



Our Vision & Mission

Reliable and dependable transportation is challenging for Mainers in rural and urban locations. Barriers to transportation limit our communities access to necessary medical appointments, food security, and social needs.

We strive to provide reliable transportation for those in Penobscot and Piscataquis counties, giving our community access to vital appointments and services.



What You Need to Know

- All fees are one way.
- Lynx utilizes its wheelchair accessible agency vans, volunteer drivers, and local taxi companies.
- All transportation is by appointment only.
- Two full business days' notice is needed to schedule rides for our general public transportation.
- See no-show and carry-on policy inside this brochure.

Contact

-  www.penquis.org
-  lynxemails@penquis.org
-  (207)973-3695
TDD (207)973-3520
1(866)853-5969
-  262 Harlow St
Bangor, ME 04401

Note: this is for all non-MaineCare related transportation.

Lynx Mobility Services

*Do you need a ride?
We can get you there!*

Carry-on Policy

- The following items are not allowed in any Lynx vehicle:
 - Large items
 - Large packages
 - Large baggage
 - Strollers that do not fold
 - Gasoline or propane
- Each customer can only bring items and/or bags that fit on their lap or right in front of their feet.
- We will not transport any item that needs to go to:
 - Transfer station
 - A recycling center or bottle return place
 - Trash station
- Items that are a safety or health concern are not allowed on our Lynx vehicles.

This policy is for all rides from Lynx Mobility Services. If you do not follow this policy, you will get a verbal warning. If you get three (3) warnings, you will not be able to use Lynx for general public transportation.

General Public Transportation

General Public Transportation is available to anyone in Penobscot (excluding Patten) or Piscataquis counties, for a small fee, Monday through Friday, from 7:00 AM to 5:00 PM who:

- Live $\frac{3}{4}$ of a mile or farther from the Community Connector Bus Route.
- Are traveling $\frac{3}{4}$ of a mile off the bus route.

Community Connector

Unsure of where the bus routes in Bangor are? Scan the QR code below:



The City of Bangor also uses Passio GO! on the app store, for live tracking of the buses and info on routes.



No-show Policy

If you no-show a ride, we will try to reach you before the driver leaves. Please keep your phone number and information up to date.

Definition of a No-Show

A no-show may mean: A trip is set up and the driver arrives within the pick-up window and:

1. The rider is not at the pick-up location,
2. The rider says they will not be going when a driver arrives to pick them up,
3. The rider called to cancel, but the driver was already there, or on their way,
4. The call to cancel is too close to the pick-up time.

If the first part of the ride is a no-show the return ride will be canceled. We will not count both trips as a no-show. If the rider states they still need their return ride, it will not be canceled. If the return is requested and then no-showed, that ride will count as a no-show.