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**MaineDOT Transit  
Coordinated Transit Plan  
Region 6**

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**Regional Transportation  
Program (RTP)**

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**FY 2013 - 2017**

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## REGIONAL TRANSPORTATION PROGRAM RTP

### 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: Regional Transportation Program, Inc.  
Contact Person: Jack DeBeradinis, Executive Director  
Address: 127 St. John Street, Portland, Maine 04102  
Telephone: (207) 774-2666 X 113  
Web Site: [www.rtprides.org](http://www.rtprides.org)  
Email: [jackd@rtprides.org](mailto:jackd@rtprides.org)

#### Service type

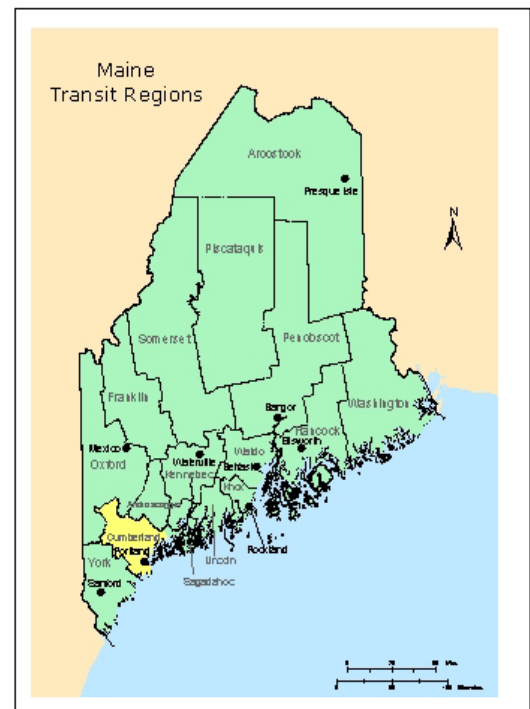
Service area: Cumberland County  
Type of service: Demand Response, paratransit service to METRO, South Portland Bus Service

#### Geographic area

The Regional Transportation Program is the coordinating provider of public transportation services in Cumberland County. RTP also operates public transit services within the urban areas. The agency serves all of Cumberland County, both rural and urbanized areas, including Portland, South Portland, Falmouth, and Westbrook. In these four municipalities it operates the ADA complementary paratransit system parallel with the two fixed route services - Greater Portland Transit District (METRO) and the South Portland Bus Service.

#### RTP overview

RTP is designated by MaineDOT as the provider of public transportation for Transit Region 6, which



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encompasses all the towns of Cumberland County except Brunswick and Harpswell. RTP provides demand response transportation service on an advanced reservation basis, throughout Cumberland County, with major destinations being medical facilities, social service agencies, and employment locations in the more urbanized areas of Portland and South Portland. RTP provides a range of mobility options for riders, with the largest volume of trips being transportation for non-emergency medical trips. Other services provided are the senior shoppers express (which provides weekly supermarket bus service from 22 elderly housing facilities throughout Cumberland County), and door-to-door service for persons with disabilities who attend skill-building workshops in the Greater Portland area. RTP also operates the Americans with Disabilities Act (ADA) complementary Paratransit Service (ADAPT) for the Greater Portland Transit District (METRO) and the South Portland Bus Service (SPBS) through a contract with the Cities of Portland, South Portland, Westbrook, and the Town of Falmouth.

### **How service is provided**

RTP provides services with accessible buses, volunteer drivers, taxis, bus passes for MaineCare eligible recipients for use on METRO and South Portland Bus Service, and friend and family reimbursement. Bus service is available to the general public, MaineCare, and other riders on referral from agencies with RTP contracts or agreements. Volunteer transportation is available to all MaineCare, DHHS, and other contracted social service agencies (depending upon funding source limitations). RTP does not follow formal routes.

### **RTP passengers**

RTP serves seniors, low-income individuals and people with disabilities, and other residents of its service 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**

**Adept Software.** RTP provides services for a variety of funding sources including: Child Development Services, DHHS/BCFS (low-income), MaineCare, three (3) communities, ADA paratransit services, and general public. Intake staff screens all trip requests to determine eligibility for different funding sources and the most appropriate mode of transportation. When a trip request is entered into the software it is coded by staff to reflect which agency or funding source will be charged for that trip.

### **Dispatching**

Two business days advance notice is required to schedule a trip (except ADA paratransit which is 5:00 p.m. the preceding day). Last minute crisis transportation is provided for Broadway Crossing mental health facility and last minute requests are accommodated if space is available. Hospital discharges are handled in the same manner and Elite Taxi is utilized for after hours.

RTP has a “mobility team” comprised of intake, schedulers, and dispatchers. Intake staff screen new applicants and accept requests for rides. Schedulers assign the mode of transportation. Rides

are scheduled on a bus or with a volunteer driver depending upon the destination. Dispatchers handle the minute-to-minute decision making as trips unfold throughout the day.

### **Transit provider contributors**

- Federal Transit Administration
- MaineDOT
- Department of Health and Human Services
- Child Development Services
- Paratransit services to METRO, South Portland Bus Service
- Cohen Foundation
- Municipalities
- Fares
- United Way
- MaineCare
- Private businesses
- Donations

## **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.** Service to the general public is provided almost exclusively on agency vehicles (bus). All trips must be scheduled in advance and riders pay a fare based upon contiguous town or non-contiguous towns traveled.

Eighty three and a quarter percent (83.25%) of general public riders are either 60+ years of age or have a disability. Typical general public trips include medical appointments, shopping (Maine Mall, Walmart, Shaw's, and Hannaford are some examples).

The fares are based upon travel between towns. If a rider travels from one town to a contiguous town, the fare is \$2.50 each way. If the trip is to a non-contiguous town, the fare is \$5.00 each way.

- **Paratransit services.** The agency operates the ADA complementary paratransit system parallel with the two fixed route services - Greater Portland Transit District (METRO) in Portland, South Portland, Falmouth, and Westbrook, and the South Portland Bus Service.

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- **Shopper's Shuttle.** Shopping trips are available on the Shoppers' Shuttle at least one day per week, Monday through Friday from a variety of locations serving the elderly and people with disabilities. Some of these locations are the towns of Gorham, Scarborough, Windham, Standish, and Yarmouth, and the Cities of Portland, Westbrook, and South Portland. Locations include:
  - Portland: 10 Forest Avenue, Loring House, 100 State Street, Harbor House, Washington Gardens, Deering Pavilion, Northfield Green, The Atrium at Cedars.
  - Westbrook: Longfellow Place, Liza Harmon Drive.
  - South Portland: Betsy Ross House, Broadway East, 1700 Broadway, Landry Village.

Low income individuals ride for free and other general public riders pay a fare of \$2.50 each way (contiguous towns) or \$5.00 each way for non-contiguous towns.

### **DHHS sponsored service**

- **MaineCare.** Based on eligibility and approved services, RTP provides transportation to medically related appointments.
- **MaineCare Bus Pass Program.** MaineCare-funded Metro and South Portland Bus System bus passes assist individuals in getting to their medical appointments, but may also be utilized for other types of trips such as shopping, education, etc. These passes may be picked up at the Metro Office Monday through Saturday—the balance of pass users can obtain a pass at RTP's office.
- **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.
- **Low-income.** Based on proof of monthly income, customers may be eligible for RTP's 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.

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

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

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- **Medical providers**

- Hospitals throughout the region
- Physicians throughout the region
- Mental health providers throughout the region
- Dental services located in the region
- Pharmacies

- **Merchants and other vendors**

- Grocery stores
- Malls and small shops
- Hairdressers
- Other neighborhood retail establishments

- **Education**

- Andover College
- Maine College of Art
- St Joseph College
- Southern Maine Community College
- University of Southern Maine
- University of Maine Law School
- Westbrook College

- **Employment.** MaineCare waiver recipients are able to access transportation to supportive employment, allowing people with disabilities to supplement their income, and to live more independently—two examples of worksites are Unum and Strive. Day programs are located throughout Cumberland County. General public riders use RTP to access their places of employment (multiple work sites).



## Accomplishments

### Operations

- Received increased United Way contribution.
- Received \$10,000 from Cohen Foundation.
- Contracting with Redbank developer to provide transportation to a planned 48-unit senior housing development in South Portland. The plan is to use a 12+2 van on a flex route with six stops daily, six days per week, which will connect with South Portland Bus Service.
- Built a \$300,000 capital reserve fund to be used for match on vehicle replacement and new software.
- Eligible and approved for \$612,000 “state of good repair” funds to purchase new vehicles (Twelve 12+2 and perhaps two 16+2 buses).
- Eligible and approved for grant to purchase transit software.
- Eligible and approved for \$215,000 for one hybrid bus dedicated to the Lakes Region Initiative for expanding rural transit.
- Obtained four used Go Maine vans in good condition (two 10+1 and two without lifts).
- Extended the serviceability of a number of vehicles beyond their useful life.

### Improved efficiencies

- Took steps to prepare for reduced funding that will result when revenues are lost to a MaineCare broker:
  - Reduced expenses to every extent possible starting at the top—Executive Director will also function as Chief Financial Officer; a number of vacant senior administrative positions will not be replaced; as other fulltime positions are vacated they will not be replaced with fulltime hours.
  - Trimmed overtime wherever feasible.
  - In July of 2012, locked in gasoline prices for buses at \$2.95 net of fuel tax rebate per gallon.
  - Increased ride-sharing with volunteer drivers.
  - Initiated use of route efficiency report showing the number of passengers transported per hour on all 35 to 40 routes. Currently moving 2.54 passengers per hour, meeting industry standards. The new goal will be 3 passengers per hour.
- Established in-house trainers for PASS; defensive driving; and CPR.

### Service Gaps

- **Geographic coverage.** There is a need for additional service to the more outlying rural communities. This is due in part to the higher cost of gasoline and the lack of volunteer

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drivers. RTP currently maintains a corps of 55 to 60 volunteer drivers. When gasoline prices are lower, the number of volunteer drivers generally increases which allows for increased service. The Lakes Region area has been identified as an area where a service gap exists and an initiative to provide bus service to this region is underway.

- **Time of day/weekends.** There does not appear to be a gap in service due to operational hours in the greater Portland area. RTP operates its bus service from 4:30 a.m. to 11 p.m. Monday through Saturday (if ADA service is needed). Although limited by the number of volunteer drivers, rural communities are served as necessary with no established hours of operation.
- **Clients.** RTP is unable to meet all trip requests despite its best efforts. Most days there are at a minimum, five to ten individuals who cannot be served due to lack of capacity (not enough volunteer drivers).
- **Service quality.** Semi-annual surveys indicate RTP service is given an overall high satisfaction rating. RTP knows that greater use of technology will increase efficiency which will result in even more positive experiences by riders.

### Future Priorities and Projects

The future priorities and projects shown below reflect future investments that were first identified by RTP and subsequently modified and prioritized by the public at a MaineDOT-sponsored Regional Transit Summit that was held at the Portland Public Library in Portland on November 14, 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.

**NUMERICAL RATING OF PRIORITIES AND PROJECTS**  
**Regional Transportation Program**

<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. Hiring a coordinator</b> - Hire a customer/community relations coordinator.	4	0	0	1
<b>B. Lakes Region Initiative</b> - Extend rural service to the lakes region.	5	0	0	0
<b>C. New software</b> - Obtain new software to enhance efficiency through auto-scheduling and routing.	3	0	0	2
<b>D. Roof and lift</b> - Replace building roof and vehicle lift.	2	1	1	1
<b>E. Capital reserve</b> - Maintain sufficient balance in capital reserve to meet future match requirements for vehicles, new technology.	3	0	0	2
<b>F. Service diversification</b> - Explore options for service diversification.	5	0	0	0
<b>G. Grant initiatives</b> - Explore grant initiatives to help maintain high level of service and possible expansion of service.	3	0	0	2
<b>H. Upgrade software</b> - Allowing for interface with phone apps.	2	0	1	2
<b>I. Develop a voucher system</b> - Allowing riders greater flexibility in choice of mode.	0	2	0	3
<b>J. Additional training for volunteer drivers</b> - focus on sensitivity	3	0	0	2

**PERCENTAGE RATING OF PRIORITIES AND PROJECTS  
Regional Transportation Program**

Future Priorities and Potential Projects	Very Important to Somewhat Important	Little Importance to No Opinion
<b>B. Lakes Region Initiative</b> - Extend rural service to the lakes region.	100%	--
<b>F. Service diversification</b> - Explore options for service diversification.	100%	--
<b>A. Hiring a coordinator</b> - Hire a customer/community relations coordinator.	80%	20%
<b>C. New software</b> - Obtain new software to enhance efficiency through auto-scheduling and routing.	60%	40%
<b>D. Roof and lift</b> - Replace building roof and vehicle lift.	60%	40%
<b>E. Capital reserve</b> - Maintain sufficient balance in capital reserve to meet future match requirements for vehicles, new technology.	60%	40%
<b>G. Grant initiatives</b> - Explore grant initiatives to help maintain high level of service and possible expansion of service.	60%	40%
<b>H. Upgrade software</b> - Allowing for interface with phone apps.	40%	60%
<b>I. Develop a voucher system</b> - Allowing riders greater flexibility in choice of mode.	40%	60%
<b>J. Additional training for volunteer drivers</b> - focus on sensitivity	40%	60%

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<b>REGIONAL TRANSPORTATION PROGRAM</b>		
<b>Annual Report – Past Two Years</b>		
	<b>FY 2011</b>	<b>FY 2012</b>
<b>Volunteer Resources</b>		
Volunteer Drivers	44	46
<b>Vehicles</b>		
Number of Active Vehicles in Fleet	39	38
Number of Inactive Vehicles in Fleet	0	2
Number of Spare Vehicles in Fleet	4	4
Number of Vehicles Disposed	5	0
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	37	35
<b>Annual Operating Expenses</b>		
Annual Transit Operating Expenses		
Annual Social Services Operating Expenses	\$5,216,849	\$5,096,690
<b>Annual Administrative Expenses</b>		
Annual Transit Administrative Expenses		
Annual Social Services Administrative Expenses	\$804,528	\$738,157
<b>Annual Operating Revenues</b>		
Fare Revenues	\$46,056	\$49,806
Transit Contract Revenues		
Social Service Contract Revenues	\$5,222,743	\$5,321,253
FTA-Federal Operating Assistance	\$481,797	\$435,279
MaineDOT – State Operating Assistance	\$65,203	\$43,832
Local Operating Funds		
Total Annual Operating Revenues	\$5,815,799	\$5,850,170
<b>FTA-Sources of Capital Funds</b>		
FTA-Federal Capital Assistance	\$370,263	\$7,360
MaineDOT-State Capital Assistance	\$17,381	\$54,670
Local Capital Funds	\$7,344	0
Total Capital Funds	\$394,988	\$62,030
<b>Annual Miles</b>		
Annual Transit Miles (vehicle miles)		
Annual Social Service Miles (passenger miles)	5,842,517	5,279,292

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	FY 2011	FY 2012
<b>Annual Vehicle Hours</b>		
<b>Annual Passenger Trips</b>		
Annual Transit Passenger Trips		
Annual Social Services Passenger Trips	335,631	345,800
<b>Safety</b>		
Fatalities	0	0
Major Incidents	0	0
Major Injuries	0	0

<b>RTP Capital Plan</b>		
<b>Year</b>	<b>Project</b>	<b>Amount</b>
FY 2013	International Hybrid Bus (18+2)	\$214,952
	Three (12+2) Vans	\$206,304
	Transit Software/AVL/Mobile Data Tablets	\$503,429
	Bus Surveillance Equipment (audio/visual)	\$26,773
	% of Cost to Replace Vehicle Lift and Roof	\$45,000
	<b>FY 2013 Totals</b>	<b>\$996,458</b>
FY 2014	Twelve (12+2) Vans	\$765,000
	Two (12+2) Vans	\$140,713
	Computer Hardware/Software, Office Equipment, Vehicle Equipment and Vehicle Maintenance Equipment	\$15,000
	Second Lakes Region Shuttle Bus (18+2)	\$150,000
	<b>FY 2014 Totals</b>	<b>\$1,070,713</b>
FY 2015	Three (12+2) Vans	\$216,000
	Computer Hardware/Software, Office Equipment, Vehicle Equipment and Vehicle Maintenance Equipment	\$15,000
	Second Lakes Region Shuttle Bus (18+2)	\$150,000
	<b>FY 2015 Totals</b>	<b>\$381,000</b>
FY 2016	Three (12+2) Vans	\$216,000
	Computer Hardware/Software, Office Equipment, Vehicle Equipment and Vehicle Maintenance Equipment	\$15,000
	<b>FY 2016 Totals</b>	<b>\$231,000</b>
FY 2017	Three (12+2) Vans	\$216,000
	Computer Hardware/Software, Office Equipment, Vehicle Equipment and Vehicle Maintenance Equipment	\$15,000
	<b>FY 2017 Totals</b>	<b>\$231,000</b>

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<b>RTP Trips, Passenger Miles by Agency</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	25,257	21,519	360,969	164,791
MaineCare	281,554	296,967	4,913,785	4,616,462
DHHS Other	22,609	22,110	454,873	450,254
Other	6,211	5,204	112,890	47,785
<b>Total</b>	<b>335,631</b>	<b>345,800</b>	<b>5,842,517</b>	<b>5,279,292</b>

<b>RTP Trips, Passenger Miles by Mode</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	134,884	154,126	1,127,540	1,195,177
Volunteers	83,423	78,102	2,951,292	2,502,127
Friends and Family	61,039	64,166	1,189,570	1,210,555
Subcontracted Providers (Taxi)	46,253	38,087	574,115	371,433
Other (MaineCare Bus Passes)	10,032	11,319	N/A	N/A
<b>Total</b>	<b>335,631</b>	<b>345,800</b>	<b>5,842,517</b>	<b>5,279,292</b>

<b>RTP Number of General Public, Elderly and Disabled Trips</b>		
	<b>FY 2011</b>	<b>FY 2012</b>
Elderly Passenger Trips	61,876	63,425
Disabled Passenger Trips	43,130	55,743
Total Elderly, Disabled Trips*	105,006**	119,168**
Other General Public Trips	1,957	1,470
<b>Total General Public Trips</b>	<b>25,257</b>	<b>21,519</b>

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

\*\*FY2011 – Includes 11,204 trips which are elderly & disabled

\*\*FY2012 – Includes 13,192 trips which are elderly & disabled

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**REGIONAL TRANSPORTATION PROGRAM**  
**Revenues and Expenses Past Two Years**  
**Budget for FY 2013 and 2014**

	<b>FY2011 Actual</b>	<b>FY2012 Actual</b>	<b>FY2013 Budget</b>	<b>FY2014 Estimated</b>
<b>Operating Revenue</b>				
MDOT 5307 urban (deficit funding)	10,619	10,502	10,834	10,834
MDOT 5311 rural (deficit funding)	33,654	28,330	22,089	22,089
FTA section 5307 urban (deficit funding)	320,400	234,337	166,033	200,000****
FTA section 5311 rural (deficit funding)	161,397	200,942	240,000	290,000
ADA	286,881	292,964	300,735	325,000
United way	75,870	77,325	80,000	80,000
Municipal grants	18,634	16,618	17,088	20,000
Dept of Mental Health Grant	15,930	0	0	0
Other State / Federal Grants	0	0	0	0
RTAP Scholarship	5,000	5,000	5,000	5,000
Goodwill Training Grant	3,978	0	0	0
Farebox Donations/Bath Shuttle/ADA	46,058	49,808	74,000	100,000**
Other income	66,767	30,831	31,000	58,500***
Donations	961	10,811	10,000	70,000
Investment income	370	0	0	500
Fuel tax refund	36,392	44,255	40,000	45,000
Sale of assets	(16,683)	0	1,000	1,000
Miscellaneous Income	232	1,884	500	500
Medicaid - BMS	3,567,087	3,535,965	3,505,000	1,375,000*
Medicaid - Bus Pass	517,476	582,320	580,000	0
Medicaid - CSA	314,805	354,858	320,000	0
BCFS	200,027	238,557	250,000	250,000
BCFS Special	149,944	135,133	150,000	150,000
<b>Operating Expenses</b>				
<b>Wages</b>				
Wages Drivers	770,851	851,621	810,530	700,497
Wages Administration	336,205	300,928	301,412	227,223
Wages Vehicle Maintenance	96,796	109,639	109,642	109,642
Wages Operations	266,134	270,595	273,267	245,548
Vacation	87,113	88,123	91,623	78,299
Holiday	72,187	74,803	77,272	64,936
Sick	45,513	45,255	41,167	34,615
Overtime wages	58,561	79,164	47,000	22,640
<b>Total Wages</b>	<b>1,733,360</b>	<b>1,820,128</b>	<b>1,751,913</b>	<b>1,483,400</b>



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	<b>FY2011 Actual</b>	<b>FY2012 Actual</b>	<b>FY2013 Budget</b>	<b>FY2014 Estimated</b>
<b>Wage Related Expenses</b>				
FICA	133,165	138,771	132,873	110,626
Unempt. ins. (state)	18,785	19,761	19,404	20,000
Workers comp. ins.	46,422	38,017	43,000	30,000
Annuity	22,507	22,720	24,422	23,192
Health/Dental Insurance	293,621	295,250	360,416	319,000
Life & dis. ins.	29,245	25,709	27,374	26,000
Uniforms	12,378	12,769	10,000	10,000
Other fringes	7,181	5,342	8,000	6,500
Employee Administrative Expense	10,387	11,620	11,000	10,000
<b>Total Wage Related Expenses</b>	<b>573,691</b>	<b>569,959</b>	<b>636,489</b>	<b>555,318</b>
<b>Total Wages and Wage Related Exp.</b>	<b>2,307,051</b>	<b>2,390,087</b>	<b>2,388,402</b>	<b>2,038,718</b>
<b>Professional/Consultants' Fees</b>				
Consultants	2,592	0	1,500	1,500
Temporary help/Office	8,415	5,719	4,000	4,000
Audit/403 b/Section 125	19,791	18,914	18,500	18,500
Legal	26,656	22,840	7,500	7,500
C.O.G	5,726	95	500	500
<b>Total</b>	<b>63,180</b>	<b>47,568</b>	<b>32,000</b>	<b>32,000</b>
<b>Vehicle Maintenance</b>				
Veh Maint / Outsourced Labor	13,958	13,239	18,000	18,000
Veh Maint / Outsourced Cleaning	193	34	250	250
Veh Maint / Towing	4,638	3,558	3,000	3,000
Vehicle parts	78,944	55,186	65,000	65,000
Tires & tubes	12,633	16,093	15,000	15,000
Garage other	12,338	15,894	15,000	15,000
Radio expense & maint..	1,727	391	2,500	2,500
Refuse disposal	1,297	1,533	1,500	1,500
Adjustment for Inventory (veh parts & tires)	(6,801)	3,948	0	0
Vehicle Leasing	0	0	0	0
<b>Total</b>	<b>118,927</b>	<b>109,876</b>	<b>120,250</b>	<b>120,250</b>
<b>Fuel/Lubricants/Tolls</b>				
Fuel	294,252	356,914	316,882	315,000
Oil and fluids	7,542	7,010	8,300	7,500
Tolls-buses	2,124	2,100	2,600	1,000
<b>Total</b>	<b>303,918</b>	<b>366,024</b>	<b>327,782</b>	<b>323,500</b>

MaineDOT Locally Coordinated Transit Plan - RTP

	<b>FY2011 Actual</b>	<b>FY2012 Actual</b>	<b>FY2013 Budget</b>	<b>FY2014 Estimated</b>
<b>Special Transportation</b>				
Volunteer	1,201,958	1,026,587	1,030,000	92,700
Family	248,380	234,892	230,000	0
Volunteers additional pay/expense	4,898	4,880	7,000	2,000
Taxi fares	740,385	705,165	680,000	108,800
CSA Reimbursement Expense	149,154	161,118	150,000	0
Medicaid - Bus Pass	454,452	513,226	512,000	0
Medicaid - Interpreter Services	408	1,821	2,500	500
Intercity state	25,054	14,345	16,000	0
<b>Total</b>	<b>2,824,689</b>	<b>2,662,034</b>	<b>2,627,500</b>	<b>204,000</b>
<b>Printing/Advertising</b>				
Advertising/Public Relations	7,122	3,583	4,000	4,000
Printing	653	1,675	2,500	2,000
<b>Total</b>	<b>7,775</b>	<b>5,258</b>	<b>6,500</b>	<b>6,000</b>
<b>Training/Travel</b>				
Training & development	6,192	5,095	7,000	5,000
Travel	5,311	6,755	5,000	5,000
<b>Total</b>	<b>11,503</b>	<b>11,850</b>	<b>12,000</b>	<b>10,000</b>
<b>Office and Computer Services/Supplies</b>				
Office supplies	13,885	15,896	17,000	15,000
Telephones/Cellphones/Beepers	22,027	20,180	22,000	15,000
Postage	6,407	6,669	6,000	6,000
Bank/ADP service chgs.	17,651	17,827	18,000	15,000
Office equip. maintenance/purchases	3,774	3,868	4,500	4,000
Computer repairs & maint.	32,483	25,069	35,000	25,000
Software Purchases Expense	0	0	0	0
<b>Total</b>	<b>96,227</b>	<b>89,509</b>	<b>102,500</b>	<b>80,000</b>
<b>Facility</b>				
Building lease	24,108	26,319	30,000	30,000
Building maintenance	13,774	12,714	15,000	15,000
Data Storage	4,789	6,748	7,500	7,500
Electricity	13,420	12,374	15,000	15,000
Heat	4,431	4,163	5,500	5,500
Water & sewer	2,187	2,099	2,300	2,300
<b>Total</b>	<b>62,709</b>	<b>64,417</b>	<b>75,300</b>	<b>75,300</b>
<b>Insurance</b>				
Vehicle Insurance	68,215	72,434	76,000	76,000

MaineDOT Locally Coordinated Transit Plan - RTP

	<b>FY2011 Actual</b>	<b>FY2012 Actual</b>	<b>FY2013 Budget</b>	<b>FY2014 Estimated</b>
Other business ins.	11,127	10,273	12,500	12,500
<b>Total</b>	<b>79,342</b>	<b>82,707</b>	<b>88,500</b>	<b>88,500</b>
<b>Other Expenses</b>				
Dues & subscriptions	5,391	4,221	5,000	4,000
Directors meetings	396	663	500	500
Interest	0	0	0	0
Bad Debt Expense	0	0	0	0
Miscellaneous	210	633	500	500
<b>Total</b>	<b>5,997</b>	<b>5,517</b>	<b>6,000</b>	<b>5,000</b>
<b>Total Operating Expenses</b>	<b>5,881,318</b>	<b>5,834,847</b>	<b>5,786,734</b>	<b>2,983,268</b>
<b>Surplus (deficit)</b>	<b>(65,519)</b>	<b>15,593</b>	<b>16,545</b>	<b>20,155</b>
<b>CAPITAL AND OTHER INCOME</b>				
5310 FTA Capital Funding	128,662	0	116,807	112,570
Federal State of Good Repair	0	0	0	612,000
Donation of Capital Assets	7,344	54,670	0	
ARRA/Other Capital Funding	169,758	0	663,466	
Section 18 Capital	0	7,360	0	
5307 Capital Funding	71,843	0	0	132,000
State Bond/Special Revenue match	17,381	0	5,000	
<b>Total Capital and Other Income</b>	<b>394,988</b>	<b>62,030</b>	<b>785,273</b>	<b>856,570</b>
<b>CAPITAL AND OTHER EXPENSES</b>				
Depreciation	186,314	211,581	278,500	0
Amortization	811	811	2,500	0
Contribution Expense	0	0	0	0
Equipment Purchases (Capitalized)	448,519	72,020	996,458	1,070,713
<b>Total Capital and Other Expense</b>	<b>635,644</b>	<b>284,412</b>	<b>1,277,458</b>	<b>1,070,713</b>

\* Negotiated rate of \$1.10/pass mile x 1,250,000 pass bus miles

\*\* Inc. Lakes Region fares

\*\*\* Inc. Osprey/CC senior trans.

\*\*\*\* 5307 extra funds

MaineDOT Locally Coordinated Transit Plan - RTP

<b>FY 2012 PTMS VEHICLE EVALUATION SUMMARY FORM</b> <b>AGENCY: Regional Transportation Program CONTACT PERSON: Jack Deberadinis</b>						
	Passenger Vehicle Information					
1	VIN	1FDWE45F83HA20238	1T88H2C1541139017	1T88H2C1741139018	1T88H2C1941139019	1T88H2C1541139020
2	Fleet # and Status*	69	72	73	74	75
3	Vehicle Type **	V	MHDB	MHDB	MHDB	MHDB
4	Make, Model	Ford	Thomas	Thomas	Thomas	Thomas
5	Year	2003	2004	2004	2004	2004
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Usage	2,750.3	823.8	927.0	1,004.8	1,308.6
8	Mileage	276,602	198,363	199,221	173,277	183,365
9	12 Month Mileage	24,767	6,960	7,616	12,060	10,984
10	Repair Cost - 12 Months	\$1,232	\$646	\$0	\$2,742	\$1,265
11	Repair Frequency - 12 months					
	Routine Maintenance	5	1	2	2	2
	Minor Repair	10	4	3	3	6
	Major Repair	12	5	7	9	8
12	Vehicle appearance - interior	Poor	Poor	Poor	Poor	Poor
	Vehicle appearance - exterior	Poor	Poor	Poor	Poor	Poor
13	ADA Accessibility					
	Equipped / Working	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	No	No	No	No
	Signage	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities					
	Air Conditioning	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes
Inspector's Name, Date of Inspection Christopher Martin, November 1, 2012						
* A (Active); I (Inactive); S (Spare); D (Disposed); or SD (Sold)						
** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van)						

MaineDOT Locally Coordinated Transit Plan - RTP

<b>FY 2012 PTMS VEHICLE EVALUATION SUMMARY FORM</b> <b>AGENCY: Regional Transportation Program CONTACT PERSON: Jack Deberadinis</b>						
	Passenger Vehicle Information					
1	VIN	1T88H2C1341139016	1T88H2C1741139021	1FDXE45F63HA47975	1FDWE45F83HB85593	1FDWE45FX3HB85594
2	Fleet # and Status*	76	77	78	79	80
3	Vehicle Type **	MHDB	MHDB	V	V	V
4	Make, Model	Thomas	Thomas	Ford	Ford	Ford
5	Year	2004	2004	2003	2004	2004
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Usage	3,707.7	1,082.8	2,977.1	2,593.6	2,088.7
8	Mileage	191,038	187,032	273,086	273,298	253,014
9	12 Month Mileage	22,827	10,318	27,775	24,013	18,947
10	Repair Cost - 12 Months	\$1,506	\$593	\$1,200	\$0	\$0
11	Repair Frequency - 12 months					
	Routine Maintenance	5	2	6	5	4
	Minor Repair	4	3	6	6	5
	Major Repair	13	7	6	16	15
12	Vehicle appearance - interior	Poor	Poor	Poor	Poor	Fair
	Vehicle appearance - exterior	Poor	Poor	Poor	Poor	Fair
13	ADA Accessibility					
	Equipped / Working	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes
	Announcement System	No	No	Yes	Yes	Yes
	Signage	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities					
	Air Conditioning	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes
Inspector's Name, Date of Inspection Christopher Martin, November 1, 2012						
* A (Active); I (Inactive); S (Spare); D (Disposed); or SD (Sold)						
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MaineDOT Transit Management Plan - RTP

<b>FY 2012 PTMS VEHICLE EVALUATION SUMMARY FORM</b> <b>AGENCY: Regional Transportation Program CONTACT PERSON: Jack Deberadinis</b>						
	Passenger Vehicle Information					
1	VIN	1GAHG39R4Y1248462	1FDXE45P16DA25287	1FDXE45P77DA13761	1D4GP25R87B145253	1D4GP25RX7B145254
2	Fleet # and Status*	83	84	86	87	88
3	Vehicle Type **	V	V	V	V	V
4	Make, Model	Chevy	Ford	Ford	Dodge	Dodge
5	Year	2000	2006	2007	2007	2007
6	Fuel Type	Gas	Diesel	Diesel	Gas	Gas
7	Fuel Usage	1,816.0	2,954.7	3,045.3	779.6	927.0
8	Mileage	228,739	132,246	128,810	85,478	82,586
9	12 Month Mileage	18,210	31,056	32,059	11,046	14,635
10	Repair Cost - 12 Months	\$593	\$0	\$0	\$323	\$333
11	Repair Frequency - 12 months					
	Routine Maintenance	4	6	6	2	3
	Minor Repair	5		0	3	5
	Major Repair	7		2	4	4
12	Vehicle appearance - interior	Poor	Good	Good	Good	Good
	Vehicle appearance - exterior	Poor	Good	Good	Good	Good
13	ADA Accessibility					
	Equipped / Working	Yes	Yes	Yes	Yes	Yes
	Tie Down	NO	Yes	Yes	No	No
	Announcement System	No	Yes	Yes	Yes	Yes
	Signage	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities					
	Air Conditioning	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes
Inspector's Name, Date of Inspection Christopher Martin, November 1, 2012						
* A (Active); I (Inactive); S (Spare); D (Disposed); or SD (Sold)						
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MaineDOT Locally Coordinated Transit Plan - RTP

<b>FY 2012 PTMS VEHICLE EVALUATION SUMMARY FORM</b> <b>AGENCY: Regional Transportation Program CONTACT PERSON: Jack Deberadinis</b>						
	Passenger Vehicle Information					
1	VIN	1D4GP25R17B145255	1D4GP25R37B145256	1D4GP25R57B145257	1D4GP25R77B145258	1FDWE35L97DB4883
2	Fleet # and Status*	89	90	91	92	93
3	Vehicle Type **	V	V	V	V	V
4	Make, Model	Dodge	Dodge	Dodge	Dodge	Ford
5	Year	2007	2007	2007	2007	2007
6	Fuel Type	Gas	Gas	Gas	Gas	Gas
7	Fuel Usage	189.6	692.2	931.4	652.4	4,808.0
8	Mileage	77,860	65,637	74,544	76,351	182,007
9	12 Month Mileage	2,809	10,130	14,523	9,698	36,147
10	Repair Cost - 12 Months	\$120	\$635	\$530	\$2,402	\$2,198
11	Repair Frequency - 12 months					
	Routine Maintenance	1	2	3	2	7
	Minor Repair	3	2	5	2	7
	Major Repair	6	4	6	3	9
12	Vehicle appearance - interior	Good	Good	Good	Good	Fair
	Vehicle appearance - exterior	Good	Good	Good	Good	Fair
13	ADA Accessibility					
	Equipped / Working	Yes	Yes	Yes	Yes	Yes
	Tie Down	No	No	No	No	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes
	Signage	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities					
	Air Conditioning	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes
Inspector's Name, Date of Inspection Christopher Martin, November 1, 2012						
* A (Active); I (Inactive); S (Spare); D (Disposed); or SD (Sold)						
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MaineDOT Locally Coordinated Transit Plan - RTP

<b>FY 2012 PTMS VEHICLE EVALUATION SUMMARY FORM</b> <b>AGENCY: Regional Transportation Program CONTACT PERSON: Jack Deberadinis</b>						
	Passenger Vehicle Information					
1	VIN	1FDWE35L73HA77661	1FD3E35LX8DB23565	1FDSE35L6YHA89189	1FBSS31L5WHB55106	1FTNS24L13HB63889
2	Fleet # and Status*	94	96	97	98	99
3	Vehicle Type **	V	V	V	V	V
4	Make, Model	Ford	Ford	Ford	Ford	Ford
5	Year	2003	2008	2000	1998	2003
6	Fuel Type	Gas	Gas	Gas	Gas	Gas
7	Fuel Usage	3,261.3	4,797.3	2,125.6	2,351.2	2,318.9
8	Mileage	239,098	177,224	231,346	169,100	168,357
9	12 Month Mileage	24,596	35,306	17,272	20,549	21,116
10	Repair Cost - 12 Months	\$1,052	\$2,011	\$566	\$1,443	\$1,664
11	Repair Frequency - 12 months					
	Routine Maintenance	5	7	3	4	4
	Minor Repair	6	10	7	6	5
	Major Repair	10	8	10	7	8
12	Vehicle appearance - interior	Poor	Fair	Poor	Fair	Fair
	Vehicle appearance - exterior	Poor	Fair	Poor	Fair	Fair
13	ADA Accessibility					
	Equipped / Working	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes
	Signage	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities					
	Air Conditioning	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes
Inspector's Name, Date of Inspection Christopher Martin, November 1, 2012						
* A (Active); I (Inactive); S (Spare); D (Disposed); or SD (Sold)						
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MaineDOT Locally Coordinated Transit Plan - RTP

<b>FY 2012 PTMS VEHICLE EVALUATION SUMMARY FORM</b> <b>AGENCY: Regional Transportation Program CONTACT PERSON: Jack Deberadinis</b>						
	Passenger Vehicle Information					
1	VIN	1FTNE242X3HB26760	1FDWE35L53HB37193	1FDXE45S33HA77643	1GB9G5AG2A1137064	1GB9G5AG8A1140325
2	Fleet # and Status*	100	102	103	104	105
3	Vehicle Type **	V	V	MHDB	SMDB	SMDB
4	Make, Model	Ford	Ford	Ford	Chevrolet	Chevrolet
5	Year	2003	2003	2003	2010	2010
6	Fuel Type	Gas	Gas	Gas	Gas	Gas
7	Fuel Usage	1,811.5	3,792.6	3,365.7	2,883.0	2,667.6
8	Mileage	158,244	239,610	221,224	50,456	39,721
9	12 Month Mileage	20,118	28,043	23,829	24,035	19,807
10	Repair Cost - 12 Months	\$503	\$2,795	\$967	\$881	\$1,298
11	Repair Frequency - 12 months					
	Routine Maintenance	4	6	5	5	4
	Minor Repair	8	6	7	8	4
	Major Repair	4	13	3	8	4
12	Vehicle appearance - interior	Fair	Poor	Poor	Good	Good
	Vehicle appearance - exterior	Fair	Poor	Poor	Good	Good
13	ADA Accessibility					
	Equipped / Working	Yes	Yes	Yes	Yes	Yes
	Tie Down	No	Yes	Yes	Yes	Yes
	Announcement System	no	Yes	Yes	Yes	Yes
	Signage	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities					
	Air Conditioning	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes
Inspector's Name, Date of Inspection Christopher Martin, November 1, 2012						
* A (Active); I (Inactive); S (Spare); D (Disposed); or SD (Sold)						
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MaineDOT Locally Coordinated Transit Plan - RTP

<b>FY 2012 PTMS VEHICLE EVALUATION SUMMARY FORM</b> <b>AGENCY: Regional Transportation Program CONTACT PERSON: Jack Deberadinis</b>						
	Passenger Vehicle Information					
1	VIN	1GB9G5AG1A1140182	1FTNE24W27DA56252	2D4RN4DE8AR455033	2D4RN4DEXAR455034	1FD4FE4FL0ADA97579
2	Fleet # and Status*	106	107	108	109	110
3	Vehicle Type **	SMDB	V	V	V	V
4	Make, Model	Chevrolet	Ford	Dodge	Dodge	Ford
5	Year	2010	2007	2010	2010	2010
6	Fuel Type	Gas	Gas	Gas	Gas	Gas
7	Fuel Usage	2,957.1	2,079.4	1,645.9	1,376.8	5,232.4
8	Mileage	47,651	164,835	36,063	36,624	59,644
9	12 Month Mileage	24,000	23,846	24,585	23,371	41,246
10	Repair Cost - 12 Months	\$1,971	\$737	\$1,024	\$719	\$1,919
11	Repair Frequency - 12 months					
	Routine Maintenance	5	5	5	5	8
	Minor Repair	7	5	5	4	6
	Major Repair	9	5	4	6	9
12	Vehicle appearance - interior	Good	Good	Good	Good	Good
	Vehicle appearance - exterior	Good	Good	Good	Good	Good
13	ADA Accessibility					
	Equipped / Working	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes
	Signage	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities					
	Air Conditioning	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes
Inspector's Name, Date of Inspection Christopher Martin, November 1, 2012						
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MaineDOT Locally Coordinated Transit Plan - RTP

<b>FY 2012 PTMS VEHICLE EVALUATION SUMMARY FORM</b> <b>AGENCY: Regional Transportation Program CONTACT PERSON: Jack Deberadinis</b>						
	Passenger Vehicle Information					
1	VIN	1FDFE4FL7ADA97580	1FDFE4FL9ADA97581	1FDFE4FL0ADA97582	1FDFE4FL4ADA97584	1FDFE4FL6ADA97585
2	Fleet # and Status*	111	112	113	114	115
3	Vehicle Type **	V	V	V	V	V
4	Make, Model	Ford	Ford	Ford	Ford	Ford
5	Year	2010	2010	2010	2010	2010
6	Fuel Type	Gas	Gas	Gas	Gas	Gas
7	Fuel Usage	4,778.8	3,466.3	4,617.5	4,795.9	4,558.2
8	Mileage	55,809	41,057	49,303	49,474	50,287
9	12 Month Mileage	35,816	26,967	35,401	36,922	36,402
10	Repair Cost - 12 Months	\$2,732	\$1,520	\$1,559	\$1,093	\$1,345
11	Repair Frequency - 12 months					
	Routine Maintenance	7	5	7	7	7
	Minor Repair	4	6	7	7	5
	Major Repair	9	7	8	5	4
12	Vehicle appearance - interior	Good	Good	Good	Good	Good
	Vehicle appearance - exterior	Good	Good	Good	Good	Good
13	ADA Accessibility					
	Equipped / Working	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes
	Signage	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities					
	Air Conditioning	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes
Inspector's Name, Date of Inspection Christopher Martin, November 1, 2012						
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MaineDOT Locally Coordinated Transit Plan - RTP

<b>FY 2012 PTMS VEHICLE EVALUATION SUMMARY FORM</b> <b>AGENCY: Regional Transportation Program CONTACT PERSON: Jack Deberadinis</b>						
	Passenger Vehicle Information					
1	VIN	1FD3E35L68DA16111	1FD3E35L48DA16110	1FTSS34L87DA20959	1FTSS34L67DA20958	
2	Fleet # and Status*	116	117	118	119	
3	Vehicle Type **	V	V	V	V	
4	Make, Model	Ford	Ford	Ford	Ford	
5	Year	2008	2008	2007	2007	
6	Fuel Type	Gas	Gas	Gas	Gas	
7	Fuel Usage	688.6	255.2	18.4	259.5	
8	Mileage	60,934	62,241	121,765	147,840	
9	12 Month Mileage	10,391	1,770	4,480	2,936	
10	Repair Cost - 12 Months	\$3,450	\$2,823	\$2,902	\$2,680	
11	Repair Frequency - 12 months					
	Routine Maintenance	2	0	1	1	
	Minor Repair	1	1	0	2	
	Major Repair	0	1	1	1	
12	Vehicle appearance - interior	Good	Good	Good	Good	
	Vehicle appearance - exterior	Good	Good	Good	Good	
13	ADA Accessibility					
	Equipped / Working	Yes	Yes	No	No	
	Tie Down	Yes	Yes	No	No	
	Announcement System	Yes	Yes	No	No	
	Signage	Yes	Yes	Yes	Yes	
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	
Inspector's Name, Date of Inspection Christopher Martin, November 1, 2012						
* A (Active); I (Inactive); S (Spare); D (Disposed); or SD (Sold)						
** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van)						

## **Appendix**

### **Surveys and studies**

RTP surveys riders twice yearly seeking information and input on timeliness, safety, cleanliness of vehicles and overall customer service. There have been no independent studies completed in the past two years.

### **Veteran's Transportation**

There is a veteran's clinic in Portland. RTP has no data on the number of veterans seeking transportation services, but officials plan to explore this need in the future.

### **Volunteer Organizations**

The Independent Transportation Network is available in the communities of Buxton, Cape Elizabeth, Cumberland, Falmouth, Gorham, North Yarmouth, Portland, Scarborough, South Freeport, South Portland, South Windham, Westbrook and Yarmouth. It serves seniors (65+) and adults with visual impairments. There is an annual membership fee of \$40 or \$50 for a family. Riders prepay their Personal Transportation Accounts based on estimated usage. ITN service is available seven (7) days per week, 24 hours a day in private vehicles. Volunteer drivers provide the service along with paid drivers. More detailed information on the types of service offered can be found at <http://www.ITNAmerica.org>