

## LEWISTON-AUBURN TRANSIT COMMITTEE

Thursday, September 25, 2014  
12:00 PM

**@ AUBURN CITY HALL**  
**Community Room (206)**

1. Declaration of Quorum/Call to Order
2. Consent Agenda
  - A. August 13, 2014 Minutes – (enclosed)
  - B. AVCOG August 2014 Invoice – (enclosed)
  - C. WMTS Fixed Route and ADA Invoices for July 2014 – (enclosed)
  - D. ATA Revenue Statement July 2014 – (enclosed)
3. Public Comment
4. Bills and Communications
  - A. Budget-to-Actual August 30, 2014 - (enclosed)
  - B. Ridership Reports July 2014 Fixed Route and ADA – (enclosed)
5. Review and Update
  - A. RFP's for transit related studies
  - B. 8<sup>th</sup> Street, New Auburn
  - C. Charter Rules - 2015 Northeast Shrine Association Field Days
  - D. LATC-METRO Meeting Follow-up
6. Correction to the Transit Advertising Policy – (Action)  
LATC's Transit Advertising approved at the August 14, 2104, meeting, was approved with "old" policy language that was inadvertently left in the final version for approval, Section 5.
7. Change to ADA Complementary Paratransit Policies and Procedures – (Action)  
The definition of a *wheelchair* needs to be corrected to reflect FTA guidelines.
8. Update to LATC's Fleet Maintenance Plan – (Action)  
MaineDOT has recommended that LATC update its Comprehensive Asset Management Plan to reflect additional checklists, schedules and other procedures provided/performed by WMTS. Plan updates will be provided at the meeting. The current plan is available on LATC's website – [www.purplebus.org](http://www.purplebus.org) under About Us, Maintenance.
9. Bus Shelter Inventory – (Discussion)  
An inventory of LATC's bus shelters is enclosed. Review of the current shelter, location and condition will be discussed, as well as, new shelters, new locations, and maintenance.
10. Capital Equipment
  - A. SLF Disposal - Update
  - B. Bluebird – Update
  - C. 1997 Gillig – Maintenance Required
  - D. Consultant Main Street Connections
  - E. LATC Maintenance Reviews
11. Auburn Bus Station  
Update.

**Next Meeting – Scheduled for October 9, 2014 (to be discussed)**

Executive Session

12. Other Business

Adjourn

**LEWISTON-AUBURN TRANSIT COMMITTEE**  
**Minutes of August 13, 2014**

**@ AVCOG**

**MEMBERS PRESENT**

Belinda Gerry	Auburn
Phil Nadeau	Lewiston
Howard Kroll	Auburn
Lucy Bisson	Lewiston

**MEMBERS ABSENT**

Karen Veilleux	Auburn
Christina Berry	Lewiston
Mark Cayer	Lewiston

**STAFF AND OTHERS PRESENT**

Bernie McAllister	Kora Shrine
Harold Allen	WMTS
Russell Soule	WMTS
Marsha Bennett	AVCOG/LATC
Greg Whitney	AVCOG
Jennifer Williams	ATRC

**1. Declaration of Quorum/Call to Order**

A quorum was declared and the meeting was called to order at 12:10 PM.

**2. Consent Agenda**

- A. June 26, 2014 Minutes
- B. AVCOG June 2014 Invoice
- C. WMTS Fixed Route and ADA Invoices for June 2014
- D. ATA Revenue Statement May and June 2014

MOTION by Howard Kroll to approve the consent agenda. SECONDED by Lucy Bisson. MOTION passed 4-0.

**3. Public Comment**

There was no public comment.

**4. Bills and Communications**

- A. AVCOG July 2014 Invoice (handout #1)

MOTION by Howard Kroll to approve the July 2014 AVCOG invoice. SECONDED by Lucy Bisson. MOTION passed 4-0.

- B. Budget-to-Actual July 31, 2014 (handout #2)

Greg Whitney reviewed the financial reports through July 31, 2014. There is very little has changed from prior months. Year-end projections indicate ATA revenues are ahead of budget, fuel continues to run below projection, and fare box revenue above projection. ATA revenue is at \$28,000 and will probably come in over \$30,000 by year-end; fuel continues to stay below budget; and fare box remains above budget. The State subsidy for FY2015 is \$98,115, double what was in FY2014. LATC could see an increase in state funds for FY2014 because the monthly drawdown could be close to \$10,000,

approximately \$4,000 more per month than has been drawn in prior years. The details will need to be worked out with DOT. The projected year end surplus is approximately \$44,000. This amount excludes the added state funds.

MOTION by Belinda Gerry to accept and place on file the Budget-to-Actual for July 31, 2014. SECONDED by Howard Kroll. MOTION passed 4-0.

C. Ridership Reports June 2014 Fixed Route and ADA

Ridership for June saw a 17% increase over last June. Harold Allen stated that based on current ridership citylink will see an increase in annual ridership. The missed run report reflected 6 missed trips over three days.

(Agenda item #6 2015 Northeast Shrine Association Field Days was taken out of order.)

6. **2015 Northeast Shrine Association Field Days**

The Northeast Shrine Association is holding their 2015 conference in Lewiston September 17-20, 2015. The conference comes to Maine every 15 years and this is the first time that it is being held in Lewiston. This area has not been able to host the conference in the past because there wasn't sufficient lodging. Bernie McAllister, a representative from the local Kora Shrine unit, spoke to the committee and asked for assistance in meeting the conferences transit needs. The conference committee has secured 600 hotel rooms. The Shrine located on Sabattus Street has very limited parking and cannot handle the participants attending the event. The Shrine is working with the hospital and the city to use their parking facilities, but they would also like to promote the use of citylink in their conference material. Most attendees will be staying at hotels in the downtown or those that are on bus routes, and their scheduled events are at venues on bus routes as well and they would like to be able to direct attendees to ride citylink. Attendees will be arriving on Thursday and departing Sunday. Transportation to and from events will be needed on Friday and Saturday. LATC stated that they would like to work with the Shrine to assist in their transportation needs but will have to check with FTA to see if they can extend service hours and increase the level of service to meet the demand. Marsha Bennett will check with FTA to see if hours can be extended on Friday night and if the number of trips on Saturday can be increased and hours extended. The service would be open to the public.

5. **Review and Update**

A. CCI Mobility Management – June Report - Informational

B. MaineCare Broker - Logisticare

Logisticare began scheduling MaineCare transportation trips August 1. They have purchased both monthly and multi-ride passes.

C. RFP's for Transit Related Studies

Staff is working with MaineDOT to finalize both RFPs.

7. **LATC-METRO Meeting**

The meeting with METRO went very well. METRO provided an overview of their priorities noting that they are looking to expand service to Freeport, Cumberland and Yarmouth, in addition to focusing on improving their existing routes. The METRO board has not had any discussions about expanding service to Auburn/Lewiston. Ed Suslovic, METRO board member, Portland City Councilor and President of GPCOG, stated that since all three cities passed a resolution supporting transit service between Portland and Lewiston/Auburn a report needs to be completed and distributed to the city councils. The report findings will provide the basic information necessary for the councils to decide what the next steps should be, ie: is it a viable service or not at this time. The parties that will work on the report are ATRC, LATC (staff), GPCOG, and METRO (staff). A report is to be completed in a "soft" three month time period (due to vacations) and presented to the METRO and LATC committee members that met. The report will then be

presented to the city councils. It was mentioned that METRO and LATC are not necessarily to organizations to run this service. Phil Nadeau is to write a letter to initiate the process.

**8. Advertising Policy**

This is the second reading of LATC's advertising policy as amended from the prior meeting.

MOTION by Howard Kroll to approve the Advertising Policy as presented. SECONDED by Belinda Gerry. MOTION passed 4-0.

**9. Capital**

A. SLF Disposal

MaineDOT has approved disposing of LATC's two 2003 Thomas SLF buses. LATC can dispose of them for scrap metal by obtaining three quotes. Phil Nadeau stated that he recently received an email from Don Sullivan who may possibly be interested in the SLF buses. Marsha Bennett will follow-up with Mr. Sullivan.

B. Blue Bird

Phil Nadeau has left a telephone message and sent an email to Pete Butler, FTA, inquiring on the status of FTA's plans for addressing the Blue Bird bus issue.

C. Consultant Main Street Connections

Main Street Connections is the consulting firm hired by MaineDOT to assist LATC and other transit operators with locating used buses. Right now they are searching for buses in New York as directed by DOT. Maine has worked with NYDOT on purchasing and transferring FTA funded buses in the past. Main Street Connections will compile a list of vehicles that they feel are good vehicles. It will be up to LATC to decide which buses they are interested in and follow through with acquiring the bus(es).

**10. 8<sup>th</sup> Street New Auburn**

8<sup>th</sup> Street in New Auburn has become a problem for the low floor buses to navigate. The road is deteriorating in one section and has a valley with a steep slope so that the bus bottoms out. The drivers started to use 9<sup>th</sup> Street but residents complained. 8<sup>th</sup> Street is near the end of the route and is used as the "turn around." Besides using 9<sup>th</sup> Street the other roads available are even more problematic than 8<sup>th</sup> Street. Howard Kroll is going to contact Auburn Public Works to see if anything can be done to improve this road. He noted that there have been complaints about this road and there are drainage issues notably in the winter when ice forms at the base of the valley. Discussion will continue at the next meeting.

Agenda item #12 Other Business was taken out of order

**12. Other Business**

Maintenance

Belinda Gerry has requested a meeting to discuss maintenance issues. Auburn continues to have concerns with WMTS being in compliance regarding maintenance. Phil Nadeau stated that he will pull together a group with representation from Auburn, Lewiston, LATC, WMTS and MaineDOT to discuss the situation. Based on the current condition of LATC's fleet, there are times when WMTS does not have enough vehicles to be able to bring vehicles in for scheduled PM's and be able to provide full service. The committee agreed that PM's take priority and WMTS shall notify Marsha Bennett, Phil Nadeau and Howard Kroll as soon as possible that service will be interrupted. The notification will include an update on the fleet status. Phil asked that an email be sent to Sandy Buchanan with this directive.

Other maintenance information – WMTS' June/July maintenance compliance report to MaineDOT has been posted to the website. Marsha Bennett will work on making sure that all of the reports from both DOT and WMTS are posted.

Marsha Bennett received notice from Loren Niemi, MaineDOT maintenance, that WMTS has made some changes to some of their forms. These changes need to be reflected in LATC Comprehensive Asset Management Plan. The amended plan will be presented at the next meeting.

Tri-State Transit Conference

The Maine Transit Association is hosting the Tri-State Transit Conference this year in Portland, September 10-12. A meeting agenda and registration form was available at the meeting for committee members that are interested in attending.

**11. Auburn Bus Station**

A motion to enter into executive session was made at 1:55 PM.

MOTION by Lucy Bisson to go into Executive Session under State of Maine statute Title 1, Chapter 13, Public Records and Proceedings, §405 Executive Sessions, Section 6, C, to discuss the acquisition or use of real property. SECONDED by Howard Kroll. MOTION passed 4-0.

Executive session ended at 2:05 PM

Belinda Gerry noted that the last paragraph to CCI's Mobility Management report contained recommendations/suggestions for fixed route improvements. These include using Facebook in addition to Twitter, color coding buses to route information and bus stop locations. Marsha Bennett will look into the suggested locations for bus stops. Phil Nadeau stated that staff doesn't have enough time to put into Facebook and other social media outlets.

**Adjournment**

MOTION by Belinda Gerry to adjourn at 2:10 PM. SECONDED by Howard Kroll. MOTION passed 4-0.

**The September meeting is tentatively set for the 25th.**



Date: September 3, 2014

Mr. Phil Nadeau  
 Lewiston-Auburn Transit Committee  
 125 Manley Road  
 Auburn, ME 04210

330001-192

RE: Invoice for Administrative Services performed by Androscoggin Valley Council of Governments for the Lewiston-Auburn Transit Committee in Administration, Marketing and the Intermodal Transfer Facility

Period: August-14

**INVOICE**

DATE	DESCRIPTION	AMOUNT
August-14	<b>PLANNING AND FINANCE</b>	
	Salaries and wages	291.30
	Fringe benefits	108.31
	Local Travel	0.00
	Postage	14.81
	Administrative & meetings	184.30
	Telephone	0.00
	Web Page Maintenance	0.00
	Office supplies	0.00
	Printing & Publications	0.00
	Advertising	0.00
	Memberships, dues & subscriptions	0.00
	Building repairs and maintenance	0.00
	Legal	0.00
	Indirect costs	138.93
	<b>Total Planning &amp; Finance</b>	<b>737.65</b>
	<b>MARKETING</b>	
	Salaries and wages	0.00
	Fringe Benefits	0.00
	Local travel	0.00
	Project Supplies	0.00
	Printing & publications	0.00
	Indirect	0.00
	<b>Total Marketing</b>	<b>0.00</b>
	<b>TOTAL DUE AVCOG</b>	<b>\$ 737.65</b>

Payable upon receipt.

Please make checks payable to:  
 Androscoggin Valley Council of Governments



Western  
Maine  
Transportation  
Services

Ellen Holmes, Chairperson

SARAH E. BUCHANAN, General Manager

September 2, 2014

Mr. Phil Nadeau, Chairman, LATC  
AVCOG  
125 Manley Road  
Auburn, Maine 04210

Re: July, 2014 Billing

Dear Phil:

The following represents the invoice for Fixed Route transportation services to the LATC for the month of July, 2014:

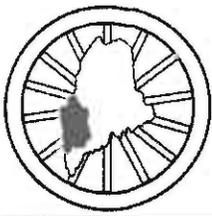
Total – Per Contract	\$ 96,883.34
Less: Farebox	(\$ 11,047.22)
Less: Passes	(\$ 711.00)
Less: Bus-N-buy	(\$ 3,045.00)
Total Due to WMTS	\$ 82,080.12

Thank you very much.

Sincerely,

Russell C. Soule  
Deputy Manager/Director of Finance & Administration

76 Merrow Rd Auburn, Maine 04210  
telephone 207-533-6972 fax: 207-795-6725



**Western  
Maine  
Transportation  
Services**

Glenn Holmes, Chairperson

Sandra E. Buchanan, General Manager

September 2, 2014

Mr. Phil Nadeau, Chairman, LATC  
AVCOG  
125 Manley Road  
Auburn, Maine 04210

Re: July, 2014 Billing

Dear Phil:

The following represents the invoice for ADA transportation services to the LATC for the month of July 2014:

Total – Per Contract	\$ 12,783.34	
Less: ADA	\$ (2,391.00)	797 Trips
Less: PCA's	\$ (0.00)	6 Trips
Less: Escorts	\$ (0.00)	0 Trip
<b>Total Due to WMTS</b>	<b>\$10,392.34</b>	<b>803 Trips</b>
July No-Shows	\$ 18.00	6 Trips (Excluded from above)

Thank you very much.

Sincerely,

Russell C. Soule  
Deputy Manager/Director of Finance & Administration

12:56 PM  
08/01/14  
Cash Basis

Alternate Transit Advertising, Inc.  
**L/A Sales**  
July 2 - 31, 2014

<u>Type</u>	<u>Date</u>	<u>Num</u>	<u>Name</u>	<u>Ship Date</u>	<u>Paid Amount</u>
Service					
Net Due System					
NET L/A					
Invoice	7/2/2014	11190	Maine Health Access Foundat...	3/1/2014	805.00
Invoice	7/2/2014	11330	Let's Go	5/1/2014	392.00
Invoice	7/7/2014	11391	U.S. Cellular	4/1/2014	1,050.00
Invoice	7/9/2014	11760	Key Bank	4/1/2014	371.43
Invoice	7/15/2014	11331	Let's Go	6/1/2014	392.00
Invoice	7/15/2014	11763	Key Bank	5/1/2014	297.15
Invoice	7/15/2014	12011	Healthy Androscoggin	6/1/2014	1,050.00
Total NET L/A					<u>4,357.58</u>
Total Net Due System					<u>4,357.58</u>
Total Service					<u>4,357.58</u>
<b>TOTAL</b>					<u><u>4,357.58</u></u>

**LEWISTON - AUBURN TRANSIT COMMITTEE FY2014**  
**For the Period Ending August 31, 2014**

	<b>BUDGET</b>	<b>ACTUAL</b>	<b>VARIANCE</b>	<b>%</b>	<b>Year end Projection</b>
<b>BUS STATION</b>					
<b>EXPENSES</b>					
JANITORIAL	7,500.00	9,410.00	(1,910.00)	125.47%	9,410.00
MAINT/REPAIRS	6,000.00	4,465.30	1,534.70	74.42%	6,000.00
SUPPLIES/JANIT.	2,000.00	873.37	1,126.63	43.67%	1,000.00
SNOW REMOVAL	7,500.00	7,594.98	(94.98)	101.27%	7,595.00
RESTROOM RENTAL	1,350.00	1,155.00	195.00	85.56%	1,260.00
<b>UTILITIES:</b>					
GAS	4,000.00	3,045.47	954.53	76.14%	3,500.00
ELECTRIC	4,000.00	2,925.71	1,074.29	73.14%	3,500.00
H2O/SEWER	600.00	482.22	117.78	80.37%	600.00
INSURANCE	600.00	665.00	(65.00)	110.83%	665.00
<b>TOTAL</b>	<b>33,550.00</b>	<b>30,617.05</b>	<b>2,932.95</b>	<b>91.26%</b>	<b>33,530.00</b>
<b>ADMINISTRATION</b>					
<b>EXPENSES:</b>					
AVCOG-PLAN/FIN	13,000.00	13,389.41	(389.41)	103.00%	13,390.00
MEETINGS/CONF.	2,000.00	1,565.21	434.79	78.26%	2,000.00
ADV./MARKETING	3,000.00	446.00	2,554.00	14.87%	1,000.00
AUDIT	6,350.00	6,250.00	100.00	98.43%	6,250.00
LEGAL	600.00	220.00	380.00	36.67%	600.00
OTHER (Bus storage)	-	1,361.00	(1,361.00)		1,361.00
<b>TOTAL</b>	<b>24,950.00</b>	<b>23,231.62</b>	<b>1,718.38</b>	<b>93.11%</b>	<b>24,601.00</b>
<b>TOTAL BUS STATION/ADMIN DEFICIT</b>	<b>58,500.00</b>	<b>53,848.67</b>	<b>4,651.33</b>	<b>92.05%</b>	<b>58,131.00</b>
Federal Subsidy	<b>29,250.00</b>	<b>26,924.34</b>	<b>(2,325.67)</b>	<b>92.05%</b>	<b>29,065.50</b>
Vermont Transit Revenues	12,000.00	12,144.00	144.00	101.20%	12,144.00
Misc. Revenues (vending)	1,700.00	996.42	(703.58)	58.61%	1,200.00
ATA Revenues	15,000.00	32,814.34	17,814.34	218.76%	36,000.00
Interest Income	500.00	284.26	(215.74)	56.85%	300.00
Local Subsidy	<b>50.00</b>	<b>(19,314.69)</b>	<b>(19,364.69)</b>		<b>(20,578.50)</b>
			0.00		
<b>CAPITAL MAINTENANCE</b>					
<b>REVENUES:</b>					
FED SUBSIDY	0.00	17,984.64	17,984.64		
CAPITAL MATCH	0.00	4,496.16	4,496.16		
less: CAPITALIZED EQUIPMENT	0.00	22,480.80	22,480.80		
less: EXPENSED EQUIPMENT	0.00	8,137.46	8,137.46		
<b>CAPITAL MAINT SURPLUS (DEFICIT)</b>	<b>0.00</b>	<b>-8,137.46</b>	<b>-8,137.46</b>		
<b>MATCH FOR STUDY</b>					
<b>BUS STATION SALE PROCEEDS</b>		275,000.00			
<b>INTEREST (THRU 9/30/13)</b>		25,558.48			
<b>FY 2014 INTEREST</b>		13.47			
<b>FEDERAL &amp; STATE SUBSIDY</b>		123,891.00			
<b>LESS: NEW BUS STATION</b>		(391,074.00)			
<b>TOTAL AVAILABLE FOR NEW BUS STATION</b>		<b>33,388.95</b>			



**Lewiston-Auburn Transit Committee**  
**FY 2014 Year End Projection**  
**- Fixed Route, ADA, Bus Station/LATC Operating**

	<b>FY 2012 Actual</b>	<b>FY 2013 Actual</b>	<b>FY 2014 Approved</b>	<b>FY 2014 YE Proj</b>
<b>Fixed Route</b>				
<b>Expenses:</b>				
Contract	\$1,073,662	\$1,142,900	\$1,162,600	\$1,162,600
Fuel	\$191,126	\$199,148	\$221,250	\$197,542
<b>Total Expense</b>	<b>\$1,264,788</b>	<b>\$1,342,048</b>	<b>\$1,383,850</b>	<b>\$1,360,142</b>
<b>Revenue:</b>				
Federal	\$669,215	\$672,143	\$700,615	\$675,534
State	\$48,026	\$50,430	\$49,419	\$57,000
Local	\$365,212	\$422,873	\$445,816	\$413,154
Fare Box	\$182,335	\$196,603	\$188,000	\$214,455
<b>Total Revenue</b>	<b>\$1,264,788</b>	<b>\$1,342,048</b>	<b>\$1,383,850</b>	<b>\$1,360,142</b>
<b>ADA Complementary Paratransit:</b>				
<b>Expenses:</b>				
Contract	\$142,800	\$146,400	\$153,400	\$153,400
<b>Revenue:</b>				
Federal	\$90,706	\$91,622	\$99,520	\$97,889
State	\$0	\$0	\$0	\$0
Local	\$22,676	\$22,906	\$24,880	\$24,472
Fare Box	\$29,418	\$31,872	\$29,000	\$31,039
	\$142,800	\$146,400	\$153,400	\$153,400
<b>Local Subsidy:</b>				
Bus Station/LATC Operating	-\$4,461	-\$28,467	\$50	-\$20,579
Fixed Route	\$364,799	\$422,873	\$445,816	\$413,154
ADA Comp. Paratransit	\$22,676	\$22,906	\$24,880	\$24,472
	\$383,014	\$417,312	\$470,746	\$417,048
<b>Less Reserves (negative is a surplus)</b>	<b>-\$32,544</b>	<b>-\$53,785</b>	<b>\$0</b>	<b>-\$53,698</b>
<b>Auburn</b>	<b>\$207,779</b>	<b>\$235,548</b>	<b>\$235,373</b>	<b>\$235,373</b>
<b>Lewiston</b>	<b>\$207,779</b>	<b>\$235,548</b>	<b>\$235,373</b>	<b>\$235,373</b>
Surplus/Deficit	\$32,544	\$53,785		\$53,698
Capital match	\$11,511	\$1,403		
Capital match - Auburn		\$40,000	\$40,000	
Capital match - Lewiston		\$40,000	\$40,000	
Match for study			\$7,500	\$7,500
Net surplus/deficit	\$21,033	\$52,382		
Available Reserves	\$78,262	\$130,644	\$123,144	\$176,842
One month expenses	\$117,299	\$124,037	\$128,104	

WESTERN MAINE TRANSPORTATION SERVICES, INC.  
LEWISTON-AUBURN TRANSIT COMMITTEE  
OPERATING STATISTICS  
AUG 14' FY 14

OPERATING DAYS - 26

ROUTE	CURRENT RIDERSHIP	PERCENT	Y-T-D RIDERSHIP	CURRENT MILEAGE	PERCENT	Y-T-D MILEAGE	CURRENT HOURS	PERCENT	Y-T-D HOURS	CURRENT REVENUE	PERCENT	Y-T-D REVENUE
1 - MAIN STREET	3,092	9.12%	32,029	3,013	15.72%	33,851	233	14.88%	2545	2316.45	10.52%	23875.46
2 - SABATTUS STREET	5,484	16.17%	48,097	2,508	13.08%	28,155	223	14.28%	2392	4696.32	21.32%	38948.82
3 - LISBON STREET	4,939	14.56%	48,761	3,114	16.24%	33,730	230	14.74%	2492	4575.76	20.77%	42773.70
4 - NEW AUBURN	2,218	6.54%	22,075	2,591	13.52%	28,060	234	14.95%	2465	1633.02	7.41%	15223.34
5 - MINOT AVE	549	1.62%	5,158	1,499	7.82%	15,614	95	6.05%	1019	467.17	2.12%	3909.57
6 - COLLEGE STREET	6,764	19.94%	68,914	1,737	9.06%	19,035	107	6.83%	1145	5464.43	24.81%	56168.80
7 - AUBURN MALLS	3,651	10.76%	32,751	1,458	7.61%	15,795	119	7.58%	1301	2805.56	12.74%	25184.27
8 - MALL SHUTTLE	4,323	12.74%	50,515	2,576	13.44%	28,361	220	14.09%	2382	54.97	0.25%	795.43
9 - DOWNTOWN SHUTTLE	2,902	8.55%	28,176	674	3.52%	8,307	103	6.61%	1081	14.93	0.07%	190.94
<b>TOTALS</b>	<b>33,922</b>	<b>100.00%</b>	<b>336,476</b>	<b>19,170</b>	<b>100.00%</b>	<b>210,908</b>	<b>1,564</b>	<b>100.00%</b>	<b>16,822</b>	<b>\$22,029</b>	<b>100.00%</b>	<b>\$206,670</b>

ROUTE	CURRENT IPM	Y-T-D IPM	CURRENT IPH	Y-T-D IPH	CURRENT REV/HR	Y-T-D REV/HR
1 - MAIN STREET	1.0	0.9	13.3	12.6	\$10.0	9
2 - SABATTUS STREET	2.2	1.7	24.6	20.1	\$21.0	16
3 - LISBON STREET	1.6	1.4	21.4	19.6	\$19.9	17
4 - NEW AUBURN	0.9	0.8	9.5	9.0	\$7.0	6
5 - MINOT AVENUE	0.4	0.3	5.8	5.1	\$4.9	4
6 - COLLEGE STREET	3.9	3.6	63.4	60.2	\$51.2	49
7 - AUBURN MALLS	2.5	2.1	30.8	25.2	\$23.7	19
8 - MALL SHUTTLE	1.7	1.8	19.6	21.2	\$0.2	0
9 - DOWNTOWN SHUTTLE	4.3	3.4	28.1	26.1	\$0.1	0
<b>TOTALS</b>	<b>1.8</b>	<b>1.6</b>	<b>21.7</b>	<b>20.0</b>	<b>\$14.1</b>	<b>12</b>



WESTERN MAINE TRANSPORTATION SERVICES, INC.  
LEWISTON-AUBURN TRANSIT COMMITTEE  
RIDERSHIP STATISTICS  
FY 2014 (OCT 13-SEPT 14)

ROUTE	October	November	December	January	February	March	April	May	June	July	August	Sept	TOTAL	2013	2012	2011	2010
1 - MAIN STREET	2,897	2,366	2,484	2,507	2,641	2,771	3,176	3,429	3,254	3,412	3,092		32,029	34,210	37,316	23,819	27,618
2 - SABATTUS STREET	3,933	3,205	3,377	3,798	4,021	4,410	4,733	4,621	5,162	5,353	5,484		48,097	48,683	43,590	32,490	28,056
3 - LISBON STREET	4,648	3,738	4,013	3,827	4,143	4,310	4,621	4,677	4,527	5,318	4,939		48,761	53,496	50,738	40,597	47,603
4 - NEW AUBURN	2,198	1,584	1,619	1,769	1,924	2,101	1,984	2,123	2,193	2,362	2,218		22,075	24,692	28,191	21,455	10,149
5 - MINOT AVENUE	342	343	309	476	404	459	600	560	518	598	549		5,158	4,366	4,366	3,723	3,343
6 - COLLEGE STREET	6,957	6,067	6,109	5,250	5,670	5,872	6,899	6,539	6,196	6,591	6,764		68,914	71,977	71,371	62,686	53,455
7 - AUBURN MALLS	3,001	2,687	2,692	2,571	2,691	3,054	3,196	2,929	2,735	3,534	3,651		32,751	31,616	32,039	27,045	20,185
8 - MALL SHUTTLE	5,509	4,935	4,663	3,814	4,505	4,692	5,210	4,460	3,953	4,451	4,323		50,515	50,366	53,776	47,940	41,138
9 - DOWNTOWN SHUTTLE	2,117	1,380	2,038	2,414	2,617	2,698	3,088	2,983	2,957	2,982	2,902		28,176	32,368	29,217	25,454	7,585
<b>GRANDTOTALS</b>	<b>31,802</b>	<b>26,305</b>	<b>27,304</b>	<b>26,426</b>	<b>28,616</b>	<b>30,377</b>	<b>33,507</b>	<b>32,321</b>	<b>31,495</b>	<b>34,601</b>	<b>33,922</b>	<b>0</b>	<b>336,476</b>	<b>352,923</b>	<b>350,604</b>	<b>285,209</b>	<b>239,132</b>
<b>PERCENT CHANGE</b>	<b>-2.16%</b>	<b>-14.83%</b>	<b>-2.08%</b>	<b>-4.78%</b>	<b>0.02%</b>	<b>-1.12%</b>	<b>6.13%</b>	<b>4.87%</b>	<b>17.47%</b>	<b>23.35%</b>	<b>16.53%</b>	<b>-100.00%</b>					
FY 2014	31,802	26,305	27,304	26,426	28,616	30,377	33,507	32,321	31,495	34,601	33,922		336,476				
FY 2013	32,299	30,705	27,885	27,752	28,609	30,721	31,571	30,820	26,812	28,050	29,109	28,590	352,923				
FY 2012	27,629	28,445	29,639	26,165	28,457	29,872	29,405	28,914	30,553	28,896	32,654	29,975	350,604				
FY 2011	21,889	23,049	24,646	19,852	21,455	24,460	24,458	23,176	25,055	23,771	26,302	27,096	285,209				
FY 2010	20,875	18,370	20,848	17,844	18,415	20,500	20,722	19,287	20,226	19,364	20,012	22,869	239,132				
FY 2009	20,762	16,804	20,309	17,305	17,562	18,682	19,955	17,833	18,593	18,998	18,712	19,416	224,931				
FY 2008	19,119	18,412	17,967	17,520	16,527	18,305	20,933	20,458	19,122	21,664	21,553	19,349	230,929				
FY 2007	17,743	17,238	17,175	15,971	14,090	17,349	15,237	17,748	16,978	16,524	19,007	15,865	200,925				
FY 2006	17,451	17,633	17,683	16,197	16,789	19,532	16,984	18,406	19,273	16,836	20,321	17,730	214,835				
FY 2005	15,214	15,948	16,819	14,251	13,918	17,384	17,407	17,160	17,631	16,185	19,086	17,542	198,545				
FY 2004	12,841	11,149	13,187	11,272	11,227	16,470	16,422	14,769	16,544	14,698	15,245	15,157	168,971				
FY 2003	11,889	9,978	10,183	9,958	9,687	10,185	11,319	10,975	11,464	11,651	12,045	11,216	130,550				
FY 2002	11,030	10,039	9,854	10,008	9,315	10,064	10,450	10,501	10,053	10,656	10,258	9,995	122,223				
FY 2001	10,718	10,420	9,920	10,479	9,488	9,520	9,953	10,567	9,577	9,497	11,210	8,119	120,458				
FY 2000	10,176	10,540	10,689	8,609	9,754	12,032	9,557	10,870	10,630	9,457	10,812	10,320	123,446				
FY 1999	10,840	10,117	11,492	8,878	9,690	12,167	11,217	10,145	11,112	10,183	11,017	10,673	127,531				
FY 1998	10,298	8,731	10,148	7,417	9,036	10,678	9,804	9,519	10,435	9,592	10,594	11,433	117,685				
FY 1997	9,836	8,173	9,008	8,547	8,885	8,984	9,031	8,967	9,140	8,736	9,272	9,316	107,895				

	October	November	December	January	February	March	April	May	June	July	August	September
OPERATING DAYS												
FY 2014	27	25	25	26	24	26	25	26	25	26	26	281
FY 2013	27	25	25	26	23	26	26	26	25	26	27	306
FY 2012	26	25	27	26	25	27	25	26	26	25	27	309
FY 2011	26	25	26	25	24	27	26	25	26	25	27	307
FY 2010	22	21	22	20	20	23	22	20	22	22	26	265
FY 2009	22	19	22	21	20	22	22	20	22	21	21	253
FY 2008	23	20	20	22	21	21	22	21	21	21	21	255
FY 2007	22	21	20	22	20	22	21	22	21	21	23	254
FY 2006	21	21	22	21	20	23	20	22	22	20	23	255
FY 2005	21	21	23	21	19	23	22	21	22	21	23	257
FY 2004	23	19	22	22	20	23	22	20	22	21	21	254
FY 2003	22	20	21	22	20	21	22	21	21	22	21	251
FY 2002	22	20	20	21	20	22	21	22	20	21	23	250
FY 2001	21	20	20	21	20	22	19	22	21	20	23	251
FY 2000	20	20	21	20	21	23	19	22	22	20	23	251
FY 1999	21	19	22	19	20	23	21	20	22	21	22	250
FY 1998	22	18	22	19	20	22	21	20	22	22	21	252
FY 1997	22	19	21	21	21	21	21	21	22	22	21	252

	October	November	December	January	February	March	April	May	June	July	August	September
AVE RDEERSHIP/DAY												
FY 2014	1,170	1,052	1,092	1,016	1,192	1,168	1,340	1,243	1,260	1,331	1,305	1,197
FY 2013	1,196	1,228	1,115	1,067	1,244	1,182	1,214	1,185	1,072	1,079	1,078	1,153
FY 2012	1,063	1,138	1,098	1,006	1,138	1,106	1,176	1,112	1,175	1,156	1,209	1,135
FY 2011	842	922	948	794	894	906	941	927	964	951	974	829
FY 2010	940	875	921	891	921	891	942	964	919	880	770	902
FY 2009	944	884	923	824	878	849	907	892	845	905	891	889
FY 2008	831	921	898	796	787	872	952	974	911	985	1,026	906
FY 2007	807	821	859	726	705	769	726	807	808	787	826	791
FY 2006	831	840	804	771	839	849	849	837	876	842	884	842
FY 2005	724	759	731	679	733	796	829	817	801	809	830	776
FY 2004	556	587	599	512	561	716	746	738	752	699	693	657
FY 2003	540	499	485	453	484	485	515	523	546	530	574	514
FY 2002	501	502	493	477	466	479	498	477	503	484	466	487
FY 2001	510	521	496	499	474	433	488	480	456	452	487	482
FY 2000	509	527	509	430	464	503	503	494	483	473	470	492
FY 1999	516	532	522	467	485	529	534	507	505	485	501	508
FY 1998	468	485	431	390	452	485	467	476	474	436	504	471
FY 1997	447	430	429	407	444	428	430	427	415	397	442	428

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WESTERN MAINE TRANSPORTATION SERVICES, INC.  
LEWISTON-AUBURN TRANSIT COMMITTEE  
RIDERSHIP

AUGUST 2014

OPERATING DAYS = 26

ROUTE	TRNSFR	CASH REGLR	CASH STDNT	CASH SEN/DIS	170	329	152	781	0	18	68	73	228	RDSHP	RVNUE
	REGLR	STDNT	SEN/DIS	REGLR	SEN/DIS	REGLR	STDNT	SEN/DIS	RISE	CNCT	WHLCHR	USNBUY	\$0 FARE		
1 - MAIN STREET	323	434	81	311	124	170	329	152	781	0	18	68	73	3,092	\$ 2,316.45
2 - SABATTUS STREET	650	994	113	614	600	289	842	108	746	0	10	97	82	5,484	\$ 4,696.32
3 - LISBON STREET	583	1284	77	467	539	442	666	58	472	0	5	42	107	4,939	\$ 4,575.76
4 - NEW AUBURN	323	270	28	241	77	99	285	48	784	0	0	10	0	2,218	\$ 1,633.02
5 - MINOT AVENUE	25	127	11	45	9	24	32	1	261	0	0	6	2	549	\$ 467.17
6 - COLLEGE ST	689	1192	267	925	224	551	583	155	1284	0	1	209	366	6,764	\$ 5,464.43
7 - AUBURN MALLS	360	482	71	427	159	212	421	57	1165	0	3	55	68	3,651	\$ 2,805.56
8 - MALL SHUTTLE	0	0	1	3	0	4	1	0	3	0	0	58	3	4,323	\$ 54.97
9 - DOWNTOWN SHUTT	0	1	0	1	0	1	0	0	0	0	0	16	0	2,902	\$ 14.93
<b>TOTALS</b>	<b>2,953</b>	<b>4,784</b>	<b>649</b>	<b>3,034</b>	<b>1,732</b>	<b>1,792</b>	<b>3,159</b>	<b>579</b>	<b>5,496</b>	<b>0</b>	<b>37</b>	<b>561</b>	<b>701</b>	<b>33,922</b>	<b>\$ 22,028.61</b>





Lewiston-Auburn Transit Committee

ADA Ridership

October 2013 - September 2014

	Total Trips	ADA Trips	Companion Trips	PCA Trips	Total No Show	Revenue	Total Miles	Revenue per Mile	Riders per Mile	Operating Cost	Total Cost per Mile	Total Rev per Trip	Total Deficit per Trip
Oct-13	924	920	4	0	11	\$2,772.00	2,309	1.20	0.40	\$12,783.34	\$5.54	\$13.83	\$10.83
Nov-13	827	819	8	2	7	\$2,481.00	2,020	1.23	0.41	\$12,783.34	\$6.33	\$15.46	\$12.46
Dec-13	743	743	0	0	13	\$2,229.00	1,864	1.20	0.40	\$12,783.34	\$6.86	\$17.21	\$14.21
Jan-14	884	880	4	8	26	\$2,652.00	2,319	1.14	0.38	\$12,783.34	\$5.51	\$14.46	\$11.46
Feb-14	836	835	1	23	11	\$2,508.00	2,216	1.13	0.38	\$12,783.34	\$5.77	\$15.29	\$12.29
Mar-14	967	965	2	4	14	\$2,901.00	2,531	1.15	0.38	\$12,783.34	\$5.05	\$13.22	\$10.22
Apr-14	941	940	1	6	13	\$2,823.00	2,488	1.13	0.38	\$12,783.34	\$5.14	\$13.58	\$10.58
May-14	915	915	0	4	4	\$2,745.00	2,473	1.11	0.37	\$12,783.34	\$5.17	\$13.97	\$10.97
Jun-14	871	869	2	16	11	\$2,613.00	2,302	1.14	0.38	\$12,783.34	\$5.55	\$14.68	\$11.68
Jul-14	797	797	0	6	3	\$2,391.00	2,094	1.14	0.38	\$12,783.34	\$6.10	\$16.04	\$13.04
Aug-14	0							#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!
Sep-14	0							#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!
Total	8,705	8,683	22	69	113	\$26,115.00	22,616	\$0.24	0.38	\$127,833.40	\$5.65	\$14.69	\$11.69
Mth Avg	871	868	2	7	11	\$2,611.50	2,262						

## **E. Transit Advertising**

1. In general the following policies are meant to protect the interests of the Lewiston-Auburn Transit Committee while maximizing the revenues received from compliant advertisers. In no way are these policies meant to deny or in any way limit the rights advertisers have as guaranteed by the First Amendment of the Constitution of the United States.
2. The following types of advertising are prohibited:
  - a. Advertising that advocates violence, crime and anti-social behavior, or presents violence as erotic, entertaining, amusing or appropriate.
  - b. Advertising that promotes pornography or businesses that traffic in pornography. This applies to advertising X-rated movies.
  - c. Advertising that portrays individuals with characteristics protected under federal law as inferior or contemptible under those protected characteristics.
  - d. Advertising that states or implies the endorsement of product or service by LATC.
  - e. Advertising that is obscene (i.e. patently offensive sexual material lacking literary, social, artistic and/or political value, that appeals to the prurient interest of a person of average sensibilities).
  - f. Advertising that is false, misleading, deceptive or relates to an illegal activity.
  - g. Advertising which includes language that is obscene, profane or libelous.
  - h. Advertising that is vulgar or is intended to be disreputable to a person, business or organization.
  - i. Advertising that appears as graffiti, gang signs or symbols, encourages graffiti, or appears to encourage or implies that destruction or marking of property of any sort. Copy and graphics using "graffiti style" art may be deemed acceptable if, in the judgment of transit system officials, such style art does not imply or appear as destructive, malicious or inappropriate in its context.
3. Alcoholic beverage advertising will be accepted; however, the following guidelines are to be followed:
  - a. All alcoholic beverage advertising accepted must contain a responsible drinking message.
  - b. Appropriateness of alcoholic beverage ads will be judged on the way the product is presented. For example, copy or graphics that do not portray responsible use by legal age groups will not be deemed acceptable.
  - c. Advertisements for alcohol products shall not exceed the industry standard "King Kong" advertisement size. A King Kong advertisement covers the side of the bus from the top to bottom between the front and back wheel wells.
  - d. No advertising promoting the consumption of alcoholic beverages will be accepted inside the bus.
4. With regard to accepting advertising for tobacco products, the following guidelines are to be followed:
  - a. Tobacco product advertising must comply with all federal, state, and local requirements dealing with such advertising (e.g. surgeon general's warning).

b. Advertisements for tobacco products shall not exceed the industry standard “King Kong” advertisement size. A King Kong advertisement covers the side of the bus from the top to bottom between the front and back wheel wells.

5. No ads for tobacco, liquor or illegal activities are permitted on and in the transit buses and transit facilities.

*(Approved August 13, 2014)*

**LATC**

**ADA COMPLEMENTARY PARATRANSIT**

**POLICIES AND PROCEDURES**

Revised August 19, 2014  
Revised November 29, 2007  
Revised February 13, 1997  
Revised January 10, 1996  
Adopted September 14, 1995

**ADA Complementary Paratransit  
Policies and Procedures**

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- Appendix 1 ADA Paratransit Service Contract
- Appendix 2 ADA Paratransit Service Area (map)
- Appendix 3 Fixed Route Schedule
- Appendix 4 ADA Application
- Appendix 5 ADA Eligibility Review Form
- Appendix 6 ADA Advisory Committee Members

## **INTRODUCTION**

On September 6, 1991, the U.S. Department of Transportation (USDOT) published final regulations implementing certain provisions of the Americans with Disabilities Act of 1990. These regulations, 49 CFR (Code of Federal Regulations) Part 37, Subpart F, require public entities operating fixed route transportation service for the general public also provide complementary paratransit service to persons unable to use the fixed route service.

The Lewiston-Auburn Transit Committee (LATC), established in 1976, is an inter-local committee organized to provide financial assistance and receive Federal financial assistance through grant programs sponsored by the USDOT, Federal Transit Administration (FTA), to maintain public mass transportation in the Cities of Lewiston and Auburn. As a recipient of FTA grant programs and the agent for public transit service in Lewiston and Auburn, the LATC has the responsibility to comply with all FTA regulations and mandates.

To provide mass public transportation in Lewiston and Auburn and to comply with 49 CFR Part 37, Subpart F, LATC contracts with transit provider(s) to operate and maintain the cities public transit system and complementary paratransit service. (ADA Paratransit Service Contract, Appendix 1)

The ADA Complementary Paratransit Policies and Procedures are intended to serve as a guideline for all entities involved with complementary paratransit. The policies and procedures establish criteria for administering complementary paratransit service in conjunction with the FTA regulations; thereby, protecting the rights of individuals.

## **Definitions**

*Certified Health Professional* – Anyone licensed by the State to provide diagnosis for insurance purposes.

*Paratransit* – means a comparable transportation service required by the ADA for individuals with disabilities who are unable to use fixed route transportation systems.

*Personal Care Attendant* - means a person who performs personal care duties/services for an individual with a disability.

*Service Animal* – means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

*Wheelchair* – means a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. ~~A “common wheelchair” is such a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied. (Title 49 CFR 37).~~

## **ADA Complementary Paratransit**

### **Service Area**

Complementary paratransit service shall be provided to origins and destinations within a three-fourths of a mile wide corridor on each side of each fixed route (see Map, Appendix 2).

### **Response Time**

Trips need to be scheduled no less than one day prior to the date service is to be rendered. Trip requests can be made during all normal business hours of the fixed route provider's administrative offices, or via answering machine on those days when the office is closed. The paratransit provider may negotiate pickup times with the individual. Scheduled times for pickups shall not begin more than 60 minutes before or after the individual's desired departure time.

### **Hours and Days of Service**

The ADA paratransit service is provided during the normal hours of operation of fixed service routes (see Fixed Route Schedule, Appendix 4).

### **Fares**

ADA paratransit service can not be more than twice the fixed route regular fare.

Individuals accompanying ADA paratransit eligible individuals shall be charged the same fare as the ADA paratransit eligible individual they are accompanying. A personal care attendant shall not be charged a fare for complementary paratransit service.

### **Trip Purpose Restrictions**

All ADA trip requests shall be treated equal. No restrictions or priorities shall be imposed based on trip purpose.

### **Capacity Constraints**

The amount and availability of complementary paratransit service shall not be limited to ADA paratransit eligible persons by such means as restrictions on the number of trips, waiting lists for access to the service or any operational practice that may limit the availability of service.

### **Eligibility Standards**

ADA complementary paratransit service shall be provided to all eligible individuals. The following individuals are ADA eligible:

- a. Any individual who is unable, and without the assistance of another individual, to board, ride, or disembark from any vehicle on the system which is readily accessible and usable to individuals with disabilities;
- b. When an accessible vehicle is not being used to provide designated public transportation on a route in which an individual with a disability needing the assistance of a wheel chair lift or boarding device is traveling on the fixed service during its hours of operation;
- c. Any individual with a disability who has a specific impairment-related condition that prevents such individual from traveling to a boarding location or from a disembarking location on the fixed route.

### **Applying for ADA Paratransit Certification**

#### **Application**

Applications to become ADA paratransit certified can be obtained from the fixed route transit provider. Completed applications are to be submitted to the fixed route provider for a determination of eligibility (see Application, Appendix 5).

Persons that have requested an application for ADA paratransit certification shall be informed that they have 45 days to complete and return the application to the fixed route provider, during which time they are eligible to receive ADA paratransit service.

Should an individual not return their application to the fixed route provider within the 45 day filing period, that individual will no longer be eligible for ADA paratransit service. The fixed route provider will offer assistance when they next call to schedule a trip.

If an applicant receives a second application for ADA certification, the applicant will be given the greater of either an additional 30 days or the number of days remaining from the original 45 day filing period to return their completed application, during which time they will be eligible to receive ADA paratransit service.

If an applicant requires a third application, the individual shall not be eligible to receive ADA paratransit service until a completed application has been received by the fixed route provider and the applicant is notified of their ADA eligible status.

### **Eligibility Determination**

The fixed route provider is responsible for determining the applicants ADA eligibility. The fixed route provider shall date applications upon receipt. Applicants are to be notified in writing as to their eligibility status within 21 days of the fixed route provider receiving the application.

Applicants who have not received an eligibility determination within 21 days of submitting their application are automatically presumed ADA paratransit eligible until a determination is made.

Eligibility shall be determined from the application and a standard Eligibility Review Form completed by the fixed route provider (see Form, Appendix 6).

All information is confidential, unless an appeal is filed by the applicant. If an appeal is filed, the application, the application eligibility review form and the request for an appeal shall be presented to the Eligibility Review Committee. At such time, a hearing shall be scheduled by the Eligibility Review Committee to review the appeal and to give the appellant the opportunity to be heard in person.

### **Eligible**

Applicants eligible for ADA paratransit certification shall receive their card via mail or can be picked-up at the fixed route provider's office.

ADA certification is to be renewed every three years. The fixed route provider can make exceptions to the recertification period on a case-by-case basis. The reasons for making an exception are to be documented.

### **Ineligible**

Applicants that are determined ineligible or conditionally eligible shall be notified by the fixed route provider. Incomplete applications will be returned to the applicant and notified of the deficiency. A determination can not be made until an applicant has submitted a complete application.

Applicants denied certification due to their inability to qualify under ADA guidelines shall receive a certified letter stating the reason(s) for being denied ADA paratransit certification.

Applicants can appeal their ineligible or conditional status by submitting a written request to the fixed route provider for further consideration. (See Administrative Appeal Process)

## **Using ADA Paratransit Service**

### **Certified**

Only those individuals that have been certified through the fixed route provider can use the complementary paratransit service. Certified individuals must present their ID card to the driver when service is rendered.

### **Scheduling**

ADA eligible individuals shall make trip requests during all normal business hours of the fixed route provider's administrative offices, weekdays 7:30 AM to 4:00 PM. Trip requests can be made after 4:00 PM during the fixed route provider's business office hours, however, the trip is not guaranteed for next day service requests. Requests will be taken via an answering machine or a reservation agent on a day when the fixed route provider's administrative offices are not open before a day of service or when telephone lines are busy.

Ride requests shall be made by calling the fixed route provider.

Trip requests may be made up to 14 days in advance of an ADA paratransit eligible individual's desired trip.

ADA paratransit service is available during the fixed routes normal operating hours.

### **Conditions**

The ADA paratransit provider may place conditions on the use of service as they would otherwise have the right to refuse service.

### **Trip Cancellation**

Scheduled trips shall be canceled no less than two (2) hours prior to the scheduled pick-up time, unless the trip is scheduled to pick-up between 6 a.m. to 8 a.m., in which case the individual shall cancel the request by leaving a message on the paratransit providers answering machine or reservation agent prior to normal administrative business hours. The date and time of the cancellation shall be documented in the individuals file by the paratransit provider.

### **Traveling Companion**

Complementary paratransit service shall be provided to one other individual accompanying a certified ADA paratransit individual. Additional individuals accompanying the certified ADA paratransit individual shall be provided service, provided that space is available for them on the paratransit vehicle carrying the ADA paratransit individual. Transportation of additional individuals accompanying ADA paratransit eligible individuals shall not result in a denial of service to other ADA paratransit eligible individuals.

Traveling companions shall be charged the same fare as for the ADA eligible individual they are accompanying.

### **Personal Care Attendant**

ADA paratransit individuals requiring a personal care attendant for purposes of traveling and accessing the fixed route service shall be identified upon applying for ADA paratransit certification.

Paratransit service shall be provided to one other individual in addition to the attendant who is accompanying the eligible individual.

Personal care attendants shall not be charged a fare for complementary paratransit service.

Traveling companions and personal care attendants accompanying ADA paratransit individuals must have the same origin and destination as that of the paratransit individual they are accompanying.

### **Administrative Appeal Process**

The Administrative Appeal Process is for those individuals who have been denied ADA eligibility, given only temporary eligibility status, or has had their ADA service suspended. All individuals must have an opportunity to be heard in person and to present additional information and arguments regarding their disability and ability to use the fixed route service.

### **Filing an Appeal**

Individuals requesting an appeal of the initial eligibility decision must do so within 60 days from the date eligibility was denied. The appeal is to be in writing and sent to the fixed route provider. The fixed route provider shall review the application and the applicant's letter of appeal to verify the initial determination.

If the applicant is given ADA paratransit certification resulting from a review of the application, a letter of apology is to be sent to the applicant.

If, after further review, the fixed route provider still cannot certify the applicant due to the information presented on the application, the fixed route provider is to make a written statement as to why the individual was denied paratransit certification. The statement, along with the application and the individual's written request for an appeal are to be sent to the ADA Eligibility Review Committee. The statement is to include all pertinent dates and support documentation related to the applicants ADA paratransit certification request.

A hearing will be set by the ADA Eligibility Review Committee within 30 days of the applicants request for an appeal.

### **ADA Paratransit Review Committee**

There will be a "separation of function" between those involved with the initial eligibility determination and those selected to hear the appeal. The Review Committee shall be comprised of a minimum of three (3) to a maximum of (5) members currently serving on the ADA Advisory Committee (Appendix 7). The Review Committee will include at a minimum one (1) individual with a disability certified for ADA Complementary Paratransit.

The ADA Paratransit Review Committee will possess, either individually or collectively, certain skills and knowledge. Among these are:

- \* a working knowledge of the ADA complementary paratransit regulations, particularly the regulatory definition of ADA paratransit eligibility and the appeal process;
- \* an understanding of different types of disabilities and the functional capabilities characteristic of each;
- \* a knowledge of the fixed route system and the skills needed to understand and use it; and
- \* an understanding of the complementary paratransit service and the policies and procedures related to the service.

The ADA Advisory Committee, a sub-committee of the Lewiston-Auburn Transit Committee, serves as the ADA Paratransit Review Committee and advises the Lewiston-Auburn Transit Committee on policy and service of Lewiston and Auburn's public transit system and complementary paratransit for people with disabilities.

### **Appeal Hearing**

A hearing shall be set by the ADA Eligibility Review Committee within 30 days of the applicants request for an appeal. The appeal hearing shall be scheduled between all parties involved, the appellant, the fixed route provider, and the ADA Review Committee. The hearing date shall be confirmed in writing and sent by certified mail to the appellant to ensure receipt.

The hearing shall be more than an administrative review of the initial determination. The review committee is responsible for ensuring that the approved policy was followed, reviewing the judgment made regarding the individual's eligibility in the initial determination, and is to consider any additional information provided prior to or during the hearing, in an effort to provide a fair and reasonable determination.

### **Appeal Decisions**

Applicants will receive written notification stating the reasons why certification was denied within 30 days of the completion of the appeal process. If a decision can not be made within the 30 days, presumptive eligibility is to be granted to the individual until otherwise notified.

### **Service**

Paratransit service is not required to be provided for those individuals appealing their initial eligibility determination; unless the person has been through the appeal process and a decision is not made within 30 days of the hearing.

Paratransit service is to be provided for individuals who have filed an appeal due to a suspension of service.

All correspondence with applicants shall be done in an accessible format if requested.

### **"No-Show" Suspension Policy**

Complementary paratransit service can be suspended for a "reasonable period of time" for individuals who establish a "pattern or practice" of missing scheduled trips. The designated paratransit provider is responsible for documenting a suspension of service from the time an individual has their first "no-show" to final notification from the ADA Review Committee.

A no-show is any trip scheduled but not taken due to passenger error.

### **Causes for Suspension**

Service can be suspended for individuals who have developed a pattern or practice of "no-shows" for scheduled trips. A "no-show", resulting from the rider not canceling a scheduled trip within the specified time period (see Trip Cancellation), becomes a pattern or practice when the individual misses three (3) scheduled trip requests in a three (3) month period.

### **Special Circumstances**

Service cannot be suspended for circumstances beyond the individuals control and shall not be the basis for establishing a pattern or practice if:

- the paratransit service arrives at the pickup location early or late and the individual is not ready or has left to call or make other arrangements;

- a sudden family emergency arises that did not allow the individual sufficient time to notify the dispatcher;

- the individual had made a reasonable effort to notify the dispatcher that service would no longer be needed, but was unable to get through;

- a sudden turn for the worse in an individual with a variable condition causes them to miss a scheduled trip.

### **Suspension of Service**

Paratransit service will be suspended for individuals that have developed a pattern or practice of no-shows for trips requested. The penalty for having developed a pattern for not showing for scheduled trip requests is as follows:

Three (3) "No-Shows" in 3 Months:

<b>Offense</b>	<b>Action</b>	<b>Action taken by</b>
First	Letter	Mailed certified by the paratransit provider. Copies sent to fixed route provider and to LATC.
Second	30 Day Suspension of Service	ADA Eligibility Review Committee
Third in 1 Year	45 Day Suspension of Service	ADA Eligibility Review Committee

### **Suspension Process**

Upon determining sufficient cause to suspend an individual's service, the following steps must be taken prior to suspending service:

1. The individual must be notified in writing by the paratransit provider of its intent to suspend service, citing with specificity the basis of the proposed suspension and the proposed course of action.
  - a. Notice shall be sent certified mail (or similar) to document receipt by the individual.
2. The individual has 14 days to appeal in writing the suspension of service.
3. The individual shall be notified as to what course of action will be carried out.
  - If the paratransit provider does not receive a written appeal within the designated time, service will be suspended;

- If the paratransit provider does receive a valid written appeal, the provider can a) accept the individuals appeal and continue service or b) reject the appeal and proceed with suspending service.

## **Visitor Policy**

Complementary paratransit service shall be provided to visitors. A "visitor" is an individual with disabilities who does not reside in the Lewiston-Auburn area served by the fixed route transit.

Individuals presenting documentation that they are ADA paratransit eligible in the jurisdiction in which they reside shall be eligible.

Visitors who do not present such documentation shall be required to certify with the fixed route operator their place of residence and their disability. The certification shall be accepted by the fixed route operator that such individuals are unable to use fixed route transit.

Visitors are eligible for paratransit service for (up to) 21 days of service within a reasonable period of time, not to exceed 12 months from the date of the first paratransit. To receive service beyond this time, individuals shall be required to apply for eligibility.

## **Bibliography**

ADA Paratransit Handbook: Implementing the Complementary Paratransit Service Requirements of the Americans with Disabilities Act of 1990, U.S. Department of Transportation, Urban Mass Transportation Administration, September 1991.

Americans with Disabilities Act (ADA) Paratransit Eligibility Manual, U.S. Department of Transportation, Federal Transit Administration, September 1993.

"Articles of Incorporation", Lewiston-Auburn Transit Committee, September 10, 1976.

"Paratransit as a Complement to Fixed Route Service", 49 CFR 37, Subpart F, Vol. 56, No. 173, September 6, 1991.

# LATC Bus Shelters and Kiosks Location and Condition

Shelter	Location	Condition	Notes		
<b>AUBURN</b>					
1	Lake Auburn Towne House Lake Auburn Ave., Auburn	Poor	4 panels are scratched and very cloudy (1 front, 2 left side, 1 right side) 5 panels are in fair condition but are scratched (4 back, 1 right side)		
2	Wal-Mart Mount Auburn Ave., Auburn	Fair	All panels are 24.5" x 76.5" Some scratches. Roof is broken but a new one has been ordered. (9/07)		
3	Barker Mill Mill Street, Auburn	Good	All panels are 22.5" x 70.5" Needs to be cleaned		
4	Great Falls Auburn	Good	All panels are 22.5" x 70.5" Graffiti on roof and one left side panel, 2 back right panels		
<b>LEWISTON</b>					
5	River Valley Village Tall Pines Drive, Lewiston	Very Poor	All panels are 22.5" x 70.5". Roof 105.5" x 51" Missing all panels and the left side has been pulled apart from the top. River Valley Village asked permission to fix it up (4/07). RVV has fixed up the shelter, but the whole unit seems unstable. Missing left side middle support. (9/07)		
6	College and Montello Sts. Lewiston	Poor	Graffiti on 9 (all) panels.		
7	Engine 4 Sabattus Street, Lewiston	Good	All panels are 24.5" x 76.5" All panels are cloudy bus no writing		
			All panels are 24.5" x 76.5"		



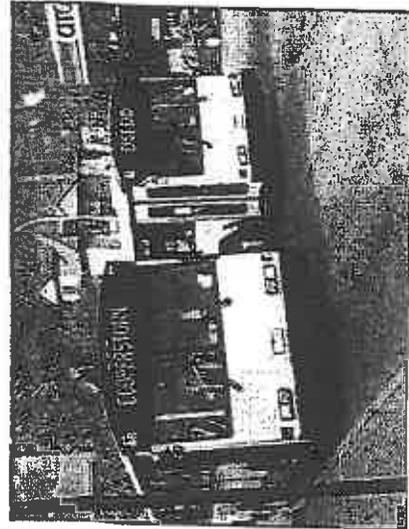
**LATC**  
**Bus Shelters and Kiosks**  
**Location and Condition**

7	Lewiston Mall Radio Shack Entrance				
8	Promenade Mall Main Entrance				
9	Maison Marcotte 100 Campus Avenue	Good	(9/07)		
10	Pine St. & Park St. Kennedy Park	Fair	Graffiti on one side (9/07)		
11	Bates College- Shaffer Theatre College Street		Unable to locate. (9-07)		
12	District Court 85 Park Street	Poor	Graffiti - needs to be removed and plexiglass replaced. Can be reused.		
User information boards located at Shaw's Plaza, Center Street (north end) and Lisbon Street (former Central Yam Shop - across from 113 Lisbon Street)					

**LISTING 1**

City of Oneonta Public Transit  
 258 Main Street, Oneonta, NY 13820  
<http://www.optrides.com/>

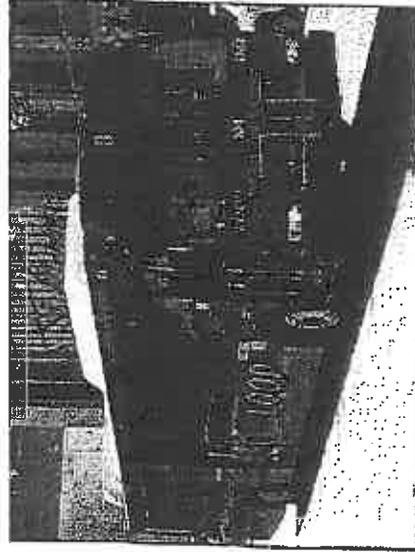
Agency Information		Vehicle Information								
County	City/Town	Bus Num	Year	Make	Length	Seats	W/C	Fuel	Bike Rack	Mileage
Otsego	City of Oneonta	42	2003	Gillig	35	37	2	Diesel	yes	350,000-400,000
	Paul Patterson	45	2003	Gillig	35	37	2	Diesel	yes	350,000-400,000
	(607) 432-7100	43	2003	Gillig	35	37	2	Diesel	no	350,000-400,000
	(607) 432-7482									
	ppatterson@oneonta.ny.us									
<b>Notes/ Maintenance History</b>		Three buses are available which will be taken off the road in September if capacity permits. Wheelchair lifts are not working but buses are mechanically ok. Buses are heavy duty Detroit series Gilligs with diesel engines, no A/C, and the body has some salt corrosion.								



LISTING 2

*Dutchess County Division of Mass Transit  
 14 Commerce Street, Poughkeepsie, NY 1260  
<http://www.co.dutchess.ny.us/CountyGov/Departments/MassTransit/PLoopbus.htm>*

Agency Information		Vehicle Information								
County	City/Town	Bus Num	Year	Make	Length	Seats	W/C	Fuel	Bike Rack	Mileage
Dutchess	Poughkeepsie	208	2000	ORION	40	44	2	Diesel	Yes	456,257
		209	2000	ORION	40	44	2	Diesel	Yes	379,587
		210	2000	ORION	40	44	2	Diesel	No	322,094
Phone										
Fax										
Email										
Notes/ Maintenance History	Wheelchair lifts are rusty. Vehicles were just DOT inspected 5 months ago. County is auctioning off the vehicles at the website <a href="http://www.aauction.com">www.aauction.com</a>									

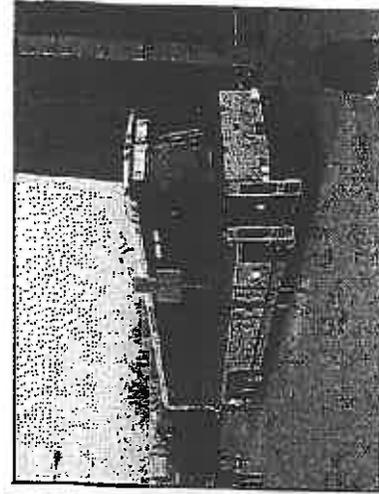
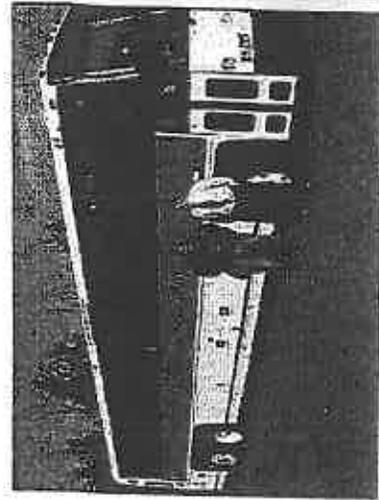




**LISTING 4**

**Schoharie County Public Transit Services**  
**P. O. Box 429, Schoharie, NY 12157**  
<http://www.schohariecountypublictransit.com/>

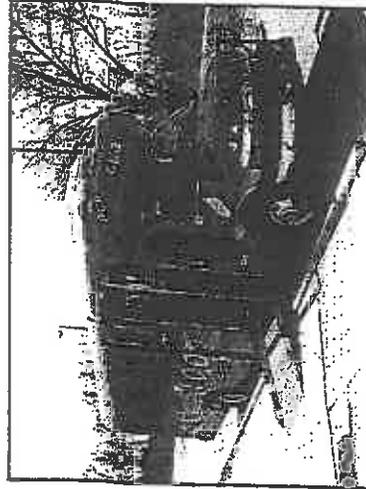
Agency Information		Vehicle Information								
County	City/Town	Bus Num	Year	Make	Length	Seats	W/C	Fuel	Bike Rack	Mileage
Schoharie	Village of Cobleskill	24	2003	MCI	40	49	2	Diesel	No	425,000
Contact	Christine Kraemer									
Phone	(518) 234-0952									
Fax	(518) 234-2046									
Email	<a href="mailto:christine.kraemer@co.schoharie.ny.us">christine.kraemer@co.schoharie.ny.us</a>									
Notes/ Maintenance History	Transit manager Christine Kraemer said the vehicle is a 2003, 49 passenger MCI with 425,000 miles that will be available once the new MCI arrives. The current vehicle runs well, and is in overall good shape.									



**LISTING 5**

**Dutchess County Division of Mass Transit  
 14 Commerce Street, Poughkeepsie, NY 1260  
<http://www.co.dutchess.ny.us/CountyGov/Departments/MassTransit/PLLoopbus.htm>**

Agency Information		Vehicle Information								
County	City/Town	Bus Num	Year	Make	Length	Seats	W/C	Fuel	Bike Rack	Mileage
Dutchess	Poughkeepsie	301	2004	CHEVY	28	22	2	Diesel	Yes	212,948
		304	2004	CHEVY	28	22	2	Diesel	Yes	257,622
		315	2004	CHEVY	28	22	2	Diesel	Yes	288,359
		308	2004	CHEVY	28	22	2	Diesel	Yes	332,410
		302	2004	CHEVY	28	22	2	Diesel	Yes	255,555
		309	2004	CHEVY	28	22	2	Diesel	Yes	288,473
		312	2004	CHEVY	28	22	2	Diesel	Yes	314,107
Notes/ Maintenance History		Wheelchair lifts not working. County is auctioning off the vehicles at the website <a href="http://www.aarauction.com">aarauction.com</a>								



**LISTING 6**

*City of Amsterdam, Amsterdam Transit Services  
 345 East Main Street, Amsterdam, NY 12010  
<http://www.amsterdanny.gov/departments/transportation.php>*

Agency Information		Vehicle Information							
	Bus Num	Year	Make	Length	Seats	W/C	Fuel	Bike Rack	Mileage
County	30	2006	C&E, Ford		18	2		No	114,976
City/Town	32	2006	C&E, Ford		18	2		No	154,053
Contact									
Phone									
Fax									
Email									
Notes/ Maintenance History	Verified with transit manager Cheryl Scott the vehicles are 18 passenger Ford E 3350 cutaways. City is passing the resolution to auction the buses. Condition is considered fair.								

