

Western Maine Transportation Services

Western Maine Transportation Services (WMTS) is a Regional Transportation Corporation providing multiple transit operations serving communities throughout and between Androscoggin, Oxford, and Franklin Counties, the City of Bath, and the Town of Brunswick.

Service Description and Fares

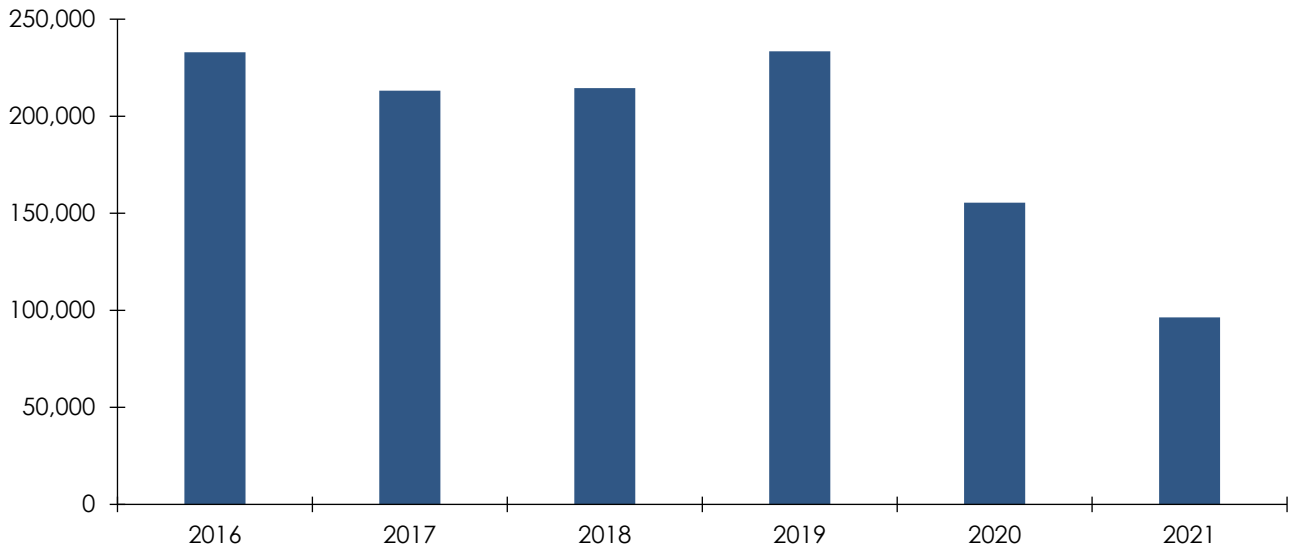
WMTS provides demand-response services in Franklin, Oxford, and Androscoggin Counties. Fixed route services include a bi-directional route service in Brunswick. Additional services include commuter routes into Lewiston from Farmington, Rumford-Mexico, Bath, Brunswick and Lisbon, and shuttles between Farmington and Rangeley and within the Rumford area. WMTS also provides a seasonal commuter service between Farmington and Carrabassett Valley and a shuttle service serving Kingfield, Carrabassett Valley, and the Sugarloaf Resort area in addition to a limited seasonal shuttle serving Bethel, Newry, and the Sunday River resort area. Most service is generally limited to operating on weekdays, with reduced frequencies for certain services. As of 2023, WMTS is also operating the Bath City Bus System. WMTS also provides early morning and late evening transit services for persons living in Lewiston/Auburn who are working in Lewiston or Auburn as a pilot project.

WMTS includes multiple transfer locations north of Lewiston between each of the smaller transit systems. In Brunswick, transfers are available to Greater Portland Metro bus service, Concord Coach Lines, and Downeaster rail service. Greyhound bus service is accessible in Lewiston. Fares vary based on specific routes and services.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Between 2016 and 2019, ridership fluctuated between approximately 213,000 and 233,000. With the onset of the COVID-19 pandemic, ridership dropped to approximately 155,000 in 2020, and to under 100,000 in 2021.

Figure 1 WMTS Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Revenue miles remained above 400,000 throughout the 2016-2021 period. Revenue hours dropped across the 2016-2021 period from approximately 45,000 to 32,000.

Figure 2 WMTS Vehicle Revenue Miles (2016–2021)

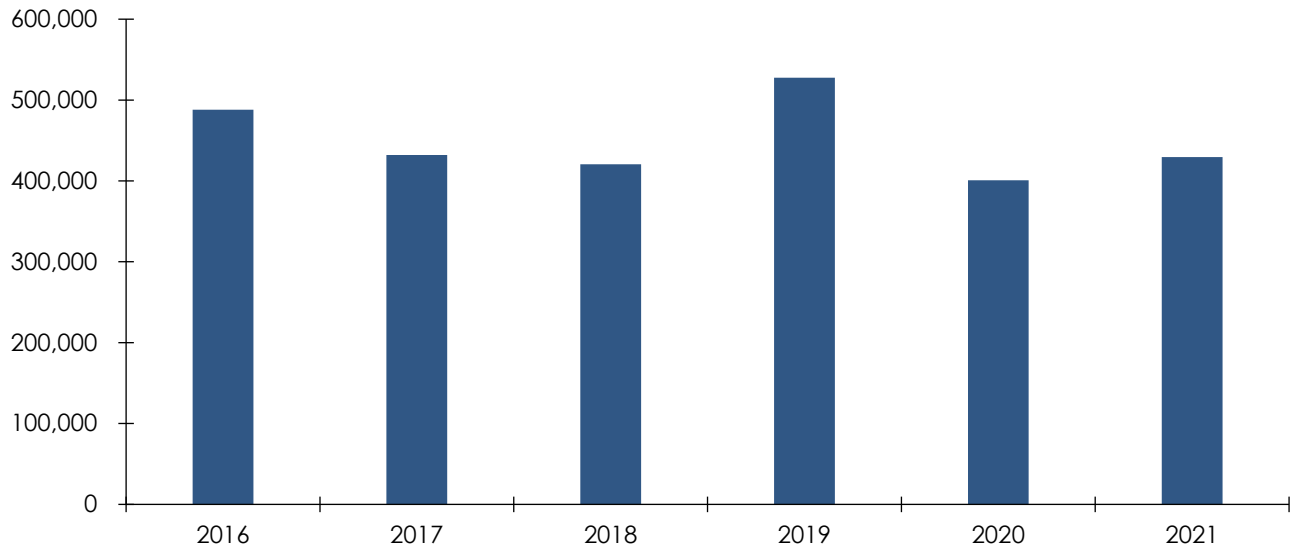
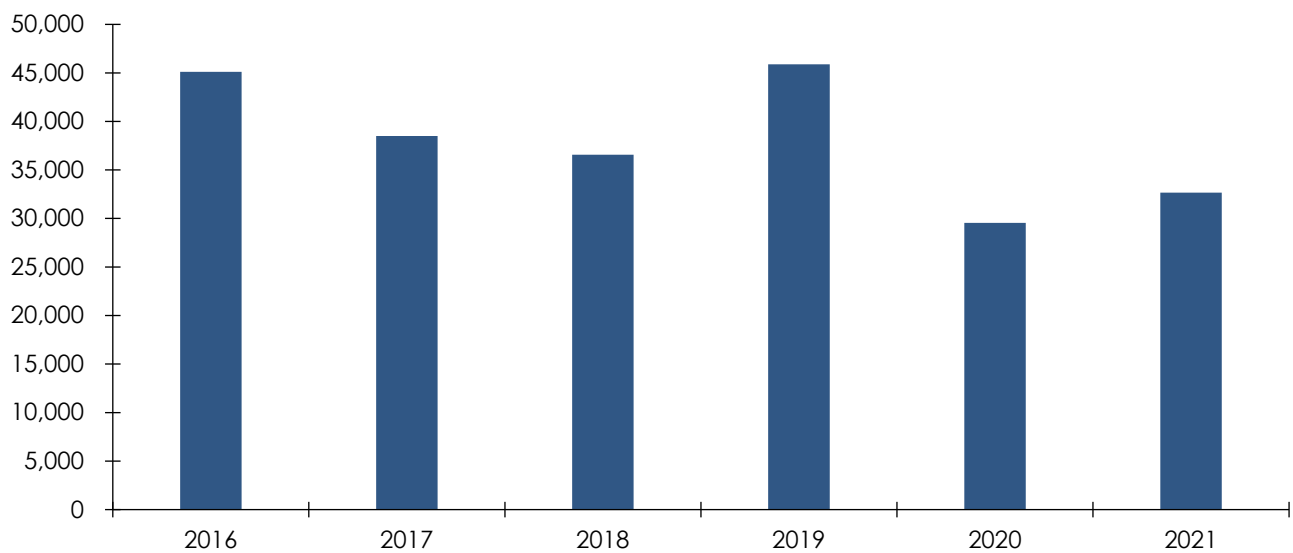


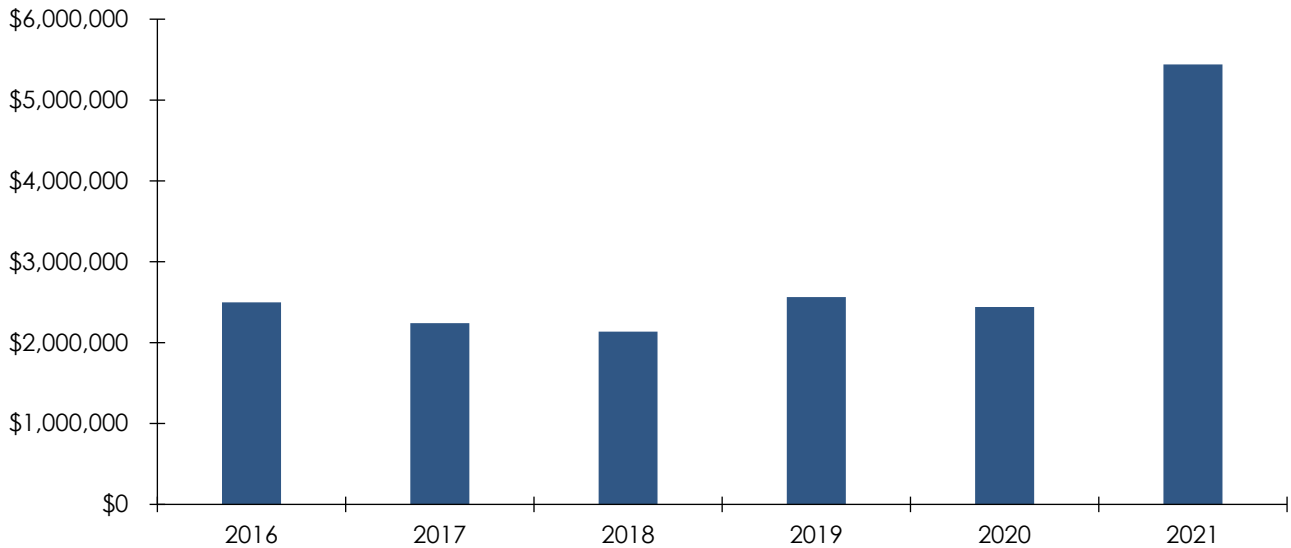
Figure 3 WMTS Vehicle Revenue Hours (2016–2021)



Budget Metrics

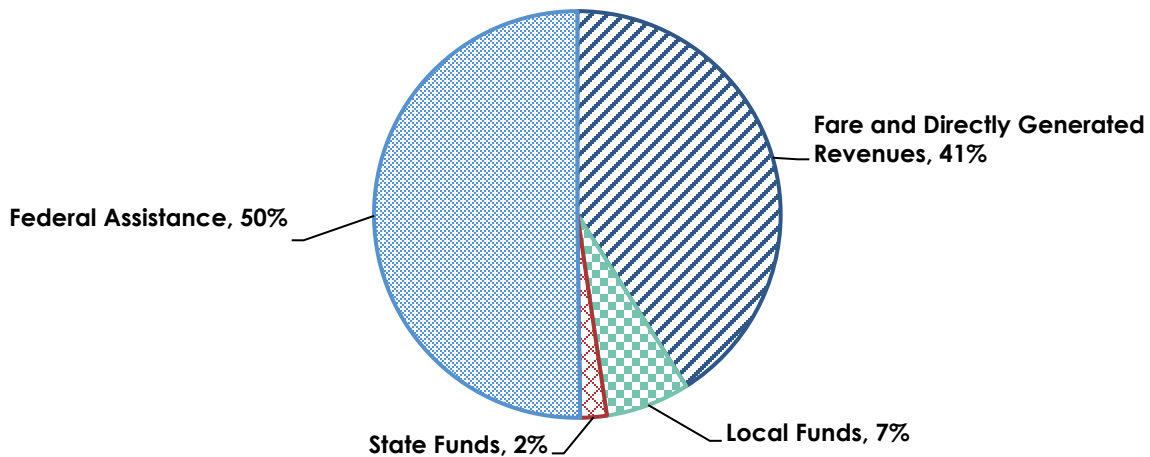
Annual operating expenses for 2016 through 2021 are shown in Figure 4. From 2016 through 2020, operating expenses were below \$2.5 million. In 2021, operating expenses rose to \$5.6 million.

Figure 4 WMTS Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, federal assistance accounted for 50 percent of operating expense funding. Farebox and directly generated revenue accounted for 41 percent of funding. Remaining funding was mostly comprised of local funds, which accounted for 7 percent of total funding.

Figure 5 WMTS Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses remained at around \$5.00 through 2019, before increasing to over \$6.00 in 2020. Vehicle revenue hour operating expenses ranged from \$55.00 to \$58.00 through 2019, before rising to over \$82.00 in 2020. In 2021, corresponding with increases in operating expenses, both vehicle mile and vehicle hour operating expenses increased from 2020.

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

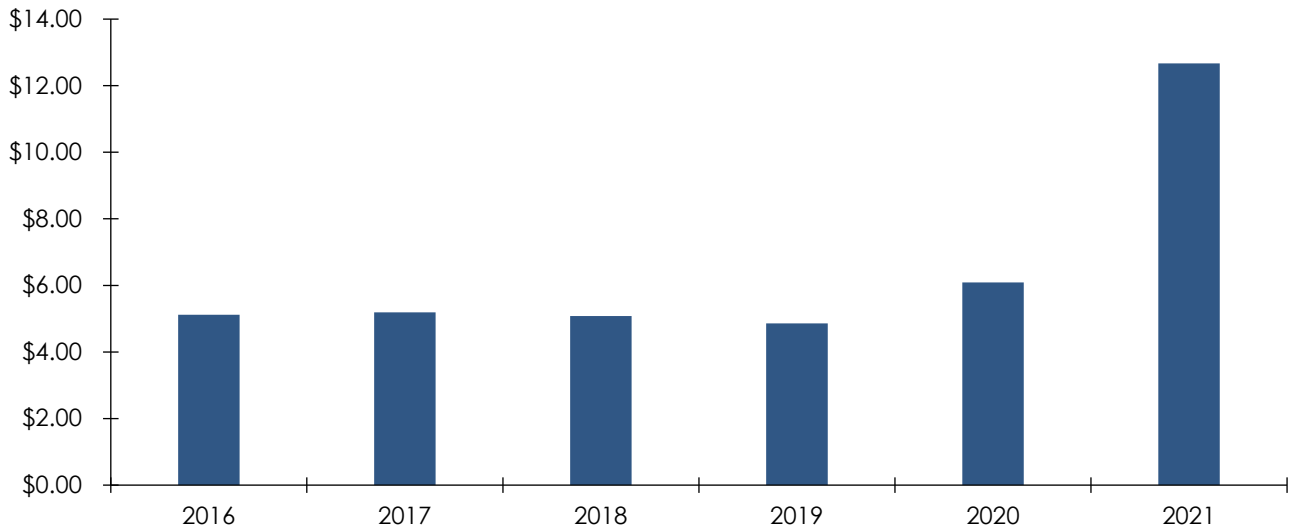
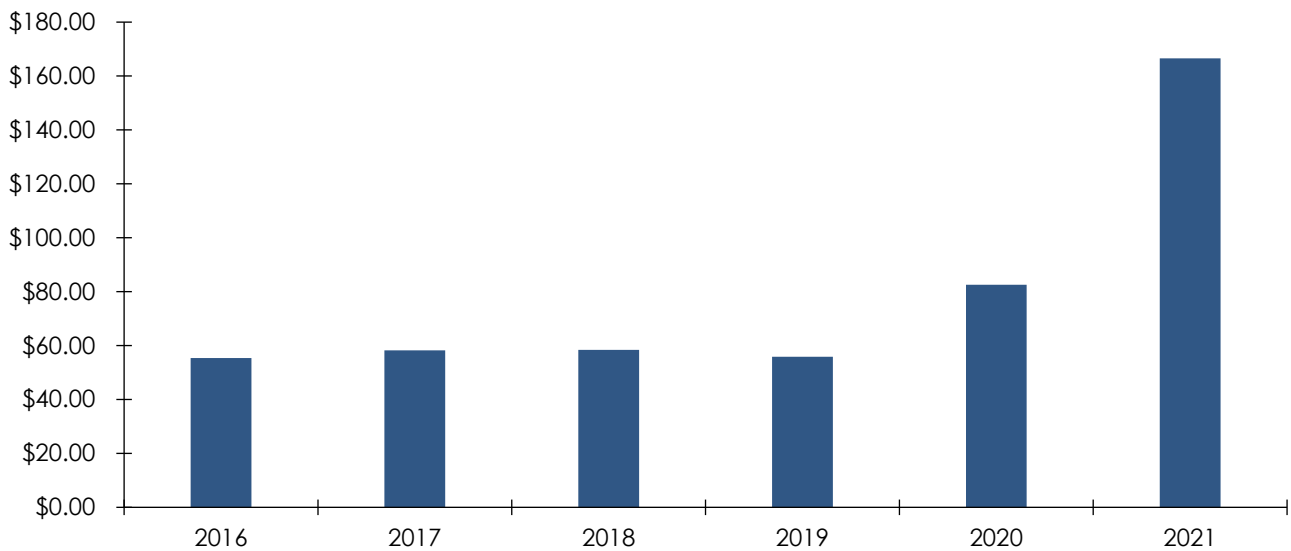
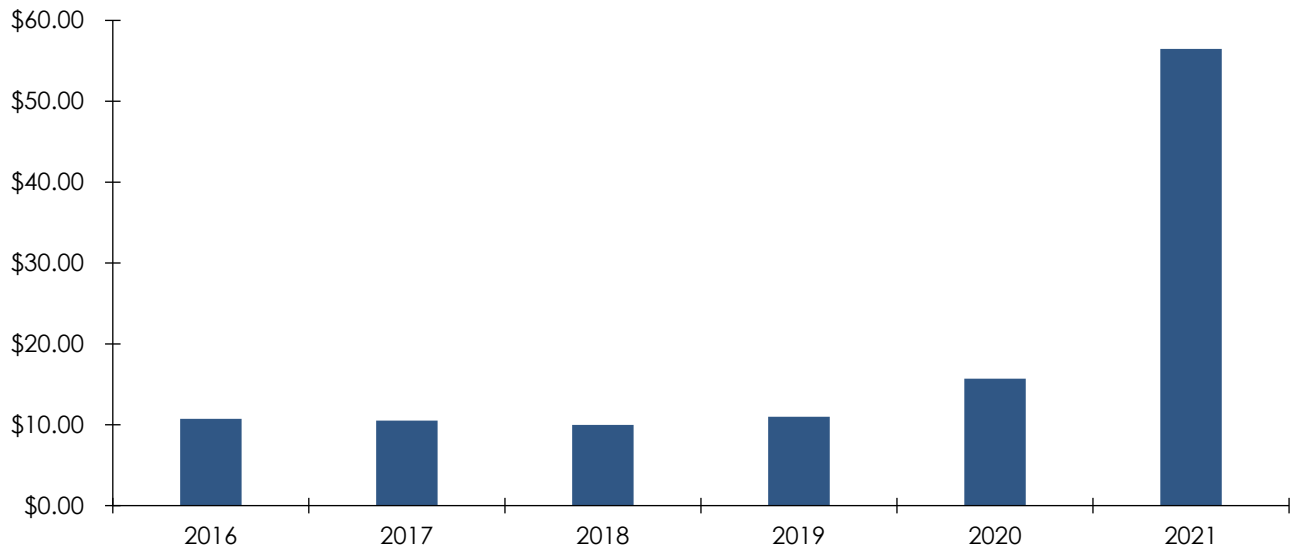


Figure 7 WMTS Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. From 2016 through 2019, per passenger operating expenses ranged between \$10.50 and \$11.00. Per passenger operating expenses rose to \$15.70 in 2020 and to approximately \$56.00 in 2021.

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



Organizational Management Structure

Management of WMTS is comprised of:

- » Board of Directors
- » Executive Director
- » Community Relations Manager
- » Operations Director
- » Mobility Management Manager
- » Human Resources Manager
- » Finance Director

Asset Management

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

- » 47 revenue vehicles
- » 5 service vehicles

The WMTS fleet utilized for maximum service consisted of:

- » 5 commuter buses
- » 13 demand response vehicles
- » 23 regular buses

Technology Capabilities

WMTS utilizes the following software in their operations:

- » **Scheduling Software:** Mobilitat/Easy Rides
- » **Fare Payment System:** Card reader similar to what is used by retail operations, which allows passengers to use debit and credit cards, stored value cards and smart pay options.
- » **Asset Management Software:** RTA
- » **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** AVL integration through Easy Rides
- » **GTFS:** Integrated on Google Transit