

York County Community Action Corporation (YCCAC)

Transportation Program

Contact Information

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Service Summary

Service area: York County
Type of service: Flex route, demand response, contract service

YCCAC Transportation Services

York County Community Action Corporation's (YCCAC) Transportation Program is designated by the Maine Department of Transportation as the Region 8 public transportation provider. The program serves people of all ages in York County and complies with Title VI by providing a variety of transportation options that enables individuals with access to healthcare, social services, shopping, work, education, and other activities in their communities and throughout the region. Transportation provided for the general public is accomplished by utilization of flex routes and demand response services. Many of the contract services for non-federally funded services are provided by volunteer drivers.

YCCAC's Transportation Program operates the following services:

- **WAVE (Wheels to Access Vocation and Education).** WAVE Transportation is a premium on-demand service that offers curb to curb service for providing trips to employment, training locations, and education. Service is provided from 5:00 a.m. to 11:00 p.m. daily, seven days per week to accommodate various work shifts. Services must be requested with providing a minimum of 48-hour notice. All YCCAC agency bus services are accessible for those with disabilities.
- **Sanford Transit.** A scheduled flex route that provides services from Springvale to South Sanford with access to Midtown Mall, Marden's Plaza, Center for Shopping, Southern Maine Health Care (SMHC), YMCA Trafton Center, the Louis B. Goodall Library, Hannaford, and other sites. Route deviation is accommodated with 48-hour notice. All YCCAC agency bus services are accessible for those with disabilities.
- **The Shoreline Explorer.** A seasonal program that is a collaboration with private partners, provides riders with connecting services between York, Ogunquit, Wells, Kennebunk, and Kennebunkport. YCCAC also operates the Orange Line, a year-round service between Sanford and Wells that provides scheduled connections to the Wells Regional Transportation Center. Route deviation is accommodated with 48-hour notice. All YCCAC agency shuttles and trolleys are accessible for those with disabilities.

- **Local Rides Program.** YCCAC operates a Local Rides Program, sometimes referred to as the shoppers' run. It offers a curb to curb service providing weekly scheduled days of service for many of the towns within York County to transport riders to local shopping complexes, medical appointments, or social engagements. Services must be requested with a minimum 48-hour notice. All YCCAC agency bus services are accessible for those with disabilities.
- **Countywide demand response service.** This free service, funded by private foundations, is for any York County resident not having transportation resources, and not a MaineCare recipient. It includes one single round-trip ride per month to attend a medical appointment. Service must be requested with a minimum 48-hour notice.
- **Connecting to Cancer Care.** A program funded by the Maine Cancer Foundation is made available to any resident in York County, free of charge, needing assistance getting to any oncology related appointments. Service must be requested with a minimum 48-hour notice.

DHHS Child Welfare and Child Development contract services;

- **Children and families.** These are contract services requiring a referral from a caseworker, for transportation to a variety of services not covered by MaineCare including supervised visitation.

Summary of Service Changes

1. **Termination of MaineCare services.** In February 2014, YCCAC ended its services relationship with LogistiCare and no longer provides transportation for eligible MaineCare riders.
2. **Sanford Transit.** In early 2017, changes were made to Sanford Transit to incorporate new scheduled stops in lieu of using flag stops. This service also still provides route deviation with 24-hour notice. With these changes, Sanford Transit has now been operating on time and covering a larger service area for Springvale and Sanford.
3. **Connecting to Cancer Care Program.** In 2016, for approximately six month's duration, YCCAC was able to provide a shuttle service for patients of Cancer Care Center of York County to Maine Medical Center. In 2018, YCCAC received a two-year \$50,000 grant to reinvigorate the Connecting to Cancer Care Program.
4. **Shoppers' Run Acton/Shapleigh.** In 2017, a pilot program funded by York County's Thriving in Place was started through the local rides program for the towns of Action and Shapleigh. Because of minimal participation, this ended in May 2018, but was replaced with a new service in June 2018, for the towns of the Waterboro and Alfred, including the Alfred Shelter.
5. **Shoreline Explorer.** In 2017, the Blue 4 bus route was extended to the Molly Trolley Depot, and a new Blue 4b route was added, which runs in a loop starting from the Wells Regional Transportation Center (WRTC) with service to Kennebunk's Lower Village. Also, a new "exact fare" policy was added, and drivers' shift changes are now made "on the fly" to eliminate delays during changeovers.

Summary of Accomplishments

- 1. New directions.** YCCAC has spent considerable time evaluating the services it provides and where the agency should direct its efforts in the future. This has resulted in outreach to various groups and organizations to explore prospects and opportunities for additional services (see section on coordination and outreach). This is a continuous effort to identify and then develop possible transportation solutions that would best serve those lacking transportation services within its rural communities.
- 2. New buses.** In 2017-18, YCCAC replaced three 16-2 buses and is awaiting receipt of additional new accessible vehicles.
- 3. New software.** In February of 2017, YCCAC launched new Mobilitat routing software for use on all of the agency operated transportation programs.
- 4. WAVE ridership.** WAVE continues to expand. Since the inception of “The WAVE” (Wheels to Access Vocation and Education) in 1999, ridership reached its 500,000th rider in 2012, and as of 2017, reached 754,305 riders.
- 5. Shoreline Explorer ridership.** For YCCAC agency vehicles, 2017 ridership was 62,700. For 2018, YCCAC agency vehicles experienced a reduction of eight percent less ridership. The private operators do not report their ridership statistics. During the 2018 season, we implemented an after-hours emergency contact number. The minimal calls received were related to lost items.
- 6. General Public Ridership.** The Sanford Transit has experienced moderate ridership over the last five years and remains an integral part of the local services provided. There has been increased interest to add additional stops, to run longer hours, and provide Saturday service.
- 7. Local support.** Currently, only three municipalities contribute directly to the transportation program: Sanford, Wells, and Kennebunk.
- 8. Hannaford bus tokens.** A partnership with Hannaford started in 2014 with the use of bus tokens for riders on the Sanford Transit or the local shoppers’ run. Each person who shops at Hannaford in Sanford and spends more than \$25.00 can request two tokens. By the end of FY 2017, 18,838 tokens had been issued. These tokens can be used by riders to depart and return to Hannaford.
- 9. Nasson Community Health bus tokens.** Another partnership started with Nasson Community Health in 2017. So far, this year, 779 tokens have been issued to patients.

Future Priorities

New opportunities and directions. Continue to explore new partnerships and opportunities for additional services, with a focus on increasing general public ridership.

Upgrade the fleet. This is a continuous process and is dependent on federal funding and obtaining available local funds for the match.

Sanford Transit. Continue evaluation to streamline and expand services; possibly including longer hours and weekends.

Sanford-Biddeford: Establish a flex route connecting these major hub communities. Collaborate with other transit resources to provide consistent intercity connections. This may also include a similar service for Kennebunk and Wells.

Designate or offer the option for each eligible recipient for 5310 funding to allocate the funds directly for servicing seniors or those with disabilities in lieu of allocating specifically toward vehicles only.

Plans and Studies

The Southern Maine Planning and Development Commission has been asked to undertake a study in early 2019 of the Orange Line to determine how it can be better coordinated with Sanford Transit.

Ridership

The following is a summary of YCCAC’s ridership for the period FY 2013 through 2017. YCCAC’s WAVE Commuters service is the agency’s most successful service. YCCAC provides service to about 100 locations. Major customers include Flemish Master Weavers, Walmart, York County Community College, Market Basket in Biddeford, Fiber Materials, Inc. and Southern Maine Health Care.

York County Transportation General Public Flex Route Trips					
	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
Sanford Transit	14,673	14,927	15,185	17,641	14,397
Orange Line	8,840	8,092	7,034	9,048	9,567
Shoreline Explorer (Seasonal)	87,031	87,135	80,603	71,306	62,700
Total	110,544	110,154	102,822	97,995	86,664

Demand Response Trips					
	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
General Public	82,111	55,507	52,965	58,579	62,132
Other (Agency)	35,217	23,807	24,238	23,443	21,217
Total	117,328	79,314	77,203	82,022	83,349

In FY 2017, there were 194 surveys received from riders of the Shoreline Explorer Program and also riders provided service by YCCAC for DHHS.

Fares

<p>Fare</p>	<p>Sanford Transit: Riders 8 and younger \$0.50; seniors or persons with disabilities \$0.50; and riders over 8 \$1.00 per trip. 10-ride multi-pass riders over 8 \$8; 10-ride multi-pass riders 8 and under \$4.</p> <p>Countywide demand response service (medical appointments): No charge.</p> <p>WAVE: Riders under 12 half fare; riders 12 and over In-town \$3.00 one way; \$5.00 round-trip; and out of town \$4.00 one way; \$6.00 round trip. Riders 12 and over 10-ride multi-pass \$20 in town; \$25 out-of-town. Additional discounts available when more than one multi-pass is purchased at the same time.</p> <p>Shoreline Explorer (seasonal program): \$1.00 per trip</p> <p>Shoreline Explorer Orange Line (year-round): Riders 5-11 half fare; riders 12 and over in-town \$2 one-way; \$3 round trip; out-of-town \$4 one-way; \$6 round trip. 10-ride multi-pass in-town \$20; out-of-town \$25.</p> <p>Connecting to Cancer Care: No charge - MCF Grant.</p> <p>Local Rides: varies with distance. Depends on geographical area \$1.00-4:00; if rider cannot afford the fare, free ride is provided.</p>
<p>Exact Fare Required?</p>	<p>Sanford Transit: Yes, single or multi-pass ticket or approved tokens WAVE: No, single or multi-pass ticket (except when purchasing a multi-pass) Shoreline Explorer Orange Line: Yes Shoreline Explorer (seasonal program): Yes</p>
<p>Electronic Fare?</p>	<p>No</p>
<p>Passes available from:</p>	<p>Sanford Transit: On the vehicle or at the Transportation Office WAVE: On the vehicle or at the Transportation Office Orange Line: On the vehicle or at the Transportation Office</p>

Buses/Facilities

YCCAC has approximately 40 buses and vans. In 2017/18, YCCAC replaced three 16+2 buses and are awaiting an update on future replacements. There were a number of quality issues with the new buses which have since been resolved. Two buses and eight trolleys appear to be eligible for replacement with VW settlement funding. YCCAC's older vans are in fair to poor condition. Future purchases will include additional 12+2's.

YCCAC has a contract with ShuttleBus for vehicle maintenance and repairs, with minor repairs performed by local services in Sanford. YCCAC has its own heated wash bay at its offices in Sanford. Vehicles are stored outside in a secure lot on the agency property, except during the off-season, when inside storage is used for the Shoreline Explorer trolleys. Drivers do their own cleaning, with spot checks by administrative staff.

Agency Volunteers

YCCAC has approximately 27 volunteers, some of whom have been with the agency for 10 to 20 years. YCCAC provides training on a periodic basis (for example, properly securing child safety seats). Volunteers help with some of YCCAC's services such as transporting children for the Office of Child Development Services and transporting veterans to medical facilities. Volunteer drivers are not equipped to transport people with disabilities that require assistance using a mobility device such as a wheelchair or scooter.

External Volunteer-Based Transportation Groups

YCCAC has met with many groups and agencies to explore opportunities for enhancing transportation, but the lack of funding for any additional services has been a roadblock.

Coordination/Outreach/Partnerships/Unmet Needs

YCCAC provides transportation for a number of agencies including the Maine Department of Health and Human Services and Child Development Services. With grants received from the foundations of the Southern Maine Agency on Aging, Maine Cancer Foundation, JT Gorman Foundation, and the United Way, YCCAC is able to provide some transportation needs that otherwise would be unmet.

Coordination/Outreach efforts include advertising and attending town meetings to explain YCCAC's transportation services when opportunities or questions arise. YCCAC has met with a number of agencies and organizations to explore opportunities for transportation services including Nason Health Center in Springvale, veterans' groups, potential partners for the intercity run between Sanford and Portland, Trafton Senior Center, Thriving in Place, Ogunquit Chamber of Commerce, various staffing companies, resorts, Martins Point in Scarborough, and interested parties looking to establish a trolley service in Kittery.

Unmet needs include:

- Funds for people to visit a sick spouse who is hospitalized or institutionalized
- Flex route service into Biddeford for commuters
- Same day service
- More local service
- Local match

Innovations/Creative Approaches

YCCAC's creative approach to providing transportation is to offer a variety of services and explore new opportunities for future growth. Major creative approaches include:

1. **Shoreline Explorer.** This is a major public/private collaborative effort to operate a seamless seasonal service from York to Kennebunk, and as far inland as Sanford. YCCAC operates a portion of the service on a year-round basis.
2. **WAVE.** The WAVE commuter service may be the largest commuter service operating in Maine in terms of geographical coverage and number of communities served.
3. **Coordination/outreach.** YCCAC has placed a major emphasis on developing partnerships and exploring opportunities for new services. The major barrier has been a willingness of potential partners to provide funding.

4. **Thriving in Place.** This age friendly initiative was sponsoring 6-month pilots in Action and Shapleigh. Although it did not yield enough riders and was discontinued, it then offered the start of services for Waterboro and Alfred, which so far has been favorably received.

Major Challenges

Major challenges include:

- More local match and municipal participation.
- Funding for new initiatives and collaborative transportation partnerships with other agencies and private partnerships.
- Local municipalities and developers need to include YCCAC in the planning process for possible local transportation services.
- Retaining CDL drivers. YCCAC offers competitive wages and benefits, but with the strong market conditions, other higher paying jobs existing in the region attract the available workforce. Younger people are less attracted by benefits.

Public Participation Summary

1. **Regional Transit Summit.** On 11/3/2013, YCCAC participated in the Regional Transit Summit for the Maine Department of Transportation's Locally Coordinated Transit Plan (LCP) that was held at the Trafton Center in Sanford, Maine.
2. **Multi-agency transportation review.** In January 2014, YCCAC engaged with eleven partner agencies, including the local homeless shelter, public health district, YMCA, domestic violence program, hospital, and mental health agency to discuss the broad impact of lack of transportation experienced in York County.
3. **Transit workshop.** On 11/16/2016, YCCAC hosted a Transit Workshop at its offices at which future projects and priorities were identified and prioritized for the updated LCP.
4. **Local organizations.** Various meetings with many local organizations took place over the course of 2017 and 2018 to discuss various Transportation needs and available options.
5. **PACTS and KACTS.** YCCAC is an active participating and voting member to PACTS and KACTS.
6. **Cancer Network.** In the Fall of 2017, YCCAC joined the Maine Cancer Foundation Network's Transportation Task Force to collaborate with others with developing a resource for medical providers to increase awareness of available transportation options for their patients.
7. **Senior Center Directors.** In June 2018, YCCAC participated in a meeting with the York County Senior Center Directors Network and provided those in attendance with an overview of existing services.
8. **Workforce Transportation Initiative.** In collaboration with ShuttleBus Zoom, Southern Maine Planning Development Commission and others, met to discuss and better understand the needs of area

businesses and how the lack of transportation may impact the workforce needs. A survey was circulated, followed up with a summary of those results and then having two focus group meetings, one in Saco, one in Sanford to discuss further. Additional outreach will be taking place in the coming year.

- 9. York County Transit Forum.** YCCAC participated in the Maine DOT Locally Coordinated Plan held November 1, 2018 at the Kennebunk Town Hall along with interested participants from the surrounding area.