

MaineDOT Region 3

Locally Coordinated Plan

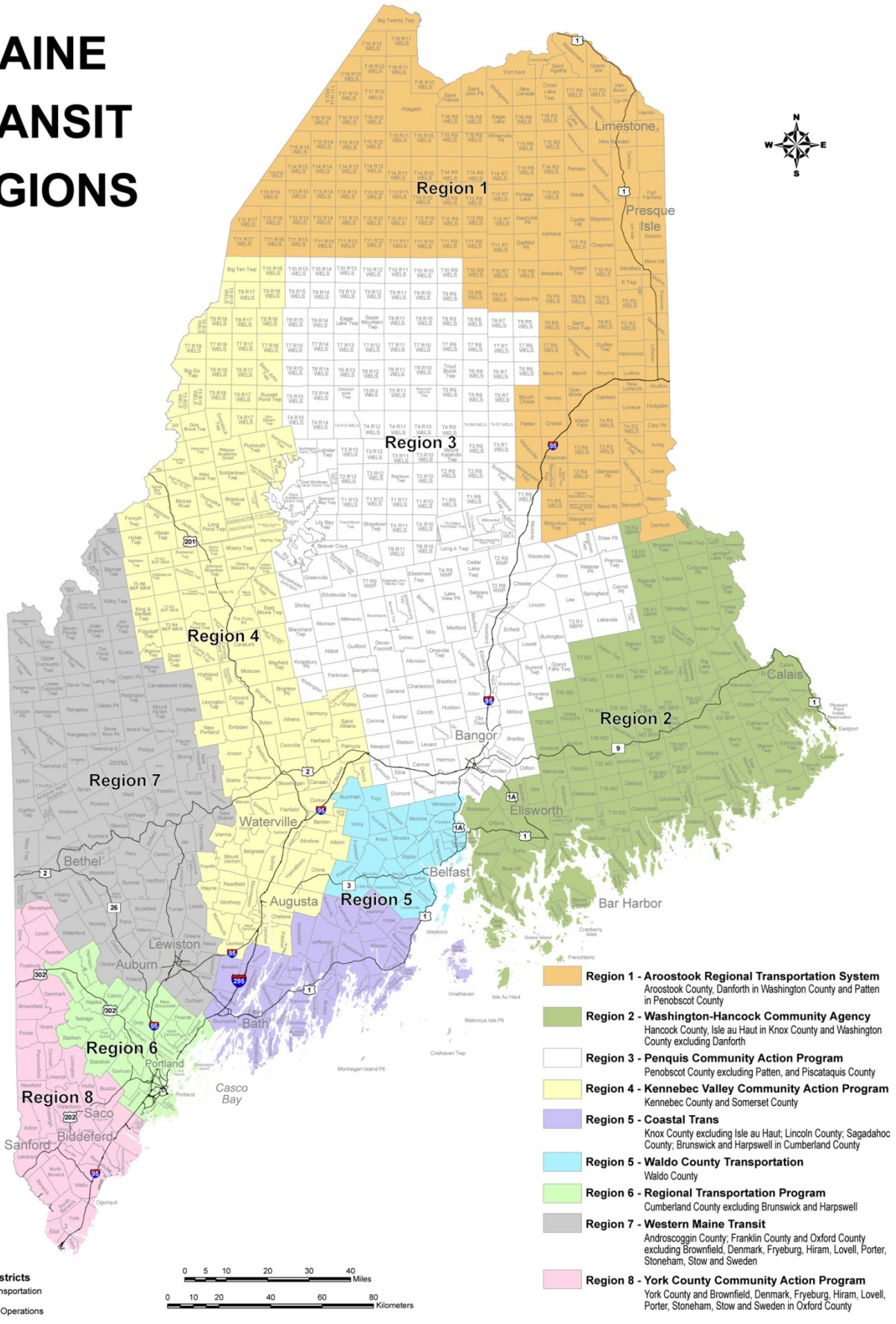
FY 2013—FY 2017

**Penquis Community Action Program
The Lynx**

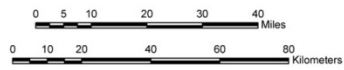
**Community Connector
City of Bangor**

**Cyr Bus Line
John T. Cyr & Sons, Inc.**

MAINE TRANSIT REGIONS



Maine Transit Districts
Maine Department of Transportation
Prepared by
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Regional Overview

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MaineDOT Region 3 Locally Coordinated Plan

Regional Overview

Location of Region 3

Region 3 encompasses Penobscot County exclusive of the Patten area, and Piscataquis County. The service area is over 7,300 square miles in size (3,395 square miles in Penobscot County and 3,966 square miles in Piscataquis County) and has a population of approximately 171,458 (two-county total, 2010 Census). Penquis operates The LYNX and is the only regional provider in the two-county area. Penquis is headquartered in Bangor.

Population of Region 3

The table below shows that Penobscot County had a year 2010 population of 153,923. The County grew by 2% between the years 2000 and 2010, exceeding the overall state growth rate (4%). Piscataquis County has a very small population (17,535 in 2010), and it experienced a growth rate of 2% between the years 2000 and 2010. Between 1060 and the year 2010, Penobscot County grew by 22%, but Piscataquis County remained virtually unchanged with a growth rate of just 1%.

Population of Penobscot County, Piscataquis County and Maine			
Year	Penobscot County	Piscataquis County	Maine
1960	126,346	17,379	970,689
1970	125,393	16,285	992,048
1980	137,015	17,634	1,124,660
1990	146,601	18,653	1,227,928
2000	144,919	17,235	1,274,923
2010	153,923	17,535	1,328,361
1970-80 change	9%	8%	13%
1980-90 change	7%	6%	9%
1990-00 change	-1%	-8%	4%
2000-10 change	6%	2%	4%
1960-10 change	22%	1%	37%

Source: U.S. Census

Penobscot County Profile. As shown in the following table, Penobscot County's median household income in the year 2010 (\$42,366) was below the state median (\$46,541). The percentage of people living below the poverty level (14.7%) was higher than at the state level (12.6%). The percentage of people aged 65 and over (14.5%) is lower than at the state level 15.9%).

Piscataquis County Profile. Piscataquis County's median household income in the year 2010 (\$33,944) was substantially below the state median (\$46,541). The percentage of people living below the poverty level (16.5%) was higher than at the state level (12.6%), as was the percentage of people aged 65 and over (20.3%).

One of the major transportation challenges facing Region 3 is the fact that outside of the Bangor Metropolitan Area, the region is very large and the population is widely dispersed, making it costly to provide services to all areas on a frequent basis.

Penobscot and Piscataquis County Profiles – 2010			
Measure	Penobscot County	Piscataquis County	Maine
Total Population	153,923	17,535	1,328,361
Total Households	62,966	7,825	557,219
Average Household Size	2.47	2.29	2.43
Median Household Income	\$42,366	\$33,944	\$46,541
Persons below Poverty	14.7%	16.5%	12.6%
65 Years and Over	14.5%	20.3%	15.9%

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

Transit Needs Analysis Region 3

What is the transit need in Region 3 (Penobscot and Piscataquis Counties)? It is important to look at the number of households in the two counties without an automobile. By applying the methodology described below, the estimated need of trips on an annual basis can be determined. When comparing annual need in Penobscot County to the actual service provided by Penquis, Community Connector and Cyr Bus, the unmet need can be estimated at 75%. When comparing annual need in Piscataquis County to the actual service provided by Penquis, the unmet need can be estimated at 84%.

The Transit Cooperative Research Program (TCRP) in Washington, D.C., developed and made available in 2013 an objective methodology for analyzing transit needs in rural areas. The methodology is contained in “TCRP Report 161 Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation: Final Workbook.” The formula used in this technical memorandum utilizes the number of no-vehicle households to determine overall transit needs. The formula includes a mobility gap, which is basically the difference between the number of trips per day that a household with one vehicle would take and the number of trips that a household with no vehicles would take (1.7 trips/day). In urbanized areas, the mobility gap is 5.2 trips/day, based on the 2009 National Household Travel Survey, Federal Highway Administration.

The number of no-vehicle households is derived from the American Community Survey (ACS) five-year estimates, 2008-2012. The five-year estimate for the ACS is based on the largest sample size and is therefore the most reliable compared to other ACS data collected over shorter periods of time.

The formula is conservative (it may significantly understate the need) because it does not take into account people who may have a vehicle but can't rely on it or may need to use transit because of a disability or limitations due to old age.

The key question which the formula addresses is how much transit service would be needed to fully address the mobility needs of transit dependent persons?

No-Vehicle Households

The TCRP Report 161 formula utilizes the number of no-vehicle households in various jurisdictions to calculate transit needs. The following table provides an overview of the number of no vehicle households in Penobscot and Piscataquis Counties. The table also contains information on other counties for comparison purposes.

No-Vehicle Households by County		
County	# of No-Vehicle Households	% of state
Penobscot	4,943	12%
Piscataquis	543	2%
Androscoggin	4,329	11%
Aroostook	2,472	6%
Cumberland	9,448	24%
Franklin	804	2%
Hancock	1,383	3%
Kennebec	4,197	11%
Knox	1,044	3%
Lincoln	375	1%
Oxford	1,515	4%
Sagadahoc	953	2%
Somerset	1,503	4%
Waldo	1,059	3%
Washington	1,166	3%
York	3,981	10%
Total - Maine	39,697*	100%

Source: American Community Survey 5-Year Estimates Table B08201

*Does not exactly equal the sum of the 16 counties, but is the number reported in the ACS.

The table above shows that there are 4,943 no-vehicle households in Penobscot County which is 12% of the 39,697 no-vehicle households in Maine, and 543 no-vehicle households in Piscataquis County which is 2% of the 39,697 no-vehicle households in Maine

Transit Needs

The following paragraphs contain a summary of transit needs in Penobscot and Piscataquis Counties. Information from other counties is shown for comparison purposes. The data on numbers of trips is based on FY 2012 trips (the last full year of service prior to implementation of the broker system) as shown in the Locally Coordinated Plans for the various providers and in municipal ride reports prepared by regional providers.

One of the most important yardsticks in measuring transit services is the percentage of needs actually met. TCRP Report 161 states that “In the testing of these suggested methodologies with a number of

rural transit agencies, it was found that, at best, only about 20% of the mobility gap trip-based need was met.” Therefore, for the purposes of this analysis, meeting 20% of the need is deemed to be a good baseline goal for rural services.

The data are also subject to the following:

- The number of trips provided includes the total of transit and MaineCare trips.
- Trip data includes fixed route, flex route, and MaineCare (agency vehicle, volunteers, friend and family).
- The information includes only land-based transit (ferry trips are not included).
- Seasonal service data is not included.
- Intercity trips are included in the data for the county of origin.

The following table provides an overview of the annual transit need in Penobscot and Piscataquis Counties, the number of trips provided, and the number of trips provided as a percentage of the annual need. All other counties are shown for comparison purposes.

County Summary of Transit Need and Trips Provided FY 2012			
County	Annual Need (Trips)	Trips Provided	Trips Provided as a % of Annual Need
Penobscot	5,788,600	1,420,462	25%
Piscataquis	276,930	43,029	16%
Androscoggin	6,025,200	654,002	11%
Aroostook	1,260,600	278,172	22%
Cumberland	11,696,100	2,099,781	18%
Franklin	410,100	90,833	22%
Hancock	705,330	115,027	16%
Kennebec	2,131,290	310,322	15%
Knox	532,440	37,166	7%
Lincoln	191,250	23,178	12%
Oxford	772,800	178,367	23%
Sagadahoc	486,000	40,507	8%
Somerset	766,540	136,829	18%
Waldo	540,000	115,009	21%
Washington	594,600	81,317	14%
York	3,535,800	607,019	14%
Total, Maine	35,713,580	6,231,020	17%

Source: American Community Survey 5-Year Estimates Table B08201, TCRP Report 161, Locally Coordinated Transit Plans for all transit providers receiving MaineDOT financial support.

The table above shows that Penobscot County has an annual need for 5,788,600 trips. Penquis, Community Connector and Cyr Bus, with MaineDOT financial assistance, provided 1,420,462 trips in FY 2012, which was 25% of the overall need and above the baseline service figure of 20%. The table also shows that Piscataquis County has an annual need for 276,930 trips. Penquis, with MaineDOT

financial assistance, provided 43,029 trips in FY 2012, which was 16% of the overall need and below the baseline service figure of 20%.

As the table indicates, only five (5) counties exceed the baseline estimated annual need.

The following tables demonstrate the estimated trip need at the local level in both Penobscot and Piscataquis Counties.

Penobscot County Summary of Transit Need and Transit Trips Provided in FY 2012				
	Annual Need (trips)	% of County Need	Trips Provided	Trips Provided as a % of Annual Need
Penobscot County Total	5,788,600	100%	1,420,462	25%
Community Connector service area	4,854,700	84%	1,185,163	24%
Millinocket	126,600	2%	22,951	18%
Remainder of County	807,300	14%	212,348	26%

Source: Locally Coordinated Transit Plans FY 2013-2017 for Community Connector, Penquis, Cyr Bus Line, Municipal Ride Report for FY 2012 for Penquis, and TCRP Report 161.

The above table shows that Community Connector, Penquis and Cyr Bus line met 25% of Penobscot County’s overall estimated transit need, which was above the baseline service figure of 20%. 85% of the county’s estimated transit need is located in the Community Connector service area, where 24% of the estimated transit need was met. Penquis provided 22,951 trips to Millinocket, which was just below the baseline service figure of 20%.

Piscataquis County Summary of Transit Need and Transit Trips Provided in FY 2012				
	Annual Need (trips)	% of County Need	Trips Provided	Trips Provided as a % of Annual Need
Piscataquis County Total	276,930	100%	43,029	16%
Dover-Foxcroft	85,200	31%	10,386	12%
Guilford	59,100	21%	4,714	8%
Milo	63,300	23%	9,885	16%
Remainder of County	69,330	25%	18,044	26%

Source: Locally Coordinated Transit Plan FY 2013-2017 for Penquis, Municipal Ride Report for FY 2012 for Penquis, and TCRP Report 161.

The table above shows that Penquis met 16% of the county’s estimated transit need, which is below the baseline service figure of 20%. 75% of the county’s transit need can be found in three communities: Dover-Foxcroft, Guilford and Milo. In all three communities, the trips provided by Penquis fell below the baseline service figure of 20%, but in the remainder of the county, Penquis provided trips equivalent to 26% of the estimated transit need.

Estimating General Public Demand

Estimating overall trip needs is important because it includes the travel needs of the general public as well as people being served by various social service programs such as the MaineCare non-emergency medical transportation. It also provides a starting point for determining the number of trips in a given area as a percentage of the overall need and from that, whether additional trips are needed to meet an overall baseline service goal of 20% (trips as a percentage of overall need).

However, for the purposes of long-range transit planning to meet the needs of the general public, it's important to ask "how much transit will the public use in rural/non-urban areas?" TCRP Report 161 has a formula for estimating general public transit demand in rural areas:

Trips / year =

- 2.2 x the population 60 and over
- + 5.21 x the mobility limited population 18-64
- + 1.52 x the number of residents in households with no vehicles

The data sources for use in the formula are derived from the American Community Survey, 2008-2012 five-year estimates, Locally Coordinated Transit Plans for the various providers, and provider municipal ride reports.

The formula is intended to apply to rural/non-urban areas. As shown in the table below, Penquis and Cyr Bus met 4% of general public demand in the rural portion of Penobscot County, while Penquis met 24% of the general public demand in Piscataquis County. Other counties are shown for comparison purposes.

**County Summary of General Public Transit Demand
and Trips Provided FY 2012**

County	Annual General Public Need	General Public Trips Provided	Trips Provided as a % of General Public Demand
Penobscot (rural only)³	61,543	2,355	4%
Piscataquis	15,353	3,618	24%
Androscoggin (rural only) ¹	27,886	746	3%
Aroostook	60,716	50,360	83%
Cumberland (rural only) ²	60,131	6,456	11%
Franklin	22,360	3,434	15%
Hancock	41,227	62,412	151%
Kennebec	47,024	65,416	139%
Knox	31,294	2,953 ⁵	9%
Lincoln	28,070	1,887 ⁵	7%
Oxford	43,744	2,925	7%
Sagadahoc	24,691	15,794 ⁵	64%
Somerset	40,504	611	2%
Waldo	28,670	10,328	36%
Washington	28,305	9,491	34%
York (rural only) ⁴	97,019	71,133	73%
Total, Maine	658,537	431,314	65%

Sources: American Community Survey 5-Year Estimates Table B08201, TCRP Report 161, Locally Coordinated Transit Plans for all transit providers receiving MaineDOT financial support, municipal ride reports, transit providers.

¹Exclusive of Citylink service area (Lewiston/Auburn)

²Exclusive of METRO service area (Portland, Westbrook, Falmouth) and South Portland Bus Service jurisdiction

³Exclusive of Community Connector service area (Bangor, Brewer, Hampden, Old Town, Orono, Veazie)

⁴Exclusive of ShuttleBus service area (Biddeford, Saco, Old Orchard Beach)

⁵Coastal Trans general public trips were estimated using total general public trips time ratios of county trips to total trips in CTI service area

Overview of the Elderly Population

The tables below provide an overview of the elderly population in Penobscot and Piscataquis Counties as well as the rest of Maine. As shown in the first table, the elderly population in Penobscot County was 14.5% of the County's total population, and in Piscataquis County, it was 20.3% of the County's total population. The second table shows that between 2015 and 2025 the population of people 65 and older is expected to see an increase of 8,039 people (31.4%) in Penobscot County and 936 people (22.3%) in Piscataquis County. The overall state increase is expected to be 31%.

Distribution of Maine's Elderly Population 2010

County	Population	# 65 +	% of County	% of State	Median Age
Penobscot	153,923	22,253	14.5	10.5	39.9
Piscataquis	17,535	3,564	20.3	1.7	48.1
Androscoggin	107,702	15,184	14.1	7.2	39.8
Aroostook	71,870	13,651	19.0	6.5	45.3
Cumberland	281,674	40,157	14.3	19.0	41
Franklin	30,768	5,160	16.8	2.4	43.4
Hancock	54,418	9,937	18.3	4.7	46.3
Kennebec	122,151	18,960	15.5	9.0	42.8
Knox	39,736	7,594	19.1	3.6	46.2
Lincoln	34,457	7,393	21.5	3.5	48.1
Oxford	57,833	9,843	17.0	4.7	44.6
Sagadahoc	35,293	5,788	16.4	2.7	44.1
Somerset	52,228	8,537	16.3	4.0	43.6
Waldo	38,786	6,280	16.2	3.0	44.1
Washington	32,856	6,426	19.6	3.0	46.1
York	197,131	30,353	15.4	14.4	43
Maine	1,328,361	211,080	15.9	100	42.7

Source: U.S. Census 2010.

Growth of Maine's Elderly Population 2015 to 2025

County	Population In 2010	Population In 2015	Population In 2025	# Change 2015-2025	% Change 2015-2025
Penobscot	22,253	25,635	33,674	8,039	31.4%
Piscataquis	3,564	4,194	5,130	936	22.3%
Androscoggin	15,184	17,322	22,169	4,847	28.0%
Aroostook	13,651	15,371	18,599	3,228	21.0%
Cumberland	40,157	47,635	65,838	18,203	38.2%
Franklin	5,160	6,015	7,765	1,750	29.1%
Hancock	9,937	11,835	14,970	3,135	26.5%
Kennebec	18,960	21,939	28,645	6,706	30.6%
Knox	7,594	9,069	11,765	2,696	29.7%
Lincoln	7,393	8,877	10,844	1,967	22.2%
Oxford	9,843	11,204	14,417	3,213	28.7%
Sagadahoc	5,788	7,019	9,406	2,387	34.0%
Somerset	8,537	10,025	12,842	2,817	28.1%
Waldo	6,280	7,868	10,409	2,541	32.3%
Washington	6,426	7,489	9,019	1,530	20.4%
York	30,353	36,860	50,832	13,972	38.0%
Maine	211,080	248,358	326,320	77,962	31.0%

Sources: U.S. Census 2010 and Maine Office of Policy and Management

Regional Public and Private Transportation Providers

Public Transportation Providers

Penquis Community Action Program, The Lynx.

The Community Connector

Private Transportation Providers

Bus Companies

Concord Trailways, 1039 Union Street, Bangor, 945-4000

Greyhound, 530 Coldbrook Rd., Hermon (Dysart's), 945-3000

Concord Trailways Airport Shuttle, 1039 Union Street, Bangor, 942-8686

First Student, Hampden, 862-2054; 2841 Bennoch Road, Alton, 394-3286

Greyhound Bus Lines/Vermont Transit, 158 Main Street, Bangor, 945-3000

John T. Cyr & Sons, Old Town, 827-2335, provides a variety of services including inter-city bus service between Bangor and Limestone.

Street RW & Sanborn HM Old Town, 827-7117

Charter Service

Bayles Tours and Charter Bus Service, 399 W. Old Town Rd., Old Town, 827-4049
John T. Cyr & Sons, Old Town, 827-2335

Taxi Service

5.0 Taxi, 750 Coldbrook Rd., Hermon, 356-4650
A. Bragdon Taxi Service, 1 Main St., Bangor, 945-5200
ABC Taxi, 750-1 Coldbrook Rd., Hermon, 659-4455
Airport/MS Taxi, 18 Bomarc Road, Bangor, 947-8294
AM Taxi, 11 Whitetail Rd., Brewer, 944-9393
B & J Taxi, 11 Bomarc Road, Bangor, 745-0940
B & W Taxi, PO Box 980, Milford, 949-4373
Bangor Airport Taxi, 470 Main Rd., South, Hampden, 852-0448
Big MT Cab, 55 Iron Bridge Road, Millinocket, 723-2000
Brad's Cab, 4 Lemon Street, Bangor, 941-9695
Bragdon Taxi, 215 Larrabee Farm Rd., Dover-Foxcroft, 945-5200
Bull Moose Taxi, 95 Knox St., Millinocket, 447-0079
Campus Taxi, 47 Hilliard St., Old Town, 907-6453
Checker Cab, 28 Bomarc Road, Bangor, 942-5581
Checker Taxi, 490 Broadway, Bangor, 942-5581
Dexter Taxi & Delivery, 3 Albert St., Milo, 943-6001
Dick's Taxi, 547 Hammond Street #C, Bangor, 942-6403
Dick's Taxi, 48 Liberty Drive, Hermon, 947-2566
E. Corinth Taxi & Delivery, 3 Albert St., 943-6001
Don's Taxi Service, 17 Aspen St., Bangor, 478-5953
Harold's Taxi, 28 Bomarc Road, Bangor, Maine, 942-8752
Hermon Taxi, 2858 Route 2, Hermon, 356-4650
K & M Cab, 18 Bomarc Rd., Bangor, 951-5262
Lincoln Taxi & Delivery, 879 Greenfield Rd., Greenbush, 943-6001
Marty's Old Town Taxi, 879 Greenfield Rd., Greenbush, 356-7998
Milo Taxi and Delivery, Milo, 943-6001
Mr. J's Taxi of Newport, PO Box 29, Newport, 924-3533
Mr. J's Taxi of Dexter, 270-0011
Mr. J's Taxi of Skowhegan, 431-0059
My Taxi, PO Box 147 Levant, 659-1144
Old Town Taxi, 434 and 705 Stillwater Avenue, Old Town, 827-8800, 827-8801
Rickshaw Taxi Service, Coldbrook Rd., Hermon 862-8094
Sandy's Taxi, Stillwater Ave., Bangor, 356-8900
Town Taxi, 28 Bomarc Road, Bangor, 945-5671
Town Taxi, 55 Iron Bridge Road, Millinocket, 723-2000
Yellow Cab Company, 28 Bomarc Road, Bangor, 945-6441
Your Taxi, 1337 Hammond St., Lot 7, Bangor, 659-1570

Accessible Taxis

Milo Taxi and Delivery, Milo, 943-6001

Wheelchair Van Service

Meridian, 931 Union Street, Bangor, 262-3115

Van Service

Bee Line, Exeter, 570-7676 (provides service only for Penquis CAP)

Other Services

Veterans Administration Transportation Program. The Veterans Administration operates a transportation program utilizing vans and volunteer drivers to transport veterans from around the state to Togus Hospital in Augusta. 207-623-5725.

Potential Transportation Providers. In 2014, MaineDOT sent a transportation survey to assisted living facilities, service organizations, volunteer groups and others, requesting information about their transportation services. Several survey respondents in this region indicated a conditional interest in providing transportation to the general public. Contact MaineDOT for information about these survey respondents.

Providers Seeking Section 5311 and/or State Assistance

The Lynx (Penquis) and the John T. Cyr Co. are seeking Section 5311 assistance and/or state assistance to rural areas. Community Connector (City of Bangor), which provides fixed route service to the Bangor/Brewer area, is seeking Section 5307 assistance.

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 Locally Coordinated 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 describe, below;
- Organize statewide public participation forums, known as Regional Plan Advisory Committees (RPACs) to collaborate on existing and future transit needs as 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.

Existing Coordination Efforts in Penobscot and Piscataquis Counties

Penquis has worked closely for many years with social service agencies, service providers and others to ensure that its limited resources are used as efficiently as possible. The following paragraphs contain a brief summary of those coordination efforts. In FY 12, 82% of total revenues received were derived from MaineCare funds. Consequently, Penquis relied 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 Penquis to access medical care, groceries and other basic living needs including elderly, individuals with disabilities and low income individuals who have marginal incomes and who do not qualify for any local, state or federal assistance programs. The importance of using a variety of funding sources as reflected in the chart provide the region with an affordable, integrated and comprehensive transit service. Moreover, the ability to leverage a variety of funding sources, instead of relying on a single source of revenue, is critical to support the current level of service or the expected demand for more services. The paragraphs following the chart provide an overview of some of Penquis' coordination efforts.

Penquis maintains regular contact with various agencies, as well as other providers, in an effort to provide transportation services in a cost-effective manner to those who need it. Coordination of services occurs at all levels of planning and implementation at Penquis 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. Penquis dispatchers, in particular, are responsible for ensuring eligibility of services as well as appropriate mode of service. Dispatchers take incoming calls from a variety of individuals seeking transportation, including the general public, individuals with disabilities, low-income and the elderly.

Transit Summit Meeting

The Maine Department of Transportation, Penquis CAP and the Community Connector solicited widespread input in the development of the locally coordinated plan using a Regional Plan Transit Summit Meeting held on November 12, 2013 at the Bangor Parks and Recreation Senior Center in Bangor. An extensive list of interested parties 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.

The notices included the purpose of the Transit Summit Meeting as follows:

- Evaluate current transit services and mobility management efforts for:
 - Low income individuals
 - Elderly individuals
 - Individuals with disabilities
 - General public

- Evaluate and prioritize future transit projects as identified by the transit provider; (a list of the projects were provided with the invitation).

- Collect information on coordination efforts.

An opportunity was provided for attendees to identify needs and propose additional strategies and projects for the region.

The response from the meeting was comprehensive and participants specifically expressed the need for additional service in outlying communities including evaluating the need for flex service from rural towns into Bangor, evening service in Bangor, continued service from Bangor to Northern Maine communities and fleet upgrades.

For a summary of the results of the Transit Summit, please refer to the Locally Coordinated Transit Plans for Penquis, Community Connector, and Cyr Bus Line.

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.

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.

Interagency Transportation Coordinating Committee

The 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 (now called the Locally Coordinated Transit Plan, LCP), 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 LCP 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 LCP 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.

Periodic Review of Service

Overview

MaineDOT through its contract agreements with Penquis has identified performance measures and ridership reporting requirements to analyze transit services in the region. Region 3 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 LCP.

Locally Established Criteria

Penquis has generally utilized the following criteria in making service/provider decisions:

- (1) Geographic Coverage - Do the services, as a whole, generally cover the entire planning area? Are there portions of the planning area that are left unserved by public transportation? Do services relate to population distribution?
- (2) Public Purpose - Is the service clearly not charter, sightseeing or exclusive school bus service? Where service is designed to maximize usage by transportation dependent persons, is the general public afforded equal opportunity to utilize the service?
- (3) Multiple Purpose - Do the services, as a whole, provide for the range of purposes anticipated in the law: health care, shopping, education, employment, public services and recreation?

- (4) Lack of Other Resources - Is Section 5311 money a funding source of last resort? Does the particular target population have other resources or programs that could provide service?
- (5) Non-duplication of Services - Is the proposed service already being provided through private transportation or another source of public transportation?
- (6) Net Cost - Given the potential for revenues, and the projected operating expenses, what is the net cost per vehicle mile and passenger mile, for the proposed service?
- (7) Load Factors - Given deadhead miles and projected ridership, what are the projected load factors, or passengers per vehicle mile, for the proposed service?
- (8) If new or additional service is needed, Penquis will provide opportunities for other providers to be included.

Penquis anticipates that these criteria will continue to be used to meet the transportation needs of Region 3.

Methodology for True Cost Comparison

Requests to participate in service provision by private operators are encouraged and will be implemented if advantageous in terms of cost, efficiency and effectiveness when compared to present providers.

The procedure shall be as follows:

- (1) Request of proposal to provide service.
- (2) Utilize completely allocated costs.
- (3) Evaluation of proposal on basis of:
 - (a) Cost (allowing for 10% profit); and
 - (b) Equipment condition (compliance with 504 laws) and preventive maintenance.
- (4) Approval of subcontract by Penquis Board of Directors and Maine Department of Transportation.

Complaints from Private Operators

There have been no complaints from private operators to Penquis either during the planning process or during the previous service year.

Americans with Disabilities Act Plans

Penquis, Community Connector and Cyr Bus Line are in compliance with the "Non Discrimination on the Basis of Handicap" in Financial Assistance Programs in accordance with CFR Parts 27 and 609, Federal Register, May 23, 1986. All three agencies have taken steps to ensure access to transportation services by elderly persons and persons with disabilities. Vehicles of all three agencies are accessible as required.

Penquis ensures access to transportation services by elderly persons and persons with disabilities. Penquis' fleet includes vehicles which are equipped with wheelchair lifts. Penquis uses a lift-equipped vehicle whenever there is a need for one. Community Connector's buses are ADA compliant. Cyr Bus Line has one bus that it uses on its subsidized route, and has another, older bus that is used as a back-up. These buses are ADA compliant.