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# Governor's Interagency Transportation Coordinating Committee's 2010 Annual Report

Maine Department of Transportation

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**Annual Report of the  
Governor's Interagency Transportation Coordinating Committee**

**Submitted to Governor John E. Baldacci  
and the  
Joint Standing Committee on Transportation**

**Maine Department of Transportation  
16 State House Station Augusta, ME 04333-0016  
[www.maine.gov/mdot/](http://www.maine.gov/mdot/)**

**Maine Department of Health and Human Services  
11 State House Station Augusta, ME 04333-0011  
[www.maine.gov/dhhs/](http://www.maine.gov/dhhs/)**

**Maine Department of Labor  
45 State House Station Augusta, ME 04333-0045  
[www.maine.gov/labor](http://www.maine.gov/labor)**

**February 12, 2010**

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## COMMITTEE BACKGROUND

The Governor's Interagency Transportation Coordinating Committee ("ITCC") was established pursuant to Public Law 2009, Chapter 130 entitled "An Act to Implement the Recommendations of the Governor's Interagency Transportation Coordinating Committee." This piece of legislation formalizes into law the collaborative efforts of three state agencies in the delivery of passenger transportation services in Maine. Specifically, the law mandates that the commissioners (or their designees) of Transportation, Health and Human Services and Labor serve on the committee to promote efficiency, cooperation and strategic planning for public transportation purposes.

State agency coordination of transportation services dates back to 1993, when the former Maine Departments of Human Services and Mental Health & Mental Retardation worked with the Department of Transportation to designate regional geographic boundaries in an effort to provide "efficient and cost effective transportation services to children, elderly persons, persons with disabilities and the general public" and equity among the various transportation providers.

The interagency efforts were further strengthened when Governor Baldacci issued an Executive Order on December 20, 2004, establishing an interagency coordinating committee in response to a February 2004 Executive Order of the President of the United States establishing such a committee at a federal level. The committee would also assist the state in carrying out activities in response to a United State's Supreme Court decision *Olmstead v. L.C.* in 1999, which directed the federal government to assist states in developing a plan to provide services to individuals with disabilities in a least restrictive setting. Commissioners from the Maine Departments of Transportation, Health and Human Services and Labor named representatives to serve on the Interagency Transportation Coordinating Committee and their work began in the spring of 2005.

Members of the Interagency Transportation Coordinating Committee subsequently developed a strategic plan for the purpose of identifying the state's goals at improving methods of the delivery of passenger transportation, increasing effectiveness and efficiency and improving universal mobility for Maine citizens and visitors. The plan outlines the following six goals: 1. Increase efforts at education and outreach; 2. Consolidate access; 3. Reduce regulatory barriers; 4. Coordinate planning; 5. Standardize cost allocation; and 6. Document successful models of services.

The Maine Department of Transportation's Statewide Biennial Operations Plan ("BOP") is an additional tool used by the committee to review current fixed route and demand response mass transportation services and to identify opportunities for enhancing these services. Development of the BOP offers the service providers and transit users an opportunity for structured dialogue concerning the opportunities and obstacles to providing efficient and productive mobility for travelers in Maine. The BOP also serves as the basis for federal and state funding of public transportation projects in both rural and urban areas of Maine.

## **COMMITTEE ACCOMPLISHMENTS TO DATE**

The ITCC strategic plan provides the framework by which the committee measures its progress in meeting its mission to promote efficiency, cooperative effort and strategic planning for public transportation. Below are highlights of the committee's accomplishments to date:

### **Transit Toolkit**

The Maine Department of Transportation Transit Toolkit was completed, printed and distributed in November 2008 to all transportation providers and various agencies statewide. The toolkit is a resource for seniors and other transit dependent individuals providing information to potential riders such as: identified providers within each region; location of service within each region, cost to riders, transportation options and other tips to assist riders in using public and social service transit.

### **Customer Service Training**

The majority of the employees of the Regional Transportation Providers' staff have received customer service training specifically designed and targeted to heighten the awareness of the needs of people with disabilities and other needs. The Maine Department of Transportation and the Muskie Center are working towards making future customer service training available through an interactive, web-based process.

This training program has been successful in terms of provider investment in human resources training opportunities to eliminate barriers through education and outreach to those individuals seeking services. Comparisons of customer service comments at the BOP meetings before and after training showed a significant reduction in complaints.

### **Biennial Operations Plan Improvements**

The Biennial Operations Plan process was enhanced as a result of efforts to increase public participation. Specifically, invitations were extended to key state agencies, municipal officials as well as to the general public and riders to participate in the Regional Plan Advisory Committees. This process has proven successful in identifying comprehensive transportation issues which are then shared with the ITCC and further developed into the ITCC's work plan.

### **Methods to Evaluate Cost Effectiveness and Efficiency**

Cost Effectiveness: The Maine Department of Labor realized financial savings of nearly \$250,000 within the first year of its involvement with the interagency committee by utilizing transportation funding models proven cost-effective by the other agencies. This policy change was a direct result of the active collaboration with the agencies invested in the work of the Governor's Interagency Transportation Coordinating Committee.

Efficiency: An ad-hoc committee was established to determine the methodology to be used when reviewing services for cost effectiveness and efficiency. The collection and analysis of certain data from transportation providers has been identified as one way to analyze efficiencies and provide suggestions for improvements. The ad hoc committee's recommendations have been presented to the ITCC for review and further action, discussions will continue into 2010.

### **Enacted Legislation**

The ITCC proposed legislation during the 124<sup>th</sup> First Regular Legislative Session for the purpose of formalizing into statute the collaborative work of three state agencies regarding the delivery of passenger transportation in Maine. L.D. 967 entitled "An Act to Implement the Recommendations of the Governor's Interagency Transportation Coordinating Committee" was enacted on September 12, 2009.

## **INVENTORY OF CURRENT SERVICES**

There are various federal, state and local programs that provide services to the transportation disadvantaged as well as the general public. A brief description of transportation services provided by each of the member agencies of the Interagency Transportation Coordinating Committee is provided below.

### **Maine Department of Transportation Bureau of Transportation Systems Planning ("BTSP")**

The Bureau of Transportation Systems Planning's mission is to facilitate development of innovative customer oriented policies, plans and programs in support of MaineDOT's mission of responsibly providing a safe, efficient, and reliable transportation system that supports economic opportunity and quality of life.

BTSP is responsible for managing and distributing financial support provided by the Federal Transit Administration ("FTA") as well as funding provided in the state's transportation budget to 21 rural and small urban transportation systems. The current program funding figures from the FTA are \$5.4 million in non-urbanized areas and \$4.8 million in urban areas, and the current funding figure from the state budget is \$0.5 million. Additional funds are occasionally available from discretionary and competitive FTA programs, as well as state bond match for vehicle purchase.

As indicated earlier, there are 21 transit systems statewide that are divided into eight geographical regions that receive federal and state funding from BTSP. The three categories of transportation systems are regional transportation systems, fixed route transit systems and transit systems supporting the tourist industry. Regional transportation systems receive funding that serve rural areas and generally provide services to low income, elderly, the disabled populations as well as the Maine Department of Health and Human Services' clients. Fixed route transit systems receive partial funding and use a fare system to cover operational costs and provide urban, rural, intercity and ferry services. Currently, three transportation providers also provide seasonal services.

*(Source – Executive Summary, Biennial Operations Plan FY09 and FY10)*

## **Maine Department of Health and Human Services**

### **MaineCare Services**

Public transportation plays an important role in the daily lives of many Maine citizens. Without a doubt, one of the most vital needs for Maine's most vulnerable citizens is access to health care services. The means to get to these services is the first step.

The Maine Department of Health and Human Services and the Maine Department of Transportation support each other in the State's responsibility to assure necessary transportation of MaineCare recipients whose trips originate within our borders to medically necessary Medicaid covered services. Such transportation to covered health care services is arranged by transportation agencies, only when transportation is not otherwise available, and must be the least expensive means that is suitable to the recipient's medical needs.

Currently, Maine utilizes a system of Full-Service Transportation Providers who 1.) Provide transportation using Maine Department of Transportation leased vehicles and other vehicles with hired employees, 2.) Schedule other transportation when needed and 3.) Reimburse members, friends and family, and volunteers for mileage, and 4.) Pay taxis, bus companies, etc. when they provide transportation to members. At present, MaineCare is the major funding source for the nine regional public transit systems within Maine.

There are also 13 fixed route transit systems that operate in Maine year-round. These use a fare system, operate on a fixed schedule, and include urban bus systems, intercity services and ferry systems. Fixed route transit systems are utilized by MaineCare members for their transportation needs to medical services when deemed to be the most cost effective and medically-suitable method.

## **Maine Department of Health and Human Services**

### **Office of Integrated Access and Support ("OIAS")**

The ASPIRE program within OIAS is charged with providing additional support to Maine families who receive Temporary Assistance for Needy Families (TANF). The goal is to provide assistance so that the family can become self supporting. Transportation services are provided to families in many different ways through the ASPIRE program.

Auto Maintenance and Repair		628,019.37
Auto Insurance		135,050.72
Participant Vehicle Transportation		2,670,560.34
Public Transportation		86,269.60
Private Transportation		77,650.81
Car Pool		1,119.20

The total figures represent transportation related services provided to families participating in the ASPIRE program from July 1, 2009 through December 31, 2009. The transportation services are funded with a combination of Federal TANF block grant dollars and State dollars.

**Maine Department of Health and Human Services**  
Office of Child and Family Services

The target population served is all clients in the care or custody of the Maine Department of Health and Human Services without regard to income. Transportation services are needed to prevent at-risk, disadvantaged individuals from further alienation from the mainstream, inappropriate institutionalization, continued abuse and neglect, and continued dependence on the social welfare system.

One funding source for this contract is Federal Social Services Block Grant (SSBG) funds. In compliance with the funding objectives of SSBG, transportation services are directed toward one of the following five goals specified by law: (1) to prevent, reduce, or eliminate dependency; (2) to achieve or maintain self-sufficiency; (3) to prevent neglect, abuse, or exploitation of children and adults; (4) to prevent or reduce inappropriate institutional care; and (5) to secure admission or referral for institutional care when other forms of care are not appropriate.

Transportation funds provide for the conveyance of eligible individuals to necessary destinations by means of private and/or public vehicles to enable persons who have no other reasonable means of transportation access to social and medical services. Target populations are: child protective cases, children in the care or custody of the Maine Department of Health and Human Services, elderly people at risk of institutionalization, or needing preventative services; physically handicapped persons; mentally retarded and mentally ill persons living in the community and low-income families with medical, social and or employment needs.

**Maine Department of Health and Human Services**  
Office of Elder Services (“OES”)

As part of our federal Administration on Aging (AoA) funding, OES has Title III funding available to the Area Agencies on Aging (AAAs) that they can allocate to transportation needs. It is an option, but not a required component. For the most part, the agencies have not utilized these funds for transportation, because they have determined higher priorities.

Most of the agencies utilize regional transportation providers such as Aroostook Regional Transport, The Lynx, and WHCA to meet the transportation needs of their clients.

The Office of Elder Services does not have funding specifically dedicated to transportation services. However, the state funded respite program within OES might allow a caregiver or someone else to be reimbursed for the transportation costs of taking someone back and forth to an adult day program if it stays within the capped amount. Most of the agencies reimburse their volunteers a mileage cost if associated with the provision of services – such as our Meals on Wheels Drivers.



Below are highlighted examples of how agencies fund and deliver transportation services to the elderly:

1. Through Spectrum Generations in Augusta, they have an annual grant given to Coastal Trans as a CAP Program. The grant is for transporting non-Maine Care consumers and their caregivers to get to medical, dental and psychiatric services.
2. Some agencies have helped coordinate local volunteers who are willing to provide transportation to individuals with medical needs. There is no funding however.
3. Eastern Area Agency on Aging utilize 2 programs:
  - **Elizabeth West Transportation** – EW provides medical rides to people who live in Bangor or any town contiguous to Bangor. Rides are provided either by our van or through a taxi company. Co-pays are based on income.
  - **Med Rides**- Med Rides provides reimbursement to medical appointments for anyone in Penobscot, Piscataquis, Washington or Hancock Counties. Rides must be provided by a volunteer,( i.e. family, friend or neighbor, etc) The rides are reimbursed at 22 cents per mile.
4. The Adult Protective Services Caseworkers have some very limited flexibility to designate funds for transportation needs based upon extraordinary circumstances and is determined on a case-by-case basis. It must also fall within pre-established limits.

## **Maine Department of Labor**

### **Bureau of Rehabilitation Services - Division of Vocational Rehabilitation (“DVR”)**

The Maine Division of Vocational Rehabilitation program assists eligible individuals (clients) with physical or mental disabilities to prepare for and achieve an employment outcome. To be found eligible, the disability or disabilities must result in a substantial barrier to employment and the individual must be able to benefit from DVR services needed to achieve the employment outcome. “Employment outcome” means entering or retaining full time employment or, if appropriate, part time competitive employment in the integrated labor market, supported employment, or any other type of employment in an integrated setting. This can also include self-employment, telecommuting, or business ownership that is consistent with the individual’s strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Integrated, with respect to an employment outcome, means a setting typically found in the community in which people with disabilities interact with non-disabled individuals.

Services are provided under an Individualized Plan for Employment that is oriented to the achievement of a vocational goal. Services provided to individuals with disabilities must be necessary to overcome the vocational barrier, must be provided as cost effectively as possible, and will be of sufficient quality to meet individual needs. All funding must be pre-authorized.

Core DVR services include such elements as vocational guidance and counseling, job training and education, job placement, and job coaching. Support services such as *transportation* are funded only when necessary for the client to derive benefit from core DVR services.

### **Transportation Expenses:**

- Public transportation must be the transportation of choice if it is readily available in the area and matches the individual's needed schedule. An individual may choose to use his or her own vehicle in this situation but will only be funded for gas up to the cost of a monthly bus pass for the fare. Those who are not able to use public transportation because of their disability must provide specific documentation as to why from the treating physician or psychiatrist.
- Reimbursement will be for actual expenses needed to participate in the Plan. This may include gas (based on actual mileage and miles per gallon), tolls, and parking.
- Alternative sources of funding must be explored before DVR funding is provided.
- DVR is not responsible for routine vehicle maintenance expenses.
- Funding for vehicle repairs singly or in combination over the life of the DVR case cannot exceed the value of the vehicle and must be performed by a certified mechanic who can attest to the cost/benefit of repairing the vehicle.
- Assistance with vehicle purchase will only take place if it is the most cost effective option for transportation and all other resources have been explored and utilized. Prior to authorizing such assistance there must be a determination of the individual's ability to afford a vehicle not only in terms of payments but also vehicle maintenance and insurance. Generally, a down payment of \$500 is provided. Any payment beyond that up to \$1000 must be approved by a supervisor.
- Start up costs related to a vehicle purchase, which may also be considered for DVR funding include initial payment of registration, excise tax, and initial insurance down payment to bind coverage.

## **MaineDOT FLEET CAPACITY**

The Maine Department of Transportation's Transit Operations Section is responsible for managing a fleet of 408 vehicles, which are leased to transportation providers statewide in accordance with federal and state regulations. The capital investment made to date in the procurement of accessible vehicles is approximately \$52,000,000.00.

MaineDOT vehicles support 21 transit systems and those systems fall into one of three categories such as a regional transportation system, a fixed route transit system or a seasonal/tourism system and provide extensive interagency coordination between public transit and human service transportation programs.

Fifty-seven percent of MaineDOT's passenger vehicle fleet has more than 50% of its useful life remaining. Forty-three percent are within 50% of the end of their useful life. Of the older vehicles 18% are completely beyond their useful life and 11% are close to that condition.

### MaineDOT Fleet Capacity/Inventory:

#### Vehicles by Category

Small Cutaways and Vans	172
Mid Size Buses	119
Large Buses	117
Total Fleet	408

#### Seating Capacity

Ambulatory	7316
Wheelchair positions	553

Percent of Accessible Vehicles 90%

#### Percent of Vehicles by Useful Life

Over 100% useful Life	16%
Between 75%-100% useful life	11%

Special issues that have arisen with the Transit Fleet will need to be addressed further as outlined below:

- Due to design flaws and industry issues, some of the newer vehicles in the fleets are not performing up to expectations and are creating excessive and unsustainable expenditures. The most dramatic of these are the CNG (compressed natural gas) buses leased to METRO in Portland, Westbrook, and Falmouth that have proven too costly to continue in use and should be replaced or have major overhaul work accomplished. Testing is ongoing for potential solutions. The BAT transit system in the Bangor area, the *citylink* in Lewiston/Auburn, and the South Portland Bus Service (SPBS) all have a small number of newer vehicles with serious maintenance issues.
- Several smaller buses need extensive repair to the floor panels and lift securement system due to a manufacturing issue. All transit providers have been notified and vehicles have been inspected and scheduled for repairs immediately. In addition, specifications have been updated to eliminate this issue.
- Vehicles have been lost in the Fleet due to accidents. Insurance settlements have not covered the cost of new vehicles to replace the lost ones leaving the Transit Providers short. Replacement vehicles need to be bid according to MaineDOT specifications so replacement cannot be immediate.
- Propane buses are not available on the market at this time. We will not need to replace any for another two years.

## **ISSUES ANTICIPATED FOR 2010**

### **Strategic Plan Review**

The ITCC will review the current strategic plan and make necessary adjustments to its work plan in an effort to refocus its priorities given the funding challenges and limited resources. This work will include re-examining education and outreach efforts, consolidated access goals, regulatory issues and/or barriers, coordinated planning processes and best practices. In addition, a revised Memorandum of Agreement among the departments of Health and Human Services, Labor and Transportation will be signed.

### **MaineCare Transportation Funding**

In January of 2009, the Centers for Medicaid & Medicare Services (“CMS”) adopted a “brokerage rule” which prohibits transportation providers in certain urban areas to be both a broker and a provider of transportation services. The intent of this federal policy is to prevent fraud and abuse in the medical “provider” referral system.

MaineCare Services is drafting a 1915b Waiver (Fee for Service) for submission to CMS for the purpose of complying with the brokerage rule. The ITCC will be involved with this effort as the waiver directly impacts transportation users, providers and state agencies mandated with providing transportation services.

In addition, the MaineCare Services is working on a submission to CMS regarding compliance with the use of bus passes for social service recipients. Again, the ITCC will be involved in this work as it directly impacts availability, efficiency and costs associated with public transportation systems.

### **Data Collection**

The ITCC will further review the recommendations from the ad-hoc committee regarding the collection and analysis of data to ensure that transportation resources are allocated appropriately and efficiently. This will require an inventory of state agency transportation programs and/or services and compliance with ITCC reporting requirements by regional transportation providers. The purpose of this data collection is to identify areas of inefficiencies, unmet need and opportunities for cost-savings.

### **Customer Service**

The Maine Department of Transportation and the Muskie School of Public Service – Center for Learning are working on establishing an online training program to offer customer service training to provider staff in a more accessible and efficient manner.

## **CONCLUSIONS**

The focus of the committee's work during this past year has been on data collection, staffing transitions, CMS brokerage rule and implementing LD 967. These are significant issues and the committee hopes that cooperation and continued collaboration within the transportation community will help realize its goals.

This year, the ITCC will identify its 5 Year Strategic Plan which will continue to focus on strategies such as improving the delivery of services, examining regulatory issues, increasing community involvement in the transportation planning process, evaluating transportation services and programs for efficiencies and increase access to information regarding transportation services.

The committee's work ahead will no doubt be challenging given the federal and state fiscal climates. Nonetheless, the ITCC is committed to ensuring that ongoing coordination and collaboration among state agencies can be achieved so that Maine's citizens and visitors benefit from its transportation services.

## **APPENDIX A – 23 MRSA §4209 as amended by Public Law 2009, Chapter 130:**

### **Title 23: HIGHWAYS Part 5: DEPARTMENT OF TRANSPORTATION Chapter 410: DEPARTMENT OF TRANSPORTATION**

#### **§4209 Public transportation administration**

**1. Geographic regions.** The Department of Transportation shall divide the State into a number of geographic regions for regional distribution of state-administered transportation funds. Upon designation of the geographic regions, a regional public transportation agency must be selected from each region to formulate a biennial regional operations plan. Selection of regional public transportation agencies must be by the Department of Transportation in collaboration with the committee established in subsection 1-A. The Department of Transportation shall establish a schedule for submittal of the biennial regional operations plan and shall reference these plans in its biennial transportation improvement plan submitted to the Legislature.

[ 2009, c. 130, §1 (AMD) .]

**1-A. Interagency Transportation Coordinating Committee.** The Interagency Transportation Coordinating Committee, referred to in this section as "the committee," is established to promote efficiency, cooperative effort and strategic planning for public transportation between the Department of Transportation, the Department of Labor and the Department of Health and Human Services.

A. The committee consists of the Commissioner of Transportation, the Commissioner of Labor and the Commissioner of Health and Human Services or the designees of the commissioners. [2009, c. 130, §2 (NEW).]

B. The committee shall meet at least twice each year. [2009, c. 130, §2 (NEW).]

C. The Commissioner of Transportation shall designate the chair of the committee. [2009, c. 130, §2 (NEW).]

D. The committee shall designate a catchment area for MaineCare transportation providers. [2009, c. 130, §2 (NEW).]

E. The committee shall submit a report on its deliberations and any recommendations by February 15th each year to the Governor and the joint standing committee of the Legislature having jurisdiction over public transportation matters. [2009, c. 130, §2 (NEW).]

[ 2009, c. 130, §2 (NEW) .]

**2. Biennial regional operations plan.** The biennial regional operations plan submitted by each regional public transportation agency must provide for the following:

A. Maximum feasible coordination of funds among all state agencies that sponsor transportation in the region; [1987, c. 428, §1 (AMD).]

B. Development and maintenance of a permanent and effective public transportation system, with particular regard to riders who are low-income or elderly or who have disabilities; [2009, c. 130, §3 (AMD).]

C. Participation of private transit operators in the service, to the greatest extent possible; [2009, c. 130, §3 (AMD).]

D. Conformity with general operations requirements as may be prescribed by the commissioner; and [2009, c. 130, §3 (AMD).]

E. Compliance with any appropriate federal regulations, including but not limited to the federally required locally coordinated plan. [2009, c. 130, §3 (NEW).]

In years in which no biennial plan is required, amendments to the effective operations may be submitted. Approval of each regional operations plan must be by the Department of Transportation in collaboration with the committee. Upon approval, all agencies, groups or organizations named to participate in the provision of service in accordance with a regional operations plan are eligible to receive funds administered by the Department of Transportation and the Department of Health and Human Services.

[ 2009, c. 130, §3 (AMD) .]

**3. State assistance.** Within the limits of available funding, the department shall provide assistance as follows:

A. Planning and technical assistance, information transfer, capital and operations planning, performance monitoring and evaluation, quality assurance, accounting, assistance with management information systems and service reporting to a regional operations plan drafter or transportation provider and securing of provider compliance with the requirements of other state agencies in these areas; [1987, c. 428, §2 (AMD).]

A-1. Act as mediator and, if necessary, final arbiter of disputes between state agencies and transportation providers regarding service; [1987, c. 428, §2 (NEW).]

A-2. In consultation with the Bureau of Insurance, advise transportation providers regarding the liability of volunteer drivers; [1991, c. 859, §1 (NEW).]

B. Capital assistance to transportation providers for up to 100% of the nonfederal share required by federal assistance programs; [1991, c. 103, (AMD).]

C. Operating assistance to transportation providers in an amount up to 1/2 of the operating deficit incurred in fulfillment of the biennial regional operations plan; and [1987, c. 428, §2 (AMD).]

D. Notwithstanding any other provision of law and except as funds are necessary to carry out the object of this section, funds appropriated for public transportation shall not lapse at the end of a fiscal year, but shall be carried forward from year to year to be expended for the same purpose. [1985, c. 174, Pt. E, (NEW).]

[ 1991, c. 859, §1 (AMD) .]

**4. Human services assistance; priorities.** The committee shall act to coordinate purchase of service contracts and serve in an advisory capacity to the department in matters concerning public transportation. In the event that transportation funds for human services programs are insufficient for full implementation of the human services portion of an approved biennial regional operations plan, priorities established by the Department of Health and Human Services determine the priority clients that must be initially served by human services funds. Members of the committee and their contractors shall actively engage local transportation providers in the planning of new services that are expected to have a transportation component.

The Department of Health and Human Services and the Department of Labor shall ensure that any new service to be provided is adequately funded to cover the costs of the transportation component of the program.

[ 2009, c. 130, §4 (AMD) .]

**5. Intercity service.** Intercity service shall be service designated as such in a public transportation plan developed by the department. Intercity service planning shall fulfill the requirements set forth in subsection 2 and shall address public transportation needs that cannot be met by regional operations planning. The State may contribute to the nonfederal costs of intercity service.

[ 1979, c. 505, §4 (NEW) .]

**6. Letters of credit; reporting requirements; general powers.** To further the purposes of this section, the Department of Transportation may do the following:

A. Make available letters of credit or other appropriate assistance to transportation providers faced with unavoidable difficulties in securing day-to-day operating expenses; [1979, c. 505, §4 (NEW).]

B. Investigate all practicable ways that reporting requirements might be unified to reduce the paper workload for state and regional public transportation administration; and [1979, c. 505, §4 (NEW).]

C. Exercise all powers necessary, convenient or incidental to assuring the development and maintenance of effective public transportation service throughout the State. [1979, c. 505, §4 (NEW).]

[ 1979, c. 505, §4 (NEW) .]

## **7. Review.**

[ 1987, c. 428, §4 (RP) .]

### **SECTION HISTORY**

1979, c. 505, §4 (NEW). 1981, c. 493, §2 (AMD). 1981, c. 559, (AMD). 1983, c. 812, §144 (AMD). 1985, c. 174, §E (AMD). 1987, c. 428, §§1-4 (AMD). 1991, c. 103, (AMD). 1991, c. 859, §1 (AMD). 1995, c. 560, §K82 (AMD). 1995, c. 560, §K83 (AFF). RR 1995, c. 2, §§47,48 (COR). 2001, c. 354, §3 (AMD). RR 2003, c. 2, §§83,84 (COR). 2009, c. 130, §§1-4 (AMD).



## **APPENDIX B – ITCC Strategic Plan**

### **Goal I – Education and Outreach**

To develop an education plan for coordinated human service transportation resulting in enhanced customer access at the local level for individuals with disabilities, older adults and individuals with lower incomes.

#### **Deliverables**

1. A standardized rider education packet will be developed for distribution;
2. A standardized training curriculum will be developed for transportation providers to ensure accurate, complete and consistent information is communicated to the rider;
3. An operator's manual will be developed ensuring all accepted practices are understood and followed; and
4. A one-stop shop call center will be implemented ensuring up to date accurate travel information is available to potential riders.

### **Goal II – Consolidated Access**

To develop a comprehensive and coordinated transportation system by simplifying access to transportation services and enhancing customer service.

#### **Deliverables**

1. Provider goals will be established enhancing service to riders;
2. A method allowing for all regional groups including riders, providers and funding agencies to meet on an annual basis will be developed;
3. One State agency will assume responsibility for managing all transportation;
4. Enhanced scheduling software will be used by providers whenever feasible;
5. Standardized reporting of trip cost and data will be developed; and
6. Volunteer driver rate of reimbursement will be tied to State employee's mileage reimbursement rate.

### **Goal III – Regulatory Barriers**

To reduce restrictive and duplicative laws, regulations and programs related to human service transportation at the federal and/or state level.

#### **Deliverables**

1. Requirements for issuance of buss passes will be simplified;
2. One state agency will assume responsibility for managing all transportation;
3. All vehicles funded with state or federal dollars will be open to referrals from the Regional Transportation Provider;
4. Mixing of riders in volunteer vehicles will be clarified by policy;
5. A new source of revenue to support transportation will be found;
6. All trip requests will be made through a Regional Provider; and
7. Volunteer mileage rate, at a minimum, will be tied to state employee's mileage reimbursement rate.

### **Goal IV – Coordinated Planning**

To ensure comprehensive planning for the coordination of human service transportation for individuals with disabilities, older adults and persons with lower incomes.

#### **Deliverables**

1. Goals will be established for improved provider service;
2. A method allowing for all regional groups, provider, agencies, riders to meet on an annual basis will be developed;
3. One state agency will assume responsibility for managing transportation;
4. The Biennial Operations Plan process will be improved upon, including more involvement from riders, funding agencies and all providers within a region;
5. Enhanced scheduling software will be used whenever feasible; and
6. On-going regional reviews will be conducted by the Governor's Interagency Transportation Coordinating Committee.

## **Goal V – Cost Allocation**

To standardize cost allocation processes.

### **Deliverables**

1. A method of standardized cost allocation will be developed;
2. Enhanced scheduling software will be used wherever feasible; and
3. Standardized reporting of cost/trip data will be developed.

## **Goal VI – Useful Practices**

To document successful strategies in coordinating human service transportation at the federal, state, tribal and local levels.

### **Deliverables**

1. The Biennial Operations Plan process will include reviews of coordination efforts and demonstrated useful practices (both implemented and planned); and
2. The Governor's Interagency Transportation Coordinating Committee (or sub-committee) will conduct regional review ensuring coordination and useful practices are documented.

## **APPENDIX C – ITCC Committee Membership**

### **Maine Department of Transportation – Bureau of Transportation Systems Planning**

**Barbara Donovan**, Supervisor, Transit Operations Section

**Cindy Farrin**, Transportation Planning Analyst

**Sue Moreau**, Manager, Multimodal Planning & Operations

**Penny Vaillancourt**, Policy Development Specialist

### **Maine Department of Health and Human Services**

**Patrick Adams**, Manager, Community Programs, Office of Elder Services

**Delta Cseak**, Comprehensive Health Planner, Office of MaineCare

**Bethany Hamm**, Director of Policy and Programs, Office of Integrated Access and Support

**Melissa Read**, Social Service Program Specialist I, Office of Child and Family Services

### **Maine Department of Labor**

**Cathy Singleton**, Casework Supervisor, Bureau of Rehabilitation Services