

MAINEDOT REGION 2

BIENNIAL OPERATIONS PLAN

FY 2011 AND FY 2012

A LOCALLY COORDINATED PLAN

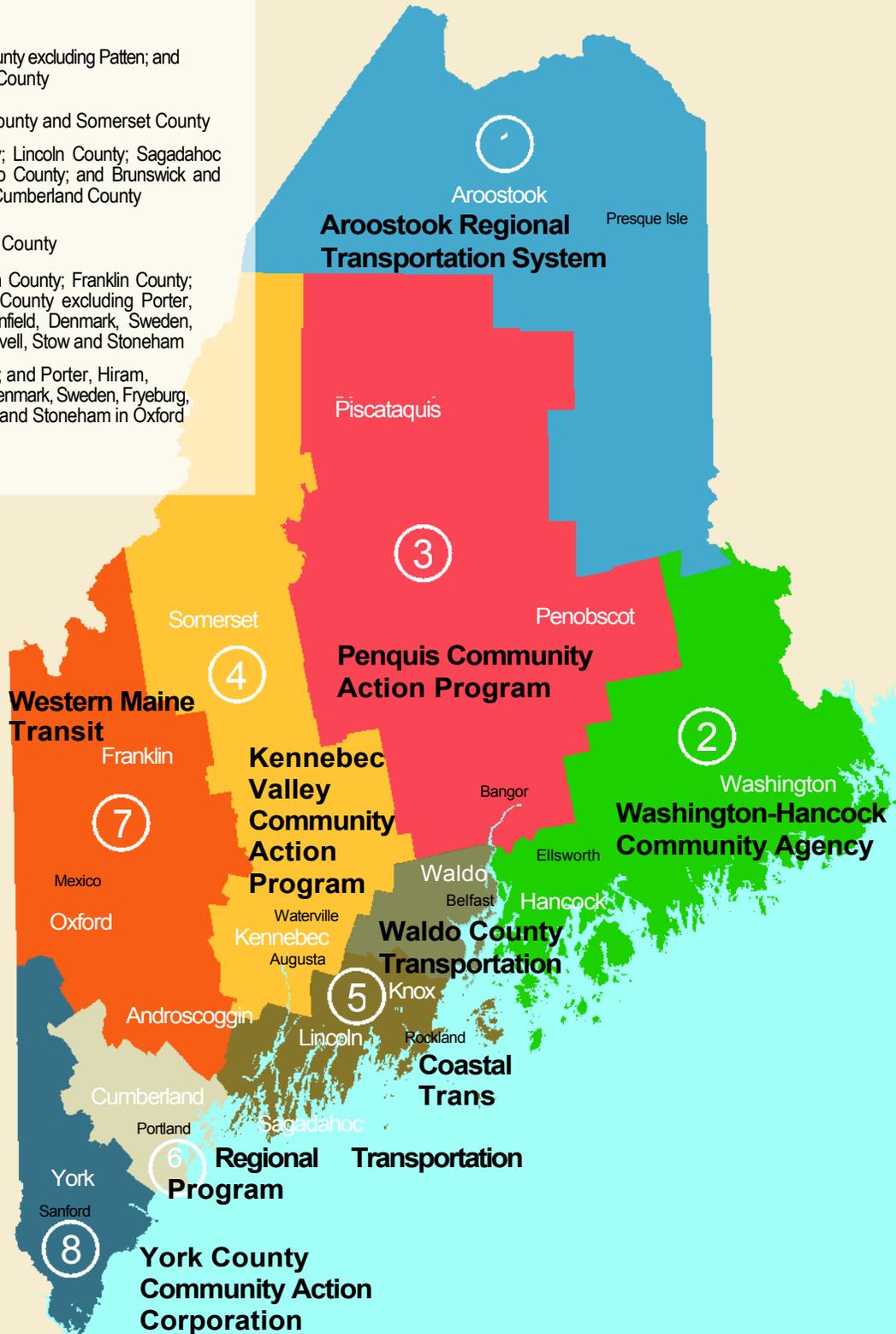
**WASHINGTON HANCOCK COMMUNITY AGENCY
(WHCA)**

WEST'S TRANSPORTATION

DOWNEAST TRANSPORTATION, INC. (DTI)

MAINEDOT TRANSIT REGIONS

- **Region 1** Aroostook County; Danforth in Washington County; and Patten in Penobscot County
- **Region 2** Hancock County including Isle au Haut; and Washington County excluding Danforth
- **Region 3** Penobscot County excluding Patten; and Piscataquis County
- **Region 4** Kennebec County and Somerset County
- **Region 5** Knox County; Lincoln County; Sagadahoc County; Waldo County; and Brunswick and Harpswell in Cumberland County
- **Region 6** Cumberland County
- **Region 7** Androscoggin County; Franklin County; and Oxford County excluding Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham
- **Region 8** York County; and Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham in Oxford County



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Prepared by

Rothe Associates, Hallowell, Maine

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

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FY 2010 AND FY 2011

REGIONAL OVERVIEW

MAINEDOT REGION 2

REGIONAL OVERVIEW

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MAINEDOT REGION 2 BIENNIAL OPERATIONS PLAN

REGIONAL OVERVIEW

LOCATION OF REGION 2

Region 2 encompasses Hancock County and Washington County (exclusive of Danforth). The two-county service area is over 4,155 square miles in size (1,587 square miles in Hancock County and 2,568 square miles in Washington County), and has a total population of 87,274 (2010 Census).

POPULATION OF REGION 2

Hancock County had a population of 54,418 and Washington County had a population of 32,856 in the year 2010, as displayed in the table below. Hancock County's population increased by 5% between 2000 and 2010, a slightly faster rate of increase than statewide (4%). Conversely, Washington County's population decreased by 3% between 2000 and 2010.

POPULATION OF HANCOCK COUNTY, WASHINGTON COUNTY AND MAINE			
Year	Hancock County	Washington County	Maine
1960	32,293	32,908	970,689
1970	34,590	29,859	992,048
1980	41,781	34,963	1,124,660
1990	46,948	35,308	1,227,928
2000	51,791	33,941	1,274,923
2010	54,418	32,856	1,328,361
1970-80 change	21%	17%	13%
1980-90 change	12%	1%	9%
1990-00 change	10%	-4%	4%
2000-10 change	5%	-3%	4%
1960-10change	69%	0.2%	37%

Source: US Census

In the year 2000, Washington County's median household income (\$34,203) was much lower than Hancock County's median household income (\$48,899), and was also lower than the state figure (see table below). Washington County also had a higher poverty rate (19.2% of the population living below the poverty level), than Hancock County (10.7%). Both Washington and Hancock counties had higher percentages of people aged 65 and over, 19.6% and 10.7%, respectively, than at the state level.

HANCOCK COUNTY AND WASHINGTON COUNTY PROFILES – 2011			
Measure	Hancock County	Washington Co.	Maine
Total Population	54,418	32,856	1,328,361
Total Households	24,221	14,302	557,219
Average Household Size	2.28	2.3	2.43
Median Household Income	\$48,899	\$34,203	\$46,541
Persons below Poverty	10.7%	19.2%	12.6%
65 Years and Over	18.3%	19.6%	15.9%

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

REGIONAL PUBLIC AND PRIVATE TRANSPORTATION PROVIDERS

A. PUBLIC TRANSPORTATION PROVIDERS

Region 2 encompasses all of Washington County except Danforth and all of Hancock County as well as the Town of Isle Au Haut in Knox County.

1. Washington Hancock Community Agency (WHCA). WHCA is a private, non-profit corporation designated by MaineDOT as the regional provider of transportation services to the general public, individuals with disabilities, low income and elderly people in Region 2.

- **Demand Response.** All of the transit services offered by WHCA are demand response services. WHCA provides about 300 to 350 trips each day. WHCA provides non-emergency public and social service transportation. Rides are available to the general public on a scheduled basis for shopping and other personal business primarily by agency vehicle between drop-off and pick-up times to sheltered workshops. Trip availability varies according to the day of the week and vehicle availability but generally includes:

Washington County

- Eastport to Pleasant Point
- In-town Eastport
- Princeton to Baileyville
- In-town Calais
- Lubec to Machias
- In-town Lubec
- In-town Machias
- Milbridge to Machias
- In-town Milbridge
- Four Corners in Columbia

Hancock County

- Bucksport to Bangor: daily health related appointments and shopping as requested
- Ellsworth: Daily in-town health related appointments and shopping as requested

- **MaineCare transportation.** WHCA provides non-emergency medical transportation to individual MaineCare clients when no other transportation is available. WHCA must select the least expensive means of transportation that is suitable to meet the client's medical needs. Below are the categories of services provided by WHCA for MaineCare clients:

- Friends and Family Program – this program provides MaineCare reimbursement for self-drive or by friends and family;
- WHCA volunteers – services provided by volunteer drivers using private vehicles;
- WHCA agency vehicles – WHCA provides MaineCare trips on agency vehicles for clients unable to use the friends and family program or the volunteer program.
- Other – WHCA also uses other transportation providers as needed including DTI, West's Transportation, private taxi services and regional providers in adjacent regions.

About 80% of MaineCare trips are provided through the Friends and Family program or volunteers, and about 20% are provided by agency vehicles. Social service transportation is provided primarily to clients of DHHS, Child Development Services, and to sheltered workshops including:

- Downeast Horizons
- Addison Point Development Center
- Sunrise Center Workshop
- Beckett Center
- Ellsworth Development Center

2. **Downeast Transportation, Inc. (DTI).**

Fixed Route Service. DTI is a private, non-profit agency that operates deviated fixed route public bus service in Hancock County. Areas served include Ellsworth, all of Mount Desert Island, the Blue Hill peninsula including Brooklin, Sedgwick, Deer Isle and Stonington, the coastal towns of Hancock, Sullivan, Gouldsboro and Winter Harbor in eastern Hancock County, and the Town of Bucksport in western Hancock County.

Major routes include:

1. County Routes
 - Ellsworth to Blue Hill
 - Stonington to Ellsworth
 - In-town Ellsworth shuttle
 - In-town Bucksport shuttle
2. Mount Desert Routes
 - Bar Harbor to Ellsworth
 - In-town Bar Harbor shuttle

3. Bangor Route
 - Bar Harbor to Ellsworth to Bangor
4. Jackson Lab Routes
 - Jackson Lab via Franklin, Hancock, Trenton to Bar Harbor
 - Jackson Lab via Cherryfield, Milbridge, Gouldsboro and Sullivan

Seasonal Services

1. Bar Harbor – Acadia National Park; Island Explorer
 - Campground Route
 - Eden Street Route
 - Sand Beach Route
 - Jordan Pond Route
 - Brown Mountain Route
 - Southwest Harbor Route
 - Schoodic Route
 - Loop Road Route

B. PRIVATE TRANSPORTATION PROVIDERS

West's Transportation, Inc.

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

Taxi Services

1. **Acadia Cab**, 6 Pleasant Street, 9 Eden Street, Bar Harbor, phone # 288-8294
2. **Airport & Harbor Car Service**, 440 Oak Point Rd, Trenton, # 288-9222
3. **At Your Service Taxi Company**, 6 Pleasant St., Bar Harbor, # 288-9222
4. **Atlantic Taxi Company**, 191 Toddy Pond Road, Surry, Maine, # 664-4994
5. **Cell Kell Taxi**, 58 N Bend Road, Ellsworth, # 667-7306
6. **Eddie's Island Taxi**, 21 School Street, Stonington, # 367-5503

7. **Gary's Taxi**, 11 Summer Street, Calais, # 454-3609
8. **MDI Taxi & Tours**, 25 Crooked Road, Bar Harbor, # 288-3333
9. **Peninsula Taxi**, 634 Pleasant Street, Blue Hill, # 374-3510

Bus Lines

1. **Bar Harbor-Bangor Shuttle Bus**, 207 Main Street, Bar Harbor, # 479-5911
2. **Concord Trailways**, # 1-800-639-3317
3. **Downeast Transportation, Inc**, 194 Main Street, Ellsworth, # 667-5796
4. **First Student**, 251 North Deer Isle Road, Deer Isle, # 348-5237
5. **Island Explorer**, 19 Firefly Lane, Bar Harbor, # 288-4573
6. **Greyhound Bus Lines**, # 1-800-894-3355
7. **West's Bus Service**, Pigeon Hill Road, Steuben, # 546-2823, # 1-800-596-2823

Wheelchair Van Carriers

1. **County Ambulance**, 208 High Street, Ellsworth, # 667-3200

C. OTHER

1. **Volunteer Networks.** Friends in Action is a non-profit group that serves Hancock and Washington Counties through numerous volunteers who receive no reimbursement for the transportation services they provide. The client base includes elderly, individuals with disabilities, and persons with mental illness.

D. PROVIDERS SEEKING SECTION 5311 ASSISTANCE

Three providers are seeking Section 5311 assistance: Washington Hancock Community Agency, West's Transportation, and Downeast Transportation, Inc.

DEVELOPMENT OF THE LOCALLY COORDINATED PLAN

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

The Biennial Operations Plan is a planning process that documents and prioritizes local, regional and statewide transit needs, creates opportunities for discussion regarding potential projects and funding

mechanisms, and reports out on adequacy of current services. The coordination of transit planning is a federal (SAFETEA-LU) and state (23 MRSA §4209 et seq.) requirement when selecting transportation projects for funding to ensure public participation and equitable distribution of available funding among disadvantaged populations such as the elderly, low-income and individuals with disabilities.

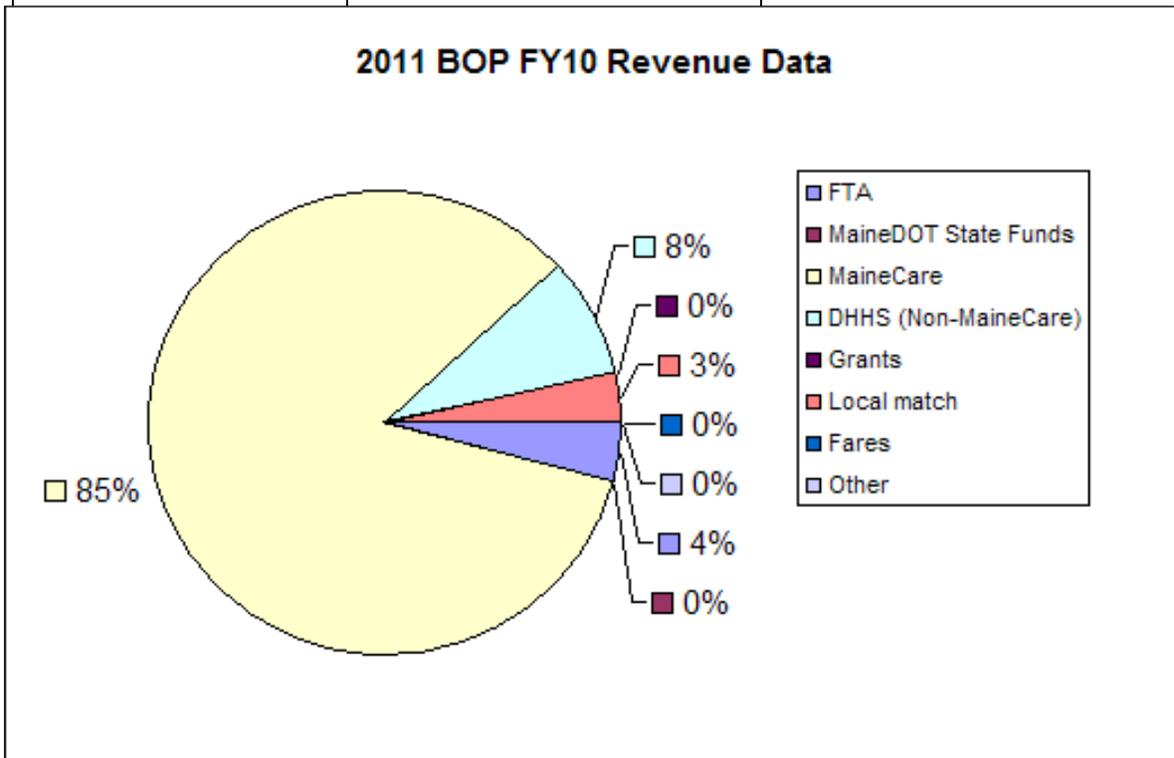
Below are the various processes used in meeting the locally coordinated plan requirements and the state mandates on coordination of human services transportation.

- Collect, analyze and evaluate existing coordination efforts among transportation stakeholders within each region to determine how best to maximize available resources to meet the transportation needs of the region, as described in paragraph A, below;
- Organize statewide public participation forums, known as Regional Plan Advisory Committees (RPACs) to collaborate on existing and future transit needs as described in paragraph B, below;
- Schedule meetings as needed with interested parties such as advocacy groups and volunteer organizations interested in transportation services;
- Develop and implement outreach efforts with other stakeholders such as tribal governments, regional planning organizations, and the Maine Transit Association to expand potential transportation funding partnerships; and
- Report quarterly to the Governor's Interagency Transportation Coordinating Committee.

A. EXISTING COORDINATION EFFORTS IN HANCOCK AND WASHINGTON COUNTIES

WHCA has worked closely for many years with social service agencies, service providers and others to ensure that its limited resources are used as efficiently as possible. Both DTI and West's Transportation, the other subsidized providers in the region, actively participate in coordination efforts. As shown in the chart on the next page, 85% of WHCA's total revenues received in FY 2010 were derived from MaineCare funds. Consequently, WHCA relies heavily on their MaineCare transportation services to leverage other funding sources and coordinate trips to remain as a viable public transportation provider in the region. For example, there are members of the general public that rely solely on WHCA to access medical care, groceries and other basic living needs including elderly, individuals with disabilities and low income individuals who have marginal incomes and who do not qualify for any local, state or federal assistance programs. The importance of using a variety of funding sources as reflected in the chart provide the region with an affordable, integrated and comprehensive transit service. Moreover, the ability to leverage a variety of funding sources, instead of relying on a single source of revenue, is critical to support the current level of service or the expected demand for more services. The paragraphs following the chart provide an overview of some of the region's coordination efforts.

Summary of WHCA FY10 Revenue Sources		
Source	FY10	% of Total Revenue
FTA	\$132,391	4%
MaineDOT State Funds	\$1,839	0%
MaineCare	\$2,685,763	85%
DHHS (Non-MaineCare)	\$266,464	8%
Grants		0%
Local match	\$103,301	3%
Fares	\$2,589	0%
Other		0%
WHCA Total Revenue	\$3,192,347	



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

- WHCA is working with Washington County – One Community, WrapAroundME (Catholic Charities), Eastern Area Agency on Aging and two grass roots groups in Eastport and Lubec to keep seniors in their homes;
- WHCA works with Friends in Action to coordinate volunteer rides (Friends in Action serves Hancock and Washington Counties through upwards of 165 volunteers who

receive no reimbursement – client base includes elderly, individuals with disabilities, and persons with mental illness);

- WHCA works with Island Connections to coordinate volunteer rides (Island Connections is another volunteer group that operates on Mount Desert Island and Swans Island and serves seniors and individuals with disabilities);
- WHCA, Hancock Community Connections, Mobilitat (Easy Rides Software) and a consultant have outlined a possible pilot program to connect available transportation between WHCA and HCC. Funding will be needed to move forward.
- WHCA worked with the First Light Transit Steering Committee on a Community Access to Transit study that recommended new initiatives aimed at making transit more oriented to the general public and less dependent on MaineCare funding.

In addition, DTI has initiated conversations with the College of the Atlantic, Eastern Maine Community College, Eastern Maine Technical College and the University of Maine to determine interest and opportunities to enhance services.

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

Daily Coordination Efforts

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

B. REGIONAL PLAN ADVISORY COMMITTEES

Introduction

The Maine Department of Transportation, WHCA and DTI solicited widespread input in the development of the locally coordinated plan using a Regional Plan Advisory Committee (RPAC). An extensive interested parties list was developed representing various organizations such as social service agencies, tribal governments, regional planning organizations, hospitals, nursing homes, advocacy groups, providers of transportation services and interested citizens. Notices of the meeting were mailed to the interested parties and public notices were advertised in the Bangor Daily News, Morning Sentinel and Kennebec Journal.

The notices included the purpose of the RPAC as follows:

- Evaluate current transit services and mobility management efforts for:
 - Low-income individuals

- Elderly individuals
- Individuals with disabilities
- General public
- Report on interagency coordination efforts – what works and what doesn't work;
- Identify unmet needs for transportation and identify types of investments needed.

The response from the committee was comprehensive and participants specifically expressed concern regarding the economic challenges of the region and the increased need for transportation to access medical care, food, clothing, and social interaction for all populations. The committee's relationship with WHCA, DTI and West's and specific transit needs were also highlighted at the RPACs meetings on April 28, 2011, and May 25, 2011. Additional details regarding the Region 2 RPAC forum are described below.

RPAC Forums

Two RPAC forums were held:

1. **Hancock County Forum.** The first forum was held on April 28, 2011, at Ellsworth City Hall. The primary emphasis of this forum was on public transportation in Hancock County. A total of 16 people signed the attendance sheets. A handful of additional people attended the forum but did not sign in.
2. **Washington County Forum.** The second RPAC forum was held on May 25, 2011, at the County Courthouse in Machias. The primary emphasis of this forum was on public transportation in Washington County. A total of 22 people signed the attendance sheets.

Agenda

The agenda at both meetings included:

1. Introduction
 - Welcome and introductions
 - Importance of regional transportation system
 - Introduction to the RPAC process
 - Federal requirements
 - Expected outcomes
2. JARC and New Freedom Summary
3. Summary of transit services
 - WHCA
 - Downeast Transportation, Inc. (DTI)
 - West's Transportation
 - OTHER
 - General overview of services provided
 - Funding challenges
 - Summary of regional coordination efforts
4. Around-the-table summary of issues, concerns: (Remainder of time)
 - A. Current transit services and mobility management efforts for:

- Low-income individuals
 - Elderly individuals
 - Individuals with disabilities
 - General public
- B. Interagency coordination efforts – what works and what doesn't work
- C. Unmet needs for transportation and types of investments needed
- D. Other

Handouts. A number of handouts were distributed including:

- A progress report on achieving RPAC goals developed at the last RPAC meeting two years ago
- A summary sheet describing the JARC and New Freedom programs
- WHCA and DTI brochures
- A summary of the brokerage system being pursued by DHHS

Presentation – State Overview. A MaineDOT official provided an overview of the BOP preparation process, the work of the Governor's Interagency Transportation Coordinating Committee, federal and state transit planning requirements, and the parameters and availability of funding for the JARC and New Freedom programs. An official from WHCA provided an overview of WHCA's transportation services at both meetings. An official from DTI provided an overview of DTI's transportation services at the Ellsworth meeting.

Officials from the Maine Department of Transportation and Maine Department of Health and Human Services provided a brief history and overview of the proposed regulatory changes announced by the Office of MaineCare Services regarding non-emergency medical transportation (NEMT) for MaineCare members. The proposed change would require another entity, such as a broker, to arrange NEMT trips instead of WHCA arranging and providing the trips as is current practice. This regulatory change, if fully implemented, could impact WHCA and its ability to continue to operate as a MaineDOT-designated regional transportation provider.

- The change being considered by DHHS, Office of MaineCare Services, was a response to the notice they received from the Centers for Medicare and Medicaid Services (CMS) that they were out of compliance with NEMT regulations in three areas: 1. DHHS was billing services at the full reimbursement rate instead of the administrative rate; 2. NEMT providers, such as WHCA, could not continue to serve as both a broker and a provider of services; and 3. NEMT providers such as WHCA could not continue to pass through reimbursement to volunteers and friends and family for MaineCare;
- The CMS "broker" rule is based on the premise that there is inherent conflict of interest and potential for fraud if one entity served as both the broker and provider of transportation services;
- The specifics of the NEMT brokerage system are not known at this time – specific questions will have to be directed to DHHS;
- MaineDOT has been working with DHHS and other stakeholders for two years looking at other options. The decision to utilize a broker was a last minute change. MaineDOT plans to assist DHHS on writing the RFP. MaineDOT is providing information to MaineCare officials on both federal and state requirements; the need

to leverage funding; and the importance of the volunteer infrastructure. The IRS provision for volunteers and the Maine statute covering volunteers/insurance may be adversely affected if volunteers work for a for-profit agency.

Presentation – WHCA

- Serves Hancock and Washington County excluding Danforth and including Isle au Haut
- Coordinates with DTI and West's
- Primarily a demand response service transporting MaineCare clients, but the agency is supported by 30 to 40 different funding sources
- Operates Sunrise Bus for shopping in Ellsworth and Washington County communities
- Provides some weekend services
- Provides most rides by volunteers (the backbone of the service); last year 1.5 million miles
- Operates the Helping Hand Garage (provides low cost vehicles for families)
- Just received two accessible minivans which hopefully will fill the need resulting from the loss of a wheelchair van service east of Columbia
- In Washington County, 58% of MaineCare riders are self-drive

Presentation – Downeast Transportation

- Operates a fixed route system in Hancock County
- Operates a seasonal service – The Island Explorer, on Mount Desert Island
- Year-round service includes daily commuter to and from Bangor; daily service Ellsworth to Bar Harbor; once weekly service in Bucksport; variety of service to other areas

Public Comments: The following is an overview of broad themes that emerged from public comments. The full text of citizen comments is available from MaineDOT:

Hancock County Meeting – Ellsworth

Unmet needs

- Most towns in Hancock County have no fixed route service
- Hard to meet the need for people needing drug and alcohol rehabilitation
- Service is needed in Ellsworth more than one day per week
- Need to get ASPIRE recipients to jobs in Hancock County as well as rides to their caseworkers
- There needs to be a way for people who want to share rides to have access to a database
- There is a need for an intermodal center in Ellsworth
- WHCA has started to turn down requests for rides because gas prices have negatively affected the supply of volunteers

Washington County Meeting - Machias

Unmet needs

- MaineCare reimbursement rates are too low; it's a hardship to wait for reimbursement
- Service is limited by the limited number of volunteers
- Areas north of Route 9 are virtually forgotten; WHCA needs to serve the entire county
- WHCA doesn't have the capacity to serve all seniors who can no longer drive
- People who need to go to court often have no transportation
- Domestic violence victims have limited transportation options
- MaineCare recipients need services to get them to support groups but these services are not covered
- People needing methadone dosing on weekends have a problem getting transportation

Proposed brokerage system

- If we lose self-drivers to a broker, providers will be left with a big financial hole
- Costs will be very high if providers are forced to raise rates to cover actual costs
- WHCA may have to eliminate staff or reduce hours

C. ONGOING COLLABORATION

MaineDOT meets with non-profit agencies, advocacy groups, transportation providers, volunteers, religious organizations and individual members of the public as requested to provide information regarding funding opportunities, approaches to effective collaboration within existing transit regions, and innovative solutions to transit challenges such as leveraging of other federal and state grants to assist communities in seeking local match for both operating and capital grant requests through the Federal Transit Administration.

D. OUTREACH EFFORTS

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

E. GOVERNOR'S INTERAGENCY TRANSPORTATION COORDINATING COMMITTEE (ITCC)

The Governor's Interagency Transportation Coordinating Committee is the result of a state mandate requiring three state agencies to collaborate with each other in the delivery of passenger transportation services in Maine. Specifically, the law mandates the Departments of

Transportation, Health and Human Services and Labor to serve on the committee to promote efficiency, cooperation and strategic planning for public transportation purposes.

The law also requires that the Biennial Operations Plan (BOP), which serves as the basis for federal and state funding of public transportation projects, be approved by the ITCC as way to ensure that collaboration and coordination is achieved in order to maximize efficiencies in the delivery of human transportation services. The BOP is an additional tool used by the committee to review current fixed-route and demand-response mass transportation services and to identify opportunities for enhancing these services. As noted earlier, the development of the BOP offers the service providers and transit users an opportunity for structured dialogue concerning the opportunities and obstacles to providing efficient and productive mobility for travelers in Maine.

LOCALLY COORDINATED PLAN – RECOMMENDATIONS

The rural transit services provided in Region 2 are sustained by a number of regional, state and federal initiatives and partnerships aimed at helping people get where they need to go as cost-effectively as possible:

At the regional level, WHCA provides and coordinates the delivery of transit services and works closely with state and regional agencies that need to transport their client base.

At the state level:

- the Governor’s Interagency Transportation Coordinating Committee (ITCC) coordinates transit programs and support among the Maine Departments of Transportation, Health and Human Services and Labor;
- The Department of Health and Human Services works with WHCA to ensure that the transportation needs of MaineCare and other clients of DHHS are met;
- The Maine Department of Transportation provides staff support to the ITCC, works with interested groups to explore new funding opportunities, and helps support WHCA by providing vehicles and operating support.

At the federal level, the Federal Transit Administration provides funding support for vehicles and operating expenses.

Recommendations – Region 2

Washington and Hancock Counties

1. **Transit Services.** Continue to provide a range of coordinated transit services for the elderly, individuals with disabilities and low income citizens and the general public;
2. **Designated Regional Coordinator of Transit Services.** Continue to have MaineDOT designate WHCA as the regional provider of transit services for the region;
3. **NEMT Brokered Transportation.** Prepare for changes in the way MaineCare transportation is funded and position WHCA to deal with brokered transportation.

4. **Coordination.** Continue to coordinate the delivery of transit services with state and regional agencies and continue to meet informally with individual agencies;
5. **JARC, New Freedom funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services and/or additional services for people with disabilities. Consider Job Access Reverse Commute (JARC) and New Freedom funds where appropriate matching funds have been identified.
6. **Transit Challenges.** Document/describe transit challenges including:
 - Unmet needs among certain population segments;
 - Unmet needs in specific geographic areas;
 - Growing needs that may prove challenging to serve in the future;
7. **Transit Infrastructure.** Improve connections and pedestrian access to both fixed-route and demand-response services, including but not limited to street crossings, sidewalks and shelters.
8. **Website.** Continue to maintain, update and improve websites and work with medical service providers to establish a workable link on their websites to provider services.
9. **Marketing.** Continue to market transit systems through brochures, schedules, posters and websites, with an emphasis on promoting independence from vehicles.

Washington County

10. **Annual workshop.** Sponsor an annual transportation coordination workshop for the medical community and other interested parties.
11. **Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing fixed route services and where potential funding sources have been identified.
12. **Medical facility partnerships.** Work with medical service providers on a request basis where there is interest in providing service for non-MaineCare clients and where appropriate funding sources have been identified.
13. **Ride Sharing.** Explore options for sharing transportation such as the use of an electronic bulletin board or a system similar to the Go Maine trip planner. Establish a web-based trip planner/ride sharing service if appropriate funds can be secured.
14. **GoMaine vans.** Consider establishing a commuter program using GoMaine vans provided by MaineDOT

Hancock County

15. **Pilot Program.** Continue to explore options for a pilot program to connect available transportation between WHCA and Hancock Community Connections.

16. **Acadia Gateway Center.** Continue to provide information to make people more aware of available public transportation services through the Acadia Gateway Center.
17. **Star Center Ellsworth Transit Hub.** Continue to support research and planning for the creation of an intermodal transit hub in Ellsworth.
18. **Training.** Continue to offer training opportunities for volunteers, including a module on special needs of children.
19. **Service to campuses.** Continue to work with colleges and other institutions to expand transit services to these facilities.

Recommendations – Statewide

1. **State-Level Coordination.** Continue state-level coordination efforts aimed at enhancing cost-effective transit services for all Maine citizens;
2. **Partnership Opportunities.** Continue to explore opportunities for encouraging regional-level partnerships, including planning partnerships, to address unmet or changing needs or to more cost-effectively address existing needs;
3. **Private Providers.** Bring non-traditional partners to the table to encourage private, for-profit entities to become transit partners;
4. **Guidelines for Documenting Unmet Needs.** Establish guidelines that can be used by providers to address unmet needs.

PERIODIC REVIEW OF SERVICE

MaineDOT through its contract agreements with WHCA, DTI and West's, has identified performance measures and ridership reporting requirements to analyze transit services in the region. Region 2 challenges are unique in that it has a vast geographic area with only a few transportation options available to the public. Increased service and expansion of services is difficult to achieve as the ridership revenue does not support the expense of such an expansion. Changes to existing services are made as service statistics demand. The public, other potential providers, and human service agencies are given an opportunity to review the service through the public notice process required for the preparation of the BOP.

A. OVERVIEW

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

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

B. LOCALLY ESTABLISHED CRITERIA

No operators other than those already being funded have expressed an interest in providing any service in the region which would make them eligible for Section 5311 subsidies, so no new criteria have been developed.

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

C. METHODOLOGY FOR TRUE COST COMPARISONS

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

D. COMPLAINTS FROM PRIVATE OPERATORS

There have been no formal complaints from private operators.

AMERICANS WITH DISABILITIES ACT PLANS

The Washington Hancock Community Agency, Downeast Transportation, Inc. and West's Transportation are in compliance with the "Non Discrimination on the Basis of Handicap" in Financial Assistance Programs in accordance with CFR Parts 27 and 609, Federal Register, May 23, 1986. All three agencies have taken steps to ensure access to transportation services by elderly persons and persons with disabilities. Vehicles of all three agencies are accessible as required.

MAINEDOT REGION 2
BIENNIAL OPERATIONS PLAN
FY 2011 AND FY 2012

WASHINGTON HANCOCK COMMUNITY AGENCY
(WHCA)

**WASHINGTON HANCOCK COMMUNITY AGENCY
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MAINEDOT REGION 2 BIENNIAL OPERATIONS PLAN

WASHINGTON HANCOCK COMMUNITY AGENCY (WHCA)

PROJECT DESCRIPTION

A. RURAL TRANSIT PROVIDER

Provider: Washington Hancock Community Agency
Contact Person: Linda Belfiore, Director of Transportation Services
Address: P.O. Box 299, Ellsworth, Maine 04605
Telephone: 207-664-2424, Extension 4410
E-mail: lbelfiore@whcacap.org
WEB Page: www.whcacap.org

B. SERVICE

No. of Counties: Two
Type of Service: Demand Response, Contract Service, Volunteers
Helping Hands Garage—a JARC program for lower income families to purchase and finance a vehicle for work in extremely rural areas where commuter ride programs do not have the volume to be successful.
Service Area: Multi-county

C. GEOGRAPHIC AREA

Washington Hancock Community Agency provides demand response service transportation to towns throughout Hancock and Washington Counties (excluding Danforth and including Isle Au Haut) on a demand response basis (two-day advance notice requested). In addition, WHCA SunRides bus provides five-day per week demand response service from Eastport to Calais. This bus also provides free-standing day rehabilitation services five days per week to the Beckett Center, a sheltered workshop. Three days per week, this bus returns to Eastport to provide shopping and personal business transportation between Eastport, Pleasant Point and Perry. Two days per week it provides mid-day service to Calais, and also provides in-town Calais shopping and medical trips.

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

in a cost-effective delivery of transportation services. WHCA also provides shopping services on a demand response basis for seniors and others on a space-available basis.

D. SERVICE DESCRIPTION

WHCA Transportation Service Center (1-877-374-8396; transportation@whcacap.org)

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

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

1. **Lubec, Machias, Whiting, Milbridge, Princeton, Perry, Pembroke, Eastport, Dennysville, Cherryfield, Addison, Jonesport, Jonesboro, Whitneyville, Columbia Falls, Columbia:** Daily medical appointments and sheltered workshops, shopping and personal business at least one (1) day per week in each town's service area.
2. **Bucksport – Bangor:** Daily – health related appointments and shopping as requested.
3. **Ellsworth:** Daily in-town health related appointments and shopping as requested.

Description of Service Categories—Bus service subject to change as demand changes.

1. **Monday through Friday Bus Service to and from Area Sheltered Workshops for DHHS.** This service provides mentally challenged adults with the ability to get to and from their employment and training centers each weekday.
 - a) **Downeast Horizons (formerly MDI Workshop).** WHCA operates two routes to Downeast Horizons. One bus operates between Ellsworth and the Workshop. The other serves Bar Harbor, Northeast Harbor, and Somesville. This is in addition to using volunteer drivers and taxis.
 - b) **Addison Point Developmental Center (Addison).** WHCA operates a bus each day to the Center. Towns served include: Jonesport, Cherryfield, Milbridge and Harrington.
 - c) **Sunrise Center Workshop (Machias).** WHCA operates two buses which travel to this workshop. One operates between Lubec and Machias. The other serves Addison, Jonesport, Whitneyville, Cherryfield, Milbridge, Harrington and Machias.

- d) **Beckett Center (Calais).** WHCA operates a bus to the Beckett Center from Eastport and Perry.
 - e) **Ellsworth Developmental Center.** WHCA operates a bus to the center on a daily basis.
2. **Shopping.** WHCA provides transportation for seniors for shopping in Cherryfield and Milbridge and Machias. Washington County has one of the largest populations of non-MaineCare seniors in the state so this is an important service.
3. **Helping Hands Garage**
- a) **Description.** WHCA is in its sixth year of providing vehicles to lower income families needing transportation to work in rural areas where other commuter transportation is not available. WHCA dba Helping Hands Garage is a fully licensed used car dealer in the State of Maine. In addition to a two bay garage on our Ellsworth campus, the HHG sales lot and office is located at the Transportation Services building. We currently have a Helping Hands Garage advisory board of three or more non-HHG members who meet monthly or quarterly as needed. The advisory board reviews progress toward outcomes, monitors, evaluates and recommends changes in the program, and assists with fundraising and promotions. The three-member Loan Committee is responsible for developing loan requirements and reviewing/approving/denying loan applications. Over 150 families have been served by this program.
 - b) **Process for procuring a vehicle:**
 - i. Complete application including work contact, references, all requested income documentation and Maine license number.
 - ii. After documentation is verified the loan committee reviews all information, including credit report and determines highest monthly payment and vehicle cost ceiling for applicant.
 - iii. Applicant is matched to one or more vehicles of their choice.
 - iv. Before the loan is completed, each applicant must attend a one day HHG financial literacy course.
 - v. Loan papers are completed according to Maine state regulations and the vehicle is inspected, insurance obtained by buyer, sales tax paid and registration completed.
 - vi. Loans are currently at 9% and payments scrupulously watched for any signs of delinquency. Legal notifications are followed for any delinquent loans.
 - c) **Purchase of vehicles.** Vehicles are purchased through auctions and private sales and a number have been donated. Vehicles are put in good working order or if donated and unfixable, are junked for minimum cash. All vehicles are inspected and come with a 30 day warranty.

E. FARE STRUCTURE

The SunRides Bus Schedule and Fares are:

- A. Eastport – Pleasant Point
 - Monday-Friday to Calais
 - Cost up to \$8.00
 - Arrives in Calais 9:00 am daily
 - Returns 10:00 am and 2:00 pm (times may vary)
 - In-town Eastport – Cost \$2.00
 - Every Wednesday
 - 10:30 am to 1:00 pm

- B. Princeton – Baileyville
 - Monday-Friday to Calais
 - Cost up to \$8.00
 - Arrives in Calais 9:00 am
 - Returns 10:00 am and 2:00 pm (times may vary)
 - In-town Calais– Cost \$2.00
 - Monday – Friday
 - 9:30 am to 1:00 pm

- C. Lubec – Machias
 - Monday-Friday to Machias
 - Cost up to \$8.00
 - Arrives in Machias 9:00 am
 - Return times vary
 - In-town Lubec - Cost \$2.00
 - Every Tuesday
 - 10:00 am to 12:30 pm
 - In-town Machias – Cost \$2.00
 - Monday – Friday
 - 9:30 am to 1:00 pm

- D. Milbridge – Machias
 - Monday-Friday to Machias
 - Cost \$2.00 - \$8.00
 - Arrives in Machias 9:15 am
 - Return times vary
 - In-town Milbridge
 - Wednesdays
 - Cost \$2.00
 - Four Corners in Columbia
 - Every Monday 10:30 am – 12:30 pm
 - Fare depends on pick-up location

F. PROPOSED CUTBACKS, EXPANSIONS

Shopping service may be expanded as requested and as resources permit. There are no proposed cutbacks at this time.

G. CHARTER SERVICE

WHCA does not provide charter service. Inquiries about charter service are referred to area private bus companies and taxi services.

H. COMPETITION WITH NON-SUBSIDIZED SERVICE

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

I. PASSENGER STUDIES/SURVEYS

Developing Community Access to Transit in Washington County

In 2011, the First Light Transit Steering Committee issued its final report “Developing Community Access to Transit in Washington County Planning Project.” The full text of the final report is included in the Appendix. Major findings and recommendations include:

1. Public perception and Dependence on Medical Trip Reimbursement.

Finding: Public transportation remains an unfamiliar option among most residents and businesses. Available transit services are heavily reliant on the MaineCare medical reimbursement system.

Recommendations: Rebrand public transportation as First Light Transit System with regular rates emphasized and footnote that MaineCare reimbursement is an allowed form of payment.

2. Rider satisfaction

finding: Those that do ride either West Bus or Sun Rides are very satisfied with the services.

3. Increasing utilization and coordination of existing capacity

Finding: The fixed route services provided by West’s are underutilized and would greatly benefit from a feeder system to and from Route 1.

Recommendations: A ride broker that assigned riders to the most efficient service might turn this around. A zip car system could be added at major destinations.

4. Carpooling

Finding: The greater opportunity to lessen single car occupancy lies in establishing and marketing a carpooling system.

Recommendations: This program could be started on a pilot basis, perhaps by the Social Capital team of Washington County: One Community.

5. GoMaine

Finding: GoMaine has not been promoted very much in Washington County.

Recommendations: GoMaine must secure guaranteed ride home providers statewide.

6. Increasing the pool of drivers

Finding: The need for paid and volunteers drivers remains and may even be more acute than it was two years ago.

Recommendations: Bring the market for drivers to the Workforce Investment Board, Career Center and Eastern Area Agency on Aging. Perhaps combine with taxi business opportunity advertising.

7. General system coordination

Finding: WHCA operates a highly sophisticated call center using specialized software in its Ellsworth office to schedule rides, reimburse providers and bill DHHS for services.

Recommendations: Hire an independent ride broker to be supervised by a neutral oversight board.

Passenger Surveys

WHCA is currently conducting an agency wide customer service survey. Additionally, WHCA prepares Statistical Performance Reports for the Maine Department of Health and Human Services. The following is a summary of the results of the report covering the period October 1, 2009 through March 31, 2010 in which riders and caseworkers were surveyed. One hundred percent of clients were surveyed for the contract year.

1. **Indicator: Timely** (Measurement: 90% of clients will report they arrived at their destination on time.)

Survey Results:

100% of clients reported arriving on time.

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

100% of WHCA drivers will pass the standard screening tests.

100% of the drivers attend mandatory child-transportation training prior to driving children.

100% of vehicles meet/pass inspection standards.

100% of transportation trips with clients on board are accident free.

80% of clients surveyed indicated they feel safe while being transported by agency vehicles (client survey).

Survey Results:

All indicators received 100%.

3. **Indicator: Reliable** (Measurements are below):

90% of transportation requests are filled with available funds and advance notice.

80% of clients report satisfaction with the transportation service's reliability (client survey).

Survey Results:

98% of transportation requests were filled with available funds and advanced notice.

100% of clients report satisfaction with the transportation service's reliability.

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

100% of transportation services for individuals with disabilities are available to clients who request the services.

95% of the towns in the geographic region are served.

80% of the caseworkers express overall satisfaction with accessibility/availability of the transportation services.

Survey Results:

100% of services for individuals with disabilities were available to those who requested services.

100% of towns were served in geographic area.

70% of caseworkers expressed overall satisfaction with accessibility/availability of services.

The agency maintained as low a volunteer trip to volunteer driver ratio as possible.

PROJECT COORDINATION

A. SOCIAL SERVICE AGENCY COORDINATION

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

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

Department of Health and Human Services (DHHS)

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

Additionally, WHCA provides five-day a week service to the Sunrise Development Center in Machias and Beckett Center in Calais the Addison Point Developmental Center in Addison, and the Ellsworth Developmental Center. WHCA also provides two buses to the Mount Desert

Island (MDI) workshop. The staff members of WHCA talk with staff members of OAMHS on a regular basis and maintain a good working relationship. This is a MaineCare funded service.

B. SOCIAL SERVICE CONTRACT SUMMARY

WHCA has contracts or agreements with the following agencies:

Department of Health and Human Services — Substitute care for children, adult and protective services, some people with disabilities, low income (\$0.40 per mile for volunteer drivers and \$0.0 for Friends and Family).

MaineCare - \$7.00 per trip plus \$0.60 per mile; \$0.40 per mile volunteer driver and \$0.21 per mile for Friends and Families (self transportation).

C. COORDINATION WITH TRANSPORTATION PROVIDERS

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

WHCA works with both DTI and West's Transportation in addition to all interested private livery/taxi services. In addition, WHCA contracts with two wheelchair van services and coordinates with Community Connections Faith in Action when cost-effective and necessary to providing service. WHCA also coordinates with regional transportation providers in other regions to provide transportation between regions.

DISCRIMINATION

Data is now collected by MaineDOT as part of its monitoring visits effective August 2, 2010.

DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES

A. POTENTIAL DBE/WBE BUSINESSES

WHCA does contract with Mobilitat Inc., a Maine registered DBE/WBE business for purchase and maintenance of the Computer Assisted Software EASY RIDES. Current maintenance is \$3,000 annually.

B. MONETARY GOALS

WHCA's DBE/WBE goal is 1.34% of the federal portion of contractible services.

WHCA's FY 2011 budget contains \$438,912 in contractible services (\$432,912 for vehicle services, and \$6,000 for contract services). MaineDOT/Transit administration funds (\$446,328) account for 13% of total projected revenues (\$3,543,429). Therefore, the MaineDOT/FTA share of contractible services is \$57,059 (13% of \$438,912) and the monetary goal is \$765 (1.34% of \$57,059).

WHCA's FY 2012 budget contains \$197,307 in contractible services (\$191,007 for vehicle costs, and \$6,300 for contract services). Projected MaineDOT/Transit administration funds (\$205,000) account for 6% of total projected revenues (\$3,353,767). Therefore, the MaineDOT/FTA share of contractible services is \$11,838 (6% of \$197,307). If the federal DBE/WBE remains at 1.34%, then the DBE/WBE monetary goal would be \$159 (1.34% of \$11,838).

C. ADVERTISING

The Maine Department of Transportation publishes an ad on behalf of all transportation providers.

CAPITAL

A. MAINTENANCE

1. **Schedule.** WHCA uses a written maintenance schedule to service its vehicles according to a three-tier system. Various levels of service are provided every 5,000, 10,000 and 15,000 miles (see Appendix).
2. **Accidents.** WHCA maintains a file of all accidents. These are mailed to the Maine Department of Transportation.
3. **Fuel.** WHCA issues credit cards to its drivers for the purchase of discounted fuel at various Irving stations. The large geographic area served by WHCA precludes central purchasing.
4. **Maintenance Facility.** WHCA does not have its own maintenance facility. Buses in Hancock County are kept at the Ellsworth Office. In Washington County, buses are kept at one driver's home and two are garaged in Milbridge. There are a total of 10 vehicles, all of which are run by WHCA. The major providers of maintenance are located in Machias, Milbridge, and Ellsworth.
5. **Road Call System.** WHCA does not have a formal system for reviewing breakdowns. Most of the breakdowns have involved malfunctioning chairlifts or air conditioning. The Vehicle Maintenance Manager reviews all breakdowns and service requests.
6. **Vehicle History.** WHCA maintains a complete vehicle history through record keeping.

B. CAPITAL ACQUISITIONS

Vehicle/Equipment/Facility Acquisitions. WHCA anticipates purchasing three (3) buses and two (2) accessible mini-vans in FY 2011; one (1) 12 passenger center aisle van in 2012; one (1) mini-van in 2013 and two (2) buses in 2015. All vehicles will be funded through the 5310 Federal Program as follows:

2011

- 80% Federal
- 10% State Bond
- 10% Local Share (WHCA)

After 2011

- 80% Federal
- 0% State Bond
- 20% Local Share (WHCA)

The vehicle replacement schedule follows.

**Washington Hancock Community Agency
Vehicle Replacement Schedule**

Vehicle Number	Type	Current Mileage
1003	2003 Ford Goshen	146,549
503	2003 Ford Goshen	143,159
406	2006 Ford Cutaway	113,337
099	2002 Pontiac Minivan	83,563
307	2007 Ford Goshen	100,63
607	2007 Ford Goshen	70,543
806	2006 Ford Startrans	117,789
009	2001 GMC Minivan	142,694
703	2003 Ford Goshen	136,662
1103	2003 Ford Van	91,606

Anticipated Vehicle Replacement

FY 11 Vehicle #503, 703, 1003 all three vehicles will be over the 5 year-150,000 miles FTA specs.

FY 12 Vehicle #, 1103 vehicle will be over the 5 year- 150,000 mile FTA specs.

FY 13 Vehicle # 9, 99 these Vehicles will be over the FTA 5 year- 150,000 mile specs.

FY 15 Vehicle # 406, 806 both will be over FTA 5 year 150,000 mile specs.

C. CAPITAL RESERVE ACCOUNT

WHCA does not have a capital reserve account.

GOALS AND OBJECTIVES

A. STATUS REPORT ON EXISTING GOALS AND OBJECTIVES

WHCA Goals

1. Continue the Helping Hands Garage Program by continuing with the Job Access Reverse Commute (JARC) grant. Apply for additional non-FTA grants for capital expenses and financial literacy segment.

Status: A United Way of Eastern Maine grant was obtained to assist with matching funds. A WHCA bank loan supports the JARC grant by providing funds for vehicles. An additional WHCA loan is also in place. To date, over 150 families can access jobs and medical providers with vehicles they have purchased through this program. There is currently a waiting list of 125 with an additional 40 approved and waiting.

2. Increase the number of shopping opportunities in Washington County communities.

Status: Added Lubec, Cherryfield, Columbia and Indian Township. WHCA has partnered with EAAA in a demonstration project for Lubec residents to access a bus to Machias, Calais and Bangor on 3 Tuesdays for each of 3 months. Ridership will then be evaluated and permanent funding sought.

3. Continue to maintain the expanded office hours which consist of 6:30 a.m. to 5 p.m.

Status: Yes

4. Establish a two-county transportation information station for all types of transportation including fixed route, social service community volunteer transportation programs and tourist transportation, based on available funding.

Status: No funding available, and no support from other agencies who only support a third-party information provider. This may be helped inadvertently with the implementation of a brokerage program in Maine as a third party broker will handle all MaineCare dispatch.

Regional Plan Advisory Committee Goals – Washington County

1. Better information sharing with the medical community

- A. **Website.** Continue to maintain, update and improve the website.

Status: The WHCA website transportation section is currently be redone.

- B. **Web links.** Work with medical service providers to establish a workable link on their websites to WHCA's services.

Status: No action taken.

- C. **Mailings and newsletters.** Continue to prepare and mail/provide newsletters, posters and other information on WHCA’s transportation services to social service agencies and other interested parties. Use written materials to inform people that they can access WHCA’s website and get website information on transit at local libraries.

Status: This is an ongoing effort and the rider manual has been updated this past year.

- D. **Annual workshop.** Sponsor an annual transportation coordination workshop for the medical community and other interested parties.

Status: No action taken.

2. **Improved coordination**

- A. **Regional mobility manager.** Explore options for having WHCA increase its role as the regional mobility manager (e.g. “one call does it all”) for coordinating all community-based agency transportation.

Status: Explored this idea but there was no funding to support it. Going forward this will be handled for MaineCare by a state-wide brokerage.

3. **Non-MaineCare medical transportation**

- A. **Medical facility partnerships.** Work with medical service providers on a request basis where there is interest in providing service for non-MaineCare clients and where appropriate funding sources have been identified.

Status: Yes—in particular we have worked with dialysis and cancer treatment centers although funding has been suspended until July 1, 2011.

- B. **Grant programs.** Consider applying for grant programs aimed at improving transportation for non-MaineCare transportation.

Status: Expanded general public service. Applied for MeHAF grant for Hancock County. Grant was denied.

4. **Ridesharing.**

- A. **Regional mobility manager.** Explore options for having WHCA increase its role as the regional mobility manager (e.g. “one call does it all”) for coordinating all community-based agency transportation.

Status: There is no funding and there is a lack of support from some providers.

- B. **Ride Sharing.** Working with MaineDOT and the Governor’s Coordinating Committee, explore options for sharing transportation such as the use of an

electronic bulletin board or a system similar to the Go Maine trip planner. Establish a web-based trip planner/ride sharing service if appropriate funds can be secured.

Status: This is receiving a more in-depth look to determine cost and methodology. WHCA, Hancock Community Connections, Mobilitat (Easy Rides software) and a consultant outlined a possible pilot program to connect available transportation between WHCA and HCC. Funding will need to be obtained in order to move forward.

5. **Public education**

- A. **Website.** Continue to maintain, update and improve the WHCA transportation website.

Status: Yes. The WHCA website transportation section is currently being redone.

- B. **Link to other web pages.** Continue to work with the medical community and social service agencies to link their web pages to WHCA's website.

Status: No action taken.

- C. **Mailings and newsletters.** Continue to prepare and mail/provide newsletters, posters and other information on WHCA's transportation services to social service agencies and other interested parties. Use written materials to inform people that they can access WHCA's website and get website information on transit at local libraries.

Status: Yes. Another mass mailing is planned for early spring 2011. Posters have been distributed in all areas served by buses for shopping including dates, times and phone numbers to call.

- D. **Transit Toolkit.** Use the Transit Toolkit to help educate the public about transit.

Status: Distributed to medical providers.

6. **Fixed route service – WHCA does not provide fixed route serve.**

- A. **Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing fixed route services and where potential funding sources have been identified.

Status: Yes

- B. **JARC, New Freedom funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services and/or additional services for people with disabilities. Consider JARC

and New Freedom funds where appropriate matching funds have been identified.

Status: No action taken as matching funds could not be identified.

7. Regional connectivity

- A. JARC, New Freedom funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services and/or additional services for people with disabilities. Consider JARC and New Freedom funds where appropriate matching funds have been identified.

Status: No action taken as there was no interest by Washington County employers in pursuing.

- B. GoMaine buses.** Consider establishing a commuter program using GoMaine vans provided by MaineDOT.

Status: WHCA participated with Washington County: One Community to set up park and ride lots along the coastal route in Washington County. A GoMaine van is still needed for the area. The ride share program is still up in the air as the Guaranteed Ride Home provision of GoMaine cannot be offered in Washington County at this time.

- C. Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing additional services and where potential funding sources have been identified.

Status: Partnered with Shop 'n Save in Milbridge & Columbia to establish weekly service to shoppers. Working with Washington County: One Community, WrapAround ME (Catholic Charities), EAAA and 2 grass roots groups in Eastport and Lubec to keep seniors in their homes.

8. Transportation for legal services and education

- A. More service to Machias, Calais.** Work with officials at the University of Maine and community colleges to expand service to the campuses in Machias and Calais if additional funds are available.

Status: No action taken -- No funding available and no interest on the part of the University.

- B. Posters.** Work with the University of Maine and community colleges to prepare and distribute posters outlining WHCA's transportation services at strategic locations on campus.

Status: No action taken. See above.

9. **Rider responsibility**

- A. **Rider contract or brochure.** Consider establishing and implementing a rider contract or brochure that would spell out the responsibilities of riders (WHCA).

Status: Yes a rider handbook is available. This was recently updated.

Regional Plan Advisory Committee Goals – Hancock County

1. **Clearinghouse for trips**

- A. **Task force.** Working with other service providers, establish an on-going task force to examine ways of better coordinating the delivery of transit services throughout Hancock County.

Status: No action taken.

- B. **Regional mobility manager.** Explore options for having WHCA increase its role as the regional mobility manager (e.g. “one call does it all”) for coordinating all community-based agency transportation. Consider:

- A daily “space available” posting;
- A person, rather than a recording, that would share information about available services.

Status: Explored this idea, but no funding available to support it.

2. **Public awareness, public attitudes**

- A. **Website.** Continue to maintain, update and improve the website.

Status: Yes. The WHCA website transportation section is currently being redone.

- B. **Web links.** Work with medical service providers to establish a workable link on their websites to WHCA’s website.

Status: No action.

- C. **Transit Toolkit.** Use the Transit Toolkit to help educate the public about transit.

Status: Yes, distributed to medical providers.

- D. **Videos.** Consider preparing a video that describes transit services and shows how to use the buses

Status: This is in progress for local cable access channel in the Lubec/Eastport area.

- E. Mailings and newsletters.** Continue to prepare and mail/provide newsletters, posters and other information on transportation services to social service agencies and other interested parties. Use written materials to inform people that they can access WHCA's website and get website information on transit at local libraries.

Status: This is an ongoing effort. The rider manual has recently been updated.

3. Well-defined bus stops

- A. Signs for bus stops.** Takes steps to acquire and install signs at all major bus stops.

Status: No action taken.

- B. Information on transit services.** Post fixed route bus schedules and contact information for on-demand services at major bus stops, such as shopping centers and public services.

Status: No action taken.

- C. Ellsworth transit hub.** Support research and planning for the creation of an intermodal transit hub in Ellsworth.

Status: No action taken.

4. More public transit, including employment transportation

- A. GoMaine buses.** Working with MaineDOT, consider expanding existing commuter programs in Hancock County using GoMaine vans provided by MaineDOT.

Status: No action taken.

- B. Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing additional service and where potential funding sources have been identified.

Status: No action taken.

- C. JARC, New Freedom, Intercity funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services, additional services for people with disabilities, or services between municipalities. Consider JARC, New Freedom and/or Intercity funds where appropriate matching funds have been identified.

Status: No action taken.

5. Potential MaineCare cuts

- A. Information on pending cuts.** Inform MaineCare of the impacts of pending cuts on the people who receive transportation services.

Status: Worked with MaineCare as requested. Maine DHHS has decided to implement a brokerage system for MaineCare transportation.

6. Transportation for adult education

- A. Service to campuses.** Work with officials at the College of the Atlantic, community colleges and other institutions to expand transit service to these facilities if additional funds are available.

Status: No action taken.

- B. Posters.** Work with officials at the College of the Atlantic, community colleges and other institutions to prepare and distribute posters outlining WHCA's, DTI's and West's transportation services at strategic locations on campuses.

Status: No action taken.

7. Volunteer driver education

- A. Training.** Continue to offer training opportunities for volunteers.

Status: Yes. One full day of training and various individual training (such as child seat safety) each year for volunteer drivers.

- D. Special needs module.** Work with individual agencies to develop and deliver a module on special needs of children for volunteer drivers.

Status: Yes. The Children's Transportation Module is now available on-line for staff and volunteer drivers.

B. NEW GOALS

WHCA's one goal for the next two years is to retain all current non-MaineCare services while working with the state-wide brokerage to continue to provide some services to MaineCare clients.

BENCHMARKS

WHCA has established advisory committees in Hancock and Washington Counties to review service and offer recommendations for change. These committees are comprised of a rider, volunteer driver, and dispatch staff at a minimum, in each county. They meet as needed.

WHCA uses survey responses, the percentage of the population that is served, and the recommendations of the advisory committees to evaluate its effectiveness. A new customer service satisfaction survey has just been initiated and should be compiled within the next three (3) months.

WHCA has met the following benchmarks over the past biennium:

- Miles - up 29.4% between 2009 and 2010
- Passengers - unduplicated count - up 3% between 2009 and 2010
- Total miles - up 9.3% between 2009 and 2010
- Revenues – up 7.4% between 2009 and 2010

Decreased staff by (1) due to funding constraints.

SERVICE DATA

A. ANNUAL REPORT

The following table contains service data compiled by Washington Hancock Community Agency for the past two fiscal years. WHCA's fiscal year begins on October 1 of the prior calendar year (e.g., FY 2009 begins on October 1, 2008 and ends on September 30, 2009).

WASHINGTON-HANCOCK COMMUNITY AGENCY ANNUAL REPORT – PAST TWO YEARS		
	FY 2009	FY 2010
Volunteer Resources		
Volunteer Drivers	27	35
Personal Vehicles in Service	27	35
Vehicles		
Number of Active Vehicles in Fleet	8	10
Number of Inactive Vehicles in Fleet	0	0
Number of Spare Vehicles in Fleet	3	0
Number of Vehicles Disposed	2	0
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	9	7
Annual Operating Expenses		
Annual Transit Operating Expenses	\$3,157	\$3,234
Annual Social Services Operating Expenses	\$2,252,186	\$2,306,922
Annual Administrative Expenses		
Annual Transit Administrative Expenses	\$1,086	\$1,113
Annual Social Services Administrative Expenses	\$774,946	\$793,780
Annual Operating Revenues including Administrative		
Fare Revenues	\$849	\$2,589
Transit Contract Revenues	0	0
Social Service Contract Revenues	\$2,892,173	\$2,983,036
FTA-Federal Operating Assistance	\$132,052	\$132,391
MaineDOT-State Operating Assistance	\$8,723	\$1,839
Local Operating Funds	\$56,549	\$103,301
Total Annual Operating Revenues	\$3,090,346	\$3,326,457
FTA-Sources of Capital Funds		
FTA-Federal Capital Assistance	0	0
MaineDOT-State Capital Assistance	0	0
Local Capital Funds	0	0
Total Capital Funds	0	0

		FY 2009	FY 2010
Annual Vehicle Miles (Passenger Miles)			
Annual Transit Miles		9,474	10,199
Annual Social Service Miles		6,732,034	7,356,193
Annual Vehicle Hours			
Annual Vehicle Hours		149,811	163,698
Annual Passenger Trips			
Annual Transit Passenger Trips		931	2,650
Annual Social Services Passenger Trips		178,949	196,803
Safety			
Fatalities		0	0
Major Incidents		0	0
Major Injuries		0	0

Source: Washington Hancock Community Agency

B. REVENUES, COSTS, TRIPS, MILES

The following tables provide a summary of WHCA's revenues, costs, one-way trips and passenger miles for its demand response services for FY 2009 (Oct. 1, 2008 through Sept. 30, 2009) and FY 2010 (Oct. 1, 2009 through Sept. 30, 2010).

Revenues, Costs, Trips, Passenger Miles								
<u>By Agency</u>								
Past Two Years								
Social Service Agency/ Program	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
General Public	\$14,940	\$32,698	\$17,273	\$33,261	931	2,650	43,207	26,110
MaineCare	\$2,558,778	\$2,685,763	\$2,524,357	\$2,624,480	154,574	170,532	5,348,670	6,048,670
DHHS Regular	\$55,873	0	\$43,838	0	2,583	0	41,716	0
DHHS Special	\$152,044	0	\$136,525	0	4,083	0	103,997	0
Other	\$70,093	\$34,539	\$66,988	\$25,525	17,709	15,797	441,562	393,888
DHHS combined		\$266,464		\$206,022		10,474		156,287
HHG	\$236,618	\$203,692	\$242,394	\$215,761	0	0	0	0
Total	\$3,090,346	\$3,223,156	\$3,031,375	\$3,105,049	179,880	199,453	5,979,152	6,624,955

**Revenues, Costs, Trips, Passenger Miles
By Mode
Past Two Fiscal Years**

Mode	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
Agency Vehicles	\$248,338	\$317,067	\$557,540	\$611,551	15,665	20,780	240,366	356,298
Volunteers	\$775,252	\$964,720	\$484,689	\$575,336	32,174	41,226	961,693	1,219,760
Friends and Family	\$1,570,912	\$1,618,746	\$1,884,116	\$1,867,754	125,069	133,835	4,725,630	5,010,621
Other	\$257,226	\$118,931	\$105,030	\$50,408	6,972	3,612	51,463	38,276
HHG	\$238,618	\$203,692	\$242,394	\$215,761	0	0	0	0
TOTAL	\$3,090,346	\$3,223,156	\$3,031,375	\$3,105,049	179,880	199,453	5,979,152	6,624,955

Detailed Breakdown of Revenues and Expenses. A detailed breakdown of revenues and expenses for FY 2009 and FY 2010 is displayed in the following tables. FY 2009 covers the period 10/1/08 to 9/30/09 and FY 2010 covers the period 10/1/08 to 9/30/10.

Washington Hancock Community Agency Revenues And Expenses Past Two Years		
	FY 2009	FY 2010
Revenues		
Direct State Contracts	\$398,880	\$429,664
MaineCare	2,558,778	2,685,763
Other Contracts	37,139	10,978
Program Revenue	78,893	97,259
Other	16,655	-508
Total	\$3,090,345	\$3,223,156
Expenses		
Salary and Benefits	\$628,913	\$697,069
Travel	16,344	14,485
Training	3,477	7,477
Office Costs	30,850	48,816
Vehicle Costs	125,217	151,593
Transporting Clients	1,765,932	1,800,104
Insurance	26,787	24,998
Telecommunications	27,244	32,221
Space Costs	33,140	36,917
Contract Services	79,560	38,152
Miscellaneous	53,477	62,426
Supplemental Allocation of Management and General	240,434	190,791
Total	\$3,031,375	\$3,105,049

C. PASSENGER INFORMATION

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

Number Of Unduplicated General Public, Elderly And Disabled Passengers Past Two Years		
Category	FY 2009	FY 2010
# General Public Passengers	214	334
# Elderly Passengers	727	724
# Disabled Passengers	186	187
Total	1,127	1,245

D. PROJECTED REVENUES, COSTS, RIDERSHIP MILES

Projected revenues and costs, one-way trips and passenger miles or vehicle miles for both the Demand response and fixed route systems, respectively, are shown below. A detailed Breakdown of anticipated revenues and costs is included in Part E.

Projected Revenues, Costs, Trips, Passenger Miles By Agency Next Two Years								
Social Service Agency/ Program	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
General Public	\$32,698	\$34,333	\$34,924	\$36,670	3,048	3,200	28,721	30,157
MaineCare	\$2,685,763	\$2,820,051	2,701,310	\$2,828,337	179,059	188,012	6,653,537	6,986,214
DHHS Regular	0	0	0	0	0	0	0	0
DHHS Special	0	0	0	0	0	0	0	0
Other	\$34,731	\$38,204	\$28,078	\$29,481	18,167	19,075	413,582	434,262
DHHS combined	\$213,171	\$214,711	\$175,119	\$180,372	8,379	8,798	125,030	112,527
HHG	\$224,061	\$246,467	\$237,337	\$249,204	0	0	0	0
Total	\$3,190,424	\$3,353,767	\$3,176,767	\$3,324,064	208,652	219,084	7,220,870	7,563,159

**Projected Revenues, Costs, Trips, Passenger Miles
By Mode
Next Two Years**

Mode	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
Agency Vehicles	\$293,966	\$299,242	\$612,778	\$615,357	21,282	21,438	381,761	383,864
Volunteers	\$959,720	\$974,967	\$579,508	\$580,386	42,349	42,349	1,294,297	1,370,193
Friends and Family	\$1,593,746	\$1,706,695	\$1,935,054	\$2,078,819	141,409	151,685	5,506,536	5,769,263
Other	\$118,931	\$126,396	\$49,427	\$49,502	3,612	3,612	38,276	39,839
HHG	\$224,061	\$246,467	\$237,337	\$249,204	0	0	0	0
TOTAL	\$3,190,424	\$3,353,767	\$3,176,767	\$3,324,064	208,652	219,084	7,220,870	7,563,159

E. BUDGET

The anticipated budget for each of the next two years is shown below. FY 2011 covers the period 10/1/10 to 9/30/11; FY 2012 covers the period 10/1/11 to 9/30/12.

**Washington Hancock Community Agency Budget
Next Two Years**

	FY 2011	FY 2012
Revenues		
Direct State Contracts	\$293,375	\$322,910
MaineCare	2,685,763	2,820,051
Other Contracts	10,978	10,000
Program Revenue	106,985	117,683
MaineDOT/FTA Funds	446,328	205,000
Total	\$3,543,429	\$3,353,767
Expenses		
Salary and Benefits	\$766,776	\$805,115
Travel	14,485	15,209
Training	3,000	3,150
Office Costs	53,698	53,698
Vehicle Costs	432,912	191,007
Transporting Clients	1,800,104	1,890,109
Insurance	27,498	28,873
Telecommunications	30,610	30,916
Space Costs	33,225	34,887
Contract Services	6,000	6,300
Miscellaneous	68,669	72,102
Supplemental Allocation of Mgt. and General	190,791	192,699
Total	\$3,427,768	\$3,324,064

FLEET CONDITION

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

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011
AGENCY: WASHINGTON HANCOCK COMMUNITY AGENCY

1	VIN	IFDXE45S07DA 13766	IFDXE45S36DA 21018	IFDWE35L33HB 37192	IFDXE45S97DA 13765	IFDWE35L43HA 74541
2	Fleet # and Status*	307--A	406--A	503--A	607--A	703--A
3	Vehicle Type **	SMDB	SMDB	LDB	SMDB	LDB
4	Make, Model	Ford Startrans	Ford Startrans	Ford Goshen	Ford Startrans	Ford Startrans
5	Year	2007	2006	2003	2007	2003
6	Fuel Type	Gasoline	Gasoline	Gasoline	Gasoline	Gasoline
7	Fuel Use – 12 months	3226 gallons	2189.1 gallons	1028.4 gallons	3064.2 gallons	3408.2 gallons
8	Mileage	121,456	128,982	153,425	93,939	148,672
9	12-month Mileage	25,098	15,511	10,133	24,003	26,980
10	Repair Cost - 12 months	\$1,605.48	\$5,071.14	\$2,217.17	\$7,575.73	\$4,657.37
11	Repair frequency - 12 months***	A-5, B-4, C-2	A-3, B-3, C-2	A-2, B-8, C-2	A-6, B-5, C-0	A-3, B-7, C-1
12	Vehicle appearance - interior	FAIR	FAIR	FAIR	FAIR	FAIR
	Vehicle appearance - exterior	GOOD	GOOD	GOOD	GOOD	GOOD
13	ADA Accessibility:	YES	YES	YES	YES	YES
	Equipped/Working	YES	YES	YES	YES	YES
	Tie Down	YES	YES	YES	YES	YES
	Announcement System	NO	NO	NO	NO	NO
	Signage and Stops	NO	NO	NO	NO	NO
14	Passenger Amenities					
	Air Conditioning	YES	YES	YES	YES	YES
	Working Heater	YES	YES	YES	YES	YES
	Tinted Windows	YES	YES	YES	YES	YES
	Padded Seats	YES	YES	YES	YES	YES
15	Type of fare collection system	MANUAL	MANUAL	MANUAL	MANUAL	MANUAL
16	Date of Inspection	July 20,2011				
17	Inspector's Name:	Malcolm Brydon				

* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

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

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011
AGENCY: WASHINGTON HANCOCK COMMUNITY AGENCY

1	VIN	1FDXE4555 67DA21019	1GKEL19W 21BS2939	1FDWE2511 34B37191	1FTNS24L1 3HB33307	1GMDU23E02 3HB33307
2	Fleet # and Status*	806--A	9---A	1003--A	1103---A	99---A
3	Vehicle Type **	SMDB	V	LDB	V	V
4	Make, Model	Ford Startrans	GMC Safari	Ford Goshen	Ford E250	Pontiac Montana
5	Year	2006	2001	2003	2003	2002
6	Fuel Type	Gasoline	Gasoline	Gasoline	Gasoline	Gasoline
7	Fuel Use – 12 months	3050.4 gallons	248.6 gallons	1935.1 gallons	1509.5 gallons	419 gallons
8	Mileage	141,499	147,174	166,318	113,254	92,759
9	12-month Mileage	23,710	4480	19,886	21,648	9901
10	Repair Cost - 12 months	\$5,314.37	\$912.61	\$6,512.84	\$1,069.27	\$220.76
11	Repair frequency - 12 months***	A-6, B-5, C-0	A-2, B-1, C-0	A-5, B-4, C-1	A-2, B-2, C-0	A-2, B-2, C-0
12	Vehicle appearance - interior	FAIR	GOOD	GOOD	GOOD	GOOD
	Vehicle appearance - exterior	GOOD	GOOD	GOOD	GOOD	GOOD
13	ADA Accessibility:	YES	NO	YES	NO	NO
	Equipped/Working	YES	NO	YES	NO	NO
	Tie Down	YES	NO	YES	NO	NO
	Announcement System	NO	NO	NO	NO	NO
	Signage and Stops	NO	NO	NO	NO	NO
14	Passenger Amenities					
	Air Conditioning	YES	YES	YES	YES	YES
	Working Heater	YES	YES	YES	YES	YES
	Tinted Windows	YES	YES	YES	YES	YES
	Padded Seats	YES	YES	YES	YES	YES
15	Type of fare collection system	MANUAL	MANUAL	MANUAL	MANUAL	MANUAL
16	Date of Inspection	July 20,2011	July 20,2011	July 20,2011	July 20,2011	July 20,2011
17	Inspector's Name:	Malcolm Brydon	Malcolm Brydon	Malcolm Brydon	Malcolm Brydon	Malcolm Brydon

* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

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

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

APPENDIX

WASHINGTON HANCOCK COMMUNITY AGENCY

SunRides Services Handbook

Transportation Services

Thank you for participating in WHCA's SunRides Transportation Program. We trust your relationship with us will be enjoyable one and we are pleased to assist you with your transportation needs.

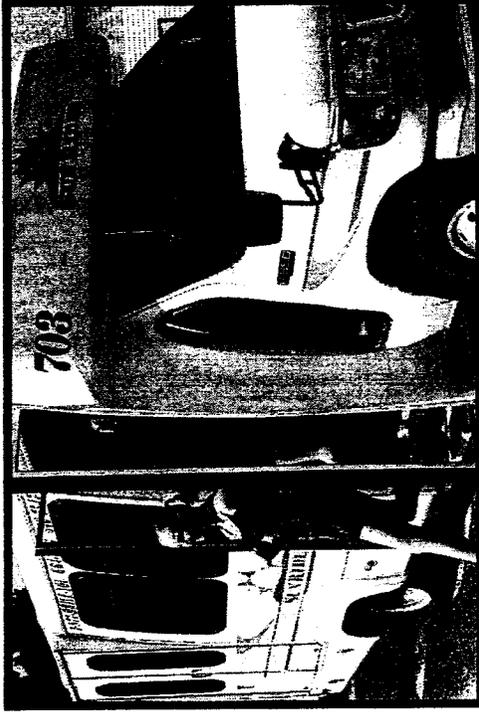
This booklet will familiarize you with our procedures.

Please keep us notified of any changes. Important notifications are:

- change of address
- name change
- telephone numbers
- schedule changes
- MaineCare status
- Income change

.When you register we will send you:

- Our Handbook that explains policies and procedures . With polices attached that are mentioned in this handbook.
- Transportation Release Forms must be signed and returned to us within 30 days for continued transportation services. Please return this form in the enclosed self addressed envelope to avoid any interruption in your transportation services.



For Riders And Self Drivers

Requests for a Ride

You must call the office to request a ride. We require a notice of 2 business days. We recommend you call as soon as you have scheduled an appointment.

- We do not accept trip requests that are not called into our office by 10a.m. the day before your scheduled appointment. If you call late we may not be able to fulfill your request.
- We do not provide emergency transportation. If it's a real emergency contact your local emergency response team.
- Weekly appointments can be called in for 6 months at a time. It is your responsibility to extend these to avoid interruption in services.

No-Show Policy

SunRides has a No-Show Policy which states Transportation services will be suspended for 60 days if there are 2 consecutive no-shows in a 2 month period. If this happens you must find your own ride and we will reimburse you at .21 cents per mile. (Policy included.)

Service Animals

Service animals are welcome but we do need to know in advance. Other riders may be allergic to animals and we do not want to surprise them. Your animal must be in control at all times and you may be asked what service your animal has been trained to perform.

Volunteer Drivers

Volunteers are the foundation of this program that provides needed transportation to residents of Washington and Hancock Counties. These drivers donate their time and vehicles: they are not paid staff. We maintain an average of 35 volunteers for the two counties we service. Only a few drive five days a week. These drivers accomplish a lot, most years driving a combined total of over one million miles assisting with your travel needs. You can acknowledge their generosity by sending us a letter of appreciation at any time.



Riding in Vehicles

- All riders must wear seatbelts and sit in rear seats unless the vehicle is filled to capacity.
- Children age 8 and under, weighing less than 80 lbs must be in approved child restraint system provided by caregivers. No child under the age of 12 can sit in the front seat. Children must be placed in and removed from child restraint systems by caregivers, not drivers.
- For the comfort of drivers and riders please do not wear strong deodorant or perfume. Strong body odors can affect others as well.
- Drivers cannot make extra stops.
- There is no smoking, eating, or drinking allowed in vehicles without permission from the office.
- Riders are responsible for personal items they take to their appointments. Drivers will not make extra trips to deliver items left behind.

Attendants

If you need to bring another person with you, we need to know in advance. Seating is limited. Drivers do not assist to and from home or facility. Attendants are your responsibility. (usually friend or family member) Drivers cannot leave vehicles unattended with other riders on board.

Abusive Client Policy

SunRides has an abusive client policy which protects office staff, drivers, and other riders being transported to and from appointments.

(Policy included with packet)

We do reserve the right to revoke riding privileges for any rider who threatens the safety of drivers or passengers, this type of behavior will not be tolerated. (Policy included with packet)

Boarding Vehicles

- Your driveway area must be clear for vehicles to enter and exit safely.
- Drivers will get as close to your pickup point as safely determined by them.
- Riders must be ready for pickup one hour before their appointment plus travel time.
- Drivers wait only 5 minutes for riders to board vehicles. Drivers have schedules to keep and waiting more than 5 minutes may delay other riders, resulting in missed appointments. Please be ready when drivers arrive if your not, the driver may not be able to wait. We have many trips with limited drivers.
- We do request that our drivers call riders ahead of time and give an estimated time of pickup.

Self Drivers

- When going to MaineCare covered appointments SunRides will reimburse you .21 cents per mile.
- Register trip before appointment and have a log sheet verified by the facility at time of appointment.
- Weekly appointments you have may be called in for a 6 month period. It is your responsibility to renew trip requests before they expire. We will not reimburse for mileage after your trips expire. If your schedule changes you need to notify us immediately to continue receiving reimbursement.
- All trips **MUST** be called in before they happen, if you do not call first you will not be reimbursed
- Self drivers will not receive reimbursement when traveling together to appointments.
- Only one person (usually driver) can request reimbursement, when more than one person is riding in the same vehicle going to their medical appointments at the same time.
- Submitting more than one reimbursement sheet per vehicle constitutes fraud and you will be reported to MaineCare Surveillance.
- Clients who are a no-show for one of our drivers, who then call and request reimbursement, are not eligible for reimbursement for that trip.

SUNRIDES TRANSPORTATION

For Rides and Reimbursement:

Please call one of the numbers listed below
Telephone lines are open

Monday – Friday 6:30AM - 5:00 PM

Lobby hours are 7:30AM- 4:00PM

- 664-0012
- 546-7547
- 1-877-374-8396

We are closed on major holidays and weekends

Cancellation line: 667-2389

This line is open 24 hours a day.
This is for cancellations only.

Please use this line if you are not going to your appointment.

Remember, If a driver travels to your home and you do not go, this is a no-show, and could cause you to lose future rides.

Mailing Address

**SunRides Transportation Services
Washington Hancock Community Agency
PO Box 299 Ellsworth, ME 04605-0299**



SunRides
Community Transportation
Office Hours

Monday—Friday
6:30am—5:00pm

**For more information or to schedule
a ride, call**

1-877-374-8396 or 546-7547.

Mailing Address:

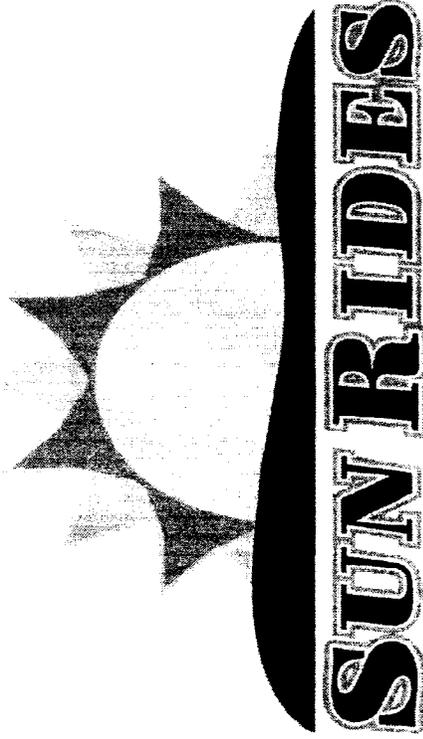
**WHCA Transportation
SunRides**

**PO Box 299
Ellsworth, ME 04605**

This service is supported by:



SunRides
Community
Transportation



Downeast
Schedules

All vehicles are handicapped accessible
We will pick you up at your home
***Fare depends on pick-up town**

Eastport—Pleasant Point

Monday—Friday to Calais

Cost up to \$8.00

Arrives in Calais 9:00am

Returns 10:00am and 2:00pm

(times may vary)

In-town Eastport—Cost \$2.00

Every Wednesday

10:30am to 1:00pm

Princeton—Baileysville

Monday—Friday to Calais

Cost up to \$8.00

Arrives in Calais 9:00am daily

Returns 10:00am and 2:00pm

(times may vary)

In-Town Calais

Daily

9:30am—1:00pm Cost \$2.00

Lubec—Machias

Monday—Friday to Machias

Cost up to \$8.00

Arrives in Machias 9:00am

Return times vary

In-town Lubec Cost \$2.00

Every Tuesday

10:00am to 12:30pm

In-Town Machias Cost \$2.00

Monday—Friday

9:30am—1:00pm

Milbridge—Machias

Monday—Friday to Machias

Cost \$2.00-\$8.00

Arrives in Machias 9:15am daily

Return times vary

In-town Milbridge Wednesdays

Cost \$2.00

Four Corners in Columbia

Every Monday

Fare depends on pick-up location

Cost

In-town trips

\$2.00

To Eastport

Up to \$5.00

Price includes

Return ride

Office Hours

Monday—Friday

6:30am - 5:00pm

For More

Information

Call Toll Free

1-877-374-8396

***We require a 48
hour notice for
scheduling
purposes. We
may not be able
to
accommodate
last minute
requests***

***Sun Rides
Transportation
Have you seen this bus?***



Open to the General Public

Rides In-town or to Eastport

Available in Eastport, Perry

Pleasant Point and Pembroke

Meals for Me, Health Centers

Grocery Shopping, Visit a Friend

Picnic by the water.

Rides available every Tuesday

Hours 10:45 to 1:15

Call to check on availability

for any other weekdays

Cost

\$2.00 to \$5.00

Price includes

return ride

Office Hours

Monday—Friday

6:30am -

5:00pm

For More

Information

Call Toll Free

1-877-374-8396

**We require
48 hour notice
for scheduling
purposes.**

**We may not
be able to
accommodate
last minute
requests.**

SunRides Transportation



SHOPPING AT BAYSIDE SHOP-n-SAVE WEDNESDAY'S

**If you would like to go to
Bayside Market please
call the office and
schedule a ride**

546-7547

Or

1-877-374-8396

5000 MILE SERVICE

Bus Number _____ Date _____

LUBRICATION:

- Chassis Lubrication
- RR Engine oil/filter
- Suspension/Steering check
- Check and lubricate manual controls

EMISSION CONTROL MAINTENANCE:

- Emission control system check
- Spark/injector/coil wire check (visual)
- Exhaust system check

TIRES:

- Tires and wheels check/rotate
-

SAFETY:

- Brake check, pads, rotors
- Lights/safety equipment check
- Throttle linkage check
- Under body check
- Suspension/Steering check
-

WHEELCHAIR LIFT:

- Check and lubricate manual controls
- Check hydraulic oil leaks

Mechanic _____ Mileage _____

Comments:

10,000 MILE SERVICE

VEHICLE# _____ DATE _____

VEHICLE# _____ DATE _____

GARAGE _____

GARAGE _____

MECHANIC _____

MECHANIC _____

MILEAGE _____

MILEAGE _____

5,000 25,000 35,000 55,000

10,000 20,000 40,000 50,000 *

65,000 85,000 95,000

70,000

80,000

100,000

LUBRICATION/GENERAL**MAINTENANCE**

- Chassis Lubrication
- Check all fluid levels, radiator, brakes, steering,trans
- Engine oil/filter RR
- *Diesel-clean injectors
- Rotate tires

SAFETY MAINTENANCE

- Tires and wheels check/rotate
- Exhaust system check
- Engine belts check
- Suspension/Steering check/ball joints
- Brake check, pads, rotors
- Lights/safety equipment check
- Throttle linkage check
- Under body check

EMISSION CONTROL MAINTENANCE

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

LIFT CHECK

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

LUBRICATION/GENERAL**MAINTENANCE**

- Chassis Lubrication
- Check all fluid levels,radiator,brakes, steering,trans
- Engine oil/filter RR
- Diesel-RR air/fuel filter if needed
- Rotate tires

SAFETY MAINTENANCE

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

EMISSION CONTROL MAINTENANCE

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

LIFT CHECK

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



Date of Service: _____ Time: _____

WHCA Customer Satisfaction Survey

General Information –

Are you male or female? Male Female

In which county do you live? Washington Hancock

What is your age? 18-25 26-35 36-45 46-55
 56-62 63-65 66-75 76 or older

How many members live in your household including self? _____

How did you learn about WHCA? Friend/Family Church Town Office
 Food Pantry Medical Professional DHHS Social Service Provider
 Newspaper Website Other _____

My last contact with WHCA was: in person by telephone by mail by email

What type of service did you request?

- Transportation
- Heating Assistance Section 8
- Home Repair Weatherization
- Business Assistance
- Adult Day Service
- Other _____

If you interacted with WHCA in person -

What office or site did you visit? Ellsworth Milbridge Friendship Cottage
 Machias Calais WHCA staff (or volunteer) visited me Receive a ride Other

Were you greeted immediately and in a friendly way? Yes No

Were you treated with courtesy and respect during your entire visit? Yes No

Did you get the information you needed? Yes No

Was our representative patient and a good listener? Yes No

Did our representative communicate clearly? Yes No

If you contacted WHCA by phone –

Did you reach us on your first try? Yes No

Did you find our voice menu easy to follow? Yes No

Was your call answered quickly and in a friendly manner? Yes No

If you left a message, was your call returned quickly? Yes No

Was our representative courteous and respectful? Yes No

Did you get the information you needed? Yes No

Was our representative patient and a good listener? Yes No

Did our representative communicate clearly? Yes No

If WHCA contacted you by mail or email-

Was the correspondence (i.e. letter, form, package) received on time or as promised?

Yes No

Was the tone of the correspondence courteous and respectful? Yes No

Was the information in the mailing clear and easy to understand? Yes No

Did the mailing provide information on how to reach us with questions or to request additional information? Yes No

WHCA is well known to me: Yes No

WHCA has served me well in the past: Yes No

Your Opinion –

How would you rate your overall customer service experience with WHCA?

Excellent Above Average Average Below Average Poor

What did we do well?

What can we do better?

If you still have an unresolved issue or want to discuss your experience with us further, what is the best way for us to contact you?

Thank you for your time and consideration. Be assured that we will take what we learn to improve our service delivery.



WHCA Transportation Services Survey: DHS Clients

Dear

It is important that we know what you think about the quality of services we provide so we can improve them. Would you please answer the questions in this survey to provide us with this information about your ride on / / with

Please return the survey in the postage paid envelope as soon as possible. Your answers are confidential. They are solely used by staff to better plan and improve our service. Thank you.

Please check one answer only for each question.

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

Yes _____ No _____
Comments:

2. Reliability: How would you rate this driver's reliability?

1 2 3 4 5
 Poor Excellent

Why do you feel this way?

People helping people





Washington Hancock Community Agency
P.O Box 299 248 Bucksport Road, Ellsworth Maine 04605-0299
TEL: 207 664-2424 FAX: 207 664-2430
Website: www.whcacap.org

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

Yes _____ No _____

Comments:

Please add any additional comments you may have:

Name (optional): _____

May we contact you: Yes _____ No _____

People helping people





Survey Months: _____ Date: _____

WHCA Transportation Services Survey: DHS Caseworkers

Dear Caseworker:

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

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

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

Comments: _____

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

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

Comments: _____

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

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

Comments: _____

People helping people





Washington Hancock Community Agency
P.O Box 299 248 Bucksport Road, Ellsworth Maine 04605-0299
TEL: 207 664-2424 FAX: 207 664-2430
Website: www.whcacap.org

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

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

Comments: _____

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

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

Comments: _____

Place any additional comments here please:

Name (optional): _____

DHS office: _____

People helping people



MAINEDOT REGION 2

BIENNIAL OPERATIONS PLAN

FY 2011 AND FY 2012

WEST'S TRANSPORTATION, INC.

WEST'S TRANSPORTATION, INC.

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MAINEDOT REGION 2 BIENNIAL OPERATIONS PLAN

WEST'S TRANSPORTATION, INC.

PROJECT DESCRIPTION

A. RURAL TRANSIT PROVIDER

Provider: West's Transportation, Inc.
Contact Person: Emory West, Manager
Address: P.O. Box 82, Milbridge, Maine 04658
Telephone: (207) 546-2823; 800 596-2823
E-mail: westbus@ymail.com
WEB Page: www.westbuservice.com

B. SERVICE

West's Transportation, Inc. (West's) operates two transportation services that are subsidized by federal and/or state transportation funds:

Washington County Fixed Route Service

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

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

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

C. GEOGRAPHIC AREA

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

D. SERVICE DESCRIPTION

West's operates two transportation services, the Calais-Bangor Intercity Route and the Washington County Service. Section 5311 and/or state subsidies are used on these routes.

1. **Calais-Bangor Intercity Route (West's Coastal Connection)** - daily service departing from Calais at 9:30 A.M., passing through Perry, Machias, Gouldsboro and Ellsworth, and arriving in Bangor at 1:00 P.M. Connections are made with Greyhound, Concord Trailways, and the Bangor International Airport (BIA). On return, the bus leaves for Bangor at 3:15 P.M. and arrives in Calais at 7 P.M.
2. **Washington County Fixed Route Service** - service as follows:
 - a. **Beals Island to Ellsworth** – Monday, departs Beals at 8:30 A.M., passes through Jonesport, Addison, Columbia, Milbridge, Steuben, and arrives in Ellsworth at 10:30 A.M. The return trip departs Ellsworth at 1:30 P.M. and arrives in Beals at 3:05 P.M.
 - b. **Steuben to Machias and Jonesport** - Tuesday, leaves Steuben at 8:15 A.M., passes through Milbridge, Cherryfield, Harrington, Columbia, Columbia Falls, Addison, Jonesport, Beals, and arrives in Machias at 9:30 A.M. The return trip departs Machias at noon and arrives in Steuben at 1:35 P.M.
 - c. **Lubec to Machias** – First Wednesday of the month, departs Lubec at 8:45 A.M. and arrives in Machias at 9:30 A.M. The return trip departs Machias at 11:30 A.M. and arrives in Lubec at 12:15 P.M.
 - d. **Intown Machias** – Tuesday service with stops at elderly housing complexes, medical facilities, shopping areas, and Meals for Me locations.

Other Routes (non-subsidized, Section 5311 or MaineDOT)

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

1. **Jonesport/Steuben** – Monday through Friday service that coincides with public school schedule; leaves Steuben at 7:10 A.M., arrives in Jonesport at 7:40 A.M.; return trips leave Jonesport at 4:00 P.M. and arrive in Steuben at 4:30 P.M. (two buses are used for this service). About 70% of the ridership on this route consists of clients of the DHHS Child Development Service (MaineCare). West's anticipates receiving capital assistance to purchase a bus for use on this route in the near future.
2. **Migrant Program Routes** - Weekday migrant family service during blueberry harvest season; includes all of western Washington County and some of Hancock County. Service includes transportation for the summer youth program and general transportation for families. These are federally funded programs through RSU 24 and Child and Family Opportunities, Inc.

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

In addition to the fixed-route services, West's provides demand response service in Washington and Hancock Counties for MaineCare clients. The service is sporadic and does not consist of any regular routes. A number of area social service agencies, such as Penquis and WHCA, make referrals to West's for these services.

E. FARE STRUCTURE

Fares for the Calais-Bangor Intercity Route (West's Coastal Connection) are between \$11.00 (Ellsworth to Bangor) and \$22.00 (Calais to Bangor) for a one-way trip. Two-way trips are from \$16.00 to \$37.00, respectively. Additional stops in Bangor are \$3.00.

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

Lubec to Machias	\$6.00
Steuben to Machias	\$4.00
Steuben to Ellsworth	\$6.00
Jonesport to Steuben	\$6.00
Jonesport to Ellsworth	\$6.00
Machiasport to Machias	\$4.00

F. PROPOSED CUTBACKS/EXPANSIONS

Cutbacks. None anticipated.

Expansions.

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

G. CHARTER SERVICE

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

H. COMPETITION WITH NON-SUBSIDIZED SERVICE

This project is not in competition with or supplemental to a non-subsidized transportation service. Non-subsidized transportation providers have not expressed any interest in providing this service.

I. PASSENGER STUDIES/SURVEYS

West's has not conducted any passenger studies or surveys over the past biennium.

However, Maine Rural Partners conducted a survey as a part of a broader study of transportation needs in Washington County.¹ The following were the conclusions of the survey:

Rider Satisfaction

Finding: Those that do ride either West Bus or Sun Rides are very satisfied with their service. In-town shopping trips are highly valued by the core of riders who use them. Riders also tend to be loyal to the services and drivers with whom they are familiar.

Recommendation: Both providers (West's and WHCA) are to be congratulated for their quality of service and customer satisfaction.

PROJECT COORDINATION

A. SOCIAL SERVICE AND OTHER AGENCY COORDINATION

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

West's has a voucher program for clients of its public bus system. The following agencies purchase West's vouchers for their clients: WHCA, Penquis, Penobscot Job Corp Academy, the Salvation Army, DHHS, The Next Step, WCPA Crisis Services, Eastern Maine Medical Center, Down East Aids Network, the Downeast Correctional Facility, and the Emmaus Homeless Shelter.

West's Transportation has an agreement with the Maine Department of Health and Human Services, Office of MaineCare Services to provide more than \$100,000 in transportation services to MaineCare clients. West's is reimbursed at a rate of \$.60 per passenger mile for transportation services provided to MaineCare clients.

West's Transportation also has an agreement with Child Development Services (CDS) of Washington County to transport CDS clients. West's is reimbursed by MaineCare for those children who are eligible for MaineCare and CDS reimburses West's at a rate of \$.89 per passenger mile for all other children. There is no cap on the amount of service that can be provided by West's Transportation.

The Migrant Transportation Program consists of general transportation to meet the needs of migrant workers and their families, including the transportation of children to the Migrant Blueberry Harvest Summer Youth Program, transportation to work and medical appointments,

¹ *Developing Community Access to Transit in Washington County Planning Project Final Report and Recommendations – Maine Rural Partners, February 2011*

etc. West's has a contract with the Maine Department of Education for providing up to \$32,150 worth of transportation services for this program.

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

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

B. COORDINATION WITH OTHER PROVIDERS

West's Transportation works with other providers, such as WHCA and Penquis, to provide coordinated transportation services. West's Transportation would like to see less duplication of services in Washington and Hancock Counties and increased coordination between the providers. West's daily Calais-Bangor Intercity Route is designed to make connections with Greyhound, Concord Trailways and the Bangor International Airport. This route provides a key link for the residents of Washington County and West's would like other area transportation coordinators to assist their clients in taking advantage of this intercity service as well as other transportation services offered by West's. Given the low population density in Washington and Hancock counties, and the great distances that public buses and vans must travel, coordination of services is essential.

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

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

West's is continually exploring opportunities to improve the transportation feeder system to the Calais-Bangor Intercity Route. West's has identified three gaps in service that it would like to pursue:

- (1) Service between the ferry in Eastport to the Calais-Bangor Intercity Route (7 miles)
- (2) Service between Trenton and Ellsworth and the Calais-Bangor Intercity Route (5-7 miles)

- (3) Daily service between Winter Harbor and Gouldsboro and the Calais-Bangor Intercity Route (5 miles)

DISCRIMINATION

Data is now collected by MaineDOT as part of its monitoring visits effective August 2, 2010.

DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES

A. POTENTIAL DBE/WBE ENTERPRISES

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

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

B. MONETARY GOALS

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

West's FY 2011 budget contains approximately \$57,603 in contractible services (insurance, vehicle maintenance and repairs, audit, fuel, drug and alcohol testing). Federal/state funds (\$105,697) account for 40% of the total budget (\$266,394). Therefore, the federal/state share of contractible services is \$23,041 (40% of \$57,603) and the 1.34% monetary goal is \$309 (1.34% of \$23,041).

West's FY 2012 budget contains approximately \$57,603 in contractible services (insurance, vehicle maintenance and repairs, audit, fuel, drug and alcohol testing). Federal/state funds (\$105,697) account for 40% of the total budget (\$266,394). Therefore, the federal/state share of contractible services is \$23,041 (40% of \$57,603). If the federal DBE/WBE rate remains at 1.34%, then the DBE/WBE monetary goal would be \$309 (1.34% of \$23,041).

C. ADVERTISING

MaineDOT will advertise on behalf of the transit providers in 2011.

CAPITAL

A. MAINTENANCE OF FLEET VEHICLES

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

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

B. CAPITAL ACQUISITIONS

Public Notice. Not applicable.

Planned Vehicle/Equipment/Facility Acquisitions. The following is a list of West's capital needs for the 2011 and 2012 biennium. Funding sources have not been identified for West's capital needs. The vehicles listed below are to be used on public routes.

PROJECTED VEHICLE REPLACEMENT NEEDS 2011-2012				
Replacement Cost	Vehicles to be Replaced	Current Mileage	Passenger Capacity	Route Served
\$100,000	1999 Ford/Goshen #99	288,441	12+2	Jonesport/Steuben Eastport/Calais
\$100,000	2003 Ford/Goshen #81	318,625	12+2	Calais-Bangor
\$100,000	2003 Ford/Goshen #82	346,975	12+2	Washington County

West's also needs bike bus racks on its busses, and a bus shelter and bike rack at its Calais stop.

C. CAPITAL RESERVE ACCOUNT

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

GOALS

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

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

A. STATUS REPORT ON EXISTING GOALS

West's Goals

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

Status: Ongoing.

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

West's voucher system continues to increase ridership.

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

Status: Ongoing.

3. Continually evaluate existing services and make adjustments, such as expansion of service or the development of alternative approaches, to better meet the needs of residents. Work to address the need for feeder services to the Calais-Bangor Intercity Service, including the following:

- (a) Service between the ferry in Eastport to the Calais-Bangor Intercity Route (7 miles)
- (b) Service between Trenton and Ellsworth and the Calais-Bangor Intercity Route (5-7 miles)
- (c) Daily summer service between Winter Harbor and Gouldsboro and the Calais-Bangor Intercity Route (5 miles)

Status: Ongoing. Coordination on routes and with agencies has increased. West's would like to develop the above feeder services. West's needs capital assistance from the Maine Department of Transportation to provide these transportation services.

4. Continue to maintain the transportation information center; develop effective marketing to promote and publicize transportation alternatives to residents by identifying available routes and services.

Status: Ongoing. West's has a WEB page where routes and schedules are posted. West's also has a brochure with a map of the routes, which has proven to be very helpful in explaining the routes and schedules to people making inquiries.

5. Continue to explore funding mechanisms, including provider financing and user financing, such as grants, for capital purchases through MaineDOT programs.

Status: Ongoing.

6. Continue driver training programs.

Status: Ongoing. All drivers complete the Maine Driving Dynamics Course annually. West's is also exploring wheelchair safety training for its drivers through WHCA.

7. Continue a professional partnership with MaineDOT, DHHS and other government agencies to meet the transportation needs of the public. Implement the Consultant's administrative and management recommendations.

Status: Ongoing. West's continues to work with the Maine Department of Transportation, the Maine Department of Health and Human Services Bureau of Mental Health, and other public agencies to provide transit services.

West's has implemented the Consultant's administrative and management recommendations.

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

Status: West's has increased its ridership by increasing the coordination with other buses, routes and riders. There continues to be an unmet need for transportation services for MaineCare clients.

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

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

Regional Plan Advisory Committee Goals – Washington County

1. Fixed Route service - to/from Machias, Calais, and Meddybemps.

- A. **Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing fixed route services and where potential funding sources have been identified.

Status: West's continues to work with its partners in providing fixed route services through the Washington County Route and the Calais-Bangor Intercity

Route. The Calais-Bangor Intercity bus provides daily service that includes a stop in Machias.

- B. JARC, New Freedom funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services and/or additional services for people with disabilities. Consider JARC and New Freedom funds where appropriate matching funds have been identified.

Status: West's has not been able to utilize JARC or New Freedom funds.

2. Regional connectivity

- A. JARC, New Freedom funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services and/or additional services for people with disabilities. Consider JARC and New Freedom funds where appropriate matching funds have been identified.

Status: West's has not been able to utilize JARC or New Freedom funds.

- B. GoMaine buses.** Consider establishing a commuter program using GoMaine vans provided by MaineDOT.

Status: West's has not been able to coordinate service with GoMaine buses. However, West's has rehabilitated disposed GoMaine buses for use on its routes.

- C. Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing additional services and where potential funding sources have been identified.

Status: West's Calais-Bangor Intercity Route is designed to provide regional connectivity by making connections with BAT (Bangor), Greyhound, Concord Trailways, WHCA, Penquis, Downeast Transportation, and West's own Washington County Routes. West's would like to expand this service, but additional funding is needed.

3. Transportation for legal services and education

- A. More service to Machias, Calais.** Work with officials at the University of Maine and community colleges to expand service to the campuses in Machias and Calais if additional funds are available.

Status: West's provides transportation services to the Washington County Community College and the Coastal Washington County Institute of Technology in Calais and the University of Maine in Machias. West's posts schedules of its services on the bulletin boards of these institutions. Expansion of services would require additional funding.

Regional Plan Advisory Committee Goals – Hancock County

1. Public awareness, public attitudes

- A. **Website.** Continue to maintain, update and improve the website.
- B. **Transit Toolkit.** Use the Transit Toolkit to help educate the public about transit.
- C. **Videos.** Consider preparing a video that describes transit services and shows how to use the buses
- D. **Mailings and newsletters.** Continue to prepare and mail/provide newsletters, posters and other information on transportation services to social service agencies and other interested parties. Use written materials to inform people that they can access West's website and get website information on transit at local libraries.

Status: West's continues to update and improve its WEB site and brochure. West's also meets with municipalities and agencies on an ongoing basis to make them aware of its services. West's has not utilized the Transit Tool Kits or prepared a video on how to use its buses.

2. Well-defined bus stops

- A. **Signs for bus stops.** Takes steps to acquire and install signs at all major bus stops.

Status: West's has included a bus shelter with bike racks in Calais on its list for future capital needs.

- B. **Information on transit services.** Post fixed route bus schedules and contact information for on-demand services at major bus stops, such as shopping centers and public services.

Status: West's posts signs with schedules at all of the businesses that serve as bus stops. West's would like a bus stop-shelter in Calais.

- C. **Ellsworth transit hub.** Support research and planning for the creation of an intermodal transit hub in Ellsworth.

Status: No action.

3. More public transit, including employment transportation

- A. **GoMaine buses.** Working with MaineDOT, consider expanding existing commuter programs in Hancock County using GoMaine vans provided by MaineDOT.

Status: West's is utilizing disposed MaineDOT GoMaine vans.

- B. Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing additional service and where potential funding sources have been identified.
- C. JARC, New Freedom, Intercity funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services, additional services for people with disabilities, or services between municipalities. Consider JARC, New Freedom and/or Intercity funds where appropriate matching funds have been identified.

Status: West's continues to operate the Bangor to Calais intercity route utilizing federal funds. West's has not been able to utilize JARC or New Freedom funds.

4. Potential MaineCare cuts

- A. Information on pending cuts.** Inform MaineCare of the impacts of pending cuts on the people who receive transportation services.

Status: West's continues to advocate for adequate MaineCare funding. West's continually works to find more efficient ways of providing service, including use of larger vehicles and increased ride-sharing by MaineCare clients.

5. Transportation for adult education

- A. Service to campuses.** Work with officials at the College of the Atlantic, community colleges and other institutions to expand transit service to these facilities if additional funds are available.
- B. Posters.** Work with officials at the College of the Atlantic, community colleges and other institutions to prepare and distribute posters outlining WHCA's, DTI's and West's transportation services at strategic locations on campuses.

Status: West's distributes posters and other information for posting at the community colleges.

B. NEW GOALS

1. Assist in the development of a region-wide coordinated public transportation system, consolidate routes to improve the demand response service, and provide at least once a week bus service to the general public in every community.
2. Provide an efficient, economical and quality transportation system for the residents of the region.
3. Continually evaluate existing services and make adjustments, such as expansion of service or the development of alternative approaches to better meet the needs of residents. Work to address the need for feeder services to the Calais-Bangor Intercity Service, including the following:

- (a) Service between the ferry in Eastport to the Calais-Bangor Intercity Route (7 miles)
 - (b) Service between Trenton and Ellsworth and the Calais-Bangor Intercity Route (5-7 miles)
 - (c) Daily summer service between Winter Harbor and Gouldsboro and the Calais-Bangor Intercity Route (5 miles)
4. Continue to maintain the transportation information center, and continue effective marketing to promote and publicize transportation alternatives to residents by identifying available routes and services.
 5. Continue to explore funding mechanisms, including provider financing and user financing, such as grants, for capital purchases through MaineDOT programs.
 6. Continue driver training programs.
 7. Continue a professional partnership with MaineDOT, DHHS and other government agencies to meet the transportation needs of the public.
 8. Increase ridership, including MaineCare ridership, on the Calais-Bangor Intercity Service and Washington County Service.
 9. Use a modified school/transit bus for multiple purposes (school/public, etc. purposes), similar to the way scheduled routes are done in Europe and other countries that make use of one bus for many purposes.

BENCHMARKS

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

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

SERVICE DATA

A. ANNUAL REPORTS

Washington County Fixed Route Service. The following table displays information for the Washington County Fixed Route Service. Since nearly all of West's' MaineCare riders utilize the Washington County service, the MaineCare figures are included in the "social services" categories in the following table. The figures are for fiscal year 2009 (July 1, 2008 through June 30, 2009), and fiscal year 2010, (ending June 30, 2010).

WEST'S TRANSPORTATION WASHINGTON COUNTY FIXED ROUTE SERVICE ANNUAL REPORT – LAST TWO YEARS		
	FY 2009	FY 2010
Volunteer Resources		
Volunteer Drivers	N.A.	N.A.
Personal Vehicles in Service	N.A.	N.A.
Vehicles		
Number of Active Vehicles in Fleet	4	4
Number of Inactive Vehicles in Fleet	1	3
Number of Spare Vehicles in Fleet	0	1
Number of Vehicles Disposed	0	0
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	5	7
Annual Operating Expenses		
Annual Transit Operating Expenses	\$53,115.00	\$45,590.00
Annual Social Services Operating Expenses	\$139,113.00	\$136,499.00
Annual Administrative Expenses		
Annual Transit Administrative Expenses	\$22,564.00	\$23,971.73
Annual Social Services Administrative Expenses	(incl. above)	(incl. above)
Annual Operating Revenues		
Fare Revenues	\$6,500.00	\$3,795.00
Transit Contract Revenues	0	0
Social Service Contract Revenues	\$116,618.92	\$130,693.46
FTA – Federal Operating Assistance	\$38,866.00	\$33,975.85
MaineDOT – State Operating Assistance	\$5,448.00	\$5,713.00
Local Operating Funds	\$24,865.00	\$26,078.27
Total Annual Operating Revenues	\$192,297.92	\$200,255.58

		FY 2009	FY 2010
FTA-Sources of Capital Funds			
	FTA-Federal Capital Assistance	0	0
	MaineDOT-State Capital Assistance	0	0
	Local Capital Funds	0	0
	Total Capital Funds	0	0
Annual Vehicle Miles			
	Annual Transit Miles	42,989	42,761
	Annual Social Service Miles	184,837	210,887
Annual Vehicle Hours		7,644	9,216
Annual Passenger Trips			
	Annual Transit Passenger Trips	4,125	3,500
	Annual Social Services Passenger Trips	8,534	9,236
Safety			
	Fatalities	0	0
	Minor Incidents	0	0
	Major Incidents	0	0

Calais-Bangor Intercity Service (West's Coastal Connection). The following figures for the Calais-Bangor Intercity route are for fiscal years (calendar years) 2009 and 2010.

WEST'S TRANSPORTATION CALAIS-BANGOR INTERCITY (WEST'S' COASTAL CONNECTIONS) ANNUAL REPORT – LAST TWO YEARS			
		FY 2009	FY 2010
Volunteer Resources			
	Volunteer Drivers	N.A.	N.A.
	Personal Vehicles in Service	N.A.	N.A.
Vehicles (Same vehicles as Washington County Route)			
	Number of Active Vehicles in Fleet	4	4
	Number of Inactive Vehicles in Fleet	1	3
	Number of Spare Vehicles in Fleet	0	1
	Number of Vehicles Disposed	0	0
	Number of Vehicles Sold	0	0
	Number of ADA Accessible Vehicles	5	7
Annual Operating Expenses			
	Annual Transit Operating Expenses	\$139,374.00	\$129,212.42
	Annual Social Services Operating Expenses	N.A.	N.A.

		FY 2009	FY 2010
Annual Administrative Expenses			
	Annual Transit Administrative Expenses	\$18,081.00	\$26,361.09
	Annual Social Services Administrative Expenses	N.A.	N.A.
Annual Operating Revenues			
	Fare Revenues	\$46,808.00	\$43,414.44
	Contract Revenues	0	0
	Transit Contract Revenues	0	0
	Social Service Contract Revenues	0	0
	FTA – Federal Operating Assistance	\$55,000.00	\$55,000.00
	MaineDOT – State Operating Assistance	0	0
	Local Operating Funds	\$55,647.00	\$57,159.07
	Total Annual Operating Revenues	\$157,455.00	\$155,573.51
FTA-Sources of Capital Funds			
	FTA-Federal Capital Assistance	0	0
	MaineDOT-State Capital Assistance	0	0
	Local Capital Funds	0	0
	Total Capital Funds	0	0
Annual Vehicle Miles			
	Annual Transit Miles	118,600	119,355
	Annual Social Service Miles	N.A.	N.A.
Annual Vehicle Hours		4,075	4,015
Annual Passenger Trips			
	Annual Transit Passenger Trips	3,209	3,017
	Annual Social Services Passenger Trips	N.A.	N.A.
Safety			
	Fatalities	0	0
	Minor Incidents	0	0
	Major Incidents	0	0

B. REVENUES, COSTS, TRIPS, MILES

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

REVENUES AND COSTS PAST TWO YEARS				
Route	Revenues*		Costs	
	FY 2009	FY 2010	FY 2009	FY 2010
Routes Utilizing Federal/State Transportation Subsidies				
Calais/Bangor Intercity	\$101,808	\$98,415	\$157,455	\$155,574
Washington County	\$50,814	\$43,484	\$75,679	\$69,562
Total	\$152,622	\$141,899	\$233,134	\$225,136
Routes Funded In-Part through Social Service Programs				
Migrant Routes	\$32,150	\$32,150	\$31,380	\$27,414
Steuben/Jonesport	\$27,000	\$27,000	\$30,000	\$35,000
Total	\$59,150	\$59,150	\$61,380	\$62,414
* Includes state and federal subsidies, and fare and freight revenues, but does not include local contribution.				

TRIPS AND VEHICLE MILES PAST TWO YEARS				
Route	Trips (One Way)		Vehicle Miles	
	FY 2009	FY 2010	FY 2009	FY 2010
Routes Utilizing Federal/State Transportation Subsidies				
Calais/Bangor Intercity	3,209	3,017	118,600	119,355
Washington County	4,125	3,500	42,989	42,761
Total	7,334	6,517	161,589	162,116
Routes Funded In-Part through Social Service Programs				
Migrant Routes	3,204	2,670	10,460	9,138
Steuben/Jonesport	2,657	2,782	25,200	24,300
Total	5,861	5,452	35,660	33,438

The following tables display ridership for West's Washington County Route and Calais-Bangor Intercity Route.

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

Town	FY 2009	FY 2010
Beals	86	78
Jonesport	241	158
Addison	361	219
Columbia Falls	32	37
Columbia	64	77
Harrington	118	136
Cherryfield	356	86
Milbridge	297	261
Steuben	860	665
Gouldsboro	88	63
Sorrento	10	14
Sullivan	58	79
Ellsworth	872	887
Lubec	18	21
Whiting	7	5
Machais	657	714
Total	4,125	3,500

**RIDERSHIP FOR BANGOR/CALAIS INTERCITY ROUTE
BY MONTH AND YEAR**

	FY 2009	FY 2010
January	218	185
February	206	219
March	188	239
April	214	200
May	288	265
June	273	269
July	313	315
August	395	367
September	310	229
October	295	250
November	222	216
December	287	714
Total	3,209	3,500

West's revenues and expenses for the past two years for the Washington County Route are displayed below. Expenses and revenues for MaineCare services are displayed in another table.

WASHINGTON COUNTY FIXED ROUTE SERVICE (Not including MaineCare Service) REVENUES AND EXPENSES (Fiscal Year July 1 through June 30)		
	FY 2009	FY 2010
REVENUES		
Administration and Farebox	\$6,500.00	\$3,795.00
Local Funds	24,865.00	26,078.27
State Funds	5,448.00	5,713.00
Federal Funds	38,866.00	33,975.85
Total Revenues	\$75,679.00	\$69,562.12
EXPENSES		
Administration		
Salary/Benefits	\$10,331.00	\$10,513.45
Rent	2,400.00	2,400.00
Insurance	2,361.00	10,868.48
Audit (billed to Intercity in 2010)	7,472.00	0
Total Administration	\$22,564.00	\$23,781.93
Operating		
Wages and Benefits	\$19,578.00	\$20,694.71
Fuel and Oil	14,682.00	14,609.06
Repairs	18,739.00	10,286.62
Dues (MTA, CTTA, etc.)	0	0
Drug and Alcohol Testing	116.00	189.80
Total Operating	\$53,115.00	\$45,780.19
Total Administration	\$22,564.00	\$23,781.93
Total Operating	53,115.00	45,780.19
Total Expenses	\$75,679.00	\$69,562.12

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

WEST'S COASTAL CONNECTIONS (CALAIS-BANGOR INTERCITY)		
REVENUES AND EXPENSES		
(Fiscal Year January 1 through December 31)		
	FY 2009	FY 2010
REVENUES		
MaineDOT Grant	\$55,000.00	\$55,000
Fares and Freight	46,808.00	43,414.44
West's General Funds	55,647.00	57,159.07
Total Revenues	\$157,455.00	\$155,573.51
EXPENSES		
Driver Salaries	\$51,249.80	\$50,524.02
Fuel	27,841.75	30,108.10
Maintenance and Repair	32,153.71	25,183.94
Other (insurance, etc.)	46,209.74	49,757.45
Total Expenses	\$157,455.00	\$155,573.51

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

MAINECARE DEMAND RESPONSE SERVICE		
REVENUES AND EXPENSES		
(Fiscal Year January 1 through December 31)		
	FY 2009	FY 2010
REVENUES		
MaineCare	\$116,618.92	\$130,693.46
Total Revenues	\$116,618.92	\$130,693.46
EXPENSES		
Salaries and Fringes	\$52,260.00	\$51,598.00
Vehicle Purchase	16,100.00	21,855.00
Fuel	27,392.00	24,856.00
Vehicle Maintenance	29,919.00	23,425.00
Insurance	13,442.00	14,765.00
Total Expenses	\$139,113.00	\$136,499.00

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

REVENUES AND COSTS BY <u>AGENCY</u> PAST TWO YEARS				
Social Service Agency/ Program	Revenues		Costs	
	FY 2009	FY 2010	FY 2009	FY 2010
MaineCare	\$116,618.92	\$130,683.46	\$139,113.00	\$136,499.00
Total	\$116,618.92	\$130,683.46	\$139,113.00	\$136,499.00

TRIPS AND PASSENGER MILES BY <u>AGENCY</u> PAST TWO YEARS				
Social Service Agency/ Program	Trips		Passenger Miles	
	FY 2009	FY 2010	FY 2009	FY 2010
General Public	-	-	-	-
MaineCare	8,534	9,236	137,032	154,987
Other	-	-	-	-
Total	8,534	9,236	137,032	154,987

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

REVENUES AND COSTS BY <u>MODE</u> PAST TWO YEARS				
Mode	Revenues		Costs	
	FY 2009	FY 2010	FY 2009	FY 2010
Agency Vehicles	\$116,618.92	\$130,693.46	\$139,113.00	\$136,499.00
Volunteers	-	-	-	-
Friends and Family	-	-	-	-
Subcontracted Providers	-	-	-	-
Total	\$116,618.92	\$130,693.46	\$139,113.00	\$136,499.00

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

Mode	Trips		Passenger Miles	
	FY 2009	FY 2010	FY 2009	FY 2010
Agency Vehicles	8,534	9,236	137,032	154,987
Volunteers	-	-	-	-
Friends and Family	-	-	-	-
Subcontracted Providers	-	-	-	-
Total	8,534	9,236	137,032	154,987

C. PASSENGER INFORMATION – PAST TWO YEARS

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

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

Category	FY 2009	FY 2010
Full Fare	\$53,308.00	\$47,209.44
Total	\$53,308.00	\$47,209.44

MaineCare Service. The following table displays data on the number of general public, elderly and individuals with disabilities transported by West’s.

**NUMBER OF GENERAL PUBLIC, ELDERLY AND
INDIVIDUALS WITH DISABILITIES**

Category	FY 2009	FY 2010
# General Public Passengers	7,334	9,299
# Elderly Passengers	5,595	5,753
# Individuals with Disabilities	5,596	6,153
Total	18,525	21,205

D. PROJECTED REVENUES, COSTS, TRIPS, MILES

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

PROJECTED REVENUES, COSTS, TRIPS, VEHICLE MILES NEXT TWO YEARS								
Route	Revenues*		Costs		One-Way Trips		Vehicle Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
Routes Utilizing Federal/State Transportation Subsidies								
Calais/Bangor Intercity	\$100,000	\$100,000	\$165,000	\$175,000	3,500	3,500	120,000	120,000
Washington County	\$50,000	\$50,000	\$100,000	\$100,000	4,000	4,000	43,000	43,000
Total	\$150,000	\$150,000	\$265,000	\$275,000	7,500	7,500	163,000	163,000
Routes Funded In-Part through Social Service Programs								
Migrant Routes	\$35,000	\$35,000	\$35,000	\$35,000	3,000	3,000	10,000	10,000
Steuben/Jonesport	\$30,000	\$30,000	\$35,000	\$35,000	3,000	3,000	25,000	25,000
Total	\$65,000	\$65,000	\$70,000	\$70,000	6,000	6,000	35,000	35,000
* Includes federal and state revenues, and fare and freight revenues.								

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

PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES BY AGENCY NEXT TWO YEARS								
Social Service Agency/Program	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
General Public	-	-	-	-	-	-	-	-
MaineCare	\$150,000	\$150,000	\$175,000	\$175,000	10,000	10,000	160,000	160,000
DHHS Regular	-	-	-	-	-	-	-	-
DHHS Special	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-
Total	\$150,000	\$150,000	\$175,000	\$175,000	10,000	10,000	160,000	160,000

PROJECTED REVENUES, COSTS, TRIPS, PASSENGER MILES BY MODE NEXT TWO YEARS								
Mode	Revenues		Costs		One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
Agency Vehicles	\$150,000	\$150,000	\$175,000	\$175,000	10,000	10,000	160,000	160,000
Volunteers	-	-	-	-	-	-	-	-
Friends and Family	-	-	-	-	-	-	-	-
Subcontracted Providers	-	-	-	-	-	-	-	-
Total	\$150,000	\$150,000	\$175,000	\$175,000	10,000	10,000	160,000	160,000

E. BUDGET

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

WASHINGTON COUNTY FIXED ROUTE SERVICE REVENUES AND EXPENSES NEXT TWO YEARS (Fiscal Year July 1 through June 30)		
	FY 2011	FY 2012
REVENUES		
Administration and Farebox	\$26,423	\$26,423
Local Funds	24,274	24,274
State Funds	5,713	5,713
Federal Funds	44,984	44,984
Total Revenues	\$101,394	\$101,394
EXPENSES		
Administration		
Salary	\$12,000	\$12,000
Rent	2,400	2,400
Insurance	10,000	10,000
Audit	7,000	7,000
Travel	1,000	1,000
Total Administration	\$32,400	\$32,400
Operating		
Wages and Benefits	\$22,774	\$22,774
Fuel and Oil	19,603	19,603
Repairs	15,117	15,117
Lease	11,000	11,000
Tax and Registration	0	0
Profit	0	0
Drug and Alcohol Testing	500	500
Total Operating	\$68,994	\$68,994
Total Expenses	\$101,394	\$101,394

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

WEST'S COASTAL CONNECTIONS (CALAIS-BANGOR INTERCITY) REVENUES AND EXPENSES - NEXT TWO YEARS (Fiscal Year January 1 through December 31)		
	FY 2011	FY 2012
REVENUES		
MaineDOT Grant	\$55,000	\$55,000
Fares and Freight	45,000	45,000
West's General Funds	50,000	50,000
UMM, Chambers, Grange	15,000	15,000
Total Revenues	\$165,000	\$165,000
EXPENSES		
Driver's Salaries	\$50,000	\$50,000
Fuel	39,500	39,500
Maintenance and Repair	20,500	20,500
Other	55,000	55,000
Total Expenses	\$165,000	\$165,000

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

MAINECARE DEMAND RESPONSE SERVICE REVENUES AND EXPENSES - NEXT TWO YEARS (Fiscal Year January 1 through December 31)		
	FY 2011	FY 2012
REVENUES		
MaineCare	\$150,000	\$150,000
Total Revenues	\$150,000	\$150,000
EXPENSES		
Salaries and Fringe	\$75,000	\$75,000
Vehicle Purchase	27,500	27,500
Fuel	35,000	35,000
Vehicle Maintenance	27,500	27,500
Insurance	15,000	15,000
Total Expenses	\$180,000	\$180,000

FLEET CONDITION

West's owns and operates a fleet of about 30 vehicles, of which seven are subsidized and are included in the following PTMS Vehicle Evaluation Summary. West's has two MaineDOT subsidized fixed routes and on average only two of the five vehicles are available at any given time due to demand and high mileage. All of the vehicles currently being used are wheelchair equipped with front facing tie downs consisting of clamps and ratchet systems.

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: WEST'S TRANSPORTATION

1	VIN	HB14781	HB14782	YHA89191	7DA13759	77DA13758	A66353
2	Fleet # and Status*	81 - A	82 - A	91 - S	59 - A	58 - I	99 - I
3	Vehicle Type **	SMDB	SMDB	LDB	SMDB	SMDB	LDB
4	Make, Model	Ford/Goshen	Ford/Goshen	Ford/Goshen	Ford/Startrans	Ford/Startrans	Ford/Goshen
5	Year	2003	2003	2000	2007	2007	1999
6	Fuel Type	Diesel	Diesel	Gas	Diesel	Diesel	Gas
7	Fuel Use - 12 months	2,447 gallons	1,913 gallons	914 gallons	1,836 gallons	0 gallons	0 gallons
8	Mileage	318,625	261,353	182,861	117,871	209,695	288,441
9	12-month Mileage	29,371	346,975	11,070	18,000	0	0
10	Repair Cost - 12 months	\$2,627.70	\$1,593.78	\$1,894.60	\$5,690.27	\$0	\$0
11	Repair frequency - 12 mos***	1-1, 2-4	1-10, 2-2, 3-3	N.A.	1-8, 2-3, 3-2	N.A.	N.A.
12	Vehicle appearance - interior	Fair	Fair	Fair	Good	Poor	Poor
	Vehicle appearance - exterior	Poor	Very Poor	Fair	Good	Poor	Poor
13	ADA Accessibility						
	Equipped/Working	Yes	Yes	Yes	Yes	N.A.	No
	Tie Down	Yes	Yes	Yes	Yes	N.A.	No
	Announcement System	No	No	No	Yes	N.A.	No
	Signage and Stops	No	No	No	No	N.A.	No
14	Passenger Amenities						
	Air Conditioning	No	No	No	No	N.A.	No
	Working Heater	Yes	Yes	Yes	Yes	N.A.	No
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	No
	Padded Seats	Yes	Yes	Yes	Yes	Yes	No
15	Type of fare collection system	Agent/Driver	Agent/Driver	Agent/Driver	Agent/Driver	N.A.	N.A.
16	Date of Inspection	12/07/10	12/10/10	3/2/10	6/29/10	N.A.	N.A.
17	Inspector's Name:	Debbie Robinson	Debbie Robinson	Debbie Robinson	Debbie Robinson	N.A.	N.A.

* A (Active); I (Inactive); S (Spare); or D (Disposed). ** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van). *** Repair Frequency: (1) Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: WEST'S TRANSPORTATION

1	VIN	SF508540					
2	Fleet # and Status*	28 - I					
3	Vehicle Type **	V					
4	Make, Model	GMC					
5	Year	1995					
6	Fuel Type	Gas					
7	Fuel Use – 12 months	0					
8	Mileage	32,592					
9	12-month Mileage	0					
10	Repair Cost - 12 months	\$1,838.63					
11	Repair frequency - 12 mos***	3-1					
12	Vehicle appearance - interior	Good					
	Vehicle appearance - exterior	Good					
13	ADA Accessibility:						
	Equipped/Working	Yes					
	Tie Down	Yes					
	Announcement System	No					
	Signage and Stops	No					
14	Passenger Amenities						
	Air Conditioning	Yes					
	Working Heater	Yes					
	Tinted Windows	Yes					
	Padded Seats	Yes					
15	Type of fare collection system	N.A.					
16	Date of Inspection	N.A.					
17	Inspector's Name:	N.A.					

* A (Active); I (Inactive); S (Spare); or D (Disposed). ** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van). *** Repair Frequency: (1) Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

APPENDIX

WEST'S TRANSPORTATION

West's Bus Service

SCHEDULE OF SERVICE

Monday Bus Schedule - Ellsworth		
	Pickup	Return
Bears Island - Jonesport - Addison - Columbia Falls - Pleasant View Apts. - Post Office	8:30 AM	3:05 PM
Gaelic Squares Apts. - Town Hall - River Bend Apts. - Pleasant View Apts. - Post Office	8:35 AM	3:00 PM
4 Corners (Flag Stop) - Housing Apts. - Narraguagus Estates - West Manor - Town Office	9:00 AM	2:45 PM
Columbia - Harrington - Cherryfield - Milbridge - Steuben - Ellsworth	9:05 AM	2:40 PM
	9:10 AM	2:35 PM
	9:15 AM	2:30 PM
	9:25 AM	2:20 PM
	9:35 AM	2:10 PM
	9:40 AM	2:05 PM
	10:30 AM	1:30 PM

Tuesday Bus Schedule - Machias		
	Pickup	Return
Steuben - Milbridge - Cherryfield - Harrington - Columbia - Columbia Falls - Post Office	8:15 AM	1:35 PM
Town Office - West Manor - Narraguagus Estates - Housing Apts. - 4 Corners (Flag Stop) - Pleasant View Apts. - River Bend Apts. - Town Office	8:20 AM	1:30 PM
	8:25 AM	1:15 PM
	8:30 AM	1:30 PM
	8:35 AM	1:00 PM
	8:40 AM	12:55 PM
	8:45 AM	12:35 PM
	8:55 AM	12:35 PM
	9:00 AM	12:30 PM
	9:30 AM	12:00 PM

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

Read schedule down then up for round trips.

Monday through Friday Steuben to Jonesport and points in between

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

Reservations Required

One Way Fare \$5.00
Round Trip \$7.00

West's Coastal Connection

CALAIS • MACHIAS • ELLSWORTH • BANGOR

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

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

SCHEDULE OF SERVICE

Towns	Locations	Fares to Bangor*			
		1-Way	2-Way		
CALAIS	CARMEN'S PIZZERIA	9:30	7:00	\$22	\$37
PERRY	WABANAKI MALL	10:00	6:30	\$21	\$36
Perry	Morgan's Restaurant	10:10	6:20	\$21	\$36
Perry	Millie's Restaurant	10:15	6:10	\$21	\$36
Perry	Community Center/Store	10:25	5:50	\$21	\$36
MACHIAS	IRVING MAINWAY	11:00	5:30	\$18	\$29
PJonesboro	Tracy's Place	11:10	5:20	\$18	\$29
P-Columbia	Four Corners - Hardware Store	11:20	5:05	\$17	\$28
P-Milbridge	Tibbett's Fish Market	11:35	4:50	\$16	\$26
P-Gouldsboro	Young's Market	11:55	4:35	\$13	\$20
P-Sullivan	North End of Bridge	12:05	4:25	\$13	\$20
P-Hancock	Village Store	12:10	4:20	\$13	\$20
ELLSWORTH	MIKE'S COUNTRY STORE	12:25 ^{pm}	4:05	\$11	\$16
BANGOR	GREYHOUND - Downtown	1:00 ^{pm}	3:30		
	CONCORD TRAILWAYS	1:10 ^{pm}	3:10		
	BANGOR AIRPORT	1:15 ^{pm}	3:15		

* Fares payable to driver. Ask for rates between towns.

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

Greyhound Information
1-800-854-2355 (Voice)
207-945-3000
Concord Trailways
1-800-639-3317
207-945-0000

Operated by
West's Transportation, Inc.
P.O. Box 82
Milbridge, ME 04658

West's Transportation

PUBLIC BUS SCHEDULE



1-800-596-2823

www.westbusservice.com

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

Connecting with
Bangor Airport
Bangor Bus Terminal
Concord Trailways

Effective July 1, 2010

La Unión Costera del Oeste

CALAIS • MACHIAS • ELLSWORTH • BANGOR
 Servicio de autobús público **DIARIO** • Calais a Bangor y puntos in medio

Paradas proporcionadas como un servicio público por comerciantes
Para información 1-800-596-2823
207-546-2823

LISTA DE SERVICIO

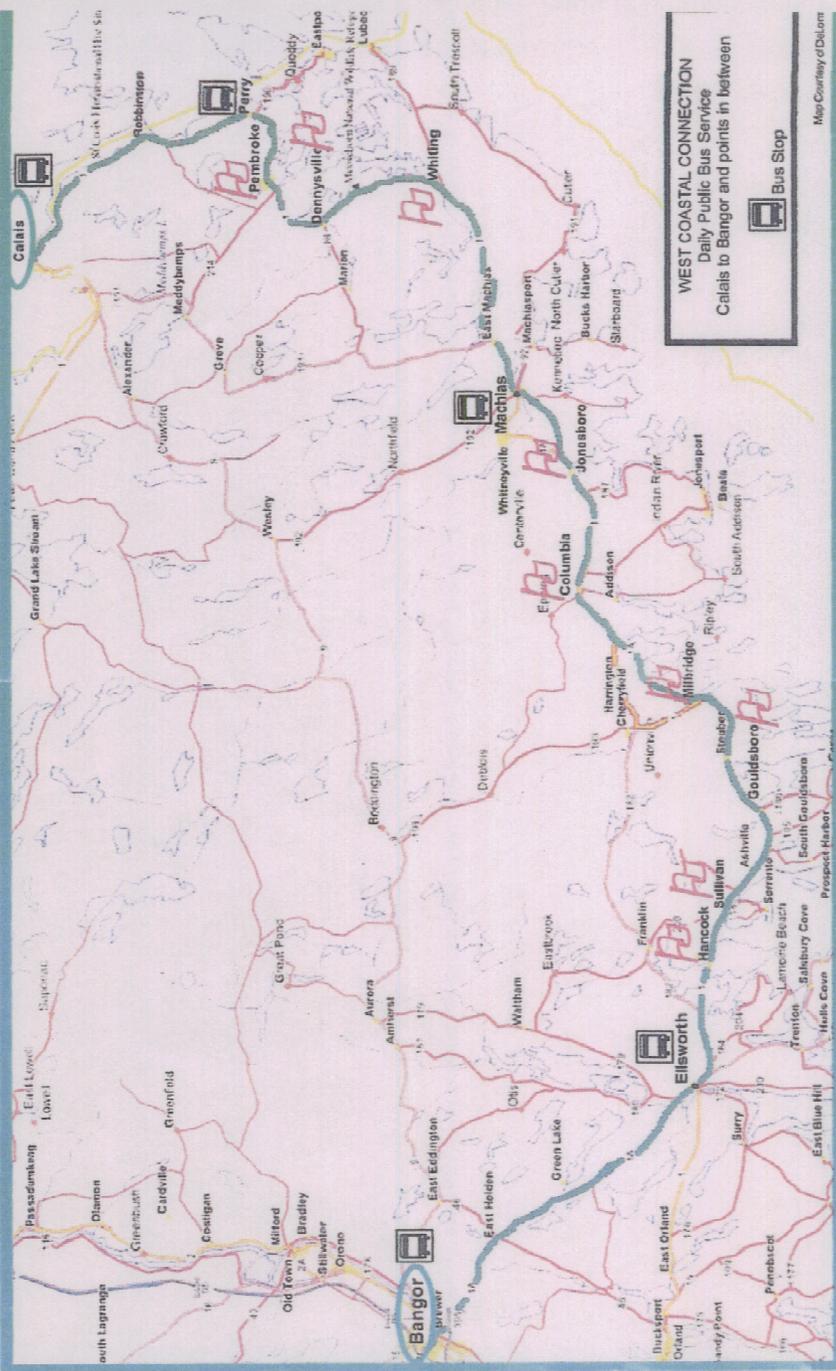
Ciudades	Posiciones	De la mañana	De la tarde	Tarifas a Bangor* 1 camino, 2 camino
CALAIS	La pizzería de ciudad natal de Carmen	9:30	7:00	\$22 \$37
PERRY	Alameda de Wabanaki	10:00	6:30	\$21 \$36
Pembroke	El restaurante de Morgan	10:10	6:20	\$21 \$36
Dennysville	El restaurante de Millie	10:15	6:10	\$21 \$36
Whiting	Centro social/tienda	10:25	5:50	\$21 \$36
MACHIAS	IRVING MAINWAY	11:00	5:30	\$18 \$29
Jonesboro	El lugar de Tracy	11:10	5:20	\$18 \$29
Columbia	Cuatro esquinas - ferreteria	11:20	5:05	\$17 \$28
Milbridge	El mercado de pescado de Tibbett	11:35	4:50	\$16 \$26
Gouldsboro	El mercado de Young	11:55	4:35	\$13 \$20
Sullivan	Final del norte de puente	12:05	4:25	\$13 \$20
Hancock	Tienda de pueblo	12:10	4:20	\$13 \$20
ELLSWORTH	La tienda de pais de Mike	12:25	4:05	\$11 \$16
BANGOR	GALGO - centro de la ciudad CONCORDIA TRAILWAYS AEROPUERTO de BANGOR	1:00 1:10 1:15	3:30 3:10 3:15	

* Tarifas pagaderas a conductor. Pida precios entre ciudades.

El autobús hará paradas de bandera en todas partes a lo largo de la ruta donde es seguro y conveniente para hacer así. (Para utilizar una parada de bandera, por favor hágase visible cerca del freno. Coloque su equipaje al lado del camino y agite el autobús a una parada.)
 ADA equipó el autobús.

Galgo información
 1-800-846-3355 (Maine)
 207-546-2800
 Concordia Trailways
 1-800-695-3117
 207-546-4000

Hecho funcionar por
West's Transportation, inc.
 P.O. Box 82
 Milbridge, ME 04658



GENERAL INFORMATION

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

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

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

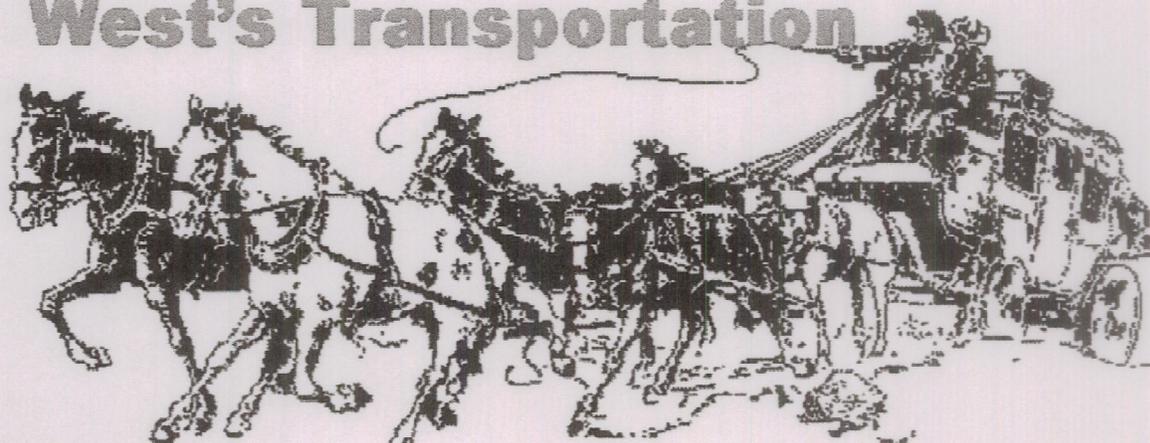
CHILDREN'S FARES - Children who have not reached their fifth (5th) birthday must be accompanied by an adult paying passenger. One child under five (5) years of age will be carried free of charge. Additional children under five (5) years of age will be required to pay the applicable half fare. Children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

ANIMALS - West's transportation clients will be permitted to bring their service animal on a trip if the animal provides a service for the client.

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

Funded in part by MDOT and FTA.

West's Transportation



1-800-596-2823

Serving Downeast Maine

7 DAYS A WEEK

The Coastal Connection,

Calais, Machias,

Ellsworth, Bangor

and points in between

Connecting with

Bangor Airport

287 Godfrey Boulevard

Bangor, ME 04401

Tel: 207-992-4600

Fax: 207-945-3607

Toll free: 1-866-359-2264

Greyhound Bus Terminal

158 Main St, Bangor, ME

1-800-894-3355 (Maine)
(207) 945-3000
Concord Trailways
1039 Union St, Bangor, ME
1-800-639-3317
(207) 945-4000

YOU CAN GET THERE FROM HERE!

7 DAYS A WEEK



Click on links below

COMMUNITIES WE SERVE

WEST'S COASTAL CONNECTION

WEST'S BUS SERVICE

First Wednesday of each Month-Lubec to Machias and return

Monday thru Friday-School Season Only

GENERAL INFORMATION

Contact Information



COMMUNITIES WE SERVE

Calais

Perry•Pembroke•Dennysville

Whiting

Lubec

East Machias•Machias

Jonesboro•Jonesport•Beals

Addison

Cherryfield

Columbia•Columbia Falls

Harrington

Deblois (seasonal)

Township 18 (seasonal)

Township 19 (seasonal)

Centerville (seasonal)

Steuben
Gouldsboro•Winter Harbor
Sullivan•Hancock
Ellsworth
Lucerne & Holden
Bangor

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

Call 1-800-596-2823



West's Coastal Connection



West's Coastal Connection
Daily Public Bus Service
Calais to Bangor and points in between

CALAIS•MACHIAS • ELLSWORTH•BANGOR

Daily Public Bus Service

7 DAYS A WEEK

**Calais to Bangor and points in between
Stops provided as a public service by merchants**

For information:

1-800-596-2823

207-546-2823

PRICE CHANGE EFFECTIVE JULY 1, 2009

SCHEDULE OF SERVICE

TOWNS	LOCATIONS	AM	PM	Fares to Bangor*	
				1-Way	2-Way
CALAIS	Carmen's Hometown Pizzeria	9:30	7:00	\$22	\$37
PERRY	WABANAKI MALL	10:00	6:30	\$21	\$36
☛Pembroke	Morgan's Restaurant	10:10	6:20	\$21	\$36
☛Dennysville	Millie's Restaurant	10:15	6:10	\$21	\$36
☛Whiting	Community Center/Store	10:25	5:50	\$21	\$36
MACHIAS	IRVING MAINWAY	11:00	5:30	\$18	\$29
☛Jonesboro	Tracy's Place	11:10	5:20	\$18	\$29
☛Columbia	Four Corners-Hardware Store	11:20	5:05	\$17	\$28
☛Milbridge	Tibbett's Fish Market	11:35	4:50	\$16	\$26
☛Gouldsboro	Young's Market	11:55	4:35	\$13	\$20
☛Sullivan	North End of Bridge	12:05pm	4:25	\$13	\$20
☛Hancock	Village Store	12:10pm	4:20	\$13	\$20
ELLSWORTH	MIKE'S COUNTRY STORE	12:25pm	4:05	\$11	\$16
BANGOR	GREYHOUND-Downtown	1:00pm	3:30	Towns with red flags are flag stops only.	
	CONCORD TRAILWAYS	1:10pm	3:10		
	BANGOR AIRPORT	1:15pm	3:15		

*Fares payable to driver. Ask for rates between towns.
Additional stops in Bangor-\$5.00

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

ADA equipped bus available with 1 day notice.

Operated by

West's Transportation, Inc.

P.O. Box 82

Milbridge, ME 04658



La Unión Costera del Oeste

Calais°Machias°Ellsworth°Bangor

Servicio de autobús público DIARIO° Calais a Bangor y puntos in medio

Paradas proporcionadas como un servicio público por comerciantes

Para información 1-800-596-2823

207-546-2823

LISTA DE SERVICIO

Ciudades	Posiciones	De la mañana	De tarde	Tarifas a Bangor *	
				1 camino	2 camino
CALAIS	La pizzeria de ciudad natal de Carmen	9:30	7:00	\$22	\$37
PERRY		10:00	6:30	\$21	\$36
Pembroke	Alameda de Wabanaki El restaurante de Morgan	10:10	6:20	\$21	\$36
Dennysville	El restaurante de Mille	10:15	6:10	\$21	\$36
Whiting	Centro social/tienda	10:25	5:50	\$21	\$36
MACHIAS	IRVING MAINWAY	11:00	5:30	\$18	\$29
Jonesboro	El lugar de Tracy	11:10	5:20	\$18	\$29
Columbia	Cuatro esquinas-ferreteria	11:20	5:05	\$17	\$28
Milbridge	El mercado de pescado de Tibbett	11:35	4:50	\$16	\$26
Gouldsboro	El mercado de Young	11:55	4:35	\$13	\$20
Sullivan	Final del norte de puente	12:05pm	4:25	\$13	\$20
Hancock	Tienda de pueblo	12:10pm	4:20	\$13	\$20
ELLSWORTH	La tienda de país de Mike	12:25pm	4:05	\$11	\$16
BANGOR	GALGO - centro de la ciudad	1:00pm	3:30		
	CONCORD TRAILWAYS	1:10pm	3:10		
	BANGOR AIRPORT	1:15pm	3:15		

* Tarifas pagaderas a conductor. Pida precios entre ciudades.



El autobús hará paradas de bandera en todas partes a lo largo de la ruta donde es seguro y conveniente para hacer así.

(Para utilizar una parada de bandera, por favor hágase visible cerca del freno. Coloque su equipaje al lado del camino y agite el autobús a una parada.)

ADA equipó el autobús.

Galgo Información

1-800-894-3355 (Maine)

207-945-3000

Concordia Trailways

1-800-639-3317

207-945-4000

Hecho funcionar por

West's Transportation, Inc

P.O. Box 82

Milbridge, ME 04658

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West's Bus Service

SCHEDULE OF SERVICE

Monday Bus Schedule-Ellsworth		Pickup	Release
Beals Island-	Post office	8:30 AM	3:05 PM
Jonesport-	Post Office Gaelic Squares Apts.	8:35 AM	3:00 PM
Addison-	Town Hall River Bend Apts.	9:00 AM	2:45 PM
Columbia Falls-	Pleasant View Apts. Post Office	9:05 AM	2:40 PM
Columbia-	4 Corners(Flag Stop)	9:10 AM	2:35 PM
Harrington-	Housing Apts.	9:15 AM	2:30 PM
Cherryfield-	Narraguagus Estates	9:25 AM	2:20 PM
Milbridge-	West Manor	9:35 AM	2:10 PM
Steuben-	Town Office	9:40 AM	2:05 PM
Ellsworth		10:30 AM	1:30 PM
Tuesday Bus Schedule-Machias		Pickup	Release
Steuben-	Town Office	8:15 Am	1:35 PM
Milbridge-	West Manor	8:20 AM	1:30 PM
CherryField-	Narraguagus Estates	8:25 AM	1:15 PM

Harrington-	Housing Apts.	8:30 AM	1:30 PM
Columbia-	4Corners (Flag Stop)	8:35 AM	1:00 PM
Columbia Falls-	Post Office Pleasant View Apts.	8:40 AM	12:55 PM
Addison-	River Bend Apts. Town Office	8:45 AM	12:35 PM
Jonesport-	Gaelic Square Apts. Post Office	9:00 AM	12:30 PM
	Machias-	9:30 AM	12:00 PM
FARES: Round trips \$9.00 Ellsworth and \$7.00 Machias			

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

**Read schedule down
then up for round trips.**

**Monday through Friday
Steuben to Jonesport
and points in between**

Leaves	Steuben	7:10am
Arrives	Jonesport	7:40am
Leaves	Jonesport	4:00pm
Arrives	Steuben	4:30pm

Reservations Required

One Way Fare \$7.00

Round Trip \$9.00

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***First Wed. of each month
Lubec to Machias and return***

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

1-800-596-2823

***Mon. thru Fri.
School Season only***

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

One Way Fare \$7.00 • Roundtrip \$9.00

Reservations Required

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GENERAL INFORMATION

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

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

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

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

ANIMALS - West's Transportation clients will be permitted to bring their service animal on a trip if the animal provides a service for the client.

Wheelchair Bus available with 1 (one) day notice.

• **Ticket Agents and Bus Stops are:**

Mike's Country Store - Ellsworth
Greyhound - Bangor
Concord Trailways - Bangor

- **Baggage Limit- two bags**
- **West's will not be responsible for lost or stolen articles.**
- **Bicycles - if space is available there is a \$7.00 fee**
- **Freight service available**

Funded in Part by MDOT and FTA

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Contact Information:

E-Mail to:

westbus@midmaine.com

info@westbusservice.com

TELEPHONE:

TOLL FREE-1-800-596-2823

207-546-2823

SNAIL MAIL:

West Transportation, Inc.

P.O. Box 82

Milbridge, ME 04658

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50049

Click below to go to State of Maine

Preventive Maintenance Inspection #1

3,000 Miles, 5,000 Km - Monthly

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

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

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

OK Not OK

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

Preventive Maintenance Inspection #1

(continued)

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

Mechanic's Signature _____

Comments:

Preventive Maintenance Inspection #2

45,000 Miles, 75,000 Km - Annual

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

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

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

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

Form #3

Preventive Maintenance Inspection #2

(continued)

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

Mechanic's Signature _____

Comments:

Month: _____ Day: _____ Year: _____

WTI Vehicle Service Report

VEHICLE REPORT

Odometer reading: _____
 Most recent repair invoice : _____

Vehicle: # _____ Current Miles: _____

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

Vehicle Remarks & Alerts:

MAINEDOT REGION 2
BIENNIAL OPERATIONS PLAN
FY 2011AND FY 2012

DOWNEAST TRANSPORTATION, INC. (DTI)

DOWNEAST TRANSPORTATION, INC. (DTI)

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MAINEDOT REGION 2 BIENNIAL OPERATIONS PLAN

DOWNEAST TRANSPORTATION, INC. (DTI)

PROJECT DESCRIPTION

A. RURAL TRANSIT PROVIDER

Provider: Downeast Transportation, Inc.
Contact Person: Paul Murphy
Address: 194 Main Street, Ellsworth, Maine 04605
Telephone: (207) 667-5796
E-mail: paul@exploreacadia.com
WEB Page: www.downeasttrans.org

B. SERVICE

No. of Counties: Three
Type of Service: Deviated Fixed Route and Subscription
Service Area: Hancock County, Washington County, and Penobscot County

C. GEOGRAPHIC AREA

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

It should be noted that significant changes have been made to the service as a result of implementation of the recommendations of the "Transit Route Redesign Study in the Hancock County Area" (Crikelair Associates, July 27, 2007). More changes were made in July of 2010. These changes are reflected in this BOP.

DTI also provides the following services:

- Five day per week commuter service between Franklin, Hancock, Ellsworth, Cherryfield, Milbridge, Steuben, Gouldsboro, Sullivan, Bangor, Brewer and Holden to the Jackson Lab in Bar Harbor;
- Two day per week midday service between Bar Harbor, Ellsworth and Bangor;
- One day per month midday service between Blue Hill, Bucksport and Bangor;
- One day per week in-town service in Bucksport;
- Five day per week service between Ellsworth and Blue Hill (September through June);
- One day per week in-town service in Ellsworth;
- One day per week in-town service in Bar Harbor;

- Seven day per week seasonal service between Trenton, Mount Desert Island and Acadia National Park (Island Explorer Shuttle Bus System) as well as seven day per week seasonal service on Schoodic Peninsula.

D. SERVICE DESCRIPTION

1. County Routes

Ellsworth, Blue Hill – Monday through Friday: leaves Ellsworth 7:20 A.M. (September through June).

Stonington, Ellsworth – Friday: leaves Ellsworth 7:20 A.M. and 12:45 P.M.

In-town Ellsworth Shuttle - Monday: various trips around town to all shopping areas, the hospital, Meals for Me, and four senior citizen complexes.

In-town Bucksport Shuttle – Wednesday: route loops through urban compact area of Bucksport; service every ½ hour from 9:30 A.M. to 2:30 P.M.

2. Mount Desert Island Routes

Bar Harbor, Ellsworth – Monday through Friday: leaves Ellsworth at 6:00 A.M., 6:25 A.M., 7:15 A.M., 3:15 P.M.; leaves Bar Harbor at 7:15 A.M., 8:00 A.M. (Monday, Wednesday, Thursday, Friday), 3:10 P.M., 3:40 P.M., 4:10 P.M. and 5:15 P.M.

In-town Bar Harbor Shuttle - Tuesday: various trips around town to shopping, the hospital, Meals for Me and three senior citizen complexes.

3. Bangor Route

Bar Harbor, Ellsworth, Bangor – Monday and Friday; and Blue Hill, Bucksport, Bangor - Tuesday: intercity routes: destinations include Concord Trailways, Greyhound, Eastern Maine Medical Center, Bangor Mall and the Bangor International Airport; leaves Bar Harbor at 9:00 A.M., Ellsworth at 9:50 A.M. and Bangor at 2:50 P.M.

4. Jackson Lab Routes

Jackson Lab via Franklin, Hancock, Trenton to Bar Harbor - Monday through Friday subscription commuter service: leaves Franklin at 6:10 A.M., Hancock at 6:20 A.M., Trenton at 6:40 A.M., and arrives at Jackson Lab at 7:10 A.M.; leaves Bar Harbor 3:30 P.M.

Jackson Lab via Cherryfield, Milbridge, Steuben, Gouldsboro, and Sullivan - Monday through Friday subscription commuter service: leaves Cherryfield at 5:50 A.M. and stops at listed towns along the way arriving at Jackson lab at 7:10 A.M.; returns from Jackson Lab at 3:35 P.M.

Jackson Lab via Bangor, Brewer and Holden - Monday through Friday subscription commuter service: leaves Bangor at 5:45 A.M. stopping at listed towns along the way, arriving at Jackson Lab at 7:10 A.M.; returns from Jackson Lab at 3:30 P.M.

5. Bar Harbor - Acadia National Park Summer Island Explorer Shuttle Service (Seasonal – June through Columbus Day) - Seven days per week

Campground Route – shuttle service between Bar Harbor Airport and Bar Harbor: operates 7:00 A.M. until midnight.

Eden Street Route – shuttle service within Bar Harbor: Village Green, the ferry terminal and area hotels: operates 6:45 A.M. until 11:15 P.M.

Sand Beach Route - shuttle service along Ocean Drive, as well as to and from Black Woods Campground: operates 8:05 A.M. until 9:20 P.M.

Jordan Pond Route – shuttle service between Bar Harbor and Northeast Harbor via Jordan Pond: operates 9:15 A.M. until 9:50 P.M.

Brown Mountain Route – shuttle service between Bar Harbor and Northeast Harbor via Eagle Lake: operates 8:15 A.M. until 4:55 P.M.

Southwest Harbor Route – shuttle service between Bar Harbor, Tremont and Southwest Harbor: operates 7:15 A.M. until 10:30 P.M.

Schoodic Route - shuttle service on Schoodic Peninsula: operates from 9:55 A.M. until 5:05 P.M.

Loop Road Route - shuttle service based at Hulls Cove Visitors Center serving the entire Acadia National Park Loop Road: operates from 9:15 A.M. until 5:30 P.M.

E. FARE STRUCTURE

The one-way fare is \$1.00 within one town, \$2.50 between neighboring towns, and \$5.00 for longer Hancock County trips. Rides to Bangor cost \$9.00 from Bar Harbor and \$7.00 from Ellsworth. The round-trip fare within one town is \$2.00. All other round-trip fares are the same as the one-way fare. Passengers traveling to Bar Harbor or Ellsworth can board in-town shuttle buses without paying any additional fare. Preschool children accompanied by an adult ride free. Children under age 12 pay one-half the applicable full fare.

DTI offers discounts on books of round trip bus tickets. Books of five \$2 tickets sell for \$7.50, a 25% discount. Books of five \$2.50 tickets sell for \$10, a 20% discount. Books of five \$5 tickets sell for \$20, a 20% discount. Commuter fares are \$14.50/per week for the Franklin and Ellsworth Routes and \$17.50/per week for the Bangor and Cherryfield Routes.

The Island Explorer shuttle provides free transportation in Acadia National Park and Mount Desert Island.

Copies of DTI's route schedules are included in the Appendix.

F. PROPOSED CUTBACKS, EXPANSIONS

- 1. Cutbacks.** No cutbacks are anticipated for the upcoming biennium.
- 2. Expansions.** DTI anticipates an expansion of the Island Explorer seasonal service based on the 10-year short-range transit plan that was completed. Year round services were expanded as a result of the Transit Route Design Study. Fuel prices and an increased demand for commuter services may result in expansion of both of these services.

The Acadia Gateway Center is scheduled to be opened in November 2011. The Center will include a corporate office for DTI, and maintenance and bus storage facilities. Phases II and III of the project will consist of an intermodal terminal and a new Acadia National Park Visitors Center.

DTI is also considering expansion of routes along the Bar Harbor/Ellsworth corridor.

G. CHARTER SERVICE

DTI does not do charter service.

H. COMPETITION WITH NON-SUBSIDIZED SERVICE

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

I. PASSENGER STUDIES/SURVEYS

Summary of the Island Explorer 2009 Passenger Survey Results

(Excerpts from Tom Crikelair Associates Report, October 30, 2009)

An Onboard Passenger Survey was carried out on Island Explorer buses on August 3 and 4, 2009. Surveys were distributed on seven Island Explorer bus routes plus the Bicycle Express. Of the 435 surveys distributed, 416 were returned, for a response rate of 96%. The survey examined usage during the daytime only and during the peak of the summer season. Because the surveys were distributed during the busiest part of the summer, the percentage of usage by visitors (as opposed to local residents) may have been somewhat higher than at other times during the season.

Group Size and Age of Survey Respondents - Participants were asked to identify the number of individuals in their group. The 416 participating groups included 1,061 individuals, making the average group size 2.6. With respect to age, 14% percent of group members were retired adults, 59% were non-retired adults, and 27% were children. Thirty-three percent of participating groups included at least one child. Children traveling without an adult made up 5% of all groups. These distributions have been consistent within a few percentage points over the course of the past years.

Residence – Twenty-two percent of participating groups said that they were year-round or summer residents of Mount Desert Island. This included 11% who said they were year-round residents and 11% who said that they were summer residents.

Trip Purpose - Survey respondents were asked to identify the primary purpose of their bus trip. The largest category was “sightseeing,” with 27% of total responses. Hiking was the next most popular trip purpose with 24%, followed by bicycling with 14%, and work with 13%. Four percent were using the bus to go shopping. The combined total for various recreational purposes (hiking, biking, swimming, and boating) was 45%.

The Island Explorer Usage - Eight percent of survey respondents were year-round residents and 14% were summer residents. The remaining 78% were visitors.

Visitor Travel Modes - Fifty-six percent of Island Explorer visitors said they traveled to the region in an automobile without an attached trailer. Fifteen percent arrived in a recreational vehicle or in a car towing a trailer. Nineteen percent arrived in the region by airplane. Four percent arrived by private boat, 3% arrived by intercity bus, and 1% arrived on a tour bus. One percent of participating groups traveled to the region on a cruise ship. Other travel modes (bicycle and motorcycle) accounted for 1% of visitor travel.

Service Evaluation - Passengers were asked to evaluate the quality of service provided by the Island Explorer including the cleanliness of buses, the friendliness and helpfulness of drivers, the availability of seats, whether buses ran on time, if bus schedules were easy to find, if schedules were easy to understand, the frequency of service, and whether the right destinations were served. Well over 90% of respondents indicated that the quality of service for each of these criteria was either “excellent” or “good” with the majority indicating the service was “excellent.”

Island Explorer Future - There continues to be very strong support for continuing the Island Explorer, with 99% of survey respondents agreeing that this is “very important.” Eighty-nine percent of participating groups agreed that it is “very important” to keep the service free, while an additional 10% said free service is “somewhat important.” Twenty percent said it is “very important” to add buses to increase seating capacity and service frequency. Fifty-seven percent said this is “somewhat important” and 23% said it is “unimportant.”

Acadia National Park Transit Fee – When passengers were asked how they feel about including a transit fee in the cost of an Acadia National Park entry permit to help pay for Island Explorer bus service, 82% said they agreed with the transit fee, 14% said they were neutral, and 3% said they disagreed.

Reports summarizing the results of the passenger surveys can be found at www.exploreacadia.com.

PROJECT COORDINATION

A. SOCIAL SERVICE AND OTHER AGENCY COORDINATION

DTI's regularly scheduled routes include service to senior citizen lunch programs in Ellsworth and Bar Harbor; senior citizen apartment complexes in Bar Harbor (3 complexes) Stonington, Deer Isle, Sedgwick, Blue Hill, Bucksport (3 complexes), and Ellsworth (3 complexes); hospitals and health clinics in Ellsworth, Bar Harbor, and Blue Hill; the Bucksport Healthy Communities; and the offices of the Department of Health and Human Services Community Health and Counseling located in Ellsworth.

DTI's regular bus routes continue to complement the demand response service available from WHCA. WHCA purchases bus tickets from DTI, and refers clients to the public bus system when possible. DTI refers to WHCA requests for transportation from persons who live in areas not served by DTI's buses.

B. COORDINATION WITH OTHER PROVIDERS

DTI enjoys a good working relationship with the other providers in the region. DTI also handles requests on a regular basis for riders looking for a bus to Bangor served by another company in the area (West's Coastal Connections), as well as requests for information about Concord Trailways and Greyhound. DTI also coordinates transportation services with WHCA, B&J Taxi (Bucksport), Faith In Action Community Connections (Ellsworth), and Island Connections (Bar Harbor).

DISCRIMINATION

Data is now collected by MaineDOT as part of its monitoring visits effective August 2, 2010.

DISADVANTAGED/WOMEN OWNED BUSINESS ENTERPRISES

A. POTENTIAL DBE/WBE ENTERPRISES

Pioneer Printing, Water Street, Ellsworth
Z Studios, Albert Meadow, Bar Harbor

B. MONETARY GOALS

DTI attempts to use Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services. Currently, DTI does business with two woman-owned businesses: Pioneer Printing (approximately \$2,000 in services procured) and Z Studios (approximately \$1,000 in services procured). DTI will continue to seek opportunities for DBE/WBE involvement.

DTI's budget for FY 2011 contains \$22,000 in contractible services (advertising, printing, uniforms, and office supplies). Federal and state transportation funds (\$421,500) account for 20% of the total budget of \$2,061,374. Therefore, the federal/state share of contractible services is \$4,400 (20% of \$22,000) and the monetary goal is \$58.96 (1.34% of \$4,400).

DTI's budget for FY 2012 contains \$32,740 in contractible services (advertising, printing, uniforms, and office supplies). Federal and state funds (\$423,793) account for 19% of the total budget of \$2,247,910. Therefore, the federal/state share of contractible services is \$6,221 (19% of \$32,740). If the federal DBE/WBE rate remains at 1.34%, then the DBE/WBE monetary goal would be \$83.36 (1.34% of \$6,221).

C. ADVERTISING

The Maine Department of Transportation publishes an ad on behalf of all transportation providers to solicit DBE/WBE participation.

CAPITAL

A. MAINTENANCE OF FLEET VEHICLES

DTI maintains a complete vehicle history and follows an automated preventive maintenance schedule with vehicle inspections daily and regularly scheduled maintenance every 3,000 miles on gas engines and every 5,000 miles on diesel engines. Regularly scheduled maintenance for the propane-powered buses is done every 10,000 miles. DTI does not have its own maintenance facility. DTI contracts with Colwell Diesel in Ellsworth for maintenance. A file of accident reports and investigations has been established. DTI has a formal road call system.

B. CAPITAL ACQUISITIONS

- 1. Public Notice** - Not applicable – no Section 5310 funds are used by DTI.
- 2. Vehicle/Equipment/Facility Acquisitions** – None are anticipated for 2011 and 2012.

C. CAPITAL RESERVE ACCOUNT

DTI's reserve account was established in February 1986. No new funds have been added to DTI's Capital Reserve Fund during the past two years.

GOALS

A. STATUS REPORT ON EXISTING GOALS

Downeast Transportation Goals

1. DTI will strive to increase ridership and revenue through increased marketing of the services.

Status: DTI does considerable outreach to the press and through electronic media. DTI runs an advertisement periodically in the Ellsworth American, the Bucksport Enterprise, and has advertised in the Bangor Daily News phone directory. DTI maintains a web site to promote the Island Explorer project (www.exploreacadia.com), and has recently deployed a new DTI WEB page at www.downeasttrans.org.

DTI's tabloid schedule is distributed to all Hancock County towns. DTI publishes 160,000 tabloid schedules for the Island Explorer that are distributed throughout the lodging establishments and chambers of commerce in the region and 50,000 additional schedules in Acadia National Park's Beaver Log publication.

DTI also has a payroll deduction program through Jackson Lab to encourage ridership.

2. DTI will increase efficiency and productivity. DTI will monitor each route on a regular basis for adjustments.

Status: Implementation of the applicable and practical recommendations of the Transit Route Design Study has resulted in services that utilize "anchors" (i.e., Acadia National Park and Jackson Lab). These anchors allow DTI to also serve the traditional transit dependent population more robustly and efficiently.

3. DTI will provide at least one-day-per-week public bus service throughout Hancock County, and in areas of Washington County and Penobscot County, with the support of the towns involved.

Status: Ongoing

4. DTI will strive to provide high quality public transportation to the citizens of Hancock County at the least possible cost.

Status: DTI continually searches for ways to offer more cost effective transportation to the citizens of the area. DTI meets with municipalities yearly to identify their needs and seek financial support. DTI has held fares steady despite current funding challenges.

5. DTI will increase ridership, revenues and productivity through increased services for the Jackson Lab in addition to other items listed.

Status: DTI has had to curtail several trips due to cost increases and funding challenges.

6. DTI will increase the capacity of commuter services through increased funding and new equipment (many routes are at capacity, now). DTI will use any increase in commuter services to provide additional service to traditional transit users.

Status: DTI received a grant increase and acquired two new 40-passenger buses.

7. DTI will expand the Island Explorer Service by increasing the number and frequency of stops. DTI will also procure new equipment for the Island Explorer Service to improve efficiency, carrying capacity and breadth of service.

Status: DTI expanded the service by increasing the number and frequency of stops as recommended in the Transit Study. Eight new buses were purchased in FY 2010. Ridership increased by 14% between 2009 and 2010.

8. DTI will review year-round County service and redesign where necessary.

Status: DTI is implementing the recommendations of the Transit Route Design Study in the Hancock County Area (July 2007).

9. DTI will work to build and equip the Acadia Gateway Center.

Status: The Acadia Gateway Center is scheduled to be opened in November 2011. The Center will include a corporate office for DTI, and maintenance and bus storage facilities. Phases II and III of the project will consist of an intermodal terminal and a new Acadia National Park Visitors Center.

Regional Plan Advisory Committee Goals

1. Public awareness, public attitudes

- A. **Website.** Continue to maintain, update and improve the website.

Status: DTI continues to maintain, update and improve its WEB site on an ongoing basis.

- B. **Web links.** Work with medical service providers to establish a workable link on their websites to DTI's website.

Status: No action, but DTI will take advantage of any opportunities to encourage medical providers to provide WEB links to the DTI website.

- C. **Transit Toolkit.** Use the Transit Toolkit to help educate the public about transit.

Status: No action.

- D. **Videos.** Consider preparing a video that describes transit services and shows how to use the buses.

Status: DTI would welcome the opportunity to be a partner in the development of a video on how to use transit buses.

- E. Mailings and newsletters.** Continue to prepare and mail/provide newsletters, posters and other information on transportation services to social service agencies and other interested parties. Use written materials to inform people that they can access DTI's website and get website information on transit at local libraries.

Status: DTI does considerable outreach to the press and through electronic media. DTI runs an advertisement periodically in the Ellsworth American, the Bucksport Enterprise, and has advertised in the Bangor Daily News phone directory. DTI maintains a web site to promote the Island Explorer project (www.exploreacadia.com), and has recently deployed a new DTI WEB page at www.downtowntrans.org.

DTI's tabloid schedule is distributed to all Hancock County towns. DTI publishes 160,000 tabloid schedules for the Island Explorer that are distributed throughout the lodging establishments and chambers of commerce in the region and 50,000 additional schedules in Acadia National Park's Beaver Log publication.

DTI plans to do a mass mailing in conjunction with the opening of the new Acadia Gateway Center.

2. Well-defined bus stops

- A. Signs for bus stops.** Take steps to acquire and install signs at all major bus stops.

Status: Signage for the Island Explorer is excellent. DTI continues to improve signage for its year-round services as funding will allow.

- B. Information on transit services.** Post fixed route bus schedules and contact information for on-demand services at major bus stops, such as shopping centers and public services.

Status: DTI posts information on transit services on its buses and its WEB page, and at key locations, such as shopping centers.

- C. Ellsworth transit hub.** Support research and planning for the creation of an intermodal transit hub in Ellsworth.

Status: DTI is participating as a member of the committee for the Star Center Ellsworth Transit hub, which is an initiative to support multiple transportation and recreation options, including a scenic railway station, a trailhead for the Down East Sunrise Trail, a bus station, a park and ride lot, and an information/visitors' center.

3. **More public transit, including employment transportation**

- A. **GoMaine buses.** Working with MaineDOT, consider expanding existing commuter programs in Hancock County using GoMaine vans provided by MaineDOT.

Status: DTI will work with MaineDOT to consider any viable options to expand commuter bus programs using GoMaine vans.

- B. **Partnerships.** Work with organizations, municipalities, major employers and other entities on a request basis where there is an interest in providing additional service and where potential funding sources have been identified.

Status: DTI participates in a number of partnerships, including Acadia National Park (Island Explorer service), other transportation providers (WHCA, West's), senior citizen complexes, hospitals and health clinics, the Bucksport Healthy Communities, and the offices of the Department of Health and Human Services. Commuter services for the Jackson Lab are discussed in the following paragraph.

- C. **JARC, New Freedom, Intercity funds.** Work with organizations, municipalities and other entities on a request basis where there is interest in providing commuter services, additional services for people with disabilities, or services between municipalities. Consider JARC, New Freedom and/or Intercity funds where appropriate matching funds have been identified.

Status: DTI continues to provide a commuter service for the employees of the Jackson Lab. This service includes a payroll deduction program through Jackson Lab to encourage ridership.

DTI will continue to seek opportunities to provide needed service using available federal funds.

4. **Potential MaineCare cuts**

- A. **Information on pending cuts.** Inform MaineCare of the impacts of pending cuts on the people who receive transportation services.

Status: DTI is no longer providing the two Downeast Horizon (sheltered workshop) routes through a contract with WHCA, due to DHHS/MaineCare funding cuts. This service is currently being provided by volunteers.

5. **Transportation for adult education**

- A. **Service to campuses.** Work with officials at the College of the Atlantic, community colleges and other institutions to expand transit service to these facilities if additional funds are available.

Status: DTI has initiated conversations with the College of the Atlantic, Eastern Maine Community College, Eastern Maine Technical College and the University of Maine to determine interest and opportunities to expand services for their facilities.

- B. Posters.** Work with officials at the College of the Atlantic, community colleges and other institutions to prepare and distribute posters outlining WHCA's, DTI's and West's transportation services at strategic locations on campuses.

Status: DTI will explore the effectiveness of a variety approaches to publicizing its services.

B. NEW GOALS

1. DTI will strive to increase ridership and revenue through increased marketing of the services.
2. DTI will increase efficiency and productivity. DTI will monitor each route on a regular basis for adjustments.
3. DTI will provide at least one-day-per-week public bus service throughout Hancock County, and in areas of Washington County and Penobscot County, with the support of the towns involved.
4. DTI will strive to provide high quality public transportation to the citizens of Hancock County at the least possible cost.
5. DTI will increase ridership, revenues and productivity through increased services for the Jackson Lab in addition to other items listed.
6. DTI will increase the capacity of commuter services through increased funding and new equipment (many routes are at capacity, now). DTI will use any increase in commuter services to provide additional service to traditional transit users.
7. DTI will expand the Island Explorer Service by increasing the number and frequency of stops. DTI will also procure new equipment for the Island Explorer Service to improve efficiency, carrying capacity and breadth of service.
8. DTI will review year-round County service and redesign where necessary.
9. DTI will move into the Acadia Gateway Center.
10. DTI will work to increase coordination, particularly with Intercity service providers to increase service to the Acadia region.
11. DTI will strive to find new funding resources to bolster and restore service.

BENCHMARKS

DTI reviews transportation services on a regular basis with specific consideration for the revenue/cost ratio and ridership for each system. Given the population sparsity in the region served by DTI, vehicle mileage and passenger miles are very high.

SERVICE DATA

A. ANNUAL REPORT

The following table contains service data compiled by Downeast Transportation for its entire bus system for the past two years. Fiscal year 2009 data cover July 1, 2008 through June 30, 2009 and FY 2010 data cover July 1, 2009 through June 30, 2010.

DOWNEAST TRANSPORTATION ANNUAL REPORT – LAST TWO YEARS		
	FY 2009	FY 2010
Volunteer Resources		
Volunteer Drivers	0	0
Personal Vehicles in Service	0	0
Vehicles		
Number of Active Vehicles in Fleet	49	42
Number of Inactive Vehicles in Fleet	-	-
Number of Spare Vehicles in Fleet	7	1
Number of Vehicles Disposed	-	15
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	43	58
Annual Operating Expenses		
Annual Transit Operating Expenses	\$1,163,644	\$1,260,430
Annual Social Services Operating Expenses	0	0
Annual Administrative Expenses		
Annual Transit Administrative Expenses	\$525,283	\$550,113
Annual Social Services Administrative Expenses	0	0
Annual Operating Revenues		
Fare Revenues	\$127,984	\$149,253
Contract Revenues	0	0
Transit Contract Revenues	\$36,636	\$39,060
Social Service Contract Revenues	0	0
FTA – Federal Operating Assistance	\$361,939	\$436,021
MaineDOT – State Operating Assistance	\$15,482	\$15,869
Local Operating Funds	\$1,029,703	\$1,054,915
Total Annual Operating Revenues	\$1,571,744	\$1,695,118

	FY 2009	FY 2010
FTA-Sources of Capital Funds		
FTA-Federal Capital Assistance	0	0
MaineDOT-State Capital Assistance	0	0
Local Capital Funds	0	0
Total Capital Funds	0	0
Annual Vehicle Miles		
Annual Transit Miles	628,427	564,355
Annual Social Service Miles	0	0
Annual Vehicle Hours		
	37,601	28,753
Annual Passenger Trips		
Annual Transit Passenger Trips	417,595	421,113
Annual Social Services Passenger Trips	0	0
Safety		
Fatalities	0	0
Minor Incidents	0	0
Major Incidents	0	0

B. REVENUES, COSTS, TRIPS AND MILES

Revenues, costs, trips and vehicle miles for fiscal years 2009 and 2010 are displayed in the following tables. Fiscal year 2009 data cover July 1, 2008 through June 30, 2009 and FY 2010 data cover July 1, 2009 through June 30, 2010.

REVENUES, COSTS, TRIPS, VEHICLE MILES PAST TWO FISCAL YEARS								
Route	Revenues		Costs		One-Way Trips		Vehicle Miles	
	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010	FY 2009	FY 2010
County Routes	\$78,587	\$84,756	\$84,446	\$90,527	20,880	21,056	56,559	50,792
Mount Desert Island Routes	\$61,298	\$67,805	\$67,557	\$72,422	16,704	16,845	50,274	45,148
Jackson Lab Routes	\$141,457	\$152,561	\$152,003	\$162,949	37,584	37,900	125,685	112,871
Mount Desert Island Downeast Horizons	\$33,000	\$36,636	\$33,779	\$36,211	8,352	8,422	12,569	11,287
Island Explorer	\$1,257,402	\$1,353,360	\$1,351,142	\$1,448,434	342,427	336,890	383,340	344,257
Total	\$1,571,744	\$1,695,118	\$1,688,927	\$1,810,543	425,947	421,113	628,427	564,355

Revenues and Expenses. The following tables provide a detailed breakdown of revenues and expenses for the Year-Round County Services, the Commuter Services (JARC/Jackson Lab), and the Island Explorer. The last table displays combined revenues and expenses. The data is for fiscal years 2009 and 2010.

**DOWNEAST TRANSPORTATION
YEAR-ROUND COUNTY SERVICES
REVENUES AND EXPENSES - PAST TWO YEARS**

	FY 2009	FY 2010
REVENUES		
1. Fare Box	\$30,067	\$30,067
2. Acadia National Park	0	0
3. Federal Transit	117,002	149,053
4. MaineDOT	15,482	15,869
5. Other Federal	1,740	21,740
6. Municipalities	14,307	13,075
7. Bucksport Taxi	2,600	2,600
8. Bucksport Taxi Donation	2,600	2,600
9. Corporate Support	0	0
10. Business Direct Service	7,200	4,000
11. Business Donations	0	0
12. Individual Donations	0	0
13. Friends Groups	0	0
14. Agency Contracts	36,636	39,060
15. Other Contracts	0	0
16. Advertising	4,800	4,800
17. Interest	4,000	4,000
18. Planning Grants	0	0
19. Other	0	0
TOTAL REVENUES	\$236,434	\$286,864
EXPENSES		
1. Administrative	\$46,701	\$76,262
2. Operating	189,348	206,154
TOTAL EXPENSES	\$236,050	\$282,416
Net Revenues	\$384	\$4,448
Opening Balance	\$14,578	\$21,554
Net Revenues	384	4,448
Transfer to Capital Reserve	0	0
Ending Balance	\$14,962	\$26,002
Service Hours	6,591	5,813
Cost Per Hour	\$35.03	\$47.69

**ISLAND EXPLORER SHUTTLE
REVENUES AND EXPENSES – PAST TWO YEARS**

	FY 2009	FY 2010
REVENUES		
1. Fare Box	\$0	\$0
2. Acadia National Park	591,000	610,000
3. Federal Transit	180,000	199,650
4. MaineDOT	0	0
5. Other Federal	0	0
6. Municipalities	60,200	60,200
7. Corporate Support	198,000	198,000
8. Business Direct Service	34,880	45,880
9. Business Donations	6,500	6,500
10. Individual Donations	35,000	30,000
11. Friends Groups	1,000	1,000
12. Agency Contracts	0	0
13. Other Contracts	0	0
14. Advertising	0	0
15. Interest	4,000	4,000
16. Planning Grants	0	0
17. Other	0	0
TOTAL REVENUES	\$1,110,580	\$1,155,230
EXPENSES		
1. Administrative	\$430,133	\$427,295
2. Operating	798,432	850,489
TOTAL EXPENSES	\$1,228,566	\$1,277,784
Net Revenues	(\$117,986)	(\$122,554)
Opening Balance	\$200,632	\$240,248
Prepaid ITS Warranty	73,673	73,673
Net revenues	(117,986)	(122,554)
Ending Balance	\$156,319	\$191,367
Service Hours	25,109	25,774
Cost Per Hour	\$48.93	\$49.58

**DOWNEAST TRANSPORTATION
COMMUTER SERVICES (JARC)
REVENUES AND EXPENSES - PAST TWO YEARS**

	FY 2009	FY 2010
REVENUES		
1. Fare Box	\$97,917	\$119,186
2. Acadia National Park	9,000	9,000
3. Federal Transit	63,197	65,579
4. MaineDOT	0	0
5. Other Federal	0	0
6. Municipalities	0	0
7. Corporate Support	0	0
8. Bucksport Taxi	0	0
9. Bucksport Taxi Donations	0	0
10. Business Direct Service	54,616	59,260
11. Business Donations	0	0
12. Individual Donations	0	0
13. Friends Groups	0	0
14. Agency Contracts	0	0
15. Other Contracts	0	0
16. Advertising	0	0
17. Interest	0	0
18. Planning Grants	0	0
19. Other	0	0
TOTAL REVENUES	\$224,730	\$253,025
EXPENSES		
1. Administrative	\$48,448	\$46,557
2. Operating	175,863	203,786
TOTAL EXPENSES	\$224,311	\$250,343
Net Revenues	\$419	\$2,682
Opening Balance	\$0	0
Net Revenues	419	\$2,682
Transfer to Capital Reserve	0	0
Ending Balance	\$419	\$2,682
Service Hours	6,014	6,014
Cost Per Hour	\$37.30	\$41.63

**DOWNEAST TRANSPORTATION
COMBINED REVENUES AND EXPENSES
PAST TWO YEARS**

	FY 2009	FY 2010
REVENUES		
1. Fare Box	\$127,984	\$149,253
2. Acadia National Park	600,000	619,000
3. Federal Transit	360,199	414,281
4. MaineDOT	15,482	15,869
5. Other Federal	1,740	21,740
6. Municipalities	74,507	73,275
7. Bucksport Taxi	2,600	2,600
8. Bucksport Taxi Donation	2,600	2,600
9. Corporate Support	198,000	198,000
10. Business Direct Service	96,696	109,140
11. Business Donations	6,500	6,500
12. Individual Donations	35,000	30,000
13. Friends Groups	1,000	1,000
14. Agency Contracts	36,636	39,060
15. Other Contracts	0	0
16. Advertising	4,800	4,800
17. Interest	8,000	8,000
18. Planning Grants	0	0
19. Other	0	0
TOTAL COMBINED	\$1,571,744	\$1,695,118
EXPENSES		
1. Administrative	\$525,283	\$550,113
2. Operating	1,163,644	1,260,430
TOTAL COMBINED	\$1,688,927	\$1,810,543
Net Revenues	(\$117,183)	(\$115,424)
Opening Balance	\$215,210	\$261,802
Prepaid ITS Warranty	73,673	73,673
Net Revenues	(117,183)	(115,424)
Ending Balance	\$171,700	\$220,051
Cost Per Hour	\$44.65	\$48.01

C. PASSENGER INFORMATION – PAST TWO YEARS

The following table displays revenues by passenger fare category for DTI’s entire system.

REVENUES BY PASSENGER FARE CATEGORY PAST TWO YEARS		
Category	FY 2009	FY 2010
Full Fare	\$417,595	\$421,113
Elderly	-	-
Individuals with Disabilities	-	-
Student	-	-
Other	-	-
Total	\$417,595	\$421,113

D. PROJECTED REVENUES, COSTS, TRIPS AND MILES

Projected revenues, costs, trips and vehicle miles for fiscal years 2011 and 2012 are displayed in the following table. Fiscal year 2011 data are for July 1, 2010 through June 30, 2011 and FY 2012 data cover July 1, 2011 through June 30, 2012.

DTI has completed two transit studies: one for the Island Explorer and the other for DTI’s other routes. Significant service and route design changes were recommended and implemented for the year-round services.

PROJECTED REVENUES, COSTS, TRIPS, VEHICLE MILES NEXT TWO FISCAL YEARS								
Route	Revenues		Costs		One-Way Trips		Vehicle Miles	
	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012	FY 2011	FY 2012
County Routes	\$89,569	\$92,256	\$91,004	\$93,734	20,880	21,056	56,559	50,792
Mount Desert Island Routes	\$71,655	\$73,805	\$72,803	\$74,987	16,704	16,845	50,274	45,148
Jackson Lab Routes	\$161,224	\$166,060	\$163,806	\$168,721	37,584	37,900	125,685	112,871
Island Explorer	\$1,468,926	\$1,512,994	\$1,492,459	\$1,537,232	342,427	336,890	383,340	344,257
Total	\$1,791,374	\$1,845,115	\$1,820,072	\$1,874,674	417,595	412,691	615,858	553,068

E. BUDGET

DTI's fiscal year extends from July 1 through June 30. The anticipated budgets for FY 2011 and 2012 are displayed in the following four tables.

ISLAND EXPLORER SHUTTLE REVENUES AND EXPENSES - NEXT TWO YEARS		
	FY 2011	FY 2012
REVENUES		
1. Acadia National Park Capital	\$270,000	\$270,000
2. Acadia National Park	795,000	945,000
3. Federal Transit	190,772	190,772
4. MaineDOT	0	0
5. Other Federal	0	0
6. Municipalities	73,200	73,200
7. Bucksport Taxi	0	0
8. Bucksport Taxi Donation	0	0
9. Corporate support	205,000	203,000
10. Business Direct Service	46,880	46,880
11. Business Donations	5,500	5,500
12. Individual Donations	22,000	30,000
13. Friends Groups	1,000	1,000
14. Agency Contracts	0	0
15. Other Contracts	0	0
16. Advertising	0	0
17. Interest	900	736
18. Planning Grants	0	0
19. Other	0	0
TOTAL REVENUES	\$1,610,252	\$1,766,088
EXPENSES		
1. ANP Capital Signs	\$270,000	\$270,000
2. Administrative	416,454	523,065
3. Operating	959,398	1,011,601
TOTAL EXPENSES	\$1,645,852	\$1,804,666
Net Revenues	(\$35,600)	(\$38,577)
Opening Balance	\$157,670	\$122,070
Net Revenues	(35,600)	(38,577)
Ending Balance	\$122,070	\$83,493
Service Hours	26,234	26,183
Cost Per Hour	\$62.74	\$68.93

**YEAR-ROUND SERVICE
REVENUES AND EXPENSES - NEXT TWO YEARS**

	FY 2011	FY 2012
REVENUES		
1. Fare Box	\$30,000	\$30,000
2. Acadia National Park	0	0
3. Federal Transit	106,079	103,269
4. MaineDOT	15,869	15,869
5. Other Federal	23,200	23,200
6. Municipalities	11,936	11,385
7. Bucksport Taxi	2,600	2,600
8. Bucksport Tax Donation	0	0
9. Corporate Support	0	0
10. Business Direct Service	6,000	6,500
11. Business Donations	0	0
12. Individual Donations	0	0
13. Friends Groups	0	0
14. Agency Contracts	0	0
15. Other contracts	0	0
16. Advertising	0	0
17. Interest	799	636
18. Planning Grants	0	0
19. Other	0	0
TOTAL REVENUE	\$196,483	\$193,459
EXPENSES		
1. Administrative	\$68,913	\$65,430
2. Operating	122,147	123,910
TOTAL EXPENSES	\$191,060	\$189,340
Net Revenue	\$5,423	\$4,119
Opening Balance	(\$53,741)	(\$48,318)
Net Revenues	5,423	4119
Transfer to Capital Reserve	0	0
Ending Balance	(\$48,318)	(\$44,199)
Service Hours	3,227	3,276
Cost Per Hour	\$57.60	\$56.22

**COMMUTER SERVICE (JARC)
REVENUES AND EXPENSES - NEXT TWO YEARS**

	FY 2011	FY 2012
REVENUES		
1. Fare Box	\$82,000	\$105,244
2. Acadia National Park	9,000	0
3. Federal Transit	85,580	89,883
4. MaineDOT	0	0
5. Other Federal	0	0
6. Municipalities	0	0
7. Bucksport Taxi	0	0
8. Bucksport Tax Donation	0	0
9. Corporate Support	0	0
10. Business Direct Service	71,260	82,800
11. Business Donations	6,000	0
12. Individual Donations	0	0
13. Friends Groups	0	0
14. Agency Contracts	0	0
15. Other contracts	0	0
16. Advertising	0	0
17. Interest	799	636
18. Planning Grants	0	0
19. Other	0	9,000
TOTAL REVENUE	\$254,639	\$287,563
EXPENSES		
1. Administrative	\$56,560	\$68,773
2. Operating	196,600	217,836
TOTAL EXPENSES	\$253,160	\$286,609
Net Revenue	\$1,479	\$954
Opening Balance	(\$1,868)	(\$389)
Net Revenues	1,479	954
Transfer to Capital Reserve	0	0
Ending Balance	(\$389)	\$565
Service Hours	5,184	5,243
Cost Per Hour	\$48.83	\$54.67

**COMBINED SERVICE
REVENUES AND EXPENSES - NEXT TWO YEARS**

	FY 2011	FY 2012
REVENUES		
1. Fare Box	\$382,000	\$405,244
2. Acadia National Park	804,000	945,000
3. Federal Transit	382,431	384,724
4. MaineDOT	15,869	15,869
5. Other Federal	23,200	23,200
6. Municipalities	85,136	84,585
7. Bucksport Taxi	2,600	2,600
8. Bucksport Tax Donation	0	0
9. Corporate Support	205,000	203,000
10. Business Direct Service	124,140	136,180
11. Business Donations	11,500	5,500
12. Individual Donations	22,000	30,000
13. Friends Groups	1,000	1,000
14. Agency Contracts	0	0
15. Other contracts	0	0
16. Advertising	0	0
17. Interest	2,498	2,008
18. Planning Grants	0	0
19. Other	0	9,000
TOTAL REVENUE	\$2,061,374	\$2,247,910
EXPENSES		
1. Capital	\$270,000	\$270,000
2. Administrative	541,927	657,267
3. Operating	1,278,145	1,353,347
TOTAL COMBINED EXPENSES	\$2,090,072	\$2,280,614
Net Revenue	(\$28,698)	(\$32,704)
Opening Balance	\$102,061	\$73,363
Prepaid ITS Warranty	0	
Net Revenues	(28,698)	(32,704)
Ending Balance	\$73,363	\$63,739
Cost Per Hour	\$60.18	\$65.57

FLEET CONDITION

DTI owns and operates a fleet of 58 vehicles - 51 buses and 7 vans. All of the buses, except four, are ADA accessible, with tie downs consisting of adjustable straps with clamps - four to each chair. All of the ADA accessible buses have two sets of wheelchair tie downs. None of the vans are ADA accessible. Information on DTI's vehicles is summarized on the PTMS Vehicle Evaluation Summary Forms on the following pages.

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: DOWNEAST TRANSPORTATION

1	VIN	1BAGBCSH9 XFO86469	1BAGBCSH5 XFO86470	1BAGBCSH6 XFO86475	1BAGBCSH6 XFO86476	1BAGBCSHO XFO86473	1BAGBCSH2 XFO86474
2	Fleet # and Status*	8845 - D	8846-D	8847-D	8848-D	8849-D	8850-D
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	BB-CIFE2509C	BB-CIFE2509C	BB-CIFE2509C	BB-CIFE2509C	BB-CIFE2509C	BB-CIFE2509C
5	Year	1999	1999	1999	1999	1999	1999
6	Fuel Type	Propane	Propane	Propane	Propane	Propane	Propane
7	Fuel Use - 12 months	2,453	960	178	1,496	0	1,397
8	Mileage	116,420	117,020	133,250	142,965	118,500	141,280
9	12-month Mileage	10,105	4,947	905	7,456	0	5,612
10	Repair Cost - 12 months	\$1,949	\$1,767	\$838	\$380	0	\$1,189
11	Repair frequency - 12 months***	1-2, 2-1	1-3, 2-1	1-1, 2-2	1-1, 2-1	Not In Service	1-2, 2-2
12	Vehicle appearance - interior	Fair	Fair	Fair	Fair	Fair	Fair
	Vehicle appearance - exterior	Fair	Fair	Fair	Fair	Fair	Fair
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Fare Box					
16	Date of Inspection	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10
17	Inspector's Name:	Ed DeWitt					

* A (Active); I (Inactive); S (Spare); or D (Disposed)

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

*** Repair Frequency: (1) Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: DOWNEAST TRANSPORTATION

1	VIN	1BAGBCSH7 XFO86471	1BAGBCSH9 XFO86472	1BAGBCPHY FO95699	1BAGBCPH7Y FO95701	1BAGBCPH5 YFO95700	1BAGBBCPHO YF095703
2	Fleet # and Status*	8851-D	8852-D	8857-A	8858-D	8859-A	8860-A
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	BB-CIFE2509C	BB-CIFE2509C	BB-CIFE2509C	BB-CIFE2509C	BB-CIFE2509C	BB-CIFE2509C
5	Year	1999	1999	2000	2000	2000	2000
6	Fuel Type	Propane	Propane	Propane	Propane	Propane	Propane
7	Fuel Use – 12 months	1,482	0	1,831	1,307	3,651	3,687
8	Mileage	140,450	137,793	135,410	143,950	106,700	134,002
9	12-month Mileage	6,540	0	8,609	7,197	18,123	18,493
10	Repair Cost - 12 months	\$1,122	0	\$6,641	\$2,858	\$6,532	\$2,357
11	Repair frequency - 12 months***	1-1, 2-3	Not In Service	1-3, 2-5, 3-2	1-3, 2-2, 3-1	1-3, 2-4, 3-1	1-3, 2-2, 3-0
12	Vehicle appearance - interior	Fair	Poor	Good	Good	Good	Good
	Vehicle appearance - exterior	Fair	Poor	Good	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box
16	Date of Inspection	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10
17	Inspector's Name:	Ed DeWitt	Ed DeWitt	Ed DeWitt	Ed DeWitt	Ed DeWitt	Ed DeWitt

* A (Active); I (Inactive); S (Spare); or D (Disposed)

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

*** Repair Frequency: (1) Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: DOWNEAST TRANSPORTATION

1	VIN	1BAGBCPH2 YFO95704	1BAGBCPH4 FO95705	1BAGBCPH5 YFO95700	1BAGBCPH6Y FO95706	1BAGBCPH8Y FO95707	4UZAACB397CY 91582
2	Fleet # and Status*	8861-A	8862-D	8863-A	8864-A	8865-A	8158-D
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	BB-CIFE2509C	BB-CIFE2509C	BB-CIFE2509C	BB-CIFE2509C	BB-CIFE2509C	FRTL-ELD
5	Year	2000	2000	2000	2000	2000	2007
6	Fuel Type	Propane	Propane	Propane	Propane	Propane	Propane
7	Fuel Use – 12 months	2,576	0	3,036	2,008	2,123	3,853
8	Mileage	126,465	75,000	148,622	111,528	132,050	64,127
9	12-month Mileage	11,716	0	14,494	10,756	10,685	18,167
10	Repair Cost - 12 months	\$3,521	N/A	\$4,925	\$4,678	\$1,201	\$9,422
11	Repair frequency - 12 months***	1-2, 2-2, 3-1	Not In Service	1-3, 2-5, 3-1	1-2, 2-2, 3-1	1-2, 2-3	1-4, 2-8, 3-2
12	Vehicle appearance - interior	Fair	Very Poor	Fair	Fair	Fair	Very Good
	Vehicle appearance - exterior	Fair	Very Poor	Fair	Fair	Fair	Very Good
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 Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box	Fare Box
16	Date of Inspection	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10
17	Inspector's Name:	Ed DeWitt	Ed DeWitt	Ed DeWitt	Ed DeWitt	Ed DeWitt	Ed DeWitt

* A (Active); I (Inactive); S (Spare); or D (Disposed)

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

*** Repair Frequency: (1) Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: DOWNEAST TRANSPORTATION

1	VIN	4UZAACB346 CW89988	4UZAACB326 CW89990	4UZAACB346 CW89991	4UZAACB316 CW89995	4UZAACB366 CW89992	4UZAACB3X6 CW89994
2	Fleet # and Status*	6978-A	6979-A	6980-A	7002-A	7003- A	7005-A
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA
5	Year	2006	2006	2006	2006	2006	2006
6	Fuel Type	Propane	Propane	Propane	Propane	Propane	Propane
7	Fuel Use – 12 months	3,473	3,386	3,270	3,298	3,564	2,930
8	Mileage	50,710	63,738	59,560	51,110	49,099	57,255
9	12-month Mileage	15,452	15,050	14,931	15,467	14,976	13,044
10	Repair Cost - 12 months	\$3,794	\$5,200	\$4,685	\$3,153	\$8,727	\$6,907
11	Repair frequency - 12 months***	1-3, 2-3	1-3, 2-6, 3-1	1-3, 2-4, 3-1	1-3, 2-4, 3-1	1-3, 2-5, 3-1	1-3, 2-7, 3-1
12	Vehicle appearance - interior	Very Good					
	Vehicle appearance - exterior	Very Good					
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 Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Fare Box					
16	Date of Inspection	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10
17	Inspector's Name:	Ed DeWitt					

* A (Active); I (Inactive); S (Spare); or D (Disposed)

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*** Repair Frequency: (1) Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: DOWNEAST TRANSPORTATION

1	VIN	4UZAACB386 CW89993	4UZAACB336 CW89996	4UZAACB356 CW89997	4UZAACB376 CW89998	4UZAACB396 CW89999	4UZAACB366 CW89989
2	Fleet # and Status*	7112-A	7113-A	7114-A	7115-A	7207-A	7208-A
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA
5	Year	2006	2006	2006	2006	2006	2006
6	Fuel Type	Propane	Propane	Propane	Propane	Propane	Propane
7	Fuel Use – 12 months	3,772	3,763	3,662	3,331	3,274	3,690
8	Mileage	56,903	52,681	64,580	58,575	57,555	50,703
9	12-month Mileage	16,732	16,386	16,216	14,704	14,768	17,027
10	Repair Cost - 12 months	\$8,861	\$4,426	\$6,820	\$3,193	\$8,697	\$4,320
11	Repair frequency - 12 months***	1-3, 2-4, 3-2	2-1, 2-5, 3-1	1-3, 2-7, 3-2	1-3, 2-4	1-3, 2-5, 3-1	1-3, 2-6, 3-1
12	Vehicle appearance - interior	Very Good					
	Vehicle appearance - exterior	Very Good					
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 Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Fare Box					
16	Date of Inspection	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10
17	Inspector's Name:	Ed DeWitt					

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*** Repair Frequency: (1) Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: DOWNEAST TRANSPORTATION

1	VIN	IFTSS3413 SHA78340	4UZAACB377CY 91581	IFTSS34L75 HA78339	IFBJS31H2TH B05024	IFTSS34L58D B59934	IFTSS34L78D B59935
2	Fleet # and Status*	978-A	8159-A	979-A	8843-D	34RG-A	35RG-A
3	Vehicle Type **	V	SMDB	V	V	V	V
4	Make, Model	Ford E-350	FRTL-ELDORA	Ford E-350	Ford E-350	Ford E-350	Ford E-350
5	Year	2005	2007	2005	1996	2008	2008
6	Fuel Type	Gas	Propane	Gas	Gas	Gas	Gas
7	Fuel Use - 12 months	539	4,433	525	469	836	1,705
8	Mileage	53,541	64,723	55,170	162,617	10,425	18,246
9	12-month Mileage	6,451	20,874	7,197	3,567	9,044	18,200
10	Repair Cost - 12 months	\$966	\$11,999	\$370	\$2,488	\$233	\$260
11	Repair frequency - 12 months***	1-3	1-4, 2-8, 3-2	1-2, 2-1	1-1, 2-2, 3-1	1-2, 2-1	1-4
12	Vehicle appearance - interior	Very Good	Good	Very Good	Poor	Excellent	Excellent
	Vehicle appearance - exterior	Very Good	Good	Very Good	Poor	Excellent	Excellent
13	ADA Accessibility:						
	Equipped/Working	No	Yes	No	No	No	No
	Tie Down	No	Yes	No	No	No	No
	Announcement System	No	Yes	No	No	No	No
	Signage and Stops	No	Yes	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	Fare Box	Fare Box	N/A	Fare Box	Fare Box
16	Date of Inspection	12-17-10	12-10-10	12-17-10	12-17-10	12-17-10	12-17-10
17	Inspector's Name:	Ed DeWitt					

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*** Repair Frequency: (1) Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: DOWNEAST TRANSPORTATION

1	VIN	4UZAACB337 CY91576	4UZAACB357 CY91577	4UZAACB357 CY91578	4UZAACB397 CY91579	4UZAACB357 CY91580	4UZAACB307 CY91583
2	Fleet # and Status*	7298-A	7299-A	7386-A	7387-A	7388-A	8157-A
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA	FRTL-ELDORA
5	Year	2007	2007	2007	2007	2007	2007
6	Fuel Type	Propane	Propane	Propane	Propane	Propane	Propane
7	Fuel Use – 12 months	3,701	4,674	4,080	4,999	3,989	4,869
8	Mileage	51,999	59,529	60,435	67,086	57,856	68,121
9	12-month Mileage	18,046	22,326	18,288	23,878	18,806	22,623
10	Repair Cost - 12 months	\$12,601	\$16,727	\$26,789	\$17,085	\$11,237	\$10,731
11	Repair frequency - 12 months***	1-4, 2-5, 3-5	1-4, 2-9, 3-4	1-4, 2-8, 3-6	1-5, 2-7, 3-6	1-4, 2-4, 3-5	1-4, 2-9, 3-2
12	Vehicle appearance - interior	Good	Good	Good	Good	Good	Good
	Vehicle appearance - exterior	Good	Good	Good	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	Fare Box					
16	Date of Inspection	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10	12-10-10
17	Inspector's Name:	Ed DeWitt					

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PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: DOWNEAST TRANSPORTATION

1	VIN	IBAGNBXA 92F203344	IBAGNB7A4 VFO76510	1T75R2B292 1117940	IGBG5V1909F 401038	IGBG5V199F 401135	IFDXE45S86 DA25288
2	Fleet # and Status*	7296-S	10113-D	10114-A	9397-A	9398-A	10125-A
3	Vehicle Type **	SHDB	SHDB	SHDB	MHDB	MHDB	LDB
4	Make, Model	BB-CSRE390	Blue Bird--CS	Thomas 1305N	Chev-5500	Chev-5500	Ford E-450
5	Year	2002	1997	2002	2009	2009	2006
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Gas
7	Fuel Use – 12 months	2,656	981	3,023	1,508	2,176	1,426
8	Mileage	210,910	239,450	107,200	16,112	21,475	72,070
9	12-month Mileage	19,338	8,055	19,950	14,739	20,096	11,020
10	Repair Cost - 12 months	\$20,546	\$5,415	\$9,934	\$2,932	\$2,794	\$3,207
11	Repair frequency - 12 months***	1-4, 2-4, 3-6	1-2, 2-2, 3-2	1-5, 2-4, 3-2	1-3, 2-9, 3-1	1-4, 2-7	1-3, 2-3, 3-1
12	Vehicle appearance - interior	Good	Poor	Good	Excellent	Excellent	Very Good
	Vehicle appearance - exterior	Good	Poor	Good	Excellent	Excellent	Very Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	No	No	No	Yes	Yes	No
	Signage and Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	N/A	N/A	N/A	Fare Box	Fare Box	Fare Box
16	Date of Inspection	12-17-10	11/10/08	11/10/10	12-17-10	12-17-10	11/10/08
17	Inspector's Name:	Ed DeWitt	Ed DeWitt	Ed DeWitt	Ed DeWitt	Ed DeWitt	Ed DeWitt

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*** Repair Frequency: (1) Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: DOWNEAST TRANSPORTATION

1	VIN	4UZAACB34AC AP8290	4UZAACB38AC AP8289	4UZAACB36AC AP8288	4UZAACB34AC AP8287	IFBJS31H9K HC29757	IGJGG39KOS F519932
2	Fleet # and Status*	9480-A	9481-A	9482-A	9483-A	8844-D	8828-D
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	V	V
4	Make, Model	FRT-ELD	FRT-ELD	FRT-ELD	FRT-ELD	Ford-15P	GMC-15P
5	Year	2010	2010	2010	2010	1989	1995
6	Fuel Type	Propane	Propane	Propane	Propane	Gas	Gas
7	Fuel Use – 12 months	3,811	3,877	3,396	496	0	0
8	Mileage	16,985	17,576	14,685	159,050	197,095	177,075
9	12-month Mileage	16,810	17,201	14,404	6,169	0	0
10	Repair Cost - 12 months	\$492	\$567	\$679	\$1,157	0	0
11	Repair frequency - 12 months***	1-3, 2-1	1-3, 2-1	1-2, 2-3	1-2, 3-1	Not In Service	Not In Service
12	Vehicle appearance - interior	Excellent	Excellent	Excellent	Excellent	Very Poor	Very Poor
	Vehicle appearance - exterior	Excellent	Excellent	Excellent	Excellent	Very Poor	Very Poor
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 Stops	No	No	No	No	No	No
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	No	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	Fare Box	Fare Box	Fare Box	Fare Box	N/A	N/A
16	Date of Inspection	12-17-10	12-17-10	12-17-10	12-17-10	12-17-10	12-17-10
17	Inspector's Name:	Ed DeWitt					

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PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011

AGENCY: DOWNEAST TRANSPORTATION

1	VIN	4UZAACB32C AP8286	4UZAACB30AC AP8285	4UZAACB39AC AP8284	4UZAACB37AC AP8283	
2	Fleet # and Status*	9484-A	9485-A	9486-A	9487-A	
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	
4	Make, Model	FRT-ELD	FRT-ELD	FRT-ELD	FRT-ELD	
5	Year	2010	2010	2010	2010	
6	Fuel Type	Propane	Propane	Propane	Propane	
7	Fuel Use - 12 months	4,180	4,184	3,383	3,286	
8	Mileage	18,962	18,260	14,899	14,835	
9	12-month Mileage	18,792	18,013	14,620	14,505	
10	Repair Cost - 12 months	\$383	\$564	\$1,105	\$920	
11	Repair frequency - 12 months***	1-3, 2-1	1-3, 2-2	1-3, 2-2	1-3, 2-1	
12	Vehicle appearance - interior	Excellent	Excellent	Excellent	Excellent	
	Vehicle appearance - exterior	Excellent	Excellent	Excellent	Excellent	
13	ADA Accessibility:					
	Equipped/Working	Yes	Yes	Yes	Yes	
	Tie Down	Yes	Yes	Yes	Yes	
	Announcement System	Yes	Yes	Yes	Yes	
	Signage and Stops	Yes	Yes	Yes	Yes	
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	Fare Box	Fare Box	Fare Box	Fare Box	
16	Date of Inspection	12-17-10	12-17-10	12-17-10	12-17-10	
17	Inspector's Name:	Ed DeWitt	Ed DeWitt	Ed DeWitt	Ed DeWitt	

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*** Repair Frequency: (1) Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

APPENDIX

DOWNEAST TRANSPORTATION



DOWNEAST TRANSPORTATION

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Ellsworth Shuttle

Bar Harbor Shuttle

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Acadia National Park

Friends of Acadia

L.L.Bean

Jackson Laboratory

Local Supporters

YEAR-ROUND BUSES OFFER NEW WAYS TO SAVE

Improved commuter service between Ellsworth and Bar Harbor eliminates more than one million vehicle miles a year from local roadways. It means cash savings for area workers, new job opportunities for people without cars, less congestion, and a reduction in greenhouse gases linked to global climate change.

Downeast Transportation provides popular year-round shopping trips to Ellsworth and Bangor, and in-town shuttle service for Bucksport, Ellsworth, and Bar Harbor. Downeast Transportation also operates the Island Explorer serving Acadia National Park and neighboring towns from June 23 through Columbus Day.



"I get to work safely and on-time, and I save gas and miles on my car."

-Jackson Lab commuter from Surry

"My driver is dependable and safe, and is better in the snow than I am. The commute allows me to rest to and from work."

-Jackson Lab commuter from Franklin

"I like it a lot because it allows me to get out and about on my own."

-Bucksport resident on the Bucksport Shuttle

"I might not go if I had to drive myself. Drivers are wonderful. The bus is clean and comfortable."

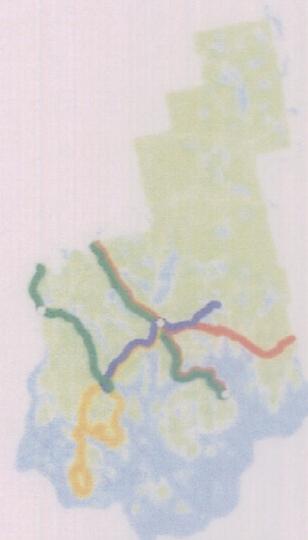
Passenger from Bar Harbor on the midday bus to Bangor

"I like the friends, the ride, the drivers, getting out, the route, the passing countryside."

-Passenger from Sedgwick on the Stonington bus

Downeast Transportation, Inc.
 PO Box 914
 Ellsworth, ME 04605
 (207) 667-5796

info@DowneastTrans.org



ROUTE FINDER
 Downeast Transportation maps and timetables...



Island Explorer maps and timetables...

THESE WEB PAGES WERE
 UPDATED ON 11/9/2010



DOWNEAST TRANSPORTATION

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- Commute to Ellsworth
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- Ellsworth Shuttle
- Bar Harbor Shuttle
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PARTNER LINKS

- Island Explorer
- Acadia National Park
- Friends of Acadia
- L.L.Bean
- Jackson Laboratory
- Local Supporters

HOLIDAYS

Downeast Transportation buses do not operate on national holidays. In addition, there is no midday bus service between Christmas and New Years Day.

MIDDAY FARES

The midday fare is \$1.00 per day within one town, \$2.50 within neighboring towns, and \$5 for longer Hancock county rides. Rides to Bangor cost \$9 from Bar Harbor, Blue Hill, and Orland, and \$7 from Ellsworth and Bucksport. The round-trip fare is the same as the one-way fare, provided you complete your trip in one day.

COMMUTER FARES

Commuter service to Bar Harbor from Bangor and Cherryfield costs \$17.50 per week. Commuter service to Bar Harbor from Franklin and Ellsworth costs \$14.50 per week. The single-ride fare is \$5. Subscribers receive priority seating, with single rides offered on a space-available basis.

Commuter service between Ellsworth and Blue Hill costs \$20 per week. The single-ride fare is \$5. Subscribers receive priority seating, with single rides offered on a space-available basis.

WHEELCHAIR LIFTS AND ACCESSIBILITY...



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- L.L.Bean
- Jackson Laboratory
- Local Supporters

WHEELCHAIR LIFTS AND ACCESSIBILITY

All Downeast Transportation buses are equipped with wheelchair lifts. Buses may deviate up to 3/4 mile upon request. For more information, please call 667-5796.



Downeast Transportation, Inc.
PO Box 914
Ellsworth, ME 04605
(207) 667-5796

info@DowneastTrans.org



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FREQUENTLY ASKED QUESTIONS

Q: Do your buses have wheelchair lifts?

A: Yes, all Downeast Transportation buses are equipped with wheelchair lifts.

Q: Are your buses equipped with child seats?

A: No, passengers must bring their own child seats.

Q: Can drivers make change?

A: No, please have the exact fare ready when boarding.

Q: Where can I purchase multiple-ride tickets?

A: You can purchase tickets from bus drivers or at the DTI office on Main Street in Ellsworth.

Q: What is the difference between round-trip and one-way fares?

A: On most routes, the round-trip fare is the same as the one-way fare, provided you complete your trip in the same day.

Q: Whom do I call for information about the Island Explorer?

A: The Island Explorer is a seasonal shuttle operated by downeast Transportation. For Island Explorer information, call (207) 288-4573 or visit www.exploreacadia.com.

Q: Can I get to L.L.Bean or Wal-Mart on the Island Explorer?

A: No, Island Explorer shuttles do not serve Ellsworth. Instead, Downeast Transportation operates year-round bus service between Bar Harbor and Ellsworth on Monday, Wednesday, Thursday, and Friday. The one-way fare is \$5. There is no charge for return trips made the same day. Buses depart the Bar Harbor Village Green at 8:00 a.m. and Hannaford supermarket in Bar Harbor at 8:15 a.m. Return buses depart Ellsworth City Hall at 3:15 p.m. Click here for the full Bar Harbor-Ellsworth timetable.



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Click on a circle for detailed schedule information.
Timetables on this site are effective July 1, 2010.



Click here for Island Explorer maps and timetables.

**COMMUTE
to Bar Harbor
to Ellsworth
to Blue Hill**

SHOP IN BANGOR



SHOP IN ELLSWORTH

**IN-TOWN
SHUTTLES
Bucksport
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STONINGTON BUS

Click here for full Ellsworth-Bar Harbor schedules

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SUBSCRIPTION BUSES FROM BANGOR, FRANKLIN, AND CHERRYFIELD

The cost for subscription commuter service is \$17.50 per week. Call 667-5796 for more information about subscription services.

CHERRYFIELD TO JACKSON LAB

Bayside Market	5:35 a.m.
Matthew's Country Store	5:45 a.m.
Young's Market	5:55 a.m.
O'Connor's Store	6:10 a.m.
Hancock Town Office	6:20 a.m.
Jackson Lab	7:00 a.m.

JACKSON LAB TO CHERRYFIELD

Jackson Lab	3:40 p.m.
Hancock Town Office	4:15 p.m.
O'Connor's Store	4:25 p.m.
Young's Market	4:35 p.m.
Matthew's Country Store	4:45 p.m.
Bayside Market	4:55 p.m.

BANGOR TO JACKSON LAB

Bangor: Godsoe Road	5:15 a.m.
Brewer: Ice Rink	5:25 a.m.
Holden: Rhoades Building Supplies	5:40 a.m.
Jackson Lab	6:40 a.m.

JACKSON LAB TO BANGOR

Jackson Lab	3:40 p.m.
Holden: Rhoades Building Supplies	4:50 p.m.
Brewer: Ice Rink	5:00 p.m.
Bangor: Godsoe Road	5:10 p.m.

FRANKLIN TO JACKSON LAB

Franklin Trading Post	5:55 a.m.
Hancock: Tideway Market	6:05 a.m.
Trenton: Bio Tech	6:20 a.m.
Jackson Lab	6:50 a.m.

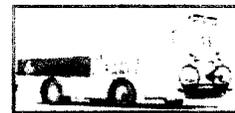
JACKSON LAB TO FRANKLIN

Jackson Lab	3:40 p.m.
Trenton: Bio Tech	4:10 p.m.
Hancock: Tideway Market	4:25 p.m.
Franklin Trading Post	4:35 p.m.

COMMUTE FROM ELLSWORTH TO BAR HARBOR



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COMMUTE FROM BAR HARBOR TO ELLSWORTH

Commuter buses operate Monday through Friday except holidays.
Morning service to Ellsworth

Bar Harbor Village Green	7:15 a.m.
Ellsworth City Hall	8:00 a.m.

Afternoon return trips to Bar Harbor

Ellsworth City Hall	3:15 p.m.
Bar Harbor Hannaford	4:05 p
Bar Harbor Village Green	4:10 p.m.

The weekly fare is \$14.50. Single rides cost \$5.

[Click here for full Ellsworth-Bar Harbor schedules.](#)

For more information, contact:

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- <http://www.exploreacadia.com>
- Local Supporters

**COMMUTE FROM ELLSWORTH TO BLUE HILL
THIS SERVICE DOES NOT OPERATE IN JULY AND AUGUST**

Morning service to Blue Hill

Ellsworth City Hall	7:20 a.m.
Blue Hill Town Hall	7:40 a.m.
Bay School	7:50 a.m.

Afternoon return trips to Ellsworth

Bay School	2:55 p.m.
Blue Hill Town Hall	3:05 p.m.
Ellsworth City Hall	3:25 p.m.

This Ellsworth-Blue Hill service operates Monday through Friday except holidays, September through June. The weekly fare is \$20. Single rides cost \$5. Subscribers receive priority seating.

For more information, contact:

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ELLSWORTH MONDAY SHUTTLE

This bus operates on Mondays.

ELLSWORTH	read down				
City Hall	8:30a	9:30a	10:30a	11:30a	12:30p
Union River	8:35a	9:35a	10:35a	11:35a	12:35p
Meadowview	8:45a	9:45a	10:45a	11:45a	12:45p
Mill Mall	8:50a	9:50a	10:50a	11:50a	12:50p
City Hall	8:55a	9:55a	10:55a	11:55a	12:55p
Reny's/Shaws	9:00a	10:00a	11:00a	12:00p	1:00p
Me. Coast Mall	9:05a	10:05a	11:05a	12:05p	1:05p
Marden's	9:10a	10:10a	11:10a	12:10p	1:10p
Wal-Mart	9:15a	10:15a	11:15a	12:15p	1:15p
Resort Way	R	R	R	R	R
City Hall	9:25a	10:25a	11:25a	12:25p	1:25p

The Meadows and Riverview Apartments are served on request.

ELLSWORTH FRIDAY SHUTTLE

This bus operates on Fridays.

ELLSWORTH	read down	read down	read down
City Hall	10:10 a.m.	11:10 a.m.	12:10 p.m.
Shaws	10:15 a.m.	11:15 a.m.	12:15 p.m.
ME Coast Mall	10:20 a.m.	11:20 a.m.	12:20 p.m.
Wal-Mart	10:25 a.m.	11:25 a.m.	12:25 p.m.
City Hall	10:35 a.m.	11:35 a.m.	12:35 p.m.
Mill Mall	10:45 a.m.	11:45 a.m.	
City Hall	10:55 a.m.	11:55 a.m.	

BAR HARBOR TO ELLSWORTH

This bus operates Monday, Wednesday, Thursday, and Friday.



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BAR HARBOR - ELLSWORTH - BANGOR

This bus operates on Mondays and Fridays.
 Please note that the Downeast bus will no longer remain in Bangor during the middle of the day. Use the BAT Community Connector for midday travel in Bangor. For BAT route and schedule information, call 992-4670.

BAR HARBOR	read down	read up
Village Green	8:00 a	R
Rodick-Lorraine	8:05 a	R
Malvern-Belmont	8:10 a	R
Hannaford	8:15 a	4:05 p
Harbor Hill	8:20 a	R
Birch Bay	R	R
ELLSWORTH		
Wal-Mart		3:30 p
Maine Coast Mall		3:25 p
Reny's / Shaws		3:20 p
Union River	8:55 a	R
Riverview	R	R
Meadows	R	R
Meadowview	9:05 a	R
City Hall	9:10 a	3:15 p
BANGOR		
Greyhound	9:50 a	-
BAT	9:55 a	-
Concord Coach	10:05 a	2:30 p
Airport	10:10 a	2:25 p
Bangor Mall	10:20 a	2:15 p
BAT	-	2:05 p
Greyhound	-	2:00 p
EMMC	R	R



ROUTE FINDER
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Rides to Bangor cost \$9 from Bar Harbor and \$7 from Ellsworth. The round-trip fare is the same as the one-way fare, provided you complete your trip in one day.

BLUE HILL - ORLAND - BUCKSPORT - BANGOR

This bus operates every third Tuesday of the month.

BLUE HILL	read down	read up
Parker Ridge	8:30 a.m.	2:35 p.m.
Town Hall	8:40 a.m.	2:25 p.m.
ORLAND		
Town Office	9:00 a.m.	2:00 p.m.
BUCKSPORT		
Bucksport Square	9:10 a.m.	1:53 p.m.



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BUCKSPORT SHUTTLE

The Bucksport Shuttle operates on Wednesdays.

	read down							
Bucksport Square	9:30a	10:00a	10:30a	11:00a	11:30a	12:00p	12:30p	1:00p
Wen Belle	9:31a	10:01a	10:31a	11:01a	11:31a	12:01p	12:31p	1:01p
Knoxview Apts.	9:36a	10:06a	10:36a	11:06a	11:36a	12:06p	12:36p	1:06p
Credit Union	9:38a	10:08a	10:38a	11:08a	11:38a	12:08p	12:38p	1:08p
Bucksport Family Med.	9:41a	10:11a	10:41a	11:11a	11:41a	12:11p	12:41p	1:11p
Hannaford	9:45a	10:15a	10:45a	11:15a	11:45a	12:15p	12:45p	1:15p
Rite Aid	9:50a	10:20a	10:50a	11:20a	11:50a	12:20p	12:50p	1:20p
Bucksport Square	9:55a	10:25a	10:55a	11:25a	11:55a	12:25p	12:55p	1:25p

The all-day fare for the Bucksport Shuttle is \$1.

BLUE HILL TO BUCKSPORT

THIS SERVICE DOES NOT OPERATE IN JULY AND AUGUST.
 On Wednesdays September through June, a bus departs Blue Hill at 8:40 a.m. and arrives in Bucksport at 9:10 a.m. The return trip departs Bucksport at 1:45 p.m. and arrives in Blue Hill at 2:20 p.m. This bus makes intermediate stops at the Orland town office at 9:00 a.m. and 1:55 p.m.

For more information, contact:

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ELLSWORTH MONDAY SHUTTLE

This bus operates on Mondays.

ELLSWORTH	read down				
City Hall	8:30a	9:30a	10:30a	11:30a	12:30p
Union River	8:35a	9:35a	10:35a	11:35a	12:35p
Meadowview	8:45a	9:45a	10:45a	11:45a	12:45p
Mill Mall	8:50a	9:50a	10:50a	11:50a	12:50p
City Hall	8:55a	9:55a	10:55a	11:55a	12:55p
Reny's/Shaws	9:00a	10:00a	11:00a	12:00p	1:00p
Me. Coast Mall	9:05a	10:05a	11:05a	12:05p	1:05p
Marden's	9:10a	10:10a	11:10a	12:10p	1:10p
Wal-Mart	9:15a	10:15a	11:15a	12:15p	1:15p
Resort Way	R	R	R	R	R
City Hall	9:25a	10:25a	11:25a	12:25p	1:25p

The Meadows and Riverview Apartments are served on request.



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ELLSWORTH FRIDAY SHUTTLE

This bus operates on Fridays.

ELLSWORTH	read down	read down	read down
City Hall	10:10 a.m.	11:10 a.m.	12:10 p.m.
Shaws	10:15 a.m.	11:15 a.m.	12:15 p.m.
ME Coast Mall	10:20 a.m.	11:20 a.m.	12:20 p.m.
Wal-Mart	10:25 a.m.	11:25 a.m.	12:25 p.m.
City Hall	10:35 a.m.	11:35 a.m.	12:35 p.m.
Mill Mall	10:45 a.m.	11:45 a.m.	
City Hall	10:55 a.m.	11:55 a.m.	



Island Explorer maps and timetables...

BAR HARBOR TO ELLSWORTH

This bus operates Monday, Wednesday, Thursday, and Friday.

Morning service to Ellsworth

BAR HARBOR	
Village Green	8:00 a.m.
Rodick Lorraine	8:05 a.m.
Malvern Belmont	8:10 a.m.
Hannaford	8:15 a.m.
Harbor Hill	8:20 a.m.
Birch Bay Village	R
ELLSWORTH	
Wal-Mart	8:55 a.m.
Maine Coast Mall	9:00 a.m.
City Hall	9:10 a.m.



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BAR HARBOR SHUTTLE

This bus operates on Tuesdays.

BAR HARBOR	read down					
Hannaford	8:30 a	9:30 a	10:30 a	11:30 a	12:30 p	1:30 p
Birch Bay	8:40 a	9:40 a	10:40 a	11:40 a	12:40 p	1:40 p
Harbor Hill	8:48 a	9:48 a	10:48 a	11:48 a	12:48 p	1:48 p
Rodk-Lorr	8:53 a	9:53 a	10:53 a	11:53 a	12:53 p	1:53 p
Mal-Belmnt	8:58 a	9:58 a	10:58 a	11:58 a	12:58 p	1:58 p
Hannaford	9:05 a	10:05 a	11:05 a	12:05 p	1:05 p	2:05 p
Hospital	9:10 a	10:10 a	11:10 a	12:10 p	1:10 p	2:10 p
YMCA	9:15 a	10:15 a	11:15 a	12:15 p	1:15 p	2:15 p
Hannaford	9:20 a	10:20 a	11:20 a	12:20 p	1:20 p	2:20 p

The fare is \$1 per day within one town.

For more information, contact:

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STONINGTON BUS

This bus operates on Fridays.

Morning Service

ELLSWORTH	
City Hall	7:20 a.m.
BLUE HILL	
Bay School	7:50 a.m.
DEER ISLE	
Little Deer Isle	8:05 a.m.
Eaton's Plumbing	8:20 a.m.
STONINGTON	
Burnt Cove	8:24 a.m.
Stonington Manor	8:26 a.m.
Penobscot Bay Press	8:32 a.m.
Ron's Mobil	8:37 a.m.
DEER ISLE	
Deer Run Apartments	8:47 a.m.
Nursing Home	R
Little Deer Isle	8:56 a.m.
SEDGWICK	
Sargentville	9:02 a.m.
Benjamin River Apartments	9:09 a.m.
BROOKLIN	
General Store	9:20 a.m.
North Brooklin	9:27 a.m.
BLUE HILL	
Town Hall	9:44 a.m.
Hospital	R
ELLSWORTH	
City Hall	10:10 a.m.
Wal-Mart	10:25 a.m.



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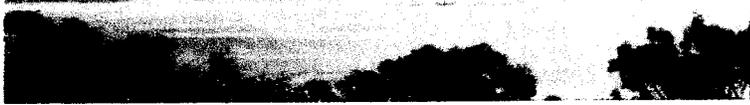
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Friday midday shuttle service in Ellsworth

ELLSWORTH	read down	read down	read down
City Hall	10:10 a.m.	11:10 a.m.	12:10 p.m.
Shaws	10:15 a.m.	11:15 a.m.	12:15 p.m.
ME Coast Mall	10:20 a.m.	11:20 a.m.	12:20 p.m.
Wal-Mart	10:25 a.m.	11:25 a.m.	12:25 p.m.
City Hall	10:35 a.m.	11:35 a.m.	12:35 p.m.
Mill Mall	10:45 a.m.	11:45 a.m.	
City Hall	10:55 a.m.	11:55 a.m.	

Afternoon service

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COMBINED ELLSWORTH - BAR HARBOR SCHEDULES

This page presents commuter and midday shopping trips between Ellsworth and Bar Harbor. Effective 7/1/10.

ELLSWORTH TO BAR HARBOR

The 3:15 p.m. departure from Ellsworth drops off on request at senior apartment complexes in Bar Harbor.

ELLSWORTH				
City Hall		6:25a		3:15
Reny's / Shaws		-		3:20
Maine Coast Mall		-		3:25p
Behind Maine Coast Mall	6:00a	6:30a	7:15a	-
Walmart				3:30p
BAR HARBOR				
Hannaford				4:05p
Village Green	6:35a	7:05a	7:50a	4:10 p
Jackson Lab	6:40a	7:10a	7:55a	



ROUTE FINDER
Downeast Transportation maps and timetables...



Island Explorer maps and timetables...

BAR HARBOR TO ELLSWORTH

BAR HARBOR				
Jackson Lab	7:10a		3:40p	4:15p
Village Green	7:15a	8:00a*	3:45p	4:20p
Rodick-Lorraine		8:05a*		
Malvern-Belmont		8:10a*		
Hannaford		8:15a*		
Harbor Hill		8:20a*		
Birch Bay		R*		
ANP Headquarters				4:25p
ELLSWORTH				
Walmart		8:55a*		
Maine Coast Mall	7:55a	9:00a*	4:20p	4:55p
City Hall		9:10a*	R	R

*Please note: The 8:00 a.m. departure from the Bar Harbor Village Green operates Monday, Wednesday, Thursday, and Friday. All other buses shown in this timetable operate Monday through Friday except holidays. The weekly fare is \$14.50. Single rides cost \$5. At Maine Coast Mall, commuter buses pick up and drop off at a park and ride lot located behind the Mall.

For more information, contact:



**DOWNEAST
TRANSPORTATION**

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- Basic Information
- Accessibility
- News and Updates
- Frequent Questions

**MAPS & TIMETABLES
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- Commute to Bar Harbor
- Commute to Ellsworth
- Commute to Blue Hill
- Shop in Ellsworth
- Shop in Bangor
- Bucksport Shuttle
- Ellsworth Shuttle
- Bar Harbor Shuttle
- Stonington Bus
- Bar Harbor - Ellsworth

MORE INFORMATION

- Transportation Directory
- Planning Documents
- Employment Opportunities
- Contact Us

PARTNER LINKS

- Island Explorer
- Acadia National Park
- Friends of Acadia
- L.L.Bean
- Jackson Laboratory
- Local Supporters

TRANSPORTATION DIRECTORY

**Downeast Transportation
(207) 667-5796**

**Bar Harbor-Bangor Shuttle
(207) 479-5911**

**Concord Coach
(800) 639-3317**

**Faith in Action Community Connections
(207) 664-6016**

**Island Connections
(207) 288-4457**

**Greyhound
(800) 894-3355**

**West's Coastal Connection
(800) 596-2823**

**WHCA Transportation
(207) 664-2424**



Downeast Transportation, Inc.
PO Box 914
Ellsworth, ME 04605
(207) 667-5796

info@DowneastTrans.org



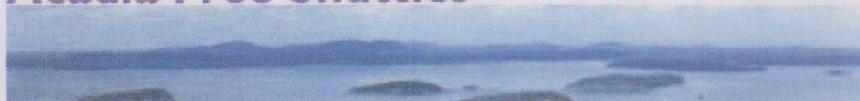
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Click on route numbers for detailed map and timetable information.



[See the Island](#)



[Maps year-](#)

Island Explorer bus service will run from June 23 through October 11, 2011. Fall schedules go into effect on September 1.

NEW FOR 2011: ELLSWORTH EXPRESS

The Ellsworth Express provides direct access to the Park Loop Road from Ellsworth lodging establishments. [Click here for an Ellsworth Express timetable.](#)

[Click here for a detailed map of bus routes on Mount Desert Island.](#)

1 Campgrounds

The Campgrounds bus operates between the Bar Harbor Airport and the Bar Harbor Village Green linking five private campgrounds with the village center. Transfer to Loop Road buses at the Hulls Cove Visitor Center. Buses operate every 30 minutes throughout the most of the day, and hourly in the evening. Fall service operates hourly.

2 Eden Street

The Eden Street bus connects hotels on Route 3 with the Bar Harbor Village Green. It also serves the Natural History Museum at the College of the Atlantic. From 6:45 a.m. until 3:15 p.m. buses operate every 30 minutes. From 3:15 p.m. until 10:00 p.m. this service runs every 15 minutes. Fall service operates every half hour.

3 Sand Beach

The Sand Beach bus operates between the Bar Harbor Village Green and Sand Beach. It also serves Blackwoods Campground. The service operates every half hour during the day, with evening service to Blackwoods Campground every 45 minutes.

4 Loop Road

The Loop Road bus starts and ends at the Hulls Cove Visitor Center. It operates every half-hour, with service to Sieur de Monts, Sand Beach, Wildwood Stables, Jordan Pond, and Bubble Pond. The Loop Road bus operates through Columbus Day.

5 Jordan Pond

The Jordan Pond bus runs between Bar Harbor and Northeast Harbor via Bubble Pond and Jordan Pond. It provides access to hiking trails and carriage roads in Acadia National Park. The Jordan Pond bus operates every 30 minutes.

6 Brown Mountain

The Brown Mountain bus links Bar Harbor and Northeast Harbor via the Eagle Lake Road and Route 198. It provides access to carriage roads at Eagle Lake and at the Brown Mountain Gate House. The bus operates every 75 minutes during the summer. There is no Brown Mountain service in the fall.

7 Southwest Harbor

The Southwest Harbor bus connects Bar Harbor and Southwest Harbor. It also serves Somesville, Manset, Seawall, Bass Harbor, and Bernard. The Southwest Harbor bus operates every 60 minutes. A limited number of daily trips are offered in the fall.

8 Schoodic

The Schoodic bus serves Acadia National Park's Schoodic Point, with stops in Winter Harbor, Prospect Harbor, and Birch Harbor. The bus connects with the Bar Harbor-Winter Harbor ferry. The Schoodic bus operate through August 31.

BICYCLE EXPRESS

The Bicycle Express operates every half hour between the Bar Harbor Village Green and Acadia National Park's carriage road system at Eagle Lake. This service is available from 9:15 a.m. until 5:00 p.m. from June 23 through September 30. In the fall, the last inbound departure from Eagle Lake is at 4:00 p.m.



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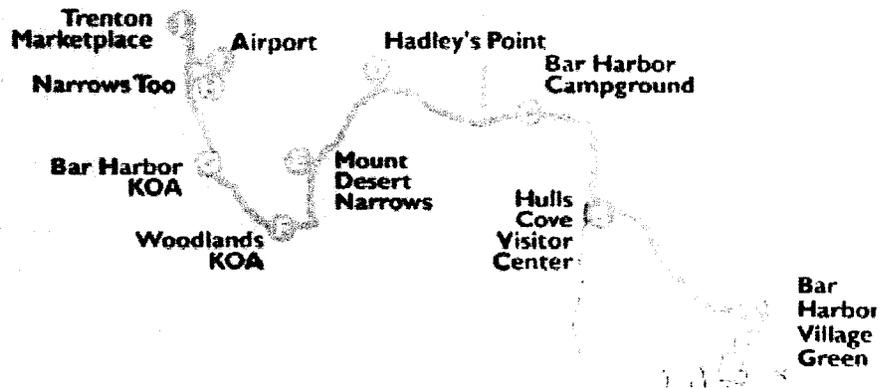
MORE INFORMATION

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- Employment Opportunities
- Contact Us

PARTNER LINKS

- Acadia National Park
- Friends of Acadia
- L.L.Bean
- Local Supporters

SATELLITE VIEW
Where is this bus now?



1. CAMPGROUND

INBOUND: TRENTON TO BAR HARBOR

All schedules operate June 23 to August 31. Shaded times continue to October
This schedule was updated for 2011 on May 3, 2011.

H	I	J	G		F	E	D
NRRWS TOO	AIR- PORT	TRTN MKTPL	BR HBR KOA	TOWN HILL	WDLND KOA	MT DES NRRWS	HAD POI
-	-	7:00	7:05	7:10	-	7:15	7:20
-	-	8:00	8:05	8:10	8:12	8:17	8:22
-	-	8:20	-	-	-	8:35	8:40
-	-	9:00	9:05	9:10	9:12	9:17	9:22
-	-	9:30	9:35	9:40	9:42	9:47	9:52
9:40	9:45	10:00	10:05	10:10	10:12	10:17	10:22
-	-	10:30	10:35	10:40	10:42	10:47	10:52
10:40	10:45	11:00	11:05	11:10	11:12	11:17	11:22
11:10	11:15	11:30	11:35	11:40	11:42	11:47	11:52
11:40	11:45	12:00	12:05	12:10	12:12	12:17	12:22
12:10*	12:15*	12:30	12:35	12:40	12:42	12:47	12:52
12:40	12:45	1:00	1:05	1:10	1:12	1:17	1:22
1:10*	1:15*	1:30	1:35	1:40	1:42	1:47	1:52
-	-	2:00	2:05	2:10	2:12	2:17	2:22
2:10	2:15	2:30	2:35	2:40	2:42	2:47	2:52
2:40	2:45	3:00	3:05	3:10	3:12	3:17	3:22



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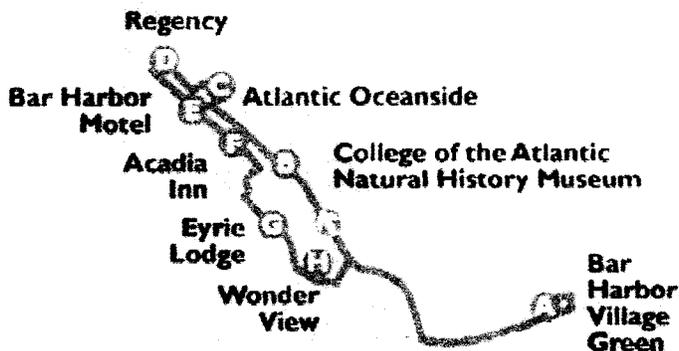
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PARTNER LINKS

- Acadia National Park
- Friends of Acadia
- L.L.Bean
- Local Supporters

SATELLITE VIEW

Where is this bus now?



EDEN STREET: VILLAGE GREEN TO HOTELS AND RETURN

All schedules operate June 23 to August 31. Shaded times continue to Oct
 This schedule was updated for 2011 on May 3, 2011.

A	B	C	D	E	F
VILLAGE GREEN	COA	ATLANTIC OCNSDE	REGENCY	BR HBR MOTEL	ACADIA INN
6:45 a	6:50 a	6:52 a	6:55 a	6:57 a	6:58 a
7:15 a	7:20 a	7:22 a	7:25 a	7:27 a	7:28 a
7:45 a	7:50 a	7:52 a	7:55 a	7:57 a	7:58 a
8:15 a	8:20 a	8:22 a	8:25 a	8:27 a	8:28 a
8:45 a	8:50 a	8:52 a	8:55 a	8:57 a	8:58 a
9:15 a	9:20 a	9:22 a	9:25 a	9:27 a	9:28 a
9:45 a	9:50 a	9:52 a	9:55 a	9:57 a	9:58 a
10:15 a	10:20 a	10:22 a	10:25 a	10:27 a	10:28 a
10:45 a	10:50 a	10:52 a	10:55 a	10:57 a	10:58 a
11:15 a	11:20 a	11:22 a	11:25 a	11:27 a	11:28 a
11:45 a	11:50 a	11:52 a	11:55 a	11:57 a	11:58 a
12:15 p	12:20 p	12:22 p	12:25 p	12:27 p	12:28 p
12:45 p	12:50 p	12:52 p	12:55 p	12:57 p	12:58 p
1:15 p	1:20 p	1:22 p	1:25 p	1:27 p	1:28 p
1:45 p	1:50 p	1:52 p	1:55 p	1:57 p	1:58 p
2:15 p	2:20 p	2:22 p	2:25 p	2:27 p	2:28 p
2:45 p	2:50 p	2:52 p	2:55 p	2:57 p	2:58 p
3:15 p	3:20 p	3:22 p	3:25 p	3:27 p	3:28 p
3:30 p	3:35 p	3:37 p	3:40 p	3:42 p	3:43 p



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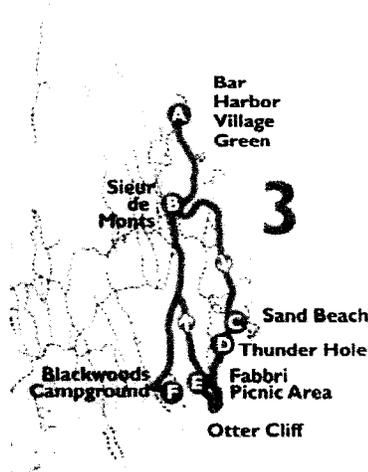
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PARTNER LINKS

- Acadia National Park
- Friends of Acadia
- L.L.Bean
- Local Supporters

SATELLITE VIEW

Where is this bus now?



3. SAND BEACH & BLACKWOODS CAMPGROUND

All schedules operate June 23 to August 31. Shaded times continue to October 10, 2011.

This schedule was updated for 2011 on May 3, 2011.

A	B	C	D	E	F	B	A
VILLAGE GREEN	SR DE MONTS	SAND BEACH	THUND HOLE	FABRI PICNIC	BLACKWOODS	SR DE MONTS	VILLAGE GREEN
8:05 a	8:15 a	8:25 a	8:28 a	8:35 a	8:50 a	9:05 a	9:13 a
9:05 a	9:15 a	9:25 a	9:28 a	9:35 a	9:50 a	10:05 a	10:13 a
9:35 a	9:45 a	9:55 a	9:58 a	10:05 a	10:20 a	10:35 a	10:43 a
10:05 a	10:15 a	10:25 a	10:28 a	10:35 a	10:50 a	11:05 a	11:13 a
10:35 a	10:45 a	10:55 a	10:58 a	11:05 a	11:20 a	11:35 a	11:43 a
11:05 a	11:15 a	11:25 a	11:28 a	11:35 a	11:50 a	12:05 p	12:13 p
11:35 a	11:45 a	11:55 a	11:58 a	12:05 p	12:20 p	12:35 p	12:43 p
12:05 p	12:15 p	12:25 p	12:28 p	12:35 p	12:50 p	1:05 p	1:13 p
12:35 p	12:45 p	12:55 p	12:58 p	1:05 p	1:20 p	1:35 p	1:43 p
1:05 p	1:15 p	1:25 p	1:28 p	1:35 p	1:50 p	2:05 p	2:13 p
1:35 p	1:45 p	1:55 p	1:58 p	2:05 p	2:20 p	2:35 p	2:43 p
2:05 p	2:15 p	2:25 p	2:28 p	2:35 p	2:50 p	3:05 p	3:13 p
2:35 p	2:45 p	2:55 p	2:58 p	3:05 p	3:20 p	3:35 p	3:43 p
3:05 p	3:15 p	3:25 p	3:28 p	3:35 p	3:50 p	4:05 p	4:13 p
3:35 p	3:45 p	3:55 p	3:58 p	4:05 p	4:20 p	4:35 p	4:43 p
4:05 p	4:15 p	4:25 p	4:28 p	4:35 p	4:50 p	5:05 p	5:13 p
4:35 p	4:45 p	4:55 p	4:58 p	5:05 p	5:20 p	5:35 p	5:43 p
5:05 p	5:15 p	5:25 p	5:28 p	5:35 p	5:50 p	6:05 p	6:13 p
5:35 p	5:45 p	5:55 p	5:58 p	6:05 p	6:20 p	6:35 p	6:43 p
6:05 p	6:15 p	6:25 p	6:28 p	6:35 p	6:50 p	7:05 p	7:13 p
6:35 p	6:45 p	6:55 p	6:58 p	7:05 p	7:20 p	7:35 p	7:43 p
7:45 p	-	-	-	-	8:05 p	-	8:20 p
8:30 p	-	-	-	-	8:50 p	-	9:05 p
9:15 p	-	-	-	-	9:35 p	-	9:50 p



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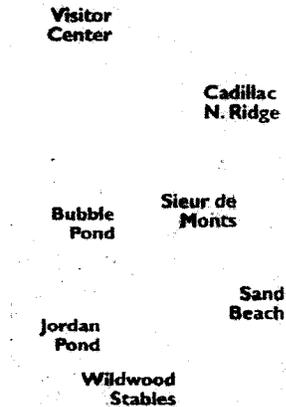
MORE INFORMATION

- Rider Surveys & Comments
- Planning Documents
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PARTNER LINKS

- Acadia National Park
- Friends of Acadia
- L.L. Bean
- Local Supporters

SATELLITE VIEW
Where is this bus now?



4. LOOP ROAD

All schedules operate June 23 to August 31. Shaded times continue to October 10, 2011.
This schedule was updated for 2011 on May 3, 2011.

A	B	C	D	E	F	G	A
VISITOR CENTER	NORTH RIDGE	SR DE MONTS	SAND BEACH	WILD WOOD	JORDAN POND	BUBBLE POND	VISITOR CENTER
9:15 a	9:20 a	9:30 a	9:40 a	10:02 a	10:10 a	10:15 a	10:27 a
9:45 a	9:50 a	10:00 a	10:10 a	10:32 a	10:40 a	10:45 a	10:57 a
10:15 a	10:20 a	10:30 a	10:40 a	11:02 a	11:10 a	11:15 a	11:27 a
10:45 a	10:50 a	11:00 a	11:10 a	11:32 a	11:40 a	11:45 a	11:57 a
11:15 a	11:20 a	11:30 a	11:40 a	12:02 p	12:10 p	12:15 p	12:27 p
11:45 a	11:50 a	12:00 p	12:10 p	12:32 p	12:40 p	12:45 p	12:57 p
-	-	-	-	-	-	-	-
12:45 p	12:50 p	1:00 p	1:10 p	1:32 p	1:40 p	1:45 p	1:57 p
1:15 p	1:20 p	1:30 p	1:40 p	2:02 p	2:10 p	2:15 p	2:27 p
1:45 p	1:50 p	2:00 p	2:10 p	2:32 p	2:40 p	2:45 p	2:57 p
2:15 p	2:20 p	2:30 p	2:40 p	3:02 p	3:10 p	3:15 p	3:27 p
2:45 p	2:50 p	3:00 p	3:10 p	3:32 p	3:40 p	3:45 p	3:57 p
3:15 p	3:20 p	3:30 p	3:40 p	4:02 p	4:10 p	4:15 p	4:27 p
3:45 p	3:50 p	4:00 p	4:10 p	4:32 p	4:40 p	4:45 p	4:57 p
4:15 p	4:20 p	4:30 p	4:40 p	5:02 p	5:10 p	5:15 p	5:27 p



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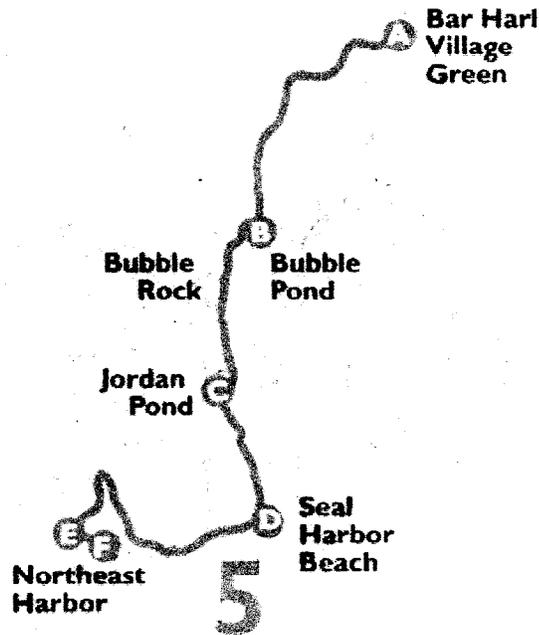
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PARTNER LINKS

- Acadia National Park
- Friends of Acadia
- L.L.Bean
- Local Supporters

SATELLITE VIEW
Where is this bus now?



5. JORDAN POND

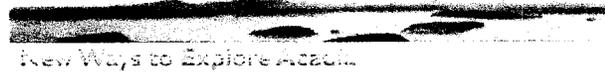
All schedules operate June 23 to August 31. Shaded times continue to October. *This schedule was updated for 2011 on May 3, 2011.*

PLEASE NOTE: Carriage Road cyclists should not attempt to return to Bar Harbor. Return to Bar Harbor on the Bicycle Express from Eagle Lake, or bike and West Street Extension.

A	B	C	D	E	F	D
VILLAGE GREEN	BUBBLE ROCK	JORDAN POND	SEAL HARBOR	NEH MAIN ST.	depart NEH PIER	SEAL HARBOR
9:15 a	9:25 a	9:35 a	9:40 a	9:48 a	10:00 a	10:10 a
9:45 a	9:55 a	10:05 a	10:10 a	10:18 a	10:30 a	10:40 a
10:15 a	10:25 a	10:35 a	10:40 a	10:48 a	11:00 a	11:10 a
10:45 a	10:55 a	11:05 a	11:10 a	11:18 a	11:30 a	11:40 a
11:15 a	11:25 a	11:35 a	11:40 a	11:48 a	12:00 p	12:10 p
11:45 a	11:55 a	12:05 p	12:10 p	12:18 p	12:30 p	12:40 p
12:15 p	12:25 p	12:35 p	12:40 p	12:48 p	1:00 p	1:10 p
12:45 p	12:55 p	1:05 p	1:10 p	1:18 p	1:30 p	1:40 p
1:15 p	1:25 p	1:35 p	1:40 p	1:48 p	2:00 p	2:10 p



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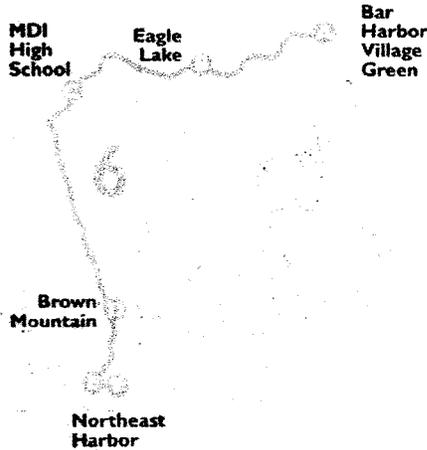
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SATELLITE VIEW
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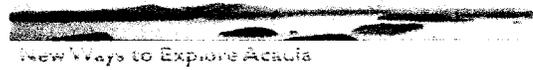
6. BROWN MOUNTAIN

Brown Mountain buses operate June 23 to August 31, 2011. There is no Brown Mountain bus service in the fall. This schedule was updated for 2011 on May 3, 2011.

A	B	C	D	F	F	D	C	B	A
VILLAGE GREEN	EAGLE LAKE	HIGH SCHOOL	GATE HOUSE	arrive NEH PIER	depart NEH PIER	GATE HOUSE	HIGH SCHOOL	EAGLE LAKE	VILLAGE GREEN
8:15 a	8:22 a	8:30 a	8:38 a	8:45 a	9:00 a	9:05 a	9:15 a	9:20 a	9:25 a
9:30 a	9:37 a	9:45 a	9:53 a	10:00 a	10:15 a	10:20 a	10:30 a	10:35 a	10:40 a
10:45 a	10:52 a	11:00 a	11:08 a	11:15 a	11:30 a	11:35 a	11:45 a	11:50 a	11:55 a
12:00 p	12:07 p	12:15 p	12:23 p	12:30 p	-	-	-	-	-
1:00 p	1:07 p	1:15 p	1:23 p	1:30 p	1:45 p	1:50 p	2:00 p	2:05 p	2:10 p
2:15 p	2:22 p	2:30 p	2:38 p	2:45 p	3:00 p	3:05 p	3:15 p	3:20 p	3:25 p
3:30 p	3:37 p	3:45 p	3:53 p	4:00 p	4:15 p	4:20 p	4:30 p	4:35 p	4:40 p



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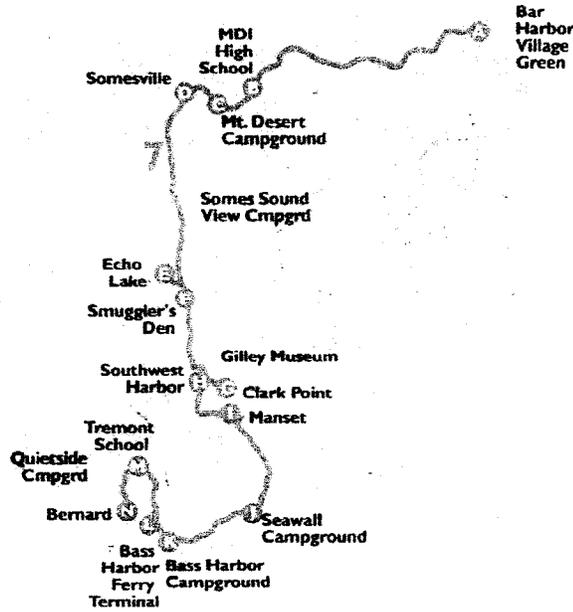
- Rider Surveys & Comments
- Planning Documents
- Employment Opportunities
- Contact Us

PARTNER LINKS

- Acadia National Park
- Friends of Acadia
- L.L.Bean
- Local Supporters

SATELLITE VIEW

Where is this bus now?



7. SOUTHWEST HARBOR

All schedules operate June 23 to August 31. Shaded times continue to October 10, 2011.

This schedule was updated for 2011 on May 3, 2011.

A	C	E	F	H	J	K	M	O	L	J	H	F	E	C	A
VLLG GREEN	MT D CMPGD	ECHO LAKE	SMUG DEN	SWH P.O.	SEAWL CMPGD	BASS H CMPGD	BER-NARD	TRMT SCHL	FERRY TERM	SEAWL CMPGD	SWH P.O.	SMUG DEN	ECHO LAKE	MT D CMPGD	VLLG GREEN
								7:20	7:25	-	7:32	-	-	-	8:00
8:10	R	-	-	8:42	-	-	-	-	8:57	9:05	9:17	9:30	9:33	9:42	10:05
									9:38	9:51	10:03	10:16	10:19	10:28	10:50
9:10	9:25	9:40	9:43	9:54	10:10	10:15	10:30	10:33	10:38	10:51	11:03	11:16	11:19	11:28	11:50
10:10	10:25	10:40	10:43	10:54	11:10	11:15	11:30	11:33	11:38	11:51	12:03	12:16	12:19	12:28	12:43
11:10	11:25	11:40	11:43	11:54	12:10	12:15	12:30	12:33	12:38	12:51	1:03	1:16	1:19	1:28	1:43
12:10	12:25	12:40	12:43	12:54	1:10	1:15	1:30	1:33	1:38	1:51	2:03	2:16	2:19	2:28	2:43
1:10	1:25	1:40	1:43	1:54	2:10	2:15	2:30	2:33	2:38	2:51	3:03	3:16	3:19	3:28	3:43
2:10	2:25	2:40	2:43	2:54	3:10	3:15	3:30	3:33	3:38	3:51	4:03	4:16	4:19	4:28	4:43
3:10	3:25	3:40	3:43	3:54	4:10	4:15	4:30	4:33	4:38	4:51	5:03	5:16	5:19	5:28	5:43
4:10	4:25	4:40	4:43	4:54	5:10	5:15	5:30	5:33	5:38	5:51	6:03	6:16	-	6:24	6:39
5:10	5:25	5:40	5:43	5:54	6:10	6:15	6:30	6:33	6:38	6:51	7:03	7:16	-	7:24	7:39
6:10	6:23	6:40	6:43	6:54	7:10	7:15	7:30	7:33	7:38	7:51	8:03	8:16	-	8:24	8:39
7:10	7:25	-	7:38	7:49	8:05	R	R	R							
8:10	8:25	-	8:38	8:49	9:05	R	R	R							
9:10	9:25	-	9:38	9:49	10:05										

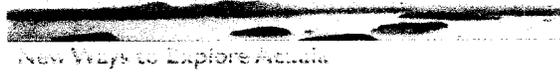
R indicates drop off on request.

Buses will stop at the High School, Somesville, Clark Point, and Manset, and inbound at Bass Harbor Campground, even though these times are not displayed. Use the timetable to estimate when the bus will come by your stop.

Buses outbound from Southwest Harbor will stop at the Bass Harbor Ferry Terminal on request to drop off passengers. All inbound buses offer scheduled stops at the ferry terminal.



Acadia Free Shuttles



ISLAND EXPLORER

- Home
- Enjoy Your Visit
- News

MAPS & TIMETABLES

- Route Finder
- 1 Campgrounds
- 2 Eden Street
- 3 Sand Beach / Blackwoods
- 4 Loop Road
- 5 Jordan Pond
- 6 Brown Mountain
- 7 Southwest Harbor
- 8 Schoodic
- Bicycle Express
- Ellsworth Express

GETTING TO ACADIA

- Car-free Travel Guide

WAYS TO EXPLORE

- Activity Guide

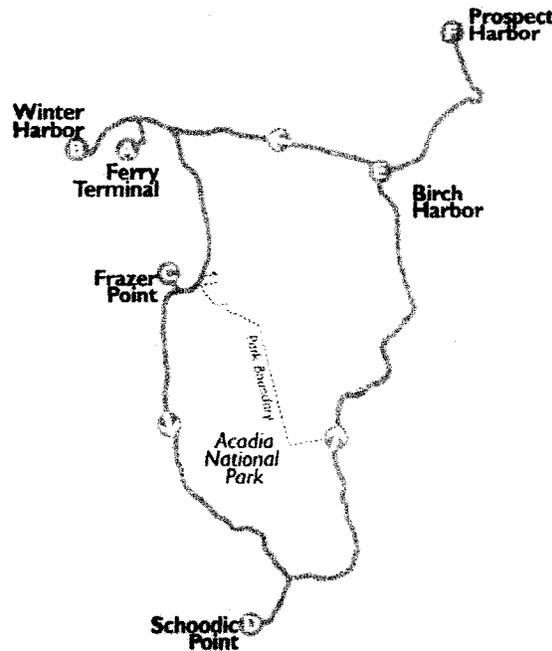
MORE INFORMATION

- Rider Surveys & Comments
- Planning Documents
- Employment Opportunities
- Contact Us

PARTNER LINKS

- Acadia National Park
- Friends of Acadia
- L.L.Bean
- Local Supporters

SATELLITE VIEW
Where is this bus now?



8 SCHOODIC

The Schoodic bus operates June 23 to August 31. There is no fall service on this route.
This schedule was updated for 2011 on May 3, 2011.

		A	B	C	D	E	F	B	A		
BR HBR INN	WH FERRY	WH FERRY	WNTR HBR	FRAZER POINT	SCHDC POINT	BIRCH HBR	PROS HBR	WNTR HBR	WH FERRY	WH FERRY	BR HBR INN
										8:30 a	9:15 a
					10:00 a	10:10 a	-	-	10:20 a	10:30 a	11:15 a
9:30 a	10:15 a	10:30 a	R	10:35 a	10:45 a	10:55 a	11:00 a	11:15 a	11:20 a		
		11:30 a	R	11:35 a	11:45 a	11:55 a	12:00 p	12:15 p	12:20 p	12:30 p	1:15 p
11:30 a	12:15 p	12:30 p	R	12:35 p	12:45 p	12:55 p	1:00 p	1:15 p	1:20 p		
		2:00 p	R	2:05 p	2:15 p	2:25 p	2:30 p	2:45 p	2:50 p	3:00 p	3:45 p
2:00 p	2:45 p	3:00 p	R	3:05 p	3:15 p	3:25 p	3:30 p	3:45 p	3:50 p		
		4:00 p	R	4:05 p	4:15 p	4:25 p	4:30 p	4:45 p	4:50 p	5:00 p	5:45 p
4:00 p	4:45 p	4:50 p	R	R	R						
6:00 p	6:45 p										

Ferry times are shown with blue shading. For ferry fares and to confirm ferry schedules, call 288-2894.



Acadia Free Shuttles



New Ways to Explore Acadia

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- News

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- 4. Loop Road
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- 6. Brown Mountain
- 7. Southwest Harbor
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PARTNER LINKS

- Acadia National Park
- Friends of Acadia
- L.L.Bean
- Local Supporters

BICYCLE EXPRESS

The Bicycle Express operates June 23 through September 30, 2011 between Eagle Lake. Cyclists can access the Acadia National Park carriage road via the Bicycle Express ends at 4:07 p.m.

PLEASE NOTE: Carriage Road cyclists should not attempt to return to Bar Harbor. Jordan Pond buses have room for only six bicycles, and the available space leaves Northeast Harbor. Return to Bar Harbor on the Bicycle Express from Duck Brook Bridge and West Street Extension.

This schedule was updated for 2011 on May 3, 2011.

A	B	C
VILLAGE GREEN	arrive EAGLE LAKE	depart EAGLE LAKE
9:15 a	9:23 a	9:30 a
9:45 a	9:53 a	10:00 a
10:15 a	10:23 a	10:30 a
10:45 a	10:53 a	11:00 a
11:15 a	11:23 a	11:30 a
11:45 a	11:53 a	12:00 p
12:15 p	12:23 p	-
-	-	1:00 p
1:15 p	1:23 p	1:30 p
1:45 p	1:53 p	2:00 p
2:15 p	2:23 p	2:30 p
2:45 p	2:53 p	3:00 p
3:15 p	3:23 p	3:30 p
3:45 p	3:53 p	4:00 p
4:15 p	4:23 p	4:30 p
4:45 p	4:53 p	5:00 p



Acadia Free Shuttles



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PARTNER LINKS

- Acadia National Park
- Friends of Acadia
- L.L.Bean
- Local Supporters

ELLSWORTH EXPRESS

The Ellsworth Express operates June 23 through September 4, 2011 between the Ellsworth Express and the Hulls Cove Visitors Center. This bus continues around the Park Loop Road to Jordan Pond House, Sieur de Monts, Sand Beach, Thunder Hole, Wildwood Stables, and the Jordan Pond House.

In the morning you can connect with a bus to the Bar Harbor Village Green at 10:10 a.m. In the afternoon a connecting bus from the Village Green departs at the Visitor Center at 4:40 p.m.

This schedule was updated for 2011 on June 16, 2011.

MORNING: ELLSWORTH TO ACADIA NATIONAL PARK

RAMADA INN	HAMPTON INN	EAGLES LODGE	TIME
9:20 a	9:25 a	9:27 a	

This bus continues to the Park Loop Road, departing the Visitor Center at 10:40 a.m.

AFTERNOON: ACADIA NATIONAL PARK TO ELLSWORTH

VISITOR CENTER	TIMBERLAND	HAMPTON INN	RA
4:55 p	5:25 p	5:35 p	

This bus travels to Ellsworth after completing the Park Loop Road. It departs the Visitor Center at 4:40 p.m.

Island Explorer Passenger Survey 2010

21. How many years have you used the Island Explorer?

- This year only 2 years 3 years 4 years 5 - 12 years

22. If you have a car or RV available locally, where is this vehicle parked now?

- No local car or RV Hotel, campground, B&B Someone else is using it
 Private residence Other (where?) _____

THIS IS THE TWELFTH YEAR FOR THE ISLAND EXPLORER. HOW ARE WE DOING?

	Excellent	Good	Fair	Poor
23. Buses are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Drivers are friendly and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. It is easy to find a seat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Buses are on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Bus schedules are easy to find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Bus schedules are easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. The frequency of service is convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. The right destinations are served	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31. Should we continue to provide this service?

- Very important Somewhat important Unimportant

32. Should we continue to offer free service?

- Very important Somewhat important Unimportant

33. Should we add more buses to increase seating capacity and service frequency?

- Very important Somewhat important Unimportant

34. In 2003 Acadia National Park increased the park 7-day entrance fee from \$10 to \$20 (per group) to help pay for Island Explorer bus service. The \$10 increase can only be used for public transportation. How do you feel about this transportation fee?

- Strongly agree Agree Neutral Disagree Strongly disagree

35. Did you use the Internet to plan your trip?

- Yes No

36. Have you visited the Island Explorer web site?

- Yes No

37. Do you have any comments about the Island Explorer, or suggestions for improving the service? Comments and suggestions will be posted at www.exploreacadia.com

38. L.L.Bean has pledged two million dollars to Friends of Acadia for the Island Explorer to help protect Acadia National Park. Do you have any comments about L.L.Bean's contribution?

Thank you for completing both sides!

Island Explorer Passenger Survey 2010

PLEASE FILL OUT ONE SURVEY PER FAMILY OR GROUP

1. DATE _____

2. TIME _____

Number in your party

3. Retired adults _____

4. Other adults _____

5. Children (under 18) _____

6. WHAT ROUTE ARE YOU ON NOW? (Please check only one) (1) Campground
 (2) Eden Street (3) Sand Beach (4) Loop Road (5) Jordan Pond
 (6) Brown Mountain (7) Southwest Harbor (8) Schoodic (9) Bike Express

7. WILL YOUR RIDE INVOLVE MORE THAN ONE ROUTE? YES No

8. IF yes, please check the other route used for this ride. (1) Campground
 (2) Eden Street (3) Sand Beach (4) Loop Road (5) Jordan Pond
 (6) Brown Mountain (7) Southwest Harbor (8) Schoodic (9) Bike Express

9. What is the PRIMARY purpose of this bus trip? (Please check only one) To or from

(1) Work (2) Hiking (3) Biking (4) Swimming
 (5) Boating (6) Shopping (7) Dining (8) Sightseeing
 (9) Other _____

10. Are you a year-round MDI or Schoodic resident? Yes No

11. Are you a summer resident of MDI or Schoodic? Yes No

12. What town will you stay in tonight? _____

13. Are you staying at (1) Campground -----
 (2) Motel or Inn -----
 (3) B & B -----
 (4) Year-round residence -----
 (5) Summer residence -----
 (6) Short-term rental -----
 (7) Sailboat -----
 (8) Other _____

14. Can you easily walk from your lodging to the Bar Harbor Village Green? Yes No

15. What is your home town and state? _____

16. If you are not an MDI or Schoodic resident, how did you travel to the region?

(1) Car or truck without trailer ----- (7) Commercial airplane -----
 (2) Car or truck with trailer ----- (8) Private airplane -----
 (3) Recreational vehicle ----- (9) Tour bus -----
 (4) CAT ferry with car ----- (10) Sailboat or yacht -----
 (5) CAT ferry without car ----- (11) Cruise Ship -----
 (6) Intercity bus or van ----- (12) Other _____

17. On this bus ride will you visit Acadia National Park? Yes No

18. Have you purchased a National Park entry permit for your group? Yes No

19. If yes, where did you purchase your entry permit? Village Green Loop Road
 Hulls Cove Visitor Center ANP Campground Other _____

20. What type of entry permit do you have? One-week Full season
 National Parks Pass Senior Pass Access Pass

Thank you for completing both sides!

Downeast Transportation, Inc.

Island Explorer

Box 914, Ellsworth, ME 04605 (207)667-5796

Incident Report

Date: _____
Shuttle Operator: _____
State of Operators License: _____
Operators License Number: _____
Expiration Date of License: _____

Plate ID number: _____
VIN number: _____
Mileage: _____
Daily Inspection Log Sheet Completed: (Y/N)
Assigned Route: _____

Exact Location of Incident: _____

Describe Incident and Damage (Please use back of this sheet to draw a diagram and additional comments, if needed): _____

Other Vehicle Information

Was there another vehicle involved? (Y/N) _____
Driver's Name: _____
State of Driver's License : _____
Drivers License ID Number: _____
Expiration Date of License: _____
Insurance Company: _____

Year of Vehicle: _____
Vehicle Make: _____
Vehicle Model and Color: _____
Vehicle State/Plate ID Number: _____
VIN Number: _____
Ins. Policy Number: _____

Reporting Information

Were Police/Rangers notified? (Y/N) _____
Time Police/Ranger on Scene: _____
Name of Officer: _____
State Accident Report Completed (Y/N) _____

Were there any witnesses? (Y/N) _____
Name and Numbers
1. _____
2. _____

Were there any injuries? (Y/N) _____ List Names of Injured Parties and their Respective Vehicles _____

Operator's Signature: _____
Supervisors Signature: _____

Date: _____
Date: _____

Daily Vehicle Inspection Log Sheet

Downeast Transportation, Inc.



Date:		Operator's Name:	
Vehicle ID Number:		Designated Route:	
Mileage		Fuel Level	
Oil Level		Coolant Level	
Brake Fluid Level		Transmission Fluid Level	
Power Steering Fluid		Hoses, Lines, etc.	
Brake Lights		Turn Signals / Hazards	
Horn		Windshield Wiper Blades	
Headlights		Windshield Wiper Fluid	
Taillights		Battery	
First Aid Kit		Rear Door Buzzer	
Back-up Alarm		Fire Extinguisher	

External Walk Around Inspection (Record Deficiencies in the Comments Section)

Is there any new body damage? (YES / NO) Is there excessive tire wear? (YES / NO)

Internal Walk Around Inspection

Is there new damage inside the cab? (YES / NO) Are leftovers disposed of? (YES / NO)
 Are mirrors clean and adjusted? (YES / NO) Are doors functioning properly? (YES / NO)

Wheelchair Lift and Access (Complete one full cycle of lifting and lowering)

Circle Lift _____ Are there 2 sets of Securement Belts? (YES / NO)
 Manual Arm in Place _____

Note any observed external damage. Use comments section below to describe damage if necessary.

Comments:

Operator's Signature: _____ Date: _____

Maintenance Schedule for Propane Powered Eldorado and Blue Bird Buses

Task	Enabled?	Type	Priority	Date Tracking Parameters			Mileage Tracking Parameters		
				Date Interval(s)	Fixed Expire Date(s)	Advanced Notify Days	Mileage Interval	Fixed Expire (Mileage)	Advanced Notification (Mileage)
Belts	True	Inspection	1	0	-----	0	-----	0	
Brakes	True	Inspection	1	0	-----	0	-----	0	
Carburetor/injectors/hoses	True	Inspection	1	0	-----	0	-----	0	
Chassis Lube	True	Normal	1	0	-----	0	-----	0	
Check shocks	True	Normal	1	0	-----	0	-----	0	
Cooling system	True	Normal	1	0	-----	0	-----	0	
Emission control system check	True	Inspection	1	0	-----	0	-----	0	
Engine idle mixture adjustment	True	Normal	1	0	-----	0	-----	0	
Engine idle speed	True	Inspection	1	0	-----	0	-----	0	
Engine oil and filter	True	Normal	1	0	-----	0	-----	0	
Engine timing/dwell	True	Normal	1	0	-----	0	-----	0	
Exhaust System	True	Normal	1	0	-----	0	-----	0	
Fluids	True	Inspection	1	0	-----	0	-----	0	
Fuel, air filters	True	Replace	1	0	-----	0	-----	0	
Manifold heat valve check	True	Inspection	1	0	-----	0	-----	0	
Points, condenser, rotor replaced	True	Replace	1	0	-----	0	-----	0	
Spark plugs	True	Replace	1	0	-----	0	-----	0	
Spark/injector/coil wire check	True	Inspection	1	0	-----	0	-----	0	
Suspension/steering	True	Inspection	1	0	-----	0	-----	0	
Tires and wheels	True	Normal	1	0	-----	0	-----	0	
Under body check	True	Inspection	1	0	-----	0	-----	0	
wheel bearings- repack	True	Normal	1	0	-----	0	-----	0	
wheelchair lift	True	Inspection	1	0	-----	0	-----	0	
24 Services Listed									