I have a right to:

- Feel safe in the car with my driver.

- NOT be inappropriately touched by the driver for any reason.

- Be picked up and dropped off on time.
    - If a driver is going to be late, I should be called at least 15 minutes before I am supposed to be picked up.
    - If I am scheduled to be picked up at a specific time, and the driver is early, I should not be expected to leave just because the driver is there.

- Know the name of the driver before they pick me up.

- Not be dropped off on a corner or at a building and just left there. The driver should make sure I get into the building safely.

- Ride in a smoke free car (Including e-cigarettes).
    - There should be no residue smoke from anyone before me.

- Have the car smell reasonably clean, not reek of body or animal odors.

- Be guaranteed that the car has its current inspection, insurance and registration.

- Be guaranteed that the driver will:
    - Obey all laws and not be pulled over for speeding.
    - Not text while driving
    - Not talk on the phone while driving.
    - Not wear headphones while driving.
    - Know the routes before they pick us up.
    - Not have any other passengers (including friends or family) in the car with me.

- Have easily available:
    - A phone number for after hour problems.
    - A direct line to someone if I want to report a problem.

- To be called after a problem is reported to get an update on the resolution.

- ***To refuse to get in the car and NOT be penalized if any of these rights are violated.***

    The following pages include the phone numbers for the Non-Emergency Transportation Brokers

Non-Emergency Transportation Brokers

Locate your county or town on this chart to find out who you should contact.

If you live in:	You will call:
Androscoggin County – All Towns	Your broker is Logisticare. You can call them at: 1-855-608-5180
Aroostook County – All Towns	Your broker is Logisticare. You can call them at: 1-855-608-5174
Cumberland County – Brunswick and Harpswell	Your broker is MidCoast Connector. You can call them at: 1-855-930-7900
Cumberland County – All Other Towns	Your broker is Logisticare. You can call them at: 1-855-608-5178
Franklin County – All Towns	Your broker is Logisticare. You can call them at: 1-855-608-5180
Hancock County – Town of Danforth	Your broker is Logisticare. You can call them at: 1-855-608-5174
Hancock County – All Other Towns	Your broker is Logisticare. You can call them at: 1-855-608-5176
Kennebec County – All Towns	Your broker is Penquis CAP. You can call them at: 1-844-736-7847
Knox County – Town of Isle au Haut	Your broker is Logisticare. You can call them at: 1-855-608-5174
Knox County – All Other Towns	Your broker is MidCoast Connector. You can call them at: 855-930-7900
Lincoln County – All Towns	Your broker is MidCoast Connector. You can call them at: 1-855-930-7900
Oxford County – Towns of Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow, and Stoneham	Your broker is LogistiCare. You can call them at: 1-877-659-1302

Oxford County – All Other Towns	Your broker is Logisticare. You can call them at: 1-855-608-5180
Penobscot County – Town of Patten	Your broker is Logisticare. You can call them at: 1-855-608-5174
Penobscot County - All other Towns	Your broker is Penquis CAP. You can call them at: 1-855-437-5883 Complaint Line: 1-844-736-7227
Piscataquis County – All Towns	Your broker is Penquis CAP. You can call them at: 1-855-437-5883 Complaint Line: 1-844-736-7227
Sagadahoc County – All Towns	Your broker is MidCoast Connector. You can call them at: 855-930-7900
Somerset County- All Towns	Your broker is Penquis CAP. You can call them at: 1-844-736-7847 Complaint Line: 1-844-736-7227
Waldo County – All Towns	Your broker is MidCoast Connector. You can call them at: 1-855-930-7900
Washington County – All Towns	Your broker is Logisticare. You can call them at: 1-855-608-5176
York County- All Towns	Your broker is LogistiCare. You can call them at: 1-877-659-1302

Ride Assist for LogistiCare – 1-877-659-1303