

Maine Coordinating Working Group on Access and Mobility

Meeting Agenda

Tuesday, December 9, 2025 1:00- 2:30pm

Zoom

<https://mainestate.zoom.us/j/82705246504>

Links to Key Information:

- [Working Group Webpage](#)

1:00 pm Welcome - Joyce/Zoe

- Goals for this meeting: understand the required tasks of the Working Group
- Gather more background and context and start to formulate ideas for further areas of exploration, ultimately resulting in recommendations to include in the report

1:15 pm Jess to discuss her vision for this effort

1:30 pm Roger to discuss Ombudsmen Concept

1:40 pm Open discussion on Working Group perspectives and concepts to explore further within this effort based upon required tasks:

Implementation Plan

- Review best practices and other plans related to a mobility management approach
- ID regional structure and services to be offered
- Level of funding necessary to sustainably operate, as well as funding mechanisms
- Consultant RFP out through 11/12/25

- Report to Transportation Committee 2/1/26

2:20 pm Brief status update on RFP and consultant selection process

2:25 pm Next steps, recap and adjourn - Joyce/Zoe

Maine Coordinating Working Group on Access and Mobility:

LD 1451 Section 3 Tasks:

1. Establish a mobility management approach among state agencies to increase efficiency, accessibility and sustainability. Examine the creation of mobility management hubs and improving transportation for those experiencing transportation insecurity.
 - A. Which agency or agencies would be responsible for staffing and funding mobility management hubs?
 - B. How would mobility management hub service areas be defined and how many would be needed across the state?
2. Build interagency coordination between MaineDOT, DHHS, DOE, DOL, and other relevant state agencies
 - A. What transportation services does each agency currently provide?
 - B. Where and how do state agencies currently coordinate on transportation services?
 - C. What opportunities currently exist to improve coordination and efficiency?
 - D. What barriers prevent greater coordination and efficiency?
3. Use federal guidance and models from other jurisdictions to remove barriers and develop methods of cost sharing between federal and state programs to improve access
 - A. What is already known from existing analyses and studies?
 - B. What do current federal regulations allow and how can best practices be implemented under existing regulations?
 - C. What changes may be needed and what can be expected at the federal level from the Coordinating Council on Access and Mobility or other entities?

Section 4 Implementation Plan tasks:

1. Review best practices in other states and jurisdictions
 - A. What is already known from existing analyses and studies?
 - B. What existing models or studies should the consultant review?
 - Georgia
 - Massachusetts
 - New Hampshire
 - Ohio
 - Tennessee
 - Margaret Chase Smith research

2. Use Coordinating Council on Access and Mobility guidance and the Maine State Transit Plan to identify appropriate mobility management efforts

- A. What is already known from existing analyses and studies?
- B. What do current regulations allow and how can best practices be implemented under existing regulations?
- C. What, if any, additional guidance is expected from the CCAM or other federal agencies, and when?

3. Identify the regional structure and services that would be offered under a mobility management program

- A. Which agency or agencies would be responsible for staffing and funding mobility management hubs?
- B. How would mobility management hub service areas be defined and how many would be needed across the state?

4. Determine the level of funding needed to sustainably operate a mobility management program

- A. Based on analysis of best practices, how many mobility management hubs are necessary?
- B. Based on analysis of best practices, what are the staffing needs for each hub?

5. Identify additional funding mechanisms included, but not limited to FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities and FTA Section 5311 Formula Grants for Rural Areas funds

- A. How could existing funds be reallocated from current funding levels?
- B. Is there any FTA discretionary funding available for this initiative?
- C. Are other federal funds available for this initiative?

Maine Coordinating Working Group on Access and Mobility

Meeting Minutes of November 26, 2025 – Held via Zoom

Working Group Members in attendance: Nathanael Batson, Kirk Bellavance, Melissa Beecher, Roger Bondeson, Samantha Horn, Zoe Miller, Roz O'Reilly, Tom Reinauer, Megan Salvin, Libby Stone-Sterling, Joyce Taylor.

Others in attendance: Jennifer Grant, Ryan Neale

1. Welcome. Members introduced themselves and a recent trip on which they did not drive.

The Working Group is tasked with developing an implementation plan including a timeline, budget, staffing plan, and detailed work plan, and coordinating a mobility management approach among state agencies including creation of mobility hubs focused on populations experiencing transportation insecurity. The Working Group is asked to review best practices and federal guidance. MaineDOT has issued an RFP for a consultant to help meet these goals. The work may go beyond the February 1 deadline but should be finalized for the next legislative session.

A goal for this meeting is to develop a shared understanding of mobility management.

2. Review of Existing Programs. Ryan and Roger provided brief overviews of existing MaineDOT, Federal Transit Administration, and Department of Health and Human Services programs. The presentations are available at <https://www.maine.gov/dot/programs-services/transit>

Key points for MaineDOT include:

- Maine receives roughly \$50M for various FTA programs, with each focused on specific uses, areas, and/or populations and with varying requirements for non-federal match.
- MaineDOT provides \$20M to support public transportation, including nearly \$8.6M for bus operators
- Maine's aging and dispersed population poses challenges
- We are likely to continue to operate in a funding-constrained environment
- Coordination is key to making the best use of limited resources
- Federal regulations have a chilling effect on innovation and creativity in combining services or funding
- Education about the existence and availability of existing service is an important opportunity

Key points for DHHS include:

- The current Non-Emergency Medical Transportation (NET) broker model was introduced in 2013 and replaced the fee-for-service system
- Three brokers currently cover eight transportation regions
- Brokers contract with Maine-based transportation providers for rides
- Maine has the 5th highest utilization in the nation by population, approximately two million per year
- Transporters include private sector transporters, public transportation, mileage reimbursement, commercial taxis and airlines, agency vehicles, wheelchairs, and Uber/Lyft
- Funding for state fiscal year 2026 is \$81M (approximately \$50M federal and \$31M state)

- Brokers are paid a per member, per month rate determined by an actuary
- Challenges for NET include
 - Long distances to healthcare providers
 - Closing or consolidation of medical services
 - Rider no-shows (over 2,000 per month)
 - Workforce shortages
 - Insurance costs for transporters and vehicles
 - Very high demand on the program
 - Federal and state regulations that limit coordination
 - Competitive procurement of services
 - Mandate for shortest distance and lowest cost option
 - Prohibition on the use of Medicaid funds to subsidize or supplant funding for other programs
- Opportunities include:
 - Reduction of “dead head” miles where no passenger is in the vehicle
 - Coordination
 - Reduction of greenhouse gas emissions

The Working Group may consider working with Maine’s congressional delegation to revise the federal language. Technology including artificial intelligence could improve coordination and trip matching.

3. Introduction to Mobility Management. Mobility management addresses the lack of transportation options and lack of coordination among transportation services and supports. Two in five Maine adults experience transportation security and are more likely to be experiencing poverty, to be black, to be young adults, and to have a disability. Many people with financial resources also struggle with transportation insecurity.

Mobility management focuses on helping people connect to transportation options and on creating new services or providing additional funding. A key piece is increasing capacity and person-centered resources. Mobility management can be done by people assigned to the role or others. Mobility management helps to tie together municipalities, human service providers, riders/advocates, healthcare facilities, metropolitan planning organizations, and transportation providers. Mobility managers help connect resources for users.

Moving Maine received a federal Innovative Coordinated Access and Mobility (ICAM) grant in 2024. The initiative is to stand up a regional organization with York County Community Action Corporation as the hub. YCCAC is hiring a full-time mobility manager to help with coordination and expand options. The hub will provide a proof of concept applicable to other areas of the state. Core components include a dedicated mobility manager, a network of stakeholders, and ongoing assessment, flexible funding, promotion of available transportation resources, and train-the-trainer education. Partners and stakeholders from around the state are providing input. The goal is to secure long-term funding for this and similar efforts.

YCCAC already does many aspects of mobility management. Schedulers connect callers to resources at YCCAC and elsewhere. YCCAC coordinates with other programs but more is needed. YCCAC will be posting for the mobility management position next week. **Tom will share the job description with the group.**

4. Update on RFP and Consultant Selection Process. MaineDOT received three proposals in response to the RFP for a consultant. Proposals will be evaluated individually against the scoring criteria. The scoring team will meet after Thanksgiving to select a preferred consultant. MaineDOT will then negotiate to get the preferred consultant under contract.

The consultant will assist with researching and gathering materials for the Working Group's report. The Working Group ultimately will be responsible for the content of the report.

5. Next Steps and Adjournment.

Future meetings will be 90 minutes. **Joyce, Jenn, and Zoe will connect to discuss upcoming tasks, meetings, and schedules.**

The Working Group should focus on system improvements rather than uncertainty about funding.

Smaller volunteer driver programs could use some assistance. Many people who are not eligible for MaineCare struggle with transportation insecurity and can not go through the broker.

Transportation is a challenge when medical appointments run long. This happens frequently and may present an opportunity to coordinate with medical providers. The broker has to find another driver when appointments run later rather than having the assigned driver wait. There is likely to be interest in the Legislature in creating a transportation ombudsman to coordinate referrals and help coordinate services. **We should get more information on this for the next meeting.**

No shows may be due to communication issues between travelers and drivers. Technology could help improve communication.

The next Working Group meeting is scheduled 1:00 to 2:30 p.m. on December 9.