

MaineDOT Locally Coordinated Transit Plan

Region 8

**York County Community Action Corporation (YCCAC)
York County Transportation**

ShuttleBus/ZOOM

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

Updated May, 2017

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Region 8
York County and a portion of Oxford County

Summary of Service Changes since FY 2012

York County Transportation

- 1. Termination of MaineCare services.** In February 2014, YCCAC ended the relationship with LogistiCare with no longer providing transportation services for eligible riders with MaineCare.
- 2. Nasson Health Care.** During 2015 and ending early 2017, transportation services were provided for patients of Nasson Health Care, a federally qualified health center that resided in York County Shelter Programs.
- 3. Sanford Transit Changes.** At the beginning of 2017, changes were made to the Sanford Transit to incorporate scheduled stops and continuation of deviated requests in lieu of flag stops. With these recent changes, the route has now been running on time.
- 4. Cancer Care Shuttle.** In 2016 for approximately six month’s duration, YCCAC was able to provide a shuttle service for patients of Cancer Care Center of York County to Maine Medical Center for continued treatment during an equipment upgrade.

ShuttleBus/ZOOM

- 1. Additional Trolley.** ShuttleBus added a trolley route from Camp Ellis to Old Orchard Beach in 2015; ridership has tripled from 2015 to 2016.
- 2. Coordination with Greyhound.** ShuttleBus coordinated its intercity service with Greyhound in 2015. This allows travelers to be able to make connections to all locations where Greyhound has hubs.

Accomplishments since FY 2012

York County Transportation

- 1. WAVE ridership growth.** Since the inception of “The WAVE” (Wheels to Access and Vocation) in 1999, ridership reached its 500,000th rider in 2012 and as of 2016, reached 703,000 riders.
- 2. Shoreline Explorer ridership growth.** For the Shoreline Explorer Program (Seasonal Trolley Service) with its inception in 2006, ridership through 2016 reached a total of 470,140. Projections are ridership will exceed 500,000 by the end of the 2017 season.

3. General Public Ridership. The Sanford Transit has experienced moderate ridership growth over the last four years and remains an integral part of the local services provided. There has been increased interest to add additional stops and to run longer hours and adding Saturday.

4. Local support

- A partnership with Hannaford started in 2014 with the use of bus tokens for riders on the Sanford Transit or the local shoppers run. For each person who shops at Hannaford in Sanford, for every purchase that exceeds \$25.00, the shopper can request two tokens. By the end of FY 2016, 7,271 tokens had been issued. This will provide two additional trips for riders to depart and return to Hannaford.
- Another partnership started in the summer of 2016 with the Maine Federation of Farmers' Markets, SNAP Program. Tickets were provided to any persons that requested a ticket for use to ride the Sanford Transit or local shoppers run to go to the Sanford Farmers Market.

ShuttleBus/ZOOM

- 1. Hannaford token program.** The Hannaford token program has surpassed 50,000 units.
- 2. Greyhound coordination.** Coordination between the intercity route and Greyhound schedule has been accomplished.
- 3. Zoom service bus.** ShuttleBus/Zoom has acquired a bus for the ZOOM service.

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

York County Transportation

The projects and priorities shown below reflect investments that were first identified by YCCAC and subsequently modified and prioritized by the public at a MaineDOT-sponsored Regional Transit Summit that was held at the Trafton Center, Sanford Maine on November 13, 2013. Attendees were provided the opportunity to add a potential project or identify an issue for consideration at any time during the meeting.

- 1. Service those most in need in York County.** YCCAC continues to provide services through York County. Because of the rural setting, services are in some cases limited to specific days.
- 2. Sustain programs that serve people other than MaineCare.** These services have been in place prior to this LCP and the dissolved relationship for MaineCare. The transportation services will periodically experience fluctuation, mostly because of demand. This is experienced for those seeking transport through YCT (York County Transport) or the local rides with services provided to serve regional shopping and medical destinations for those towns served.

3. **Upgrade the fleet.** This is a continuous process and is based on approved federal funding and obtaining available local funds for the match. YCCAC is anticipating replacing three 16/2 buses during 2017 and anticipating possible replacement of seven 12/2 vans during 2017-2018.
4. **Maintain agreement with ShuttleBus for vehicle maintenance and repair.** A current vehicle maintenance contract is on file with YCCAC and ShuttleBus that took effect July 1, 2016.
5. **Enhance WAVE Service between Sanford and Biddeford.** Currently there are no anticipated changes to the existing services. The service levels indicate at this time that all requests are being met.
6. **Provide additional services in more remote areas.** A pilot program will be starting in April with a local rides program for the towns of Acton and Shapleigh. A continuous review for towns with limited or no services will be necessary to better understand what additional services may be required and available.
7. **Provide non-MaineCare dialysis transportation.** These services are still available and continue to be provided.
8. **Establish new maintenance and storage facility to be shared by YCCAC and ShuttleBus.** This is a project that never materialized. For now, all YCCAC vehicles are stored outside in a secure lot on agency property except during the off-season for the trolleys used for the Shoreline Explorer Program; those are stored inside at two different locations.
9. **Upgrade computers and software.** There was a lot of research during the years of 2013-2015, as to what existing providers of scheduling and dispatching software had to offer, as well, “the list of needs” for YCCAC. An RFP was put out in February-2016 for new routing software with a specific listing of requirements. Mobilitat responded with favorable review (they also received good references from other Maine users) and in August-2016 were awarded the contract and the final contract was executed in September-2016. The software went live in February-2017 and has enhanced scheduling for staff, both administratively and the agency drivers. It also has offered a more streamlined paper manifest for the volunteer drivers to use. In lieu of upgrading each individual workstation/computer, a new server was purchased and set up with terminal servers, which offers a better operational process. Each workstation was upgraded to have an additional monitor (totaling two), offering better flexibility for users to multi-task without losing or interrupting workflow process.
10. **Enhance GPS tracking for all vehicles.** This was aligned with the computer upgrade and software whereas the agency drivers are using tablets for their schedule, mileage information etc. The tablets also have a GPS feature that provides updates for locations every two minutes.

- 11. Enhance Job Access.** There has been an increase in ridership for the Sanford Transit, and with the recent changes made to the route, the route now offers more stops (total of twenty eight, with six route circulations made daily- Monday-Friday) and the route was increased by another 15 minutes. As for the Wave, ridership remains consistent and no changes at this time are planned.
- 12. Enhance service hours for door to door service for non-sponsored rides.** The local rides program that offers this service typically operates between 7:30 am to 4:30 pm, Monday through Friday. At this time, no additional requests have been made to increase times.

ShuttleBus/ZOOM

- 1. Develop ZOOM feeder service from Southern Maine.** This is still a work in progress. ShuttleBus is working with others to expand ZOOM service.
- 2. Provide silver bullet shopping service for seniors in a Scarborough housing project.** The Silver bullet project didn't go anywhere.
- 3. Achieve financial stability.** ShuttleBus has done this.
- 4. Extend the summer trolley to downtown Biddeford and Saco.** ShuttleBus runs a trolley service. Last year, ShuttleBus ran an Old Orchard Beach/Saco trolley as well as a trolley from Camp Ellis to Old Orchard Beach.
- 5. Acquire a new facility for maintenance, storage and office space.** Last year, ShuttleBus built a 600 square foot addition, office which is now being used primarily for office space.
- 6. Provide some tri-town Sunday service.** This goal has been met.

New Topics of Interest

The following ideas were identified and prioritized at a public transit workshop held at YCCAC's office on November 16, 2016. An anonymous polling system was used to determine instant digital ratings. There were 17 Active Participants and a total of 23 questions. The polling results obtained at the workshop are summarized for each question that included responses for both YCCAC and Shuttlebus-Zoom operations. Questions were not delineated separately between the two service providers.

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.

MaineDOT Locally Coordinated Transit Plan – Region 8

1. How important is public transportation to you?

Responses		
	Percent	Count
Very Important	81.25%	13
Somewhat Important	12.50%	2
Little Importance	6.25%	1
No opinion	0.00%	0
Totals	100%	16

2. Have you or a member of your family used public transit?

Responses		
	Percent	Count
Yes	18.75%	3
No	81.25%	13
Totals	100%	16

3. Different measures of success

Responses		
	Percent	Count
Very Important	31.25%	5
Somewhat Important	50.00%	8
Little Importance	12.50%	2
No opinion	6.25%	1
Totals	100%	16

4. Partnerships for rural services – with MaineDOT

Responses		
	Percent	Count
Very Important	47.06%	8
Somewhat Important	29.41%	5
Little Importance	17.65%	3
No opinion	5.88%	1
Totals	100%	17

MaineDOT Locally Coordinated Transit Plan – Region 8

5. Outreach to elders – rural

Responses		
	Percent	Count
Very Important	12.50%	2
Somewhat Important	50.00%	8
Little Importance	37.50%	6
No opinion	0.00%	0
Totals	100%	16

6. Outreach to all elders

Responses		
	Percent	Count
Very Important	37.50%	6
Somewhat Important	43.75%	7
Little Importance	18.75%	3
No opinion	0.00%	0
Totals	100%	16

7. Rural services to get youth to work

Responses		
	Percent	Count
Very Important	20.00%	3
Somewhat Important	53.33%	8
Little Importance	26.67%	4
No opinion	0.00%	0
Totals	100%	15

8. Sustaining services

Responses		
	Percent	Count
Very Important	86.67%	13
Somewhat Important	6.67%	1
Little Importance	6.67%	1
No opinion	0.00%	0
Totals	100%	15

9. Funding

Responses		
	Percent	Count
Very Important	88.24%	15
Somewhat Important	5.88%	1
Little Importance	0.00%	0
No opinion	5.88%	1
Totals	100%	17

10. Liability insurance/revised statutes

Responses		
	Percent	Count
Very Important	64.71%	11
Somewhat Important	23.53%	4
Little Importance	11.76%	2
No opinion	0.00%	0
Totals	100%	17

11. Public/private partnerships data sharing

Responses		
	Percent	Count
Very Important	58.82%	10
Somewhat Important	41.18%	7
Little Importance	0.00%	0
No opinion	0.00%	0
Totals	100%	17

12. Better connection of services – Route 1

Responses		
	Percent	Count
Very Important	64.71%	11
Somewhat Important	23.53%	4
Little Importance	5.88%	1
No opinion	5.88%	1
Totals	100%	17

13. Explore Zim Ride Program; both MaineDOT and providers

Responses		
	Percent	Count
Very Important	29.41%	5
Somewhat Important	29.41%	5
Little Importance	35.29%	6
No opinion	5.88%	1
Totals	100%	17

14. Branding

Responses		
	Percent	Count
Very Important	70.59%	12
Somewhat Important	29.41%	5
Little Importance	0.00%	0
No opinion	0.00%	0
Totals	100%	17

15. Update websites – make more user friendly

Responses		
	Percent	Count
Very Important	76.47%	13
Somewhat Important	23.53%	4
Little Importance	0.00%	0
No opinion	0.00%	0
Totals	100%	17

16. Transportation to Unified Court in Biddeford

Responses		
	Percent	Count
Very Important	43.75%	7
Somewhat Important	37.50%	6
Little Importance	12.50%	2
No opinion	6.25%	1
Totals	100%	16

17. Transportation to emerging destinations – medical

	Responses	
	Percent	Count
Very Important	52.94%	9
Somewhat Important	29.41%	5
Little Importance	11.76%	2
No opinion	5.88%	1
Totals	100%	17

18. GPS App/Mobility App – provide data to existing Apps

	Responses	
	Percent	Count
Very Important	43.75%	7
Somewhat Important	31.25%	5
Little Importance	18.75%	3
No opinion	6.25%	1
Totals	100%	16

19. Local support from private sector – local match

	Responses	
	Percent	Count
Very Important	75.00%	12
Somewhat Important	18.75%	3
Little Importance	6.25%	1
No opinion	0.00%	0
Totals	100%	16

20. Flexible parking with access to transit

	Responses	
	Percent	Count
Very Important	58.82%	10
Somewhat Important	23.53%	4
Little Importance	11.76%	2
No opinion	5.88%	1
Totals	100%	17

MaineDOT Locally Coordinated Transit Plan – Region 8

21. More mobility management outreach

	Responses	
	Percent	Count
Very Important	31.25%	5
Somewhat Important	43.75%	7
Little Importance	6.25%	1
No opinion	18.75%	3
Totals	100%	16

22. Extend Zoom service to Wells

	Responses	
	Percent	Count
Very Important	52.94%	9
Somewhat Important	17.65%	3
Little Importance	17.65%	3
No opinion	11.76%	2
Totals	100%	17

23. Different strategies for different riders

	Responses	
	Percent	Count
Very Important	35.29%	6
Somewhat Important	52.94%	9
Little Importance	5.88%	1
No opinion	5.88%	1
Totals	100%	17

One-Way Trips FY 2013 – 2016**York County Transportation**

York County Transportation General Public Flex Route Trips				
	FY 2013	FY 2014	FY 2015	FY 2016
Sanford Transit	14,673	14,927	15,185	17,641
Orange Line	8,840	8,092	7,034	9,048
Shoreline Explorer (Seasonal)	87,031	87,135	80,603	71,306
Total	110,544	110,154	102,822	97,995

Demand Response Trips				
	FY 2013	FY 2014	FY 2015	FY 2016
General Public	82,111	55,507	52,965	58,579
Paratransit (Fixed Route Only)	0	0	0	0
Other	35,217	23,807	24,238	23,443
MaineCare	Not Included	Not Included	0	0
Total	117,328	79,314	77,203	82,022

ShuttleBus/ZOOM

ShuttleBus/ZOOM General Public Flex Route Trips				
	FY 2013	FY 2014	FY 2015	FY 2016
Local	83,121	88,553	103,993	109,160
Portland Intercity	30,747	34,493	34,648	34,430
ZOOM	29,441	29,427	28,255	27,824
UNE	11,893	14,035	16,055	15,546
Total	155,202	166,508	182,951	186,960

Public Participation Summary

Public participation continues to be a vital component for planning and providing general public transit services in York County. YCCAC and ShuttleBus/ZOOM 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 they serve. The following milestones are highlights with major public participation.

York County Transportation

1. **Regional Transit Summit.** 11/3/2013: YCCAC participated in the then called Regional Transit Summit (now the LCP) that was held at the Trafton Center in Sanford Maine.
2. **Multi-agency transportation review.** In January 2014, YCCAC engaged with eleven partner agencies, including the local homeless shelter, public health district, YMCA, domestic violence program, hospital and mental health agency to discuss the broad impact of lack of transportation experienced in York County.
3. **Transit Workshop.** 11/16/2016. YCCAC hosted a Transit Workshop at its offices at which future projects and priorities were identified and prioritized for the updated Locally Coordinated Plan.

ShuttleBus/ZOOM

1. **Public fare increase workshop.** Attended and participated with the Public Fare Increase Workshop and associated meetings to include:
 - Old Orchard Beach Chamber
 - Biddeford/Saco Chamber
 - J-1 International Work Force Program
2. **Elderly housing.** Visited elderly housing projects with information about how they can use the transit service. Instructional visits were made to:
 - Bellavita (now known as Atria of Scarborough)
 - Pines – OOB
 - Hazelton House – Saco
 - Mission Hill Elderly Housing Biddeford
 - General Assistance Programs – Biddeford & Old Orchard Beach
3. **How to use the bus.** Met with various groups to familiarize people with how to use the bus. This often included “hands-on” experience on a stationary bus.
 - Division of Blind
 - Shalom House
 - Maine Behavioral Health
 - For Baxter Academy Students from Biddeford. Saco, Old Orchard Beach, Scarborough Area to Portland

MaineDOT Locally Coordinated Transit Plan – Region 8

- Other Organizations
 - Frannie Peabody
 - Goodwill
- 4. **Transit use training for veterans.** Worked with multiple veteran’s programs (Homeless Vets, Housed Vets and Disabled Vets) on how to use transit including:
 - Portland, Biddeford, Saco and Sanford – Educated them on Public Transportation
 - Veteran’s Home in Scarborough
- 5. **One-on-one training.** Did one-on-one training with Mobility Impaired Individuals often riding with them on the bus.
- 6. **Churches and organizations.** Worked with different churches and organizations to help with public transportation - going to speak with them, providing education.
- 7. **Salvation Army.** Spoke with a group of adults who have recently relocated to our area about transit.
- 8. **Hospital outreach.** Worked with hospitals to see what could be done for those with no money to get home.
- 9. **College, high school outreach.** Worked with colleges and high schools on public transportation use i.e. UNE, Thornton Academy.
- 10. **Developers.** Worked with developers to educate residents in their units on how to use public transportation. Designed passes for them to distribute during Open House Move In day (Chinburg – Saco Mill Building #4)
- 11. **Martin’s Point.** Martins Point Biddeford location- provided passes for their clients to provide transportation to and from appointments.
- 12. **Job fairs.** Attend job fairs to help employers and new employees with their transportation needs.
- 13. **Instructor passes.** Developed Instructor Passes for different organizations in our area. These passes are for individuals leading a group that is taking the bus.