

## 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 located in same building; there is one person 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. WCAP closed the Damariscotta office. WCAP is attempting to build a system structure in the mid-coast area that can support transportation.

The Mid-Coast Connector brokerage employs 19 full-time and one part-time staff members. 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 each call is picked up by the Brokerage on-call service. The call center handles approximately 1,250 incoming calls per week. The back-up call center receives an average of 15 calls per night or weekend day with requests for information, opening hours, hospital discharges or cancellations.

During the period January 1, 2017, through December 31, 2017, Mid-Coast Connector scheduled and brokered 190,169 trips for members residing in Region 5. The trips were provided as follows:

- Contracted NET Services Transporters: 29.8%
- Friends and Family: 21.35%
- Agency Providers: 20.22%
- Waiver Transporters: 15.78%
- Volunteers: 8.93%
- Other Ad-Hoc Transporters: 3.83%

Some of the transportation challenges in Region 5 include:

- **Two separate systems.** Maintaining and coordinating two separate systems and a separation of resources required by MaineCare. WCAP has been working with MaineCare to merge as many of the functions of the two separate entities as possible.

- **Shortage of volunteers.** The effort to recruit and maintain volunteers in Region 5 has not been very robust for a number of years. WCAP is now rebuilding driver training and volunteer training and supervision and recruitment processes.
- **Trip Capacity.** There is not enough capacity in the region to provide all the requested trips. Mid-Coast Connector cannot provide 1-2% of trips, or about 10 trips, on any given day.
- **Funding for vehicles and drivers.** Finding money for vehicles and drivers is a challenge. Since 2017, WCAP has experienced increasing difficulty in getting drivers.
- **Different agency requirements.** There's a high administrative cost to keeping track of services provided for different funding streams. Requirements are different for different programs. There are a lot of inefficiencies and costs. Different funding requirements can cause confusion for users.

The following table provides a breakdown of NET trip distribution by provider type for the period January 1, 2017 through December 31, 2017.

| Mid-Coast Connector NET Region 5<br>Trip Distribution by Transporter Type<br>January 1, 2017 through December 31, 2017 |               |               |                                    |               |                |
|--|---------------|---------------|------------------------------------|---------------|----------------|
| Waiver Transporters  |               |               | Family and Friends                 |               |                |
|  | Trips         | %/Total       |                                    | Trips         | %/Total        |
| Mobius   | 7,653         | 4.23%         | Self Driver Total                  | <b>38,579</b> | <b>21.35%</b>  |
| Elmhurst   | 10,738        | 5.94%         |                                    |               |                |
| Independence Association   | 2,674         | 1.48%         | <b>Agency Transporters</b>         | <b>Trips</b>  | <b>%/Total</b> |
| Opportunities/Supportive Living  | 1,051         | 0.58%         | Penquis                            | 80            | 0.04%          |
| BFLI   | 1,772         | 0.98%         | MCPT                               | 36,465        | 20.18%         |
| Coastal Opportunities  | 4,632         | 2.56%         | <b>Agency Transporters Total</b>   | <b>36,545</b> | <b>20.22%</b>  |
| <b>Waiver Transporter Total</b>  | <b>28,520</b> | <b>15.78%</b> |                                    |               |                |
|  |               |               |                                    |               |                |
| Contracted NET Transporters  |               |               | MCPT Volunteers                    |               |                |
|  | Trips         | %/Total       |                                    | Trips         | %/Total        |
| Cories Ride  | 12,294        | 6.80%         | Volunteer driver total             | <b>16,144</b> | <b>8.93%</b>   |
| North East Mobile Health   | 326           | 0.18%         |                                    |               |                |
| Schoomer Bay   | 15,033        | 8.32%         | <b>Non-Contracted Transporters</b> | <b>Trips</b>  | <b>%/Total</b> |
| Reliant Transit  | 1,094         | 0.61%         | B& J Taxi                          | 5             | 0.003%         |
| Safe Care  | 3,944         | 2.18%         | Brunswick Taxi                     | 2,542         | 1.407%         |
| Platinum Plus  | 2,253         | 1.25%         | Bay Limo and Taxi                  | 56            | 0.031%         |
| Sterling Elite   | 9,242         | 5.11%         | Bath Taxi*                         | 1,800         | 0.996%         |
| Twin Village   | 2,976         | 1.65%         | Care Plus                          | 133           | 0.074%         |
| Where MI*  | 6,690         | 3.70%         | Sprague Transit                    | 836           | 0.463%         |
| <b>NET Transporter Total</b>   | <b>53,852</b> | <b>29.80%</b> | United Ambulance                   | 1,552         | 0.859%         |
|  |               |               | Town Taxi                          | 1             | 0.001%         |
|  |               |               | Capital Ambulance                  | 1             | 0.001%         |
|  |               |               | <b>Non-Contracted Total</b>        | <b>6,926</b>  | <b>3.83%</b>   |
|  |               |               |                                    |               |                |
|  |               |               | <b>Public Buses</b>                | <b>Trips</b>  | <b>%/Total</b> |
|  |               |               | Brunswick Explorer                 | 164           | 0.1%           |
|  |               |               | <b>Public Buses Total</b>          | <b>164</b>    | <b>0.1%</b>    |

\*Where MI Taxi and Bath Taxi are no longer NET transporters

Source: Mid-Coast Connector February 2018 NET transportation report

Mid-Coast Connector has had some success getting service providers to coordinate service. The agency is seeing many medical providers being positively responsive to its outreach, especially on subscription trips. There have been discussions with case managers and others about coordinated scheduling. Some offices and providers have been more receptive than others.