

**MaineDOT Region 2**

**Locally Coordinated Plan**

**FY 2013 - FY2017**

**Washington Hancock Community Agency (WHCA)**

**West's Transportation**

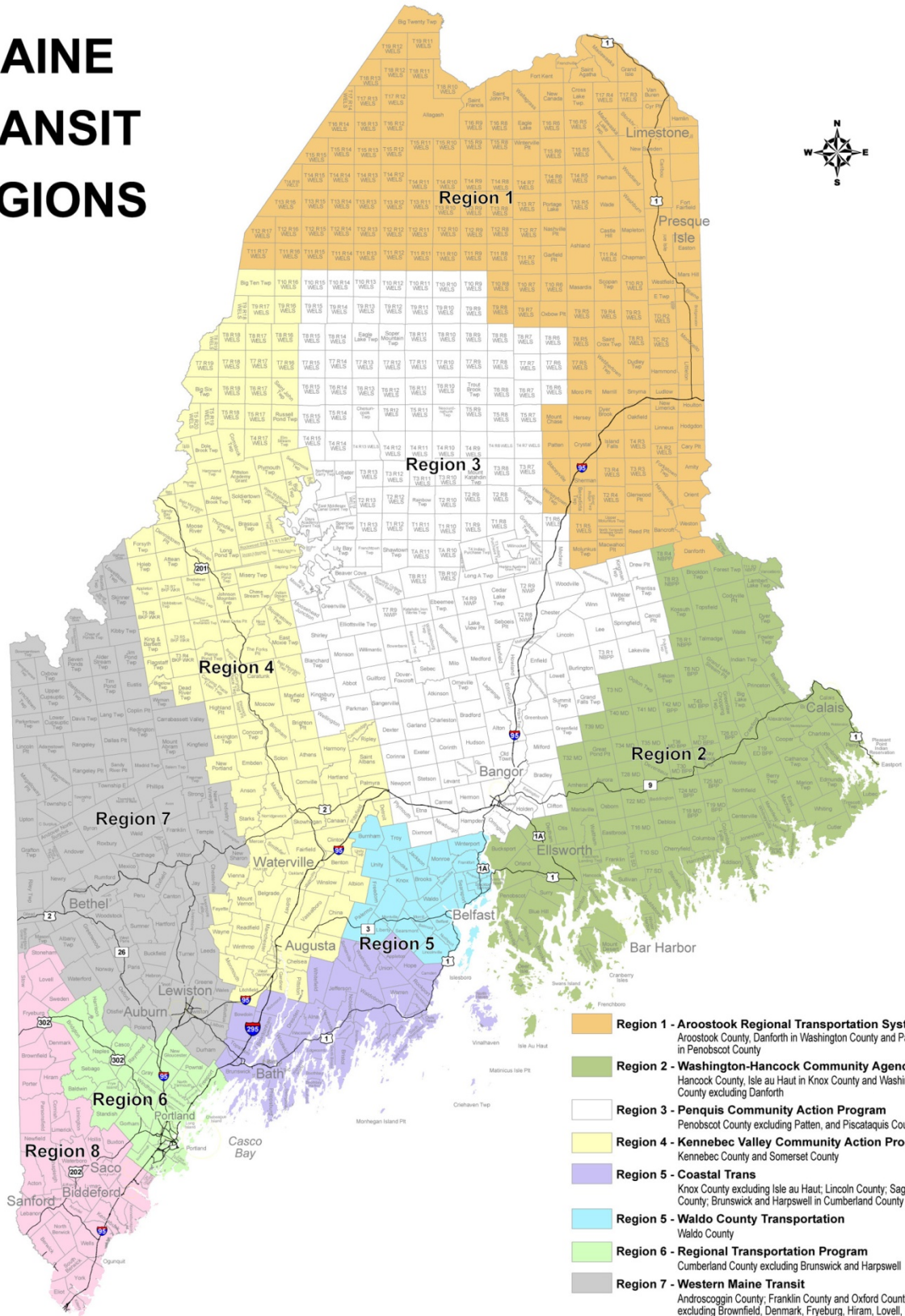
**Downeast Transportation, Inc. (DTI)**

**Cranberry Isles Commuter Ferry**

**Isle au Haut Boat Services/IaH Mailboat**

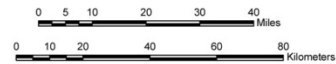


# MAINE TRANSIT REGIONS



- Region 1 - Aroostook Regional Transportation System**  
Aroostook County, Danforth in Washington County and Patten in Penobscot County
- Region 2 - Washington-Hancock Community Agency**  
Hancock County, Isle au Haut in Knox County and Washington County excluding Danforth
- Region 3 - Penquis Community Action Program**  
Penobscot County excluding Patten, and Piscataquis County
- Region 4 - Kennebec Valley Community Action Program**  
Kennebec County and Somerset County
- Region 5 - Coastal Trans**  
Knox County excluding Isle au Haut; Lincoln County; Sagadahoc County; Brunswick and Harpswell in Cumberland County
- Region 5 - Waldo County Transportation**  
Waldo County
- Region 6 - Regional Transportation Program**  
Cumberland County excluding Brunswick and Harpswell
- Region 7 - Western Maine Transit**  
Androscoggin County; Franklin County and Oxford County excluding Brownfield, Denmark, Fryeburg, Hiram, Lovell, Porter, Stoneham, Stow and Sweden
- Region 8 - York County Community Action Program**  
York County and Brownfield, Denmark, Fryeburg, Hiram, Lovell, Porter, Stoneham, Stow and Sweden in Oxford County

**Maine Transit Districts**  
Maine Department of Transportation  
Prepared by  
Bureau of Maintenance & Operations  
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# Regional Overview

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# MaineDOT Region 2 Locally Coordinated Plan

## Regional Overview

### Location of Region 2

Region 2 encompasses Hancock County and Washington County (exclusive of Danforth). The two-county service area is over 4,155 square miles in size (1,587 square miles in Hancock County and 2,568 square miles in Washington County), and has a total population of 87,274 (2010 Census).

### Population of Region 2

Hancock County had a population of 54,418 and Washington County had a population of 32,856 in the year 2010, as displayed in the table below. Hancock County's population increased by 5% between 2000 and 2010, a slightly faster rate of increase than statewide (4%). Conversely, Washington County's population decreased by 3% between 2000 and 2010.

Population of Washington, Hancock County and Maine			
Year	Hancock County	Washington County	Maine
1960	32,293	32,908	970,689
1970	34,590	29,859	992,048
1980	41,781	34,963	1,124,660
1990	46,948	35,308	1,227,928
2000	51,791	33,941	1,274,923
2010	54,418	32,856	1,328,361
1970-80 change	21%	17%	13%
1980-90 change	12%	1%	9%
1990-00 change	10%	-4%	4%
2000-10 change	5%	-3%	4%
1960-10change	69%	0.2%	37%

Source: US Census

In the year 2000, Washington County's median household income (\$34,203) was much lower than Hancock County's median household income (\$48,899), and was also lower than the state figure (see table below). Washington County also had a higher poverty rate (19.2% of the population living below the poverty level), than Hancock County (10.7%). Both Washington and Hancock counties had higher percentages of people aged 65 and over, 19.6% and 10.7%, respectively, than at the state level.

<b>Washington and Hancock Counties Population Profile--2010</b>			
<b>Measure</b>	<b>Hancock County</b>	<b>Washington Co.</b>	<b>Maine</b>
Total Population	54,418	32,856	1,328,361
Total Households	24,221	14,302	557,219
Average Household Size	2.28	2.3	2.43
Median Household Income	\$48,899	\$34,203	\$46,541
Persons below Poverty	10.7%	19.2%	12.6%
65 Years and Over	18.3%	19.6%	15.9%

Source: 2010 U.S. Census and American Community Survey

## **Transit Needs Analysis Region 2**

What is the transit need in Region 2 (Hancock and Washington Counties)? It is important to look at the number of households in the two counties without an automobile. By applying the methodology described below, the estimated need of trips on an annual basis can be determined. When comparing annual need in Hancock County to the actual service provided by WHCA and Downeast Transportation Inc., (DTI), the unmet need can be estimated at 84%. When comparing annual need in Washington County to the actual service provided by WHCA and West's Transportation, the unmet need can be estimated at 86%.

The Transit Cooperative Research Program (TCRP) in Washington, D.C., developed and made available in 2013 an objective methodology for analyzing transit needs in rural areas. The methodology is contained in "TCRP Report 161 Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation: Final Workbook." The formula used in this technical memorandum utilizes the number of no-vehicle households to determine overall transit needs. The formula includes a mobility gap, which is basically the difference between the number of trips per day that a household with one vehicle would take and the number of trips that a household with no vehicles would take (1.7 trips/day).

The number of no-vehicle households is derived from the American Community Survey (ACS) five-year estimates, 2008-2012. The five-year estimate for the ACS is based on the largest sample size and is therefore the most reliable compared to other ACS data collected over shorter periods of time.

The formula is conservative (it may significantly understate the need) because it does not take into account people who may have a vehicle but can't rely on it or may need to use transit because of a disability or limitations due to old age.

The key question which the formula addresses is how much transit service would be needed to fully address the mobility needs of transit dependent persons?

### **No-Vehicle Households**

The TCRP Report 161 formula utilizes the number of no-vehicle households in various jurisdictions to calculate transit needs. The following table provides an overview of the number of no-vehicle

households in Hancock and Washington Counties. The table also contains information on other counties for comparison purposes.

<b>No-Vehicle Households by County</b>		
<b>County</b>	<b># of No-Vehicle Households</b>	<b>% of state</b>
<b>Hancock</b>	<b>1,383</b>	<b>3%</b>
<b>Washington</b>	<b>1,166</b>	<b>3%</b>
Androscoggin	4,329	11%
Aroostook	2,472	6%
Cumberland	9,448	24%
Franklin	804	2%
Kennebec	4,197	11%
Knox	1,044	3%
Lincoln	375	1%
Oxford	1,515	4%
Penobscot	4,943	12%
Piscataquis	543	2%
Sagadahoc	953	2%
Somerset	1,503	4%
Waldo	1,059	3%
York	3,981	10%
<b>Total - Maine</b>	<b>39,697*</b>	<b>100%</b>

Source: American Community Survey 5-Year Estimates Table B08201

\*Does not exactly equal the sum of the 16 counties, but is the number reported in the ACS.

The table above shows that there are 1,383 no-vehicle households in Hancock County which is 3% of the 39,697 no-vehicle households in Maine, and 1,166 no-vehicle households in Washington County which is also 3% of the 39,697 no-vehicle households in Maine

### **Transit Needs**

The following paragraphs contain a summary of transit needs in Hancock and Washington Counties. Information from other counties is shown for comparison purposes. The data on numbers of trips is based on FY 2012 trips (the last full year of service prior to implementation of the broker system) as shown in the Locally Coordinated Plans for the various providers and in municipal ride reports prepared by regional providers.

One of the most important yardsticks in measuring transit services is the percentage of needs actually met. TCRP Report 161 states that “In the testing of these suggested methodologies with a number of rural transit agencies, it was found that, at best, only about 20% of the mobility gap trip-based need was met.” Therefore, for the purposes of this analysis, meeting 20% of the need is deemed to be a good baseline goal for rural services.

The data are also subject to the following:

- The number of trips provided includes the total of transit and MaineCare trips.

- Trip data includes fixed route, flex route, and MaineCare (agency vehicle, volunteers, friend and family).
- The information includes only land-based transit (ferry trips are not included).
- Seasonal service data is not included.
- Intercity trips are included in the data for the county of origin.

The following table provides an overview of the annual transit need in Hancock and Washington Counties, the number of trips provided, and the number of trips provided as a percentage of the annual need. All other counties are shown for comparison purposes.

<b>County Summary of Transit Need and Trips Provided FY 2012</b>			
<b>County</b>	<b>Annual Need (Trips)</b>	<b>Trips Provided</b>	<b>Trips Provided as a % of Annual Need</b>
<b>Hancock</b>	<b>705,330</b>	<b>115,027</b>	<b>16%</b>
<b>Washington</b>	<b>594,600</b>	<b>81,317</b>	<b>14%</b>
Androscoggin	6,025,200	654,002	11%
Aroostook	1,260,600	278,172	22%
Cumberland	11,696,100	2,099,781	18%
Franklin	410,100	90,833	22%
Kennebec	2,131,290	310,322	15%
Knox	532,440	37,166	7%
Lincoln	191,250	23,178	12%
Oxford	772,800	178,367	23%
Penobscot	5,788,600	1,420,462	25%
Piscataquis	276,930	43,029	16%
Sagadahoc	486,000	40,507	8%
Somerset	766,540	136,829	18%
Waldo	540,000	115,009	21%
York	3,535,800	607,019	14%
<b>Total, Maine</b>	<b>35,713,580</b>	<b>6,231,020</b>	<b>17%</b>

Source: American Community Survey 5-Year Estimates Table B08201, TCRP Report 161, Locally Coordinated Transit Plans for all transit providers receiving MaineDOT financial support.

The table above shows that Hancock County has an annual need for 705,330 trips. WHCA and DTI, with MaineDOT financial assistance, provided 115,027 trips in FY 2012, which was 16% of the overall need and below the baseline service figure of 20%. The table also shows that Washington County has an annual need for 594,600 trips. WHCA and West’s Transportation, with MaineDOT financial assistance, provided 81,317 trips in FY 2012, which was 14% of the overall need and below the baseline service figure of 20%.

As the table indicates, only five (5) counties exceed the baseline estimated annual need.

The following tables demonstrate the estimated trip need at the local level in both Hancock and Washington Counties.



<b>Hancock County Summary of Transit Need and Transit Trips Provided in FY 2012</b>				
	<b>Annual Need (trips)</b>	<b>% of County Need</b>	<b>Trips Provided</b>	<b>Trips Provided as a % of Annual Need</b>
Hancock County Total	705,330	100%	115,027	16%
Bucksport	89,400	13%	10,511	12%
Ellsworth	140,400	20%	25,981	19%
Remainder of County	475,530	67%	78,535	17%

Source: Locally Coordinated Transit Plans FY 2013-2017 for Washington Hancock Community Agency (WHCA) and Downeast Transportation, Inc. (DTI), Municipal Ride Reports for FY 2012 WHCA and DTI, and TCRP Report 161.

The table above shows that collectively, WHCA and DTI provided 115,027 trips in Hancock County, meeting 16% of the estimated annual trip need. Bucksport and Ellsworth collectively account for 33% of the county's estimated annual trip need.

<b>Washington County Summary of Transit Need and Transit Trips Provided in FY 2012</b>				
	<b>Annual Need (trips)</b>	<b>% of County Need</b>	<b>Trips Provided</b>	<b>Trips Provided as a % of Annual Need</b>
Washington County Total	594,600	100%	81,317	14%
Calais	139,800	24%	6,202*	4%
Eastport	45,000	8%	4,829*	11%
Lubec	27,000	5%	4,518*	17%
Machias	70,800	12%	5,987*	8%
Remainder of County	312,000	52%	59,781	19%

Source: Locally Coordinated Transit Plans FY 2013-2017 for Washington Hancock Community Agency (WHCA) and West's Transportation, Municipal Ride Reports for FY 2012 (WHCA), and TCRP Report 161.

\*WHCA only

The table above shows that 48% of the county's estimated transit need is concentrated in Calais, Eastport, Lubec, and Machias. In FY 2012, WHCA and West's collectively met 14% of the overall estimated need in Washington County. For all jurisdictions shown in the table, trips provided as a percentage of need was below the service baseline of 20%.

### **Estimating General Public Demand**

Estimating overall trip needs is important because it includes the travel needs of the general public as well as people being served by various social service programs such as the MaineCare non-emergency medical transportation. It also provides a starting point for determining the number of trips in a given area as a percentage of the overall need and from that, whether additional trips are needed to meet an overall baseline service goal of 20% (trips as a percentage of overall need).

However, for the purposes of long-range transit planning to meet the needs of the general public, it's important to ask "how much transit will the public use in rural/non-urban areas?" TCRP Report 161 has a formula for estimating general public transit demand in rural areas:

Trips / year =

- 2.2 x the population 60 and over
- + 5.21 x the mobility limited population 18-64
- + 1.52 x the number of residents in households with no vehicles

The data sources for use in the formula are derived from the American Community Survey, 2008-2012 five-year estimates, Locally Coordinated Transit Plans for the various providers, and provider municipal ride reports.

The formula is intended to apply to rural/non-urban areas. As shown in the table below, WHCA and DTI met 151% of general public demand in Hancock County, while WHCA and West's Transportation met 34% of the need in Washington County. Other counties are shown for comparison purposes. Hancock County had the highest percentage of trips provided in meeting annual general public need, in part because of DTI's commuter program.

<b>County Summary of General Public Transit Demand and Trips Provided FY 2012</b>			
<b>County</b>	<b>Annual General Public Need</b>	<b>General Public Trips Provided</b>	<b>Trips Provided as a % of General Public Demand</b>
<b>Hancock</b>	<b>41,227</b>	<b>62,412</b>	<b>151%</b>
<b>Washington</b>	<b>28,305</b>	<b>9,491</b>	<b>34%</b>
Androscoggin (rural only) <sup>1</sup>	27,886	746	3%
<b>Aroostook</b>	<b>60,716</b>	<b>50,360</b>	<b>83%</b>
Cumberland (rural only) <sup>2</sup>	60,131	6,456	11%
Franklin	22,360	3,434	15%
Kennebec	47,024	65,416	139%
Knox	31,294	2,953 <sup>5</sup>	9%
Lincoln	28,070	1,887 <sup>5</sup>	7%
Oxford	43,744	2,925	7%
Penobscot (rural only) <sup>3</sup>	61,543	2,355	4%
Piscataquis	15,353	3,618	24%
Sagadahoc	24,691	15,794 <sup>5</sup>	64%
Somerset	40,504	611	2%
Waldo	28,670	10,328	36%
York (rural only) <sup>4</sup>	97,019	71,133	73%
<b>Total, Maine</b>	<b>658,537</b>	<b>431,314</b>	<b>65%</b>

Sources: American Community Survey 5-Year Estimates Table B08201, TCRP Report 161, Locally Coordinated Transit Plans for all transit providers receiving MaineDOT financial support, municipal ride reports, transit providers.

<sup>1</sup>Exclusive of Citylink service area (Lewiston/Auburn)

<sup>2</sup>Exclusive of METRO service area (Portland, Westbrook, Falmouth) and South Portland Bus Service jurisdiction

<sup>3</sup>Exclusive of Community Connector service area (Bangor, Brewer, Hampden, Old Town, Orono, Veazie)

<sup>4</sup>Exclusive of ShuttleBus service area (Biddeford, Saco, Old Orchard Beach)

<sup>5</sup>Coastal Trans general public trips were estimated using total general public trips time ratios of county trips to total trips in CTI service area

## Overview of the Elderly Population

The tables below provide an overview of the elderly population in Hancock and Washington Counties as well as the rest of Maine. As shown in the first table, the elderly population in Hancock County was 18.3% of the County's total population, and in Washington County, it was 19.6% of the County's total population. The second table shows that between 2015 and 2025 the population of people 65 and older is expected to see an increase of 3,135 people (26.5%) in Hancock County and 1,530 people (20.4%) in Washington County. The overall state increase is expected to be 31%.

<b>Distribution of Maine's Elderly Population 2010</b>					
<b>County</b>	<b>Population</b>	<b># 65 +</b>	<b>% of County</b>	<b>% of State</b>	<b>Median Age</b>
<b>Hancock</b>	<b>54,418</b>	<b>9,937</b>	<b>18.3</b>	<b>4.7</b>	<b>46.3</b>
<b>Washington</b>	<b>32,856</b>	<b>6,426</b>	<b>19.6</b>	<b>3.0</b>	<b>46.1</b>
Androscoggin	107,702	15,184	14.1	7.2	39.8
Aroostook	71,870	13,651	19.0	6.5	45.3
Cumberland	281,674	40,157	14.3	19.0	41
Franklin	30,768	5,160	16.8	2.4	43.4
Kennebec	122,151	18,960	15.5	9.0	42.8
Knox	39,736	7,594	19.1	3.6	46.2
Lincoln	34,457	7,393	21.5	3.5	48.1
Oxford	57,833	9,843	17.0	4.7	44.6
Penobscot	153,923	22,253	14.5	10.5	39.9
Piscataquis	17,535	3,564	20.3	1.7	48.1
Sagadahoc	35,293	5,788	16.4	2.7	44.1
Somerset	52,228	8,537	16.3	4.0	43.6
Waldo	38,786	6,280	16.2	3.0	44.1
York	197,131	30,353	15.4	14.4	43
<b>Maine</b>	<b>1,328,361</b>	<b>211,080</b>	<b>15.9</b>	<b>100</b>	<b>42.7</b>

Source: U.S. Census 2010.



### Growth of Maine's Elderly Population 2015 to 2025

County	Population In 2010	Population In 2015	Population In 2025	# Change 2015-2025	% Change 2015-2025
<b>Hancock</b>	<b>9,937</b>	<b>11,835</b>	<b>14,970</b>	<b>3,135</b>	<b>26.5%</b>
<b>Washington</b>	<b>6,426</b>	<b>7,489</b>	<b>9,019</b>	<b>1,530</b>	<b>20.4%</b>
Androscoggin	15,184	17,322	22,169	4,847	28.0%
Aroostook	13,651	15,371	18,599	3,228	21.0%
Cumberland	40,157	47,635	65,838	18,203	38.2%
Franklin	5,160	6,015	7,765	1,750	29.1%
Kennebec	18,960	21,939	28,645	6,706	30.6%
Knox	7,594	9,069	11,765	2,696	29.7%
Lincoln	7,393	8,877	10,844	1,967	22.2%
Oxford	9,843	11,204	14,417	3,213	28.7%
Penobscot	22,253	25,635	33,674	8,039	31.4%
Piscataquis	3,564	4,194	5,130	936	22.3%
Sagadahoc	5,788	7,019	9,406	2,387	34.0%
Somerset	8,537	10,025	12,842	2,817	28.1%
Waldo	6,280	7,868	10,409	2,541	32.3%
York	30,353	36,860	50,832	13,972	38.0%
<b>Maine</b>	<b>211,080</b>	<b>248,358</b>	<b>326,320</b>	<b>77,962</b>	<b>31.0%</b>

Sources: U.S. Census 2010 and Maine Office of Policy and Management

## Regional Public and Private Transportation Providers

### Public Transportation Providers

**Washington Hancock Community Agency (WHCA).**

**Downeast Transportation, Inc. (DTI).**

**Island Explorer, 19 Firefly Lane, Bar Harbor, # 288-4573**

**Maine State Ferry Service: Bass Harbor-Swans Island, 244-3254, 526-4273**

**Maine State Ferry Service: Bass Harbor-Frenchboro, 244-3254**

**Cranberry Isle Ferry, 59 Main St., Isleford, 244-4475**

**Isle au Haut Boat Services/IAH Mailboat, 27 Seabreeze Ave., Stonington, 367-5193**

### Private Transportation Providers

#### Bus Companies

**West's Transportation, Inc.**, Pigeon Hill Road, Steuben, 546-2823, 1-800-596-2823, a private inter-city bus company providing service services to Bangor and other communities within Washington and Hancock Counties. West's provides services for several social service programs: MaineCare and a federally funded migrant worker program.

**Bar Harbor-Bangor Shuttle Bus**, 207 Main Street, Bar Harbor, 479-5911

**Concord Trailways**, 1-800-639-3317

**First Student**, 251 North Deer Isle Road, Deer Isle, 348-5237

**Greyhound Bus Lines**, 1-800-894-3355

### **Charter Service**

**West's Transportation, Inc.**, Pigeon Hill Rd., Steuben, **West's Bus Service**, Pigeon Hill Road, Steuben, 546-2823, 1-800-596-2823

### **Taxi Service**

**About Acadia Taxi**, 64 Oak St., Ellsworth, 667-0111

**Acadia Cab**, 6 Pleasant Street, 9 Eden Street, Bar Harbor, 288-8294

**Airport & Harbor Car Service**, 440 Oak Point Rd, Trenton, 288-9222

**Amazin Moe's Taxi**, 16 Walls St., Mt Desert Island, 266-1478

**At Your Service Taxi Company**, 6 Pleasant St., Bar Harbor, 288-9222

**Atlantic Taxi Company**, 191 Toddy Pond Road, Surry, Maine, 664-4994

**Bar Harbor Coastal Cab**, 3 Oak St., Bar Harbor, 288-1222

**Ceilieh Cab**, 79 Pigeon Hill Road, Steuben, 1-800-596-2823

**Cell Kell Taxi**, 58 N Bend Road, Ellsworth, 667-7306

**City Cab**, 56 Church St., Calais, 454-1123

**Eddie's Island Taxi**, 21 School Street, Stonington, 367-5503

**Gary's Taxi**, 11 Summer Street, Calais, 454-3609

**MDI Taxi & Tours**, 25 Crooked Road, Bar Harbor, 288-3333

**Peninsula Taxi**, 634 Pleasant Street, Blue Hill, 374-3510

**Tom's Taxi Chauffeur and Tour**, 237 Main St., Cherryfield, 271-7433

### **Private Ferry Service**

**East Coast Ferries** (seasonal—Deer Island, New Brunswick-Eastport), 506-747-2159

### **Wheelchair Van Service**

**County Ambulance**, 208 High Street, Ellsworth, 667-3200

### **Community Based Volunteer Transportation**

Friends In Action, Ellsworth, 664-6016

Island Connections, 15 Eagle Lake Rd., Apt 505, Bar Harbor, 288-4457

## Other Services

**Veterans Administration Transportation Program.** The Veterans Administration operates a transportation program utilizing vans and volunteer drivers to transport veterans from around the state to Togus Hospital in Augusta. 207-623-5725.

**Potential Transportation Providers.** In 2014, MaineDOT sent a transportation survey to assisted living facilities, service organizations, volunteer groups and others, requesting information about their transportation services. Several survey respondents in this region indicated a conditional interest in providing transportation to the general public. Contact MaineDOT for information about these survey respondents.

## Providers Seeking Section 5311 Assistance

Three providers are seeking Section 5311 assistance: Washington Hancock Community Agency, West's Transportation, and Downeast Transportation, Inc., and two ferry systems: Isle au Haut Boat Services and Cranberry Isles Commuter Ferry.

## Development of the Locally Coordinated Plan

Coordination of public transit services is at the core of MaineDOT's mission of providing statewide public transportation through the development and maintenance of efficient, effective and safe transit systems that meet the access and mobility needs of its citizens. Coordination occurs not only at the state agency level, but also at the regional and local levels to assist in prioritizing transit needs, identifying funding sources and avoiding duplication of services.

The Locally Coordinated Plan is a planning process that documents and prioritizes local, regional and statewide transit needs, creates opportunities for discussion regarding potential projects and funding mechanisms, and reports out on adequacy of current services. The coordination of transit planning is a federal (SAFETEA-LU) and state (23 MRSA §4209 et seq.) requirement when selecting transportation projects for funding to ensure public participation and equitable distribution of available funding among disadvantaged populations such as the elderly, low-income and individuals with disabilities.

Below are the various processes used in meeting the locally coordinated plan requirements and the state mandates on coordination of human services transportation.

- Collect, analyze and evaluate existing coordination efforts among transportation stakeholders within each region to determine how best to maximize available resources to meet the transportation needs of the region, as described below;
- Organize statewide public Transit Summit Meetings to collaborate on existing and future transit needs as described below;
- Schedule meetings as needed with interested parties such as advocacy groups and volunteer organizations interested in transportation services;
- Develop and implement outreach efforts with other stakeholders such as tribal governments, regional planning organizations, and the Maine Transit Association to expand potential transportation funding partnerships; and

- Report quarterly to the Governor's Interagency Transportation Coordinating Committee.

### **Existing Coordination Efforts in Washington and Hancock Counties**

WHCA has worked closely for many years with social service agencies, service providers and others to ensure that its limited resources are used as efficiently as possible. Both DTI and West's Transportation, the other subsidized providers in the region, actively participate in coordination efforts. In FY 2012, 75% of total revenues received were derived from MaineCare funds. Consequently, WHCA relied heavily on their MaineCare transportation services to leverage other funding sources and coordinate trips to remain as a viable public transportation provider in the region. For example, there are members of the general public that rely solely on WHCA to access medical care, groceries and other basic living needs including elderly, individuals with disabilities and low income individuals who have marginal incomes and who do not qualify for any local, state or federal assistance programs. The importance of using a variety of funding sources provide the region with an affordable, integrated and comprehensive transit service. Moreover, the ability to leverage a variety of funding sources, instead of relying on a single source of revenue, is critical to support the current level of service or the expected demand for more services. WHCA dispatchers, in particular, are responsible for ensuring eligibility of services as well as appropriate mode of service. Dispatchers take incoming calls from a variety of individuals seeking transportation, including the general public, individuals with disabilities, low-income and the elderly.

### **Transit Summit Meeting**

The Maine Department of Transportation, WHCA and DTI solicited widespread input in the development of the locally coordinated plan using a Regional Plan Transit Summit Meeting held on December 3, 2013 at the Ellsworth City Hall auditorium in Ellsworth. An extensive list of interested parties was developed representing various organizations such as social service agencies, tribal governments, regional planning organizations, hospitals, nursing homes, advocacy groups, providers of transportation services, and interested citizens. Notices of the meeting were mailed to the interested parties and public notices were advertised in the Bangor Daily News.

The notices included the purpose of the Transit Summit Meeting as follows:

- Evaluate current transit services and mobility management efforts for:
  - Low income individuals
  - Elderly individuals
  - Individuals with disabilities
  - General public
- Evaluate and prioritize future transit projects as identified by the transit provider; (a list of the projects were provided with the invitation)
- Collect information on coordination efforts.

An opportunity was provided for attendees to identify needs and propose additional strategies and projects for the region.



The response from the meeting was comprehensive and participants specifically expressed the need for additional service in outlying communities (more service to small towns), more frequent service between Ellsworth and Bar Harbor, the need for additional vehicles allowing for service expansion, increased coordination to help close service gaps, continued commuter service on the Cranberry Isles Commuter Ferry and the need to acquire funds to replace an aging wooden boat for Isle au Haut ferry/mail service. Additionally, concerns were raised regarding the new MaineCare broker in Region 2.

For a summary of the results of the Transit Summit, please refer to the Locally Coordinated Transit Plans for WHCA, DTI, West's, the Cranberry Isles Commuter Ferry and the Isle au Haut Boat Services/IaH Mailboat.

### **Ongoing Collaboration**

MaineDOT meets with non-profit agencies, advocacy groups, transportation providers, volunteers, religious organization, and individual members of the public as requested to provide information regarding funding opportunities, approaches to effective collaboration within existing transit regions, and innovative solutions to transit challenges such as leveraging of other federal and state grants to assist communities in seeking local match for both operating and capital grant requests through the Federal Transit Administration.

### **Outreach Efforts**

MaineDOT, through its various planning processes, regularly seeks public input to help identify transit priorities and funding solutions to meet the needs for each of the transit regions. MaineDOT's long-range plan, mid-range plan, and the two-year capital work plan are just some examples of the ongoing public participation efforts used to achieve comprehensive and equitable transportation planning priorities. Organizations such as the economic development districts, regional planning organizations, tribal governments, municipalities, Maine Turnpike Authority, and Maine Transit Association are examples of transportation partners that MaineDOT relies upon in order to fully implement transit strategies at local, regional and statewide levels.

### **Interagency Transportation Coordinating Committee**

The Interagency Transportation Coordinating Committee is the result of a state mandate requiring three state agencies to collaborate with each other in the delivery of passenger transportation services in Maine. Specifically, the law mandates the Departments of Transportation, Health and Human Services, and Labor serve on the committee to promote efficiency, cooperation, and strategic planning for public transportation purposes.

The law also requires that the Biennial Operations Plan (now called the Locally Coordinated Transit Plan, LCP), which serves as the basis for federal and state funding of public transportation projects, be approved by the ITCC as way to ensure that collaboration and coordination is achieved in order to maximize efficiencies in the delivery of human transportation services. The LCP is an additional tool used by the committee to review current fixed-route and demand-response mass transportation services, and to identify opportunities for enhancing these services. As noted earlier, the development of the LCP offers the service providers and transit users an opportunity for structured dialogue

concerning the opportunities and obstacles to providing efficient and productive mobility for travelers in Maine.

## **Periodic Review of Service**

### **Overview**

MaineDOT through its contract agreements with WHCA, DTI and West's, has identified performance measures and ridership reporting requirements to analyze transit services in the region. Region 2 challenges are unique in that it has a vast geographic area with only a few transportation options available to the public. Increased service and expansion of services is difficult to achieve as the ridership revenue does not support the expense of such an expansion. Changes to existing services are made as service statistics demand. The public, other potential providers, and human service agencies are given an opportunity to review the service through the public notice process required for the preparation of the LCP.

Additional transportation services are provided to the Maine Department of Health and Human Services, as well as a variety of social service agencies in Washington and Hancock Counties. Challenges associated with expanding coordination to include other private transportation providers in the region are the need for area-wide service, the special needs of client groups, and the large geographical area to be served.

### **Locally Established Criteria**

WHCA, DTI and West's periodically look at ridership and the region to ensure that the widest possible range of transportation services is provided in Region 2, particularly for those persons who are low income, individuals with disabilities, or elderly.

No operators other than those already being funded have expressed an interest in providing any service in the region which would make them eligible for Section 5311 subsidies, so no new criteria have been developed.

WHCA periodically reviews its operations to ensure that the widest possible range of transportation services is provided in Region 2, particularly for those persons who are low income, individuals with disabilities or elderly. Advisory committees in each county compare the amount of available funds and services provided while looking to see if duplication of service is avoided. This review is completed at least once on an annual basis.

All Region 2 providers have had an informal understanding for a number of years concerning the division of Section 5311 funds in Region 2 under which Section 5311 funds are divided equally between Hancock and Washington Counties regardless of level of service. The breakdown of Section 5311 and state funds is as follows: Downeast Transportation, Inc. - 50%; West's Transportation - 16%; WHCA - 34%.

The current methodology for periodically reviewing service and determining how Section 5311 funds should be divided among providers within each county is the Locally Coordinated Plan. The preparation of the Locally Coordinated Plan provides an opportunity for additional providers to express their interest in participating in the Section 5311 program. To date, there has been no response to the advertisement published by the Maine Transit Association, and no other expression of interest in

such participation, either in Washington or in Hancock Counties. In accordance with MaineDOT policies, if a current Section 5311 provider no longer wishes to provide service, the route(s) or runs which they operate would be subject to a bidding process and a complete cost analysis. Likewise, if a new provider wishes to provide a service, or if an established provider wishes to obtain a subsidy for a new route, a bid process and cost analysis would be used.

### **Methodology for True Cost Comparison**

In the event that another operator presents a proposal to the Maine Department of Transportation for delivering transportation services in the region, a cost comparison analysis would be conducted for the purpose of determining the most cost effective method of service delivery. The cost comparison would be developed by MaineDOT and would include an analysis of all services and costs, as well as other factors such as quality of service, ability to provide references, etc.

### **Complaints from Private Operators**

There have been no complaints from private operators.

### **Americans with Disabilities Act Plans**

The Washington Hancock Community Agency, Downeast Transportation, Inc. and West's Transportation are in compliance with the "Non Discrimination on the Basis of Handicap" in Financial Assistance Programs in accordance with CFR Parts 27 and 609, Federal Register, May 23, 1986. All three agencies have taken steps to ensure access to transportation services by elderly persons and persons with disabilities. Vehicles of all three agencies are accessible as required.