
**MaineDOT Locally
Coordinated Transit Plan
Region 1**

**Aroostook Regional
Transportation System
ARTS**

FY 2013 - 2017

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AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC. ARTS

Description

Note: The information included in this locally coordinated transit plan reflects services and procedures that were in place prior to August 1, 2013. On that date, the Maine Department of Health and Human Services implemented a brokerage system for MaineCare riders. This resulted in numerous changes which are not reflected in this document.

Rural transit provider

Provider: Aroostook Regional Transportation System, Inc.
Contact person: Dan Donovan
Address: PO Box 552, 24 Houlton Road, Presque Isle, Maine 04769
Telephone: 207-764-1290
Email: arts@ne.twcbc.com
Website: www.aroostooktransportation.org

Service

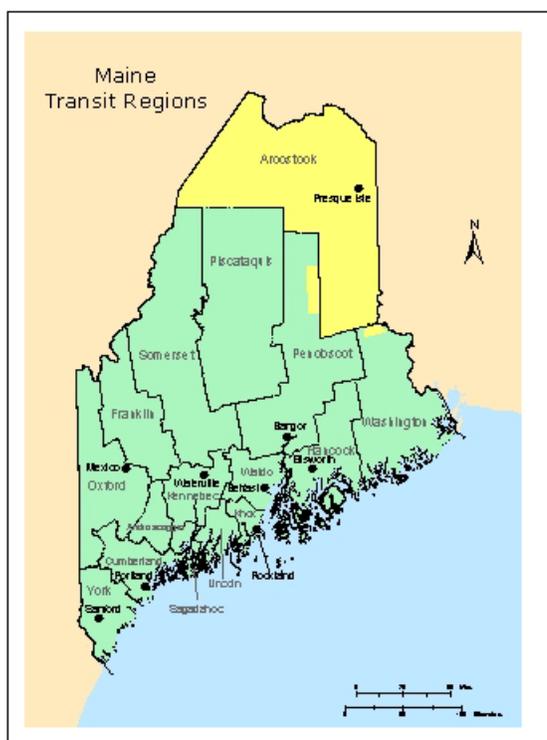
Service area: Aroostook County, Patten in Penobscot County, and Danforth in Washington County
Type of service: Demand Response

Geographic area

Aroostook Regional Transportation System, Inc. (ARTS) serves all of Aroostook County, the Danforth area in Washington County, and the Patten area in Penobscot County. The service area is over 6,600 square miles in size and has a population of approximately 71,870 (2010 Census).

ARTS overview

ARTS' mission is to provide safe, reliable transportation to its customers utilizing the most cost-efficient means of transportation available. ARTS provides door-to-door public and social service transportation in agency vehicles. MaineCare-covered and other social service transportation is also offered in private vehicles.



How service is provided

ARTS provides services with accessible vans/light buses, volunteer drivers, taxis, and friend and family reimbursement. Van/light bus service is available to the general public, MaineCare, and other riders on referral from agencies. Volunteer transportation is available to all MaineCare, DHHS, and other contracted social service agencies (depending upon funding source limitations). A significant number of the trip destinations are in Caribou, Fort Kent, Houlton, Madawaska, and Presque Isle.

ARTS' passengers

ARTS serves seniors, low-income individuals and individuals with disabilities, and other residents of Aroostook County, the Danforth area, and the Patten area including: the general public and recipients of MaineCare; Maine Department of Health and Human Services; as well as many other social service agencies. MaineCare recipients need to have MaineCare covered appointments; other riders must meet the requirements of other funding sources to qualify for transportation or pay a fare as a general public rider.

How services are documented for different funding streams

ARTS use Mobilitat EasyRides software to record all trip requests scheduled for its bus system and proprietary software to record information relating to trips assigned to all modes of transportation under the MaineCare program.

Calls are routed to the appropriate intake staff person(s), either bus or “all other” trips, where callers are screened for eligibility, appropriateness of funding source, and trip purpose, then coded in the software accordingly by funding source to ensure proper billing. If a caller is ineligible for any funding source, or the trip purpose is not funded, he or she can ride the bus as a general public rider and pay a fare.

Dispatching

- **General Public.** ARTS has two (2) staff people available to handle incoming calls requesting non-MaineCare and MaineCare agency vehicle transportation. A line is designated for the general public and others seeking bus service. Prior to the trip, the bus dispatcher reviews all bus trips are recorded to the proper funding source and makes the final assignment for each agency vehicle then prints the manifests and distributes to the drivers.
- **MaineCare.** ARTS has four (4) staff people available to handle incoming calling requesting all MaineCare transportation excluding bus transportation. These lines are designated for those seeking MaineCare friend and family reimbursement, volunteer transportation or other MaineCare services. At the time of the call, the trip is assigned to a mode with the appropriate MaineCare code.
- **Volunteers.** The volunteer coordinator reviews and makes final assignments to volunteers.

Transit provider contributors

- MaineDOT
- Federal Transit Administration
- MaineCare
- DHHS
- Area Agency on Aging
- Central Aroostook Association
- Aroostook CAP
- Municipalities through URIP funds

Major Transit Services

General public service

The importance of general public service in a rural area cannot be measured simply by the number of trips and miles. Without basic access to accessible transportation, seniors, low-income individuals and individuals with disabilities may find it difficult to obtain food and medical care that are necessary to maintaining a basic quality of life.

Service is available at least one day per week on an ARTS' bus in every municipality. Service center communities of Presque Isle, Houlton, Madawaska, Fort Kent, and Caribou receive five day per week service. Approximately 80% of ARTS' bus service is provided in these five communities. The more rural areas of Aroostook County are served at least one day per week into the five service centers.

The general public is able to access shopping, medical, employment, and education (adult education and the University of Maine at Presque Isle) destinations by traveling on one of ARTS' service center buses or, less frequently, on one of ARTS' weekly bus runs to more rural communities. Seniors make up the largest portion of the general public rides at 55%, people with disabilities account for 29% of the ridership, and the remainder being comprised of people of all ages. Service to the general public is provided using nine buses each day. General public service is never provided in private vehicles.

Formal schedules and routes. Formal services and routes are set forth in brochures printed by ARTS which are available on the website. The formal schedule does not include special runs or the driving that is undertaken to transport clients at times other than those specified in the brochures. The formal schedule is shaped in part by the goal of ARTS' Board of Directors that every town should be served by ARTS at least once a week. Areas served by ARTS include the following:

- 1. The Caribou Area bus schedule** serves in-town Caribou locations five days per week. Less frequent service is provided between Caribou and the following locations: Fort Fairfield, Limestone, Colby Siding, New Sweden, Stockholm, Washburn, Wade, Perham, Crouseville, Woodland, Caswell, Westmanland, Jemtland, and Presque Isle.

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2. **The Fort Kent bus schedule** runs five days per week and serves in-town Fort Kent Mondays, Tuesdays, Thursdays, and Fridays; Wednesdays are served by the Madawaska bus schedule. Less frequent service is provided between Fort Kent and the following locations: Allagash, St. John, St Francis, Quimby, Winterville, Eagle Lake, Plaisted, Wallagrass, Guerette, Daigle, Soldier Pond, Sinclair, St. Agatha, Frenchville, Madawaska, Presque Isle, and Caribou.
3. **The Houlton Area bus schedule** runs five days per week and serves in-town Houlton five days per week (except on the first and third Mondays). Less frequent service is provided between Houlton and the following locations: Oakfield, Dyer Brook, Cary, Smyrna Mills, Ludlow, Danforth, Hodgdon, Weston, Amity, Littleton, Monticello, Bridgewater, Mars Hill, Presque Isle, Patten, Island Falls, Linneus, Sherman, Orient, Haynesville, Wytovitlock, Bancroft, Macwahoc, Molunkus, Mt. Chase, and Benedicta.
4. **The Madawaska Area bus schedule** runs five days per week and serves in-town Madawaska on Mondays and Thursdays. Less frequent service is provided between Madawaska and the following locations: Van Buren, Grand Isle, Frenchville, Lille, Fort Kent, Presque Isle, and Caribou.
5. **The Presque Isle Area bus schedule** runs five days per week and serves in-town Presque Isle for all five days. Less frequent service is provided between Presque Isle and the following locations: Fort Fairfield, Mapleton, Ashland, Portage, Sheridan, Caribou, Mars Hill, Westfield, Bridgewater, Easton, Masardis, Robinson, Oxbow, and E Plantation.
6. **Commuter run Presque Isle and Caribou to Loring** runs five days per week, arriving at Loring at 6:30 a.m. (pick-up is at 4:00 p.m.). This service was discontinued on September 28, 2012.

In addition to the above schedules, there are special runs for the Central Aroostook Association, Circle of Learning and Adult Multiple Alternative Center.

DHHS sponsored service

- **Low income.** Based on proof of monthly income, clients may be eligible for ARTS' low income program. This program provides for transportation to grocery stores and medical appointments if the person is not receiving MaineCare assistance. An application process must be completed and proof of income must be verified.
- **Children and families.** Based on referral from a DHHS caseworker transportation is provided to a variety of services not covered by MaineCare including supervised visitation.
- **MaineCare.** Based on eligibility and approved services, ARTS provides transportation to MaineCare covered medical related appointments.

Importance of ARTS to the Region and its Economy

Public and social service transportation services benefits and supports more than the riders. The economy benefits at a variety of levels through residents accessing local supermarkets, shopping centers and “Main Street” businesses. Another example is preventive and other healthcare can more easily be obtained—helping in reducing overall medical costs and expensive visits to emergency rooms. ARTS’ supports the local economy in a variety of ways.

Service center buses. ARTS operates nine (9) demand response buses daily of which all nine (9) provide on-going service throughout the day in the five (5) major service centers of Presque Isle, Houlton, Madawaska, Fort Kent, and Caribou. Presque Isle and Caribou are each served by three buses five days per week, while the other service centers are served by one bus each five days per week. These buses provide access to shopping, employment, medical services, and other personal stops including employment for seniors, individuals with disabilities, and low-income individuals.

- **Medical providers.** ARTS provides over 210,000 patient trips annually to the medical providers located primarily in Aroostook County such as:
 - Hospitals in Presque Isle, Caribou, Houlton, and Fort Kent
 - Physicians
 - Mental health providers
 - Dental services
 - Pharmacies

- **Merchants and other vendors.** ARTS provides over 50,000 general public trips to merchants and other vendors. Examples include just some of the many businesses that riders frequent.
 - Wal-Mart, Shop and Save, and Aroostook Centre Mall in Presque Isle
 - Wal-Mart, Shop and Save, and Houlton Federal Credit Union in Houlton
 - Shop & Save, Save A Lot, and Reno’s in Caribou
 - Shop and Save, McDonalds, and John’s Shurfine in Fort Kent
 - Shop & Save, and Kmart in Madawaska

- **Education.** General public service provides people with access to:
 - The University of Maine at Presque Isle
 - The University of Maine at Fort Kent
 - Northern Maine Community College

- **Employment and related services.** Five day per week service is provided with five (5) buses transporting people with disabilities for the Central Aroostook Association, Circle of Learning, and Adult Multiple Alternative Center. Transportation is provided to supportive employment sites (a recycling center and pallet factory). The majority of these trips are supported through MaineCare’s waiver home-based community services.

Accomplishments

Operations

- ARTS has been approved for a New Freedom grant through MaineDOT which will fund a mobility coordinator who will spearhead the effort of enhancing transportation options for individuals with disabilities traveling between Houlton/Presque Isle and Caribou, and St. John Valley/Presque Isle and Caribou. ARTS is planning to utilize two vans in this effort.
- A group of non-traditional riders in the Sherman, Easton, and Ft. Fairfield areas have been able to access the bus service due to an arrangement with ARTS that allows for a pre-determined pick-up stop at a central location. If someone from that community needs a ride, that person must go to that location to ensure pick up.
- Worked with the Veteran's Home in Caribou to ensure bus tickets could be made available to their clientele.
- Received a state of good repair grant for \$735,160 which will allow for the purchase of six new vehicles and provide for major repairs to the garage roof.
- Expanded hours of operation for the buses operating in one of the service center town from 2:30 p.m. to 4:30 p.m. to accommodate late afternoon medical appointments.
- Completed a needs assessment survey of its ridership.
- Hired additional staff to accommodate the additional MaineCare waiver service.

Improved efficiencies.

- Providing more in-depth record keeping for all funding sources so as to better document the rides that have been given, and to provide more flexibility in reporting on the nature of these rides.

Service Expansion.

- ARTS has expanded bus service hours of operation from 2:30 p.m. to 4:30 p.m. in the service center town of Presque Isle which provides for greater access to shopping, medical appointments, educational sites, and employment.
- ARTS has been approved for a New Freedom grant to provide van service between Houlton/Presque Isle and Caribou, and St John Valley/Presque Isle and Caribou. This new service will provide greater access for individuals with disabilities to shopping, medical, and other yet to be identified businesses.

Service Gaps

- **Geographic coverage.** Additional resources are needed to provide more service throughout the county as well as out-of-county service to people seeking medical treatment in Bangor and beyond.

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- **Time of day/weekends.** Although it is unknown at this time what the demand would be, early evening and weekend service in the service communities would be a benefit to the residents of those communities.
- **Clients.** There is a need for additional services to specific medical appointments—especially for individuals who are not covered by MaineCare. Senior transportation has always been underfunded and more service is needed.
- **Service quality.** All buses are stored inside ARTS' facility while three outlying area buses are stored outside.

Future Priorities and Projects

The future priorities and projects shown below reflect future investments that were first identified by ARTS and subsequently modified and prioritized by the public at a MaineDOT-sponsored Regional Transit Summit that was held at the University of Maine at Presque Isle on November 7, 2013. Attendees were provided the opportunity to add a potential project or identify an issue for consideration at any time during the meeting.

In order to ensure maximum participation, MaineDOT sent an invitational letter, an agenda, and a list of potential priorities and projects to riders, social service agencies, healthcare facilities, chambers of commerce, private businesses, other transit operators in the region, members of the general public who had previously expressed an interest in transportation issues, and area legislators. Invitees unable to attend were afforded the opportunity to e-mail MaineDOT and make comments and recommendations both prior to, and following the meeting—these comments were included when compiling the ratings for each identified project.

A representative of MaineDOT provided an outline of the purpose and need for public input in this planning process to attendees and encouraged their full participation. A representative from each transit agency in attendance provided a brief history of their services and fielded questions from attendees. A facilitator presented the provider-identified future projects to the group and invited discussion which gave them with an opportunity to add to the list of potential projects. Attendees were provided with scoring sheets and rated each project. This process was repeated for each FTA/MaineDOT funded transit agency in the region.

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**NUMERICAL RATING OF PRIORITIES AND PROJECTS
Aroostook Regional Transportation System**

Future Priorities and Potential Projects	Very Important	Somewhat Important	Little Importance	No Opinion
A. High quality system – Maintain a high quality system with broker system	26	0	0	12
B. Additional service days – outlying communities for medical purposes	30	6	0	2
C. More service, Presque Isle and Caribou	19	10	4	5
D. Change the brand – promote service to the broader community	20	7	5	6
E. More service to smaller towns	28	8		2
F. Non-traditional community member service – continue this service	20	8	2	8
G. Garage roof/vehicle purchases – major roof repair, six new vehicles	21	12	2	3
H. New Freedom grant – continue service expansions funded by New Freedom grant	31	5	0	2
I. Develop strategies —to address ARTS’ deficit	23	2	0	13
J. Add one day weekend service —for recreation and other purposes	9	7	6	16
K. Monday Service-- Houlton	10	2	4	22

**PERCENTAGE RATING OF PRIORITIES AND PROJECTS
Aroostook Regional Transportation System**

Future Priorities and Potential Projects	Very Important to Somewhat Important	Little Importance to No Opinion
B. Additional service days – outlying communities for medical purposes	95%	5%
E. More service to smaller towns	95%	5%
H. New Freedom grant – continue service expansions funded by New Freedom grant	95%	5%
G. Garage roof/vehicle purchases – major roof repair, six new vehicles	87%	13%
C. More service, Presque Isle and Caribou	76%	24%
F. Non-traditional community member service – continue this service	74%	26%
D. Change the brand – promote service to the broader community	71%	29%
A. High quality system – Maintain a high quality system with broker system	68%	32%
I. Develop strategies —to address ARTS’ deficit	66%	34%
J. Add one day weekend service —for recreation and other purposes	42%	58%
K. Monday service —Houlton	32%	68%

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AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.		
Annual Report – Past Two Years		
	FY 2011	FY 2012
Volunteer Resources		
Volunteer Drivers	27	41
Vehicles		
Number of Active Vehicles in Fleet	24	26
Number of Inactive Vehicles in Fleet	0	0
Number of Spare Vehicles in Fleet	0	0
Number of Vehicles Disposed	0	0
Number of Vehicles Sold	0	4
Number of ADA Accessible Vehicles	22	24
Annual Operating Expenses		
Annual Transit Operating Expenses	0	0
Annual Social Services Operating Expenses	\$2,453,145	\$2,536,692
Annual Administrative Expenses		
Annual Transit Administrative Expenses	0	0
Annual Social Services Administrative Expenses	\$1,422,652	\$1,304,873
Annual Operating Revenues		
Fare Revenues	\$93,584	\$82,811
Transit Contract Revenues	0	0
Social Service Contract Revenues	\$3,288,687	\$3,264,569
FTA-Federal Operating Assistance	\$261,850	\$258,664
MaineDOT – State Operating Assistance	\$3,2764	\$33,188
Local Operating Funds	\$121,458	\$125,181
Total Annual Operating Revenues	\$3,798,343	\$3,764,413
FTA-Sources of Capital Funds		
FTA-Federal Capital Assistance	\$77,454	\$77,152
MaineDOT-State Capital Assistance	0	0
Local Capital Funds	\$19,364	\$26,000
Total Capital Funds	\$96,818	\$103,152
Annual Miles		
Annual Transit Miles (vehicle miles)	793,722	779,048
Annual Social Service Miles (passenger miles)	6,167,530	6,073,282

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		FY 2011	FY 2012
Annual Vehicle Hours		9,067	9,826
Annual Passenger Trips			
	Annual Transit Passenger Trips	92,329	93,391
	Annual Social Services Passenger Trips	184,584	184,781
Safety			
	Fatalities	0	0
	Major Incidents	0	0
	Major Injuries	0	0

ARTS Capital Plan					
Description	FY 13-14	FY 14-15	FY 15-16	FY 16-17	FY 17-18
Bus replacement – 6 buses	\$900,000				
Bus replacement – 2 buses					\$300,000
Hot top		\$100,000			
Landscaping		\$25,000			
Heating system				\$25,000	

Trips, Passenger Miles by Agency Past Two Fiscal Years				
Social Service Agency/Program	One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012
General Public	46,760	50,360	370,574	399,896
MaineCare	212,720	210,744	6,262,448	6,112,345
DHHS Other	4,831	4,368	187,671	175,777
Other	12,602	12,700	140,559	164,312
Total	276,913	278,172	6,961,252	6,852,330

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Trips, Passenger Miles by Mode Past Two Fiscal Years				
Mode	One-Way Trips		Passenger Miles	
	FY 2011	FY 2012	FY 2011	FY 2012
Agency Vehicles	92,329	93,391	793,722	779,048
Volunteers	7,035	7,488	365,991	363,039
Friends and Family	90,524	88,410	5,044,161	5,125,144
Subcontracted Providers	87,025	88,883	757,378	585,099
Total	276,913	278,172	6,961,252	6,852,330

Number of General Public, Elderly and Disabled Trips		
	FY 2011	FY 2012
Elderly Passenger Trips	25,918	28,382
Disabled Passenger Trips	13,133	13,880
Total Elderly, Disabled Trips*	39,051	42,262
Other General Public Trips	7,709	8,098
Total General Public Trips	46,760	50,360

*Total may differ from sum of elderly and disabled trips because of double counting

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AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.		
Revenues And Expenses – Past Two Years		
	FY 2011	FY 2012
REVENUES		
State (non-capital, administered by MaineDOT)	\$32,764	\$33,188
Other State (e.g. Maine Department of Labor)		
FTA:		
5307 (small urban area systems)		
5309 (capital assistance)		
5310 (elderly, disabled)	\$77,454	\$77,152
5311 (rural area systems)	\$261,850	\$258,664
5316 (job access, reverse commute)		
5317 (new freedom)		
Grants (other than FTA)		
Local Match (Contracts)	\$98,431	\$99,228
Fares	\$93,584	\$82,811
Other	\$23,027	\$25,953
MaineCare	\$3,089,511	\$3,078,731
DHHS non-MaineCare	\$199,177	\$185,838
TOTAL	\$3,875,797	\$3,841,565
EXPENSES		
Salary/fringe	\$1,107,158	\$1,150,450
Employee/volunteer training	\$27,033	\$16,513
Consultant	\$9,978	\$13,650
Miscellaneous	\$4,090	\$5,579
Travel	\$4,631	\$470
Telephone/radio	\$19,264	\$20,358
Computer	\$46,699	\$18,602
Material/supplies/postage	\$59,217	\$53,371
Insurance/bonding	\$43,557	\$48,774
Utilities	\$25,117	\$18,259
Ads	\$3,459	\$2,288
Gas/vehicle maintenance	\$224,335	\$263,744
SS mileage/insurance	\$50,424	\$53,311
Direct pay DHHS elderly	\$17,699	\$20,981
Direct pay MaineCare	\$1,507,875	\$1,557,514
Office/garage equipment	\$57,798	\$68,196
Equipment - 5310	\$77,454	\$77,152
Local accessible vans	\$80,000	0
Local buses	\$230,000	0
Building renovations	\$250,000	0
Vehicle storage shed	\$30,000	0
Capital/NEMT	0	\$452,353
TOTAL	\$3,875,797	\$3,841,565

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AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.		
Budget for FY 2013 and 2014		
	FY 2013	FY 2014
REVENUES		
State (non-capital, administered by MaineDOT)	\$33,188	\$33,188
Other State (e.g. Maine Department of Labor)		
FTA:		
5307 (small urban area systems)		
5309 (capital assistance)		
5310 (elderly, disabled)	\$77,274	\$77,274
5311 (rural area systems)	\$261,188	\$262,988
5316 (job access, reverse commute)		
5317 (new freedom)		\$104,500
Grants (other than FTA)		
Local Match (Contracts)	\$109,200	\$13,000
Fares	\$50,000	\$9,000
Other	\$14,465	0
MaineCare	\$2,660,000	0
DHHS non-MaineCare	\$238,422	0
TOTAL	\$3,443,737	\$499,950
EXPENSES		
Salary	\$870,000	
Fringes	\$332,500	
Employee's Expenses	\$8,000	
Volunteer Expenses	\$4,000	
Consultant	\$15,000	
Miscellaneous	\$4,363	
Miscellaneous Local	\$200	
Travel	\$5,800	
Travel Local	\$200	
Telephone	\$21,000	
Computer Expenses	\$18,000	
Materials and Supplies	\$32,000	
Postage	\$30,000	
Insurance	\$55,000	
Utilities	\$40,000	
Advertising	\$5,000	
Training	\$10,000	
Gas	\$184,000	
Vehicle Maintenance	\$80,000	

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	FY 2013	FY 2014
Direct Pay – SS/Vol	\$49,000	
Direct Pay – SS Ins	\$2,000	
Direct Pay – New Freedom	0	
Direct Pay – Supplement	\$20,000	
Direct Pay - DHHS	\$24,400	
Direct Pay – MaineCare/Vol	\$1,500,000	
Garage Res./Rep./Cont.	\$20,000	
Equipment 5310	\$77,274	
Vehicle Acquisition Local	\$26,000	
Equipment Local	\$10,000	
TOTAL	\$3,443,737	\$499,950

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PTMS VEHICLE EVALUATION SUMMARY FORM FY 2013
AGENCY: AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.

1	VIN	1D4GP25R57B17414 4	1D4GP25R45B38688 5	2D4RN4DG2BR769 988	2D4RN4DG6BR794 991		
2	Fleet # and Status*	30 / A	32 / A	40 / A	41 / A		
3	Vehicle Type **	V	V	V	V		
4	Make, Model	DODGE CARAVAN	DODGE CARAVAN	DODGE CARAVAN	DODGE CARAVAN		
5	Year	2007	2005	2011	2011		
6	Fuel Type	GASOLINE	GASOLINE	GASOLINE	GASOLINE		
7	Fuel Use – 12 months	562	579	217	303		
8	Mileage	96788	134280	6491	6326		
9	12-month Mileage	11763	12033	5914	6213		
10	Repair Cost - 12 months	\$962	\$419	\$508	\$500		
11	Repair frequency - 12 months***	1-5, 2-6, 3-11	1-4, 2-8, 3-0	1-2, 2-2, 3-0	1-2, 2-2, 3-0		
12	Vehicle appearance - interior	FAIR	FAIR	GOOD	GOOD		
	Vehicle appearance - exterior	GOOD	GOOD	GOOD	GOOD		
13	ADA Accessibility:						
	Equipped/Working	YES	YES	YES	YES		
	Tie Down	NO	NO	YES	YES		
	Announcement System	NO	NO	NO	NO		
	Signage and Stops	NO	NO	NO	NO		
14	Passenger Amenities						
	Air Conditioning	YES	YES	YES	YES		
	Working Heater	YES	YES	YES	YES		
	Tinted Windows	YES	YES	YES	YES		
	Padded Seats	YES	YES	YES	YES		
15	Type of fare collection system						
16	Date of Inspection	10/01/1012	10/01/1012	10/01/1012	10/01/1012		
17	Inspector's Name:	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan		

* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

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PTMS VEHICLE EVALUATION SUMMARY FORM FY 2013

AGENCY: AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.

1	VIN	4UZAAWDC46CV8 7296	1T88H4E25D115607 6	4UZAAWDC14CM3 6719	4UZAAXDCX5CN7 4329	1T88H4E229111651 4	1T88H4E21D115651 3
2	Fleet # and Status*	1 / A	2 / A	8 / A	18 / A	21 / A	22 / A
3	Vehicle Type **	SMDB	MHDB	SMDB	SMDB	MHDB	MHDB
4	Make, Model	Freightliner/Thomas FS65	Thomas/Thomas MVP EF	Freightliner /Thomas FS65	Freightliner /Thomas FS65	Thomas/Thomas MVP EF	Thomas/Thomas MVP EF
5	Year	2006	2013	2004	2005	2009	2013
6	Fuel Type	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL
7	Fuel Use – 12 months	2758	1892	2509	2891	3618	1512
8	Mileage	179947	15812	226537	220040	116090	13714
9	12-month Mileage	21308	14272	19552	23568	32942	12204
10	Repair Cost - 12 months	2714	1330	3423	4202	7534	1240
11	Repair frequency - 12 months***	1-5, 2-25, 3-2	1-2, 2-9, 3-0	1-4, 2-22,3-4	1-2,2-27,3-2	1-5, 2-24, 3-3	1-6, 2-1, 3-0
12	Vehicle appearance - interior	FAIR	GOOD	FAIR	POOR	GOOD	GOOD
	Vehicle appearance - exterior	GOOD	GOOD	FAIR	FAIR	GOOD	GOOD
13	ADA Accessibility:						
	Equipped/Working	YES	YES	YES	YES	YES	YES
	Tie Down	YES	YES	YES	YES	YES	YES
	Announcement System	YES	YES	YES	YES	YES	YES
	Signage and Stops	YES	YES	YES	YES	YES	YES
14	Passenger Amenities						
	Air Conditioning	YES	YES	YES	YES	YES	YES
	Working Heater	YES	YES	YES	YES	YES	YES
	Tinted Windows	NO	NO	NO	NO	NO	NO
	Padded Seats	YES	YES	YES	YES	YES	YES
15	Type of fare collection system	Manual	Manual	Manual	Manual	Manual	Manual
16	Date of Inspection	10/01/2012	10/01/2012	10/01/2012	10/01/2012	10/01/2012	10/01/2012
17	Inspector's Name:	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan

* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

MaineDOT Locally Coordinated Transit Plan - ARTS

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2013

AGENCY: AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.

1	VIN	1GBG5V1929F4015 12	5WEASAAL3BJ432 637	1FDXE45P56DA789 46	1FDXE45P56DA833 40	1T88H4E27C114596 6	1FDXE45P66DA833 46
2	Fleet # and Status*	3 / A	4 / A	6 / A	7 / A	9 / A	10 / A
3	Vehicle Type **	SMDB	SMDB	LDB	LDB	MHDB	LDB
4	Make, Model	Chev Goshen	Inter. CBUs	Ford/ Starcraft E450	Ford/Starcraft E450	Thomas/Thomas MVP EF	Ford Starcraft E450
5	Year	2009	2011	2006	2006	2012	2006
6	Fuel Type	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL
7	Fuel Use – 12 months	2603	3228	2073	2423	2940	2191
8	Mileage	63463	31937	130075	126984	29122	130086
9	12-month Mileage	23218	26223	20793	24062	18490	21272
10	Repair Cost - 12 months	\$1493	\$602	\$5832	\$11446	\$747	\$8092
11	Repair frequency - 12 months***	1-4, 2-13, 3-1	1-3, 2-12, 3-3	1-3, 2-19, 3-2	1-6, 2-20, 3-2	1-3,2-22,3-0	1-3, 2-17, 3-3
12	Vehicle appearance - interior	GOOD	GOOD	FAIR	FAIR	GOOD	FAIR
	Vehicle appearance - exterior	GOOD	GOOD	FAIR	FAIR	GOOD	FAIR
13	ADA Accessibility:						
	Equipped/Working	YES	YES	YES	YES	YES	YES
	Tie Down	YES	YES	YES	YES	YES	YES
	Announcement System	YES	YES	NO	NO	YES	NO
	Signage and Stops	YES	YES	YES	YES	YES	YES
14	Passenger Amenities						
	Air Conditioning	YES	YES	YES	YES	YES	YES
	Working Heater	YES	YES	YES	YES	YES	YES
	Tinted Windows	YES	YES	YES	YES	YES	YES
	Padded Seats	YES	YES	YES	YES	YES	YES
15	Type of fare collection system	Manual	Manual	Manual	Manual	Manual	Manual
16	Date of Inspection	10/01/2012	10/01/2012	10/01/2012	10/01/2012	10/01/2012	10/01/2012
17	Inspector's Name:	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan

* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

MaineDOT Locally Coordinated Transit Plan - ARTS

PTMS VEHICLE EVALUATION SUMMARY FORM FY 2013
AGENCY: AROOSTOOK REGIONAL TRANSPORTATION SYSTEM, INC.

1	VIN	1T88H2C164114482 5	1FDXE45P77DA136 32	1T88H4E22A112288 3	1FDXE45PX7DA136 42	1FDXE45P67DA136 40	1FDXE45P47DA136 36
2	Fleet # and Status*	11 / A	12 / A	14 / A	16 / A	19 / A	20 / A
3	Vehicle Type **	MHDB	LDB	MHDB	LDB	LDB	LDB
4	Make, Model	Thomas/Thomas MVP-EF	Ford/ Starcraft E450	Thomas/Thomas MVP-EF	Ford/ Starcraft E450	Ford/Starcraft E450	Ford/Starcraft E450
5	Year	2004	2007	2010	2007	2007	2007
6	Fuel Type	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL	DIESEL
7	Fuel Use – 12 months	2307	2214	2733	2904	2297	2402
8	Mileage	154205	102738	66036	112242	143365	115081
9	12-month Mileage	18404	22102	22177	26280	21488	23788
10	Repair Cost - 12 months	\$5164	\$2810	\$794	\$6699	\$12623	\$2173
11	Repair frequency - 12 months***	1-3, 2-18, 3-1	1-3, 2-19, 3-0	1-5, 2-8, 3-1	1-2, 2-17, 3-1	1-2, 2-27, 3-2	1-3, 2-25, 3-2
12	Vehicle appearance - interior	FAIR	FAIR	GOOD	FAIR	FAIR	FAIR
	Vehicle appearance - exterior	FAIR	FAIR	GOOD	FAIR	FAIR	FAIR
13	ADA Accessibility:						
	Equipped/Working	YES	YES	YES	YES	YES	YES
	Tie Down	YES	YES	YES	YES	YES	YES
	Announcement System	NO	NO	YES	NO	NO	NO
	Signage and Stops	YES	YES	YES	YES	YES	YES
14	Passenger Amenities						
	Air Conditioning	YES	YES	YES	YES	YES	YES
	Working Heater	YES	YES	YES	YES	YES	YES
	Tinted Windows	YES	YES	YES	YES	YES	YES
	Padded Seats	YES	YES	YES	YES	YES	YES
15	Type of fare collection system	Manual	Manual	Manual	Manual	Manual	Manual
16	Date of Inspection	10/01/2012	10/01/2012	10/01/2012	10/01/2012	10/01/2012	10/01/2012
17	Inspector's Name:	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan	Daniel Donovan

* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repair

Appendix

Surveys and studies

- ARTS surveys DHHS caseworkers yearly as to the quality of the service they provide. MaineCare recipients are surveyed annually for riders utilizing all modes which provides ARTS with a good cross-sampling of how riders perceive the quality of service.
- ARTS has completed a needs assessment survey. Surveys were sent to all individuals who used the service between October 1, 2011 and July 31, 2012. ARTS placed advertisements in local newspapers notifying readers that the survey was being conducted. This gave individuals (even non-users) the opportunity to participate in the process by calling ARTS' office and obtaining a survey they could complete. ARTS has compiled survey results and will review its schedules—comparing suggested need to available service.

Veterans

ARTS sells bus tickets to the Veteran's Home in Caribou which are then distributed to the appropriate individuals needing access to services in Caribou. This is accomplished by working with the Veteran's Home administrative office in Texas.