Penquis Community Action Program

Penquis Community Action Program (Penquis CAP) is a Regional Transportation Program serving Penobscot, Piscataquis, Kennebec, and Somerset counties.
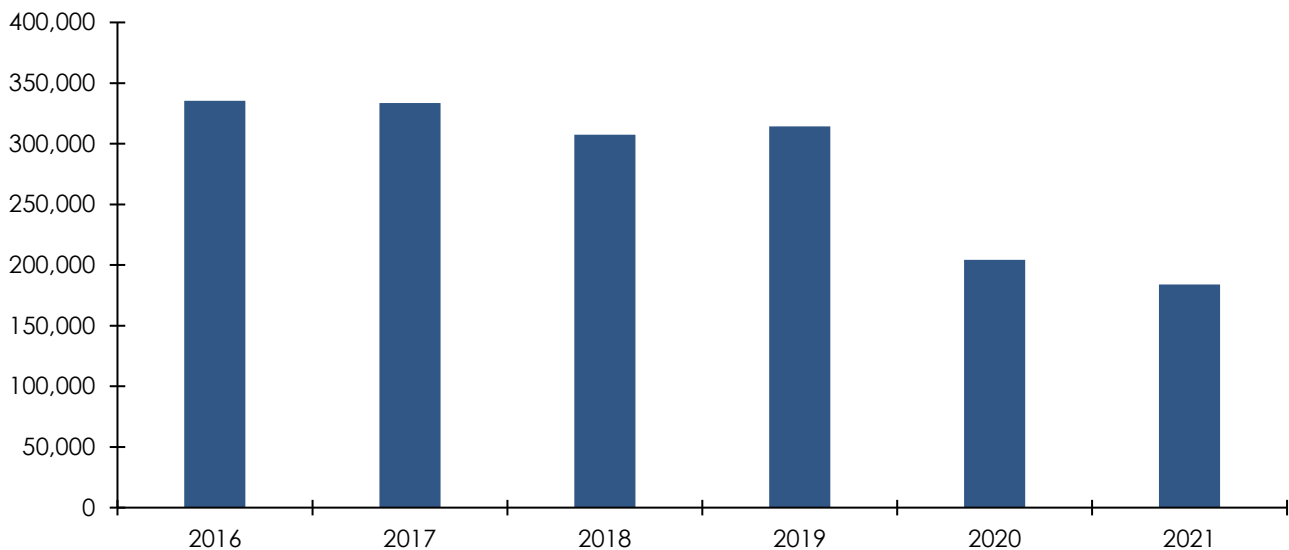
Service Description and Fares

Penquis CAP coordinates multiple transportation services and programs for its service areas, including:

» **MaineCare Covered Transportation:** Coordination of MaineCare rides for Penobscot, Piscataquis, Kennebec, and Somerset counties, including through volunteer drivers, taxi services, and the Bangor Community Connector.

» **Demand-Response Service:** Available to every town in Penobscot and Piscataquis Counties at least one day per week, with two-day advance notice required. Fares vary based on specific origins and destinations and range from $0.50 to $7.00 per trip.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. From 2016 through 2019, ridership remained above 300,000. With the onset of COVID-19 in 2020, ridership dropped to just over 200,000 and to just over 180,000 in 2021.

Figure 1   Penquis CAP Annual Unlinked Trips (2016–2021)

Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Between 2016 and 2019, revenue miles ranged between 5.8 million and 7 million, before dropping to under 3.5 million in 2020 and 2021. Revenue hours peaked at 266,000 in 2018 before dropping to just over 70,000 in 2021.
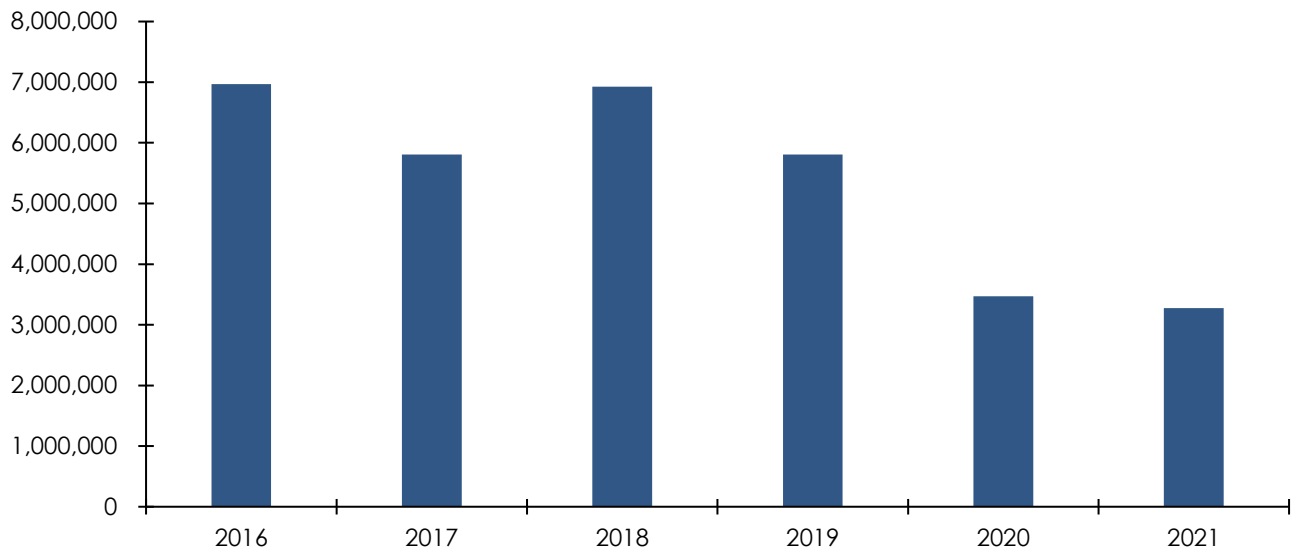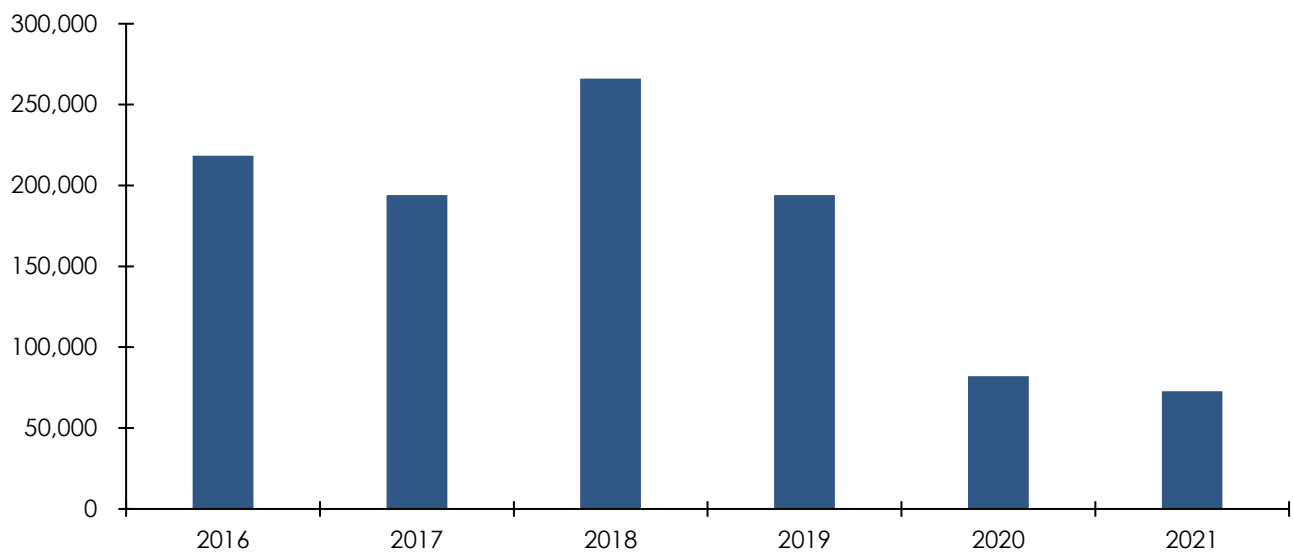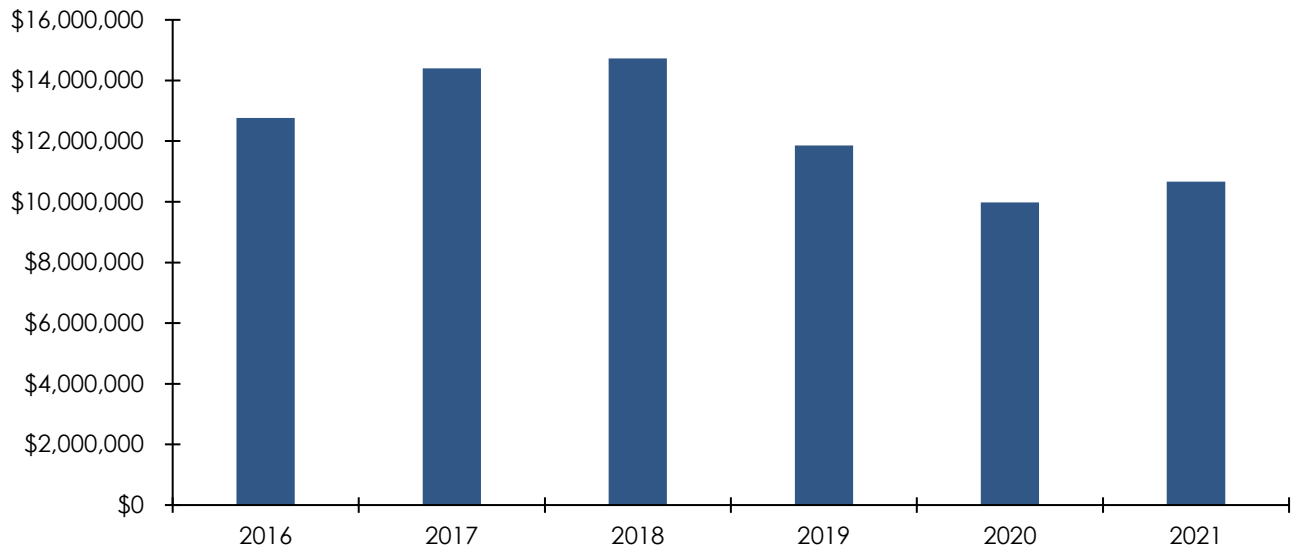
Figure 2   Penquis CAP Vehicle Revenue Miles (2016–2021)

Figure 3   Penquis CAP Vehicle Revenue Hours (2016–2021)

Budget Metrics

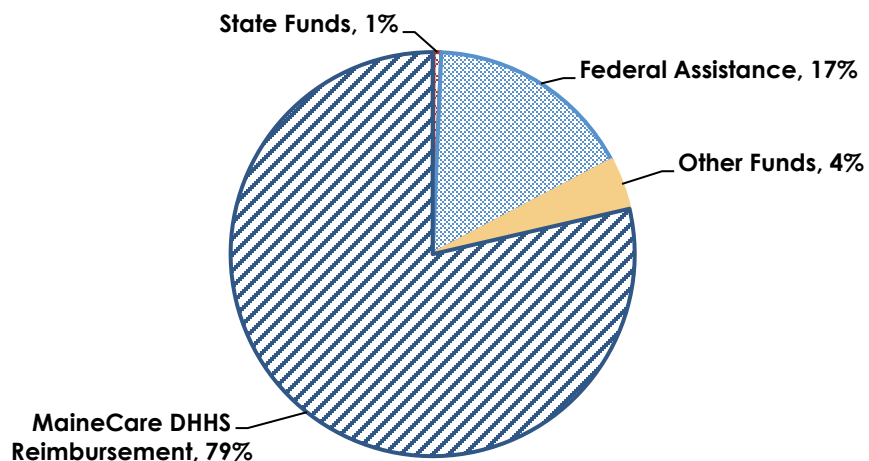Annual operating expenses for 2016 through 2021 are shown in Figure 4 below. From 2016 through 2018, operating expenses rose from $12.8 million to $14.7 million. These figures dropped to a low of approximately $10 million in 2020 before increasing in 2021.

Figure 4   Penquis CAP Operating Expenses (2016–2021)

The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, the majority of funding (78 percent) stemmed from the reimbursement of MaineCare trips. Remaining funding was mostly comprised of federal assistance, which accounted for 17 percent of total funding.

Figure 5   Penquis CAP Operating Funding Sources (2020)

Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses held at approximately $2.00 between 2016 and 2019, before increasing to $3.25 through 2021. Vehicle revenue hour operating expenses remained at $55.00 between 2016 and 2018, before rising to approximately $61.00 in 2019. Through 2021, vehicle revenue hour operating expenses rose to nearly $150.

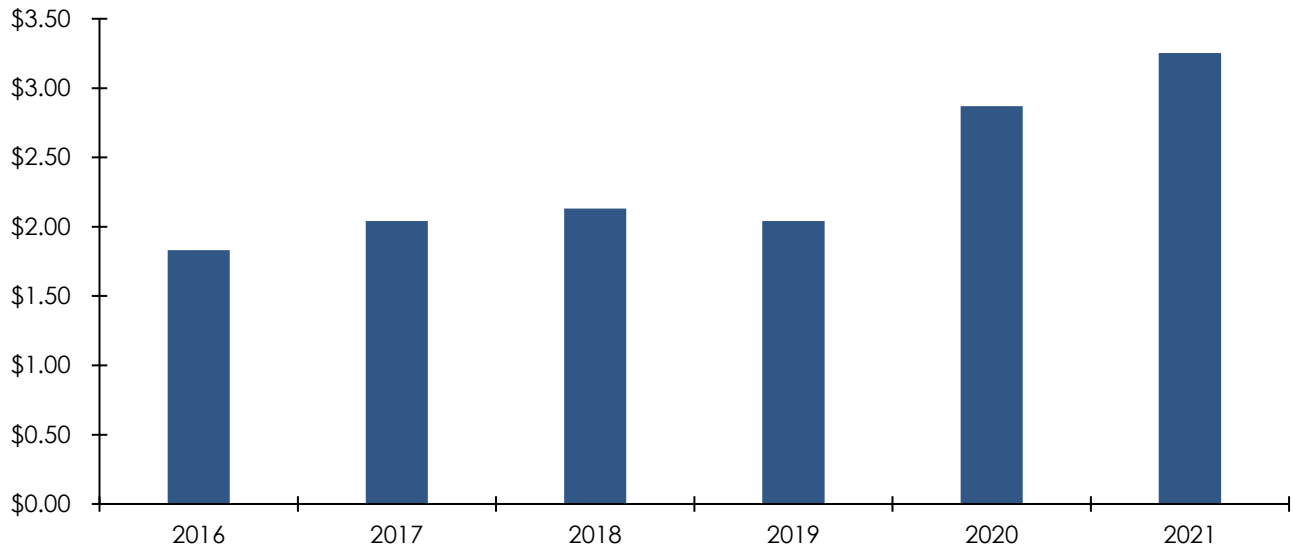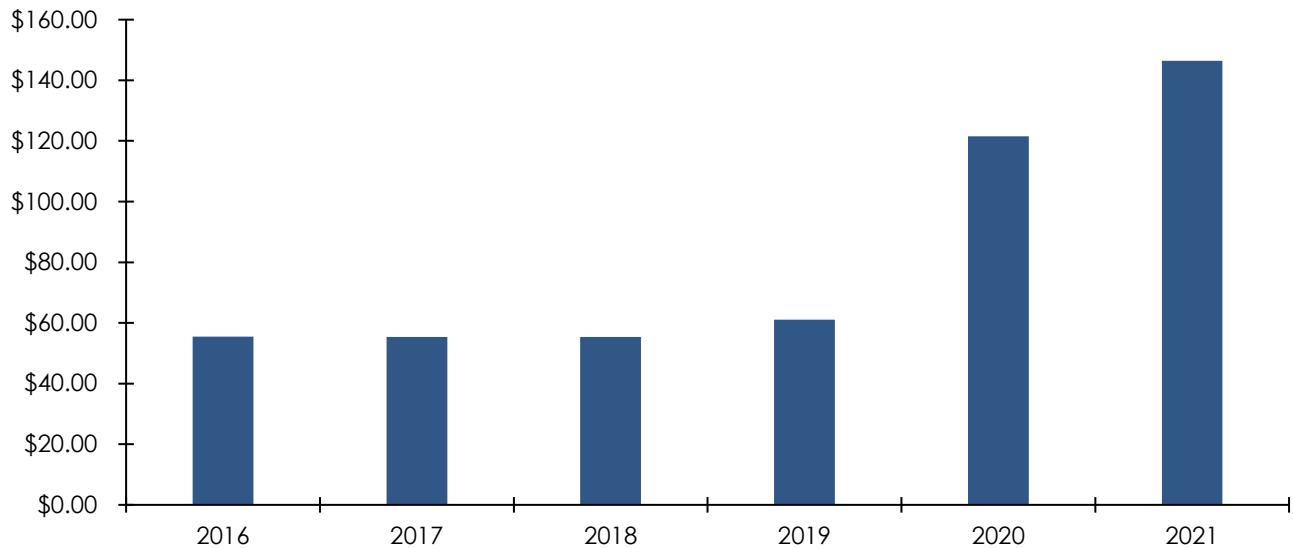**Figure 6   Penquis CAP Operating Expenses per Vehicle Revenue Mile (2016–2021)**
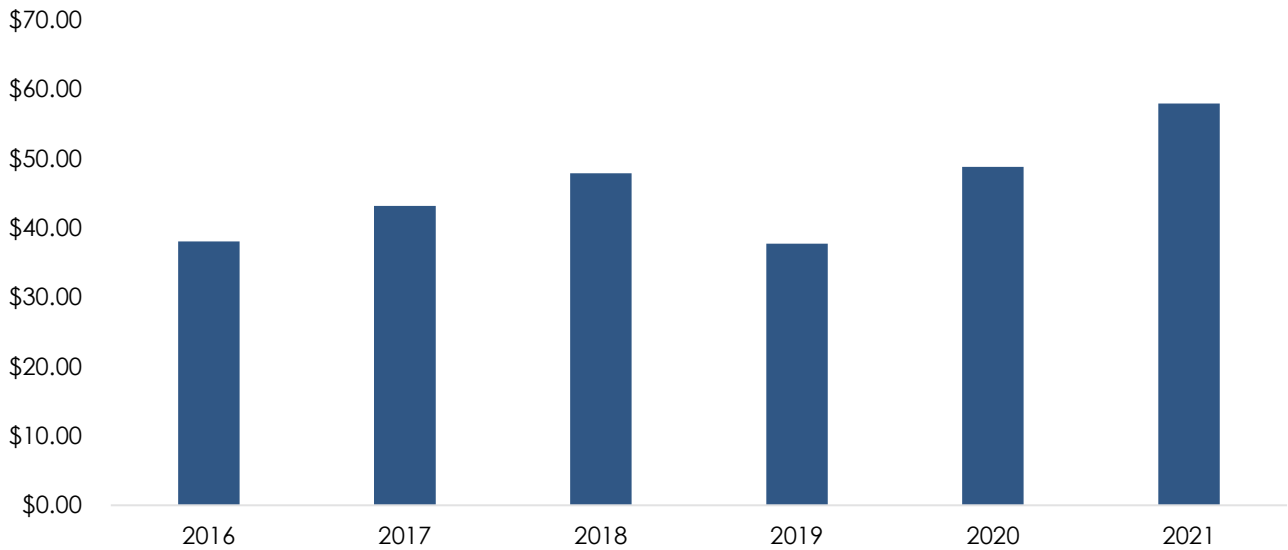
Figure 7   Penquis CAP Operating Expenses per Vehicle Revenue Hour (2016–2021)

Operating expenses per unlinked passenger trip are shown in Figure 8. Between 2016 and 2020, per passenger operating expenses fluctuated between approximately $38.00 and $48.00. In 2021, per passenger operating expenses rose to nearly $58.00.

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

Organizational Management Structure

Management of Penquis CAP is comprised of:

» Director

» Deputy Director

» Operations Manager

» Division Manager

» Dispatch Team

» Hybrid Local and Remote Call Center

» Reimbursement Specialists

Asset Management

Transit asset management of Penquis CAP is conducted through the Penquis CAP Lynx Mobility Services Comprehensive Asset Management Plan. In 2020, the Penquis CAP fleet consisted of:

» 23 revenue vehicles

Technology Capabilities

Penquis CAP utilizes the following software in their operations:

» **Scheduling Software:** HBSS QRyde

» **Asset Management Software:** Abila MIP—central accounting, HBSS—dispatch and management, Azuga—GPS monitoring

» **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** HBSS QRyde

Penquis CAP noted the use of Microsoft Teams across all staff. Additionally, drivers have 'push to talk' phones and tablets for communication with dispatch.