



YCCAC Transportation Program

The primary objective of YCCAC's Transportation Program is to aid in the attainment of self-sufficiency for York County residents by providing a means for them to access community services and resources which they would otherwise not be able to get to. Anyone can use our services.

YCCAC Transportation Office Hours are 7:30 a.m. - 4:30 p.m., Monday - Friday. YCCAC has a local phone line that ring at the Sanford office, and an 800 number for anyone outside of the Sanford calling area: 324-5762 800-965-5762 (Note: this does not work from outside of York County)

YCCAC has an automated phone system; for individuals with *touch-tone phones*, once the Voice Response has started, press "1" for Transportation. You will then reach a sub-directory which will instruct you to: press "1" for Volunteer Driver Trips, "2" for Bus Trips, "3" for WAVE trips, or "0" for the Transportation Receptionist

If you do not have touch tone service, you will need to call between 8:00 a.m. and 4:30 p.m., when there is a Receptionist available at the main switchboard who can connect you with the Transportation Program for volunteer, bus or other trip requests.

YCCAC Bus Transportation

YCCAC operates seventeen bus routes, serving town residents' needs based on a schedule of service designed to make transportation services available to towns in York County on a weekly basis. Routes have been planned in order to serve the closest regional shopping and medical destinations.

Reservations: All rides must be arranged 24 hours in advance by calling YCCAC Transportation. Rides must fit into the regularly scheduled routes. If your trip needs change, you must call to cancel or change your trip reservation. A brief application is required for all riders, and can be completed over the phone.

Days of Service: Refer to the attached schedules to determine days of service, then contact YCCAC Transportation to obtain approximate times that the bus will be leaving from and arriving at desired destinations. Pick up is normally at an individual's home, and riders are usually dropped off directly at their destination, dependent on the bus route and schedule.

Fares: Based on a zone system, fares range from \$.50 to \$4.75 for one-way fares for the general public. When you call to make your trip reservation, please ask what your trip fare is. (Exact change required).

❖ Elderly, persons with disabilities and children under 8 years of age pay half fare;
Low income individuals are asked to pay what they can afford; (This needs to be arranged when the trip reservation is made.) No fare is charged for a Personal Care Attendant

- ❖ Individuals covered by MaineCare who are going to MaineCare eligible destinations pay *no fare*; (This needs to be approved when trip reservation is made.) Copy of current month's MaineCare card must be on file at YCCAC Transportation.
- ❖ Individuals covered by other contracts will be told what fare, if any, they need to pay when they make their trip reservation. (Example: Division of Mental Retardation, Vocational Rehab.)

YCCAC Volunteer Drivers

YCCAC has over 85 Volunteer Drivers who have been screened and trained to help meet the transportation needs of eligible individuals whose trip needs cannot be accommodated on YCCAC buses. Volunteer Drivers operate their own vehicles, and are reimbursed only for mileage and tolls.

Eligibility: Clients of the Department of Health & Human Services, Child Welfare, Adult Protective, and Substitute Care, who are referred by their Case Worker, whose transportation needs cannot be met by YCCAC buses, or who are more appropriately served by individual transportation. MaineCare eligible persons, persons with mental health needs, or persons receiving cancer care whose trips cannot be served on YCCAC Buses or other bus/taxi services.

Referrals: Written referrals are needed only for DHHS case managed clients, providing all necessary information on the individual, and must be received by YCCAC prior to arrangements being made for the trip.

York County Transport (YCT)

This is a program established to help serve persons who would otherwise not have service available. Limited funding is provided by the York County Commissioners to reimburse volunteer drivers for their mileage. A brief application is required for all first time riders, and can be completed over the phone.

Eligibility: For York County residents who meet all of the following guidelines:

1. Have no other means of transport
2. Trip is not eligible for MaineCare reimbursement
3. Cannot be served on YCCAC buses due to schedule or location problems
4. Have medical or other health care appointment necessary to maintain their well-being

Trip Requests: Individuals need to contact YCCAC Transportation at least 48 hours in advance of trip, a "Need Driver" form will be completed, and a Volunteer Driver will be matched with the request. The number of trips per month per person are restricted due to funding constraints. Additional funding has been obtained to assist with transportation to cancer care. Please call for more information.

NOTE: We cannot guarantee that we will find a driver, and trips may need to be rescheduled.

Friend & Family Program (Self-Transport)

YCCAC can reimburse mileage and tolls to any person with current MaineCare eligibility who drives themselves, or has a friend or family member drive them to eligible medical appointments.

Requirements: Rider must have current MaineCare eligibility and call YCCAC in advance to schedule trips. Be sure to tell us if your trip is "out-of-state". We'll need additional information and time before the trip to get prior authorization.

Sanford Transit - "My Bus"

YCCAC operates a fixed route transit service between Springvale and South Sanford, five days a week, year round, available to anyone on a fare-paying basis.

Schedule: Refer to attached schedule for routes and times of service. The bus can be flagged down anywhere along the route. Questions on this service can be answered by calling YCCAC Transportation.

Fares: Exact change is required. Tickets may be offered as "change" to a rider if they do not have exact fare. No fare is charged for a Personal Care Attendant.

\$.25 Elderly, persons with disabilities and children under 8, one way trip

\$.50 General Public, one way trip

Tickets: Riders may purchase books of 10 tickets from the Bus Driver or at YCCAC Transportation.

The WAVE (Wheels to Access Vocation and Education)

YCCAC operates eight vans between Sanford/Springvale and Wells and Sanford/Springvale to Biddeford, serving the training, employment and childcare needs of residents. Vans operate 7 days/week, covering most 1st, 2nd and 3rd shift hours.

Eligibility: Resident of towns in York County covered by *The WAVE*. Call 459-WAVE, (459-9283) (a local call for the Sanford area) between 8 am – 5 pm, Monday through Friday, for information. Current service is for Sanford/Springvale and parts of Alfred, Lyman, Biddeford and Wells.)

Schedule: All trips are arranged in advance by calling 459-WAVE. Riders are asked for their work or training schedule, and whether they need to get their children to a childcare provider. Van trips are scheduled to provide the most convenient service possible, given operating constraints. Riders need to call with any changes in schedule at least 48 hours before trip.

Fares: Fares depend on where a rider is picked up, and where they are going. One trip, ½ Month and Monthly passes are available, with a discount for the multi-trip options. All fares must be paid in advance of rides. Call 459-WAVE for information.

Shoreline Explorer

YCCAC operates a transportation network along with 3 private trolley companies, covering the towns of Kennebunk, Kennebunkport, Wells, Ogunquit and York with seasonal service, and connecting Sanford to Wells year-round. For more information go to www.shorelineexplorer.com

Eligibility: The Shoreline Explorer is open to the public, no advance reservation required.

Schedule: Times of routes vary. For more information go to www.shorelineexplorer.com

Fares: Fares are low; children under 18 ride free on most routes. For more information go to www.shorelineexplorer.com

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YCCAC Transportation Program

Connecting to Cancer Care

A variety of transportation services are available for residents of York County needing assistance in getting to cancer care at area facilities, including:

- The Cancer Care Center of York County (Sanford), Southern Maine Medical Center, and York Hospital, and
 - Maine Medical Center (both Scarborough and Portland sites).
- ✓ Any York County resident can call or come in to YCCAC's Transportation Program office in Sanford to find out what might be available. *(Refer to attached sheet for phone #s.)*
- ✓ The Transportation Program staff will need to complete a brief application (can be done over the phone) to determine what funding source would be appropriate to help cover travel costs.
- ✓ They will need to know where your appointments are, what day, what time, and how long you expect to be there.
- ✓ With this information, they will be able to determine the most appropriate and eligible mode of transport: bus, volunteer, friend/family, or taxi.
- YCCAC Bus - regularly scheduled routes operate 5 days/week throughout the county.
 - YCCAC Volunteer Drivers - operate their own vehicles, have passed rigorous screening, received training, and have a photo I.D. badge for identification. We cannot guarantee that we can find a volunteer driver for every trip need, but we have 90+ drivers that do thousands of trip every month.
 - Friend/Family - for individuals who know someone who would be willing to provide a ride, but would need some reimbursement for gas cost (reimbursement is set at \$.15/mile).
 - Taxi - for individuals covered by the Medicaid (not Medicare) program, for trips that are local and can most cost effectively be met by taxicab.

Details of the various YCCAC Transportation services are provided on the attached sheets.

Please call with any questions.

We are here to serve the community as best we can within the normal constraints of available funding and vehicle/driver resources.

Policies.service.descr.cancercare

6 Spruce Street • P.O. Box 72 • Sanford, ME • 04073

800 965-5762 • 207 324-5762 • fax 207 490-5027 • tdd: 207 490-1078

YCCAC Transportation Schedule

<u>Town</u>	<u>Day</u>	<u>Purpose</u>	<u>Destination</u>
Acton	Call office	Medical, Shop, Misc.	Sanford/Springvale
Alfred	Call office	Medical, Shop, Misc.	Sanford/Springvale
Arundel	Wednesday	Medical, Shop, Misc.	Biddeford/Saco
Biddeford	Monday	Medical	Biddeford/Saco/OOB/Kennebunk
	Tuesday	Shopping	Biddeford/Saco/OOB
	Wednesday	Medical	Biddeford/Saco/OOB/Kennebunk
	Thursday	Medical	Biddeford/Saco/OOB
	Friday	Medical	Biddeford/Saco/OOB/Kennebunk
Berwick	Thursday	Medical, Shop, Misc.	Dover/Somersworth
Buxton	Tuesday	Medical, Shop, Misc.	Portland/S. Portland
Cornish	Call office	Medical, Shop, Misc.	Portland/S. Portland
Dayton	Call office	Medical, Shop, Misc.	Biddeford/Saco
Eliot	Wednesday	Medical, Shop, Misc.	Portsmouth/Newington
Hollis	Tuesday	Medical, Shop, Misc.	Portland/S. Portland
Kennebunk	Wednesday	Medical, Shop, Misc.	Biddeford/Saco
K'port	Wednesday	Medical, Shop, Misc.	Biddeford/Saco
Kittery	Wednesday	Medical, Shop, Misc.	Portsmouth/Newington
Lebanon	Wednesday	Medical, Shop, Misc.	Sanford/Springvale
Limerick	Tuesday	Medical, Shop, Misc.	Portland/S. Portland
Limington	Tuesday	Medical, Shop, Misc.	Portland/S. Portland
Lyman	Call office	Medical, Shop, Misc.	Biddeford/Saco
Newfield	Tuesday	Medical, Shop, Misc.	Portland/S. Portland

<u>Town</u>	<u>Day</u>	<u>Purpose</u>	<u>Destination</u>
N. Berwick	Thursday	Medical, Shop, Misc.	Dover/Somersworth
Ogunquit	Tuesday	Medical, Shop, Misc.	Wells
Old Orchard	Monday	Medical	Biddeford/Saco/OOB/Kennebunk/Ptld
	Tuesday	Medical	Biddeford/Saco/OOB
	Wednesday	Medical	Biddeford/Saco/OOB/Kennebunk/Ptld
	Thursday	Medical, Misc. Only	Biddeford/Saco/OOB
	Friday	Medical	Biddeford/Saco/OOB/Kennebunk/Ptld
Parsonsfield	Call office	Medical, Shop, Misc.	Portland/S. Portland
Saco	Monday	Medical	Biddeford/Saco/OOB/Kennebunk/Ptld
	Tuesday	Shopping	Biddeford/Saco/OOB
	Wednesday	Medical	Biddeford/Saco/OOB/Kennebunk/Ptld
	Thursday	Medical	Biddeford/Saco/OOB
	Friday	Medical	Biddeford/Saco/OOB/Kennebunk/Ptld
Sanford	Monday	Medical	Sanford/Springvale
	Tuesday	Medical, Shopping	Sanford/Springvale
	Wednesday	Medical, Shopping	Sanford/Springvale
	Thursday	Medical	Sanford/Springvale
	Friday	Medical	Sanford/Springvale
Shapleigh	Call office	Medical, Shop, Misc.	Sanford/Springvale
S. Berwick	Thursday	Medical, Shop, Misc.	Dover/Somersworth
Waterboro	Call office	Medical, Shop, Misc.	Sanford/Springvale
Wells	Tuesday	Medical, Shop, Misc.	Wells
York	Wednesday	Medical, Shop, Misc.	Portsmouth/Newington

***Medical Bus:** Operates daily from Springvale to Biddeford/Saco/OOB
Monday, Wednesday & Friday it continues on to Portland/S. Portland and Scarborough.

Times listed below are estimates only.

Bus leaves:	Springvale	7:15 a.m.	Bus arrives:	Portland	9:15 – 9:30 a.m.
	Alfred	7:30 a.m.			
	Biddeford	8:15 a.m.	Bus departs:	Portland	11:30 a.m.
	Saco	8:30 a.m.			
	OOB	8:45 a.m.			

Please Call YCCAC Transportation for Additional Information.

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YCCAC TRANSPORTATION PROGRAM
Passenger Rights and Responsibilities

Your Rights:

- You are entitled to a safe, clean, round-trip ride, with a competent driver, arriving at your destination in a timely manner, within the funding and operating constraints of YCCAC's Transportation Program. All Service Animals under the control of the rider, and any portable oxygen equipment will be accommodated.
- Any private information given to YCCAC regarding your transportation needs will be regarded as confidential.

Your Responsibilities:

In order to ensure the safety of all passengers, YCCAC reserves the right to deny service to individuals whose behavior constitutes a threat to the safety of themselves or others.

In order to provide and arrange the highest quality service, it is the responsibility of the rider to let YCCAC know of any changes or cancellations far enough in advance, so the trip can be canceled and not be considered a "no show".

Passengers are required to:

- Call at least 48 hours in advance to schedule a ride. Please provide as much notice as possible if you need to change or cancel a ride. Riders who repeatedly "no show" will lose their riding privileges. Transportation Program office hours are 7:30 a.m. – 4:30 p.m., Monday – Friday.
- Prior to receiving service, you are responsible for providing any needed referrals, if appropriate, or information on your MaineCare eligibility.
- Be ready and watching for your ride at the prearranged pick-up time and place. If you live in an apartment complex, please be waiting in the main lobby or front door. This is important because we need to keep our drivers on schedule for all other riders.
- **Buckle Up** – Keep your seat belt fastened at all times after boarding the bus, a van, or a Volunteer Driver's vehicle. All passengers are required to be properly buckled into their seat belts and/or child safety seats. Remain seated while the vehicle is in motion.
- Appropriate conduct and language is required of all riders, on all trips, so all riders may have a safe, comfortable trip.
- No smoking, eating or drinking in any YCCAC bus, van or Volunteer Driver vehicle.
- All YCCAC buses are wheelchair lift equipped. For transports done by Volunteer Drivers or WAVE vans, passengers who use wheelchairs must be able to transfer themselves into and out of the vehicle. If you need further assistance, please bring someone along who can help you.
- In the case of **threatening weather conditions**, for the safety of all riders, YCCAC reserves the right to cancel all transportation. Please listen to WMTW-TV, Channel 8, WCSH-TV, Channel 6, WGAN (560 AM/103 FM), WPOR (1490 AM/101.9 FM), and WHEB (750 AM/100.3 FM) radio stations for cancellations, or check www.maine.today.com, click on Storm Closings.

To ensure the quality of the service, we want to know about any issues or concerns you may have about our program. Any questions or complaints regarding this policy should be either sent in writing or called into the YCCAC Transportation office: 1-800-965-5762 or 324-5762

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