

MaineDOT Locally Coordinated Transit Plan

Region 3

**Penquis Community Action Program
Lynx Mobility Services**

Community Connector

Cyr Bus

**FY 2013 – FY 2017
Locally Coordinated Plan Update**

Updated April, 2017

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**Region 3
Penobscot and Piscataquis Counties**

Summary of Service Changes since FY 2012

Penquis/Lynx Mobility Services

1. **Community outreach.** Lynx Mobility Services staff going into the communities we serve and helping individuals face-to-face with their transit needs.
2. **Schedule update.** Lynx Mobility Services general public schedule has been updated to include more days and times.
3. **New vehicles.** Added two new ADA vehicles on the road daily.
4. **DHHS bus tickets.** Bus tickets for DHHS customers.
5. **Cancer treatment.** Found additional funding for cancer treatment.
6. **Increased service.** Increased services due to new service agreements.
7. **New Freedom surveys.** Surveys for New Freedom customers.
8. **MaineCare.** In July 2013, the State of Maine started the MaineCare Brokerage system. Where our fiscal year runs from October to September, this caused $\frac{3}{4}$ of our fiscal year to include all MaineCare trips prior to the State change. The remaining $\frac{1}{4}$ of the fiscal year, and on, only included the MaineCare trips that were on our agency vehicles.

Community Connector

1. **Fare increase.** There was a full fare increase from \$1.25/ride to \$1.50/ride.
2. **Hampden Saturday service.** The Hampden Route discontinued Saturday service.

Cyr Bus

There have been no service changes since 2012.

Accomplishments since FY 2012

Penquis/Lynx Mobility Services

1. **Ridership growth.** Ridership Growth – from FY 2014 to FY 2016 we had over a 13% increase in trips.

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2. **FTA audit.** Successful FTA Drug & Alcohol audit.
3. **VA audit.** Successful Federal Department of Veterans Affairs audit.
4. **MTA trophies.** Seven trophies from Maine Transportation Association Annual Roadeo.
5. **No-show reduction.** Over 45% reduction in Department of Health & Human Services no-shows.
6. **Brochures for visually impaired.** Worked with the Iris Network and the Division for the Blind to create brochures for low-vision consumers.
7. **Cancer treatment transportation with WaldoCAP.** Partnered with WaldoCap (now Mid-Coast Public Transportation) on providing transportation for cancer treatment.
8. **Volunteers.** Increased volunteer drivers from 129 to 187.
9. **Travel resource guide.** Created a Travel Resource Guide for Penobscot & Piscataquis Counties.
10. **Coordinated system.** Remained a coordinated system, and provider of first choice by the region's Non-Emergency Transportation Broker.
11. **New grants.** Received five new grants for transit services.
12. **New service agreements.** Partnered and have service agreements with seven new agencies.

Community Connector

1. **Ticket sales.** Ticket and pass sales were moved from transit operators to local vendors, including all area Hannaford stores.
2. **Bus storage facility.** Renovation of an addition to the bus storage facility was completed, allowing all buses to be parked inside overnight.
3. **UMA free fare service.** University of Maine Augusta, Bangor Campus, added free fare service through a contract.
4. **Beal College free fare service.** Beal College has committed to adding free fare service through a contract.
5. **Gillig overhauls.** Two mid-life overhauls were completed on the 2011 Gillig buses.
6. **New office.** The contract has been awarded for a new administrative and operations office facility to be completed in September of 2017.

7. **New staff positions.** Office staff was reorganized with the promotions of the Superintendent, Operations Officer, and Compliance Officer (new full time position), and the addition of a full-time Dispatcher.
8. **Bus depot bathroom access.** Access to the bathrooms at the Bus Depot was extended to include Saturday

Cyr Bus

1. **E-tickets.** Online ticket purchasing.
2. **New bus.** Purchased a new bus.

Report on Projects and Priorities in the FY 2013-2017 Locally Coordinated Plan

Penquis/Lynx Mobility Services

1. **Service expansion - expand service where there is a need.** Since 2013, we have 5 new service agreements with area providers to help customers with their transit needs.

We also have received 5 different grants to help customers with their transit needs:

- John T. Gorman for cancer transportation
- Judith Groth Cancer Grant for cancer transportation
- Walmart for cancer transportation
- Maine Veterans of Foreign Wars for Veterans in Piscataquis County
- Senior John T. Gorman for transit needs for customers over 60.

The last two years Marcia Larkin has been involved with the Piscataquis County Thriving in Place group. This group was instrumental in reaching out to customers in Piscataquis County to hear what their transit needs were, and to increase service in that area.

2. **More volunteers.** We have increased our volunteer pool from 129 in 2013 to 173, as of September 2016.
3. **Fleet upgrade.** We have updated our fleet with the following vehicles since 2013:
 - a. 2013 - purchased one 12-2 Ford Champion bus
 - b. 2014 - purchased four Dodge mini vans with ramps
 - c. 2015 - purchased three Dodge mini vans with ramps
 - d. 2016 - purchased two 12-2 Ford Champion buses
4. **More weekday coverage.** See number 8.
5. **Software-upgrade.** We have purchased each new version of Adept. We have increased our zones from 9 zones in 2013 to 23 zones in 2016.

6. **Transit into service centers.** As a demand response transportation provider, under any funding source we can/will transport to Bangor, Dover-Foxcroft, and Lincoln, which are considered service centers for Penobscot & Piscataquis Counties. At this point, we do not have a fixed or flex route.
7. **Weekend service.** Lynx Mobility Services has weekend and evening services for some customers. These include: MaineCare, Department of Health and Human Services, Transportation Assistance Project, cancer transportation, and some senior transportation from a John T. Gorman grant. At this point, we do not have the General Public code or New Freedom code for weekends, or past 5:00 p.m.
8. **Increase availability in rural towns.** Since 2013, we have increased our availability in rural towns by adding 18 new days and extended hours for our General Public schedule. In FY 2013, Lynx provided 1,958 trips under the code General Public. In FY 2016, we have provided 2,859 trips, resulting in an increase of approximately 46%.

In addition, in FY 2013 we provided 3,260 trips under our New Freedom program. In FY 2016 we have provided 11,304 trips under New Freedom code, resulting in an increase of approximately 248%.
9. **Continue current level of service with brokerage system.** We continue to be the first provider of choice for Penquis Brokerage.

Community Connector

1. **Evening Service.** A task force was established with public and municipal stakeholders. This task force is in the process of conversion to a Public Advisory Committee, which will focus on goals towards evening service.
2. **Pickering Square Study.** The study was completed in 2014 with no recommended changes. There are future changes being discussed currently.
3. **Bus stop signs/set established stops.** The designated bus stops project is well underway, with research complete on over half of the routes. The implementation will be spring of 2018.
4. **New buses.** Community Connector has received four rehabilitated end-of-life buses, has two new Gilligs on order for August, and will acquire five more new buses in the next few years.
5. **Veterans Home.** A solution to the Veterans Home and Clinic situation has been proposed. We are now waiting for funding from the Veterans Administration.
6. **Bus Storage building.** The renovation of additional bus storage has taken place and all vehicles are stored inside overnight.

7. **Downtown jitney.** There has been no local funding allocated for this.
8. **Audible stop signals.** There has been no action on this, as the majority of participants in the previous LCP ranked it of little importance to no opinion.
9. **Continued community involvement.** The group Transportation For All has continued to be a voice for some of the bus riding public. The task force working on longer hours will become a Public Advisory Committee.

Cyr Bus

1. **Intercity service.** We continue to operate intercity service between Northern Maine and Bangor.
2. **New bus.** We purchased a new lift-equipped bus in 2015.

New Topics of Interest

The following ideas were identified and prioritized at a public transit workshop held at the offices of the Penquis Community Action Program on October 18, 2016. An anonymous polling system was used to determine instant digital ratings. There were 30 people who participated in the polling and a total of 13 questions. The polling results obtained at the workshop are summarized for each question.

It was explained to those in attendance that support for a topic of interest does not guarantee its implementation. Transit providers face many challenges, not least of which are budget considerations, as well as opportunities that may not be foreseen at this time.

In addition, MaineDOT reserves the right to address service gaps by redirecting funds to other groups and organizations, even though such actions could negatively impact one or more of the identified areas of interest summarized and rated below.

Region 3 Rating of New Topics of Interest

1. How important is public transportation to you?

	Responses	
	Percent	Count
Very Important	83.33%	25
Somewhat Important	6.67%	2
Little Importance	3.33%	1
No opinion	6.67%	2
Totals	100%	30

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2. Have you or a family member used public transportation?

Responses		
	Percent	Count
Yes	14.81%	4
No	85.19%	23
Totals	100%	27

3. Evening service for employment

Responses		
	Percent	Count
Very Important	67.86%	19
Somewhat Important	21.43%	6
Little Importance	3.57%	1
No opinion	7.14%	2
Totals	100%	28

4. Access to bus tickets/passes

Responses		
	Percent	Count
Very Important	25.00%	7
Somewhat Important	57.14%	16
Little Importance	14.29%	4
No opinion	3.57%	1
Totals	100%	28

5. Training for bus drivers/Class B license

Responses		
	Percent	Count
Very Important	37.04%	10
Somewhat Important	40.74%	11
Little Importance	7.41%	2
No opinion	14.81%	4
Totals	100%	27

6. Transportation for “no income” members of the public

Responses		
	Percent	Count
Very Important	64.00%	16
Somewhat Important	24.00%	6
Little Importance	4.00%	1
No opinion	8.00%	2
Totals	100%	25

7. Extending services to public housing projects

Responses		
	Percent	Count
Very Important	41.38%	12
Somewhat Important	34.48%	10
Little Importance	17.24%	5
No opinion	6.90%	2
Totals	100%	29

8. Transportation to legal appointments out of area

Responses		
	Percent	Count
Very Important	11.11%	3
Somewhat Important	33.33%	9
Little Importance	37.04%	10
No opinion	18.52%	5
Totals	100%	27

9. Transportation of pets to vet

Responses		
	Percent	Count
Very Important	11.11%	3
Somewhat Important	37.04%	10
Little Importance	44.44%	12
No opinion	7.41%	2
Totals	100%	27

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10. Nights/weekend services

	Responses	
	Percent	Count
Very Important	67.86%	19
Somewhat Important	32.14%	9
Little Importance	0.00%	0
No opinion	0.00%	0
Totals	100%	28

11. Getting information out to public regarding available services

	Responses	
	Percent	Count
Very Important	71.43%	20
Somewhat Important	17.86%	5
Little Importance	7.14%	2
No opinion	3.57%	1
Totals	100%	28

12. Transportation to exercise programs/gyms

	Responses	
	Percent	Count
Very Important	28.57%	8
Somewhat Important	35.71%	10
Little Importance	25.00%	7
No opinion	10.71%	3
Totals	100%	28

13. Grant funding for volunteer programs

	Responses	
	Percent	Count
Very Important	67.86%	19
Somewhat Important	21.43%	6
Little Importance	10.71%	3
No opinion	0.00%	0
Totals	100%	28

One-Way Trips FY 2013 – 2016

Penquis/Lynx Mobility Services

Penquis/Lynx Mobility Services Demand Response Trips				
	FY 2013	FY 2014	FY 2015	FY 2016
General Public/New Freedom	5,218	7,313	10,530	14,163
Other Service Contracts/Grants	3,589	5,184	5,400	8,425
Paratransit	18,981	23,454	20,025	16,425
MaineCare	337,768	15,310	13,909	18,658
DHHS Other	21,280	25,200	30,321	29,053
Total	386,836	76,461	80,185	86,724

Community Connector

Community Connector Fixed Route Trips				
	FY 2013	FY 2014	FY 2015	FY 2016
General Public	936,508	941,484	900,076	875,807

Cyr Bus

Cyr Bus Intercity Service Trips				
	FY 2013	FY 2014	FY 2015	FY 2016
Northern Maine to Bangor	17,021	14,856	13,962	12,863

Public Participation Summary

Public participation continues to be a vital component for planning and providing general public transit services in Penobscot and Piscataquis County. Penquis/Lynx Mobility Services, Community Connector and Cyr Bus embrace the important role that the public plays in ensuring that general public transit services continue to support the economic and social fabric of the communities that both agencies serve. The following milestones are highlights with major public participation.

Penquis/Lynx Mobility Services

- 1. Piscataquis County Expo.** 10/2015: Lynx staff participated at the Feel Good Piscataquis County Expo in Monson. Lynx was available to explain all transit options.
- 2. Pine Tree Hospice.** 10/2015: Transportation presentation for Pine Tree Hospice – Dover-Foxcroft.
- 3. Americorp, medical.** 1/2016: Transportation presentations for Americorp Volunteers, Dover Family Medicine, Corinth Family Practice.
- 4. Families and Children Together.** 2/2016: Transportation presentation for Families and Children Together.
- 5. Piscataquis towns.** 2/2016: As part of Thriving in Place Piscataquis County, met with town managers of Dexter, Dover-Foxcroft, Monson and Greenville, explained all transit options.
- 6. Legislative outreach.** 2/2016: Lynx Mobility hosted Senator Geoff Gratwick at the Penquis office to explain transit options and MTA Legislative Agenda.
- 7. Penobscot presentations.** 3/2016: Transportation presentations for Penobscot County Thriving in Place, Veazie Village, and Bangor Kiwanis.
- 8. All About You Caregiver.** 3/2016: Lynx staff attended the All About You Caregiver day. Staff was on hand to discuss transit options.
- 9. Piscataquis County Advisory Group.** 4/2016: Lynx started a Piscataquis County Advisory Group. The group consists of individuals from the community and providers in the community.
- 10. Penobscot organizations.** 4/2016: Transportation presentations for Thayer Parkway Low-Vision Group, Senior Wise Group from St. Joseph Hospital, Cancer Care of Maine, American Legion, Bangor Lion's Club, Crundel Commons Housing, Northside Housing and Ernest Manor Housing.
- 11. Girls Day Out, Bangor.** 5/2016: Lynx manned a table at the Girls Day Out Fair in Bangor. Transit options were discussed and brochures handed out.
- 12. Division for the Blind, Pleasant Park Housing.** 5/2016: Transportation presentations for the Division for the Blind, and Pleasant Park Housing.
- 13. General Public Trip, Dover-Foxcroft.** 6/2016: Lynx Mobility hosted a General Public Trip in Dover-Foxcroft. This activity was covered by WABI-TV and the Piscataquis Observer newspaper.
- 14. Kiwanis, Thayer Parkway.** 6/2016: Transportation presentations for Dover Kiwanis, and Thayer Parkway Housing.

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- 15. Housing presentations.** 7/2016: Transportation presentations for Sunbury Village Housing, and Dean Park Housing.
- 16. Milo Expo.** 8/2016: Lynx staff participated at the Milo Feel Good Expo in Milo. Lynx staff was available to explain all transit options.
- 17. Penobscot towns.** 9/2016: Transportation presentation for Milford, Orono, Old Town and Veazie Thriving in Place.
- 18. TV Presentation.** 9/2016 WABI-TV spot on transportation.
- 19. Transit video.** 9/2016: Created video from a New Freedom's customer/highlighted on Penquis Facebook and Penquis website.
- 20. Website visitors.** In FY16 we had 16,217 visitors to our transportation website page.
- 21. Facebook likes.** In FY16 we had approximately 5,880 likes on Penquis Facebook concerning transportation.
- 22. About us video.** In FY16 we had the About Us video on our website; which includes transit.

These events below technically happened in FY17 but are included to illustrate continued public involvement

- 23. Legislative listening tour.** 10/2016: Marcia Larkin joined Speaker of the House of Representatives Mark Eves on his listening tour in Piscataquis County and shared Lynx transit resources.
- 24. Transit workshop.** 10/2016: Hosted the MaineDOT Region 3 Transit Workshop.
- 25. Newsletter story.** 10/2016: New Freedom customer's story shared in the Penquis Post-customer newsletter.
- 26. General public trip in Milo.** 10/2016: Lynx Mobility hosted a General Public Trip in Milo. This activity was covered by WABI-TV and the Piscataquis Observer newspaper.
- 27. Video update.** 2/2017: Updated About Us Video 17.

Community Connector

During the period of July 2015 through June 2016, Community Connector staff participated in a number of public events, including:

1. Senior Expo.
2. University of Maine Student Orientation.

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3. University of Maine Foreign Student Orientation.
4. Eastern Maine Community College Student Orientation.
5. Husson University Student Orientation.
6. Multiple Public Hearings on the discontinuation of Saturday service in Hampden.
7. Group meetings with Transportation For All.

Cyr Bus

An opportunity for public input was provided at the MaineDOT Region 3 Transit Workshop in October of 2016.