

## West's Transportation, Inc.

West's Transportation, Inc. provides scheduled transit service between Bangor and points east to Calais.

### *Service Description and Fares*

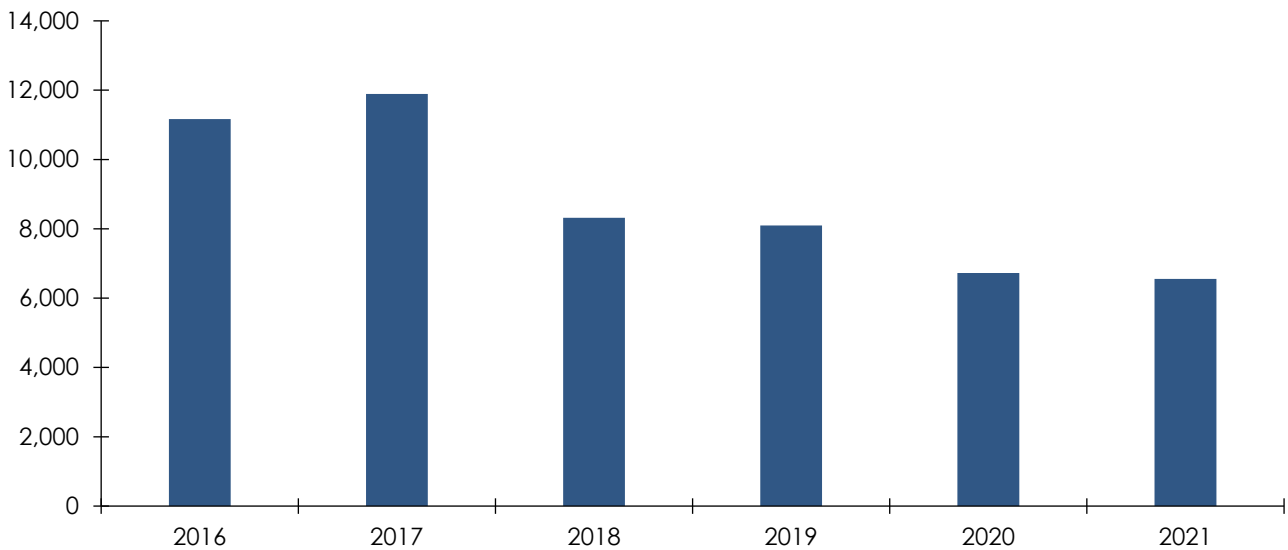
West's Transportation provides scheduled daily service between Bangor and Calais and intermediate towns. Weekday scheduled service is also provided between Steuben and Jonesport, Beals Island and Ellsworth, and between Steuben and Machias. Monthly service (on the first Wednesday of each month) is provided between Lubec and Machias. Services are operated with one daily run per direction. In addition to scheduled service, West's Transportation provides reserved Medicaid, school, and employee shuttle services, which may be open to the public depending on availability.

West's Transportation provides transfer points in Bangor to the Bangor Community Connector. Intercity services operating out of Bangor include Concord Coach Lines and Cyr Bus Lines. Fares vary based on the specific route and origin/destination. A round trip ticket between Calais and Bangor costs \$42.00.

## Ridership

Total ridership for 2016 through 2021 is shown in Figure 1 below. Ridership rose to a peak of approximately 12,000 trips in 2017, before dropping to approximately 8,000 trips through 2019. With the onset of COVID-19, ridership dropped to just over 6,600 passengers through 2021. Ridership continues to increase post-pandemic.

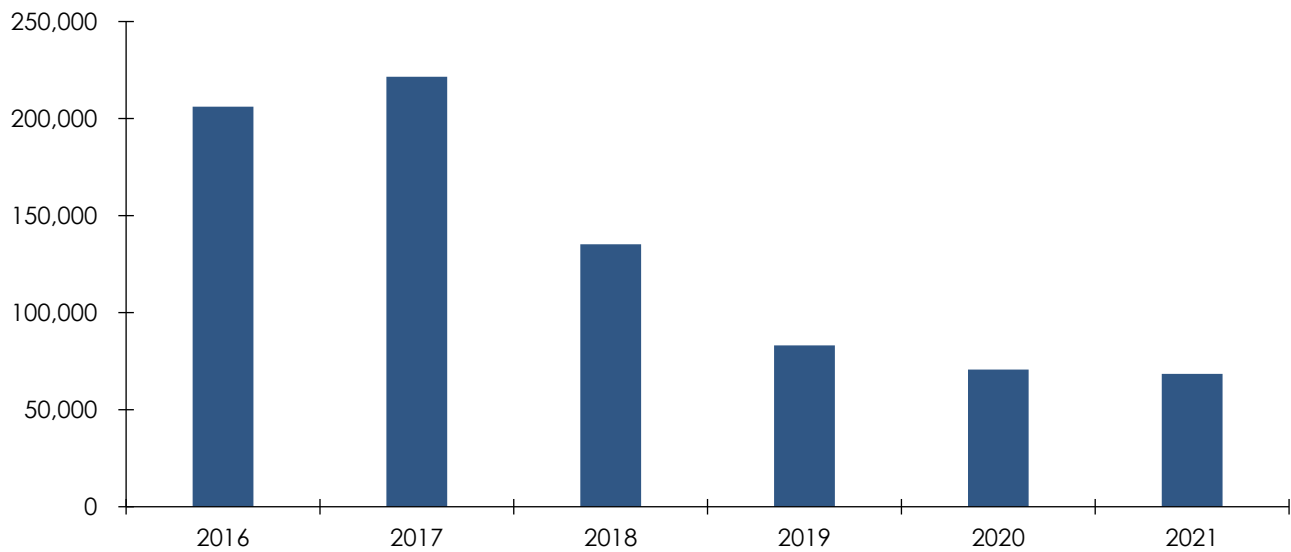
**Figure 1** West's Transportation Annual Unlinked Trips (2016–2021)



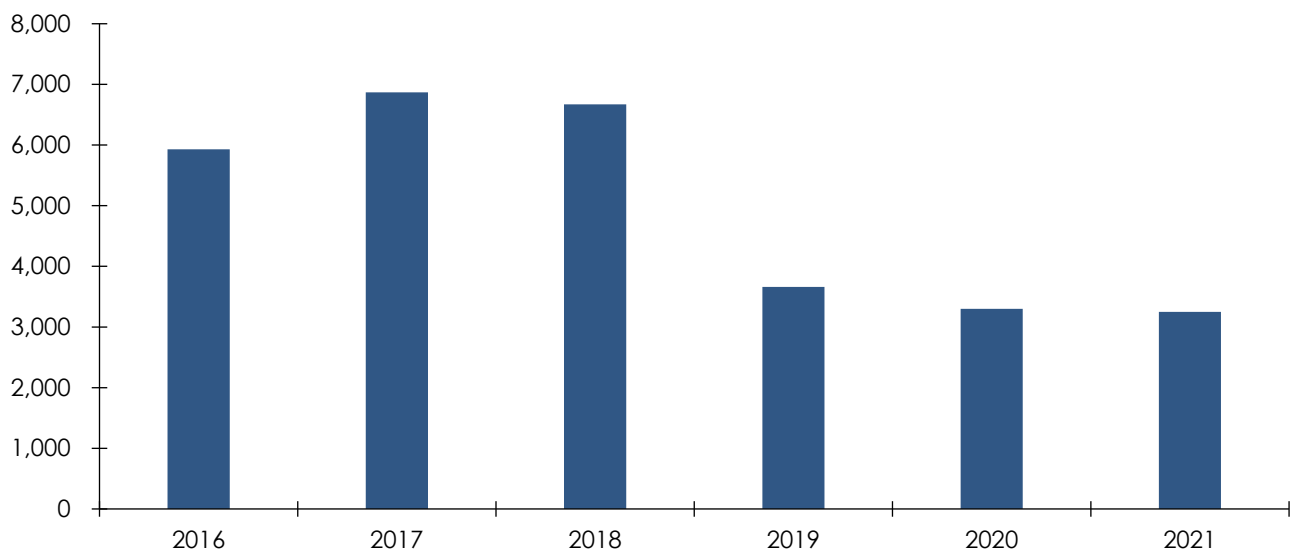
## Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Both revenue miles and revenue hours peaked in 2017, at approximately 221,000 and 6,900, respectively. Revenue miles dropped from 2018 through 2021 to approximately 68,000. Revenue hours remained steady in 2018 but dropped from 2019 through 2021 to just under 3,300.

**Figure 2** West's Transportation Vehicle Revenue Miles (2016–2021)



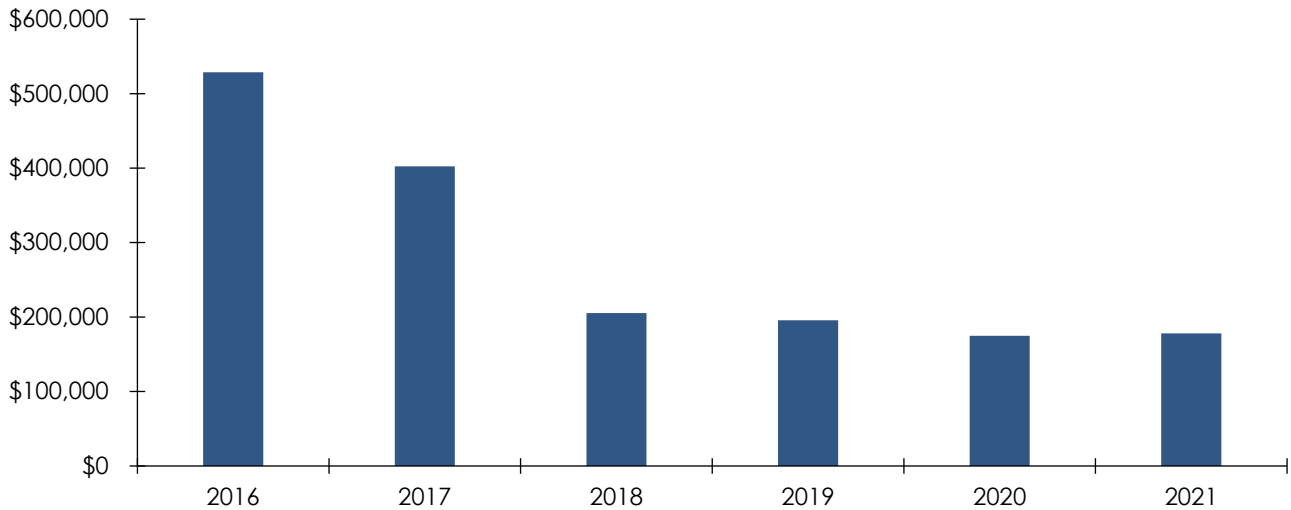
**Figure 3** West's Transportation Vehicle Revenue Hours (2016–2021)



## Budget Metrics

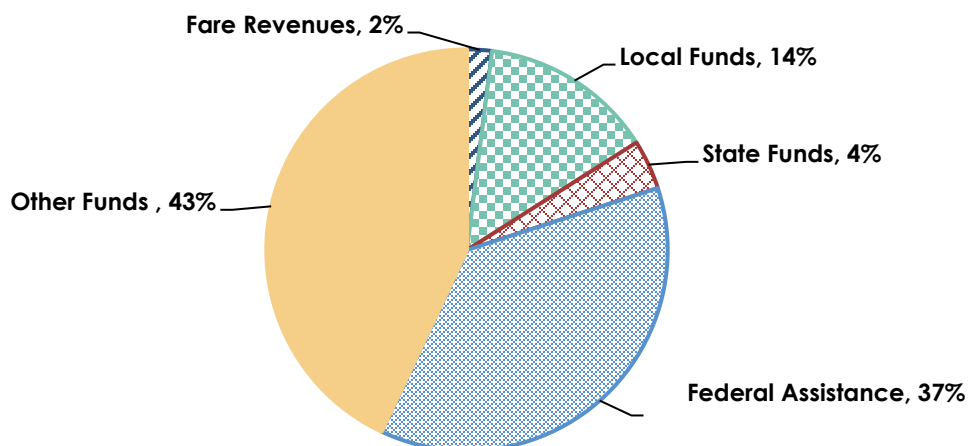
Annual operating expenses for 2016 through 2021 are shown in Figure 4. Operating expenses dropped from 2016 through 2018, from a high of over \$500,000 to approximately \$200,000. Operating expenses for 2021 were just under \$180,000.

**Figure 4** West's Transportation Operating Expenses (2016–2021)



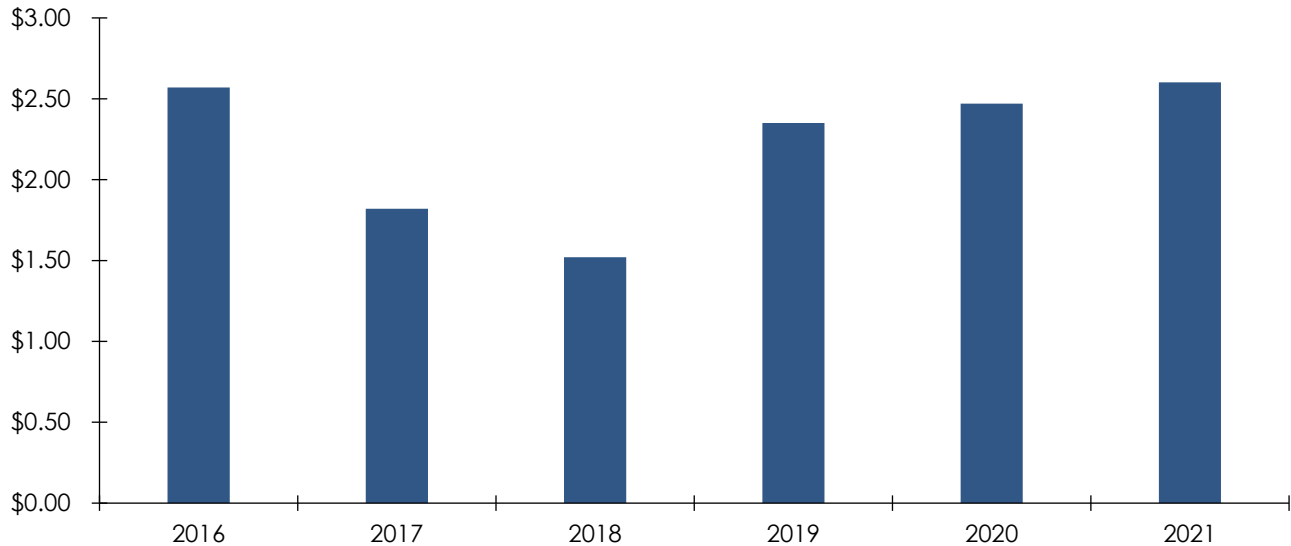
The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, federal assistance accounted for 37 percent of operating expense funding. Farebox revenue accounted for 2 percent of funding. Remaining funding was mostly comprised of other funds (43 percent) and local funds (14 percent), while state funds accounted for the remaining 4 percent of funding.

**Figure 5** West's Transportation Operating Funding Sources (2020)

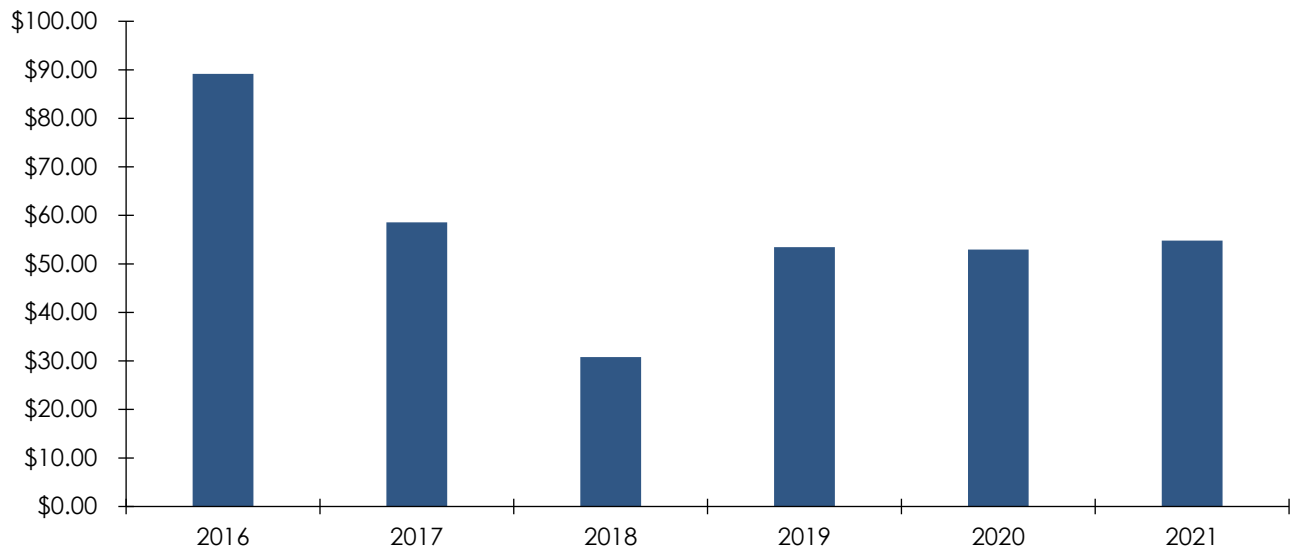


Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses fluctuated from 2016 to 2021 between approximately \$1.50 and \$2.50. Vehicle revenue hour operating expenses peaked at just under \$90.00 in 2016 before dropping to just over \$30.00 in 2018. This was followed by an increase to over \$50.00 from 2019 through 2021.

**Figure 6** West's Transportation Operating Expenses per Vehicle Revenue Mile (2016–2021)

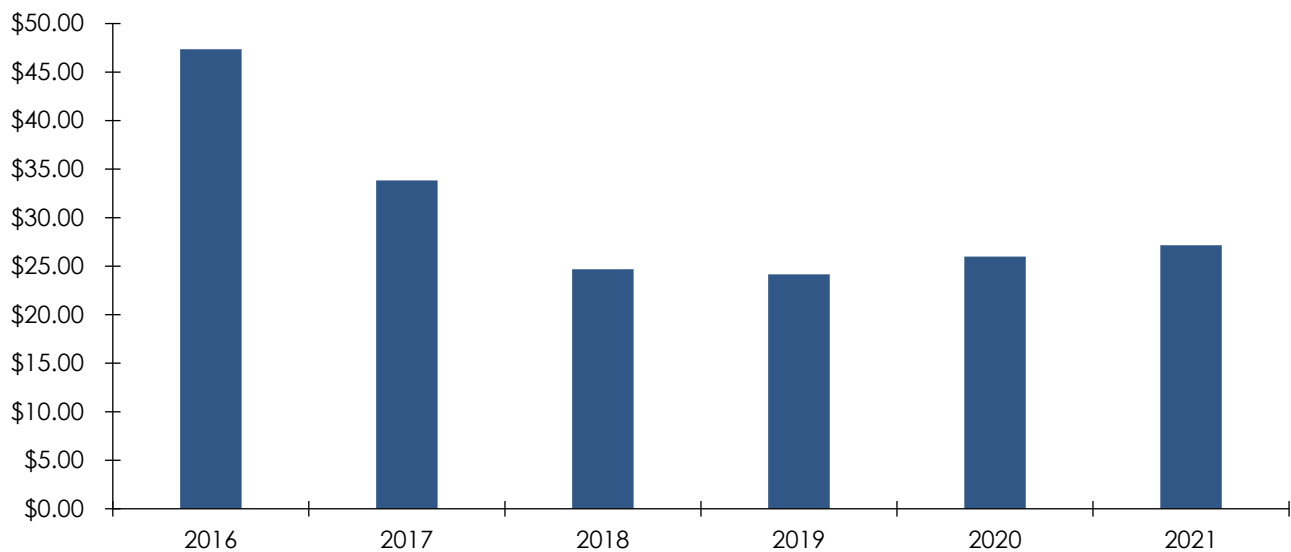


**Figure 7** West's Transportation Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Between 2016 and 2018, per passenger operating expenses dropped from approximately \$48.00 to just under \$25.00. Through 2021, per passenger operating expenses rose to just over \$27.00.

**Figure 8** West's Transportation Operating Expenses per Unlinked Passenger Trip (2016–2021)



## Asset Management

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

- » 6 demand response vehicles
- » 2 scheduled service buses

The West's Transportation fleet utilized for maximum service consisted of:

- » 6 demand response vehicles
- » 2 scheduled service buses