

## Service Rules & Notes

- If not using card or electronic payment, please have exact change for your fare
- All times are cell-phone based
- All times listed are for departures
- Bus may run later than scheduled
- Boarding is on a first-come-first-served basis
- Seatbelt/child seat use is required by law
- Belt extenders are available
- Allow riders off the bus before boarding
- Tell the driver at which stop you will exit the bus
- Be ready to exit before the bus arrives at your stop
- No open food or beverages, smoking, or vaping
- No weapons or dangerous goods
- Electronics must not bother other riders
- No offensive video or images allowed
- No abusive/obscene language
- No lewd gestures or uncivil behavior
- Packages must be carried on in one trip
- Packages must be secured at the rider's seat
- Packages may not be left on the bus
- Only trained service animals under control of the rider, or small pets in carriers, are permitted
- Oxygen tanks and concentrators must be safely secured to users or mobility devices
- For more information or assistance with travel planning please contact customer service prior to your trip

**Accessibility...** Most WMTS buses accommodate



wheelchairs and mobility devices. Please call our office during business hours to confirm the bus on the route you will use is accessible. Please note some combined weights of wheelchairs or mobility devices may exceed ramp or lift capacity safety limits.

**Transportation Assistance...** You may be eligible



for transportation assistance funded by United Way or Maine DHHS. Eligibility for all transportation assistance must be established. Please call our office during business hours for more information.

## About WMTS

Western Maine Transportation Services, Inc. is a non-profit 501(c)(3) organization, incorporated as a Regional Transportation Corporation, created by statute in 1976 and appointed by the Maine Department of Transportation to provide public transportation. WMTS receives funding from the Federal Transit Administration and Maine DOT. Local match is funded by Androscoggin, Franklin and Oxford Counties. Additional funding for specific services is received from municipalities, businesses, associations, Maine DHHS and local United Ways.

### WMTS does not operate on these holidays

- New Year's Day
- Labor Day
- Memorial Day
- Thanksgiving Day
- Independence Day
- Christmas Day

**NOTE:** some services may not be available on additional State-recognized holidays.

### Non-Discrimination & Civil Rights

**Title VI...** WMTS will not discriminate on the basis of any characteristic protected by law, including Title VI of the Civil Rights Act of 1964, as amended. If you feel you have been subject to discrimination under Title VI, you may submit a complaint to the FTA Office of Civil Rights, East Building, 5th Floor-TCR, 1200 New Jersey Ave. S.E., Washington, D.C. 20590. On-line, search for "**FTA Title VI complaint.**" You may also submit a complaint to: Civil Rights Office, MaineDOT, 16 State House Station, Augusta, ME 04333-0016, or contact the WMTS General Manager at [info@westernmainetrans.org](mailto:info@westernmainetrans.org), 207-333-6972, ext. 207, or 76 Merrow Road, Auburn, ME 04210.

**Suggestions, Comments & Complaints...** may be made by calling 800-393-9335 selection 7, by e-mail at [Info@westernmainetrans.org](mailto:Info@westernmainetrans.org), in person, or in writing at: WMTS, 76 Merrow Road, Auburn, ME 04210. Please provide detailed information and your contact information. The staff will investigate and contact you within one business week.

**Severe Weather...** During severe weather, it may be necessary to suspend bus service. Please watch local TV stations or check their websites for bus service interruptions. Alerts will also be available on the WMTS Twitter and Facebook pages.

# MOUNTAIN Express



**Public bus service  
Dixfield to Sunday River  
UPDATE - EFFECTIVE 3/8/21  
Wednesday-Sunday ONLY  
From 3/10/21 through 4/4/21\***

\*End date of service is dependent on late-season conditions

### COVID-19 Precautions:

- Bus capacity is limited to permit distancing.
- We respectfully require riders wear face coverings to protect other riders and our drivers.
- High-touch surfaces are cleaned frequently.

## Come ride the bus!

Operated by:

**Western Maine Transportation Services**  
76 Merrow Road, Auburn, ME 04210

# 1-800-393-9335

**Mon - Fri, 7:30 AM - 5:00 PM press 1**  
**Sat, 9:00 AM - 5:00 PM press 2**

On-line go to [www.wmtsbus.org](http://www.wmtsbus.org) or follow WMTS on



Twitter [@wmtsbus](https://twitter.com/wmtsbus) and on Facebook



# MOUNTAIn *Express*

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