

**Penquis CAP, Inc.**  
**Lynx Mobility Services**

**Contact Information**

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**Service Summary**

Service area:	Penobscot and Piscataquis Counties
Type of service:	Demand response, contract service

**Lynx Mobility Services**

**Town service on agency vehicles.** Services to the general public are provided with agency vehicles. Scheduled service is available to residents of every town within Penobscot and Piscataquis County at least one day each week. Some communities receive 3+ days per week service due to higher demand. Riders are able to access a variety of businesses for shopping purposes such as hardware and grocery stores, restaurants, nursing homes, hospitals and other medical facilities. Riders pay a fare each way based upon the distance traveled. Trips must be reserved in advance. Most of the general public trips are provided on agency vehicles but general public riders occasionally share a ride with another passenger funded by MaineCare or another funding source in a volunteer’s private automobile.

**Local shuttle service.** In addition to scheduled services that are available to all residents, local shuttle services are developed with local funding support and are open to residents of these communities for shopping, medical and other purposes one (1) day per week. Newport currently provides such a service.

**Expanded ADA** (remote areas of fixed route service). The Lynx also provides service to people with disabilities who live beyond the ¾ mile of the fixed route system. This service is provided five days per week between the hours of 7:00 a.m. and 5:00 p.m., (closed on Holidays). With this service all types of vendors, merchants, etc. are available to these riders. This service is funded in part by MaineDOT.

**Veterans Transportation – Piscataquis County.** The Lynx provides transportation to veterans in Piscataquis County who need to travel to Togus, Lincoln, or Bangor for medical treatment. This service is funded by a grant from the Veterans Administration.

**Other.** Using grants from several sources, The Lynx provides transportation for cancer treatment as well as transportation for seniors. On days public service is regularly scheduled, The Lynx may provide short rides for various groups to destinations within the region. For example, The Lynx may transport residents of a nursing home on a brief outing.

## DHHS sponsored service

- **Low income.** Based on proof of monthly income, customers may be eligible for Penquis' low income program. This program provides for transportation to grocery stores and medical appointments if the person is not receiving MaineCare assistance. An application process must be completed and proof of income must be verified.
- **Children and families.** Based on referral from a DHHS caseworker, transportation is provided to a variety of services not covered by MaineCare including supervised visitation.
- **MaineCare.** Based on eligibility and approved services, Penquis provides transportation to medically related appointments.

## Summary of Services Changes

Penquis serves as the MaineCare broker in regions 3 and 4, while Lynx Mobility Services, a division of Penquis, serves as a transportation provider in Region 3. Lynx Mobility Services (Lynx) has increased its services to the general public.

- **General public service.** In September 2016, Lynx modified and expanded general public services to meet community needs (see discussion under Accomplishments, Community Outreach, below).
- **Penobscot Veterans.** Lynx applied for and received Section 5311 funding to address service gaps including services to the general public, to people with chronic illness, low-income, and to Veterans in Penobscot County. The Veterans and low-income service project provides rides for customers for any purpose.
- **Newport Ride.** The municipality pays the fare for all residents one day per week.
- **Cancer.** Transportation is now available through two separate grants for individuals in need of diagnostic services or treatment for breast cancer, as well as individuals with a cancer diagnosis.
- **Senior transportation.** Transportation is available through two separate grants for seniors over age 60 who are in need of transit for any purpose.

## Summary of Accomplishments

- **Grants to help fill gaps.** Lynx has received several grants to help fill gaps in service. These grants under the FTA 5311 program, as well as from the John T. Gorman Foundation, Maine Community Foundation, and Maine Cancer Foundation.
- **Community outreach.** Lynx met with a variety of groups and individuals to explain its services including people in senior centers, groups variously described as "thriving in place" organizations as described under Coordination/Outreach, the Division of Vocational Rehabilitation in Bangor, and case workers at St. Joseph's Hospital, to name a few.

- **CTAA recognition.** Was named the 2018 Rural Transit System by Community Transportation Association of America (CTAA).
- **Customer follow-up.** Lynx staff follows up with customers who raise concerns or issues. Many customers use this opportunity to express their gratitude for the Lynx’s vehicle operators, who often go above and beyond their driving responsibilities. The following are just a few examples of vehicle operators going the extra mile:
  - When two sisters utilizing Lynx told the operator that their dad was upset and depressed because their well had run dry and they had no water, the operator reported the situation to the Lynx Director, who reached out to Penquis Housing and Energy Services. Because of the concerns raised by the operator, the customer now has a new well.
  - A vehicle operator informed the Lynx Director and Operations Manager about a customer with no food and no power during one of this winter’s many storms. The Lynx Director and Manager reached out to the customer, checking on her well-being and bringing her food to get her through the next few days.
  - A vehicle operator was dropping off an individual in a wheelchair and noticed the driveway was not shoveled out. The operator found a shovel and shoveled the driveway so the wheelchair could get in.

## Future Priorities

1. Upgrade the fleet
2. Recruit more volunteers
3. Increase availability in rural towns
4. Continue level of service with brokerage system

## Plans and Studies

Lynx is in the early stages of analyzing the need for a fixed route service in the Dover-Foxcroft area.

Lynx receives feedback from customers through biannual surveys distributed to the majority of its customers. Surveys include the following questions:

- Were your drivers on time?
- Did the driver operate the vehicle in a safe and lawful manner?
- Were the drivers helpful and polite?
- How can we serve you better?

Lynx uses a Results Based Accountability (RBA) approach to meeting the community’s transportation’s needs. RBA uses data to drive the development and evaluation of solutions to society’s most pressing problems. As a result of adopting this approach, Lynx has increased the information it collects from new customers at intake and expanded its analysis of service data to better identify transportation barriers

and needs. All strategies are developed in response to community and service data, and these strategies are evaluated and modified on an ongoing basis.

## Ridership

Ridership has been increasing in most areas, but there is no known change in the composition of riders other than a reduction of MaineCare riders in 2013 and 2014 when the brokerage system was implemented.

<b>Lynx Mobility Services Demand Response Trips</b>					
	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>FY2016</b>	<b>FY 2017</b>
General Public/New Freedom	5,218	7,313	10,530	14,163	14,989
Other Service Contracts/Grants	3,589	5,184	5,400	8,425	11,872
Paratransit	18,981	34,454	20,025	16,425	7,039
Maine Care	337,768	15,310	13,909	18,658	20,517
DHHS Other	21,280	25,200	30,321	29,053	28,128
<b>Total</b>	<b>386,836</b>	<b>76,461</b>	<b>80,185</b>	<b>86,724</b>	<b>82,545</b>

## Fares

<b>Fare</b>	General public transit service: \$0.50 to \$7.00, depending on distance as set forth in schedule New Freedom \$2.50 per one-way trip  MaineCare, DHHS service, other general public services, other social service transportation: no fare
<b>Exact Fare Required?</b>	no, drivers can make change
<b>Electronic Fare?</b>	no
<b>Senior/disabled Half fare available?</b>	no
<b>Senior/disabled half fare pass required?</b>	n/a
<b>Other discounts?</b>	no
<b>Multi-ride prepayment?</b>	no
<b>Monthly pass prepayment?</b>	no
<b>Passes available from:</b>	n/a

## Buses/Facilities

Lynx has a fleet of 21 agency vehicles, all lift equipped, enabling individuals using mobility devices to access them. Lynx agency vehicle drivers are trained in Passenger Assistance Safety and Sensitivity (PASS) and the fleet is mechanically sound. All Lynx staff members are trained in assisting individuals in navigating transit services.

Lynx has a vehicle maintenance contract with Rawcliffe’s Service Center on Main Street in Hampden. Each bus driver is responsible for maintaining the cleanliness of his or her vehicle.

## **Agency Volunteers**

As of this writing, Lynx Mobility Services has approximately 185 volunteers, although the number varies over time. Penquis has a volunteer coordinator who recruits volunteers at job fairs, by word of mouth, and by radio interviews.

## **Volunteer-Based Transportation Groups**

There are very few volunteer-based transportation groups in Region 3. Transportation for All is a group of bus riders, clergy, bus drivers, and supporters working for a strong bus system in the Greater Bangor area. The organization is working to expand Community Connector’s hours into the evening and on weekends, as well as the purchase of additional kneeling buses. Lynx does not work directly with this group on Lynx services, but hopes to in the future.

## **Coordination/Outreach/Partnerships/Unmet Needs**

As a provider of transportation for cancer treatment and support services, Lynx was invited to participate in the Maine Cancer Transportation Task Force. Lynx is collaborating with other task force members and transportation providers in Maine to develop a resource guide to inform patients with cancer on transportation options throughout the state.

Lynx is a member of two aging in place collaborates: the Thriving in Place Piscataquis County initiative and the MOOV (Milford, Orono, Old Town, and Veazie) Penobscot County Thriving in Place initiative. In collaboration with other Thriving in Place partners, including Eastern Area Agency on Aging, Charlotte White Center, Community Health and Counseling, UMaine Center on Aging, UMaine Center for Community Inclusion & Disability Services, and Mayo Hospital, Lynx helps area seniors to maintain their health and independence. Lynx is also part of the Bangor Livable Communities steering committee, which includes representatives from the City of Bangor, Eastern Area Agency on Aging, Community Connector, and Transportation for All. Transportation is one of the eight domains for a livable community. Lynx, as the regional provider, is an essential partner in this initiative.

Among Lynx’s many partnerships are organizations dedicated to improving the health and well-being of the populations they serve. The following are just a few collaborators working with the Lynx: Cancer Care of Maine, Federal Veterans Administration, VA clinics in Bangor and Lincoln, Division for the Blind, Alpha One, Maine Cancer Foundation, and Penobscot Community Health Care.

## **Innovations/Creative Approaches**

**Transit rider assistance.** Using public transportation can be scary, especially for seniors and individuals with a disability, who may wonder, “Will they come back for me?” or “Will I be safe?” With this in mind, in the summer of 2016, Lynx Mobility Services staff streamlined its intake process and began providing assistance on-site at low-income senior housing complexes and other places where transit-dependent individuals gather. Utilizing this process, staff lets customers know that, once in the system, all they have

to do is call and Lynx staff will know the service they are requesting and for which they are eligible, alleviating some of the stress and worry about what type of transportation service they should ask for or whether or not they qualify. This process also helps individuals to get to know the names and faces of Lynx staff members, reducing the trepidation some people may feel when calling someplace new.

Lynx utilized this process to promote its general public transportation to residents of the Thayer Parkway and Pleasant Park housing complexes in rural Piscataquis County. Two trips were promoted: one trip was for ice cream at a local restaurant and the other was a trip to a museum. Both were very well attended by the general public and were reported at length in the local papers, as well as covered by the local TV station.

**Transportation presentations/route modifications.** By getting out into the communities served, Lynx staff hears first-hand from customers and providers what they feel are the biggest needs in the local communities. From February 1, 2016, to January 31, 2018, Lynx staff conducted 46 transportation presentations. A total of 618 individuals, customers, providers, and caregivers were in attendance. As a result of feedback received from these presentations, Lynx modified and expanded services to meet community needs. In September 2016, Lynx added or expanded 15 general public routes in response to requests. At a presentation for a health care facility in Lincoln, Maine, staff were informed that residents would like a general public option in Lincoln on Fridays. After analyzing the situation, it was determined that the request could be accommodated, and Lynx now offers general public services in the Lincoln area three days per week.

## Major Challenges

One of the major challenges is a lack of up-to-date technology. There are no cameras on buses, bus drivers have paper copies of manifests and volunteers have flip phones. Lynx Mobility Service is planning to install new software, provide tablets to agency drivers, and equip volunteers with smart phones.

## Public Participation Summary

1. Piscataquis County Expo. 10/2015: Lynx staff participated at the Feel Good Piscataquis County Expo in Monson. Lynx was available to explain all transit options.
2. Pine Tree Hospice. 10/2015: Transportation presentation for Pine Tree Hospice – Dover-Foxcroft.
3. AmeriCorps, medical. 1/2016: Transportation presentations for AmeriCorps Volunteers, Dover Family Medicine, Corinth Family Practice.
4. Families and Children Together. 2/2016: Transportation presentation for Families and Children Together.
5. Piscataquis towns. 2/2016: As part of Thriving in Place Piscataquis County, met with town managers of Dexter, Dover-Foxcroft, Monson and Greenville, explained all transit options.
6. Legislative outreach. 2/2016: Lynx Mobility hosted Senator Geoff Gratwick at the Penquis office to explain transit options and MTA Legislative Agenda.
7. Penobscot presentations. 3/2016: Transportation presentations for Penobscot County Thriving in Place, Veazie Village, and Bangor Kiwanis.
8. All About You Caregiver. 3/2016: Lynx staff attended the All About You Caregiver day. Staff was on hand to discuss transit options.
9. Piscataquis County Advisory Group. 4/2016: Lynx started a Piscataquis County Advisory Group. The group consists of individuals from the community and providers in the community.

10. Penobscot organizations. 4/2016: Transportation presentations for Thayer Parkway Low-Vision Group, Senior Wise Group from St. Joseph Hospital, Cancer Care of Maine, American Legion, Bangor Lion's Club, Crundel Commons Housing, Northside Housing and Ernest Manor Housing.
11. Girls Day Out, Bangor. 5/2016: Lynx manned a table at the Girls Day Out Fair in Bangor. Transit options were discussed and brochures handed out.
12. Division for the Blind, Pleasant Park Housing. 5/2016: Transportation presentations for the Division for the Blind, and Pleasant Park Housing.
13. General Public Trip, Dover-Foxcroft. 6/2016: Lynx Mobility hosted a General Public Trip in Dover-Foxcroft. This activity was covered by WABI-TV and the Piscataquis Observer newspaper.
14. Kiwanis, Thayer Parkway. 6/2016: Transportation presentations for Dover Kiwanis, and Thayer Parkway Housing.
15. Housing presentations. 7/2016: Transportation presentations for Sunbury Village Housing, and Dean Park Housing.
16. Milo Expo. 8/2016: Lynx staff participated at the Milo Feel Good Expo in Milo. Lynx staff was available to explain all transit options.
17. Penobscot towns. 9/2016: Transportation presentation for Milford, Orono, Old Town and Veazie Thriving in Place.
18. TV Presentation. 9/2016 WABI-TV spot on transportation.
19. Transit video. 9/2016: Created video from a New Freedom's customer/highlighted on Penquis Facebook and Penquis website.
20. Website visitors. In FY16 we had 16,217 visitors to our transportation website page.
21. Facebook likes. In FY16 we had approximately 5,880 likes on Penquis Facebook concerning transportation.
22. About us video. In FY16 we had the About Us video on our website; which includes transit.
23. Legislative listening tour. 10/2016: Marcia Larkin joined Speaker of the House of Representatives Mark Eves on his listening tour in Piscataquis County and shared Lynx transit resources.
24. Transit workshop.10/2016: Hosted the MaineDOT Region 3 Transit Workshop.
25. Newsletter story. 10/2016: New Freedom customer's story shared in the Penquis Post-customer newsletter.
26. General public trip in Milo. 10/2016: Lynx Mobility hosted a General Public Trip in Milo. This activity was covered by WABI-TV and the Piscataquis Observer newspaper.
27. Video update. 2/2017: Updated About Us Video 17.

### **2017 Educational Presentations**

1. Bickmore Housing Old Town, 1/9/2017
2. Lakeview Housing, Lincoln, 1/11/2017
3. Marsh Island Apartments, 1/12/2017
4. Division for the Blind, Bangor, 1/23/2017
5. Penobscot Terraces, Old Town, 1/25/2017
6. Roe Village, Hampden, 1/26/2017
7. Persistence Housing, Newburgh, 1/31/2017
8. Graham School Apartments, Veazie, 3/2/2017
9. Old Town/Orono Senior Group, Old Town, 3/22/2017
10. Bangor Veterans Clinic, Bangor, 3/23/2017
11. Division for the Blind, Bangor, 3,27,2017
12. PCHC/MEHAF, Bangor, 5/30/2017

13. Cancer Care of Maine, Brewer, 6/7/2017
14. Charlotte White Center, Dover-Foxcroft, 6/9/2017
15. Alpha One, Bangor, 6/19/2017
16. Coffee Talk, Dover-Foxcroft, 7/25/2017
17. PCHC-Care Managers, 9/27/2017
18. Sarah's House/cancer care, 10/28/2017
19. Millinocket Hospital/case managers, 12/1/2017
20. HES Staff/Penquis, 12/15/2017

### **2018 Educational Presentations**

1. Greenville Town Office, 1/26/2018
2. Acadia Hospital, 2/8/2018
3. TIP- Northern Penobscot, 2/13/2018
4. Greenville, 2/15/2018
5. Bangor VA Clinic, 2/15/2018
6. Pine Tree Hospice, care giver event, 3/3/2018
7. Penquis Penobscot Steering Committee, 3/6/2018
8. AARP Coffee Talk, Dover-Foxcroft, 3/27/2018
9. EAAA, Bangor, 4/4/2018
10. CPSN, Bangor, 4/10/2018
11. Division of Vocational Rehabilitation, 4/25/2018
12. St. Joseph Hospital-Caseworkers, Nurses-5/15/2018-11 people
13. Age-friendly Dexter-5/30/2018-45 people
14. Lincoln VA clinic-6/1/2018-3
15. Whoopee Pie Festival-6/23/2018-handed out brochures and spoke with individuals about transit-100 brochures handed out
16. Bangor Public Health-6/27/2018-28 people
17. First Baptist Church-Dexter-7/29/2018-10 people
18. New Hope Church-Dexter-7/29/2018-40 people
19. PCHC-directors-8/14/2008-4 people
20. FedCAP-8/24/2018-15 people
21. Senior Commons-Café group-Dover-8/29/2018-14 people
22. Miller Square housing coordinator-Bangor-9/11/2018-1 person