

Modivcare MaineCare Brokerage

Contact Information

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Modivcare is the NET MaineCare transportation broker for the following regions:

- » Region 1 (All of Aroostook County, Danforth in Washington County, and Patten/Stacyville in Penobscot County)
- » Region 2 (Hancock and Washington Counties excluding Danforth in Washington County and including Isle au Haut)
- » Region 6 (Cumberland County excluding Brunswick and Harpswell)
- » Region 7 (Androscoggin, Franklin, and Oxford Counties)
- » Region 8 (York County)

MaineCare trips are scheduled and coordinated through Modivcare's South Portland headquarters. Modivcare arranges trips through the least-cost alternatives which, depending on circumstances, may include trips through the Friends and Family program, volunteer trips, CAP agency trips, fixed route and flex route public transit providers, regional network transporters, taxi services, wheelchair car providers and agency vehicles. Modivcare operates 25 of its own vehicles throughout Maine. Modivcare reports that 70% of its trips are standing order trips (e.g., regularly scheduled trips for dialysis). Modivcare has call centers in South Portland, Connecticut, and New York.

The NET transportation providers serving Modivcare are shown in the following table.

Modivcare Transportation Brokerage Regions 1, 2, 6, 7, and 8 NET Transporters

NET Transportation Provider	Primary Region	Other Coverage Regions
–	1	–
Alliance Transportation	7	–
ARTS (CAP)	1	–
Arwo Medical Transportation	6	8
Atlantic Transportation Solutions	7	8
Biddeford Transportation	8	–
Careway Express	7	–
Coastal Transportation	6	8
Crown Transportation	8	6
Cumberland Transportation	6	7, 8
Dhigane Transportation	6	8
Downeast Community Partners (WHCA)	2	–
Eastcoast Transit	6	8
Express Transportation	6	7, 8
Friendly Transportation	6	–
Here I Am Transport	7	–
Hyphin Transportation	6	8
L&L Transportation	2	1
Lunar Transportation LLC	7	6
Maine Transportation Lewiston	7	6
Maine Transportation Portland	6	8
MaineDivine Right	7	–
Modivcare Drivers Region 1	3 Drivers	–
Modivcare Drivers Region 2	4 Drivers	–
Modivcare Drivers Region 6	1 Driver	8
Modivcare Drivers Region 7	6 Drivers	6
Modivcare Driver Region 8	8 Drivers	6
Neuro Restorative	6	8
Noble Transportation	6	8
On Time Transportation	6	7, 8
Portland Airport Express	6	7, 8
PortCity Transit	6	–

NET Transportation Provider	Primary Region	Other Coverage Regions
Regional Transportation Program	6	–
Ride Source	7	6, 8
Roze Transportation	8	6
Safe Transit	6	8
Shiretown Taxi	1	2
Southern Maine Transportation	6	8
Springvale Taxi	8	6
Stars Transportation	7	–
Union Transit	6	–
United Ambulance	7	6, 8
West's Transportation	2	–
Western Maine Transportation	7	4
World Transportation	8	6
York County Community Action Corporation	8	–

Source: Modivcare

Penquis Transportation Brokerage

Contact Information

Contact person: Steven Richard, Director; Stephanie Farrar, Deputy Director

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Penquis Transportation Brokerage is the NET MaineCare transportation broker for Region 3 (Penobscot and Piscataquis Counties) and Region 4 (Kennebec and Somerset Counties). Penquis Transportation Brokerage is located in the same building as Penquis' Lynx Mobility Services, but both operate as separate entities.

The Brokerage has a full-time volunteer coordinator who recruits and trains volunteers and manages 101 volunteers. Volunteers attend advisory meetings. About a third of volunteer drivers are qualified to be child transporters. The Brokerage and Lynx Mobility Services share the same group of volunteers.

The call center gets about 900 calls per day, but sometimes as many as 1,300 to 1,400. Penquis Transportation Brokerage averages about 3,000 trips per day, many of which are regularly scheduled trips that are arranged in advance.

Approximately 34% of the rides arranged by the Brokerage are provided through the Friends and Family program. The rest are provided by volunteers, Lynx Mobility Services, Community Connector, KV Van (KVCAP), Kennebec Explorer, regional transporters, taxi companies, and chair car service providers. The NET transporters serving the Brokerage are shown on the following page.

Penquis Transportation Brokerage Regions 3 and 4 NET Transporters

Regional Transporters Under Service Agreement

BeeLine Transport
Where Am I
Families Matter
Volunteers
Chair Car Service Providers
United Ambulance
Capital Ambulance
Delta

Taxi Companies

Campus Taxi	Al's Taxi
Old Town Taxi	Elite Taxi
Marty's Taxi	Kennebec Taxi
Town Taxi	Mr. Transportation Taxi
Your Taxi	On-Time Transportation
Alydar Taxi	Ride With Us
FabCab	Skowhegan Town Taxi
C & S	

Mid-Coast Connector Brokerage

Contact Information

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Waldo Community Action Partners (WCAP) provides transportation throughout MaineDOT Region 5 via two separate entities:

- » **Mid-Coast Connector** is the MaineCare NET transportation broker.
- » **Mid-Coast Public Transportation** provides transportation for the general public.

Mid-Coast Connector (the Broker) and Mid-Coast Public Transportation (the public transportation provider) are in the same building; one person is in charge of both entities, dispatching is merged into a single group, and there is one fiscal system that operates out of WCAP's central office. However, there are separate customer service and phone lines.

Both entities operate out of three offices: one in Belfast, one in Rockland, and one in Bath, with vehicles in all three locations.

The Mid-Coast Connector brokerage budgets 23 full-time office staff members and 40 Full time equivalent drivers. The call center is staffed Monday through Friday from 7:00 AM until 5:00 PM. Outside of regular hours, during weekends, and on holidays, calls are answered by the Brokerage on-call service. The call center handles approximately 1,200 incoming calls per week. The back-up call center receives an average of 20 calls per night or weekend day with requests for information, operating hours, hospital discharges, or cancellations.

From January 1, 2022, through December 31, 2022, Mid-Coast Connector scheduled and brokered 210,201 trips for MaineCare members residing in Region 5. The trips were provided as follows:

- » Contracted NET Services Transporters including Waiver Providers: 43%
- » Friends and Family: 40%
- » WCAP vehicles: 17%