

Service Rules & Notes:

- 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
 - All fines apply to riders
 - Allow riders to exit the bus before boarding
 - Tell the driver where you will exit the bus
 - Be ready for your stop before the bus arrives
 - No open food or beverages
 - No smoking or vaping
 - No weapons or dangerous goods
 - Electronics must not bother other riders
 - No abusive/obscene language
 - No lewd gestures or uncivil behavior
 - No offensive video or images allowed
 - Packages must be carried on in one trip
 - Packages must be secured at the rider's seat and may not be left on the bus
- ## Accessibility:
- Space is available for 2 riders using wheelchairs.
 - Some wheelchairs/mobility devices, may exceed ramp or lift capacity safety limits.
 - 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.
 - One eligible escort per passenger may ride at no additional charge.

Flex Service: The bus will pick-up riders at any listed schedule location, or anywhere along either route when a rider waves it down if the driver determines it is safe to pull over. To guarantee your pick-up, go to one of the locations on the schedule, or request a pick-up by calling 1-800-393-9335, Selection 1. To be dropped off, as you board the bus, let the driver know your destination. This service is available to all riders at the regular \$1.00 fare.

Mid Coast Hospital Service: provided twice daily, when requested 24 hours in advance Morning service departs from City Hall at 9:30 AM and returns at 10:00 AM. Afternoon service departs City Hall at 1:30 PM and returns at 2:00 PM. The fare is \$2.00 in each direction. To schedule a ride, Call 1-800-393-9335, Selection 1, at least 24 hours in advance.

BIW Employee 1st Shift Shuttle Service: Bath CityBus picks BIW employees up at their homes in Bath, takes them to BIW, and returns them to home in the afternoon, for \$1.00 each way. Call 1-800-393-9335, Selection 1 to reserve a seat on a first-come-first-served basis.

Weather & Cancellations:

During severe weather, it may be necessary to delay or suspend service. WMTS reserves the right to cancel service for any reason. Please check local TV stations and the WMTS Facebook page for service updates.

Holidays:

Bath CityBus does not operate on:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas Day

Bikes are welcome!

The bus has the capacity to carry up to 2 bicycles, at no additional charge, on a first-come-first-served basis. Some bikes may not fit the carrier. Detachable accessories must be removed and carried aboard. Rider assumes all liability for loading, securing, unloading, theft or damage of their bicycle. Please load your bike from the front or curb side of the bus.

Non-Discrimination & Civil Rights

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**” .

Suggestions, Comments & Complaints

A suggestion, comment or complaint may be made by calling 800-393-9335 selection 7, by e-mail at info@westernmainetrans.org, in person, or in writing at: WMTS, 76 Merrow Road, Auburn, ME 04210.

Please provide your contact information and as much detail as possible. The staff will investigate and contact you within one business week.

About WMTS

This service is operated by Western Maine Transportation Services, Inc., 76 Merrow Road, Auburn, ME 04210 800-393-9335



Western Maine
Transportation Services



MaineDOT

Thank you for riding with us!