

## 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%