

**MAINEDOT REGION 4**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**  
**A LOCALLY COORDINATED PLAN**

**KENNEBEC VALLEY COMMUNITY ACTION  
PROGRAM (KVCAP)**

# 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**

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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**REGIONAL OVERVIEW**

**MAINEDOT REGION 4**

**REGIONAL OVERVIEW**

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# MAINEDOT REGION 4 BIENNIAL OPERATIONS PLAN

## REGIONAL OVERVIEW

### LOCATION OF REGION 4

Region 4 encompasses Kennebec County and Somerset County. The service area is over 4,793 square miles in size (867 square miles in Kennebec County and 3,926 square miles in Somerset County) and has a population of approximately 174,379 (2010 Census). The Kennebec Valley Community Action Program (KVCAP) is the only MaineDOT-designated regional provider in the two-county area.

### POPULATION OF REGION 4

Kennebec County had a population of 122,151 and Somerset County had a population of 52,228 in the year 2010 (2010 Census). Both counties experienced population growth rates that were about the same as Maine's overall growth rate between 2000 and 2010, as displayed in the following table. Between 2000 and 2010, Kennebec County's population increased by 4% and Somerset County's population increased by 3% compared to a 4% increase in population statewide.

| POPULATION OF<br>KENNEBEC COUNTY, SOMERSET COUNTY AND MAINE |                 |                 |           |
|---|-----------------|-----------------|-----------|
| Year  | Kennebec County | Somerset County | Maine     |
| 1960  | 89,150          | 39,749          | 970,689   |
| 1970  | 95,247          | 40,597          | 992,048   |
| 1980  | 109,889         | 45,028          | 1,124,660 |
| 1990  | 115,904         | 49,767          | 1,227,928 |
| 2000  | 117,114         | 50,888          | 1,274,923 |
| 2010  | 122,151         | 52,228          | 1,328,361 |
| 1970-80 change  | 15%             | 11%             | 13%       |
| 1980-90 change  | 5%              | 11%             | 9%        |
| 1990-00 change  | 1%              | 2%              | 4%        |
| 2000-10 change  | 4%              | 3%              | 4%        |
| 1960-10 change  | 37%             | 31%             | 37%       |

Source: US Census

**Kennebec County Profile.** As shown in the table on page 2, Kennebec County's 2010 median household income (\$46,368) was very similar to the state's median (\$46,541), as was the average household size (2.44 for Kennebec, 2.43 for Maine), the percentage of persons below the poverty level (12.9% for Kennebec, 12.6% for Maine), and the percentage of people over the age of 65 (15.5% for Kennebec, 15.9% for Maine).

**Somerset County Profile.** Somerset County’s 2010 median household income of \$36,210 was substantially below the state median (\$46,541). The percentage of people living below the poverty level in Somerset County (18.4%) was higher than at the state level (12.6%), as was the percentage of people aged 65 and over (16.3% for Somerset, 15.9% for Maine).

One of the major challenges in Region 4 is providing cost-efficient and frequent transportation service to Somerset County with its large geographic area and dispersed population.

| <b>KENNEBEC COUNTY AND SOMERSET COUNTY PROFILES – 2010</b> |                        |                        |              |
|--|------------------------|------------------------|--------------|
| <b>Measure</b>   | <b>Kennebec County</b> | <b>Somerset County</b> | <b>Maine</b> |
| Total Population   | 122,151                | 52,228                 | 1,328,361    |
| Total Households   | 51,128                 | 21,927                 | 557,219      |
| Average Household Size                                     | 2.44                   | 2.41                   | 2.43         |
| Median Household Income                                    | \$46,368               | \$36,210               | \$46,541     |
| Persons below Poverty                                      | 12.9%                  | 18.4%                  | 12.6%        |
| 65 Years and Over  | 15.5%                  | 16.3%                  | 15.9%        |

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

## **REGIONAL PUBLIC AND PRIVATE TRANSPORTATION PROVIDERS**

### **A. PUBLIC TRANSPORTATION PROVIDERS**

Region 4 encompasses all of Kennebec and Somerset Counties. Transportation providers include the following:

**Kennebec Valley Community Action Program (KVCAP).** KVCAP is a private, non-profit corporation designated by MaineDOT as a regional transportation provider pursuant to 23 MRSA §4209 et seq. KVCAP provides a broad array of social services to the citizens in Kennebec and Somerset Counties. The agency’s mission with respect to transportation is to provide non-emergency services to the low income, elderly, individuals with disabilities and general population of Region 4 which includes Kennebec and Somerset Counties. KVCAP provides non-emergency public and social service transportation through a variety of transportation services:

- **Deviated Fixed-Route.** The Kennebec Explorer (formerly KV Transit) provides public transportation to a variety of destinations within the greater Waterville and Augusta areas, including shopping centers, medical facilities, educational facilities, business parks, elderly and low-income housing projects and community service organizations. KVCAP provides route deviation services to individuals who live within ¾ mile of one of the Kennebec Explorer routes who are unable to use the Kennebec Explorer. Transportation service is provided using mid-sized accessible busses. The new Kennebec Explorer transit system went into effect in February of 2011. Its routes include:

**1. Greater Waterville Area - (Mondays through Fridays)**

**Kennedy Memorial Drive Route:** This route provides regular service between the Waterville Concourse, Elm Towers, KVCAP, the Muskie Center, JFK Mall/Hannaford, Louise Avenue, Seton Village, Shaws, Mardens, and Inland Hospital.

**Waterville – Fairfield Route:** This route provides regular service between Waterville Concourse, Elm Towers, Elm Plaza, Walmart, Maine Dartmouth, KVCC and Fairfield Island Avenue.

**Waterville to Winslow (Monday and Thursday):** This route provides two day-a-week service between the Concourse, Goudreaus, Fontaine Oaks, Mar-Val, Library/Ft Halifax, Garand, Meadowview, Winslow Town Office, Wal-Mart, Elm Plaza, JFK Mall, Shaws and Mardens.

**2. Greater Augusta Area – (Mondays through Fridays)**

**Augusta North:** This route provides service between Downtown Augusta, Chateau Cushnoc, Walmart, Kohls, and UMA.

**Augusta East:** This route provides service between downtown Augusta, Maine General, Glenridge Drive, Togus, KVCAP Green Tree, Hannaford, Rite Aid Bangor Street and Willow Street.

**Augusta West:** This route provides service between downtown Augusta, K-Mart, Shaws, Gray Birch, Target, Turnpike Mall and Hannaford.

**Augusta/Hallowell/Gardiner:** This route provides service between UMA, downtown Augusta, the State House, YMCA, Cotton Mill Apartments, Pine Hill, Gardiner Hannaford and Randolph IGA.

**Parking Shuttle:** To help accommodate increased employment in downtown Augusta, Kennebec Explorer operates a downtown parking shuttle between 6:45 a.m. and 8:30 a.m. and between 4:30 p.m. and 6:00 p.m. The downtown shuttle provides continuous loop service within the downtown for workers who park in lots that are not near their work sites.

**3. Augusta-Waterville Link – Mondays through Fridays**

The Kennebec Explorer offers four round trips a day between Augusta and Waterville. The cost for a one-way ride is three dollars. Service is provided between Waterville Concourse, Maine General Thayer, Waterville Marden's, Alford Cancer Center, Career Center, Concord Coach and downtown Augusta.



- **Demand Response Service.** Kennebec Valley Van (KV Van) offers demand response van and volunteer driver services to passengers defined as eligible under specific social service contract guidelines along with the general public. KV Van provides door-to-door transportation service to individuals with disabilities, elderly and low-income clients throughout Kennebec and Somerset counties.
  
- **MaineCare transportation.** KVCAP provides non-emergency medical transportation to individual MaineCare clients when no other transportation is available. KVCAP 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 KVCAP for MaineCare clients:
  - Friends and Family Program – this program provides MaineCare reimbursement for self-drive or by friends and family;
  - KVCAP volunteers – services provided by volunteer drivers using private vehicles;
  - (KVCAP agency vehicles) - transportation provided by KVCAP on either its scheduled Kennebec Explorer service as described above or, more frequently, at other times. KVCAP uses software that focuses on loading agency vehicles and volunteer vehicles, and that uses taxis as a last resort.
  - Other –KVCAP refers trips to other providers such as taxis and regional providers in adjacent regions as appropriate.
  
- **Transportation services to other agencies and organizations both through formal and informal agreements.** KVCAP provides transportation to clients of:
  - Department of Health and Human Services
  - Child Development Services/ Project PEDS
  - Sebasticook Valley Hospital
  - Kennebec Valley Behavioral Health Center
  - United Way of Kennebec Valley
  - Inland Hospital

In addition, KVCAP provides transportation to a number of other organizations as well as summer youth-based transportation in the Skowhegan-Madison-Norridgewock-Canaan region.

## **B. PRIVATE TRANSPORTATION PROVIDERS**

### **Private Bus Services**

1. **Concord Coach Lines**, 9 Industrial Drive, Augusta, # 622-0808
  
2. **Greyhound Bus Lines**, 80 Airport Road, Waterville and 75 Airport Road, Augusta, # 622-1601

3. **Poland's Bus Service**, 444 River Road, Norridgewock, # 634-3110, 13 Sesame, Skowhegan, # 474-2299
4. **Vermont Transit Lines**, 80 Airport Road, Waterville, # 872-5000

#### **Taxi Services**

1. **Al's Double RS Taxi Service**, 162 Mount Vernon Avenue, Augusta, # 622-5846
2. **B&B Taxi**, 28 Perkins Street, Madison, # 696-7154
3. **B-Line Taxi**, 39 Water Street, Augusta, # 623-7702
4. **Brothers Transportation**, 62 Bog Road, Augusta, # 623-0276, Gardiner, # 582-0276
5. **Deano's Rc & Hobby**, 145 Kennedy Memorial Drive, Waterville, # 872-9400
6. **Elite Taxi**, 91 College Avenue, Waterville, # 872-2221
7. **Joe's Taxi**, 2 Danielson St. #1, Winslow, # 660-3560
8. **Mac's Taxi**, 8 Madison Avenue, Skowhegan, # 474-2650
9. **Minuteman Taxi**, 173 River Road, Chelsea, # 623-2500
10. **PT Cab Company**, 77 Ten Lots Road, Fairfield, # 465-2304
11. **Where MI Taxi**, 483 Water Street, Gardiner, # 582-8000
12. **Winthrop Taxi**, 19 Audet Court., Winthrop, # 377-7777

#### **Wheelchair Van Services**

**Delta Ambulance**, 30 Chase Ave, Waterville, # 872-4000

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

The Kennebec Valley Community Action Program is the only Transportation Provider in Region 4 requesting Section 5311 funds and/or state assistance. The Kennebec Valley Community Action Program (KVCAP) is a non-profit organization, which provides a broad array of social services to citizens in Kennebec and Somerset Counties. Transportation services constitute an important component of the social services system. KVCAP provides demand-response service through its dispatch center in Waterville. KVCAP uses agency vehicles and volunteer drivers at each dispatch center to provide this service, but does not use Section 5311 money to run the system. KVCAP also operates a fixed-route transit system known as the Kennebec Explorer, which serves the Augusta and Waterville areas and uses Section 5311 money in the operation of these systems.

## **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.

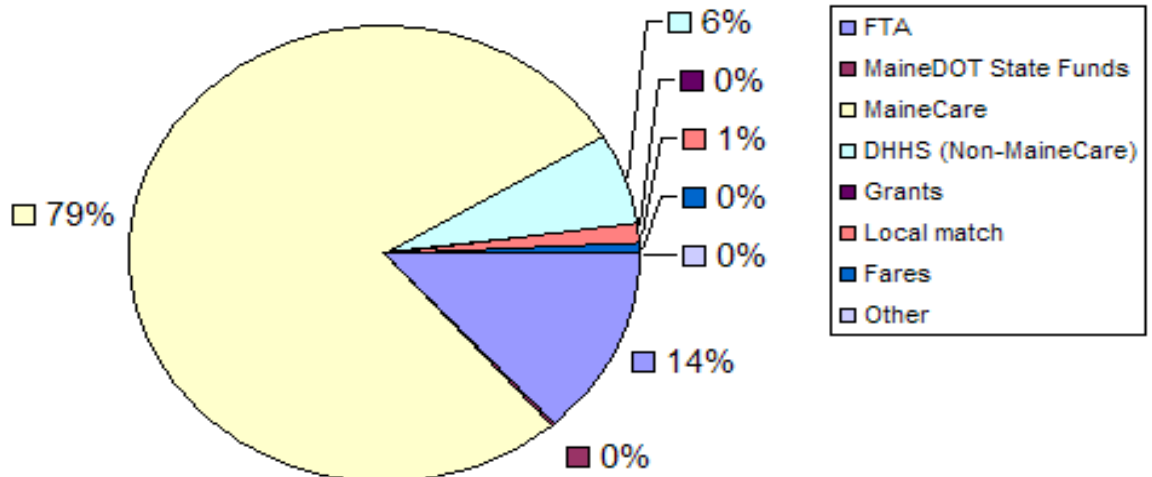
### **A. EXISTING COORDINATION EFFORTS IN KENNEBEC AND SOMERSET COUNTIES**

KVCAP 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. As shown in the chart on the next page, 79% of KVCAP's revenues in FY 2010 were derived from MaineCare funds. Consequently, KVCAP 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 KVCAP 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.

### Summary of KVCAP - FY10 Revenue Sources

| Source                     | FY10               | % of Total Revenue |
|----------------------------|--------------------|--------------------|
| FTA                        | \$904,420          | 14%                |
| MaineDOT State Funds       | \$23,918           | 0%                 |
| MaineCare                  | \$5,273,036        | 79%                |
| DHHS (Non-MaineCare)       | \$425,201          | 6%                 |
| Grants                     |                    | 0%                 |
| Local match                | \$100,026          | 1%                 |
| Fares                      | \$30,593           | 0%                 |
| Other                      | \$0                | 0%                 |
| <b>KVCAP Total Revenue</b> | <b>\$6,757,194</b> |                    |

**2011 BOP FY10 Revenue Data**



KVCAP has established an ongoing working relationship with community representatives and area social service agencies to adequately address the transportation needs of the community at large.

Transportation is presently being provided through a coordinated KVCAP Transportation Program consisting of fixed route, demand response and volunteer operations. Each segment of the Transportation Program is designed to address the transportation needs of various cross sections of the community. Coordination of services occurs at all levels of planning and implementation at KVCAP 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. KVCAP dispatchers, in particular, are

responsible for ensuring eligibility of services as well as appropriate mode of service. When KVCAP receives a call for transportation, KVCAP dispatchers attempt to link the person with a transit system or the Friend and Family Driver program. If that is not possible, the dispatcher considers van and volunteer availability depending on the circumstances of the individual. Local taxi services or chaircar services are used to meet MaineCare travel demands when appropriate to the needs of the consumer. The transit system operates in the greater Augusta and Waterville areas; vans are used for group and specialized transportation in the larger and mid-sized communities such as Winthrop, Gardiner, Fairfield and Oakland, and volunteers are used in the smaller towns and are widely used to provide children's transportation and other services.

KVCAP maintains an ongoing relationship with various agencies and organizations in an effort to continuously evaluate and respond to identified transportation needs. KVCAP works closely with these organizations to determine the most effective means of providing transportation for their respective clients. Transportation needs are being addressed through group and individual KV Transit ticket sales and integration of eligible individuals into KV Van services. Vans are used primarily for group transportation and transportation for passengers with disabilities; individuals are generally transported by volunteers or family members.

KVCAP Transportation Services has made significant efforts to coordinate transportation services with outside providers. KV Transit route structures are designed to interconnect with Vermont Transit services, allowing access to interstate bus services. Meetings are held throughout the year with municipal officials as well as community user groups in an effort to improve the coordination and efficiency of transportation services.

KVCAP currently has representation on a variety of committees that are looking at creative collaborations to address transportation issues. Among these committees are:

**Augusta Community and Social Services Advisory Committee:** This committee was formed in 2000 to look at ways to improve the efficiency and coordination of community and social services in the City of Augusta. The committee meets periodically and makes recommendations to the Mayor and City Council regarding social service activity.

**SCARP (Somerset County Area Resource Providers):** KVCAP is working with the Somerset County Economic Development Corporation, SCARP (Somerset County Association of Resource Providers), Greater Somerset Public Health Collaborative, and others to review its commitment to providing public transit services in Somerset County. KVCAP is reviewing all existing routes to determine those with the greatest potential for expansion for public service. Some of these routes may have potential for comprehensive five-day-a-week service for some communities. Potential increases in rural transit services and job access transportation in Somerset County are being explored. Major businesses that could benefit from transit include Backyard Farms, New Balance and Redington Fairview Hospital.

During the summers for the past three years, KVCAP provided youth activity-based public transportation in the Skowhegan-Madison- Norridgewock-Canaan region, with assistance from a grant obtained through the New Balance Foundation. Ridership has increased significantly during each summer season. The service has shown a proven need for expanded service in Lower Somerset County into year round fixed route and commuter service if funding can be secured for this purpose. The project was developed in association with the Greater Somerset Public Health Collaborative.

**HCCA (Healthy Communities of the Capital Area):** This group is comprised of representatives from health-based organizations in Southern Kennebec County.

**Sebasticook Valley Hospital:** In 2006, KVCAP established a working agreement with Sebasticook Valley Hospital in Pittsfield to provide transportation services to patients referred by the hospital. This service is designed to ensure that people with disabilities have access to medical services at the hospital without regard to income or accessibility.

**Kennebec Valley Behavioral Health Center.** KVCAP meets regularly with managers from Kennebec Valley Behavioral Health to ensure that transportation services for their consumers are meeting the needs of the individuals. Many of these passengers have disabilities that require planning and delivery of services that fall beyond conventional models. These meetings have resulted in reduced no-show rates and improved services for mutual consumers.

**United Way of Kennebec Valley.** KVCAP works with the United Way of Kennebec Valley and the United Way of Mid-Maine to provide senior transportation throughout KVCAP's service area.

**Inland Hospital.** KVCAP recently obtained a grant from Inland Hospital to provide transportation to Inland facilities for seniors and people who are not eligible under other funding sources. Inland Hospital also provides funding for Kennebec Explorer Services.

**Waldo Community Action Program (WCAP):** In December 1993, KVCAP and the Waldo Community Action Program (formerly Waldo County Committee for Social Action) negotiated an agreement for continuation of transportation services in three communities re-designated to Region 4 in the development of the new Regional RTAC boundaries. This agreement allows WCAP to continue to provide transportation services for established clients within the three communities while assuming responsibility for new clients based on trip destination. KVCAP also has oral working agreements with all bordering transportation providers to provide transportation by referral.

KVCAP's policy is that when there is a call for transportation assistance, KVCAP will first try to put a person on the public transit system. If that is not feasible, KVCAP will try to assess the person's eligibility for Friends and Family Driver reimbursement or will get them on a van, volunteer vehicle or refer to a taxi company as appropriate to the individual.

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

## **B. REGIONAL PLAN ADVISORY COMMITTEE**

### **Introduction**

The Maine Department of Transportation and KVCAP 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 KVCAP and specific transit needs were also highlighted at the RPAC meeting on May 10, 2011. Additional details regarding the Region 4 RPAC forum are described below.

### **RPAC Forum**

**Agenda.** The RPAC forum was held on May 10, 2011, at the KVCAP office in Waterville, from 1:00 p.m. to 4:00 p.m. A total of 26 people signed the attendance sheets. The agenda 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  
KVCAP

## 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
- KVCAP brochures
- A summary of the brokerage system being pursued by DHHS

**Presentations.** 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 KVCAP provided an overview of KVCAP's transportation services.

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 KVCAP arranging and providing the trips as is current practice. This regulatory change, if fully implemented, could impact KVCAP and its ability to continue to operate as a 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 KVCAP, could not continue to serve as both a broker and a provider of services; and 3. NEMT providers such as KVCAP 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.

## **KVCAP**

- KVCAP replaced KV Transit with the Kennebec Explorer
- The system now has six kneeling buses
- There is now a new service between Waterville and Augusta
- Dispatch offices have been consolidated into the Waterville office
- KV Van has 27 buses and vans
- In the summer months, KVCAP operates Move More Kids, a free public service funded by local and private dollars
- KVCAP recognizes that there are gaps and is continually looking for new ideas

**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:

### *Unmet needs*

- It's very difficult to keep and retain volunteers when the price of gas is high
- The DHHS low income contract was cut 1/3 last year, leaving a big hole because this is one of the few funding sources supporting low-income elderly
- It is sometimes hard to get out shopping on weekends and cabs are too expensive
- It is very hard to get medical care outside the region
- There are no accessible taxis in the region
- People struggle to get kids to after-school activities
- Bus transportation is needed in the evenings
- Funding is needed to support year-round service in Somerset County
- Transportation is hard to access for children's residential treatment services

### *Proposed brokerage system*

- Maine has been considered a leader in coordination
- The KV system could look radically different if the brokerage system goes through
- There is a lot of cross-subsidization through coordination of dollars – if a huge piece of this is removed, it may have a large impact on fare for low income people
- Maine should look at other states where a capitated rate has been used to see if this has succeeded or failed
- In states where this has failed, people aren't getting to necessary services
- Maine doesn't have enough providers to create true competition

## **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 4 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, KVCAP 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 KVCAP 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 KVCAP by providing vehicles and operating support.

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

#### **Recommendations – Region 4**

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 a MaineDOT-designated regional coordinator of transit services for the region;
3. **NEMT Brokered Transportation.** Prepare for changes in the way MaineCare transportation is funded and position KVCAP 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 such as expanding fixed route service to senior community centers in the region;
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. Plan for a more fully integrated, comprehensive transit system that provides seamless transportation for everyone.
9. **Software update.** Explore whether new software would allow a shorter trip advance notification and/or examine current practices to determine why there is a need for such a lengthy notice requirement.
10. **Service provider education.** Inform service providers that clients who cannot comply with the notice requirement should call KVCAP anyway to see if a ride can be arranged.
11. **GoMaine buses.** Consider establishing additional commuter programs in Kennebec and/or Somerset Counties using GoMaine vans provided by MaineDOT.
12. **Trip planner/ridesharing.** Consider establishing a web-based trip planner/ride sharing service if appropriate funds can be secured.
13. **Grant programs.** Consider applying for grants to expand/establish services.

### 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 KVCAP has identified performance measures and ridership reporting requirements to analyze transit services in the region. Region 4 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. LOCALLY ESTABLISHED CRITERIA**

KVCAP periodically reviews its operations to ensure that the widest possible range of transportation services is provided in Region 4, particularly for those persons who are low income, disadvantaged, individuals with disabilities or elderly.

In the event that a private operator presented a proposal for delivering transportation services in the two-county area, a cost comparison analysis would be conducted for the purpose of determining the most cost-effective method of service delivery. The private operator would be allowed to build in a 10% profit objective. The cost analysis would be reviewed by the KVCAP Executive Director and presented to the KVCAP Board for final determination. KVCAP anticipates that the major criteria to be employed in making a public versus private service decision would be (1) contract cost on a per trip and mile basis and (2) demonstrated ability of the operator to provide high quality, well-maintained service.

## **B. METHODOLOGY FOR MAKING TRUE COST COMPARISONS**

There are currently no area transportation providers competing for service. In the event that a private operator expressed interest in competing for service, specific guidelines would be developed to enable an accurate comparison of all related costs and services. All proposals would be evaluated by the Executive Director and submitted to the Board of Directors with a recommended course of action. Determination of appropriate action would be made by the Board of Directors. Disputed decisions would be submitted to the Maine Department of Transportation for resolution.

## **C. COMPLAINTS FROM PRIVATE OPERATORS**

The Kennebec Valley Community Action Program has received no complaints from private operators.

## **AMERICANS WITH DISABILITIES ACT PLANS**

KVCAP has taken great strides to ensure access to transportation services by elderly persons and persons with disabilities. In response to the passage of the Americans with Disabilities Act, KVCAP has adopted formal policies designed to improve and enhance the quality of transportation services available to this sector of the community.

### **A. VEHICLES**

KVCAP has made consistent efforts for many years to provide accessible transportation services. In continuing this trend, KVCAP has established a policy that most new vehicles acquired after September 1991 will be in full compliance with ADA vehicle specifications. Compliance with these specifications will allow an increased capacity for passengers with disabilities as well as an increase in the quality of services available to elderly persons and persons with disabilities.

## **B. PUBLIC BUS ROUTES**

Passengers requiring ADA public transit service are served through a combination of route deviation and complimentary paratransit services. Passengers are allowed to self-declare disabilities that inhibit them from accessing regular bus stops. Route deviation service is provided within ¾ mile of regular bus routes with adequate notification, typically less than one hour. Should the public buses reach capacity for individuals using wheelchair securement positions, paratransit vehicles are dispatched to accommodate the overload.

## **C. DRIVER TRAINING**

KVCAP has developed an intensive driver-training program to insure a consistently high quality of service for all passengers using the system. Drivers are trained in the following areas:

1. Passenger Assistance Techniques: A formal 8-hour training program focused on the following: (a) how to recognize and assist passengers with functional deficits, (b) wheelchair/mobility aid management techniques, (c) transfer techniques, (d) passenger sensitivity training, and (e) assisting sight and hearing impaired passengers.
2. CPR: The training program is recognized and approved by the American Red Cross.
3. Defensive Driving: This training consists of the Maine Driving Dynamics Program sponsored and approved by the Maine Bureau of Highway Safety.
4. Various ongoing training opportunities including: (a) care and use of fire extinguishers, (b) pre-trip vehicle inspections, (c) emergency procedures, (d) evacuation techniques, and (e) DHHS Children's Transportation Curriculum.

Training opportunities are made available to all employed and volunteer drivers in the system.

## **D. FACILITIES**

KVCAP Transportation Program facilities in Waterville and Augusta currently meet all applicable requirements of the Americans with Disabilities Act of 1991 (ADA).

## **E. PUBLIC INVOLVEMENT**

KVCAP has endeavored to encourage public participation with regards to ADA through meetings with various organizations involved with the needs of the individuals with disabilities and public notices encouraging participation of qualified Disadvantaged and Women Owned Businesses in the solicitation of goods and services.



**MAINEDOT REGION 4**  
**BIENNIAL OPERATIONS PLAN**  
**FY 2011 AND FY 2012**

**KENNEBEC VALLEY COMMUNITY ACTION  
PROGRAM (KVCAP)**



# KENNEBEC VALLEY COMMUNITY ACTION PROGRAM

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**MAINEDOT REGION 4  
BIENNIAL OPERATIONS PLAN**

**KENNEBEC VALLEY COMMUNITY ACTION PROGRAM (KVCAP)**

**PROJECT DESCRIPTION**

**A. RURAL TRANSIT PROVIDER**

|                          |  |
|--------------------------|--|
| <b>Provider:</b>         | Kennebec Valley Community Action Program                                 |
| <b>Contact Person:</b>   | James C. Wood, Transportation Director                                   |
| <b>Address:</b>          | 97 Water Street, Waterville, ME 04901                                    |
| <b>Telephone Number:</b> | (207) 859-1564   |
| <b>E-mail</b>            | <a href="mailto:jimw@kvcap.org">jimw@kvcap.org</a>                       |
| <b>WEB Page</b>          | <a href="http://www.kvcap.org/trans-index">www.kvcap.org/trans-index</a> |

**B. SERVICE**

|                            |   |
|----------------------------|---|
| <b>Number of Counties:</b> | Two   |
| <b>Type of Service:</b>    | Deviated Fixed Route, Demand Response, Contract Service, Volunteers |
| <b>Service Area:</b>       | Multi-County, Kennebec and Somerset                                 |

**C. GEOGRAPHIC AREA OF THE SERVICE**

**KV Van.** KVCAP operates a demand response transportation system throughout Kennebec and Somerset counties.

**Kennebec Explorer (formerly KV Transit).** Kennebec Explorer operates deviated fixed-route public transit programs in two separate service areas:

**The Greater Waterville Area:** includes the communities of Waterville and Fairfield; and

**The Greater Augusta Area:** includes the communities of Augusta, Gardiner, Hallowell and Farmingdale.

In addition, Kennebec Explorer operates a regional service that links Augusta and Waterville.

**D. SERVICE DESCRIPTION**

**Kennebec Valley Van (KV Van)** offers demand response van and volunteer driver services to passengers defined as eligible under specific social service contract guidelines along with the general public. KV Van provides door-to-door transportation service to individuals with disabilities, elderly and low-income clients throughout Kennebec and Somerset counties.

**Kennebec Explorer** is a deviated fixed route transportation program, available to the general public, with operations in and between the greater Waterville and Augusta areas. Service is provided using mid-sized accessible buses. Route structures have been designed to offer a convenient, cost effective means of transportation to commuters, the elderly, individuals with disabilities, and the general public. Primary destinations include shopping centers, medical facilities, educational facilities, business facilities, elderly/low-income housing projects and community service organizations.

The following is a description of the KV Transit routes as they existed during the reporting period of this Biennial Operations Plan in 2009 and 2010 (see page 3 for a description of the new Kennebec Explorer routes).

**1. Greater Waterville Area – Daily (Mondays through Fridays)**

**Kennedy Memorial Drive Route:** This route provides regular service to the JFK Mall, Thomas College, Seton Village Senior Citizens Housing Complex, Shaw’s Plaza, several area doctors’ complexes, the Muskie Center Adult Day Care Program, KVCAP and downtown Waterville.

**Waterville – Fairfield Route:** This route provides regular service to MaineGeneral Medical Center, Elm Plaza Shopping Center, Colby College, Ken-A-Set Sheltered Workshop, College Avenue, Kennebec Valley Technical College, the Town of Fairfield and downtown Waterville.

**2. Greater Augusta Area – Daily (Mondays through Fridays)**

**Augusta Routes:** Two Augusta routes provide regular service to several Western Avenue shopping malls, the Marketplace shopping complex, elderly housing sites, doctors’ complexes, low-income housing projects, Augusta Mental Health Institute, MaineGeneral Medical Center, the University of Maine and downtown Augusta. Hourly connections are made at the downtown Augusta Bus Depot to allow passengers greater convenience in reaching destinations at opposite ends of the designated service area.

**Augusta – Gardiner Route:** Service is provided regularly between the communities of Gardiner and Augusta. These routes are coordinated with the Augusta routes and designed to allow passengers from Gardiner, Farmingdale and Hallowell direct access to the entire Augusta area.

**E. FARE STRUCTURE**

Current KV Transit fares are \$1.00 one way within one city or town, and \$1.25 one way between cities or towns. Children under age 6 ride free when accompanied by an adult, and children ages 6 to 12 ride half fare. KV Van fares are based on the approved MaineCare (Medicaid) rate structure that is also applied to most contracting funding sources. Lower rates are customized for low-income passengers who rideshare with other funded volunteer trips.

## F. PROPOSED CUTBACKS, EXPANSIONS

### Potential Cutbacks

KVCAP is not anticipating any cutbacks in service.

### Expansions

In February of 2011, KVCAP began operating the new Kennebec Explorer transit system. It is anticipated that this service will continue during the planning period 2011-2012 covered by this Biennial Operations Plan.

#### 1. Greater Waterville Area - (Mondays through Fridays)

**Kennedy Memorial Drive Route:** This route provides regular service between the Waterville Concourse, Elm Towers, KVCAP, the Muskie Center, JFK Mall/Hannaford, Louise Avenue, Seton Village, Shaws, Mardens, and Inland Hospital.

**Waterville – Fairfield Route:** This route provides regular service between Waterville Concourse, Elm Towers, Elm Plaza, Walmart, Maine Dartmouth, KVCC and Fairfield Island Avenue.

**Waterville to Winslow (Monday and Thursday):** This route provides two day-a-week service between the Concourse, Goudreaus, Fontaine Oaks, Mar-Val, Library/Ft Halifax, Garand, Meadowview, Winslow Town Office, Wal-Mart, Elm Plaza, JFK Mall, Shaws and Mardens.

#### 2. Greater Augusta Area – (Mondays through Fridays)

**Augusta North:** This route provides service between Downtown Augusta, Chateau Cushnoc, Walmart, Kohls, and UMA.

**Augusta East:** This route provides service between downtown Augusta, Maine General, Glenridge Drive, Togus, KVCAP Green Tree, Hannaford, Rite Aid Bangor Street and Willow Street.

**Augusta West:** This route provides service between downtown Augusta, K-Mart, Shaws, Gray Birch, Target, Turnpike Mall and Hannaford.

**Augusta/Hallowell/Gardiner:** This route provides service between UMA, downtown Augusta, the State House, YMCA, Cotton Mill Apartments, Pine Hill, Gardiner Hannaford and Randolph IGA.

**Parking Shuttle:** To help accommodate increased employment in downtown Augusta, Kennebec Explorer operates a downtown parking shuttle between 6:45 a.m. and 8:30 a.m. and between 4:30 p.m. and 6:00 p.m. The downtown shuttle provides continuous

loop service within the downtown for workers who park in lots that are not near their work sites.

### **3. Augusta-Waterville Link – Mondays through Fridays**

The Kennebec Explorer offers four round trips a day between Augusta and Waterville. The cost for a one-way ride is three dollars. Service is provided between Waterville Concourse, Maine General Thayer, Waterville Marden's, Alford Cancer Center, Career Center, Concord Coach and downtown Augusta.

**Somerset County.** KVCAP is working with the Somerset County Economic Development Corporation, SCARP (Somerset County Association of Resource Providers), Greater Somerset Public Health Collaborative, and others to review its commitment to providing public transit services in Somerset County. KVCAP is reviewing all existing routes to determine those with the greatest potential for expansion for public service. Some of these routes may have potential for comprehensive five-day-a-week service for some communities. Potential increases in rural transit services and job access transportation in Somerset County are being explored. Major businesses that could benefit from transit include Backyard Farms, New Balance and Redington Fairview Hospital.

During the summers for the past three years, KVCAP provided youth activity-based public transportation in the Skowhegan-Madison- Norridgewock-Canaan region, with assistance from a grant obtained through the New Balance Foundation. Ridership has increased significantly during each summer season. The service has shown a proven need for expanded service in Lower Somerset County into year round fixed route and commuter service if funding can be secured for this purpose. The project was developed in association with the Greater Somerset Public Health Collaborative.

### **G. CHARTER SERVICE**

KVCAP has no plans to offer 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**

KVCAP conducted two passenger studies in 2010, both of which expressed a high level of customer satisfaction with the quality of the service. One is a compilation of the KV Van Customer Survey and the other is a passenger survey conducted on the KV Transit program. The results of both surveys are included in the Appendix.

## PROJECT COORDINATION

### A. SOCIAL SERVICE AGENCY COORDINATION

KVCAP has established an ongoing working relationship with community representatives and area social service agencies to adequately address the transportation needs of the community at large.

Transportation is presently being provided through a coordinated KVCAP Transportation Program consisting of fixed route, demand response and volunteer operations. Each segment of the Transportation Program is designed to address the transportation needs of various cross sections of the community.

KVCAP maintains an ongoing relationship with various social service agencies in an effort to continuously evaluate and respond to identified transportation needs. KVCAP works closely with these organizations to determine the most effective means of providing transportation for their respective constituents. Transportation needs are being addressed through group and individual KV Transit ticket sales and integration of individuals into KV Van services.

**Regional Plan Advisory Committee.** The preparation of this Biennial Operations Plan was undertaken with the assistance of a Regional Plan Advisory Committee (RPAC) for Kennebec and Somerset Counties (Region 4). The work of the RPAC is summarized in the Regional Overview portion of this document.

### B. SOCIAL SERVICE CONTRACT SUMMARY

**Department of Health and Human Services (DHHS), Office of MaineCare Services.** The MaineCare program (formerly Medicaid) is a significant funding source for KVCAP. There is no fixed contract; DHHS pays KVCAP on a fee for service, trip/mileage basis. KVCAP uses vans, volunteers, friend and family drivers and local taxis to transport MaineCare clients. Many of the MaineCare passengers are also clients of the Department of Health and Human Services.

**Department of Health and Human Services (DHHS) Office of Children and Families.** KVCAP works closely with DHHS on a regular basis. DHHS clients constitute a significant portion of KVCAP's ridership, and most trips are paid for by MaineCare. Some clients ride the transit systems. Clients in remote areas are generally transported by volunteers using their personal vehicles. KVCAP has worked closely with DHHS and the Maine Department of Transportation to develop a new and innovative Children's Transportation Network that has focused scarce financial resources on better meeting the transportation needs of children.

**Child Development Services/Project PEDS.** KVCAP provides services by referral to children receiving services by Child Development Services and Project PEDS. These services are designed to assist children with developmental disabilities. These services are provided using agency vehicles and volunteer drivers as appropriate to the individual. KVCAP is working under an extended agreement with these organizations.

**Sebasticook Valley Hospital.** KVCAP provides services to passengers referred by the Sebasticook Valley Hospital under their internal transportation program. KVCAP provides services to passengers with disabilities who cannot use the conventional transportation provided by the hospital. This service is provided on a fee-for-service basis consistent with prevailing MaineCare rates.

**Kennebec Valley Behavioral Health Center.** KVCAP meets regularly with managers from Kennebec Valley Behavioral Health to ensure that transportation services for their consumers are meeting the needs of the individuals. Many of these passengers have disabilities that require planning and delivery of services that fall beyond conventional models. These meetings have resulted in reduced no-show rates and improved services for mutual consumers.

**United Way of Kennebec Valley.** KVCAP works with the United Way of Kennebec Valley and the United Way of Mid-Maine to provide senior transportation throughout KVCAP's service area.

**Inland Hospital.** KVCAP recently obtained a grant from Inland Hospital to provide transportation to Inland facilities for seniors and people who are not eligible under other funding sources. Inland Hospital also provides funding for Kennebec Explorer Services.

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

Although there is no other transportation provider providing similar service in Region 4, KVCAP has coordinated with transportation providers statewide on several different projects to enhance transportation services and conserve costs throughout the state. Examples of these efforts include KVCAP participation in the following:

MTA Drug and Alcohol Testing Consortium  
Maine Transit Association DBE/WBE solicitation  
Children's Driver Training Curriculum  
Tri-State Training Conference Committee

## **DISCRIMINATION**

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

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

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

The following women-owned businesses were identified:

Belfast Office Supply and Services, 101 High Street, Belfast  
Mobilitat, Wyoming



## **B. MONETARY GOALS FOR DBE/WBE PARTICIPATION**

KVCAP will endeavor to involve Disadvantaged and Women-owned Business Enterprises in the procurement of outside goods and services.

Kennebec Explorer's FY 2011 budget contains \$31,100 in contractible services (printing, advertising, uniforms, office supplies, safety awards, vehicle maintenance). Federal/state funds (\$373,619) account for 68% of the total budget (\$553,376). Therefore, the federal/state share of contractible services is \$21,148 (68% of \$31,100), and the 1.34% monetary goal is \$283 (1.34% of \$21,148).

KV Explorer's FY 2012 budget contains \$31,100 in contractible services (printing, advertising, uniforms, office supplies, safety awards, vehicle maintenance). Federal/state funds (\$373,619) account for 68% of the total budget (\$553,376). Therefore, the federal/state share of contractible services is \$21,148 (68% of \$31,100). If the DEB/WBE goal remains at 1.34% for FY 2012, then the 1.34% monetary goal is \$283 (1.34% of \$21,148).

## **C. ADVERTISING**

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

## **CAPITAL**

### **A. MAINTENANCE OF FLEET VEHICLES**

KVCAP follows a written preventive maintenance schedule, which includes three levels of maintenance at intervals of 3,000 miles.

KVCAP maintains a file of accidents and accident reports and conducts joint staff/driver reviews of accidents to determine their cause. KVCAP has instituted an incentive program under which drivers receive a \$100 bonus for driving a full year without a violation and without causing an accident. This has been a successful program; it has also kept insurance rates down.

KVCAP does not maintain fuel on the premises, but contracts for fuel from Irving Oil.

KVCAP does not have its own maintenance facility, but contracts with O'Connor GMC Buick in Augusta, Ray Haskell Ford in Waterville, and Randy's Auto in Skowhegan for most routine maintenance, major maintenance items and overhauls.

KVCAP does not have a system to review the causes of breakdowns. Breakdowns are sporadic and related to the age of the vehicles, not lack of maintenance.

KVCAP maintains a detailed maintenance and repair history on each vehicle. Vehicle costs are also tracked extensively.

The maintenance schedule is included in the Appendix.

**B. CAPITAL ACQUISITIONS**

| <b>Capital Acquisitions<br/>Two-Year Vehicle Replacement Plan</b> |                       |              |                        |                                      |
|---|-----------------------|--------------|------------------------|--------------------------------------|
| <b>Year</b>   | <b>Description</b>    | <b>Usage</b> | <b>Current Mileage</b> | <b>Replacement Projection-Source</b> |
| <b>2011</b>   | 7 Passenger Mini-Vans | Daily x 5    |                        | Included in last BOP                 |
|   |                       |              |                        | USC 5310                             |
| <b>2012</b>   |                       |              |                        |                                      |
|   | 10/2 passenger bus    | Daily        | 120,269                | USC 5310                             |
|   | 10/2 passenger bus    | Daily        | 150,140                | USC 5310                             |
|   |                       |              |                        |                                      |

**C. CAPITAL RESERVE ACCOUNT**

KVCAP does not currently have funds dedicated to a Capital Reserve Account but includes line items in general operating budgets to cover match requirements for capital acquisitions.

**GOALS AND OBJECTIVES**

**A. STATUS REPORT ON EXISTING GOALS**

**KVCAP Goals**

1. Improve Transit Ridership by 10% in each year of the contract.

*Status: Ridership between 2008 and 2009 increased by 18.4%, dropped by 4.6% between 2009 and 2010, and increased by 8.7% between 2010 and 2011.*

2. Accomplish goals established in the **DHHS Office of Children & Families Contract** (below). Apply goals to entire KV Van Program.

*Status: Answers detailed in outcomes below.*

**DHHS Office of Children & Families Contract**

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

**1. Indicator: Timely**

**Strategies** To provide timely service to clients KVCAP will:

1. Utilize customized, computerized dispatching software to schedule trips.
2. Assure that sufficient driver resources are available to meet travel demand.
3. Provide driver training through individual instruction and written policy distribution regarding the provision of on-time service.

**Measure**

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

***Outcome:***

*87.4% report on-time service*

**2. Indicator: Safe**

**Strategies:** To assure safe, secure and appropriate transportation KVCAP will:

1. Conduct initial and periodic background checks on all drivers and potential drivers through the Department of Health and Human Services to determine if they have had any previous involvement with child protective services, the State Bureau of Investigation for a criminal history that would cause concern, and the Department of Motor Vehicles for a driving background check for excessive violations or accidents. Agency vehicle operators will also be required to pass pre-employment drug tests.
2. Require volunteer drivers to provide evidence of sufficient vehicle insurance of \$300,000 minimum liability limits on their personal vehicle. Maintain vehicle insurance on Agency owned vehicles to meet minimum federal standards appropriate for the size of each vehicle.
3. Assure that all vehicles used in the provision of service meet minimum State of Maine safety inspection standards at all times.
4. Provide individual driver training for all drivers covering safe operating procedures, standardized training regarding the transporting children, reporting requirements, etc.. Maintain and distribute written agency vehicle and volunteer driver policy and procedure manuals covering these and other topics.
5. Assure that all children transported are secured in infant or child safety seats appropriate for the size of the child.

6. Provide local supervision of all agency and volunteer drivers to maintain ongoing communication and ensure timely and adequate response to problem situations.
7. Provide training and incentives for accident free performance.

**Measure:**

1. 100% of drivers will pass the standard tests, SBI, DMV, DHHS/CPS and drug tests (Agency vehicle operators) prior to driving clients.
2. 100% of drivers attend mandatory children transportation training prior to driving children.
3. 100% of transportation vehicles meet/pass inspection standards (state inspection and visual inspections).
4. 100% of transportation trips with clients on board are accident free.
5. 80% of clients report that they feel safe when being transported by KVCAP (client survey).

***Outcome:***

1. *100% of drivers pass background checks. Records on file.*
2. *100% of drivers who transport children attend Children's Transportation Training. Training records on file.*
3. *100% of vehicles meet state Inspection standards Pre-trip inspections on file.*
4. *3 accidents reported with clients on board. One minor injury (treated and released)*
5. *94.7% report that drivers drive safely and observe traffic laws. Customer Survey results.*

**3. Indicator: Reliable**

**Strategies:** To assure reliable service to clients KVCAP will:

1. Maintain sufficient numbers of agency and volunteer drivers to meet travel demand.
2. Provide local supervision to monitor performance of drivers.
3. Maintain periodic communication with referring funding sources to assure effective communication and appropriateness of services.
4. Provide electronic communications devices to primary agency and volunteer drivers to improve the efficiency of service delivery.

**Measure:**

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

***Outcome:***

1. *81.6% report accurate scheduling of trips. Client Survey*
2. *88.8 % report services as very good or excellent.*

**4. Indicator: Access to Services**

**Strategies:** To assure access to services KVCAP will:

1. Maintain dispatch offices in three locations with a minimum of two dispatchers at each location to facilitate ease of communication with clients.
2. Recruit and maintain sufficient numbers of Agency and volunteer drivers to satisfy travel demand.
3. Maintain regular office hours, Monday through Friday, 7:30 a.m. to 4:30 p.m., 52 weeks per year excluding holidays.
4. Provide flexible volunteer based children's transportation 365 days per year including night, weekend and holiday service as necessary.
5. Provide accessible vehicle service from all dispatch locations to accommodate passengers with disabilities.
6. Maintain regular communication with community officials, funding providers and the general public to provide information regarding availability and eligibility for services.

**Measure:**

1. 100% of accessible transportation services are available to clients who request the service.
2. 95% of towns served in geographic area.
3. 80% of caseworkers expressed overall satisfaction with accessibility/availability of transportation services.
4. Agency to maintain low volunteer trip volume/driver ratio (baseline to be established).

**Outcome:**

1. *No denial of services to people with disabilities. Dispatch records.*
2. *All inhabited communities served. Client records.*
3. *DHHS Caseworkers report satisfaction with service based on regular meetings with local DHHS representatives.*
4. *Baseline to be established by DHHS.*

**Regional Plan Advisory Committee Goals**

**1. Schedule availability, readability**

**Better schedules**

- Revise the schedules to provide more information about specific stops as well as one or more maps.
- Consider adding a “how to read the schedule” block.
- Clarify the fact that people can call Kennebec Valley Community Action Program (KVCAP) if they need assistance reading the schedule.
- Put the revised schedules on the website.

*Status: The whole system has been re-branded as the Kennebec Explorer and the schedule has been entirely redesigned. The new timetable and maps are in newspaper format. KVCAP worked with the State Association for the Blind on the schedule. More buses are on the route. There now is a transportation page on KVCAP’s website.*

**2. Frequency of service**

**Transit study.** Implement the recommendations of the transit study to the maximum extent allowed by available funding limits, where appropriate.

*Status: There are more routes with more frequent service. In-town service is now every half-hour instead of every hour. KVCAP has been successful in getting financial partners including the Waterville Chamber of Commerce, the University of Maine, and Maine General Hospital.*

**3. Greater coordination with other transit systems**

**Planning with other systems.** Examine the desirability of inter-regional planning between systems, and explore options for planning and funding with intercity providers.

**Intercity connections.** Evaluate options for connecting the Waterville and Augusta transit systems.

*Status: The Kennebec Explorer now stops at Concord Trailways in Augusta. There is also a subscription service that operates between Waterville and Augusta.*

4. **Ride notification requirement**

**Software update.** Explore whether new software would allow a shorter trip advance notification and/or examine current practices to determine why there is a need for such a lengthy notice requirement.

**Service provider education.** Inform service providers that clients who cannot comply with the notice requirement should call KVCAP anyway to see if a ride can be arranged.

*Status: The ride notification requirement is three days, but KVCAP makes every effort to provide a ride to people who request a ride within the three day period. One challenge has been that many medical facilities have walk-in hours, resulting in a lot of last minute ride requests, some beyond KVCAP's operating hours. Providing after-hours service would require more money.*

5. **Lack of access**

**Regional mobility manager.** Continue to serve as the regional mobility manager and continue to work collaboratively with other community based agencies to maximize transit services.

*Status: KVCAP has new dispatching software and is consolidating dispatch operations in Waterville. Working with Child Development services (CDS) has become more challenging due to CDS becoming more decentralized (KVCAP now works with 3 CDS offices). There has been a decline in the number of volunteers because of a reduction in the MaineCare rate from 44 to 41 cents. The MaineCare reimbursement rate for agency vehicles is less than half the operating cost, but KVCAP has to rely more on agency vehicles in Augusta due to the lack of volunteers,*

**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: There has been little interest in these programs because of the match requirements.*

**GoMaine buses.** Consider establishing additional commuter programs in Kennebec or Somerset Counties using GoMaine vans provided by MaineDOT.

*Status: No action, but there has been some interest in Somerset County.*

**Trip planner/ridesharing.** Consider establishing a web-based trip planner/ride sharing service if appropriate funds can be secured.

*Status: No action.*

**Grant programs.** Consider applying for grants to expand/establish services.

*Status: No action.*

**6. Lack of convenience**

**New transit alignment.** Work with municipalities to fund the transit changes recommended in the transit study.

*Status: Funding has come from other sources, not municipalities.*

**7. Additional services**

**Intercity funds.** Consider applying for intercity funds to support additional transit service between Waterville and Augusta where appropriate matching funds have been identified.

*Status: The Waterville to Augusta route does not qualify for intercity funds.*

**B. NEW GOALS**

KVCAP goals and objectives for FY 2011 and FY 2012 include those above.

**BENCHMARKS**

KVCAP uses the following factors to evaluate the efficiency of its services:

- Ridership by route
- On-time service
- Cost per trip



## SERVICE DATA

### A. ANNUAL REPORT

The following service summary is for both KV Transit and KV Van Transportation Services for fiscal years 2009 and 2010. KVCAP's fiscal year begins July 1 of the previous calendar year (for example, FY 2010 begins on July 1, 2009 and ends on June 30, 2010).

| <b>Kennebec Valley Community Action Program<br/>Annual Report – Past Two Years</b> |                |                |
|--|----------------|----------------|
|  | <b>FY 2009</b> | <b>FY 2010</b> |
| <b>Volunteer Resources</b>   |                |                |
| Volunteer Drivers  | 130            | 132            |
| Personal Vehicles in Service   | 130            | 132            |
| <b>Vehicles</b>  |                |                |
| Number of Active Vehicles in Fleet   | 30             | 29             |
| Number of Inactive Vehicles in Fleet   | 3              | 4              |
| Number of Spare Vehicles in Fleet  | 6              | 7              |
| Number of Vehicles Disposed  | 1              | 0              |
| Number of Vehicles Sold  | 0              | 0              |
| Number of ADA Accessible Vehicles  | 21             | 21             |
| <b>Annual Operating Expenses</b>   |                |                |
| Annual Transit Operating Expenses  | \$208,637      | \$236,788      |
| Annual Social Services Operating Expenses  | \$790,906      | \$842,240      |
| <b>Annual Administrative Expenses</b>  |                |                |
| Annual Transit Administrative Expenses   | \$171,364      | \$168,766      |
| Annual Social Services Administrative Expenses                                     | \$4,805,944    | \$4,766,002    |
| <b>Annual Operating Revenues</b>   |                |                |
| Fare Revenues  | \$30,391       | \$30,593       |
| Transit Contract Revenues  | 0              | 0              |
| Social Service Contract Revenues   | \$6,045,912    | \$5,798,209    |
| FTA – Federal Operating Assistance   | \$95,463       | \$116,103      |
| MaineDOT – State Operating Assistance  | \$18,139       | \$17,014       |
| Local Operating Funds  | \$64,690       | \$74,141       |
| Total Annual Operating Revenues  | \$6,254,595    | \$6,036,060    |
| <b>FTA - Sources of Capital Funds</b>  |                |                |
| FTA - Federal Capital Assistance   | \$13,144       | \$788,317      |
| MaineDOT - State Capital Assistance  | 0              | \$6,904        |
| Local Capital Funds  | 0              | \$25,885       |
| Total Capital Funds  | \$13,144       | \$821,106      |

|   | <b>FY 2009</b> | <b>FY 2010</b> |
|---|----------------|----------------|
| <b>Annual Vehicle Miles</b>                         |                |                |
| Annual Transit Miles                                | 77,693         | 85,272         |
| Annual Social Services Miles                        | 525,440        | 548,306        |
|   |                |                |
| <b>Annual Vehicle Hours (Transit Service Hours)</b> | 41,000         | 45,000         |
|   |                |                |
| <b>Annual Passenger Trips</b>                       |                |                |
| Annual Transit Passenger Trips                      | 42,919         | 40,745         |
| Annual Social Services Passenger Trips              | 374,521        | 390,625        |
|   |                |                |
| <b>Safety</b>                                       |                |                |
| Fatalities  | 0              | 0              |
| Major Incidents                                     | 0              | 0              |
| Major Injuries                                      | 0              | 0              |

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

**KV Transit (Augusta and Waterville Fixed Route Service).** Revenues, expenses, vehicle miles and ridership figures for KV Transit for the past two years are displayed in the following tables. The KV Transit FY 2009 data cover July 1, 2008 through June 30, 2009, and FY 2010 data cover July 1, 2009 through June 30, 2010.

| <b>KV Transit - Revenues, Costs, Trips, Vehicle Miles<br/>Past Two Years</b> |                  |                  |                  |                  |                      |                |                      |                |
|--|------------------|------------------|------------------|------------------|----------------------|----------------|----------------------|----------------|
| <b>Route</b>   | <b>Revenues</b>  |                  | <b>Costs</b>     |                  | <b>One-Way Trips</b> |                | <b>Vehicle Miles</b> |                |
|  | <b>FY 2009</b>   | <b>FY 2010</b>   | <b>FY 2009</b>   | <b>FY 2010</b>   | <b>FY 2009</b>       | <b>FY 2010</b> | <b>FY 2009</b>       | <b>FY 2010</b> |
| Augusta  | \$140,186        | \$165,402        | \$140,186        | \$165,402        | 30,133               | 31,010         | 49,198               | 57,954         |
| Waterville   | \$70,145         | \$70,886         | \$70,145         | \$70,886         | 12,786               | 9,735          | 23,631               | 20,406         |
| Somerset   | \$12,000         | \$15,000         | \$12,834         | \$17,562         | 972                  | 1,706          | 11,587               | 11,482         |
| <b>TOTAL</b>   | <b>\$222,331</b> | <b>\$251,288</b> | <b>\$223,165</b> | <b>\$253,850</b> | <b>43,891</b>        | <b>42,451</b>  | <b>84,418</b>        | <b>89,942</b>  |

**KV Van.** Revenues, costs, passenger trips and passenger miles for KV Van (demand response) for the past two years are displayed in the following table. The fiscal year for KVCAP's demand response program is different from the fixed route system. KV Van's fiscal year runs from October 1 through September 30. The KV Van FY 2009 data cover October 1, 2008 through September 30, 2009, and FY 2010 data cover October 1, 2009 through September 30, 2010.

| <b>KV Van - Revenues, Costs, Trips, Passenger Miles by <u>Agency</u><br/>Past Two Years</b> |                    |                    |                    |                    |                      |                |                        |                  |
|---|--------------------|--------------------|--------------------|--------------------|----------------------|----------------|------------------------|------------------|
| <b>Social Service Agency/<br/>Program</b>   | <b>Revenues</b>    |                    | <b>Costs</b>       |                    | <b>One-Way Trips</b> |                | <b>Passenger Miles</b> |                  |
|   | <b>FY 2009</b>     | <b>FY 2010</b>     | <b>FY 2009</b>     | <b>FY 2010</b>     | <b>FY 2009</b>       | <b>FY 2010</b> | <b>FY 2009</b>         | <b>FY 2010</b>   |
| General Public  | \$35,295           | \$34,157           | \$32,385           | \$33,038           | 352                  | 598            | 33,131                 | 32,981           |
| MaineCare   | \$5,469,959        | \$5,273,036        | \$5,019,071        | \$5,100,300        | 349,817              | 364,081        | 9,484,936              | 9,008,882        |
| DHHS Regular  | \$175,201          | \$175,201          | \$160,759          | \$169,462          | 11,424               | 11,022         | 330,529                | 250,276          |
| DHHS Special  | \$250,000          | \$250,000          | \$229,393          | \$241,810          | 10,794               | 12,713         | 494,775                | 410,844          |
| Other   | \$82,501           | \$65,815           | \$75,700           | \$63,659           | 1,920                | 2,472          | 33,384                 | 63,913           |
| <b>TOTAL</b>  | <b>\$6,012,955</b> | <b>\$5,798,209</b> | <b>\$5,517,308</b> | <b>\$5,608,269</b> | <b>374,307</b>       | <b>390,886</b> | <b>10,376,755</b>      | <b>9,766,896</b> |

| <b>KV Van - Revenues, Costs, Trips, Passenger Miles by <u>Mode</u><br/>Past Two Years</b> |                    |                    |                    |                    |                      |                |                        |                  |
|---|--------------------|--------------------|--------------------|--------------------|----------------------|----------------|------------------------|------------------|
| <b>MODE</b>   | <b>Revenues</b>    |                    | <b>Costs</b>       |                    | <b>One-Way Trips</b> |                | <b>Passenger Miles</b> |                  |
|   | <b>FY 2009</b>     | <b>FY 2010</b>     | <b>FY 2009</b>     | <b>FY 2010</b>     | <b>FY 2009</b>       | <b>FY 2010</b> | <b>FY 2009</b>         | <b>FY 2010</b>   |
| Agency Vehicles   | \$821,740          | \$851,525          | \$1,206,298        | \$1,284,213        | 81,781               | 89,001         | 557,139                | 540,193          |
| Volunteers  | \$3,138,276        | \$2,957,736        | \$1,726,130        | \$1,786,191        | 117,023              | 123,790        | 5,785,219              | 5,282,006        |
| Friends and Family  | \$1,569,437        | \$1,498,065        | \$2,055,033        | \$2,005,572        | 139,321              | 138,994        | 3,560,250              | 3,403,419        |
| Subcontracted Providers   | \$419,378          | \$471,221          | \$471,008          | \$513,276          | 31,932               | 35,572         | 473,325                | 537,681          |
| Other   | \$64,125           | \$19,662           | \$58,839           | \$19,018           | 3,989                | 1,318          | 0                      | 0                |
| <b>TOTAL</b>  | <b>\$6,012,955</b> | <b>\$5,798,209</b> | <b>\$5,517,308</b> | <b>\$5,608,269</b> | <b>374,046</b>       | <b>388,675</b> | <b>10,375,933</b>      | <b>9,763,299</b> |

**KV Van Revenues and Expenses.** KV Van revenues and expenses for the past two years are displayed in the following table. The figures are for the fiscal years ending September 30 of the year shown in the table.

| <b>KV Van<br/>Transportation Revenues And Expenses<br/>Past Two Years</b> |                    |                    |
|---|--------------------|--------------------|
|   | <b>FY 2009</b>     | <b>FY 2010</b>     |
| <b>REVENUES</b>   |                    |                    |
| Medicaid  | \$4,242,662        | \$4,342,849        |
| Medicaid – BDS  | 1,226,201          | 930,187            |
| DHHS Community Service  | 460,089            | 425,201            |
| Other   | 61,090             | 55,747             |
| Section 5311  | 0                  | 0                  |
| Total Farebox Revenues  | 0                  | 0                  |
| Local Revenue   | 55,870             | 44,225             |
| <b>Total</b>  | <b>\$6,045,912</b> | <b>\$5,798,209</b> |
| <b>EXPENSES</b>   |                    |                    |
| Salaries  | \$910,043          | \$987,704          |
| Fringe  | 236,439            | 258,640            |
| Indirect  | 209,295            | 226,791            |
| Travel – Volunteer  | 2,406,290          | 2,385,549          |
| Travel - Friend and Family  | 821,986            | 735,971            |
| Tolls, Food, Lodging, Com Car   | 62,636             | 34,048             |
| Vehicle Fuel  | 127,261            | 135,804            |
| Vehicle Maintenance   | 124,623            | 137,584            |
| Rent  | 46,190             | 54,087             |
| Other   | 652,087            | 652,092            |
| <b>Total</b>  | <b>\$5,596,850</b> | <b>\$5,608,269</b> |

**Revenues and Expenses for KV Transit.** KV Transit revenues and expenses for the past two years are displayed in the following table. The figures are for the fiscal years ending June 30 of the year shown in the table.

**KV Transit  
Transportation Revenues - Past Two Years**

|                                  | <b>FY 2009</b>   | <b>FY 2010</b>   |
|----------------------------------|------------------|------------------|
| <b>ADMINISTRATION (80/10/10)</b> |                  |                  |
| Federal                          | \$137,059        | \$135,043        |
| State                            | 17,132           | 16,881           |
| Local                            | <u>17,132</u>    | <u>15,773</u>    |
| <b>Administration Total</b>      | <b>\$171,324</b> | <b>\$167,697</b> |
| <b>OPERATING (50/10/40)</b>      |                  |                  |
| Federal                          | \$64,818         | \$78,503         |
| State                            | 18,139           | 17,014           |
| Local                            | 57,029           | 64,741           |
| Fares                            | 30,391           | <u>36,662</u>    |
| <b>Operating Total</b>           | <b>\$170,378</b> | <b>\$196,920</b> |
| <b>CAPITAL (80/20)</b>           |                  |                  |
| Federal                          | \$30,645         | \$37,600         |
| Local                            | 7,661            | 9,400            |
| <b>Capital Total</b>             | <b>\$38,306</b>  | <b>47,000</b>    |
| <b>TOTAL</b>                     | <b>\$380,008</b> | <b>\$411,617</b> |

**KV Transit  
Transportation Expenses - Past Two Years**

|                       | <b>FY 2009</b> | <b>FY 2010</b> |
|-----------------------|----------------|----------------|
| <b>ADMINISTRATION</b> |                |                |
| Wages                 | \$84,055       | \$83,561       |
| Benefits              | 10,277         | 10,498         |
| FICA                  | 6,100          | 5,894          |
| Pension               | 2,150          | 2,492          |
| SUT Tax               | 841            | 1,123          |
| Agency Administration | 41,703         | 43,065         |
| Workers Compensation  | 1,543          | 443            |
| Vehicle Insurance     | 8,266          | 7,075          |
| Advertising           | 442            | 0              |
| Space                 | \$8,373        | \$5,874        |

|                                | <b>FY 2009</b>   | <b>FY 2010</b>   |
|--------------------------------|------------------|------------------|
| Printing                       | \$326            | \$2,175          |
| Uniforms                       | 3,009            | 3,027            |
| Staff Development              | 510              | 0                |
| Drug/Alcohol Testing           | 379              | 696              |
| Telephone/Copier/Postage       | 1,190            | 1,204            |
| Safety Awards                  | 100              | 200              |
| PC/equip Depreciation          | 0                | 0                |
| Office Supplies/Miscellaneous  | 2,101            | 1,510            |
| <b>Administration Subtotal</b> | <b>\$171,365</b> | <b>\$168,837</b> |
|                                |                  |                  |
| <b>OPERATING</b>               |                  |                  |
| Wages                          | \$97,261         | \$103,994        |
| Benefits                       | 15,034           | 13,581           |
| FICA                           | 6,552            | 6,906            |
| Pension                        | 1,288            | 2,187            |
| SUT Tax                        | 2,088            | 2,868            |
| Workers Compensation           | 1,763            | 950              |
| Vehicle Maintenance            | 21,875           | 30,225           |
| Vehicle Fuel                   | 25,417           | 29,012           |
| <b>Operating Subtotal</b>      | <b>\$171,278</b> | <b>\$189,723</b> |
|                                |                  |                  |
| <b>CAPITAL (Maintenance)</b>   |                  |                  |
| Vehicle Maintenance            | <b>\$38,306</b>  | <b>\$47,000</b>  |
|                                |                  |                  |
| <b>TOTAL PROGRAM EXPENSES</b>  | <b>\$380,949</b> | <b>\$405,560</b> |

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

In general, the transit systems are geared to social services, senior housing projects, and the provision of access to community shopping facilities and medical services. KVCAP estimates that 63 percent of its ridership is elderly and/or individuals with disabilities. In recent years, ridership from the AMHI Complex has decreased, but a significant portion of the former AMHI residents continue to use the service from other areas of the community. Commuters constitute an insignificant portion of the ridership.

**KV Transit.** Revenues by passenger fare categories for FY 2009 and FY 2010 are displayed in the following table. KV Transit FY 2009 data cover July 1, 2008 through June 30, 2009, and FY 2010 data cover July 1, 2009 through June 30, 2010.

**KV Transit - Revenues By Passenger Fare Category  
Past Two Years**

|                               | <b>FY 2009</b>     | <b>FY 2010</b>     |
|-------------------------------|--------------------|--------------------|
| Full Fare                     | \$36,617           | \$35,155           |
| Elderly                       | Data not collected | Data not collected |
| Individuals with disabilities | 2,461              | 2,887              |
| Student                       | 3,841              | 2,703              |
| <b>Total</b>                  | <b>\$42,919</b>    | <b>\$40,745</b>    |

**KV Van.** KV Van FY 2009 data cover October 1, 2008 through September 30, 2009, and FY 2010 data cover October 1, 2009 through September 30, 2010.

**KV Van - Number Of General Public, Elderly And  
Individuals with Disabilities**

|                                 | <b>FY 2009</b> | <b>FY 2010</b> |
|---------------------------------|----------------|----------------|
| # General Public Passengers     | 452            | 598            |
| # Elderly Passengers            |                |                |
| # Individuals with Disabilities |                |                |
| <b>Total</b>                    | <b>452</b>     | <b>598</b>     |

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

**Kennebec Explorer.** Revenues, costs, one-way trips and vehicle miles for Kennebec Explorer (fixed route) for the next two years are displayed in the following table. Kennebec Explorer FY 2011 data cover July 1, 2010 through June 30, 2011, and FY 2012 data cover July 1, 2011 through June 30, 2012.

**Kennebec Explorer - 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        |
| Augusta      | \$192,444        | \$202,066        | \$192,444        | \$202,066        | 40,000        | 44,000        | 91,750         | 91,750         |
| Waterville   | \$ 67,072        | \$70,426         | \$67,072         | \$70,426         | 10,000        | 11,000        | 30,000         | 3,0000         |
| Intercity    | \$ 70,388        | \$73,907         | \$70,388         | \$73,907         | 6,000         | 6,600         | 58,750         | 58,750         |
| Somerset     | \$ 15,000        | \$15,000         | \$15,000         | \$15,000         | 2,000         | 2,200         | 11,500         | 11,500         |
| <b>TOTAL</b> | <b>\$344,904</b> | <b>\$361,399</b> | <b>\$344,904</b> | <b>\$361,399</b> | <b>58,000</b> | <b>63,800</b> | <b>192,000</b> | <b>192,000</b> |

**KV Van.** Revenues, costs, one-way trips and passenger miles by agency and by mode for KV Van (demand response) for the next two years are displayed in the following tables. Van FY 2011 data cover July 1, 2010 through June 30, 2011, and FY 2012 data cover July 1, 2011 through June 30, 2012.

**KV Van - Projected Revenues, Costs, Trips, Passenger Miles  
by Agency  
Next Two Years**

| Social Service Agency/<br>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                    | \$20,887           | \$33,728           | \$20,887           | \$33,728           | 698            | 1,458          | 38,928           | 57,713           |
| MaineCare                         | \$5,315,830        | \$4,570,170        | \$5,315,830        | \$4,570,170        | 330,884        | 323,737        | 8,662,584        | 7,657,754        |
| DHHS Regular                      | \$129,354          | \$129,354          | \$129,354          | \$129,354          | 8,188          | 8,188          | 137,041          | 137,041          |
| DHHS Special                      | \$250,000          | \$250,000          | \$250,000          | \$250,000          | 12,292         | 12,292         | 399,422          | 399,422          |
| Other                             | \$82,628           | \$16,721           | \$82,628           | \$16,721           | 1,207          | 2,390          | 15,658           | 71,734           |
| <b>TOTAL</b>                      | <b>\$5,798,699</b> | <b>\$4,999,973</b> | <b>\$5,798,699</b> | <b>\$4,999,973</b> | <b>353,269</b> | <b>348,065</b> | <b>9,253,633</b> | <b>8,323,664</b> |



**KV Van -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         | \$931,273          | \$913,464          | \$1,351,303        | \$1,587,544        | 84,137         | 86,416         | 570,524          | 476,015          |
| Volunteers              | \$2,876,633        | \$2,602,157        | \$1,886,511        | \$2,272,793        | 117,461        | 106,891        | 5,010,746        | 4,360,917        |
| Friends and Family      | \$1,547,952        | \$1,441,894        | \$2,061,252        | \$1,097,767        | 128,341        | 120,605        | 3,093,168        | 2,671,985        |
| Subcontracted Providers | \$417,748          | \$449,809          | \$475,543          | \$449,809          | 29,609         | 32,382         | 438,511          | 440,972          |
| Other (Taxi)            | \$24,092           | \$30,000           | \$24,091           | \$30,000           | 1,500          | 3,346          | Taxi             | Taxi             |
| <b>Total</b>            | <b>\$5,797,698</b> | <b>\$5,437,324</b> | <b>\$5,798,700</b> | <b>\$5,437,913</b> | <b>361,048</b> | <b>349,641</b> | <b>9,112,949</b> | <b>7,949,889</b> |

**E. BUDGET**

**Kennebec Explorer.** Revenues and costs for Kennebec Explorer are displayed in the following table. KV Transit FY 2011 data cover July 1, 2010 through June 30, 2011, and FY 2012 data cover July 1, 2011 through June 30, 2012.

| <b>Kennebec Explorer Revenue<br/>Next Two Years</b> |                  |                  |
|---|------------------|------------------|
|   | <b>FY 2011</b>   | <b>FY 2012</b>   |
| <b>ADMINISTRATION (80/10/10)</b>                    |                  |                  |
| Federal   | \$156,260        | \$156,260        |
| State   | 19,533           | 19,533           |
| Local   | 19,533           | 19,533           |
| <b>Administration Total</b>                         | <b>\$195,326</b> | <b>\$195,326</b> |
| <b>OPERATING (50/10/40)</b>                         |                  |                  |
| Federal   | \$160,857        | \$160,857        |
| State   | 22,569           | 22,569           |
| Local   | 96,625           | 96,625           |
| Fares   | 60,000           | 60,000           |
| <b>Operating Total</b>                              | <b>\$340,051</b> | <b>\$340,051</b> |
| <b>CAPITAL (80/20)</b>                              |                  |                  |
| Federal   | \$14,400         | \$14,400         |
| Local   | 3,600            | 3,600            |
| <b>Capital Total</b>                                | <b>\$18,000</b>  | <b>\$18,000</b>  |
| <b>PROGRAM TOTAL</b>                                | <b>\$553,376</b> | <b>\$553,376</b> |

|                                  | <b>FY 2011</b>   | <b>FY 2012</b>   |
|----------------------------------|------------------|------------------|
| <b>REVENUE SUMMARY BY SOURCE</b> |                  |                  |
| Federal                          | \$331,517        | \$331,517        |
| State                            | 42,102           | 42,102           |
| Local                            | 119,757          | 119,757          |
| Fares                            | 60,000           | 60,000           |
| <b>Total</b>                     | <b>\$553,376</b> | <b>\$553,376</b> |

**Kennebec Explorer Expenses  
Next Two Years**

|                                | <b>FY 2011</b>   | <b>FY 2012</b>   |
|--------------------------------|------------------|------------------|
| <b>ADMINISTRATION</b>          |                  |                  |
| Wages                          | \$79,105         | \$79,105         |
| Benefits                       | 9,456            | 9,456            |
| FICA                           | 6,052            | 6,052            |
| Pension                        | 2,373            | 2,373            |
| SUT Tax                        | 2,917            | 2,917            |
| Agency Indirect                | 56,724           | 56,724           |
| Workers Compensation           | 791              | 791              |
| Vehicle Insurance              | 9,330            | 9,330            |
| Printing                       | 4,500            | 4,500            |
| Space                          | 8,200            | 8,200            |
| Advertising                    | 5,700            | 5,700            |
| Staff Development              | 3,500            | 3,500            |
| Uniforms                       | 2,000            | 2,000            |
| Telephone                      | 1,100            | 1,100            |
| Office Supplies                | 500              | 500              |
| Drug/Alcohol Testing           | 600              | 600              |
| Safety Awards                  | 400              | 400              |
| Driver Physicals               | 500              | 500              |
| Copier                         | 300              | 300              |
| Postage                        | 100              | 100              |
| Employee Travel                | 750              | 750              |
| Miscellaneous                  | 205              | 205              |
| <b>Administration Subtotal</b> | <b>\$195,103</b> | <b>\$195,103</b> |
| <b>OPERATING</b>               |                  |                  |
| Wages                          | \$167,546        | \$167,546        |
| Benefits                       | 17,444           | 17,444           |
| FICA                           | 12,815           | 12,815           |
| Pension                        | 5,026            | 5,026            |
| SUT Tax                        | 5,185            | 5,185            |
| Workers Compensation           | 8,711            | 8,711            |
| Vehicle Fuel                   | 122,813          | 122,813          |
| <b>Operating Subtotal</b>      | <b>\$339,540</b> | <b>\$339,540</b> |
| <b>CAPITAL (Maintenance)</b>   |                  |                  |
| Vehicle Maintenance            | \$18,000         | \$18,000         |
| <b>Subtotal</b>                | <b>\$18,000</b>  | <b>\$18,000</b>  |
| <b>TOTAL PROGRAM EXPENSES</b>  | <b>\$552,643</b> | <b>\$552,643</b> |

**KV Van.** Revenues and costs for KV Van are displayed in the following table. KV Van FY 2011 data cover October 1, 2010 through September 30, 2011, and FY 2012 data cover October 1, 2011 through September 30, 2012.

| <b>KV Van Transportation Revenues<br/>Next Two Years</b> |                    |                    |
|--|--------------------|--------------------|
|  | <b>FY 2011</b>     | <b>FY 2012</b>     |
| <b>MaineCare</b>   | \$4,949,716        | \$4,570,170        |
| <b>MaineCare - Waiver Contracts</b>                      | 366,115            | 438,341            |
| <b>DHHS - Protective</b>                                 | 250,000            | 250,000            |
| <b>DHHS - Regular</b>                                    | 129,354            | 129,354            |
| <b>Other</b>   | 20,887             | 33,728             |
| <b>Child Development</b>                                 | 15,128             | 11,721             |
| <b>United Way</b>  | 7,500              | 5,000              |
| <b>Total</b>   | <b>\$5,798,700</b> | <b>\$5,438,313</b> |

| <b>KV Van Transportation Expenses<br/>Next Two Years</b> |                |                |
|--|----------------|----------------|
|  | <b>FY 2011</b> | <b>FY 2012</b> |
| <b>ADMINISTRATION</b>                                    |                |                |
| Wages  | \$733,252      | \$675,200      |
| FICA/Medicare  | 56,094         | 51,653         |
| SUT Tax  | 15,178         | 18,837         |
| Workers' Compensation                                    | 7,333          | 6,752          |
| Pension  | 21,998         | 20,256         |
| Benefits   | 130,215        | 106,249        |
| Indirect   | 168,648        | 155,296        |
| Travel – Staff   | 10,000         | 10,000         |
| Travel – Family Drivers                                  | 651,346        | 559,297        |
| Travel – MaineCare Volunteer                             | 1,891,504      | 1,851,848      |
| Travel – Other Volunteers                                | 258,265        | 299,470        |
| Common Carrier/taxi                                      | 30,000         | 30,000         |
| Volunteer Travel Expenses                                | 18,000         | 18,000         |
| Waiver Contracts Mileage                                 | 184,219        | 211,667        |
| Vehicle Insurance  | 45,000         | 38,000         |
| Vehicle Depreciation                                     | 6,000          | 6,000          |
| Equipment Depreciation                                   | 5,000          | 5,000          |
| Rent   | 70,000         | 77,600         |
| Drug & Alcohol Testing                                   | 1,500          | 1,500          |
| Staff Development  | 25,000         | 25,000         |
| Telephone  | 8,500          | 8,500          |
| Volunteer Expenses                                       | \$7,500        | \$7,500        |

|                                     | <b>FY 2011</b>     | <b>FY 2012</b>     |
|-------------------------------------|--------------------|--------------------|
| Office Supplies                     | \$15,000           | \$15,000           |
| Staff Recruitment                   | 4,000              | 4,000              |
| Advertising                         | 8,000              | 8,000              |
| Uniforms                            | 12,500             | 10,000             |
| Equipment                           | 5,000              | 5,000              |
| Postage                             | 5,000              | 5,000              |
| Contract Services                   | 100,000            | 50,000             |
| Computer Supplies                   | 9,000              | 9,000              |
| Cellular Phones                     | 30,000             | 38,000             |
| Copier                              | 6,800              | 6,800              |
| Printing/Publication                | 3,500              | 3,500              |
| Safety Awards                       | 1,600              | 1,600              |
| MVR/SBI Vehicle Registration        | 8,000              | 8,000              |
| Miscellaneous                       | 5,000              | 5,000              |
| Storage                             | 1,000              | 1,000              |
| Maintenance/Repair                  | 2,980              | 2,980              |
| Dues/Subscriptions                  | 1,000              | 2,500              |
| Liability Insurance                 | 500                | 500                |
| Legal                               | 20,000             | 20,000             |
| Interest                            | 5,000              | 5,000              |
| Meeting Expenses                    | 5,000              | 5,000              |
| Driver Physicals                    | 6,000              | 5,000              |
| <b>Administration Subtotal</b>      | <b>\$4,599,432</b> | <b>\$4,394,505</b> |
|                                     |                    |                    |
| <b>OPERATING</b>                    |                    |                    |
| Wages                               | \$485,184          | \$467,001          |
| FICA/Medicare                       | 37,117             | 35,726             |
| SUT Tax                             | 12,791             | 15,522             |
| Workers' Compensation               | 25,230             | 11,021             |
| Pension                             | 12,040             | 12,123             |
| Benefits                            | 80,075             | 77,332             |
| Indirect                            | 111,592            | 107,410            |
| Vehicle Fuel                        | 149,765            | 173,473            |
| <b>Operating Subtotal</b>           | <b>\$913,793</b>   | <b>\$889,608</b>   |
|                                     |                    |                    |
| <b>CAPITAL/MAINTENANCE</b>          |                    |                    |
| Vehicle Maintenance                 | \$122,500          | \$111,200          |
| Vehicle Match                       | 30,000             | 23,000             |
| <b>Capital/Maintenance Subtotal</b> | <b>\$152,500</b>   | <b>\$134,200</b>   |
|                                     |                    |                    |
| <b>TOTAL PROGRAM EXPENSES</b>       | <b>\$5,665,725</b> | <b>\$5,418,313</b> |

## **FLEET CONDITION**

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

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2011**  
**AGENCY: KENNEBEC VALLEY COMMUNITY ACTION PROGRAM**

|    |                                 |   |                                 |                                   |                                   |                                   |
|----|---------------------------------|---|---------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| 1  | VIN                             | 1FDXE453YHA61789                        | 1FDXE40F4WHA84485               | 1FDWE45F63HA68496                 | 1FDWE45F33HA68505                 | 1FDWE45F13HA68504                 |
| 2  | Fleet # and status *            | Com 647-194 I                           | Bus 9529 I                      | Bus 8006 S                        | Bus 8007 S                        | Bus 8008 S                        |
| 3  | Vehicle Type **                 | 12+2 BUS / MHDB<br>FORD GOSHEN<br>COACH | 16+2 BUS / MHDB<br>FORD SUPREME | 12+2 BUS / MHDB<br>FORD STARCRAFT | 12+2 BUS / MHDB<br>FORD STARCRAFT | 12+2 BUS / MHDB<br>FORD STARCRAFT |
| 4  | Make, Model                     | 2000<br>DIESEL                          | 1998<br>DIESEL                  | 2003<br>DIESEL                    | 2003<br>DIESEL                    | 2003<br>DIESEL                    |
| 5  | Year                            | 2000                                    | 1998                            | 2003                              | 2003                              | 2003                              |
| 6  | Fuel Type                       | DIESEL                                  | DIESEL                          | DIESEL                            | DIESEL                            | DIESEL                            |
| 7  | Fuel Use - 12 months            | 723 GALS                                | 1,040 GALS                      | 2,379 GALS                        | 1,729 GALS                        | 2,331 GALS                        |
| 8  | Mileage                         | 186,184                                 | 165,844                         | 156,984                           | 143,137                           | 141,879                           |
| 9  | 12-month Mileage                | 7,035                                   | 9,097                           | 21,307                            | 14,051                            | 18,990                            |
| 10 | Repair Cost - 12 months         | \$4,867.89                              | \$3,333.70                      | \$7,770.13                        | \$20,057.17                       | \$12,272.53                       |
| 11 | Repair frequency - 12 months*** | <u>20</u>                               | <u>14</u>                       | <u>18</u>                         | <u>18</u>                         | <u>23</u>                         |
| 12 | Vehicle appearance - interior   | FAIR                                    | FAIR                            | GOOD                              | GOOD                              | GOOD                              |
|    | Vehicle appearance - exterior   | FAIR                                    | FAIR                            | FAIR                              | FAIR                              | FAIR                              |
| 13 | ADA Accessibility:              | X                                       | X                               | X                                 | X                                 | X                                 |
|    | Equipped/Working                | YES                                     | YES                             | YES                               | YES                               | YES                               |
|    | Tie Down                        | X                                       | X                               | X                                 | X                                 | X                                 |
|    | Announcement System             | X                                       | X                               | X                                 | X                                 | X                                 |
|    | Signage and Stops               | X                                       | X                               | X                                 | X                                 | X                                 |
| 14 | Passenger Amenities             | YES                                     | YES                             | YES                               | YES                               | YES                               |
|    | Air Conditioning                | X                                       | X                               | X                                 | X                                 | X                                 |
|    | Working Heater                  | X                                       | X                               | X                                 | X                                 | X                                 |
|    | Tinted Windows                  | X                                       | X                               | X                                 | X                                 | X                                 |
|    | Padded Seats                    | X                                       | X                               | X                                 | X                                 | X                                 |
| 15 | Type of fare collection system  | NONE                                    | FARE BOX                        | FARE BOX                          | FARE BOX                          | FARE BOX                          |
| 16 | Date of Inspection              | September 29, 2010                      | September 29, 2010              | September 29, 2010                | September 29, 2010                | September 29, 2010                |
| 17 | Inspector's Name:               | Robert M. Simpson                       | Robert M. Simpson               | Robert M. Simpson                 | Robert M. Simpson                 | Robert M. Simpson                 |

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

\*\* 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: KENNEBEC VALLEY COMMUNITY ACTION PROGRAM**

|    |                                 |                   |                    |                    |                      |                      |
|----|---------------------------------|-------------------|--------------------|--------------------|----------------------|----------------------|
| 1  | VIN                             | 1FDXE40F3WHC06303 | 1FDSE35L9YHB42838  | 2B7KBB31Z7VK535642 | 2B4GP2430WR631157    | 2B4GP2439WR631156    |
| 2  | Fleet # and status*             | BUS 7357 S        | 5461 JW S          | 2099 IH I          | 3902 HP I            | 4243 HP I            |
| 3  | Vehicle Type **                 | 12+2 BUS / MHDB   | 8+1 PASS / SMDB    | 9+1 VAN            | 7 PASS MINI VAN      | 7 PASS MINI VAN      |
| 4  | Make, Model                     | FORD SUPREME      | FORD GOSHEN        | DODGE B 3500       | DODGE CARAVAN        | DODGE CARAVAN        |
| 5  | Year                            | 1999              | 2000               | 1997               | 1998                 | 1998                 |
| 6  | Fuel Type                       | DIESEL            | GAS                | GAS                | GAS                  | GAS                  |
| 7  | Fuel Use – 12 months            | 2,658 GALS        | 1,131 GALS         | 0 GALS             | 0 GALS               | 0 GALS               |
| 8  | Mileage                         | 199,510           | 225,012            | 207,925            | 212,305              | 206,658              |
| 9  | 12-month Mileage                | 21,827            | 9,516              | 0                  | 0                    | 0                    |
| 10 | Repair Cost - 12 months         | \$21,354.10       | \$6,073.64         | 0                  | \$110.50             | \$0.00               |
| 11 | Repair frequency - 12 months*** | <u>28</u>         | <u>18</u>          | <u>0</u>           | <u>1</u>             | <u>0</u>             |
| 12 | Vehicle appearance - interior   | GOOD              | FAIR               | FAIR               | POOR                 | POOR                 |
|    | Vehicle appearance - exterior   | FAIR              | FAIR               | POOR               | POOR                 | POOR                 |
| 13 | ADA Accessibility:              | X                 | X                  | X                  | BRAUN COMPANION SEAT | BRAUN COMPANION SEAT |
|    | Equipped/Working                | YES               | YES                | NO - DISPOSING     | NO - DISPOSING       | NO - DISPOSING       |
|    | Tie Down                        | X                 | X                  | X                  | NONE                 | NONE                 |
|    | Announcement System             | X                 | NONE               | NONE               | NONE                 | NONE                 |
|    | Signage and Stops               | X                 | NONE               | NONE               | NONE                 | NONE                 |
| 14 | Passenger Amenities             | YES               | YES                | YES                | YES                  | YES                  |
|    | Air Conditioning                | X                 | X                  | X                  | X                    | X                    |
|    | Working Heater                  | X                 | X                  | X                  | X                    | X                    |
|    | Tinted Windows                  | X                 | X                  | X                  | X                    | X                    |
|    | Padded Seats                    | X                 | X                  | X                  | X                    | X                    |
| 15 | Type of fare collection system  | FARE BOX          | NONE               | NONE               | NONE                 | NONE                 |
| 16 | Date of Inspection              | October 5, 2010   | September 29, 2010 | October 6, 2010    | October 6, 2010      | October 13, 2010     |
| 17 | Inspector's Name:               | Robert M. Simpson | Robert M. Simpson  | Robert M. Simpson  | Robert M. Simpson    | Robert M. Simpson    |

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

\*\* 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: KENNEBEC VALLEY COMMUNITY ACTION PROGRAM**

|    |                                 |                      |                    |                   |                    |
|----|---------------------------------|----------------------|--------------------|-------------------|--------------------|
| 1  | VIN                             | 2B4GP2436XR453708    | 1FDSE30L3XHHC05101 | 1FDSE30L5YHA89186 | 1FDWE35L53HIA62785 |
| 2  | Fleet # and status*             | 7628 JK I            | COM 615-923 I      | 5458 JW S         | BUS 8009 A         |
| 3  | Vehicle Type **                 | 7 PASS MINI VAN      | 8+1 PASS / SMDB    | 8+1 PASS / SMDB   | 10+1 BUS / MHDB    |
| 4  | Make, Model                     | DODGE CARAVAN        | FORD GOSHEN        | FORD GOSHEN       | FORD GOSHEN        |
| 5  | Year                            | 1999                 | 1999               | 2000              | 2003               |
| 6  | Fuel Type                       | GAS                  | GAS                | GAS               | GAS                |
| 7  | Fuel Use - 12 months            | 403 GALS             | 2,161 GALS         | 1,225 GALS        | 2,824 GALS         |
| 8  | Mileage                         | 223,113              | 203,818            | 280,083           | 210,002            |
| 9  | 12-month Mileage                | 6,009                | 15,581             | 12,475            | 24,991             |
| 10 | Repair Cost - 12 months         | \$3,605.07           | \$10,740.82        | \$6,376.58        | \$6,134.89         |
| 11 | Repair frequency - 12 months*** | <u>10</u>            | <u>23</u>          | <u>10</u>         | <u>28</u>          |
| 12 | Vehicle appearance - interior   | FAIR - DISPOSING     | POOR               | POOR-DISPOSING    | GOOD               |
|    | Vehicle appearance - exterior   | FAIR - DISPOSING     | POOR               | POOR-DISPOSING    | FAIR               |
| 13 | ADA Accessibility:              | BRAUN COMPANION SEAT | X                  | X                 | X                  |
|    | Equipped/Working                | NO                   | X                  | X                 | X                  |
|    | Tie Down                        | NONE                 | X                  | X                 | X                  |
|    | Announcement System             | NONE                 | NONE               | NONE              | X                  |
|    | Signage and Stops               | NONE                 | NONE               | NONE              | X                  |
| 14 | Passenger Amenities             | YES                  | YES                | NONE              | YES                |
|    | Air Conditioning                | X                    | X                  | X                 | X                  |
|    | Working Heater                  | X                    | X                  | X                 | X                  |
|    | Tinted Windows                  | X                    | X                  | X                 | X                  |
|    | Padded Seats                    | X                    | X                  | X                 | X                  |
| 15 | Type of fare collection system  | NONE                 | NONE               | NONE              | NONE               |
| 16 | Date of Inspection              | September 29, 2010   | October 6, 2010    | October 13, 2010  | October 6, 2010    |
| 17 | Inspector's Name:               | Robert M. Simpson    | Robert M. Simpson  | Robert M. Simpson | Robert M. Simpson  |

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

\*\* 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: KENNEBEC VALLEY COMMUNITY ACTION PROGRAM**

|    |                                 |                      |                      |                      |                      |                      |
|----|---------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| 1  | VIN                             | 1D4GP24373B191700    | 1D4GP24393B191701    | 1D4GP25R65B371532    | 1D4GP25R65B371529    | 1D4GP25R45B371531    |
| 2  | Fleet # and status*             | 9752 LC A            | 9753 LC A            | 8532 MZ A            | 8533 MZ A            | 8534 MZ A            |
| 3  | Vehicle Type **                 | V- 7 PASS MINI VAN   | V- 7 PASS MINI VAN   | V- 7 PASS MINI VAN   | V- 7 PASS MINI VAN   | V- 7 PASS MINI VAN   |
| 4  | Make, Model                     | DODGE CARAVAN        | DODGE CARAVAN        | DODGE CARAVAN        | DODGE CARAVAN        | DODGE CARAVAN        |
| 5  | Year                            | 2003                 | 2003                 | 2005                 | 2005                 | 2005                 |
| 6  | Fuel Type                       | GAS                  | GAS                  | GAS                  | GAS                  | GAS                  |
| 7  | Fuel Use – 12 months            | 2,191 GALS           | 2,059 GALS           | 1,652 GALS           | 1,727 GALS           | 1,539 GALS           |
| 8  | Mileage                         | 287,109              | 343,425              | 123,855              | 130,681              | 117,118              |
| 9  | 12-month Mileage                | 38,750               | 40,307               | 22,091               | 27,615               | 21,519               |
| 10 | Repair Cost - 12 months         | \$4,220.61           | \$4,420.48           | \$4,124.64           | \$4,052.86           | \$5,769.35           |
| 11 | Repair frequency - 12 months*** | 18                   | 21                   | 17                   | 21                   | 18                   |
| 12 | Vehicle appearance - interior   | FAIR                 | FAIR                 | GOOD                 | GOOD                 | GOOD                 |
|    | Vehicle appearance - exterior   | FAIR                 | FAIR                 | GOOD                 | GOOD                 | GOOD                 |
| 13 | ADA Accessibility:              | BRAUN COMPANION SEAT | BRAUN COMPANION SEAT | BRAUN COMPANION SEAT | BRAUN COMPANION SEAT | BRAUN COMPANION SEAT |
|    | Equipped/Working                | X                    | X                    | X                    | X                    | X                    |
|    | Tie Down                        | NONE                 | NONE                 | NONE                 | NONE                 | NONE                 |
|    | Announcement System             | NONE                 | NONE                 | NONE                 | NONE                 | NONE                 |
|    | Signage and Stops               | NONE                 | NONE                 | NONE                 | NONE                 | NONE                 |
| 14 | Passenger Amenities             | YES                  | YES                  | YES                  | YES                  | YES                  |
|    | Air Conditioning                | X                    | X                    | X                    | X                    | X                    |
|    | Working Heater                  | X                    | X                    | X                    | X                    | X                    |
|    | Tinted Windows                  | X                    | X                    | X                    | X                    | X                    |
|    | Padded Seats                    | X                    | X                    | X                    | X                    | X                    |
| 15 | Type of fare collection system  | NONE                 | NONE                 | NONE                 | NONE                 | NONE                 |
| 16 | Date of Inspection              | October 13, 2010     | October 13, 2010     | September 29, 2010   | September 29, 2010   | September 29, 2010   |
| 17 | Inspector's Name:               | Robert M. Simpson    | Robert M. Simpson    | Robert M. Simpson    | Robert M. Simpson    | Robert M. Simpson    |

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

\*\* 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: KENNEBEC VALLEY COMMUNITY ACTION PROGRAM**

|    |                                 |                      |                      |                      |                    |                   |
|----|---------------------------------|----------------------|----------------------|----------------------|--------------------|-------------------|
| 1  | VIN                             | 1D4GP25R45B371528    | 1D4GP25R57B145260    | 1D4GP25R97B145259    | 1FDXE45S77DA13764  | 1FDXE45S57DA13763 |
| 2  | Fleet # and status*             | 8535 MZ-A            | 3578 PE-A            | 3579 PE-A            | BUS 11554-A        | BUS 11555-A       |
| 3  | Vehicle Type **                 | V- 7 PASS MINI VAN   | V- 7 PASS MINI VAN   | V- 7 PASS MINI VAN   | 12+2 BUS / MHDB    | 12+2 BUS / MHDB   |
| 4  | Make, Model                     | DODGE CARAVAN        | DODGE CARAVAN        | DODGE CARAVAN        | FORD STARTRANS     | FORD STARTRANS    |
| 5  | Year                            | 2005                 | 2007                 | 2007                 | 2007               | 2007              |
| 6  | Fuel Type                       | GAS                  | GAS                  | GAS                  | GAS                | GAS               |
| 7  | Fuel Use – 12 months            | 1,768 GALS           | 1,688 GALS           | 1,615 GALS           | 4,699 GALS         | 2,953 GALS        |
| 8  | Mileage                         | 147,944              | 74,006               | 72,179               | 93,021             | 64,440            |
| 9  | 12-month Mileage                | 28,556               | 20,977               | 21,997               | 32,783             | 19,540            |
| 10 | Repair Cost - 12 months         | \$3,368.83           | \$2,760.32           | \$4,112.18           | \$7,946.16         | \$5,229.96        |
| 11 | Repair frequency - 12 months*** | <u>22</u>            | <u>11</u>            | <u>15</u>            | <u>18</u>          | <u>16</u>         |
| 12 | Vehicle appearance - interior   | GOOD                 | GOOD                 | GOOD                 | GOOD               | GOOD              |
|    | Vehicle appearance - exterior   | GOOD                 | GOOD                 | GOOD                 | GOOD               | GOOD              |
| 13 | ADA Accessibility:              | BRAUN COMPANION SEAT | BRAUN COMPANION SEAT | BRAUN COMPANION SEAT | X                  | X                 |
|    | Equipped/Working                | X                    | X                    | X                    | X                  | X                 |
|    | Tie Down                        | NONE                 | NONE                 | NONE                 | X                  | X                 |
|    | Announcement System             | NONE                 | NONE                 | NONE                 | NONE               | NONE              |
|    | Signage and Stops               | NONE                 | NONE                 | NONE                 | NONE               | NONE              |
| 14 | Passenger Amenities             | YES                  | YES                  | YES                  | YES                | YES               |
|    | Air Conditioning                | X                    | X                    | X                    | X                  | X                 |
|    | Working Heater                  | X                    | X                    | X                    | X                  | X                 |
|    | Tinted Windows                  | X                    | X                    | X                    | X                  | X                 |
|    | Padded Seats                    | X                    | X                    | X                    | X                  | X                 |
| 15 | Type of fare collection system  | NONE                 | NONE                 | NONE                 | NONE               | NONE              |
| 16 | Date of Inspection              | October 6, 2010      | September 29, 2010   | September 29, 2010   | September 29, 2010 | October 6, 2010   |
| 17 | Inspector's Name:               | Robert M. Simpson    | Robert M. Simpson    | Robert M. Simpson    | Robert M. Simpson  | Robert M. Simpson |

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

\*\* 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: KENNEBEC VALLEY COMMUNITY ACTION PROGRAM**

|    |                                 |                    |                    |                    |                   |                   |
|----|---------------------------------|--------------------|--------------------|--------------------|-------------------|-------------------|
| 1  | VIN                             | IFDWE35L67DB43890  | IFDWE35L67DB43887  | IFDWE35L87DB43888  | IFDWE35LX7DB4889  | IFD3E35L88DB23564 |
| 2  | Fleet # and status*             | COM 796-243 A      | COM 796-244 A      | COM 796-245 A      | COM 796-249 A     | COM 1A7140 A      |
| 3  | Vehicle Type **                 | 10+1 BUS / MHDB    | 10+1 BUS / MHDB    | 10+1 BUS / MHDB    | 10+1 BUS / MHDB   | 10+1 BUS / MHDB   |
| 4  | Make, Model                     | FORD STARTRANS     | FORD STARTRANS     | FORD STARTRANS     | FORD STARTRANS    | FORD STARTRANS    |
| 5  | Year                            | 2007               | 2007               | 2007               | 2007              | 2008              |
| 6  | Fuel Type                       | GAS                | GAS                | GAS                | GAS               | GAS               |
| 7  | Fuel Use – 12 months            | 5,355 GALS         | 3,072 GALS         | 3,122 GALS         | 3,343 GALS        | 5,010 GALS        |
| 8  | Mileage                         | 125,270            | 64,787             | 53,453             | 69,382            | 91,988            |
| 9  | 12-month Mileage                | 48,451             | 25,301             | 24,550             | 25,323            | 41,741            |
| 10 | Repair Cost - 12 months         | \$3,162.07         | \$4,906.63         | \$6,456.81         | \$6,298.27        | \$3,259.57        |
| 11 | Repair frequency - 12 months*** | 13                 | 22                 | 28                 | 24                | 21                |
| 12 | Vehicle appearance - interior   | GOOD               | GOOD               | GOOD               | GOOD              | GOOD              |
|    | Vehicle appearance - exterior   | GOOD               | GOOD               | GOOD               | GOOD              | GOOD              |
| 13 | ADA Accessibility:              | X                  | X                  | X                  | X                 | X                 |
|    | Equipped/Working                | X                  | X                  | X                  | X                 | X                 |
|    | Tie Down                        | X                  | X                  | X                  | X                 | X                 |
|    | Announcement System             | NONE               | NONE               | NONE               | NONE              | NONE              |
|    | Signage and Stops               | NONE               | NONE               | NONE               | NONE              | NONE              |
| 14 | Passenger Amenities             | YES                | YES                | YES                | YES               | YES               |
|    | Air Conditioning                | X                  | X                  | X                  | X                 | X                 |
|    | Working Heater                  | X                  | X                  | X                  | X                 | X                 |
|    | Tinted Windows                  | X                  | X                  | X                  | X                 | X                 |
|    | Padded Seats                    | X                  | X                  | X                  | X                 | X                 |
| 15 | Type of fare collection system  | NONE               | NONE               | NONE               | NONE              | NONE              |
| 16 | Date of Inspection              | September 29, 2010 | September 29, 2010 | September 29, 2010 | October 13, 2010  | October 13, 2010  |
| 17 | Inspector's Name:               | Robert M. Simpson  | Robert M. Simpson  | Robert M. Simpson  | Robert M. Simpson | Robert M. Simpson |

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

\*\* 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: KENNEBEC VALLEY COMMUNITY ACTION PROGRAM**

|    |                                    |                            |                            |                            |                            |                            |
|----|------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 1  | VIN                                | 1GB9G5AG4A1137440          | 1GB9G5AG0A1136303          | 1GB9G5AG0A1137516          | 1GB9G5AG3A1137252          | 1GB9G5AG9A1137031          |
| 2  | Fleet # and status*                | BUS 11276 A                | BUS 11277 A                | BUS 11584 A                | BUS 11593 A                | BUS 11595 A                |
| 3  | Vehicle Type **                    | 16+2 BUS/MHDB<br>Low Floor | 16+2 BUS/MHDB<br>Low Floor | 16+2 BUS/MHDB<br>Low Floor | 16+2 BUS/MHDB<br>Low Floor | 16+2 BUS/MHDB<br>Low Floor |
| 4  | Make, Model                        | CHEVY ARBOC<br>MOBILITY    | CHEVY ARBOC<br>MOBILITY    | CHEVY ARBOC<br>MOBILITY    | CHEVY ARBOC<br>MOBILITY    | CHEVY ARBOC<br>MOBILITY    |
| 5  | Year                               | 2010                       | 2010                       | 2010                       | 2010                       | 2010                       |
| 6  | Fuel Type                          | GAS                        | GAS                        | GAS                        | GAS                        | GAS                        |
| 7  | Fuel Use – 12 months               | 0                          | 0                          | 0                          | 0                          | 0                          |
| 8  | Mileage                            | 1,002                      | 1,200                      | 949                        | 976                        | 995                        |
| 9  | 12-month Mileage                   | 0                          | 0                          | 0                          | 0                          | 0                          |
| 10 | Repair Cost - 12 months            | NOT YET<br>OPERATIONAL     | NOT YET<br>OPERATIONAL     | NOT YET<br>OPERATIONAL     | NOT YET<br>OPERATIONAL     | NOT YET<br>OPERATIONAL     |
| 11 | Repair frequency - 12<br>months*** | 0                          | 0                          | 0                          | 0                          | 0                          |
| 12 | Vehicle appearance - interior      | EXCELLENT                  | EXCELLENT                  | EXCELLENT                  | EXCELLENT                  | EXCELLENT                  |
|    | Vehicle appearance - exterior      | EXCELLENT                  | EXCELLENT                  | EXCELLENT                  | EXCELLENT                  | EXCELLENT                  |
| 13 | ADA Accessibility:                 | X                          | X                          | X                          | X                          | X                          |
|    | Equipped/Working                   | X                          | X                          | X                          | X                          | X                          |
|    | Tie Down                           | X                          | X                          | X                          | X                          | X                          |
|    | Announcement System                | YES                        | YES                        | YES                        | YES                        | YES                        |
|    | Signage and Stops                  | YES                        | YES                        | YES                        | YES                        | YES                        |
| 14 | Passenger Amenities                | YES                        | YES                        | YES                        | YES                        | YES                        |
|    | Air Conditioning                   | X                          | X                          | X                          | X                          | X                          |
|    | Working Heater                     | X                          | X                          | X                          | X                          | X                          |
|    | Tinted Windows                     | X                          | X                          | X                          | X                          | X                          |
|    | Padded Seats                       | X                          | X                          | X                          | X                          | X                          |
| 15 | Type of fare collection<br>system  | FARE BOX                   | FARE BOX                   | FARE BOX                   | FARE BOX                   | FARE BOX                   |
| 16 | Date of Inspection                 | September 29, 2010         | September 29, 2010         | September 29, 2010         | September 29, 2010         | September 29, 2010         |
| 17 | Inspector's Name:                  | Robert M. Simpson          | Robert M. Simpson          | Robert M. Simpson          | Robert M. Simpson          | Robert M. Simpson          |

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

\*\* 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: KENNEBEC VALLEY COMMUNITY ACTION PROGRAM**

|    |                                 |                              |  |  |  |
|----|---------------------------------|------------------------------|--|--|--|
| 1  | VIN                             | 1GB9G5AG1A1137606            |  |  |  |
| 2  | Fleet # and status*             | BUS 11598 A                  |  |  |  |
| 3  | Vehicle Type **                 | 16+2 BUS / MHDB<br>Low Floor |  |  |  |
| 4  | Make, Model                     | CHEVY ARBOC<br>MOBILITY      |  |  |  |
| 5  | Year                            | 2010                         |  |  |  |
| 6  | Fuel Type                       | GAS                          |  |  |  |
| 7  | Fuel Use – 12 months            | 0                            |  |  |  |
| 8  | Mileage                         | 1,729                        |  |  |  |
| 9  | 12-month Mileage                | 0                            |  |  |  |
| 10 | Repair Cost - 12 months         | NOT YET<br>OPERATIONAL       |  |  |  |
| 11 | Repair frequency - 12 months*** | 0                            |  |  |  |
| 12 | Vehicle appearance - interior   | EXCELLENT                    |  |  |  |
|    | Vehicle appearance - exterior   | EXCELLENT                    |  |  |  |
| 13 | ADA Accessibility:              | X                            |  |  |  |
|    | Equipped/Working                | X                            |  |  |  |
|    | Tie Down                        | X                            |  |  |  |
|    | Announcement System             | YES                          |  |  |  |
|    | Signage and Stops               | YES                          |  |  |  |
| 14 | Passenger Amenities             | YES                          |  |  |  |
|    | Air Conditioning                | X                            |  |  |  |
|    | Working Heater                  | X                            |  |  |  |
|    | Tinted Windows                  | X                            |  |  |  |
|    | Padded Seats                    | X                            |  |  |  |
| 15 | Type of fare collection system  | FARE BOX                     |  |  |  |
| 16 | Date of Inspection              | September 29, 2010           |  |  |  |
| 17 | Inspector's Name:               | Robert M. Simpson            |  |  |  |

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

\*\* 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**

**KENNEBEC VALLEY COMMUNITY ACTION PROGRAM**

[HOME](#)   [Resource Guide](#)   [211 Maine](#)   [FAQ](#)   [CONTACT](#)   [LINKS](#)   [DIRECTIONS](#)   [EMPLOYMENT](#)   [DONATIONS](#)  
[HEALTH & SS](#)   [KVHOMES](#)   [CHILD & FAMILY SERVICES](#)   [TRANSPORTATION](#)   [ENERGY/HOME REPAIR](#)   [ADMIN](#)

## KVCAP Transportation Services

**KVCAP** has made a firm commitment to providing the citizens of Kennebec and Somerset Counties with safe, dependable transportation services. KVCAP has established ongoing working relationships with communities and area social service agencies to offer a variety of transportation services to local citizens. Two different services are available:

- **Kennebec Explorer** - a fixed-route general public bus program.
- **KV Van** - a community service, door-to-door paratransit van and volunteer driver transportation program. Eligibility requirements may apply.

Each service is designed to address the unique transportation needs of the community. For applications or more information on the KV Van Program, please call 1-800-542-8227.

### Our Vision

A community based transportation system that locally responds to the needs of individuals who do not have the resources to transport themselves.

### Our Mission

KVCAP Transportation Services is a link between people, resources & services, that sustains and improves lives by:

- Providing reliable, safe and courteous transportation
- Providing information and referrals
- Working in partnership with clients, service providers and funding sources by focusing on quality, reliability and a caring and accommodating atmosphere
- Advocating for low income, elderly and disabled for access to needed services
- Being a team which is open, flexible and looking for new challenge

---

**WATERVILLE**  
 877-5677  
 97 Water Street  
 Waterville, ME 04901

**SKOWHEGAN**  
 474-8487  
 26 Mary Street  
 Skowhegan, ME 04976

**AUGUSTA**  
 622-4761  
 219 Cony Road  
 Augusta, ME 04330

Send questions or comments about this site to [scott@kvcap.org](mailto:scott@kvcap.org).

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HEALTH & SS    KVHOMES    CHILD & FAMILY SERVICES    TRANSPORTATION    ENERGY/HOME REPAIR    ADMIN

## KV Van

KV Van offers door-to-door van and volunteer driver services to passengers who are eligible under specific social service organization guidelines. KV Van provides door-to-door transportation service to disabled, elderly and low income passengers throughout Kennebec and Somerset Counties.

Common destinations for passengers using KV Van services are doctors offices, hospitals, adult day care programs, sheltered workshops, mental health facilities, protective services and other medical services.

KV Van services are available to eligible passengers who have completed an application for services and have scheduled their rides at least three working days in advance.

KV Van also operates a Friend and Family Driver reimbursement program for citizens who have Mainecare. This program offers a 21 cent per mile travel reimbursement to Mainecare eligible participants to transport themselves or a Mainecare eligible family member to medical appointments. This service is offered so that each of our citizens has access to quality medical care.

If you or someone you know, can use these services, or if you would like to become a KV Van Volunteer Driver, please call us a call.

---

**WATERVILLE**  
877-5677  
97 Water Street  
Waterville, ME 04901

**SKOWHEGAN**  
474-8487  
26 Mary Street  
Skowhegan, ME 04976

**AUGUSTA**  
622-4761  
219 Cony Road  
Augusta, ME 04330

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HOME Resource Guide 211 Maine FAQ CONTACT LINKS DIRECTIONS EMPLOYMENT DONOR  
HEALTH & SS KVHOMES CHILD & FAMILY SERVICES TRANSPORTATION ENERGY/HOME REPAIR ADMIN

## Kennebec Explorer

The Kennebec Explorer is a fixed route public bus service with operations in the greater Waterville and Augusta areas. Service is provided using comfortable, accessible, air conditioned buses operated by professional drivers. Routes are designed to offer a convenient, affordable means of transportation to the general public including commuters, elderly passengers and passengers with disabilities. Primary destinations include shopping centers, medical facilities, educational facilities, business parks, elderly and low income housing projects and community service organizations.

The Kennebec Explorer is funded by federal and state programs administered through the Maine Department of Transportation as well as contributions from local communities and fare box revenue.

The Kennebec Explorer is committed to the personal, economic, and environmental benefits that good public transport can bring to the area. Please call with ideas about how the Kennebec Explorer can serve you better.

---

**WATERVILLE**  
877-5677  
97 Water Street  
Waterville, ME 04901

**SKOWHEGAN**  
474-8487  
26 Mary Street  
Skowhegan, ME 04976

**AUGUSTA**  
622-4761  
219 Cony Road  
Augusta, ME 04332

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## Transportation Services Rider Policies

KVCAP provides Transportation Service Monday through Friday, 52 weeks a year, excluding holidays.

### Kennebec Explorer Rider Policies and Procedures

*This section applies to Kennebec Explorer riders only:*

Contact your local Transportation office or visit [www.kennebecexplorer.com](http://www.kennebecexplorer.com) for bus schedules and information. Kennebec Explorer Buses travel along a route that reads from left to right on the bus schedule. Departure times are shown directly below the location listed in the top column.

- ♿ Kennebec Explorer Buses are accessible to passengers with disabilities.
- R** Reserve stops, indicated by **R**, are locations near the bus route that are available on call. Buses operate on a deviated fixed route and will deviate up to ¼ mile for passengers on request. Please call one hour in advance to schedule a ride.
- Please, no more than 4 grocery bags per passenger. Storage space is limited. Carry-on items are limited to those that can be stored on the passenger's lap or in the area directly in front of their feet. Bus drivers will assist with carrying bags on or off the bus only if the rider requests assistance.
- ⌚ Kennebec Explorer strives to provide on-time service. Watches and clocks seldom agree and a difference of a minute or two could mean a missed bus. Please arrive at your bus stop 3 to 5 minutes before your departure time. Occasionally traffic conditions, inclement

weather, passenger loads, or other uncontrollable conditions may cause a bus to run late. Please be patient if this occurs.

- \$ Please use exact fare or bus ticket when boarding. Drivers do not carry change.

### KV Van Rider Policies and Procedures

*This section applies to KV Van riders only:*

#### Advance Notice

KV Van riders must schedule their appointments at least 3 days in advance. Dispatchers will attempt to provide service with shorter notice, but may have limited ability to accommodate short-notice requests as resources fill up quickly. Please provide as much advance notice as possible. Some dispatch office may require additional advance notice due to limited resources.

#### KV Van On-time Policy

It is the goal of KVCAP to pick up all riders within 30 minutes before or 15 minutes after the scheduled pick up time. It is the responsibility of the rider to be ready for the vehicle when it arrives. Lead times may vary for long trips.

#### KV Van Wait Policy

When the KVCAP driver arrives to pick you up, the bus or volunteer driver will wait a maximum of 5 minutes for the rider. If you are going to be late or need to change your trip time, please call KVCAP at least one hour in advance so we can notify the driver.

#### Cancellation Policy

Any rider who needs to cancel their scheduled trip must notify KVCAP at least one hour before the pick-up time. Failure to cancel your trip could result in the rider being charged with a "no-show". Riders with 3 or more no-shows may have ridership privileges reduced or suspended.

### KV Van and Kennebec Explorer Rider Policies and Procedures

*This section applies to all riders:*

#### Passenger Assistance

KVCAP bus and van drivers are trained in passenger assistance techniques and may provide passenger assistance in boarding and disembarking from the vehicle. Passenger assistance may include guiding the passenger to the vehicle, lending a steady arm for balance in boarding the vehicle, finding a seat or securing a wheelchair.

KVCAP drivers will not provide assistance that involves bearing weight, including lifting and carrying passengers. Individuals who need extensive assistance in traveling must arrange for a Personal Care Attendant to accompany and assist them. KVCAP does not provide Personal Care Attendants. The driver may refuse service if the passenger cannot safely travel to and from the vehicle without the driver lifting or carrying them. For passengers using wheelchairs, the path between the door and the vehicle must be clear and wheelchair-accessible.

KVCAP drivers will not enter passengers' homes. For the safety and protection of both drivers and passengers, it is against our policy to provide this type of assistance.

#### Personal Care Attendants

An eligible Personal Care Attendant (PCA) can ride at no charge. The passenger may be asked to provide information about the function of the PCA.

#### Service Animals

- ✳ Service animals are allowed to ride for free with bus and van passengers who have visual, hearing or mobility impairments. Service animals must be under the control of the rider at all times. All other animals are allowed only if they are kept in an appropriate cage or

container and do not cause a disturbance for other riders.

*\* ADA regulations define service animal as any animal individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. It is discriminatory to require a person with a disability to certify or register a service animal.*

#### **Food Consumption & Smoking**

Eating, drinking and smoking are not permitted by passengers on KVCAP vehicles. Please do not bring open food or beverage containers on board.

#### **Seat Belts & Restraints**

Maine law requires that all passengers use seat belts or appropriate child safety restraints while the vehicle is in motion. Passengers must remain seated until the vehicle comes to a complete stop. Standing while the bus is in motion is only permitted when the bus reaches full seating capacity. Passengers with a medical seat belt exemption must provide a medical exemption certification when boarding. Child Safety seats must be used appropriate to the size and weight of the child. KVCAP may be able to provide an appropriate child safety seat with appropriate advance notice. Parents are asked to secure their own children in the child seats.

#### **Oxygen Tanks**

Some portable oxygen tanks are permitted on KVCAP vehicles. Allowable tanks must be secured to a mobility device or be a portable design that permits the user to carry the tank with a shoulder strap. Wheeled oxygen tanks are not permitted on KVCAP vehicles as the buses and vans are not equipped with appropriate devices to secure them. Oxygen tanks may not be stored in vehicle aisles. Oxygen tanks should have sufficient oxygen for a

minimum of 1 hour travel time to ensure there is an adequate supply to reach your destination.

#### **Passenger Conduct**

Passengers are expected to adhere to commonly accepted rules of conduct. Please be courteous with your driver and other passengers. A driver may refuse to transport a passenger who appears to be under the influence of alcohol, illegal or dangerous substances, or whose behavior and/or language is abusive, offensive, disorderly or dangerous to himself, the driver, or other passengers. KVCAP reserves the right to deny service as appropriate.

#### **Proper Attire**

Shirts and shoes must be worn on KVCAP vehicles.

#### **Littering and Property Damage**

Littering or defacing of property is prohibited.

#### **Hazardous Materials**

Guns, knives, explosives, dangerous liquids, and hand carried parcels that could cause injury to other passengers are banned by law.

#### **Audio / Video Devices**

Radios, scanners, and portable CD/tape/DVD players may be used on the bus only if the sound is transmitted to the user by ear plugs or headphones and the content is not offensive to other passengers.

#### **Adverse Weather**

KVCAP may reduce or cancel services during severe weather events. Local Radio and Television Stations, and the KVCAP website, will be updated when service reductions or closures occur.

#### **Non-discrimination**

KVCAP is committed to providing service in an equitable manner to all customers regardless of race,

color, national origin, gender, religion, age, disability, sexual orientation, or other protected status.

#### **Complaints, Suspensions, and Appeals**

Complaints regarding KVCAP services may be submitted in writing to the regional manager at any KVCAP dispatch office or directly to the Transportation Director. When submitting complaints, please include your contact information as well as details of the incident including what occurred, where and when, and the names, addresses, phone numbers and e-mail addresses of witnesses. KVCAP will respond to complaints and appeals in writing within 10 business days.

KVCAP may suspend a rider for incidents of disruptive behavior, repeated no-shows, breaking of KVCAP rules/ policies or breaking the law.

A rider may appeal a suspension or penalty. Appeals must be submitted in writing to: KVCAP, Attn: Transportation Director, 97 Water Street, Waterville, ME 04901. Appeals must be received by KVCAP within ten business days of the suspension or penalty. The appeal must include the rider's name, mailing address, telephone number and the reason for the appeal.

#### **KVCAP Transportation Services**

97 Water St  
Waterville, ME 04901-6339

1-800-542-8227

Augusta  
622-4761  
Waterville  
877-5677

www.kvcap.org

www.kennebecexplorer.com

Rev. January 2011

# Kennebec explorer

augusta  
local service

## Augusta North

| Down<br>Augusta | Up<br>Augusta | Chateau<br>Cushman | Wet<br>Kohls | UMA<br>Augusta | Down<br>Augusta |
|-----------------|---------------|--------------------|--------------|----------------|-----------------|
| 8:30            | 8:37          | 8:42               | R            | 8:45           | 8:52            |
| 9:00            | 9:07          | 9:12               | R            | 9:15           | 9:22            |
| 10:30           | 10:37         | 10:42              | R            | 10:45          | 10:52           |
| 11:00           | 11:07         | 11:12              | R            | 11:15          | 11:22           |
| 12:00           | 12:07         | 12:12              | R            | 12:15          | 12:22           |
| 12:30           | 12:37         | 12:42              | R            | 12:45          | 12:52           |
| 1:00            | 1:07          | 1:12               | R            | 1:15           | 1:22            |
| 2:00            | 2:07          | 2:12               | R            | 2:15           | 2:22            |
| 2:30            | 2:37          | 2:42               | R            | 2:45           | 2:52            |
| 3:00            | 3:07          | 3:12               | R            | 3:15           | 3:22            |
| 4:00            | 4:07          | 4:12               | R            | 4:15           | 4:22            |

## Augusta East

| Down<br>Augusta | Up<br>Augusta | Chateau<br>Cushman | Wet<br>Kohls | UMA<br>Augusta | Down<br>Augusta |
|-----------------|---------------|--------------------|--------------|----------------|-----------------|
| 8:30            | 8:37          | 8:42               | R            | 8:45           | 8:52            |
| 9:00            | 9:07          | 9:12               | R            | 9:15           | 9:22            |
| 10:30           | 10:37         | 10:42              | R            | 10:45          | 10:52           |
| 11:00           | 11:07         | 11:12              | R            | 11:15          | 11:22           |
| 12:00           | 12:07         | 12:12              | R            | 12:15          | 12:22           |
| 12:30           | 12:37         | 12:42              | R            | 12:45          | 12:52           |
| 1:00            | 1:07          | 1:12               | R            | 1:15           | 1:22            |
| 2:00            | 2:07          | 2:12               | R            | 2:15           | 2:22            |
| 2:30            | 2:37          | 2:42               | R            | 2:45           | 2:52            |
| 3:00            | 3:07          | 3:12               | R            | 3:15           | 3:22            |
| 4:00            | 4:07          | 4:12               | R            | 4:15           | 4:22            |

## Augusta West

| Down<br>Augusta | Up<br>Augusta | Chateau<br>Cushman | Wet<br>Kohls | UMA<br>Augusta | Down<br>Augusta |
|-----------------|---------------|--------------------|--------------|----------------|-----------------|
| 8:30            | 8:37          | 8:42               | R            | 8:45           | 8:52            |
| 9:00            | 9:07          | 9:12               | R            | 9:15           | 9:22            |
| 10:30           | 10:37         | 10:42              | R            | 10:45          | 10:52           |
| 11:00           | 11:07         | 11:12              | R            | 11:15          | 11:22           |
| 12:00           | 12:07         | 12:12              | R            | 12:15          | 12:22           |
| 12:30           | 12:37         | 12:42              | R            | 12:45          | 12:52           |
| 1:00            | 1:07          | 1:12               | R            | 1:15           | 1:22            |
| 2:00            | 2:07          | 2:12               | R            | 2:15           | 2:22            |
| 2:30            | 2:37          | 2:42               | R            | 2:45           | 2:52            |
| 3:00            | 3:07          | 3:12               | R            | 3:15           | 3:22            |
| 4:00            | 4:07          | 4:12               | R            | 4:15           | 4:22            |

## Gardiner

| Down<br>Augusta | Up<br>Augusta | Chateau<br>Cushman | Wet<br>Kohls | UMA<br>Augusta | Down<br>Augusta |
|-----------------|---------------|--------------------|--------------|----------------|-----------------|
| 8:30            | 8:37          | 8:42               | R            | 8:45           | 8:52            |
| 9:00            | 9:07          | 9:12               | R            | 9:15           | 9:22            |
| 10:30           | 10:37         | 10:42              | R            | 10:45          | 10:52           |
| 11:00           | 11:07         | 11:12              | R            | 11:15          | 11:22           |
| 12:00           | 12:07         | 12:12              | R            | 12:15          | 12:22           |
| 12:30           | 12:37         | 12:42              | R            | 12:45          | 12:52           |
| 1:00            | 1:07          | 1:12               | R            | 1:15           | 1:22            |
| 2:00            | 2:07          | 2:12               | R            | 2:15           | 2:22            |
| 2:30            | 2:37          | 2:42               | R            | 2:45           | 2:52            |
| 3:00            | 3:07          | 3:12               | R            | 3:15           | 3:22            |
| 4:00            | 4:07          | 4:12               | R            | 4:15           | 4:22            |

for more  
info, call  
622-4761

Connect from Augusta East, Augusta North  
and Augusta West buses to Waterville buses  
departing 9:30 am and 11:30 am

## Augusta - Waterville

| Down<br>Augusta | Up<br>Augusta | Chateau<br>Cushman | Wet<br>Kohls | UMA<br>Augusta | Down<br>Augusta |
|-----------------|---------------|--------------------|--------------|----------------|-----------------|
| 8:30            | 8:37          | 8:42               | R            | 8:45           | 8:52            |
| 9:00            | 9:07          | 9:12               | R            | 9:15           | 9:22            |
| 10:30           | 10:37         | 10:42              | R            | 10:45          | 10:52           |
| 11:00           | 11:07         | 11:12              | R            | 11:15          | 11:22           |
| 12:00           | 12:07         | 12:12              | R            | 12:15          | 12:22           |
| 12:30           | 12:37         | 12:42              | R            | 12:45          | 12:52           |
| 1:00            | 1:07          | 1:12               | R            | 1:15           | 1:22            |
| 2:00            | 2:07          | 2:12               | R            | 2:15           | 2:22            |
| 2:30            | 2:37          | 2:42               | R            | 2:45           | 2:52            |
| 3:00            | 3:07          | 3:12               | R            | 3:15           | 3:22            |
| 4:00            | 4:07          | 4:12               | R            | 4:15           | 4:22            |

## Waterville - Augusta

| Down<br>Augusta | Up<br>Augusta | Chateau<br>Cushman | Wet<br>Kohls | UMA<br>Augusta | Down<br>Augusta |
|-----------------|---------------|--------------------|--------------|----------------|-----------------|
| 8:30            | 8:37          | 8:42               | R            | 8:45           | 8:52            |
| 9:00            | 9:07          | 9:12               | R            | 9:15           | 9:22            |
| 10:30           | 10:37         | 10:42              | R            | 10:45          | 10:52           |
| 11:00           | 11:07         | 11:12              | R            | 11:15          | 11:22           |
| 12:00           | 12:07         | 12:12              | R            | 12:15          | 12:22           |
| 12:30           | 12:37         | 12:42              | R            | 12:45          | 12:52           |
| 1:00            | 1:07          | 1:12               | R            | 1:15           | 1:22            |
| 2:00            | 2:07          | 2:12               | R            | 2:15           | 2:22            |
| 2:30            | 2:37          | 2:42               | R            | 2:45           | 2:52            |
| 3:00            | 3:07          | 3:12               | R            | 3:15           | 3:22            |
| 4:00            | 4:07          | 4:12               | R            | 4:15           | 4:22            |

### Service Notes

**Kennebec Explorer** provides service Monday through Friday, 52 weeks a year, excluding holidays. Schedules read left to right. Departure times are shown directly below the location listed at the top of each column.

**R** Request stops are locations near the bus route that are available by request to the driver. If you need to schedule a pickup from a request stop, please call 1-800-542-8227 one hour in advance.

**U** Kennebec Explorer buses are accessible to people with disabilities. If you have a disability that inhibits your ability to walk to a bus stop, call 1-800-542-8227 in advance to arrange a direct pick-up when a bus is in your area.

**S** Service animals are allowed on Kennebec Explorer buses. Other animals are only permitted to ride in approved carriers.

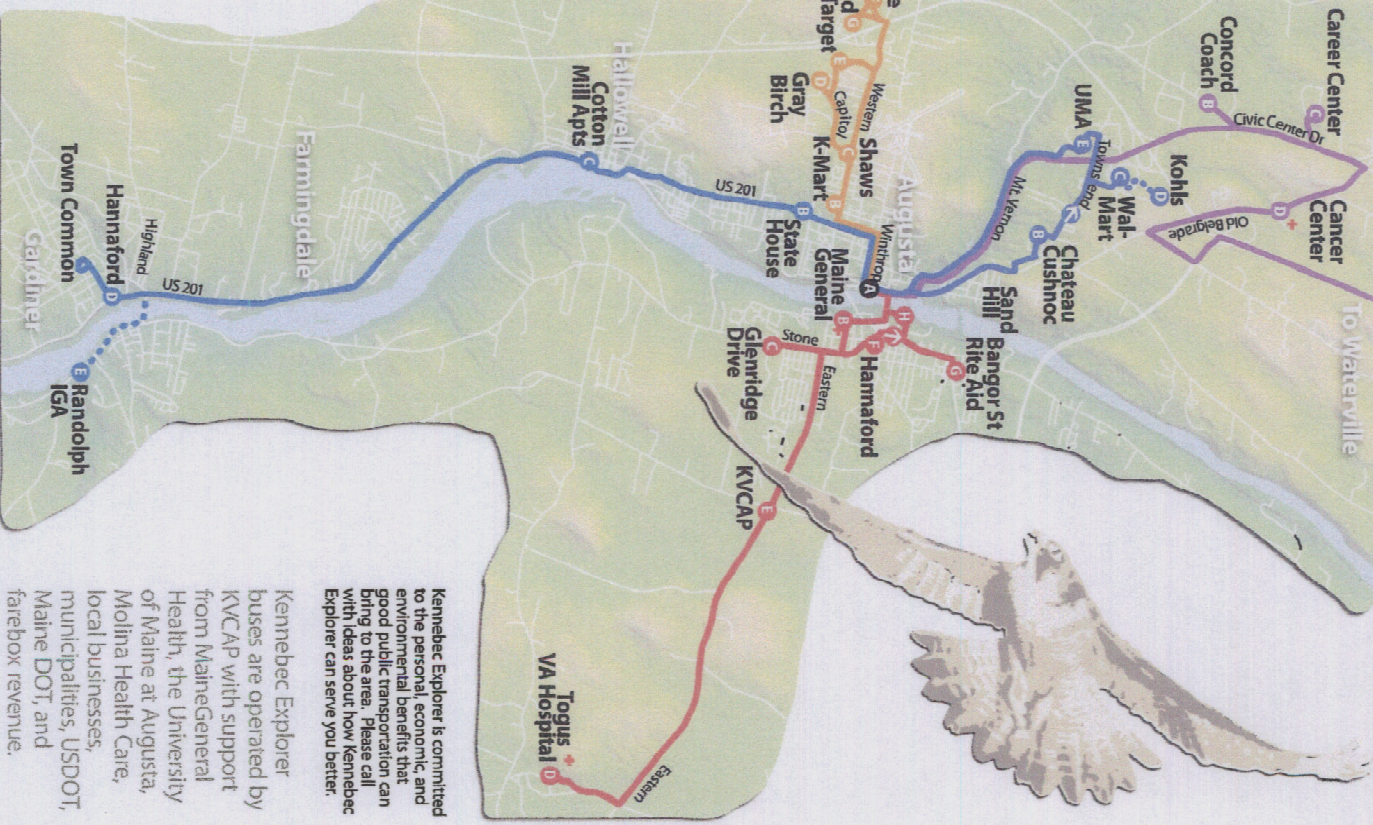
**B** Kennebec Explorer buses are equipped with bike racks that are available on a first come - first served basis. For instructions on how to use the bike racks, ask your driver for a friendly demonstration.

**V** A transfer from Augusta North bus at Downtown Augusta stop.

**T** Turnpike Mall, Target, Gray Birch, K-Mart, State House, Hamanford, Sand Hill, Bangor St, Rite Aid, Eastern, KVCAAP, VA Hospital

**H** Hallowell, Cotton Mill Apts, Farmingdale, Hannaford, Town Common, Gardiner, Randolph IGA

**C** Career Center, Civic Center Dr, Concord Coach, Cancer Center, Old Belgrade, Chateau Cushman, Wal-Mart, Kohls, Sand Hill, Bangor St, Rite Aid, Eastern, KVCAAP, VA Hospital



Kennebec Explorer is committed to the personal, economic, and environmental benefits that good public transportation can bring to the area. Please call with ideas about how Kennebec Explorer can serve you better.

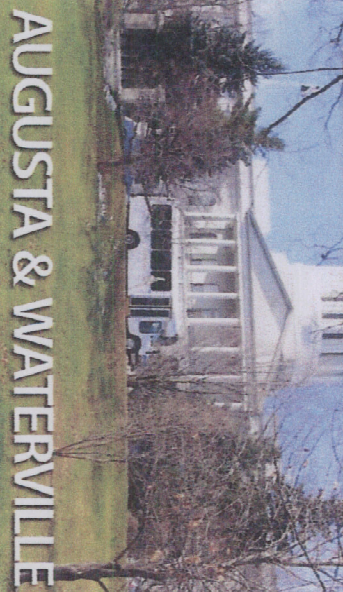
Kennebec Explorer buses are operated by KVCAAP with support from MaineGeneral Health, the University of Maine at Augusta, Molina Health Care, local businesses, municipalities, USDOT, Maine DOT, and farebox revenue.



*waterville  
local service*

*kennebec  
explorer*

# RIDERS GUIDE



## Walmart & Fairfield

Concourse to Walmart & Fairfield

| W     | M     | Tu    | W     | Th    | F     | Sa    | Su   |
|-------|-------|-------|-------|-------|-------|-------|------|
| 5:00  | 8:02  | 9:49  | 9:13  | 9:13  | 9:13  | 9:13  | 9:13 |
| 11:00 | 13:02 | 11:59 | 11:53 | 11:53 | 11:53 | 11:53 | 2:00 |
| 3:30  | 1:32  | 1:59  | 1:40  | 1:40  | 1:40  | 1:40  | 3:40 |

Fairfield & Walmart to Concourse

| D     | E     | Fairfield | Head  | W     | Th    | F     | Sa    | Su    |
|-------|-------|-----------|-------|-------|-------|-------|-------|-------|
| 9:23  | 9:30  | 9:37      | 9:40  | 9:46  | 9:46  | 9:46  | 9:46  | 9:46  |
| 11:53 | 12:00 | 12:07     | 12:10 | 12:16 | 12:16 | 12:16 | 12:16 | 12:16 |
| 1:53  | 2:00  | 2:07      | 2:10  | 2:16  | 2:16  | 2:16  | 2:16  | 2:16  |
|       |       |           | 2:48  | 3:44  | 3:44  | 3:44  | 3:44  | 3:44  |

for more  
info, call  
877-5677

## Kennedy Drive

Concourse to Sebton Village, Kennedy Drive & Return

| W     | M     | Tu    | W     | Th    | F     | Sa    | Su    |
|-------|-------|-------|-------|-------|-------|-------|-------|
| 10:00 | 10:02 | 10:07 | 10:09 | 10:14 | 10:16 | 10:24 | 10:24 |
| 12:32 | 12:33 | 12:39 | 12:44 | 12:46 | 12:46 | 12:46 | 12:46 |
| 2:32  | 2:33  | 2:37  | 2:39  | 2:44  | 2:46  | 2:54  | 2:54  |
|       |       |       |       |       |       | 3:10  | 3:10  |



## Fares

Local travel within one community \$1.00  
Local travel between two towns \$1.25  
Waterville - Augusta Incentive \$3.00  
Children 6-12 \$1.50  
Downtown Commuter Shuttle \$1.50  
Children under 6 (with adult) Free  
Transfers between routes Whichever Free  
When boarding the bus, please have your fare, ticket or pass ready to give the driver. If you are paying in cash, deposit it in the farebox. Remember, drivers do not make change.

## Transit Directory

| A          | B          | C       | D          | E       | F          | G       | H          | I       | J          | K       | L          | M       | N          | O       | P          | Q       | R          | S       | T          | U       | V          | W       | X          | Y       | Z          |
|------------|------------|---------|------------|---------|------------|---------|------------|---------|------------|---------|------------|---------|------------|---------|------------|---------|------------|---------|------------|---------|------------|---------|------------|---------|------------|
| Waterville | Waterville | Augusta | Waterville | Augusta | Waterville | Augusta | Waterville | Augusta | Waterville | Augusta | Waterville | Augusta | Waterville | Augusta | Waterville | Augusta | Waterville | Augusta | Waterville | Augusta | Waterville | Augusta | Waterville | Augusta | Waterville |

## Service Notes

Kennebec Explorer provides service throughout the region, though not on a regular schedule. Schedules are posted on the Explorer website. Request stops are available near the route that are available to the driver. If you need to schedule a pickup from a request stop, please call 1-800-542-8227 one hour in advance.

Kennebec Explorer buses are accessible to people with disabilities. If you have a disability that inhibits your ability to walk to a bus stop, call 1-800-542-8227 in advance to arrange a direct pickup when a bus is in your area.

Service animals are allowed on Kennebec Explorer buses. Other animals are only permitted to ride in approved carriers.

Kennebec Explorer buses are equipped with bicycle racks that are available on a first come - first served basis. For instructions on how to use the bike racks, ask your driver for a friendly demonstration.

## New Augusta-Waterville Link

For the first time in recent memory, local buses are operating between Augusta and Waterville. The Kennebec Explorer offers four round trips a day between the two central Maine cities. The cost for a one-way ride is three dollars.

Buses depart the Concourse in downtown Waterville Monday through Friday at 8:30 am, 10:30 am, 1:00 pm, and 3:00 pm. Buses depart downtown Augusta at 9:30 am, 11:50 am, 2:00 pm, and 4:00 pm. The route in Waterville includes a stop at MaineGeneral's Therapist Unit, and one-regular stops at Waterville in Augusta, the bus route includes stops at Concord Center, the Career Center, and the Harold Alfond Center for Career Care. Riders from Waterville can request stops at UVA.

## Better Access to Health Care

The Kennebec Explorer's Jim Wood said, "We are offering expanded transportation choices to keep pace with developments

## Explorer Comes to Augusta & Waterville

Communities throughout Maine have benefited from new and enhanced transit services, and now Augusta and Waterville have been added to Maine's list of popular Explorer programs. New bus lines, plus new improved routes are available for Kennebec Valley communities from Gardiner to Fairfield.

## Vision Forward

In developing the new Kennebec Explorer transit program, community planners have looked beyond the present system toward possible future expansion. Included in the vision for a desired future are:

- Local commuter routes for state office workers and others who live in Augusta
- New services for Waterville commuters
- More frequent all-day service between Augusta and Waterville
- An expanded Waterville transit program, with a new route to Colby College and more frequent service to Kennebec Valley Community College
- A possible new information and transit hub in downtown Waterville

According to Jim Wood, decisions about future community investment in public transportation will depend on the needs of area residents' responses. "We hope all members of the community will recognize shared ownership in our new program," Wood said. He added, "The best way to support the project is to buy a ticket and ride."

## Off-Campus Housing Access

We are pleased to be helping UVA offer enhanced opportunities for commuting college students and staff. Wood said, "A bus from Gardiner stops in downtown Augusta at 7:20 a.m. and continues directly to the UVA North bus serves the UVA campus every day, arriving at 7:30 a.m. A new Augusta North bus serves the UVA campus every day, arriving at 7:30 a.m. The new route is more than 45 minutes throughout the day from 8:45 a.m. until 4:45 p.m. The new route is more frequent and much faster than previous Kennebec Explorer routes. Wood said, "Transit routes, according to Wood, as a result, downtown Augusta housing may become more attractive for students without cars."

## Double C's

The Augusta-Waterville Explorer route provides new options for reaching three popular destinations located west of Interstate 95: Concord Center, the Career Center, and the Career Center. "Buses serve these locations as they travel between Augusta and Waterville, providing direct access for residents of both cities," Wood said.

## Parking Shuttle

To help accommodate increased employment in downtown Augusta, the Kennebec Explorer includes a downtown parking shuttle between 6:45 and 8:30 a.m. and between 4:30 and 6:00 p.m. The downtown shuttle provides convenient loop service within the downtown for workers who park in lots that are not immediately adjacent to their work sites. The new downtown shuttle is being undertaken in part by Maine Health Care.

EFFECTIVE JANUARY 24, 2011

# Kennebec Explorer

## Passenger Information

Kennebec Explorer provides service to the general public Monday and Thursday, 52 weeks a year, excluding holidays.

The bus travels along a route that reads from top to bottom on the bus schedule. Departure times are shown directly across from the location listed in the left column.

Locations near the bus route are available on call. Please call 877-5677 one hour in advance to schedule a ride.

**♿** Kennebec Explorer Buses are accessible. Buses will go off route up ¼ mile for passengers with disabilities. If you have a disability that inhibits your ability to walk to a bus stop, call 877-5677 to arrange a direct pick-up when the bus is in your area.

**🐾** Animals, except for trained service animals, are not permitted on Kennebec Explorer buses unless they are in an approved animal carrier.

Please do not bring open food or beverage containers on board. Eating, drinking and smoking are not permitted on Kennebec Explorer buses.

Maine law requires that all passengers use seat belts while the bus is in motion. Please remain seated until the bus comes to a complete stop. Standing while the bus is in motion is only permitted when the bus reaches full seating capacity.

Please, no more than 4 grocery bags per passenger. Storage space is limited.

Passengers are expected to adhere to commonly accepted rules of conduct. Please be courteous with your driver and other passengers. Management reserves the right to deny service as appropriate.

### RATES

- One way within one community \$1.00
- When traveling between two towns \$1.25
- Children 6-12 \$ .50
- Children under 6 (with adult) Free

Please use exact change or \$1 bills whenever possible.



*Serving the community of*

WINNICO

Plus Sclotide

Monday and Thursday

Excluding holidays

877-5677

a service of

**KV CAP** Supporting Individual Solutions to  
Building Stronger Communities  
Kennebec Valley Community Action Program

97 Water St  
Waterville, ME 04901

February 2011

# Kennebec Explorer

## Winslow Public Bus Schedule

Monday and Thursday

Excluding Holidays

### WINSLOW to WATERVILLE

|                         | Winslow Bus      | Waterville Bus |
|-------------------------|------------------|----------------|
| Concourse               | read down 9:25 a | read down      |
| Goudreaus               | 9:32 a           |                |
| Fontaine Oaks           | 9:37 a           |                |
| Mar-Val                 | 9:39 a           |                |
| Library/ Ft Halifax Com | 9:40 a           |                |
| Garand                  | 9:44 a           |                |
| Meadowview              | 9:50 a           |                |
| Winslow Town Office     | 9:53 a           |                |
| Concourse               | 9:55 a           |                |
| Concourse *             | 10:00 a          | 10:00 a        |
| Wal-Mart                | 10:10 a          |                |
| Elm Plaza               | 10:15 a          |                |
| JFK Mall                |                  | 10:14 a        |
| Shaws                   |                  | 10:27 a        |
| Mardens                 |                  | 10:36 a        |

### WATERVILLE to WINSLOW

|                         | Winslow Bus | Waterville Bus    |
|-------------------------|-------------|-------------------|
| Shaws                   | read down   | read down 12:57 p |
| Mardens                 |             | 1:06 p            |
| JFK Mall                |             | 1:12 p            |
| Wal-Mart                | 1:10 p      |                   |
| Elm Plaza               | 1:15 p      |                   |
| Concourse *             | 1:25 p      | 1:25 p            |
| Concourse               | 1:30 p      |                   |
| Winslow Town Office     | 1:32 p      |                   |
| Meadowview              | 1:38 p      |                   |
| Garand                  | 1:42 p      |                   |
| Library/ Ft Halifax Com | 1:46 p      |                   |
| Mar-Val                 | 1:47 p      |                   |
| Fontaine Oaks           | 1:50 p      |                   |
| Goudreaus               | 1:55 p      |                   |
| Concourse               | 2:00 p      |                   |

\* Free Transfer to Waterville Kennebec Explorer bus for Kennedy Memorial Drive Service  
 Service may be available in areas near bus routes. Call 877-5677 for information

|              |               |                         |
|--------------|---------------|-------------------------|
| <b>Fares</b> | <b>\$1.00</b> | <b>Within Winslow</b>   |
|              | <b>\$1.25</b> | <b>Between towns</b>    |
|              | <b>\$0.50</b> | <b>Children 6-12</b>    |
|              | <b>Free</b>   | <b>Children under 6</b> |





# 2011 Summer Bus Schedules

June 27 through August 26

**Monday through Friday**

Excluding Holidays

## Black Route - Skowhegan Local

| Skowhegan Indian | Somerset Sports & Fitness | South Factory St. Ball Field | Rehabilitation & Fitness Center | Redington-Fairview Hospital | Indian Ridge | Skowhegan High School Track | Skowhegan Rec Center | Skowhegan Town Office | DHHS - Career Center | North Elementary School | Hannafor | Wal-Mart | KVCAP | Chamber of Commerce | Skowhegan Indian |
|------------------|---------------------------|------------------------------|---------------------------------|-----------------------------|--------------|-----------------------------|----------------------|-----------------------|----------------------|-------------------------|----------|----------|-------|---------------------|------------------|
| 7:30             | 7:35                      | 7:38                         | 7:41                            | 7:42                        | 7:45         | 7:51                        | 7:53                 | 7:58                  | 8:00                 | 8:02                    | 8:06     | 8:08     | 8:14  | 8:18                | 8:20             |
| 8:30             | 8:35                      | 8:38                         | 8:41                            | 8:42                        | 8:45         | 8:51                        | 8:53                 | 8:58                  | 9:00                 | 9:02                    | 9:06     | 9:08     | 9:14  | 9:18                | 9:20             |
| 9:30             | 9:35                      | 9:38                         | 9:41                            | 9:42                        | 9:45         | 9:51                        | 9:53                 | 9:58                  | 10:00                | 10:02                   | 10:06    | 10:08    | 10:14 | 10:18               | 10:20            |
| 10:30            | 10:35                     | 10:38                        | 10:41                           | 10:42                       | 10:45        | 10:51                       | 10:53                | 10:58                 | 11:00                | 11:02                   | 11:06    | 11:08    | 11:14 | 11:18               | 11:20            |
| 11:30            | 11:35                     | 11:38                        | 11:41                           | 11:42                       | 11:45        | 11:51                       | 11:53                | 11:58                 | 12:00                | 12:02                   | 12:06    | 12:08    | 12:14 | 12:18               | 12:20            |
| 1:00             | 1:05                      | 1:08                         | 1:11                            | 1:12                        | 1:15         | 1:21                        | 1:23                 | 1:28                  | 1:30                 | 1:32                    | 1:36     | 1:38     | 1:44  | 1:48                | 1:50             |
| 2:00             | 2:05                      | 2:08                         | 2:11                            | 2:12                        | 2:15         | 2:21                        | 2:23                 | 2:28                  | 2:30                 | 2:32                    | 2:36     | 2:38     | 2:44  | 2:48                | 2:50             |
| 3:00             | 3:05                      | 3:08                         | 3:11                            | 3:12                        | 3:15         | 3:21                        | 3:23                 | 3:28                  | 3:30                 | 3:32                    | 3:36     | 3:38     | 3:44  | 3:48                | 3:50             |

## White Route Madison-Norridgewock

| Skowhegan Indian | Skowhegan Town Office | Riverside Terrace | Canaan Village | Canaan Elementary School | Lake George | Skowhegan Indian |
|------------------|-----------------------|-------------------|----------------|--------------------------|-------------|------------------|
| 8:30             | 8:35                  | 8:45              | 8:50           | 9:00                     | 9:05        | 9:20             |
| 9:30             | 9:35                  | 9:45              | 9:50           | 10:00                    | 10:05       | 10:20            |
| 11:30            | 11:35                 | 11:45             | 11:50          | 12:00                    | 12:05       | 12:20            |
| 1:00             | 1:05                  | 1:15              | 1:20           | 1:30                     | 1:35        | 1:50             |
| 2:00             | 2:05                  | 2:15              | 2:20           | 2:30                     | 2:35        | 2:50             |

| Skowhegan Indian | Taylor's Drug Store, Madison | Town Office Anson | Munic. Parking, Norridgewock | Skowhegan High School Track | Skowhegan Rec Center | Skowhegan Indian |
|------------------|------------------------------|-------------------|------------------------------|-----------------------------|----------------------|------------------|
| 7:30             | 7:45                         | 7:50              | 8:08                         | 8:18                        | 8:20                 | 8:30             |
| 10:30            | 10:45                        | 10:50             | 11:08                        | 11:18                       | 11:20                | 11:30            |
| 3:00             | 3:15                         | 3:20              | 3:38                         | 3:48                        | 3:50                 | 4:00             |

Off-route service is available at locations near bus stops. Call ahead or ask your driver.

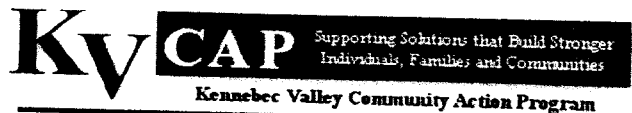
All routes are available to the general public.

Departure times may be effected by traffic and weather conditions.

Vehicles meet hourly at the Skowhegan Indian for transfers between routes.

Children under 12 must be accompanied by an adult.

Best of all, Rides are FREE



474-8487

**KVCAP Transportation Services  
KV Van Customer Satisfaction Survey  
2010**

| KV Van Program Summary  | Total Number of Responses: |     | 176                        |                                  |
|---|----------------------------|-----|----------------------------|----------------------------------|
|   |                            |     | Surveys Distributed        | 450                              |
|   |                            |     | Response Rate              | 39.1%                            |
| <b>1. What Type Of KV Van Transportation Service Do You Use?</b>                                  |                            |     |                            |                                  |
| Van Service   | 69                         | 37% | Volunteer Driver           | 96 51% Family Driver 22 12%      |
| <b>2. What Dispatch Office do you normally contact?</b>   |                            |     |                            |                                  |
| Augusta   | 50                         | 28% | Waterville                 | 71 40% Skowhegan 55 31%          |
| <b>3. How often do you use Transportation Services?</b>   |                            |     |                            |                                  |
| Infrequently  | 10                         | 6%  | Monthly                    | 14 8% Weekly 54 32% Daily 93 54% |
| <b>4. When you call the KVCAP Transportation Services Office:</b>                                 |                            |     |                            |                                  |
|   |                            |     | (1=never ..... 5=always)   |                                  |
| a. Does Your Dispatcher treat you courteously?  |                            |     | 4.5                        | 89.8%                            |
| b. Does your Dispatcher schedule your trips accurately?   |                            |     | 4.1                        | 81.6%                            |
| c. Does your Dispatcher answer your questions accurately?   |                            |     | 4.5                        | 89.6%                            |
| d. Does your Dispatcher call you back if there are problems?                                      |                            |     | 3.2                        | 63.8% n/a 56                     |
| e. Do you find KVCAP's telephone system convenient and easy to use?                               |                            |     | 3.9                        | 78.0%                            |
| <b>5. When you use our Van or Volunteer driver service:</b>                                       |                            |     |                            |                                  |
|   |                            |     | (1=never ..... 5=always)   |                                  |
| a. Does your driver get you to your appointment on time?  |                            |     | 4.4                        | 87.4%                            |
| b. Does your driver treat you courteously?  |                            |     | 4.7                        | 94.6%                            |
| c. Does your driver assist you properly?  |                            |     | 4.6                        | 92.4%                            |
| d. Does your driver drive safely and observe traffic laws?  |                            |     | 4.7                        | 94.7%                            |
| e. Is the vehicle clean and comfortable?  |                            |     | 4.5                        | 90.4%                            |
| <b>6. If you couldn't use KVCAP, could you still keep your appointments?</b>                      |                            |     |                            |                                  |
|   |                            |     | (1=never ..... 5=always)   |                                  |
|   |                            |     | 2.4                        | 48.6%                            |
| <b>7. Generally, Can you count on KVCAP to provide the transportation services you requested?</b> |                            |     |                            |                                  |
|   |                            |     | 4.4                        | 87.5%                            |
| <b>8. How would you rate the quality of Transportation Services?</b>                              |                            |     |                            |                                  |
|   |                            |     | (1=poor ..... 5=excellent) |                                  |
|   |                            |     | 4.4                        | 88.8%                            |

**KV Transit Rider Survey Summary**

**June 2010**

|   |    |     |           |    |     |             |    |     |           |    | Distributed | 100    |   |    |
|---|----|-----|-----------|----|-----|-------------|----|-----|-----------|----|-------------|--------|---|----|
|   |    |     |           |    |     |             |    |     |           |    | Returned    | 43     |   |    |
| <b>1. What is your primary reason for using KV Transit?</b>   |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
| Shopping  | 38 | 88% | Medical   | 19 | 44% | Work        | 6  | 14% | Personal  | 6  | 14%         | School | 1 | 2% |
| <b>2. What is your age?</b>   |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
| under 18  | 0  | 0%  | 18-44     | 3  | 7%  | 45-61       | 14 | 33% | 62+       | 26 | 60%         |        |   |    |
| <b>3. What is your town of residence?</b>   |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
| Augusta   | 16 |     | Gardiner  | 3  |     | Farmingdale | 0  |     | Hallowell | 3  |             |        |   |    |
| Waterville  | 19 |     | Fairfield | 2  |     |             |    |     |           |    |             |        |   |    |
| <b>4. If you could not use KVT, would you be able to get to your destination?</b>                             |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
| Yes   | 8  | 19% | No        | 34 | 81% |             |    |     |           |    |             |        |   |    |
| <b>5. Do you have your own car?</b>   |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
| Yes   | 1  | 2%  | No        | 42 | 98% |             |    |     |           |    |             |        |   |    |
| <b>6. Do you have a valid Maine drivers license?</b>  |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
| Yes   | 5  | 12% | No        | 38 | 88% |             |    |     |           |    |             |        |   |    |
| <b>7 When you use KV Transit Services: (1=never.....5=always)</b>   |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
| a. Does your bus arrive on time?  |    |     |           |    |     |             |    |     |           |    | 4.40        | 87.9%  |   |    |
| b. Does your driver treat you courteously?  |    |     |           |    |     |             |    |     |           |    | 4.93        | 98.6%  |   |    |
| c. Does your driver assist you properly?  |    |     |           |    |     |             |    |     |           |    | 4.88        | 97.6%  |   |    |
| d. Does your driver drive safely and observe traffic laws?  |    |     |           |    |     |             |    |     |           |    | 4.90        | 98.0%  |   |    |
| e. Is the vehicle clean and comfortable?  |    |     |           |    |     |             |    |     |           |    | 4.56        | 91.2%  |   |    |
| <b>8. Do you require the use of the wheelchair lift and/or tie-down system?</b>                               |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
| Yes   | 6  | 14% | No        | 37 | 86% |             |    |     |           |    |             |        |   |    |
| <b>9. If so, do you feel our drivers are properly trained to assist you with your disability?</b>             |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
| Yes   | 16 | 33% | No        | 1  | 2%  | n/a         | 31 | 65% |           |    |             |        |   |    |
| <b>10. When you call the KVCAP Transportation Office: (1=never.....5=always)</b>                              |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
| a. Does our dispatcher/Receptionist treat you courteously?  |    |     |           |    |     |             |    |     |           |    | 4.93        | 98.5%  |   |    |
| b. Does our Dispatcher/Receptionist give you adequate Transit information?                                    |    |     |           |    |     |             |    |     |           |    | 4.85        | 97.1%  |   |    |
| <b>11. Do you feel that the KV Transit bus schedule is easy to read and understand? (1=poor..5=excellent)</b> |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
|   |    |     |           |    |     |             |    |     |           |    | 4.40        | 88.1%  |   |    |
| <b>12. How would you rate the overall quality of KV Transit? (1=poor...5=excellent)</b>                       |    |     |           |    |     |             |    |     |           |    |             |        |   |    |
|   |    |     |           |    |     |             |    |     |           |    | 4.71        | 94.3%  |   |    |

H .D. TRUCK

5K EVERY 5,000 MILES

Replace engine oil and filter  
Lubricate chassis  
Check air filter minder \$109.95  
Check and top off all fluid levels  
Rotate Tires, inspect tire condition  
Multi point inspection  
Rotate for dual rear wheels add \$ 29.95

15K EVERY 15,000 MILES

(Includes, 5k service)  
Replace both diesel fuel filters  
Inspect air filter restriction gauge and \$ 295.00  
Replace filter if needed (filter extra)  
Inspect transmission fluid  
Inspect: front and rear brakes  
inspection brake line condition  
Inspect cooling system and  
hoses Inspect steering linkage and  
suspension  
Driveline inspection

30K EVERY 30,000 MILES 30k, 60k, 90k, etc...

(Includes 5k & 15k service)  
Replace air biter \$ 595.00 Replace both fuel filters  
Flush transmission fluid  
Multi point inspection  
Inspect front and rear brakes  
Rotate tires  
Lubricate chassis  
Multi point inspection

# Preventative Maintenance Checklist

OMajor PM OMinor-Major PM Invoice No.

Vehicle Description:    Year                      Make                                      Mileage                                      Plate No.

A review of the complete vehicle maintenance history is required before this service can be performed.

To Do    Done

- Change oil and filter (if due), reset oil index light, if applicable.
- Rotate tires (every other oil change), check pressure, torque lug nuts to proper specifications
- Check tires for excessive or abnormal wear; replace if necessary
- Check for leaking fluids
- Check spark plugs at 100,000 miles only
- Check accessory belt & replace if needed
- Change automatic transmission fluid and filter, complete system flush if needed
- Grease drive-line and steering components
- Replace fuel filter if needed
- Test engine coolant, 30 below required
- Replace PCV valve and PCV filter (if applicable)
- Check air filter, replace as required
- Inspect exhaust heat shields (tac weld loose shields)
- Check all lights for proper operation
- Check CVJ boots for cracks and tears
- Check brakes, front and rear, repack wheel bearings, adjust emergency brake if need
- Check wiper/washer system for condition and proper operation, front and rear
- Check all steering control parts, suspension parts and power steering components for leaks and/or defects
- Wheelchair lift inspection, Interlock system

PREVENTATIVE MAINTENANCE SCHEDULE FOR  
KVCAP VEHICLES

|  |                           |
|--|---------------------------|
| <u>1. TRANSMISSION FLUSH</u>               | <u>EVERY 25000 MILES</u>  |
| <u>2. TRANSMISSION FLUSH AND FILTER</u>    | <u>EVERY 50,000 MILES</u> |
| <u>3. FUEL FILTER (GAS IF EQUIPT)</u>      | <u>EVERY 25,000 MILES</u> |
| <u>4. FUEL FILTER (DIESEL)</u>             | <u>EVERY 9,000 MILES</u>  |
| <u>5. REAR AXLE FLUID CHANGE</u>           | <u>EVERY 25,000 MILES</u> |
| <u>6. AIR FILTER REPLACEMENT (DIESEL)</u>  | <u>EVERY 9,000 MILES</u>  |
| <u>7. INSPECT WHEEL CHAIR LIFT</u>         | <u>EVERY 3,000 MILES</u>  |
| <u>8. SERVICE WHEEL CHAIR LIFT</u>         | <u>EVERY 25,000 MILES</u> |
| <u>OR ANNUALLY WHICH EVER COMES FIRST.</u> |                           |
| <u>9. TIRE ROTATION</u>                    | <u>EVERY 6,000 MILES</u>  |
| <u>10. QUICK CHECK OVER</u>                | <u>EVERY 3,000 MILES</u>  |
| <u>11. FULL CHECK OVER</u>                 | <u>EVERY 9,000 MILES</u>  |
| <u>12. A/C SYSTEM CHECK</u>                | <u>ANNUALLY</u>           |
| <u>13. BRAKE INSPECTION</u>                | <u>EVERY 6,000 MILES</u>  |
| <u>14. BATTERY AND CHARGING CHECK</u>      | <u>EVERY 25,000 MILES</u> |
| <u>OR ANNUALLY WHICH EVER COMES FIRST.</u> |                           |
| <u>15. OIL LUBE AND FILTER CHANGE</u>      | <u>EVERY 3,000 MILES</u>  |
| <u>INCLUDES FREE OIL CHECK OVER.</u>       |                           |

WE ARE EQUIPED TO HANDLE ALL YOUR NEEDS WE CAN EVEN DO TIRES IF NEEDED REPLACEMENT OR SEASONAL SWAP. WE CAN WORK ON ANY COMPONENTS ON ANY OF THE BUSES OR VANS.

W BRING DIAGRAMS WOULD BE APPRECIATED IF AVAILABLE ON THE BUSES.

THANK-YOU FOR THE OPERTUNITY FOR THIS PROPOSAL IF YOU HAVE ANY QUESTIONS FEEL FRRE TO GIVE ME A CALL 622-3191.

CHRIS LEATHERS  
FLEET COORDINATOR