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**MaineDOT Locally  
Coordinated Transit Plan  
Region 3**

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**Penquis Transportation  
Program  
The LYNX**

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**FY 2013 - 2017**

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## PENQUIS TRANSPORTATION PROGRAM The LYNX

### 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: Penquis – The LYNX Transportation Program  
Contact person: Marcia Larkin, Director  
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Telephone: 207-973-3691  
Email: [mlarkin@penquis.org](mailto:mlarkin@penquis.org); [info@penquis.org](mailto:info@penquis.org)  
Website: [www.penquis.org](http://www.penquis.org)

#### Service

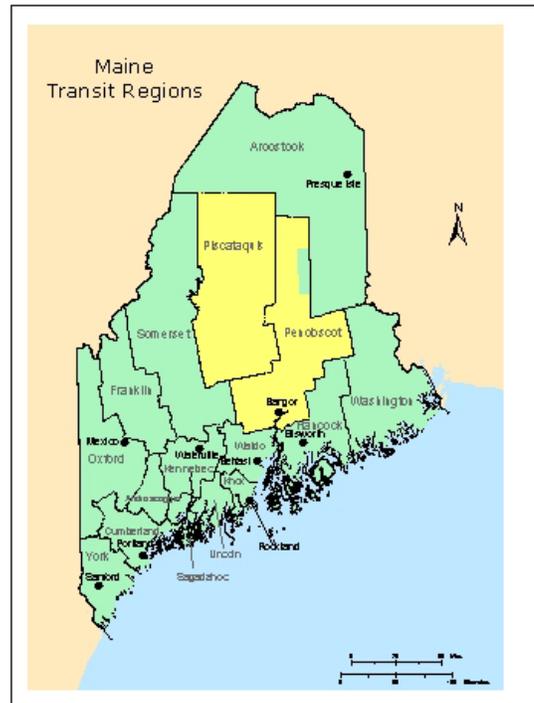
Service area: Penobscot, Piscataquis Counties  
Type of service: Demand Response; Paratransit Service to Community Connector

#### Geographic area

Penquis provides demand response service through its Transportation Service Center by van and light duty bus and through private drivers throughout Region 3, which includes Penobscot and Piscataquis Counties. Service is available in Penobscot and Piscataquis Counties for general public riders. MaineCare customers receive approved services wherever the medical provider is located including assistance with out-of-state transportation. Other riders' services are based upon the requirements of the appropriate funding source.

#### Penquis overview

The Penquis Transportation Service Center has been in business since 1984, serving residents of Penobscot and Piscataquis Counties. Operating within the Community Support Department, The



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LYNX 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 with volunteer drivers. As the MaineDOT-designated regional provider of rural public transportation in this two-county area, Penquis offers public transportation in all rural towns one, if not more, days per week, by appointment, Monday through Friday.

The Penquis Lynx Transportation mission is to provide safe, reliable transportation to its customers. Penquis is currently providing 1,100 rides per day, with the use of agency vehicles, about 140 volunteers and taxis. At the same time, Penquis utilizes the most cost efficient means of transportation. The software that Penquis purchased focuses on the loading of agency vehicles and volunteers, using taxis as a last resort. Utilizing the software to its potential helps eliminate costs to the State of Maine, while maximizing the available resources. Penquis' agency vehicle operators go through extensive training to ensure the safety of its riders, i.e., Passenger Service and Safety, BloodBorne Pathogens, Wheelchair Safety, CPR/First-Aid, Fire Extinguisher Training, etc.

Penquis has a strong commitment to its Dialysis and Cancer Care customers, who rely on the service to get them to their vital life line appointments. The service provided by The LYNX Transportation is crucial, especially to those customers who live in the rural areas and have no means of transportation. This is important to these customers' well-being and allows them to be a part of and contribute to society. Penquis strives to provide the best customer service to the residents of Penobscot and Piscataquis counties.

### **How service is provided**

The LYNX 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 with Penquis contracts. Volunteer transportation is available to all MaineCare, DHHS, and other contracted social service agencies (depending upon funding source limitations). The LYNX does not follow formal routes. A significant number of the trip destinations are in Bangor, with lower, but still significant numbers in Dover-Foxcroft, Lincoln, Millinocket, Old Town, and Brewer.

### **Penquis passengers**

The LYNX serves seniors, low-income customers and people with disabilities, and other residents of Penobscot and Piscataquis Counties including: the general public and customers of MaineCare; Maine Department of Health and Human Services; Eastside Rehabilitation, as well as many other social service agencies. MaineCare customers 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**

The LYNX uses Adept software to track all trip requests and document dispatched, completed rides. When a call is received, an intake staff person screens the caller for eligibility for various funding sources and codes the trip request accordingly. If the person is not eligible for any funding

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source, he or she is coded as a general public rider and the fare is established based on distance traveled between locations. The mode is assigned and coded at the time of dispatch.

### **Dispatching**

The LYNX uses Adept software which has the capacity to route the entire state of Maine. It not only automatically assigns a trip to a mode (agency vehicles first, volunteer drivers second) most (80% to 85%) of each day's trips, but can also bill electronically. In addition, it contains a reporting feature that provides information such as trips and miles by funding source, mode, route efficiency, on time performance, municipal origin and destination, and much more.

The LYNX has four dispatchers whose responsibility it is to handle all real time problems with scheduled rides as they occur throughout the day. At the same time, there are three dispatchers assigning a mode to the following day's trips that the software could not auto-route, reviewing the auto-routed trips for accuracy (re-assigning trips that have special conditions such as "female driver only" or "cannot ride with another passenger," etc.). These dispatchers print trip manifests and e-mail to the volunteer drivers and agency vehicle drivers who do not pick them up at the office.

### **Transit provider contributors**

- MaineDOT
- Federal Transit Administration
- MaineCare
- DHHS special and regular contracts
- Maine Cancer Foundation
- Susan G. Komen Foundation
- Child Development Services
- Disability Determination
- Division for the Blind
- Specialized Transportation
- Town of Millinocket
- Town of Newport

## Major Transit Services

### General public service

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*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 customers and people with disabilities may find it difficult to obtain food and medical care that are necessary to maintaining a basic quality of life.*

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- **Town service on agency vehicles.** Services to the general public are provided with agency vehicles. Scheduled service is available to residents of every town within Penobscot and Piscataquis County at least one day each week. Some communities receive 3+ days per week service due to higher demand. Riders are able to access a variety of businesses for shopping purposes such as hardware and grocery stores, restaurants, nursing homes, hospitals, and other medical facilities. Riders pay a fare each way based upon the distance traveled. Trips must be reserved in advance. Most of the general public trips are provided on agency vehicles, but general public riders occasionally share a ride with another passenger funded by MaineCare or another funding source in a volunteer's private automobile. The LYNX currently serves 1,120 general public riders, including 904 Penobscot County residents, and 216 Piscataquis County residents. Seventy nine percent of general public riders are seniors and 20% are people with disabilities. Of the 79% of senior riders, some may have disabilities as well.
- **Local shuttle services.** In addition to scheduled services that are available to all residents, local shuttle services developed with local funding support include a shuttle services (Millinocket Ride) in Millinocket and (Newport Ride) in Newport. These services supported in part by, and open to residents of, these communities for shopping, medical, and other purposes one (1) day per week.
- **Lincoln and Dover-Foxcroft.** The service centers of Lincoln and Dover-Foxcroft have general public service available to their residents three (3) days and two (2) days respectively each week.
- **Paratransit services.** The LYNX provides complementary paratransit services for Community Connector, the fixed route transit system in the urbanized area of Bangor, Brewer, Old Town, Orono, Hampden, and Veazie. It serves people with disabilities within  $\frac{3}{4}$  mile of a bus route who cannot access the fixed route service, with transportation to any location on a fixed route the rider wants to go in those communities within the set operational hours of Community Connector.
- **New Freedom** (remote areas of fixed route service). The LYNX also provides service to people with disabilities who reside in or near the urbanized area who live beyond the  $\frac{3}{4}$  mile of the fixed route system. This service is provided five (5) days per week with agency vehicles between the hours of 7 a.m. and 4 p.m., and 24 hours per day, seven (7) days per week with volunteers and taxis. With this service all types of vendors, merchants, etc. are available to these riders. This service is funded in part with a New Freedom grant.

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- **Other.** On days public service is regularly scheduled, Penquis may provide short rides for various groups to destinations within the region. For example, Penquis may transport residents of a nursing home on a brief outing.

### **DHHS sponsored service**

- **Low income.** Based on proof of monthly income, customers may be eligible for Penquis' 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, Penquis provides transportation to medically related appointments.
- **MaineCare Bus Pass Program.** Penquis provides MaineCare-eligible persons with passes to ride Community Connector, and the cost per ride is much cheaper than if Penquis were providing the transportation service. If a recipient lives in Bangor, Brewer, Orono, Old Town, Hampden, or Veazie, and is within  $\frac{3}{4}$  mile of a bus route, Penquis can issue a no-cost (to the rider) bus pass. The client must have a minimum of three medical appointments covered by MaineCare per month, and must have verification from these appointments to obtain a pass for the following month. The bus pass program is very successful. Penquis currently issues about 700 bus passes per month. The State of Maine realizes substantial savings through the use of these passes, although it has resulted in a decline in ridership on The LYNX.
- **Transportation Assistance Program – T.A.P.** The Transportation Assistance Program, with funding provided by the Maine Department of Health and Human Services, is available by case worker referral or self-referral to customers with an Axis I mental health diagnosis who reside in Piscataquis, Penobscot, Washington, and Hancock Counties. The TAP Program is a voucher program. Vouchers are used for gasoline, bus passes, taxi fare, and/or mileage reimbursement. It is the responsibility of customers and case workers to determine the most cost effective mode of transportation available. An individual service plan (ISP) must be in place which indicates what services are beneficial or necessary to the individual's well-being before transportation services can be offered. Staff assists in suggesting the most cost effective mode appropriate to the individual's needs. This service is funded with a \$56,000 grant which pays for vouchers that can be used with The LYNX, WHCA transportation services, and taxis. Service is also provided by issuing gasoline cards, Community Connector bus passes, and direct mileage reimbursement to the individual, a friend, or family member. Service is supported for 90 days. Riders use this service for shopping, visits with friends and or family members, employment, education, medical, and recreational purposes. In FY12, 402 trips were provided for 87 customers.

## Importance of Penquis Transportation Program to the Region and its Economy

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*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 that preventive and other healthcare can more easily be obtained—helping in reducing overall medical costs and expensive visits to emergency rooms.*

*The LYNX transportation system supports the local economy in a variety of ways.*

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- **Medical Providers.** Penquis provides over 400,000 patient trips annually to the medical providers located primarily in Penobscot and Piscataquis Counties such as:
  - Hospitals in Bangor; Dover-Foxcroft; Greenville; Lincoln; and Millinocket
  - Physicians located throughout the two-county region
  - Mental health providers located throughout the two-county region
  - Dental services located through the two-county region
  - Pharmacies
  
- **Merchants and other vendors.** In 2011, Penquis provided 3,451 general public trips throughout the two-county region. Merchants and other vendors benefit from riders who frequent their businesses such as:
  - Grocery stores
  - Shopping centers
  - Retail outlets
  - Hairdressers
  - Local taxi companies who provide transportation on referral from Penquis
  - Community Connector through the purchase of 700+ bus passes by Penquis
  
- **Education.** General public service in specific areas of Region 3 provides people with access to:
  - The University of Maine
  - Eastern Maine Community College
  - Husson College
  - Bangor Community College
  
- **Employment.** General public service offered through LYNX Paratransit Services and New Freedom funds in the greater Bangor area provide access to a variety of potential employers within  $\frac{3}{4}$  mile of the Community Connector routes. TAP funding in Penobscot, Piscataquis, Washington and Hancock Counties may be used for this as well. MaineCare waiver customers are able to access transportation to supportive employment allowing people with disabilities to supplement their income and to live more independently.

## Accomplishments

### Operations

- Customers with disabilities in the greater Bangor area have 24/7 access to employment; education; shopping; and medical appointments as a result of a \$211,000 New Freedom grant.
- Breast cancer patients have increased access to appointments related to their illness due to a \$36,000 grant from Susan G. Komen Foundation.
- Cancer patients have greater access to appointments related to their illness due to a \$15,000 grant from the Maine Cancer Foundation.
- Received the 2011 Governor's Service Award for Excellence in Volunteer Administration.
- Received a 96% approval rating from all surveys.
- Experienced a growth in ridership and demographics serving all income levels.
- Maintained the provision of 700+ MaineCare monthly bus passes for the Community Connector fixed route service.
- Enhanced the auto-routing feature in the Adept software to include volunteer drivers which increased efficiency of dispatching trips.
- Participated with a MaineDOT consultant in establishing community based volunteer senior transportation opportunities in Dover-Foxcroft and Lincoln. (see discussion under "Volunteer Organizations.")
- Penquis provided uninterrupted service to its regular customers and new customers, during a recent time when transportation cuts were made to an organization that was transporting their own customers and could no longer provide service.

### Improved efficiencies

- Upgraded Adept software to include volunteer drivers in the auto-routing feature. The software currently auto-routes 80% to 85% of scheduled trips each day. This feature looks at placing the maximum number of riders in one vehicle with similar origins, destination and time frames with efficiency in mind—scheduling on agency vehicles first, then volunteers.
- Maintained the provision of 700+ MaineCare monthly bus passes for the Community Connector fixed route service. This is the most cost effective method of providing transportation to MaineCare customers in an urbanized area who have multiple medical appointments each month.

### Service Gaps

- **Geographic coverage.** The LYNX has anecdotal evidence there is a need for additional buses to be made available to meet demand by the general public and social service riders—increasing service by three (3) weekdays in Lincoln, Dover-Foxcroft-Guilford, and Newport-Dexter rural areas, and one additional bus in Bangor, and hiring three (3) 40 hour per week drivers—hours to be split between the additional three (3) weekdays and weekends (see next bullet). This will allow residents of these communities to have greater access to services within

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their communities. Total estimated cost: \$33,000 (one mini-van for Dover-Foxcroft area) and \$67,900 (additional operating revenue).

- **Time of day/weekends.** Weekend (including evenings) service in two more heavily populated “service center” towns—Newport and Dover-Foxcroft, has been identified as a potential growth area for the general public riders. This would give residents of these communities access to additional shopping; recreational opportunities; and church services. See above bullet on split hours for three (3) 40 hour per week drivers. Total estimated cost: \$33,000 (one mini-van for Newport area), and \$45,250 (additional operating revenue).
- **Customers.** There is a lack of space due to how vehicle schedules must be arranged due in part to the increasing number of trips involving wheelchairs and increased demands for service. This means that it is difficult to accommodate every trip request or considerations for expansion to the general public. With additional funding, this problem might be eliminated. This gap would be eliminated with the proposed solutions in bullets one and two.
- **Service quality.** There are no identified gaps in service quality at this time.

### Future Priorities and Projects

The future priorities and projects shown below reflect future investments that were first identified by Penquis and subsequently modified and prioritized by the public at a MaineDOT-sponsored Regional Transit Summit that was held at the Bangor Parks and Recreation Center in Bangor on November 12, 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.

The results of the Regional Transit Summit are reflected in two tables on the following pages. The first table shows the number of people who identified each of the priorities/projects as very important, somewhat important, not important, and no opinion. The second table shows the percentage ranking of the various priorities and projects in priority order.

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**NUMERICAL RATING OF PRIORITIES AND PROJECTS  
Penquis CAP, Inc., The Lynx**

<b>Future Priorities and Potential Projects</b>	<b>Very Important</b>	<b>Somewhat Important</b>	<b>Little Importance</b>	<b>No Opinion</b>
<b>A. More volunteers</b> – more volunteers are needed	10	0	0	2
<b>B. Fleet upgrade</b> – upgrade the fleet (vehicles) as needed	5	5	0	2
<b>C. More weekday coverage</b> – three weekdays in Lincoln, Dover-Foxcroft/Guilford, and Dexter/Newport rural areas and 1 additional bus in Bangor.	7	3	2	0
<b>D. Weekend service</b> – Provide weekend and evening service in Newport and Dover-Foxcroft	5	4	1	2
<b>E. Continue current level of service</b> with brokerage system	5	2	0	5
<b>F. Service expansion</b> – expand service where there is a need	6	5	0	1
<b>G. Software</b> – upgrade Adept software maps and zones	5	5	0	2
<b>H. Transit into service centers</b> – evaluate need for fixed or flex route service into service centers (Bangor, Dover-Foxcroft, and Lincoln) from rural areas of Penobscot and Piscataquis Counties	6	4	1	1
<b>I. Increase availability</b> —in rural towns.	3	6	0	3

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**PERCENTAGE RATING OF PRIORITIES AND PROJECTS  
Penquis CAP, Inc., The Lynx**

<b>Future Priorities and Potential Projects</b>	<b>Very Important to Somewhat Important</b>	<b>Little Importance to No Opinion</b>
<b>F. Service expansion</b> – expand service where there is a need	92%	8%
<b>A. More volunteers</b> – more volunteers are needed	83%	17%
<b>B. Fleet upgrade</b> – upgrade the fleet (vehicles) as needed	83%	17%
<b>C. More weekday coverage</b> – three weekdays in Lincoln, Dover-Foxcroft/Guilford, and Dexter/Newport rural areas and 1 additional bus in Bangor.	83%	17%
<b>G. Software</b> – upgrade Adept software maps and zones	83%	17%
<b>H. Transit into service centers</b> – evaluate need for fixed or flex route service into service centers (Bangor, Dover-Foxcroft, and Lincoln) from rural areas of Penobscot and Piscataquis Counties	83%	17%
<b>D. Weekend service</b> – Provide weekend and evening service in Newport and Dover-Foxcroft	75%	25%
<b>I. Increase availability</b> —in rural towns.	75%	25%
<b>E. Continue current level of service</b> with brokerage system	58%	42%

MaineDOT Locally Coordinated Transit Plan - Penquis

<b>PENQUIS C.A.P., INC. -THE LYNX</b>		
<b>Annual Report – Past Two Years</b>		
	<b>FY 2011</b>	<b>FY 2012</b>
<b>Volunteer Resources</b>		
Volunteer Drivers	151	138
Personal Vehicles in Service		
<b>Vehicles</b>		
Number of Active Vehicles in Fleet	12	12
Number of Inactive Vehicles in Fleet		
Number of Spare Vehicles in Fleet	4	4
Number of Vehicles Disposed		
Number of Vehicles Sold		
Number of ADA Accessible Vehicles	16	16
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses	\$115,463	\$83,300
Annual Social Services Operating Expenses	\$5,368,795	\$5,371,787
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses	\$20,084	\$11,097
Annual Social Services Administrative Expenses	\$1,651,272	\$1,655,301
<b>Annual Operating Revenues</b>		
Fare Revenues	\$4,211	\$4,588
Service Agreement Revenues /Other	\$237,818	\$256,015
Maine Care	\$6,127,555	\$6,055,691
DHHS	\$425,240	\$476,859
FTA-Federal Operating Assistance	\$295,274	\$427,218
Grants	\$7,927	\$44,508
MaineDOT – State Operating Assistance	\$36,245	\$46,436
Capital Reserve Funds	\$57,500	-\$11,000
<b>Total Annual Operating Revenues</b>	<b>\$7,191,770</b>	<b>\$7,351,891</b>
<b>FTA-Sources of Capital Funds</b>		
FTA-Federal Capital Assistance	\$173,933	\$51,576
MaineDOT-State Capital Assistance		
Local Capital Funds		
<b>Total Capital Funds</b>	<b>\$173,933</b>	<b>\$51,576</b>
<b>Annual Miles</b>		
Annual Transit Miles (vehicle miles)	34,956	26,629
Annual Social Service Miles (passenger miles)	11,890,230	11,025,158

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	<b>FY 2011</b>	<b>FY 2012</b>
<b>Annual Vehicle Hours</b>	17,194	16,866
<b>Annual Passenger Trips</b>		
Annual Transit Passenger Trips	3,451	2,441
Annual Social Services Passenger Trips	450,854	435,233
<b>Safety</b>		
Fatalities	0	0
Major Incidents	0	1
Major Injuries	0	3

<b>Penquis Capital Plan</b>						
<b>Description</b>	<b>FY 12</b>	<b>FY 13</b>	<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>	<b>FY 17</b>
Match 2 Vans	\$24,000	-	\$24,000	-	-	\$24,000
Match 4 Vans	-	-	-	\$38,000	\$38,000	-
Software Updates	\$12,000	\$12,000	\$12,000	\$12,000	\$12,000	\$12,000
Software Maintenance	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000	\$23,000
<b>Totals</b>	<b>\$59,000</b>	<b>\$35,000</b>	<b>\$59,000</b>	<b>\$73,000</b>	<b>\$73,000</b>	<b>\$59,000</b>

<b>Trips, Passenger Miles by Agency Past Two Fiscal Years</b>				
<b>Social Service Agency/Program</b>	<b>One-Way Trips</b>		<b>Passenger Miles</b>	
	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>
General Public	3,451	2,441	34,956	26,629
MaineCare	405,731	391,275	11,143,713	10,167,482
DHHS	18,660	19,232	660,382	678,282
Grants/ Other/Service Agreements	15,361	22,546	86,135	179,394
Bus Passes	8,804	9,202		
Meridian	2,298	2,180		
<b>Total</b>	<b>454,305</b>	<b>446,876</b>	<b>11,925,186</b>	<b>11,051,787</b>

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<b>Trips, Passenger Miles by Mode Past Two Fiscal Years</b>				
<b>Mode</b>	<b>One-Way Trips</b>		<b>Passenger Miles</b>	
	<b>FY 2011</b>	<b>FY 2012</b>	<b>FY 2011</b>	<b>FY 2012</b>
Agency Vehicles	28,419	24,956	303,375	229,987
Volunteers	171,411	148,440	5,898,963	5,299,397
Friends and Family	181,387	188,082	5,626,722	5,389,013
Meridian	2,298	2,180		
Subcontracted Providers	2,971	3,867	96,126	133,390
Bus Pass	8,804	9,202		
Taxi	59,015	70,140		
<b>Total</b>	<b>454,305</b>	<b>446,867</b>	<b>11,925,186</b>	<b>11,051,787</b>

<b>Number of General Public, Elderly and Disabled Trips</b>		
	<b>FY 2011</b>	<b>FY 2012</b>
General Public Trips	3,451	3,185
Elderly Passenger Trips	41,582	46,753
Disabled Passenger Trips	18,271	17,715
<b>Total</b>	<b>63,304</b>	<b>66,909</b>

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<b>PENQUIS C.A.P., INC.-THE LYNX Revenues And Expenses – Past Two Years</b>		
	<b>FY 2011</b>	<b>FY 2012</b>
<b>REVENUES</b>		
State (non-capital, administered by MaineDOT)	\$36,245	\$46,436
Other State (e.g. Maine Department of Labor)		
FTA:		
5307 (small urban area systems)		
5309 (capital assistance)		
5310 (elderly, disabled)		\$51,576
5311 (rural area systems)	\$295,274	\$341,519
5316 (job access, reverse commute)		
5317 (new freedom)		\$85,699
Grants	\$7,927	\$44,508
Capital Reserve	\$57,500	-\$11,000
Fares	\$4,211	\$4,588
Service Agreements/Other	\$237,818	\$256,015
MaineCare	\$6,127,555	\$6,055,691
DHHS non-MaineCare	\$425,240	\$476,859
<b>TOTAL</b>	<b>\$7,191,770</b>	<b>\$7,351,891</b>
<b>EXPENSES</b>		
Salaries	\$1,157,563	\$1,085,911
Benefits	\$340,462	\$336,451
Indirect	\$353,695	\$374,191
Audit	\$5,912	\$7,513
Computer	\$63,095	\$70,639
Staff Travel	\$28,307	\$17,781
Rent, Supplies, Postage, furniture depr	\$180,360	\$184,845
Insurance, Telephone	\$49,933	\$48,711
Staff Development, Other	\$22,785	\$17,142
Volunteer Reimbursement	\$2,339,222	\$2,151,673
Family Reimbursement	\$1,179,686	\$1,153,679
Subcontracting Reimbursement	\$45,552	\$64,827
Bus Passes	\$394,014	\$412,886
Taxicabs	\$828,861	\$1,028,128
Vehicle Operating	\$166,263	\$159,777

MaineDOT Locally Coordinated Transit Plan - Penquis

<b>TOTAL</b>	<b>\$7,155,710</b>	<b>\$7,114,154</b>
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<b>PENQUIS C.A.P., INC.-THE LYNX Budget for FY 2013 and 2014</b>		
	<b>FY 2013</b>	<b>FY 2014</b>
<b>REVENUES</b>		
State (non-capital, administered by MaineDOT)	\$36,245	\$36,245
Other State (e.g. Maine Department of Labor)		
FTA:		
5307 (small urban area systems)		
5309 (capital assistance)		
5310 (elderly, disabled)	\$136,632	\$177,046
5311 (rural area systems)	\$618,290	\$618,290
5316 (job access, reverse commute)		
5317 (new freedom)		
Grants	\$22,187	\$22,187
Capital Reserve	-\$12,000	-\$12,000
Fares	\$4,817	\$5,058
Service Agreements/Other	\$268,816	\$282,257
MaineCare	\$6,358,476	\$6,676,400
DHHS non-MaineCare	\$476,859	\$479,859
<b>TOTAL</b>	<b>\$7,910,322</b>	<b>\$8,285,342</b>
<b>EXPENSES</b>		
Salaries	\$1,140,207	\$1,197,217
Benefits	\$353,274	\$370,938
Indirect	\$392,901	\$412,246
Audit	\$7,513	\$7,513
Computer	\$74,171	\$77,880
Staff Travel	\$18,670	\$19,604
Rent, Supplies, Postage, furniture depr	\$194,087	\$203,791
Insurance, Telephone	\$51,147	\$53,704
Staff Development, Other	\$18,000	\$18,900
Volunteer Reimbursement	\$2,259,257	\$2,372,220
Family Reimbursement	\$1,211,363	\$1,271,931
Subcontracting Reimbursement	\$68,068	\$71,471
Bus Passes	\$433,530	\$455,207
Taxicabs	\$1,079,534	\$1,133,511
Vehicle Operating	\$167,766	\$176,154

MaineDOT Locally Coordinated Transit Plan - Penquis

<b>TOTAL</b>	<b>\$7,469,488</b>	<b>\$7,842,287</b>
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MaineDOT Locally Coordinated Transit Plan - Penquis

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2013**

**AGENCY: Penquis Lynx Transportation**

1	VIN	1FDWE35LX7DB 43892	1FDWE35L17DB 43893	1FDWE35L37DB 43894	1FDWE35L57DB 43895	1FDWE35L77DB 43896	1FD3E35L58DB 23568
2	Fleet # and Status*	1A	2A	3A	5A	10S	6A
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	SMDB	SMDB
4	Make, Model	Ford Star Trans					
5	Year	2007	2007	2007	2007	2007	2008
6	Fuel Type	Gas	Gas	Gas	Gas	Gas	Gas
7	Fuel Use – 12 months	2,619.27	1,931.58	1,098.01	818.45	910.06	2,625.
8	Mileage	92,933	94,082	119,844	68,236	99,480	88,122
9	12-month Mileage	19,548	15,614	5,794	8,609	7,755	22,343
10	Repair Cost - 12 months	\$6,314.	\$4,363.08	\$3,105.75	\$3,952.45	\$4,371.03	\$4,845.88
11	Repair frequency - 12 months***	1,2,3	1,2	1,2		1,2	1,2
12	Vehicle appearance - interior	Good	Good	Good	Good	Good	Good
	Vehicle appearance - exterior	Good	Good	Good	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	No	No	No	No	No	No
	Signage and Stops	No	No	No	No	No	No
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	Fare Collection Holder					
16	Date of Inspection	12/20/12	12/20/12	12/20/12	12/20/12	12/20/12	12/20/12
17	Inspector's Name:	Gary Dorman					

\* 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 - Penquis

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2013**

**AGENCY: Penquis Lynx Transportation**

1	VIN	1FD3E35L58DA 92337	1FD3E35L38DA 92236	1FDWE35L43HB 37198	1FDWE35L63HB 43262	2D4RN4DE3AR 455036	2D4RN4DE5AR 455037
2	Fleet # and Status*	7A	13A	14S	18S	20S	21A
3	Vehicle Type **	SMDB	SMDB	SMDB	SMDB	V	V
4	Make, Model	Ford Star Trans	Ford Star Trans	Ford Goshen GCII	Ford Goshen GCII	Dodge Caravan	Dodge Caravan
5	Year	2008	2008	2003	2003	2012	2010
6	Fuel Type	Gas	Gas	Gas	Gas	Gas	Gas
7	Fuel Use – 12 months	1,602.26	1,920.36	1,485.77	542.75	639.33	1,410.38
8	Mileage	62,765	106,013	164,313	141,802	41,368	40,429
9	12-month Mileage	9,891	11,987	7,467	4,776	16,868	24,379
10	Repair Cost - 12 months	\$5,072.42	\$3,875.22	\$5,214.58	\$4,613.27	\$1,862.26	\$1,818.79
11	Repair frequency - 12 months***	1,2	1,2	1,2	1,2,3	1,2	1,2
12	Vehicle appearance - interior	Good	Good	Fair	Fair	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	No	No	No	No	No	No
	Signage and Stops	No	No	No	No	No	No
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	Fare Collection Holder					
16	Date of Inspection	12/20/12	12/20/12	12/20/12	12/20/12	12/20/12	12/20/12
17	Inspector's Name:	Gary Dorman					

\* 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 - Penquis

**PTMS VEHICLE EVALUATION SUMMARY FORM FY 2013**

**AGENCY: Penquis Lynx Transportation**

1	VIN	2D4RN4DE9AR 455039	2D4RN4DE5AR 455039	2D4RN4DG8BR 603098	2D4RN4DG8BR 603099		
2	Fleet # and Status*	22A	23A	24A	25A		
3	Vehicle Type **	V	V	V	V		
4	Make, Model	Dodge Caravan	Dodge Caravan	Dodge Caravan	Dodge Caravan		
5	Year	2010	2010	2011	2011		
6	Fuel Type	Gas	Gas	Gas	Gas		
7	Fuel Use – 12 months	879.12	1,213.46	1,211.87	1,269.04		
8	Mileage	44,372	43,208	28,702	26,886		
9	12-month Mileage	24,497	23,100	21,202	22,170		
10	Repair Cost - 12 months	\$2,102.75	\$2,776.56	\$2,867.97	\$2,577.96		
11	Repair frequency - 12 months***	1,2	1,2,3	1,2	1,2		
12	Vehicle appearance - interior	Good	Good	Good	Good		
	Vehicle appearance - exterior	Good	Good	Good	Good		
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes		
	Tie Down	Yes	Yes	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	Fare Collection Holder	Fare Collection Holder	Fare Collection Holder	Fare Collection Holder		
16	Date of Inspection	12/20/12	12/20/12	12/20/12	12/20/12		
17	Inspector's Name:	Gary Dorman	Gary Dorman	Gary Dorman	Gary Dorman		

\* 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

## **Appendix**

### **Surveys and studies**

- A combined DHHS Child and Family Services and MaineCare survey is completed quarterly. Five percent of ridership in a quarter is provided with a survey to evaluate on-time performance, safety and overall system satisfaction. The LYNX receives a rating of 96% in this evaluation process.
- New Freedoms, Susan G. Komen Foundation and Maine Cancer Foundation riders are surveyed quarterly on timeliness and safety. Survey results are very positive. New Freedom riders also note they have more freedom and ability to access more services and businesses along with a higher quality of life.
- The LYNX director is a participant in the four county Tiger II Tiger II transit study to identify and address service gaps in Penobscot, Piscataquis, Waldo and Hancock Counties. Approximately 5,000 surveys have been distributed as part of this initiative.