



**MaineDOT**

# Transit Toolkit

April 2009





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# Your Transportation Guide

Thank you for using passenger transportation. It's good for you and good for all of Maine! When you "share the ride" you use less gas, contribute to cleaner air, and minimize congestion which results in safer roads. You'll also save money if you're not maintaining a car.

This guide is designed to help you and those who care about you. It lists questions you should consider, provides spaces for phone numbers you can fill in, and offers resource information.

If you have access to the web, there is a lot of useful information there. MaineDOT has a website [www.exploremaine.org](http://www.exploremaine.org) that lists transportation services throughout Maine. If you don't have a computer, your local library has access to the web.

Consider this booklet a tool for you to mark up and fill in as you go along. Call us at (207) 624-3300 if you need another copy for your family or caregivers. We are always happy to help.

Office of Passenger Transportation,  
Maine Department of Transportation  
(207) 624-3300







## Ready? Let's begin by listing all the places you need to go

Check the places that you can't reach without some transportation help.

- Work \_\_\_\_\_
- Grocery Store \_\_\_\_\_
- Childcare \_\_\_\_\_
- Hairdresser \_\_\_\_\_
- Pharmacy \_\_\_\_\_
- Medical Appointments \_\_\_\_\_
- Religious Service \_\_\_\_\_
- Support Groups \_\_\_\_\_
- Social \_\_\_\_\_
- Other \_\_\_\_\_

Now, group these activities. Can you use the pharmacy at the grocery store or is it close to the doctors? Can you combine a hair appointment with grocery shopping?

### List your good combinations:

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**Be ready to discuss these questions before you call for information on transportation options.**

*(A list of transportation providers in your area is available upon request)*

How much advance notice is required to arrange a ride with your local provider? \_\_\_\_\_

\_\_\_\_\_

Is the transportation service door to door? If not, where is the closest pickup or drop off location? \_\_\_\_\_

\_\_\_\_\_

What is the origin of your trip? \_\_\_\_\_

\_\_\_\_\_

What is the destination of your trip? \_\_\_\_\_

\_\_\_\_\_

Will you need to provide directions? \_\_\_\_\_

\_\_\_\_\_

Will there be intermediate stops, such as the pharmacy or grocery store? \_\_\_\_\_

\_\_\_\_\_

How many will be traveling? \_\_\_\_\_

\_\_\_\_\_

What time do you need to be picked up? \_\_\_\_\_

\_\_\_\_\_





**Now that you know where you want to go, let's look at how you want to get there.**

Here are transportation options you may want to consider:

- **Friends, family and neighbors** – can be people you know or drivers you can connect with through others
- **Fixed Route Transit Bus - your city bus**
- **Demand Response Bus** – usually provided by a community transportation agency
- **Agency vehicles** – such as hospital shuttles
- **Faith-based transportation services**
- **ADA Para-Transit Services** – available only if you are not able to ride a Fixed Route Transit Bus. These services are usually provided by community transportation agencies.
- **Taxi**

### **Friends, Family and Neighbors**

No one likes to depend on others. But, you may be surprised at how many people would be happy to help. There may be willing friends, family, neighbors or volunteers at your church, a civic group or at the hospital volunteer office. Let people know you may need a ride from time to time.

If you have someone willing to drive you, you'll want to make it simple and convenient. Ask potential drivers about their schedules and plan around that. If they do grocery shopping in the evening, try to do your shopping at the same time. If they have a favorite TV show, try not to schedule appointments during that time.

In case of emergency, have a backup plan with someone other than your regular driver.

If you have arranged transportation with someone and you can't go, let your driver know as soon as possible.

Most importantly—show your appreciation often—say “thank you” or offer to buy gas or a cup of coffee.

## **Volunteer Drivers**

Agency volunteer drivers have been screened and trained to ensure your trip is safe. They are available to assist you if you call the Community Transportation Agency. They are on a schedule.

You may also be asked to share a ride with someone else.

Agency volunteers are not allowed to accept payments or gifts, but they do appreciate a “thank you.”

## **Other Transportation Options**

Public transportation is “curb to curb”—like a city bus. Community transportation can be door to door, depending on your situation. You may want to call your local community transportation agency to see if you qualify for transportation help. The phone numbers of these organizations are listed at the back of this booklet.

When you call, be prepared to answer some questions. The first screening may take 15 to 20 minutes.

**Some questions they may ask:**

Do you have MaineCare (Medicaid) coverage? \_\_\_\_\_

\_\_\_\_\_

Your social security number\* and date of birth \_\_\_\_\_

\_\_\_\_\_

Do you use equipment or support when you travel? This would include:

An Attendant

Wheelchair

Cane

Walker

Service Animal

Oxygen

Scooter

Other \_\_\_\_\_

You may be asked to share your ride with another passenger.

*\* You are not required to give out your social security number. If you prefer, the Transportation Agency can insert a “placeholder” social security number for you.*

**Some questions you may want to ask:**

If I have a wheelchair or scooter, will I stay in my wheelchair or be asked to transfer to seat? \_\_\_\_\_

\_\_\_\_\_

Is there an attendant in addition to the driver? \_\_\_\_\_

\_\_\_\_\_

Can the driver assist me in any way if I need it? \_\_\_\_\_

\_\_\_\_\_

Can my family member come with me? If so, is there an additional cost? \_\_\_\_\_

\_\_\_\_\_

How will I know if the vehicle is there to pick me up? Will they beep or come to the door? \_\_\_\_\_

\_\_\_\_\_

What does the vehicle look like? \_\_\_\_\_

\_\_\_\_\_

Will there be a wait when my appointment is done? If so, how long? \_\_\_\_\_

\_\_\_\_\_

Will the driver come inside the office building for the return trip?

\_\_\_\_\_

\_\_\_\_\_

Will there be other passengers? \_\_\_\_\_

\_\_\_\_\_

Is there a fare? \_\_\_\_\_

\_\_\_\_\_

How do I cancel the ride? \_\_\_\_\_

\_\_\_\_\_

Is there a no show fee or policy? \_\_\_\_\_

\_\_\_\_\_

Other questions \_\_\_\_\_

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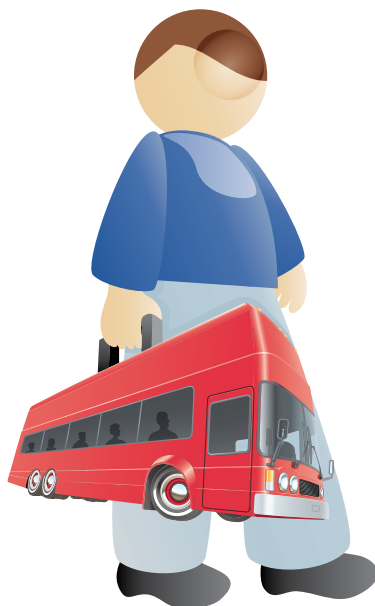
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## Public Transportation Made Easy

Being prepared to use a bus or other public transportation can simplify your life.

- Plan for the occasional wait. Take a book, crossword puzzle, cell phone or anything else that will help you pass the time.
- Keep a healthy snack in a zip-lock plastic bag. Bottled water, dried fruits, nuts or crackers should tide you over until you get home.
- Keep the phone number of your transportation provider with you. If you have been waiting longer than 15 minutes, call and ask if they can give you an estimated wait time.
- Tell your doctor, dentist, hairdressers or others, (or the receptionist) that you rely on a public transportation.
- Ask the public transportation provider for a copy of the schedule. Give that schedule to those who book your appointments and keep a copy for yourself.
- Schedule your appointment when public transit service is available.



# Resources for Seniors

## Driver Resources

### **AAA Foundation for Traffic Safety**

1-202-638-5944

[www.aaafoundation.org](http://www.aaafoundation.org)

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### **National Highway Traffic Safety Administration**

1-888-327-4236

TTY 1-800-424-9153

[www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)

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### **GrandDriver**

[www.granddriver.info](http://www.granddriver.info)

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## Other Resources for Seniors

### **Aroostook Agency on Aging**

(Aroostook County)

1-800-439-1789

V/TTY 207-764-3396

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### **Eastern Agency on Aging**

(Hancock, Penobscot, Piscataquis and Washington Counties)

1-800-432-7812

V/TTY 207-992-0150

**SeniorsPlus**

(Androscoggin, Franklin and Oxford Counties)

1-800-427-1241

TTY 207-795-7232

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**Spectrum Generations**

(Kennebec, Knox, Lincoln, Sagadahoc, Somerset and Waldo Counties)

1-800-639-1553

TTY 1-800-464-8703

TTY 207-623-0809

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**Southern Maine Agency on Aging**

(Cumberland and York Counties)

207-396-6500

TTY 207-883-0532



# Regional Department of Human Services Offices

## **Augusta**

207-624-8000 or 1-800-452-1926

TTY 1-800-606-0215

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## **Bangor**

207-561-4100 or 1-800-432-7825

TTY 1-800-606-0215

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## **Biddeford**

207-286-2400 or 1-800-322-1919

TTY 207-286-2402

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## **Calais**

207-454-9000 or 1-800-622-1400

TTY 207-454-3415

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## **Caribou**

207-493-4000 or 1-800-432-7366

TTY 1-800-606-0215

## **Ellsworth**

207-667-1600 or 1-800-432-7823

TTY 1-800-606-0215

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## **Farmington**

207-778-8400 or 1-800-442-6382

TTY 1-800-606-0215

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## **Fort Kent**

207-834-7700 or 1-800-432-7340

TTY 1-800-606-0215

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## **Houlton**

207-532-5000 or 1-800-432-7338

TTY 1-800-606-0215

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## **Lewiston**

207-795-4300 or 1-800-482-7517

TTY 207-795-4595

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## **Machias**

207-255-2000 or 1-800-432-7846

TTY 1-800-606-0215

## **Portland**

207-822-2000 or 1-800-482-7520

TTY 1-888-720-1925

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## **Rockland**

207-596-4200 or 1-800-432-7802

TTY 1-800-606-0215

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## **Sanford**

207-490-5400 or 1-800-482-0790

TTY 1-800-606-0215

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## **Skowhegan**

207-474-4800 or 1-800-452-4602

TTY 1-800-606-0215

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## **South Paris**

207-744-1200 or 1-888-593-9775

TTY 1-800-606-0215



# Regional Transit Providers

The information on the following pages has been provided to assist with researching options for the development of individual transportation plans. The examples demonstrate the type of information available such as names of service providers; how to contact, who is eligible to use each provider; and estimated costs which will assist you when exploring the transportation options that meet your/your client's needs.

If you do not have access to the internet, you should be able to obtain a printed copy of "Community Transportation Options by Region" or the complete "Education and Transportation Planning Guide" at your regional Department of Health and Human Service office; the Regional Transportation Provider's office; your hospital social workers office; local Agency on Aging; local municipal (town) office or from the social service agency involved with assisting you. Municipal offices may charge a fee for printing. If you prefer, your local library or school may provide free internet access which allows you to review the information contained in all documents at [www.exploremaine.org/bus](http://www.exploremaine.org/bus).

## TRANSPORTATION REGIONS

**Region I:** Aroostook County, Danforth and Patten

**Region II:** Washington and Hancock Counties excluding Danforth & Isle au Haut

**Region III:** Penobscot and Piscataquis Counties excluding Patten

**Region IV:** Somerset and Kennebec Counties, and Troy, Unity and Burnham (these three communities serviced by Region V Waldo CAP)

**Region V:** Waldo, Knox, Lincoln and Sagadahoc Counties, and Troy, Unity and Burnham (these three communities serviced by Waldo CAP), and Brunswick, Harpswell (these two communities serviced by Coastal Trans Inc.)

**Region VI:** Cumberland County excluding Brunswick and Harpswell (these two communities serviced by Region V Coastal Trans Inc.)

**Region VII:** Oxford, Androscoggin and Franklin Counties excluding Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham (these communities serviced by York CAP Region VIII)

**Region VIII:** York County and Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow and Stoneham

## **DEFINITIONS OF SERVICE AND MODES**

### **Regional Provider**

This is an agency that has been designated by the State of Maine to provide coordinated transportation within a specified region. They are funded to provide both general public and social service transportation. Service may be provided in accessible buses and vans, and private automobiles with volunteer drivers. They will also assist with friend or family reimbursement for MaineCare eligible trips. Service may be offered on fixed routes, door-to-door or curb-to-curb demand response. Fares are charged for the general public based upon distance traveled. Social service trips are funded through various contracts and are generally offered on referral from the funding agency (usually no cost to the rider). May require a reservation for general public service, and generally requires a reservation for social service appointments.

### **Social Service Provider**

This is an agency that is not designated or funded to provide public transportation (although they may). Social service transportation is

provided through various contracts. The service is generally offered in private automobiles with volunteer drivers (they may have paid drivers and may use agency vehicles as well). They may also reimburse friends or family for MaineCare and other eligible trips. Service may be offered on fixed routes, door-to-door or curb-to-curb demand response. Social service trips are funded through various contracts and are generally offered on referral from the funding agency (usually no cost to the rider). Generally requires making a reservation or providing advance notice.

### **Fixed Route Provider**

This is an agency that is designated to provide service on a fixed route with a schedule offering pre-planned stops (curb-to-curb service) within a certain time frame. Services are open to the general public, buses are accessible, and fares are charged based upon distance traveled. No advance notice required. MaineCare will pay for a monthly bus pass for eligible individuals who meet minimum requirements as determined by the designated MaineCare provider.





# Transportation Options Aroostook County

*Transportation Region 1 / DHHS District 8*

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 1 - Regional Providers</b>			
<p>Aroostook Regional Transportation Services 207-764-3384</p>	<p>Covers all communities in Aroostook County, Danforth, and Patten.</p>	<p>There is no cost to eligible contractual trips and MaineCare. Fares range from \$1.00 to \$5.30 depending upon route and or distance traveled for the general public.</p>	<p>Open to the general public and through specific contracts for social service clients. Call the provider or your case manager for details.</p>
<b>Option 2 - Social Service Providers</b>			
<p>Aroostook Regional Transportation Services 207-764-3384</p>	<p>Covers all communities in Aroostook County, Danforth, and Patten.</p>	<p>No charge to social service riders.</p>	<p>Social service clients are by referral and some income eligibles, and MaineCare recipients.</p>

# Transportation Options Washington & Hancock Counties

*Transportation Region 2 / DHHS District 7*

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 1 - Regional Providers</b>			
Washington Hancock Community Agency (WHCA) Ellsworth: 207-664-0012 207-546-7547 1-877-374-8396 (for calls outside the local calling area)  <a href="http://www.whcacap.org">www.whcacap.org</a>	Covers towns in Washington and Hancock Counties excluding Danforth including Isle au Haut	General public riders pay a fare according to distance traveled. (space available only)  No charge to rider for eligible social service trips	Everyone is eligible to use the general public service. Social service clients by referral, and MaineCare recipients
<b>Option 2 - Social Service Providers</b>			
WHCA (see above)	WHCA (see above)	(WHCA) - No charge to eligible social service riders	WHCA – MaineCare; on referral from DHHS; CDS; Eastern Area Agency on Aging; some income eligible individuals
Faith in Action-Hancock County Community Connections 207-664-6016	Covers parts of Hancock County	No charge to riders/donations accepted	Anyone
Faith in Action-Island Connections 207-288-4457	Covers Mt Desert Island	No charge to riders/donations accepted	Anyone

# Transportation Options Washington & Hancock Counties

*Transportation Region 2 / DHHS District 7*

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 3 - Fixed Route Providers</b>			
Downeast Transportation Ellsworth: 207-667-5796 <a href="http://www.downeasttrans.org">www.downeasttrans.org</a>	Hancock county Bangor and Cherryfield	\$1.00 to \$9.00 one way Subscriptions available on some routes.	Everyone is eligible to use fixed route general public service
Island Explorer Bar Harbor: 207-288-4573 <a href="http://www.exploreacadia.com">www.exploreacadia.com</a>	Mt. Desert Island and Schoodic Peninsula	free service	Everyone is eligible to use fixed route general public service
Passamaquoddy Tribal Govt Indian Township 207-796-2310	Covers Indian Township to Calais	\$1.00 to \$4.00	Everyone is eligible to use fixed route general public service
Passamaquoddy Tribal Govt Pleasant Point 207-853-2600	Covers Eastport to Calais	\$1.00 to \$4.00	Everyone is eligible to use fixed route general public service
West's Coastal Connection 207-546-2823 1-800-596-2823 <a href="http://www.westbuservice.com">www.westbuservice.com</a>	7 day bus Calais to Bangor	\$3.00 to \$18.00 one way	Everyone is eligible to use fixed route general public service
West's Transportation 207-546-2823 1-800-596-2823 <a href="http://www.westbuservice.com">www.westbuservice.com</a>	Washington, Hancock, and Penobscot Counties	\$3.00 to \$18.00 one way	Everyone is eligible to use fixed route general public service

# Transportation Options Penobscot & Piscataquis Counties

*Transportation Region 3 / DHHS District 6*

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 1 - Regional Providers</b>			
Penquis Lynx 207-973-3695 <a href="http://www.penquis.org">www.penquis.org</a>	All communities within Penobscot & Piscataquis Counties excluding Patten;	General public riders pay from \$1.00 to \$7.00 according to distance traveled.  No charge to rider for eligible social service trips	Everyone is eligible to use the general public service. Social service clients by referral, and MaineCare recipients
<b>Option 2 - Social Service Providers</b>			
Penquis Lynx 207-973-3695 <a href="http://www.penquis.org">www.penquis.org</a>	All communities within Penobscot & Piscataquis Counties excluding Patten;	No charge to rider for eligible social service trips	MaineCare DHHS CDS Mental Health Consumers
<b>Option 3 - Fixed Route Providers</b>			
BAT Community Connector 207-992-4670 <a href="http://www.bangormaine.gov/cs_publictransit.php">www.bangormaine.gov/cs_publictransit.php</a>	Bangor; Brewer; Old Town; Orono; Hampden; Veazie and UMO campus	General public riders pay \$1.00; monthly bus pass available for students \$20.00 and adults \$40.00 (unlimited use)	Everyone is eligible to use general public fixed route service

# Transportation Options Kennebec & Somerset Counties

*Transportation Region 4 / DHHS District 4 & 5*

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 1 - Regional Providers</b>			
KV Van Call Kennebec Valley CAP 1-800-542-8227 <a href="http://www.kvcap.org">www.kvcap.org</a>	Kennebec and Somerset Counties includes Troy, Unity and Burnham in Waldo County (these communities covered by Regional Provider in Region 5)	General public riders pay according to distance traveled.  No charge to rider for eligible social service trips	Everyone is eligible to use the general public service. Social service clients by referral, and MaineCare recipients
<b>Option 2 - Social Service Providers</b>			
Kennebec Valley CAP (KVCAP) 1-800 542-8227 <a href="http://www.kvcap.org">www.kvcap.org</a>	Kennebec and Somerset Counties	No cost to eligible MaineCare, DHHS, CDS; Senior Spectrum and other contractual trips.	MaineCare DHHS CDS Low-Income Senior Spectrum Kennebec Behavioral Health Project PEDS
<b>Option 3 - Fixed Route Providers</b>			
KV Transit Call Kennebec Valley CAP 1-800-542-8227 <a href="http://www.kvcap.org">www.kvcap.org</a>	Augusta; Hallowell; Farmingdale; Gardiner; Waterville and Fairfield	\$1.00 to \$1.25; children under 6 free if accompanied by adult; ages 6 – 12 ride ½ fare	Everyone is eligible to use general public fixed route service

# Transportation Options Waldo, Knox, Lincoln, Sagadahoc

*Transportation Region 5 / DHHS District 5*

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 1 - Regional Providers</b>			
Coastal Trans, Inc Brunswick 207-443-6207 or 1-800-444-6207 Rockland 207-596-6605 or 1-800-289-6605 TTY 1-800-545-1833	Covers Knox (excluding Isle au Haut), Lincoln and Sagadahoc Counties and Brunswick and Harpswell in Region 6.	\$2.50 to \$16.00 based upon distance traveled	Everyone is eligible to use the general public service. Social service clients by referral, and MaineCare recipients
Waldo Community Action Partners/ Regional Transportation Corp (WCAP) 207-338-4769 1-800-439-7865 TTY 207-546-7607 <a href="http://www.waldocap.org/">www.waldocap.org/</a>	For Region 5 covers all of Waldo County and Troy, Unity and Burnham for Region 4.	\$1.00 to \$3.00	Everyone is eligible to use the general public service. Social service clients by referral, and MaineCare recipients
<b>Option 2 - Social Service Providers</b>			
WCAP 207-338-4769 1-800-439-7865 TTY 207-546-7607 <a href="http://www.waldocap.org/">www.waldocap.org/</a>	Knox, Lincoln, Sagadahoc.	No cost to eligible DHHS	Referred by DHHS
WCAP 207-338-4769 1-800-439-7865 TTY 207-546-7607 <a href="http://www.waldocap.org/">www.waldocap.org/</a>	Waldo County	No cost to eligible MaineCare; DHHS; CDS, and other contractual trips.	MaineCARE; DHHS; CDS; Senior Spectrum; Headstart; Waldo County Pre-School referrals.

# Transportation Options Waldo, Knox, Lincoln, Sagadahoc

*Transportation Region 5 / DHHS District 5*

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 2 - Social Service Providers (Cont.)</b>			
Coastal Trans, Inc Brunswick 207-443-6207 or 1-800-444-6207 Rockland 207-596-6605 1-800-289-6605 TTY 1-800-545-1833	Knox, Lincoln and Sagadahoc Counties	No cost to eligible MaineCare, DHHS, CDS; and other contractual trips.	MaineCare; DHHS; CDS referrals
<b>Option 3 - Fixed Route Providers</b>			
CityBus 207-443-8330 TTY 207-443-8332	Within the city of Bath (2 BIW commuter)	\$1.00	Everyone is eligible to use general public fixed route service

# Transportation Options Cumberland County

*Transportation Region 6 / DHHS District 2*

<b>Provider</b>	<b>Where Does it Go</b>	<b>Cost to Rider</b>	<b>Who is Eligible</b>
<b>Option 1 - Regional Providers</b>			
Regional Transportation Program (RTP) 207-774-2666 1-800-244-0704 <a href="http://www.rtprides.org">www.rtprides.org</a>	All of Cumberland County excluding Brunswick and Harpswell	General Public riders – fare is \$2.50 to \$5.00 one way trip	Everyone is eligible to use the general public service. Social service riders by referral, ADA riders and MaineCare recipients
<b>Option 2 - Social Service Providers</b>			
Provide-a-Ride Contact Freeport Transit, Inc. 207-865-9400	Cumberland County	No cost to rider if eligible for MaineCare	MaineCare
Regional Transportation Program (RTP) 207-774-2666 1-800-244-0704 <a href="http://www.rtprides.org">www.rtprides.org</a>	All of Cumberland County	No cost to rider if eligible for MaineCare; DHHS; CDS and other contracts.	MaineCare; DHHS; CDS



# Transportation Options Cumberland County

Transportation Region 6 / DHHS District 2

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 3 - Fixed Route Providers</b>			
<p>METRO 207-774-0351 <a href="http://www.gpmetrobus.com">www.gpmetrobus.com</a></p>	<p>Portland, Westbrook, Falmouth and Maine Mall area</p>	<ul style="list-style-type: none"> <li>- One Way Fare: \$1.25 (Exact change)</li> <li>- TenRide Ticket: \$11.00 (No expiration date)</li> <li>- Monthly Pass: \$37.50</li> <li>- Day Pass: \$5.00</li>   <li>- 65+years: .60 cents (with medicare card or picture id)</li> <li>- Half Fare TenRide Ticket: \$5.50</li>   <li>- Persons with Disabilities (with medicare card of RTP id): .60 cents</li> <li>- Half Fare TenRide Ticket: \$5.50</li>   <li>Students: \$1.00 (high school [may require id] &amp; middle school)</li>   <li>USM Students: .50 cents (with valid photo id)</li> </ul>	<p>Everyone is eligible to use general public fixed route service</p>
<p>South Portland Bus Service (SPBS) 207-767-5556 <a href="http://www.southportland.org/">www.southportland.org/</a></p>	<p>South Portland, Maine Mall area and Downtown Portland</p>	<p>\$1.25 adults; \$1.00 students; .60 cents 65+years and disabled. 10% discount w/advance purchase of 10 ride tickets</p>	<p>Everyone is eligible to use general public fixed route service</p>

# Transportation Options Androscoggin, Franklin & Oxford

*Transportation Region 7/ DHHS District 3*

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 1 - Regional Providers</b>			
Western Maine Transportation Services, Inc. (WMTS) 207-784-9335 1-800-393-9335	Covers Oxford, Franklin and Androscoggin Counties		Everyone is eligible to use the general public service. Social service clients by referral, and MaineCare recipients
<b>Option 2 - Social Service Providers</b>			
Community Concepts, Inc. (CCI) Auburn 207-795-6073 Rumford 207-364-3685 Farmington 207-779-0594 South Paris 207-743-6905 1-877-603-0594 Franklin only 1-800-866-5588 All counties	Covers Oxford, Franklin and Androscoggin Counties		MaineCare including Sections 21 and 29 consumers; DHHS; CDS and other contracts
WMTS 207-784-9335 1-800-393-9335	Covers Oxford, Franklin and Androscoggin Counties		Everyone is eligible to use the general public service. Social service clients including MaineCare; DHHS and CDS and other contracts.

# Transportation Options Androscoggin, Franklin & Oxford

*Transportation Region 7/ DHHS District 3*

<b>Provider</b>	<b>Where Does it Go</b>	<b>Cost to Rider</b>	<b>Who is Eligible</b>
<b>Option 3 - Fixed Route Providers</b>			
Citylink (LATC – WMTS) 207-777-4563	Covers Lewiston/ Auburn area	Fares range from .60 cents to \$1.25--ADA complementary \$2.50	Everyone is eligible to use general public fixed route service
WMTS/Lisbon Connection 207-784-9335 1-800-393-9335	Commuter service Lisbon to Lewiston	Fare is \$1.00	Everyone is eligible to use general public fixed route service
WMTS/Mountain Explorer 207-784-9335 1-800-393-9335	Seasonal - in Bethel/Newry area		Everyone is eligible to use general public fixed route service
WMTS Sugarloaf Explorer 207-784-9335 1-800-393-9335	Seasonal - in Carrabassett Valley	No charge	Everyone is eligible to use general public fixed route service

# Transportation Options York County

*Transportation Region 8/ DHHS District 1*

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 1 - Regional Providers</b>			
York County Community Action Corporation (YCCAC ) 207-324-5762 x 2932 1-800-965-5762 x 2932 TTY 207-490-1078 <a href="http://www.yccac.org">www.yccac.org</a>	All of York County The communities of Porter; Hiram; Brownfield; Denmark; Sweden; Fryeburg; Lovell; Stowe and Stoneham are served by Western Maine Transportation Services.	fares are .25 cents to .50 cents on Sanford Transit, other fares vary depending on route length; age and disability	Everyone is eligible to use the general public service. Social service clients by referral, or by contract, and MaineCare recipients
<b>Option 2 - Social Service Providers</b>			
YCCAC 207-324-5762 x 2932 1-800-965-5762 x 2932 TTY 207-490-1078 <a href="http://www.yccac.org">www.yccac.org</a>	All of York County	No cost to rider if eligible for MaineCare; DHHS; CDS and other contracts.	MaineCare; DHHS; CDS and other contracts
<b>Option 3 - Fixed Route Providers</b>			
Zoom Turnpike Express Commuter Service 207-282-5408 1-877-THE ZOOM 1-877-843-0666 <a href="http://www.shuttlebus-zoom.com">www.shuttlebus-zoom.com</a>	Biddeford/Saco Park and Ride Lots (Exits 32 and 36) to Downtown Portland/USM	\$3.00 per ride or monthly pass for \$58.00 10 ride pass with no expiration is \$24.00	Everyone is eligible to use general public fixed route service

# Transportation Options York County

*Transportation Region 8/ DHHS District 1*

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 3 - Fixed Route Providers (cont.)</b>			
Intown-Trolley 207-967-3686 <a href="http://www.intowntrolley.com">www.intowntrolley.com</a>	Kennebunkport - summers only		Everyone is eligible to use general public fixed route deviation service
Ogunquit Trolley 207-646-1411 <a href="http://www.ogunquittrolley.com">www.ogunquittrolley.com</a>	Summers only		
Old Orchard Beach Trolley 207-282-5408 <a href="http://www.shuttlebus-zoom.com">www.shuttlebus-zoom.com</a>	Old Orchard Beach and Pine Point from mid June to Labor Day	\$1.00 each way; children 5 and under free.	
Sanford Transit (intown Sanford)	In town Sanford		
Shoreline Explorer 207-324-5762 x 2928 1-800-965-5762 x 2928	Year-round service Sanford and Wells, seasonal service in Kennebunk, Wells, York—linked to private trolley service in Kennebunkport, Ogunquit and York		

# Transportation Options York County

*Transportation Region 8/ DHHS District 1*

Provider	Where Does it Go	Cost to Rider	Who is Eligible
<b>Option 3 - Fixed Route Providers (cont.)</b>			
ShuttleBus InterCity 207-282-5408 <a href="http://www.shuttlebus-zoom.com">www.shuttlebus-zoom.com</a>	From tri-towns (Biddeford, Saco and Old Orchard Beach) to Scarborough, Maine Mall and downtown Portland	To/from Portland \$5.00 each way; \$3.00 for trips that begin or end in Scarborough. 10 ride pass with no expiration date is \$39.00	Everyone is eligible to use general public fixed route deviation service
ShuttleBus Nor'easter Express, 207-282-5408, <a href="http://www.shuttlebus-zoom.com">www.shuttlebus-zoom.com</a>	Biddeford/Saco to University of New England (UNE) (September to May only)	\$1.25 per ride or \$25.00 for a monthly pass. Free fare for UNE students, faculty and staff with valid UNE ID.	
Shuttlebus Tri-Town Local Service 207-282-5408 <a href="http://www.shuttlebus-zoom.com">www.shuttlebus-zoom.com</a>	Biddeford; Saco and Old Orchard Beach	\$1.25 per ride or \$25.00 for monthly	
WAVE (Wheels to Access Vocation and Education) 207-324-5762 x 3040 1-800-965-5762 x 3040 TTY 207-490-1078 <a href="http://www.yorkwave.org">www.yorkwave.org</a>	Sanford/Wells Corridor and Sanford/Biddeford Corridor	To Portland: \$5.00 each way; \$3.00 for rides that begin or end in Scarborough. Within Tri-Towns, \$1.50 fare. A 10 ride pass (no expiration date) is \$39.00	
York Trolley 207-363-9600 <a href="http://www.yorktrolley.com">www.yorktrolley.com</a>	Summers only		







# Important Telephone Numbers

List the places and telephone numbers of the places you normally go. (*Do they offer delivery service or a shuttle? Have you asked them?*) Also list the names and telephone numbers of those people who might give you a ride. Tear out and keep in a handy spot.

## Emergency Contact

Name: \_\_\_\_\_ Phone#: \_\_\_\_\_

## Church

Name: \_\_\_\_\_ Phone#: \_\_\_\_\_

Pastor: \_\_\_\_\_ Phone#: \_\_\_\_\_

Worship service starts at: \_\_\_\_\_

## Grocery Store(s)

Store: \_\_\_\_\_ Phone#: \_\_\_\_\_

Store: \_\_\_\_\_ Phone#: \_\_\_\_\_

## Medical

Doctor: \_\_\_\_\_ Phone#: \_\_\_\_\_

Doctor: \_\_\_\_\_ Phone#: \_\_\_\_\_

Doctor: \_\_\_\_\_ Phone#: \_\_\_\_\_

Pharmacy: \_\_\_\_\_ Phone#: \_\_\_\_\_

## Family and Friends

Name: \_\_\_\_\_ Phone#: \_\_\_\_\_

Name: \_\_\_\_\_ Phone#: \_\_\_\_\_

Name: \_\_\_\_\_ Phone#: \_\_\_\_\_

Name: \_\_\_\_\_ Phone#: \_\_\_\_\_

Name: \_\_\_\_\_ Phone#: \_\_\_\_\_





**MaineDOT**

# Transit Toolkit

It is the policy of the MaineDOT to ensure that 42 USC 2000d is followed as stated: “No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under a program or activity that received federal financial assistance from the MaineDOT.”

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