:45	8:52	9:05	9:12	9:16	9:20	9:27	9:35	9:38	9:45	9:55
10:00	10:07	10:20	10:27	10:31	10:35	10:42	10:50	10:53	11:00	11:10
11:15	11:22	11:35	11:42	11:46	11:50	11:57	12:05	12:08	12:15	12:25
12:30	12:37	12:50	12:57	1:01	1:05	1:12	1:20	1:23	1:30	1:40
1:45	1:52	2:05	2:12	2:16	2:20	2:27	2:35	2:38	2:45	2:55
3:00	3:07	3:20	3:27	3:31	3:35	3:42	3:50	3:53	4:00	4:10
4:15	4:22	4:35	4:42	4:46	4:50	4:57	5:05	5:08	5:15	5:25
5:30	5:37	5:50	5:57	6:01	6:05	6:12	6:20	6:23	6:30	6:40

## ROUTE #2 BUS Service for Monday Through Friday

Biddeford to Old Orchard Beach					Old Orchard Beach to Biddeford					
BIDD SMMC	BIDD Main & Elm	SACO Shaw's Scammon Street	SACO Beach Street	OOB Washington Avenue Union	OOB Chamber First Street	OOB Temple Avenue	SACO Ocean Park Road	SACO Shaw's Scammon Street	BIDD Alfred Street	BIDD Wendy's
5:30	5:37	5:50	5:52	6:00	6:07	6:11	6:15	6:22	6:29	6:40
6:45	6:52	7:05	7:07	7:15	7:22	7:26	7:30	7:37	7:44	7:55
8:00	8:07	8:20	8:22	8:30	8:37	8:41	8:45	8:52	8:59	9:10
9:15	9:22	9:35	9:37	9:45	9:52	9:56	10:00	10:07	10:14	10:25
10:30	10:37	10:50	10:52	11:00	11:07	11:11	11:15	11:22	11:29	11:40
11:45	11:52	12:05	12:07	12:15	12:22	12:26	12:30	12:37	12:44	12:55
1:00	1:07	1:20	1:22	1:30	1:37	1:41	1:45	1:52	1:59	2:10
2:15	2:22	2:35	2:37	2:45	2:52	2:56	3:00	3:07	3:14	3:25
3:30	3:37	3:50	3:52	4:00	4:07	4:11	4:15	4:22	4:29	4:40
4:45	4:52	5:05	5:07	5:15	5:22	5:26	5:30	5:37	5:44	5:55
6:00	6:07	6:20	6:22	6:30	6:37	6:41	6:45	6:52	6:59	7:10

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## SHUTTLEBUS INTERCITY SCHEDULE

Revised May 2006  
WEEKDAYS

Tri-Towns to Portland								
BIDD SMMC	BIDD Elm to Main	SACO Main St.	OOB Chamber Comm	Clambake & Pine Point	SCAR Dunstan Corner	SCAR Oak Hill	Maine Mall	PORT City Hall Cong St.
6:30	6:40	6:50	7:00	7:05	7:10	7:15	RQST	7:45
*	-	-	8:30	8:35	8:40	8:45	RQST	9:20
	10:30	10:40	10:50	10:55	11:00	11:05	11:10	11:35
	1:00	1:10	1:20	1:25	1:30	1:35	RQST	2:00
	3:45	3:55	4:05	4:10	4:15	4:20	RQST	4:55
*	-	-	6:00	6:05	6:10	6:15	-	6:40

Portland to Tri-Towns								
PORT City Hall Cong St.	Maine Mall	SCAR Oak Hill	SCAR Dunstan Corner	Clambake & Pine Point	OOB Chamber Comm	SACO Main St.	BIDD Main to Elm	BIDD SMMC
7:55	-	8:15	8:20	8:25	8:30*	-	-	-
8:25	-	8:45	8:50	8:55	9:00	10:10	10:15	-
11:40	-	12:00	12:05	-	-	12:10	12:15	-
2:20	2:40	2:50	2:55	3:00	3:05	3:15	3:20	-
5:15	5:30	5:40	5:45	5:50	6:00	-	-	-
6:45	7:00	7:10	7:15	7:20	7:25	7:35	7:45	7:50

### SATURDAYS

Tri-Towns to Portland								
BIDD SMMC	BIDD Elm to Main	SACO Main St.	OOB Chamber Comm	Clambake & Pine Point	SCAR Dunstan Corner	SCAR Oak Hill	Maine Mall	PORT City Hall Cong St.
8:20	8:30	8:35	8:45	8:50	8:55	9:00	9:10	9:30
	11:00	11:05	11:10	11:15	11:20	11:25	11:40	12:00
*	2:15	2:20	2:30	2:35	2:40	2:45	3:00	3:20
	4:45	4:50	5:00	5:05	5:10	5:15	RQST	5:45

Portland to Tri-Towns								
PORT City Hall Cong St.	Maine Mall	SCAR Oak Hill	SCAR Dunstan Corner	Clambake & Pine Point	OOB Chamber Comm	SACO Main St.	BIDD Main to Elm	BIDD SMMC
9:45	10:00	10:20	10:25	10:30	10:35	10:40	10:45	-
12:15	12:35	12:50	12:55	1:00	1:05	1:15	1:20	*
3:30	3:50	4:10	4:20	4:25	4:30	4:35	4:40	-
6:00	6:20	6:30	6:35	6:40	6:45	6:55	7:00	RQST

### SUNDAYS

Tri-Towns to Portland								
BIDD SMMC	BIDD Elm to Main	SACO Main St.	OOB Chamber Comm	Clambake & Pine Point	SCAR Dunstan Corner	SCAR Oak Hill	Maine Mall	PORT City Hall Cong St.
8:20	8:30	8:35	8:45	8:50	8:55	9:00	9:10	9:30
10:50	11:00	11:05	11:10	11:15	11:20	11:25	11:40	12:00
*	2:15	2:20	2:30	2:35	2:40	2:45	3:00	3:20
	4:45	4:50	5:00	5:05	5:10	5:15	RQST	5:45

Portland to Tri-Towns								
PORT City Hall Cong St.	Maine Mall	SCAR Oak Hill	SCAR Dunstan Corner	Clambake & Pine Point	OOB Chamber Comm	SACO Main St.	BIDD Main to Elm	BIDD SMMC
9:45	10:00	10:20	10:25	10:30	10:35	10:40	10:45	-
12:15	12:35	12:50	12:55	1:00	1:05	1:15	1:20	*
3:30	3:50	4:10	4:20	4:25	4:30	4:35	4:40	RQST
6:00	6:20	6:30	6:35	6:40	6:45	6:55	7:00	RQST

\*Connections through local bus service available. See Tri-Towns Schedule.  
Summer only, June 15 - September 15.

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**ShuttleBus**  
**ZOOM TURNPIKE EXPRESS SERVICE**  
Revised May 2006  
**WEEKDAYS**

ZOOM Morning Schedule							
BIDD Exit 32	SACO Exit 36	PORT Bramhall & Congress	PORT High & Congress	PORT Monument Square	PORT World Over (USM)	SACO Exit 36	BIDD Exit 32
5:25	5:31	5:51	5:53	5:55	6:00	-	6:25
6:00	6:07	6:26	6:29	6:31	6:37	-	7:02
6:30	6:38	6:56	7:01	7:04	7:10	-	7:35
7:08	7:16	7:36	7:41	7:41	7:48	-	8:13
7:40	7:48	8:11	8:17	8:17	8:23	8:43	8:55
8:17	8:24	8:46	8:52	8:52	8:59	9:20	9:33

ZOOM Afternoon Schedule							
BIDD Exit 32	SACO Exit 36	PORT Bramhall & Congress	PORT High & Congress	PORT Monument Square	PORT World Over (USM)	SACO Exit 36	BIDD Exit 32
2:46	2:59	3:20	3:23	3:26	3:33	3:53	4:00
3:23	3:36	3:56	3:59	4:02	4:08	4:28	4:37
4:09	-	4:40	4:43	4:47	4:56	5:16	5:26
4:42	-	5:09	5:12	5:15	5:21	5:41	5:50
5:35	-	6:00	6:03	6:06	6:12	6:32	6:40
5:55	-	6:25	6:28	6:30	6:37	6:57	7:07

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(207)282-5406

ShuttleBus Tri-Town Service Map



ShuttleBus Intercity Service and ZOOM Service Map





Form #2

<b>Preventive Maintenance Inspection #1</b>	
6,000 Miles, 10,000 Km - Quarterly	
Unit Number <u>24 28</u>	Check = OK
Mileage _____	X = Attention Required
Repair Order # _____	R = Repair
Date/Time _____	N/A = Not Applicable
Location _____	
	<b>OK      Not OK</b>
1. Check driver's reports for problems previously reported .....	_____
2. Ignition switch "On" - check engine, air pressure warning signals .....	_____
3. Start engine. Check operation of the following:	
a. Starter operation .....	_____
b. All gauges: Oil pressure ____ Temp ____ Air pressure ____ Speedometer _____	_____
c. Check interior lights ____ Dash lights ____ Ceiling lights _____	_____
d. Check Exterior lights ____ Headlights ____ High beam indicator _____	_____
Tail ____ Stop ____ Stepwell ____ Clearance _____	_____
e. Check Turn Signals ____ 4-way flashers _____	_____
f. Check Windshield wiper operation ____ Washer _____	_____
g. Check max. Air Pressure (should be 110 - 145 psi) .....	_____
h. Check Heater operation ____ Air conditioner _____	_____
i. Check Alternator output on voltmeter .....	_____
j. Check operation of Parking/spring brakes ____ Park brake warning light _____	_____
k. Check Hydraulic fluid level .....	_____
4. Depress Brake pedal - check for leaks in brake system .....	_____
5. Inspect condition of Windshield ____ Side glasses ____ Mirrors _____	_____
6. Inspect Door assembly mechanism ____ Controls ____ Adjustments _____	_____
7. Check adjustment of ball catches on filler doors, oil as necessary .....	_____
8. Inspect rear engine door hinges and locks ____ Grease door catches .....	_____
9. Inspect driver's Seat for security ____ Adjustment _____	_____
10. Check operation of all Door and Window warning buzzers .....	_____
11. Check operation of all Roof latches and warning buzzers .....	_____
12. Check condition and adjust all Belts ____ Alternator _____	_____
Air conditioner .....	_____
13. Inspect Charge Air Cooler plumbing ____ Leaks ____ Cracks _____	_____
Loose Connections .....	_____
14. Inspect air intake ducts, hoses for condition and for chafing ____ Loose clamps _____	_____
15. Inspect cooling system for leaks - Radiator ____ Hoses _____	_____
16. Check Hydraulic fluid leaks and correct .....	_____
17. Check all Heater hoses and clamps for leaks .....	_____
18. Check A/C compressors for oil leaks ____ check mounting bolts .....	_____

SHUTTLEBUS  
PM SHEET FOR THOMAS TL 960, 3126 CAT  
Z1-Z2-35

PM LEVEL 1  
EVERY 8000 MILES

- o AIR TO AIR AFTER COOLER (INSPECT)
- o BATTERY (CLEAN/CHECK)
- o BELTS (INSPECT)
- o COOLING SYSTEM (DEAC) TEST-ADD
- o CYLINDER HEAD GROUND STUD (INSPECT)
- o ENGINE CRANKCASE BREATHER (CLEAN)
- o ENGINE OIL AND FILTER (CHANGE) OIL SAMPLE
- o FAN DRIVE BRG (LUBE)
- o FUEL FILTERS (REPLACE, CHECK FOR WATER)
- o HOSE AND CLAMPS (INSPECT)
- o RADIATOR (INSPECT, CLEAN ROAD DIRT)

PM LEVEL 2  
EVERY 100,000 MILES

- o AIR COMPRESSOR (INSPECT)
- o ALTERNATOR (INSPECT)
- o BELT TENSIONER (INSPECT)
- o CRANKSHAFT VIBRATION DAMPER (INSPECT)
- o ENGINE AIR CLEANER CHANGE (ANNUALLY)
- o ENGINE MOUNTS (INSPECT)
- o ENGINE VALVE LASH (SOUTHWORTH MILTON)
- o STARTING MOTOR (INSPECT)
- o TURBO CHARGER (INSPECT)
- o WATER PUMP, PULLY BEARING (INSPECT)
- o WATER THERMOSTATS (INSPECT/REPLACE)

TRANSMISSION  
EVERY 75000 MILES

- o CHANGE FLUID AND FILTERS
  - AIR DRYER
  - ANNUALLY
  - AIR DRYER
- FRONT HUB OIL, SEALS

**Biddeford-Saco-Old Orchard Beach  
Transit Committee Minutes  
Captain's Galley  
168 Saco Avenue, Old Orchard Beach  
February 5, 2004  
5:30 p.m.**

The Chairman called the meeting to order at 5:30. Chair polled members individually by community. Biddeford representatives present were Ed Clifford, Bob Dodge, and Christina Manikas; Saco representatives present were Mark Johnston, Chairman and Rick Michaud; and Old Orchard Beach members present, Louise Reid and Roxanne Frenette. Members present constituted a quorum.

The Chair welcomed the new members to the Transit Committee, and noted that Bill Johnson, Rich Haberman, Jim Long, Bruce Benway, and Vince Keely are no longer appointed officials.

**Approval of minutes**

Motion presented by Bob Dodge: Accept the meeting minutes of January 15, 2003, to be incorporated into the official Transit Committee records.  
Seconded by Louise Reid. Motion passed with all in favor.

**Audit report FY 02/03 - Glenn Kersteen, G5**

Glenn Kersteen, owner of G5 and consultant for Peillerin and Associates presented the audit FY 02/03. The only reportable condition was that of segregation of duties. No items of conflict were present.

Discussion: Christina Manikas asked that the Segregation of Duties clause be defined and Glenn Kersteen did so. There were no other comments or questions regarding the audit presentation.

Motion proposed by Rick Michaud: Acknowledge the audit FY 02/03 as presented by Glenn Kersteen and allocate \$25,370 of earnings to various Reserves for Capital Projects, totaling \$331,145, and to further allocate the Capital Reserve as follows and as a June 30, 2003 Board Action:

**June 30, 2003 Board Action:**

Designate \$25,370 of current year earnings to various Reserves for Capital Projects to \$331,145 as follows:

Increase the reserve for working capital by \$87,520 to \$107,578.

Decrease the reserve for long-term debt by \$17,918 to \$19,283.

Increase the reserve for bus acquisition by \$8,799 to \$65,000.

Decrease the reserve for facility repairs by \$5,000 to \$5,000.

Decrease the deficit in the reserve for other capital projects by \$55,520 to \$36,470 negative reserve.

The motion was seconded by Bob Dodge. The vote passed unanimously, 7-0.

#### **Budget FY 04/05– Laura Moy**

Laura Moy informed the Committee that the budget for 04/05 forecasts a 3% increase in revenues, an unchanged status in administrative costs and an 8 % increase in operating expenses. Ms. Moy is not requesting any additional subsidy this year.

Discussion: Ed Clifford noted that Biddeford might be interested in appropriating extra funding and thereby qualifying for URIP funding. Ms. Moy stated that she would be happy to get a packet to him regarding URIP.

Motion by Rick Michaud: **Adopt the budget for 04/05 as submitted.**

Seconded by Bob Dodge. Vote passed unanimously with all in favor, 7-0.

Update on fleet replacement presented by Rod Carpenter, Fleet Manager for the ShuttleBus. Mr. Carpenter informed the Committee about the Fleet and repair operations at ShuttleBus.

**Meeting adjourned at 6:30 p.m.**

**Fleet Replacement Schedule 2007-2013**  
 Biddeford-Saco-Old Orchard Beach Transit Committee

Vehicle ID	Date of Scheduled Replacement	Primary Reasons for Replacement	Estimated/Actual Replacement Costs	Funding Sources				Total
				Federal Capital Appropriations	State Bond Appropriations	Maine Turnpike Authority	BSCOB Transit Committee	
35	2002 Thomas	Excessive High Mileage/Age	\$250,000	\$200,000	\$50,000		\$0	\$250,000
Z-2	1999 Thomas	Excessive High Mileage/Age	\$350,000	\$280,000	\$52,500	\$17,500	\$0	\$350,000
Z-27	2000 Thomas	Excessive High Mileage/Age	\$350,000	\$280,000	\$52,500	\$17,500	\$0	\$350,000
Z-31	2001 BlueBird	Excessive High Mileage/Age	\$350,000	\$280,000	\$52,500	\$17,500	\$0	\$350,000
#24	2003 Thomas	Excessive High Mileage/Age	\$250,000	\$200,000	\$37,500		\$12,500	\$250,000
#25	2004 Ford Pickup - support vehicle	Excessive High Mileage/Age	\$30,000	\$24,000	\$3,000		\$3,000	\$30,000
#28	2003 Thomas	Excessive High Mileage/Age	\$250,000	\$200,000	\$37,500		\$12,500	\$250,000
#34	2006 BlueBird	Excessive High Mileage/Age	\$250,000	\$200,000	\$37,500		\$12,500	\$250,000

In order to better accommodate the connection between the local bus and the ZOOM Turnpike Express, we would like input from ZOOM riders.

We would appreciate if you would respond to the following questions. Please return completed form to the ZOOM driver before April 28, 2006.

1. Would changing the all ZOOM departure times later by 10 minutes affect your connections in a negative way?  
  
No Problem \_\_\_\_.  
Yes \_\_\_\_. Explain:
  
2. Would discontinuing the 5:25 a.m. Zoom run from Biddeford affect you negatively?  
  
No Problem \_\_\_\_.  
Yes \_\_\_\_, Explain:
  
3. Would transportation to the Saco Park & Ride be of assistance to you?  
  
Yes: \_\_\_\_.  
No: \_\_\_\_.
  
4. Other concerns, suggestions regarding ZOOM service?

Thank you for you input and for riding the ZOOM Turnpike Express.

Ed Clifford  
Interim Executive Director