Western Maine Transportation Services, Inc.

Contact Information

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Service Summary

Service area: Androscoggin, Franklin and Oxford Counties, with service to the Town

of Brunswick in Cumberland County

Type of service: Fixed route, Commuter. Flex-route, Demand-response, contract

service, complementary ADA paratransit service to citylink bus service,

volunteer

Western Maine Transportation Services

- **citylink fixed route service.** Since October 1, 1997, WMTS has had a contract with the Lewiston-Auburn Transit Committee (LATC) to provide fixed route transit service (citylink) in Auburn and Lewiston. Information on citylink is included in the LATC locally coordinated plan.
- Paratransit services. This is also a contract service. In Lewiston/Auburn, WMTS provides curb-to-curb ADA paratransit service within a ¾ mile corridor around the citylink fixed routes to certified individuals who cannot use regular bus routes because of a disability. ADA rides must be scheduled the day before the ride is needed. Transportation is available to any location on a fixed route the rider wants to go in those communities within the set operational hours of citylink.
- **Lisbon Connection.** Lisbon Connection commuter service makes five daily runs between Lisbon Falls and Lewiston's Oak Street Bus Station, making stops at the Veterans' clinic upon request, with an accessible bus to accommodate persons with mobility challenges. This service is expected to expand to the Topsham/Brunswick area in the near future.
- Brunswick Explorer. WMTS operates the Brunswick Explorer, a year-round weekday flex-route service
 that operates in Brunswick, with bi-directional service along the route served by accessible buses to
 accommodate people with mobility challenges.
- Mountain Explorer. WMTS operates the Mountain Explorer, a flex-route, seasonal service that operates
 between Bethel Village and the Sunday River Ski Resort from the day after Christmas until the first
 weekend in April.
- Sugarloaf Explorer. WMTS operates the Sugarloaf Explorer, a flex-route, seasonal service that operates between Thanksgiving and mid-April. Service is provided to Carrabassett Valley with a focus on service to the Sugarloaf Mountain Ski Resort. The service includes regular stops at major lodging establishments, condominium complexes, area retailers, and restaurants. Additional service on the Sugarloaf Express

route is provided along Route 27 from Farmington to Sugarloaf Mountain, with stops in New Vineyard and Kingfield, one round trip daily during the operating season.

• Rural community service. WMTS provides a local service on a demand response basis five days per week to Norway/South Paris, Farmington/Wilton/Jay/Livermore Falls, and Rumford/Mexico. Franklin County helps support the service in Farmington/Wilton. Oxford County helps support the Norway/South Paris, and Rumford/Mexico services. WMTS also provides one round trip daily between Rumford/Mexico and the Oxford Hills area Tuesdays through Fridays. Presently, WMTS provides once a week round trip services between Rumford/Mexico, Farmington/Wilton, and Oxford Hills to Lewiston/Auburn, these services are expected to expand to daily service in the near future.

WMTS also offers transportation to approximately 66 communities during any given month. While some communities are beyond the reach or rider density to permit service by bus on a daily basis, many receive a minimum of one day of service per month like the bi-directional service between Farmington and Rangeley on the second Tuesday of each month. Major destination points for this service are from rural communities to service center areas.

United Way Community Rides. This United Way funded program requires riders to meet income
guidelines. Rides can be to medical appointments, for shopping, or general mobility. Community Rides
are available in Androscoggin, Oxford, and Franklin Counties because of funding provided by the United
Way. These funds are generally depleted prior to the end of the agreement.

DHHS sponsored service

- **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, WMTS provides transportation to medically related appointments when referred through the MaineCare Broker.
- **Low income**. Based on proof of monthly income, customers may be eligible for WMTS' low income program. This program provides for transportation to grocery stores and, if the ride is not covered under an insurance program, medical appointments. An application process must be completed and proof of income must be verified. There is limited financial support for this service.

Summary of Service Changes

- 1. System wide service changes. WMTS is moving forward with expansion of services and connecting services across our service area. WMTS assumed operation of the Brunswick Explorer in April 2016 and adding this service to WMTS' other services allows WMTS to provide service from the western mountains to the eastern coastline.
- 2. Brunswick Explorer. WMTS assumed operation of Brunswick Explorer on April 25, 2016. In less than a year of operation WMTS increased ridership by approximately 35%, by increased fleet dependability, expanded operating schedule, and increased overall reliability of the service. Brunswick Explorer ridership continued to increase over FY16, FY 17 and FY18. There is an 11% increase in ridership from FY17 to FY18.

- **3. Mountain Explorer.** Mountain Explorer increased ridership by 12.3% during the 2017 season over the 2016 season. WMTS plans to add commuter service (Mountain Express Routes) from Lewiston/Auburn and Rumford/Mexico for the 2018-2019 season.
- **4. Sugarloaf Express.** WMTS added the Sugarloaf Express commuter route to the seasonal Sugarloaf Explorer service. This was a once a day round trip between Farmington and Sugarloaf on Route 27 daily during the operating season. During the recently completed first season, ridership surpassed projected ridership from the WMTS recently completed feasibility study by more than 20%. WMTS plans to operate this route twice daily in future years. Overall the most recently completed year had the highest ridership since the 2013-2014 operating season with a 3.4% increase over the previous season.
- **5. Farmington/Rangeley service.** WMTS revived the Farmington to Rangeley service offering roundtrip service in both directions the second Tuesday of each month beginning in January. Ridership is meeting expectations.
- 6. Rumford/Mexico to Oxford Hills. WMTS implemented roundtrip service from the Rumford/Mexico area to the Oxford Hills area four days a week on Tuesdays, Wednesdays, and Thursdays at the beginning of April 2018. Initial ridership indicates potential. WMTS expects to expand to four days a week with an additional mid-day run on one day in October 2018.* Additional service was added and ridership has been robust, vehicle size is presently limiting the ridership.
- 7. Fedcap transportation. WMTS started working with Fedcap in the Norway/Paris/Oxford and Rumford/Mexico areas to provide employment transportation as needed for Fedcap clients. Fedcap Rehabilitation Services is a not-for-profit organization that provides vocational training and employment resources for those who face barriers to employment. Fedcap provides services formally provided by Aspire. WMTS is working closely with Fedcap to provide transportation options for persons in the Fedcap training programs and for persons entering or re-entering the workforce.
- **8. MaineCare transportation.** WMTS is providing some MaineCare transportation for the broker, but does not have a bus dedicated to MaineCare transportation. WMTS will transport a MaineCare client when that client can be placed on a bus with other WMTS passengers. Income from MaineCare Transportation was about \$225,000 during the past year, down from about \$1.2 million during the year just prior to implementation of the brokerage system.
- **9. Flex route service restoration.** WMTS stepped back from the "loop transit service" in the rural areas. WMTS has been making incremental progress toward returning flex-route service to the more densely populated rural service centers. Ability to hire additional driving personnel has been the biggest factor to being unable to revitalize this service. These services are on the scheduled to be implemented throughout the region by the end of FY 2019.
- 10. Commuter Service. WMTS expects to begin operating Commuter Service up to five times a day between Farmington/Wilton and Lewiston/Auburn with a connection in Livermore for the Rumford/Mexico area in January 2019 and Commuter Service between Lewiston/Auburn and Brunswick/Topsham in March 2019. One of the largest barriers to implementing this service is availability of appropriate vehicles to support the service.

^{*} These services are delayed for three to six months due to delays in receiving vehicles.

Summary of Accomplishments

- 1. Mobile data terminals and tablets. WMTS is implementing of Mobile Data Terminals (MDTs) and Tablets to increase efficiency, improve data collection accuracy, reduce redundancy in data entry, and improve communications between dispatch and drivers by providing drivers with electronic manifests for demand response services. WMTS has completed implementation of MDT's and is currently implementing the use of tablets in the fixed and flex route operations. By collecting data electronically, the provider not only reduces entry errors and redundancy, but is also able to offer electronically announced stops and in the near future the ability for passengers to locate their bus through "Where is my bus" applications. Additionally, the data collection simplifies and provides more accurate data for FTA/NTD reporting requirements.
- 2. Tablet use. WMTS is working with its dispatching and scheduling vendor to develop and implement the use of tablets in its fixed, flex, and future commuter services. WMTS expects to begin implementation of electronic data collection for these services during FY 2017. Tablets are presently being used on the Brunswick Explorer, Lisbon Connection, and citylink. They will be implemented on the seasonal services for the 2018-2019 operating season, and on the commuter routes as they are implemented.
- **3. Maintenance.** WMTS invested in maintenance staff training, vehicle maintenance equipment, and an overhaul of procedures and protocols to extend the useful life of most transit equipment vehicles by approximately 30%. WMTS employs a small but consistent and effective maintenance crew.
- 4. Transit feasibility study. WMTS secured funding through MaineDOT to undergo a feasibility study and planning process in 2017 that focused on expanding public transit to support employment and continuing education as well as being available to low-income, disabled and elderly riders. WMTS completed the feasibility study in August 2017. Since that time WMTS has been implementing some portions of the plan, having continued communication with stakeholders, developing and implementing funding strategies and moving toward implementation of daily service along Route 4 between Farmington and Lewiston/Auburn and the along Route 196 to the Topsham/Brunswick/Bath area. The transit feasibility study has been completed and we are now in the implementation phase, which is dependent on equipment availability.
- 5. LATC contract. WMTS was awarded new three-year contract for operation of LATC's citylink service and provision of ADA service for Lewiston & Auburn. WMTS continues to work closely with LATC to provide and improve the urban citylink service as it continues to develop routes that will be dependent on citylink's ability to manage additional demand. WMTS is working on a cost proposal for an additional year of this contract.
- 6. Veterans pilot study. WMTS worked with the Maine Department of Transportation to develop a pilot program for transporting veterans in Region 7, to be administered by WMTS. The pilot program was developed as part of a study resolve report submitted by MaineDOT to the Maine Legislature in 2018. Under the terms of the Pilot Program, it would be designed and administered so as to not duplicate public transit services that already exist, but would utilize those services and supplement the services to fill gaps. The 128th Maine State Legislature did not fund this pilot program, but it is anticipated it may be re-introduced in the next legislative session.

Future Priorities

- 1. Commuter service. Commuter services between Lewiston-Auburn and Farmington/Wilton, Lewiston-Auburn and Brunswick/Bath, between Rumford/Mexico and Lewiston/Auburn and between Oxford Hills and Rumford/Mexico.
- **2. Facilities.** WMTS' service expansions are increasing the need to expand our maintenance facilities to keep pace with the expanding fleet size. The present facility does not allow for additional maintenance personnel to perform preventative maintenance and necessary repairs in a safe and efficient manner. The addition of a third drive through maintenance bay and a wash bay is needed to adequately meet the maintenance of the WMTS owned and operated fleet.
- **3. New buses.** More than 88% of the WMTS bus fleet is beyond the useful life by FTA standards. Maintaining old equipment is expensive, time consuming and interferes with scheduled maintenance being done in a timely manner.
- **4. Covered parking.** Part of the maintenance facility expansion project is to create a parking area that will be able to house passenger vehicles under cover to reduce pre-trip time particularly in inclement weather and increase safety for our operators.
- 5. Implementing Expanded ADA service in Lewiston/Auburn. The citylink and ADA services do not adequately serve the Lewiston/Auburn communities Transit services for elderly and disabled are need for individuals living outside the citylink and ADA corridor to access life sustaining appointments, shopping and employment opportunities.
- **6. Coordinated system.** Implementing the results of the WMTS Transit Feasibility Study to create a coordinated regional transit system that will benefit the general public.
- **7. Technology.** An investment in technology to refine data collection methods to facilitate more accurate reporting to MDOT, FTA/NTD and other entities that require trip/passenger data from WMTS, improved fare collection and payment systems, and implementation of ride locator applications.
- **8. Website redesign, rebranding, and marketing efforts.** WMTS needs to change the image of public transit in the area we serve. Many believe our services are only for persons with special needs, which is not the case. By rebranding, will help to educate the rural population about public transit.

Plans and Studies

- **1. Transit study.** In August 2017, WMTS completed a transit study funded by MaineDOT aimed at developing options that:
 - Optimize rural-urban and interregional connections
 - Foster economic development
 - Increase access to employment and education
 - Build on the success of the current services
 - Use appropriate service types/vehicles to match demand
 - Are economically feasible and sustainable

WMTS is implementing recommendations from the study as time and funding allows. In the rural service centers, WMTS will begin to move from a demand-response to a flex route service. The newly designed flex route services will be more cost effective and serve larger groups of people with common destinations.

Ridership

- 1. More general public riders. A greater percentage of the ridership consists of general public riders. 194 unique riders utilize demand response services from Franklin County and 265 unique riders from Oxford County.
- **2. Changing demographics.** WMTS is receiving more requests for employment transportation and an increase in younger riders.
- **3. Ridership promotional efforts.** WMTS does not currently have a full-time employee dedicated to promoting ridership. This, among passenger training and ride coordination may be the job of a mobility manager which WMTS hopes to hire in the near future.
- **4. Surveys.** Most of the survey work has been in the form of DHHS customer satisfaction surveys.

WMTS Explorer Services General Public Flex Route Trips							
	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017		
Mountain Explorer (seasonal)	23,725	16,818	15,570	19,219	21,909		
Sugarloaf Explorer (seasonal)	149,862	134,989	128,181	113,225	114,493		
Brunswick Explorer (year-round)	N/A	N/A	N/A	7,540	20,731*		
Total	173,587	151,807	143,751	139,984	163,647*		

^{*} this includes 6,541 Lisbon Connection trips previously reported under demand response.

WMTS Demand Response Trips						
	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	
General Public	6,964	8,304	13,277	15,649	10,564	
ADA (by contract with LATC using WMTS equipment)	10,271	10,316	8,140	12,594	14,273	
MaineCare	76,534	101,426	93,413	69,344	60,219	
DHHS Other	4,398	2,084	1,290	1,538	1,178	
Other- CDS, Contracts, etc.	3,227	5,560	5,004	6,187	4,052	
Total	101,423	128,186	121,285	105,508	90,286	

Fares

WMTS is in the process of reviewing our fare structure to make flex routes more appealing than demand response and to as much as possible standardize fares across the system.

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Fare	Brunswick Explorer: \$1.00; \$3.00 all day
Fare	Lisbon Connection: \$1.50
	Rural Community Service: 0-25 miles \$3.00; 26-50 miles \$6.00; 51+miles \$7.50
	Mountain Explorer: No
	Mountain Express: One-way Mexico and Sunday River \$2.00; Lewiston/Auburn to Sunday River \$5.00; Oxford Hills to Sunday River \$3.00; West Paris to Sunday River \$2.00
	Sugarloaf Explorer: No
	Sugarloaf Express: One-way Farmington to Sugarloaf \$3.00; Kingfield/New Vineyard to Sunday River \$2.00; Eustis to Sugarloaf \$2.00
	Transfers between routes with ticket – Free between Lisbon Connection and citylink
Exact Fare Required?	Yes
Electronic Fare?	No
Senior/disabled Half fare	Brunswick Explorer: No
available?	Lisbon Connection: \$0.75
	Rural Community Service: 0-25 miles \$1.50; 26-50 miles \$3.00; 51+miles \$3.75
	Mountain Express: No
	Sugarloaf Express: No
Senior/disabled half fare pass	No
required?	
Other discounts?	Brunswick Explorer: 12-ride ticket \$10; monthly pass \$30; senior/disabled monthly pass \$20; youth monthly pass \$15 Mountain Explorer: for \$2.00 ticket – 10 rides for \$15 for \$3.00 ticket – 10 rides for \$25; for \$5.00 ticket – 10 rides for \$40 Sugarloaf Express: for \$2.00 ticket - 10 rides for \$15; for \$3.00 ticket – 10 rides for \$25
Multi-ride prepayment?	Yes
Monthly pass prepayment?	Yes
Passes available from:	WMTS office, Brunswick Explorer office, Mountain Express drivers,
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Buses/Facilities

- 1. Maintenance. Buses are maintained at WMTS' building. WMTS does most of its own maintenance, including some engine rebuilding. Presently the size of our maintenance facility does not support the size of our fleet effectively and it does not allow for consistent vehicle washing without interrupting maintenance activities.
- **2. Bethel Station.** Bethel Station serves a dual purpose. The Bethel Chamber of Commerce operates out of the building, and WMTS staff use the facility as office space for Mountain Explorer staff.
- **3. Transit stops.** (WMTS plans to work with GoMaine on analyzing transit stops and needs.) WMTS will be implementing and promoting more bus stops throughout the service area as more flex and commuter routes come on line. WMTS will work with GoMaine, Concord Coach, and Greyhound to be sure stops are relevant.
- **4. Condition.** Overall, buses are in fair to poor condition. There are nine Explorer buses that need replacement, as well as two that are based at WMTS. WMTS is on track with its capital replacement plan. WMTS has a new bus on Lisbon Connection, however 88% of the WMTS fleet is beyond the useful life of the vehicle class by years, miles or both.
- **5. Cleanliness.** The buses are kept reasonably clean. Drivers are responsible for cleaning the inside of their buses. WMTS is has plans for the addition of one more drive-through service bay and a wash bay, which would improve appearance and customer satisfaction with our vehicles as well as assist in maintenance of the vehicles.

Agency Volunteers

WMTS has four volunteers as of May 2018. As unemployment goes down, so does the number of volunteers available. WMTS does not aggressively compete for volunteer drivers and is partnering with Community Concepts to serve persons needing volunteer drivers

Volunteer-Based Transportation Groups

WMTS coordinates its services with several volunteer groups including Neighbor to Neighbor, serving the Bethel area, and People Plus, serving Brunswick, Harpswell, and Topsham. Additionally, WMTS serves as a resource for the Rangeley Health and Wellness program.

Coordination/Outreach/Partnerships/Unmet Needs

WMTS works closely with Community Concepts to make best use of resources to provide transportation to the region. WMTS also works with the Lewiston-Auburn Transit Committee (LATC), as well as advisory groups overseeing its other services. WMTS provides parking for Concord Coach buses at the WMTS facility, and is working with Concord Coach to make better connections between the two services. WMTS is aware of unmet transit needs however do not have resources to expand to meet addition needs at this time.

Innovations/Creative Approaches

- 1. Transit study. WMTS' transit study was not a review of current services and how to tweak those services to better serve the public. Rather, it was a blueprint for a major change to the system; one that involves changing from a demand response model to a flex route approach for serving the public. WMTS is planning to implement commuter service that will provide connections from the rural areas to the urban hub, allow passengers to access train service in Brunswick and Greyhound bus service in Lewiston and Concord bus services in Auburn and Brunswick.
- 2. Maintenance. WMTS has improved its vehicle maintenance and care procedures, which in turn has allowed its vehicles to remain in service beyond their useful lives as defined by FTA. WMTS offered to help other providers with their maintenance issues.
- **3. Service to educational facilities.** WMTS is exploring the possibility of providing transit services to Bates and Bowdoin colleges and to St. Dom's campus in Auburn from outlying areas (this may not be as much of a need with the closing of the Holy Savior School in Rumford). WMTS has recently signed an agreement to support continuing education efforts with SMCC at the Brunswick campus.
- **4. Mobile data terminals and tablets.** WMTS added mobile data terminals in its buses and vans which can upload manifests. For demand response services, the terminals include the address of the person requesting a ride and whether or not a lift is needed. The terminals can be used to collect signatures and are fed into WMTS' dispatch software. Tablets, which are included in fixed, flex and commuter vehicles operated by WMTS, allow for electronic data collection.

Major Challenges

- 1. Replacing and upgrading the fleet. The older buses are a major challenge because of high maintenance costs. A related problem is the delay in delivery of new buses caused by updating and efforts to streamline the procurement process.
- **2. Driver retention.** Hiring, training and retaining good drivers continues to be an ongoing challenge.
- **3. Transit study integration with citylink.** WMTS has yet to determine how to work with citylink to implement the August 2017 transit study.

Public Participation Summary (2017-2018)

- 1. 1/20/2017 Brunswick Transportation Roundtable
- 2. 1/26/2017 Rangeley Transportation Focus Group
- 3. 3/7/2017 Farmington Transportation Focus Group
- 4. Thriving in Place Community Action Team meeting
- 5. 03/20/17 Muskie School of Public Policy students transit project presentation-Topsham
- 6. 03/24/17 Fedcap meeting Oxford
- 7. 03/29/17 Thornton Oaks Brunswick Explorer rider education session
- 8. 03/29/17 Brunswick Explorer Advisory Committee Meeting
- 9. 04/04/17 Maine Transit Association Legislative Information Breakfast

- **10.** 04/05/17 Androscoggin Valley Council of Governments Annual Meeting Economic Development and Transit
- 11. 04/06/17 WMTS Transit Feasibility Study Steering Committee Meeting Wilton
- 12. 04/06/17 WMTS Transit Feasibility Study Steering Committee Meeting Auburn
- **13.** 04/10/17 Town of Topsham meeting with Town Manager, Planner and Economic Development Director
- 14. 04/26/17 Brunswick Breez (Portland Metro) bus service Hearing
- **15.** 05/09/17 Maine Housing Program Coordinating Committee
- 16. 05/10/17 Franklin Resource Collaborative meeting
- 17. 05/20/17 Rangeley Senior Expo
- **18.** 05/23/17 WMTS Transit Study Lisbon Workshop for Town Council
- 19. 05/31/17 Brunswick Explorer Advisory Committee meeting
- 20. 06/01/17 Farmington Rotary presentation
- 21. 06/12/17 Cancer Transportation Summit
- 22. 06/13/17 Fedcap Androscoggin County meeting
- 23. 06/15/17 Topsham Town Council / Muskie School of Public Policy students' final presentation
- **24.** 06/19/17 SeniorsPlus meeting
- 25. 06/22/17 Wilton Seniors Resource Fair
- 26. 06/23/17 WMTS Stakeholder Interviews
- 27. 07/12/17 Second Transit Study Steering Committee Meeting
- 28. 07/12/17 Second Transit Study Steering Committee Meeting
- 29. 07/27/17 Backyard Farms Conference Call
- **30.** 08/10/17 MeHAF Planning Meeting
- **31.** 08/25/17 Transit Feasibility Study Steering Committee
- 32. 09/12/17 MaineHousing Program Coordinating Committee Meeting
- 33. 09/23/17 Maine Federation for the Blind
- 34. 09/26/17 Franklin County TIF hearing
- 35. 09/27/17 Brunswick Explorer Meeting
- **36.** Farmington Rotary presentation
- 37. 02/23/18 Cancer Transportation Network meeting
- 38. 02/27/18 Mid Coast Public Transportation Meeting-Bath
- 39. 03/01/18 Brunswick Explorer Advisory Committee meeting
- 40. 03/15/18 Mountain Explorer Advisory Committee meeting
- **41.** 03/21/18 Cancer Network's Transportation Task Force
- 42. 03/22/18 Legislative Briefing regarding Veterans' Transportation Pilot Program
- **43.** 03/28/18 Hall of Flags-Transit presentation
- **44.** 03/29/18 Brunswick Town Council Presentation
- **45.** 03/29/18 Veterans' Transportation Legislative Committee Hearing
- **46.** 04/05/18 Topsham Workshop on public transportation
- 47. 04/09/18 MaineSpark meeting
- **48.** 04/11/18 Androscoggin Valley Council of Governments General Assembly
- 49. 04/24/18 Mid-Coast Transit Committee Mtg Bath
- **50.** 05/08/18 MaineHousing Program Coordinating Committee Meeting

- **51.** 05/10/18 Mountain Explorer Advisory Committee
- **52.** 05/16/18 MaineDOT/FTA meeting Portland
- **53.** 05/17/18 Maine Mobility Symposium
- **54.** 06/05/18 HOPE Association Brain Injury Rehab Committee transportation presentation
- 55. 06/05/18 MeHAF Thriving in Place Farmington meeting
- **56.** 06/07/18 Maine State Public Transit Advisory Committee
- **57.** 06/13/18 Brunswick Explorer Advisory Committee meeting
- **58.** 06/21/18 Seniors Resource Fair Jay
- **59.** 07/11/18 Franklin Resource Collaborative
- 60. 07/12/18 Mountain Explorer Advisory Committee Meeting
- 61. 07/12/18 Maine Adaptive Sports transportation meeting
- 62. 07/12/18 Lewiston~Auburn Transit Committee meeting
- 63. 07/18/18 Cancer Network's Transportation Task Force Meeting
- **64.** 09/11/18 MaineHousing Program Coordinating Committee Meeting
- 65. 09/12/18 Lewiston City Administration meeting about County transit funding
- 66. 09/18/18 Brunswick Seniors Expo