

MaineDOT Region 8

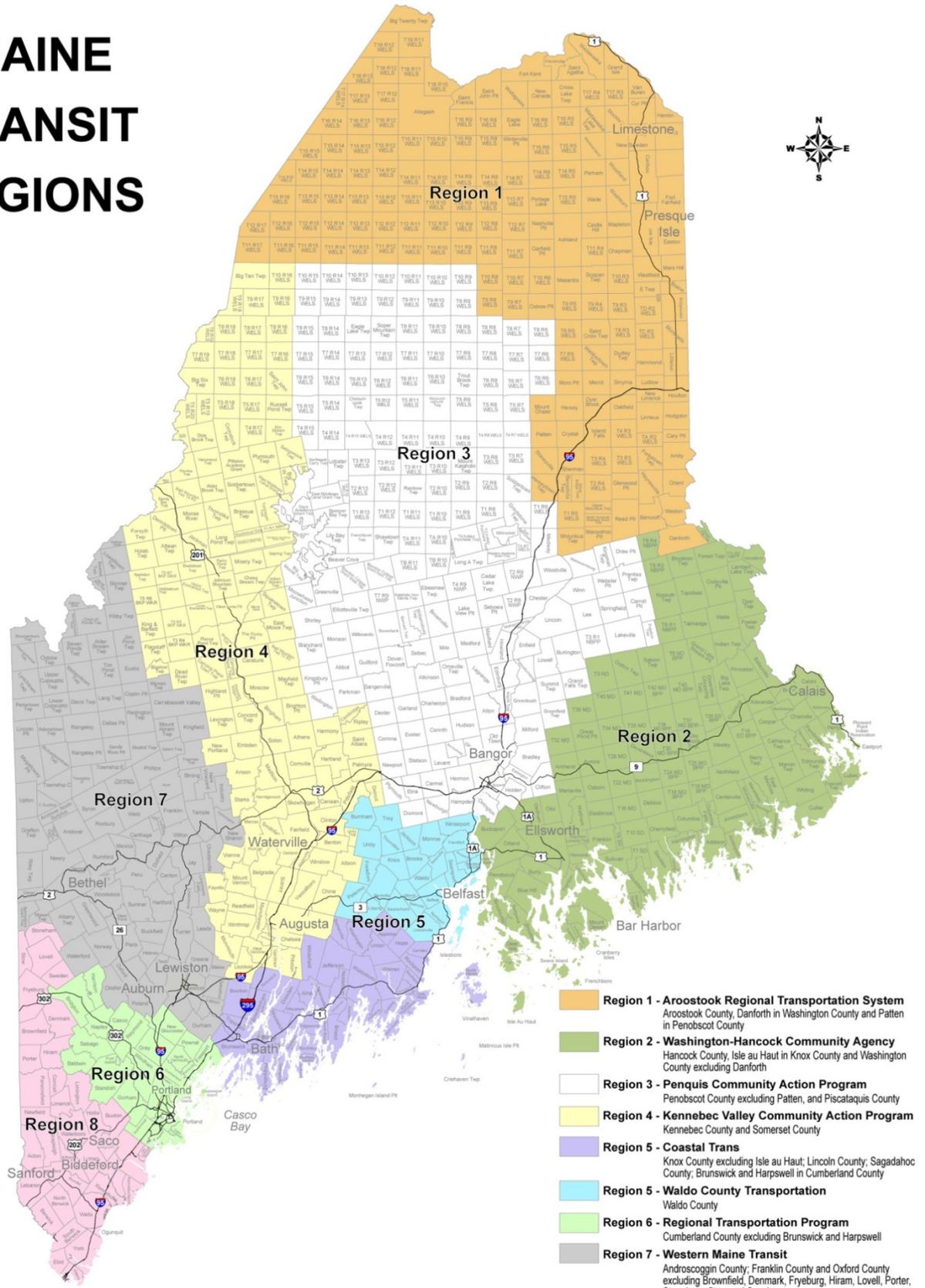
Locally Coordinated Plan

FY 2013—FY 2017

York County Community Action Corporation (YCCAC)

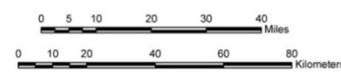
**Biddeford-Saco-Old Orchard Beach
Transit Committee (Shuttlebus)**

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
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2014



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Regional Overview

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MaineDOT Region 8 Locally Coordinated Plan

Regional Overview

Location of Region 8

Region 8 encompasses all of York County and the Oxford County towns of Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham. York County is 990 square miles in size and has a population of over 197,000 people (2010 Census).

Population of Region 8

York County has been one of Maine's fastest growing counties. Between 2000 and 2010, York County's population grew by 6%, from 186,742 people to 197,131 people (2010 Census). This was 50% more than overall population growth statewide.

| Population of York County and Maine | | |
|--|--------------------|--------------|
| Year | York County | Maine |
| 1960 | 99,402 | 970,689 |
| 1970 | 111,576 | 992,048 |
| 1980 | 139,666 | 1,124,660 |
| 1990 | 164,587 | 1,227,928 |
| 2000 | 186,742 | 1,274,923 |
| 2010 | 197,131 | 1,328,361 |
| 1970-80 change | 25% | 13% |
| 1980-90 change | 18% | 9% |
| 1990-00 change | 13% | 4% |
| 2000-10 change | 6% | 4% |
| 1960-10 change | 98% | 37% |

Source: U.S. Census

York County is one of the more affluent counties in Maine. The County's median household income (\$54,414) is much higher than the statewide figure (\$46,541; see table, below). Further, York County's poverty rate (8.5%) is significantly lower than the state rate (12.6%). The proportion of senior citizens (65 and older) for York County is slightly lower than statewide.

| York County Profile - 2010 | | |
|-----------------------------------|--------------------|--------------|
| Measure | York County | Maine |
| Total Population | 197,131 | 1,328,361 |
| Total Households | 81,009 | 557,219 |
| Average Household Size | 2.50 | 2.43 |
| Median Household Income | \$54,414 | \$46,541 |
| Persons below Poverty | 8.5% | 12.6% |
| 65 Years and Over | 15.4% | 15.9% |

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

Transit Needs Analysis Region 8

What is the transit need in Region 8 (York County)? It is important to look at the number of households in the County 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 York County to the actual service provided by providers, 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). In urbanized areas, the mobility gap is 5.2 trips/day, based on the 2009 National Household Travel Survey, Federal Highway Administration.

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 York Cumberland County. The table also contains information on other counties for comparison purposes.

| No-Vehicle Households by County | | |
|--|-----------------------------------|-------------------|
| County | # of No-Vehicle Households | % of state |
| York | 3,981 | 10% |
| Androscoggin | 4,329 | 11% |
| Aroostook | 2,472 | 6% |
| Franklin | 804 | 2% |
| Hancock | 1,383 | 3% |
| 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% |
| Washington | 1,166 | 3% |
| Total - Maine | 39,697* | 100% |

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 3,981 no-vehicle households in York County which is 10% of the 39,697 identified households in Maine.

Transit Needs

The following paragraphs contain a summary of transit needs in York County. 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 York County of the annual transit need, 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.

| County Summary of Transit Need and Trips Provided FY 2012 | | | |
|--|----------------------------|-----------------------|---|
| County | Annual Need (Trips) | Trips Provided | Trips Provided as a % of Annual Need |
| York | 3,535,800 | 607,019 | 14% |
| 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% |
| Hancock | 705,330 | 115,027 | 16% |
| 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% |
| Washington | 594,600 | 81,317 | 14% |
| Total, Maine | 35,713,580 | 6,231,020 | 17% |

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 York County has an annual need for 3,535,800 trips. YCCAC and ShuttleBus provided 607,019 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 service figure of 20%.

The following table demonstrates the estimated trip need at the local level.

| York County Summary of Transit Need and Transit Trips Provided in FY 2012 | | | | |
|--|--------------------------------|-----------------------------|---------------------------|---|
| | Annual Need (trips) | % of County Need | Trips Provided | Trips Provided as a % of Annual Need |
| York County Total | 3,535,800 | 100% | 607,019 | 17% |
| Biddeford, Saco, Old Orchard Beach | 2,619,300 | 74% | 381,421 | 15% |
| Sanford | 367,200 | 10% | 111,386 | 30% |
| Remainder of County | 549,300 | 16% | 90,264 | 16% |

Source: Locally Coordinated Transit Plans FY 2013-2017 for York County Community Action Corporation (YCCAC) and ShuttleBus, Municipal Ride Reports for FY 2012 (YCCAC), and TCRP Report 161.

The table above shows that 74% of York County’s estimated transit need is located in Biddeford, Saco and Old Orchard Beach. Overall, YCCAC and ShuttleBus provided 607,019 trips in FY 2012, which was 17% of the county’s estimated overall transit need. The two agencies also provided 381,421 trips in Biddeford, Saco and Old Orchard Beach. At the county level, and in the three-community service area of ShuttleBus, the number of trips provide fell below the baseline service level of 20%. In Sanford, YCCAC provide 381,421 trips which was 30% of the estimated need – well above the baseline service level 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, YCCAC met 73% of general public demand in the rural area of York County. Other counties are shown for comparison purposes.

**County Summary of General Public Transit Demand
and Trips Provided FY 2012**

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

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.

¹Exclusive of Citylink service area (Lewiston/Auburn)

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

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

⁴Exclusive of ShuttleBus service area (Biddeford, Saco, Old Orchard Beach)

⁵Coastal 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 on the following page provide an overview of the elderly population in Maine and York County. As shown in the first table, the elderly population in York County was 15.4% of the County's total population. The second table shows that between 2015 and 2025 this population is expected to see an increase of 13,972 people or 38.0% (the second highest percentage increase of any county). The overall state increase is expected to be 31%.

| Distribution of Maine's Elderly Population 2010 | | | | | |
|--|-------------------|----------------|--------------------|-------------------|-------------------|
| County | Population | # 65 + | % of County | % of State | Median Age |
| York | 197,131 | 30,353 | 15.4 | 14.4 | 43 |
| 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 |
| Hancock | 54,418 | 9,937 | 18.3 | 4.7 | 46.3 |
| 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 |
| Washington | 32,856 | 6,426 | 19.6 | 3.0 | 46.1 |
| Maine | 1,328,361 | 211,080 | 15.9 | 100 | 42.7 |

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 |
| York | 30,353 | 36,860 | 50,832 | 13,972 | 38.0% |
| 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% |
| Hancock | 9,937 | 11,835 | 14,970 | 3,135 | 26.5% |
| 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% |
| Washington | 6,426 | 7,489 | 9,019 | 1,530 | 20.4% |
| Maine | 211,080 | 248,358 | 326,320 | 77,962 | 31.0% |

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

Regional Public and Private Transportation Providers

Public Transportation Providers

York County Community Action Corporation (YCCAC)
Biddeford-Saco-Old Orchard Beach Transit Committee (ShuttleBus)

Private Transportation Providers

Bus Companies

Dineen Coach Co., 42 Old Post Road, Kittery, 207-439-4440/800-396-4440
Ledgemere Transportation Inc., 225 Federal Road, Parsonsfield, 625-4495
Patrick Bus Leasing Corp., Kittery, 439-3100

Charter Service

Merrimack Charter Service, Inc., 4 Old Pine Hill Rd., S. Berwick, 698-7685
York Trolley Company, York, 363-9600

Summer Services

Intown-Trolley, A privately owned local summer trolley providing sightseeing tours in Kennebunkport that connects to the Kennebunk Shuttle and the Shoreline Trolley (207-967-3686, www.InTownTrolley.com).

Ogunquit Trolley, A privately owned local summer trolley that connects with the Shoreline Trolley and Shore Road Shuttle (207-646-1411, www.OgunquitTrolley.com).

York Trolley, A privately owned local summer trolley that connects with the Shore Road Shuttle (www.YorkTrolley.com).

Taxi Service

A-1 Cab Service, 33 Cherryfield Avenue, Saco, 432-8881
Anchor Taxi, 808 Sagamore, Portsmouth, New Hampshire, 603-436-1888
Alternative Taxi Network, 408 Elm, Biddeford, 284-0269
Blue Star Taxi, Portsmouth, 603-436-2774
Brewster's Taxi and Travel Service, 509 Main, Ogunquit, 207-646-2141
Coastal Taxicab, 177 Guinea Road, Biddeford, 207-284-0118
Faith Taxi, Sebago Road, Hiram, 800-935-4028
First Choice Taxi, 16 Atlantic Avenue, Wells, 646-8005
Front-Line Taxi, 13 Stanley Road, Springvale, 207-490-1214
J & M Taxi, 1063 Main Street, Sanford, 207-490-2222
John's Taxi, 225 West Street, Biddeford, 207-284-7511
Maine Taxi, 476 Alfred Street, Biddeford, 800-974-5381
Need Alift, 1 Cleaves Street, Old Orchard Beach, 207-590-4225
Sanford - Springvale Taxi, 141 Deering Neighborhood Road, Springvale, 207-490-

1700

Seacoast Cab Company, 2063 Post Road, Wells, 207-646-4222

Sunshine Taxi, York, 363-7600

Twin City Taxi, 4 Spruce Street, Biddeford, 207-284-7911

Two Rivers Transport, 18 Federal Road, Parsonsfield-Cornish, 207-625-7779

Accessible Taxis

A-1 Cab Service, 33 Cherryfield Avenue, Saco, 432-8881

Wheelchair Van Service

American Medical Response, Biddeford, 207-283-6655; 26 Long Sands Road, York, 207-351-1522; Kittery, 207-439-0100

Mermaid Transportation, 3 Glasgow Road, Scarborough, 885-5630/800-696-2463

Northeast Mobile Health Services, Kennebunk, 207-985-2500

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 and/or State Assistance

Two providers are seeking Section 5311 and/or state assistance: YCCAC and the Biddeford-Saco-Old Orchard Beach Transit Committee (ShuttleBus).

COAST is eligible for state funding through the Dover urbanized area. Both COAST and YCCAC apply to the Kittery Area Comprehensive Transportation Study Committee (KACTS) each year for Section 5307 operating subsidies for their service in the urbanized area along the New Hampshire border (Kittery, Eliot, South Berwick, Berwick and a portion of Lebanon).

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 participation forums, known as Regional Plan Advisory Committees (RPACs) 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 York County

YCCAC 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. The following paragraphs contain a brief summary of those coordination efforts. In FY 12, 63% of YCCAC's revenues were derived from MaineCare funds. Consequently, YCCAC 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 YCCAC 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 as reflected in the chart 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.

YCCAC's efforts to coordinate transportation service are ongoing. The human service agencies and the region's transit providers keep in touch on a regular basis to discuss current service and future options. In addition, the transit providers receiving federal subsidies themselves have initiated coordination on their own both in the region and throughout the state through the Maine Transit Association. There is so little public transit funding available that the incentive not to overlap services in the region is very great. YCCAC purchases both trips and preventive and general maintenance services from ShuttleBus. YCCAC also regularly refers trips and receives referrals from neighboring providers including Regional Transportation Program (RTP) in Portland, WMTS in Auburn and Community Concepts, Inc, in Auburn.

YCCAC participates in regional transportation planning through the PACTS Transit Committee, the Southern Maine Corridor Committee and on-going contact with the Southern Maine Regional Planning Commission.

Additional coordination efforts include a maintenance service agreement between YCCAC and ShuttleBus that was established in June 1995, under which YCCAC purchases diesel fuel, as well as maintenance and repair services from the ShuttleBus maintenance facility. YCCAC also coordinates training events with neighboring regional transportation providers, and other local organizations to increase options for training in areas such as customer service, driver dynamics, and CPR/First Aid. YCCAC and ShuttleBus work together to coordinate times for The WAVE and the ZOOM Turnpike services. Similarly, other providers in the region such as ShuttleBus' Portland Intercity bus and the ZOOM Turnpike Express have a transfer system that links to the METRO and South Portland Bus System.

Coordination of services occurs at all levels of planning and implementation at YCCAC to ensure that a comprehensive, regional approach is used when evaluating available transportation services, including those agencies and organizations that request transportation services on a programmatic level. YCCAC 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. Coordination with social service agencies is also critical to ensure the most efficient and appropriate ride is arranged for their clients if no other means of transportation is available.

Transit Summit Meeting

The Maine Department of Transportation, YCCAC and ShuttleBus solicited widespread input in the development of the locally coordinated plan using a Regional Plan Transit Summit Meeting held on November 13, 2013 at YCCAC in Sanford. 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 the Portland Press Herald.

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 to serve those who are most in need, sustain programs other than Mainecare and upgrade the fleet. For a summary of the results of the Transit Summit, please refer to the Locally Coordinated Plans for YCCAC and ShuttleBus.

Ongoing Collaboration

MaineDOT meets with non-profit agencies, advocacy groups, transportation providers, volunteers, religious organizations 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 Governor's 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 to 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 YCCAC and ShuttleBus has identified performance measures and ridership reporting requirements to analyze transit services in the region. Region 8 challenges are unique in that it has a large 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.

There is no formal methodology for periodically reviewing service other than SMRPC's annual review of service in the KACTS area, funded through Section 5307. No review for the purpose of drastically changing the service has appeared necessary, because no private operators have come forward to express interest in participating in the Section 5311 program.

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 this LCP. To date, there has been no expression of interest in such participation.

Locally Established Criteria

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 criteria have been developed. The Committee will do so if the need ever arises, but it seems unlikely, as the current providers have sought to include private sector business in their daily operations. In some cases, YCCAC has found it cheaper and/or more efficient to use the ShuttleBus, volunteer drivers and private taxi services to transport clients.

YCCAC periodically reviews its operations to ensure that the widest possible range of transportation services is provided in Region 8, particularly for those persons who are low income, have a disability, or are elderly. The major criteria employed in making a public versus private service decision are the cost of providing the service and the demonstrated ability of the operator to provide high quality service.

Methodology for True Cost Comparison

There have been several unsuccessful attempts to develop a methodology for this region. However the different nature of the services currently funded makes a mathematical formula difficult to develop. The current providers and the advisory committee have been comfortable with maintaining the existing split of available funds for the past several cycles and that split appears appropriate for the upcoming cycle. The providers have historically rounded off the percentages to the following allocation of subsidy: ShuttleBus 55 percent and YCCAC 45 percent. As of fiscal year 2004, all Section 5311 funds are contracted to YCCAC, and ShuttleBus is eligible for additional Section 5307 funds from the

enlarged Portland urban area. The Southern Maine Regional Planning Commission (SMRPC) completed a review of operational data from both YCCAC and COAST in 1997 to assess performance and determine the appropriate allocations for urban funding from the now two urban areas of Portsmouth and Dover. The result was a 60 percent YCCAC to 40 percent COAST split. YCCAC applies this funding to the urban portion of the South County Route. YCCAC receives a small portion of the Portland area urban funds for that general public service provided in the Biddeford-Saco-Old Orchard Beach region.

In the event that a private operator presents a proposal for delivering transportation services in the region, a cost comparison analysis would have to be developed for the purpose of determining the most cost effective method of service delivery. The cost comparison would include an analysis of all services and costs.

Complaints from Private Operators

There have been no formal complaints from the private sector.

Americans with Disabilities Act Plans

York County Community Action Corporation and the Biddeford-Saco-Old Orchard Beach Transit Committee 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. Both agencies have taken steps to ensure access to transportation services by elderly persons and persons with disabilities. Vehicles of both agencies are accessible as required.