

**MEDICAL ASSISTANCE TRANSPORTATION PROGRAM: WAIVER REQUEST FORM**

**DATE**

**SEPTEMBER 9, 2009**

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| Name of Requestor/Contact  | Odessa Trinkle   | Phone #  | 717-264-5225 ext. 7   | Requested Effective Date | November 1, 2009 |
| Requesting County(ies)/ Corporation  | Franklin County Integrated Transportation System (FCIT)  |  |   |                          |                  |
| Please cite the requirement for which a waiver is being sought (from the "Scope of Services")  | Paratransit One Hour rule. "Consumers shall be dropped off at the medical provider's office no more than one hour prior to the medical appointment. After the medical visit, consumers shall be picked up not more than one hour later."   |  |   |                          |                  |
| Briefly describe the efficiencies and/or service enhancements that will result from the waiver | The western tip of Franklin County which includes Dry Run, Spring Run, Fannettsburg, Mercersburg, Willow Hill, Path Valley and Concord is the 'mountain run.' Most residents of this area come into Chambersburg center for medical treatment and due to the distance and mountain terrain the trip takes at least 1 hour. Due to the appointment times being spread out through out the day there are repeated trips back and forth to this area which is not cost effective due to making individual trips."   |  |   |                          |                  |
| Briefly describe the proposed alternative procedure  | <b>Franklin County would like to specify that residents of this area schedule appointments from 10:00 AM though 1:00 PM, Monday through Friday to Chambersburg.</b> Scheduling will be done the day before the trip runs and will be based upon the scheduled appointments within the time window for that day. Return times will be scheduled to minimize consumer wait time (at no time will a consumer be required to wait longer that two and one-half hours) and maximize MATP resources. Multiple trips will be scheduled when necessary to assure that no consumer experiences inordinate waits either before or after their actual appointment time. |  |   |                          |                  |
| Approximately how many consumers will be affected?   | 20-30  | How will they be affected? What change, if any, will result in the level of service?                           | Consumers will be required to schedule their appointments between the hours of 10:00 a.m. and 1:00 p.m.   |                          |                  |
| Projected savings  | \$15,600   | How were these savings calculated? Identify assumptions (i.e., fewer trips, shorter trips, shorter wait times) | The mountain run is over 60 miles round trip from Chambersburg to Concord which is the tip of the county. That is a straight shot back and forth; it is of course impossible to include all mileage variations. At \$2.00 a mile cost that makes a per round trip cost of \$120. If we subtract the trip fare of \$16, it still leaves a cost of \$104. Of course the trip cost verses the operational cost can be mitigated by adding additional fare paying passengers. If we round down the operational loss to \$100 per round trip* 3 days a week it equals \$300. \$300 * 52 weeks equal a current average loss of \$15,600. With the waiver in place and the additional round trip illuminated, we can easily estimate a savings of \$15,000. This does not reduce trips because the trips will occur but with enhanced schedule management. |                          |                  |
| How will the savings be used?  | The savings will translate into decreased cost for vehicle repairs, fuel and paid driver time. In actuality, the saving will basically reduce loss but will not capture additional revenue. A possible form of revenue is the ability to use the mountain driver for local runs and increase trips where the fare is below or balances the cost of operation. <b>Quantifiable results:</b> The mountain run will be reviewed internally every 4 weeks to see if there is marked increase in efficiency by tracking the following: schedule management, live hours verses dead hours, vehicle mileage.  |  |   |                          |                  |

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| <b>Briefly describe the exception process for consumers who cannot be accommodated by the new requirement</b> | When a consumer presents a verifiable reason why they are unable to coordinate their trip within the defined times, FCT will make the accommodation. Some examples: one-day-surgery only performed on certain days, needs to see a specialist that is only available on certain days, those that require service to therapeutic day programs. |
| <b>Timeframe</b>  | 12 months   |