

Kristen Grant
Biddeford, ME
May 9th, 2025
Sen. Henry Ingwersen, Chair
Rep. Michele Mayer, Chair
Committee on Health & Human Services
Cross Office Building, Room 209
Augusta, Maine 04333

Good afternoon,

My name is Kristen Grant, and I'm from Biddeford, Maine. I'm writing today not only for myself, but on behalf of my peers-individuals across the state who rely on MaineCare transportation to access employment, day services, and essential medical care.

This transportation service is supposed to be a lifeline. Too often, it feels like a gamble.

I have ridden with drivers who use their cell phones while driving, wear earbuds, or ignore the very people they are responsible for transporting. I've witnessed drivers swear at, threaten, or completely disregard the individuals in their care-people like me, and people I care about.

I've been left waiting for a ride for over an hour and a half after an appointment. When we call for help, we're repeatedly told, "They'll be there in 10 minutes." But often, no one comes.

One incident I will never forget: A driver became frustrated during drop-off at a day program and drove away before my friend had fully exited the vehicle. My friend fell from the van and was injured. That moment could have been far worse, and it never should have happened.

I've also personally experienced harassment-being contacted by drivers on social media and through my personal cell phone. Disturbingly, many of these same drivers are still out there, picking up and transporting my friends and peers.

We file complaints. We report these incidents. But time after time, there's no response, no follow-up, no accountability. It's as if our voices are disappearing into thin air.

We are a vulnerable population. We depend on these services not just for convenience, but for survival. We deserve protection. We deserve respect. And we deserve to trust that when we report harm, neglect, or abuse, the state will act.

I urge you to take what I've shared today to heart and to take action. Please pass this bill. Help protect us. Help ensure that no one else has to go through what we have endured.

Thank you for your time-and for truly listening.