

Aroostook Regional Transportation System

Aroostook Regional Transportation System, Inc. (ARTS) is a non-profit Regional Transportation Program providing transit services to Aroostook County in northern Maine.

Service Description and Fares

ARTS transit service consists of multiple flexible demand-response services in and around four different locations in northern Maine:

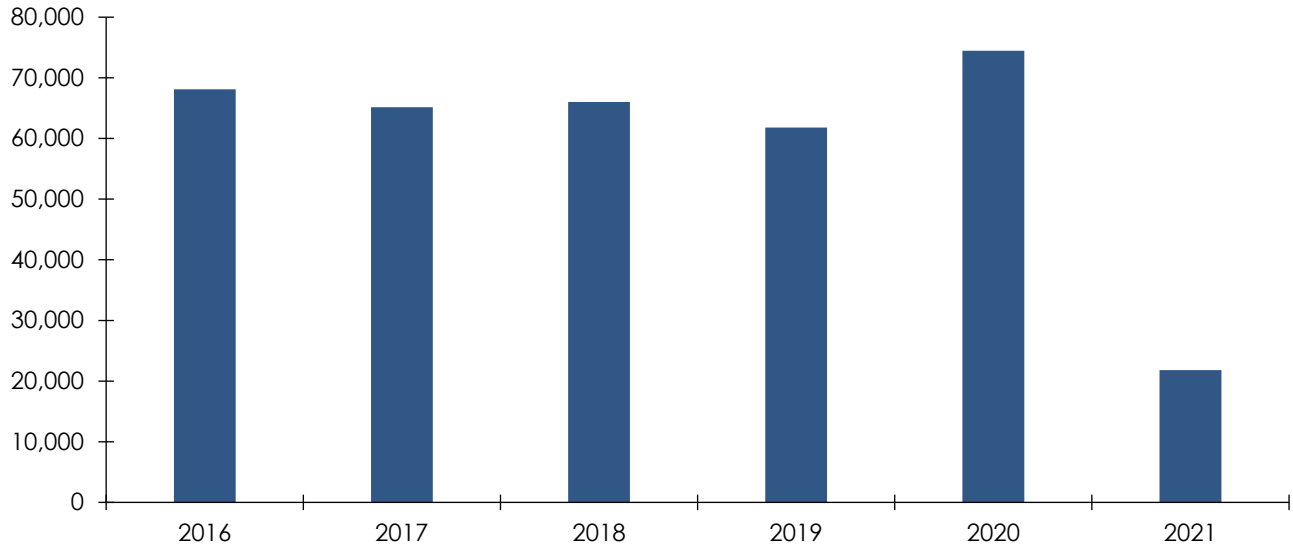
- » **Caribou Service:** Operates between Caribou and Presque Isle.
- » **St. John Valley Service:** Operates between Fort Kent, Caribou, and Presque Isle.
- » **Houlton Service:** Operates between Houlton and Presque Isle.
- » **Presque Isle Service:** Operates in and around Presque Isle.

ARTS also operates the New Freedom Transportation Service, which provides reserved transportation service to low-income households, older adults, and individuals with disabilities in Aroostook County, Patten in Penobscot County, and Danforth in Washington County. Service is operated on weekdays between 8:00 AM and 4:30 PM. Fares for all services vary based on the specific origin and destination.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Despite the effects of the COVID-19 pandemic, ridership rose to nearly 75,000 trips in 2020, from just under 62,000 trips in 2019. In 2021, recorded ridership dropped to just over 20,000 trips.

Figure 1 ARTS Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Revenue miles were approximately 300,000 in 2019 and just under 340,000 in 2018 and 2020. Revenue hours followed a downtrend from approximately 21,000 to around 18,000 in 2019 and 2020. Both metrics dropped in 2021, although by not as much as ridership.

Figure 2 ARTS Vehicle Revenue Miles (2016–2021)

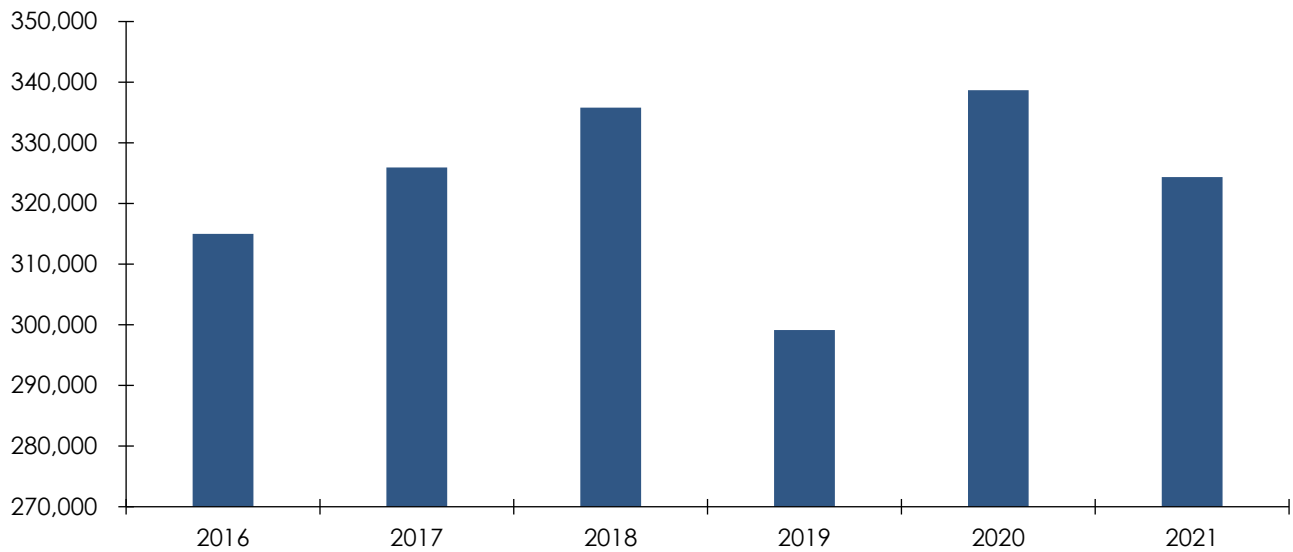
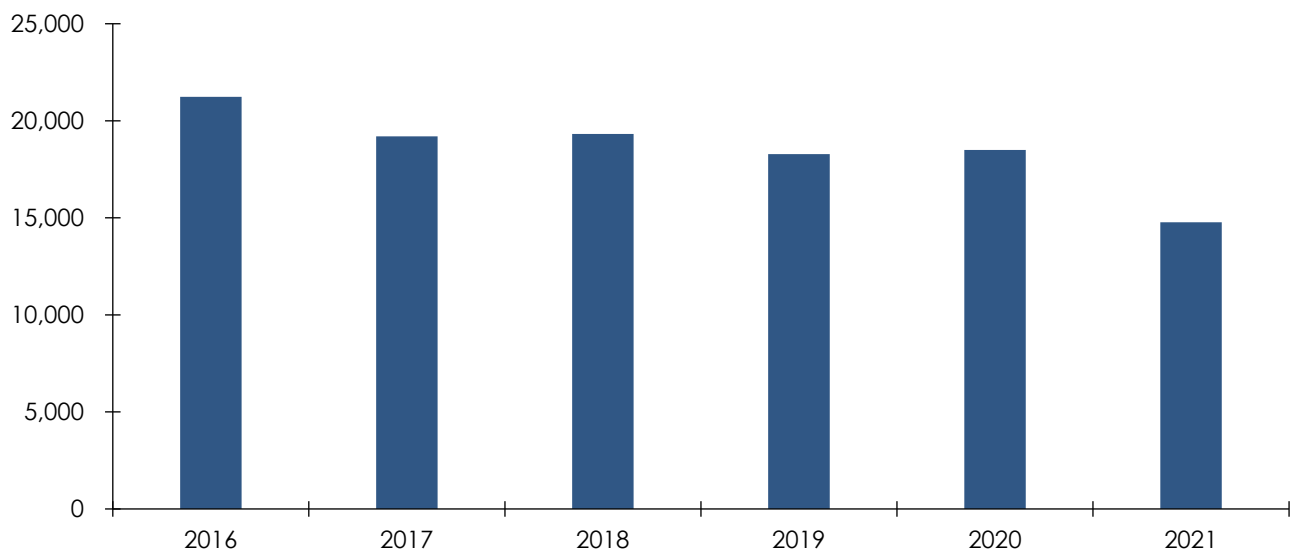


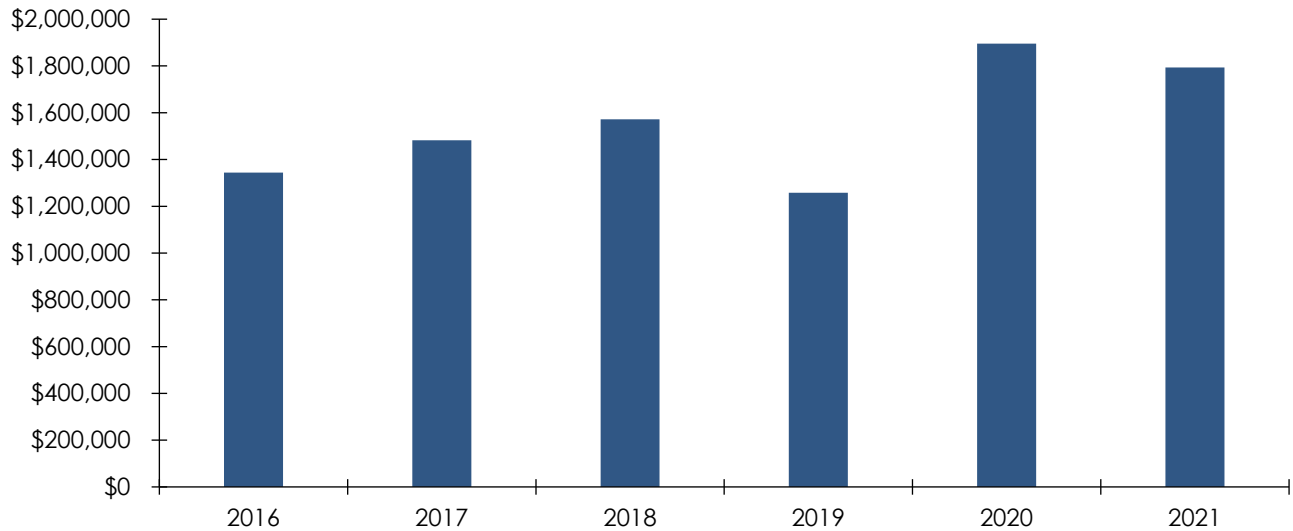
Figure 3 ARTS Vehicle Revenue Hours (2016–2021)



Budget Metrics

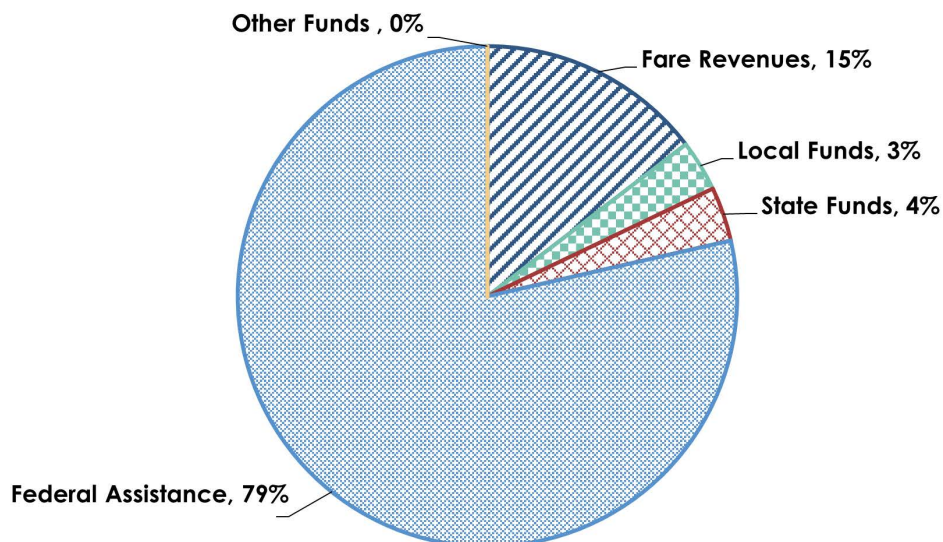
Annual operating expenses for 2016 through 2021 are shown in Figure 4. These figures ranged from a low of just over \$1.2 million to approximately \$1.9 million in 2020, an increase of over 30 percent. Operating expenses for 2021 dropped in 2021 to just under \$1.8 million.

Figure 4 ARTS Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. Federal assistance accounted for 79 percent of operating expense funding, farebox revenue for 15 percent of funding, and the remainder was split between local and state funds.

Figure 5 ARTS Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses ranged from a low of just over \$4.00 in 2019, to just over \$5.50 in 2020, before declining through 2021. Vehicle revenue hour operating expenses ranged from approximately \$63.00 in 2019 to a high of \$121 in 2021.

Figure 6 ARTS Operating Expenses per Vehicle Revenue Mile (2016–2021)

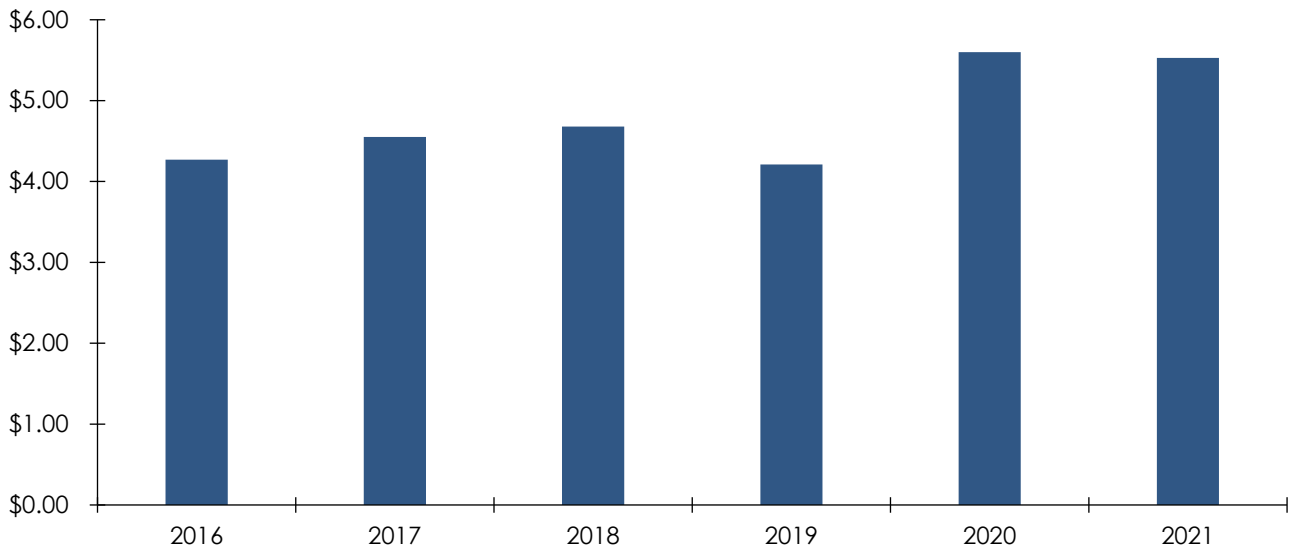
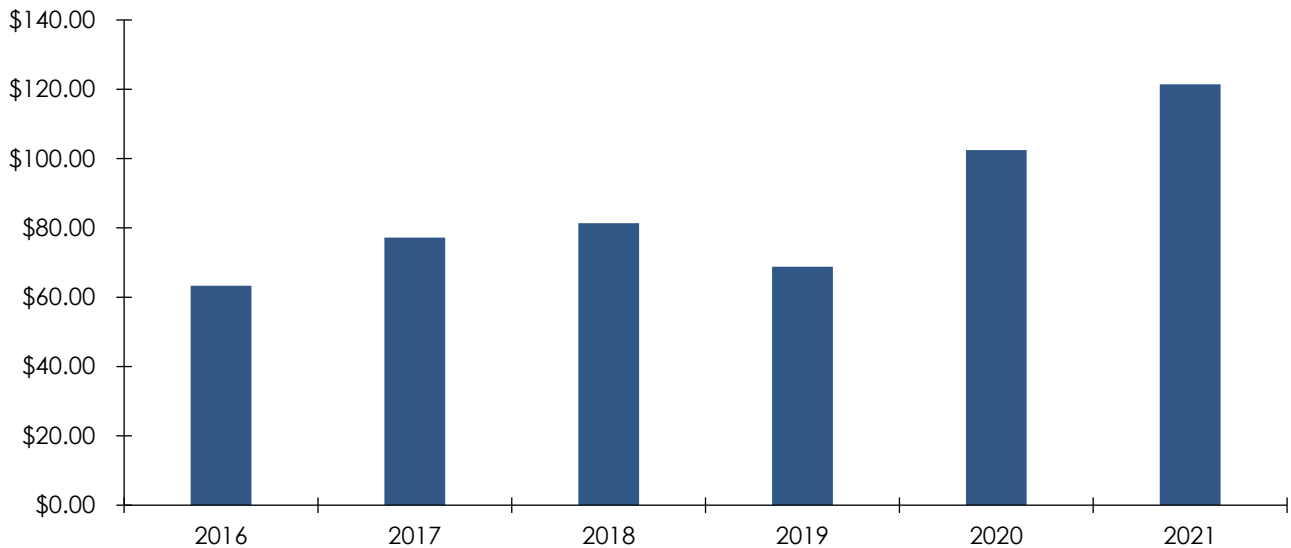
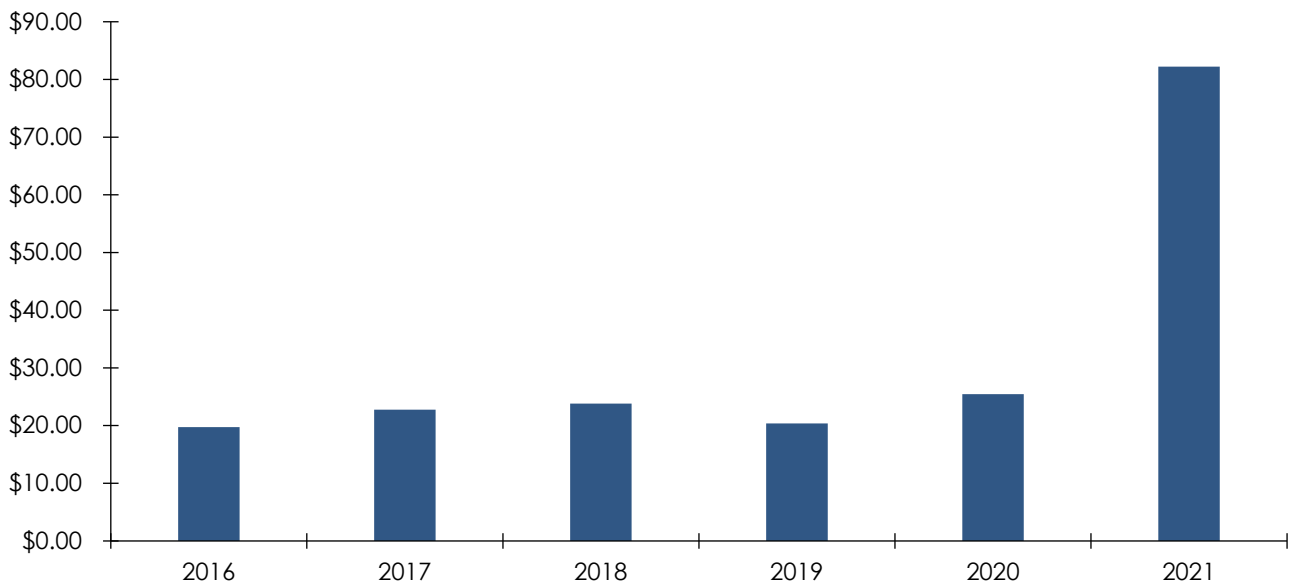


Figure 7 ARTS Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Per passenger operating expenses rose each year, with the exception of 2019. From a low of under \$20.00 in 2016, operating expenses rose to over \$25.00 in 2020. With the drop in ridership through 2021, per passenger operating expenses rose to over \$80.00.

Figure 8 ARTS Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

Management of ARTS is comprised of:

- » Executive Director
- » Operations Manager (Oversight of daily operations, drivers, and customer support)

Asset Management

Transit asset management of ARTS is conducted through the Maine Tier II Transit Asset Management Plan for rural transit agencies. In 2020, the ARTS fleet consisted of:

- » 19 revenue vehicles

The ARTS fleet utilized for maximum service consisted of:

- » 19 demand response vehicles

Technology Capabilities

ARTS utilizes the following software in their operations:

- » **Scheduling Software:** CTS

ARTS has plans for additional technology improvements and enhancements:

- » **Scheduling Software:** ARTS is upgrading to TripMaster, a partner of ModviCare. This upgrade will allow for instant scheduling, vehicle tracking, and invoicing.
- » **Fare Payment System:** ARTS is currently looking at fare payment systems but does not have immediate plans for implementation.
- » **Asset Management Software:** Updated in 2023.
- » **GTFS:** To be implemented in a later year.
- » **Electric Buses:** ARTS is participating in a pilot project to see how electric buses perform in the winter months.