

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM: WAIVER REQUEST FORM				DATE	SEPTEMBER 22, 2009
Name of Requestor/Contact	Melody Demshock	Phone #	570-644-4487	Date of Approval	November 1, 2009
Requesting County(ies)/ Corporation	Northumberland County				
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	NCTD makes repeated trips to/from Geisinger Medical Center GMC (8-12/day) causing a financial drain on the agency and an inconvenience to consumers. NCTD delivers consumers to the facility and continue on with their day and wait for return calls. Often consumers at GMC are scheduled for one appointment, and then require a visit to other departments for tests, consults, etc. As it is impossible to gauge when a consumer would be done, the van would be halfway back to the service area just at the point another consumer would call for a return. Consumers don't know when the vans will be returning and therefore are not able to leave the reception area to go for refreshment or go to the restroom without fear that they will miss their transportation. Often NCTD is calling GMC to page consumers trying to locate them for their transportation home. Providing a regularly scheduled service to GMC allows consumers to schedule their appointments knowing when the bus will return for them.				
Briefly describe the proposed alternative procedure	Consumers are asked to schedule their appointments from 9:00 am to 3:00 pm, Monday thru Friday, to GMC. Consumers with appointments scheduled between 9:00 a.m. and 11:30 a.m. are scheduled to arrive at GMC by 9:00 a.m. The bus returns to GMC at 11:30 p.m. to drop off those with afternoon appointments scheduled from 12:00 pm to 3:00 pm. At 12:00 p.m. the bus leaves GMC to return those riders that are finished. The bus returns to GMC at 3:00 p.m. to return the remaining riders. This will ensure that no consumer has a wait time that exceeds 2 ½ hours.				
Approximately how many consumers will be affected?	410	How will they be affected? What change, if any, will result in the level of service?	A total of 410 unduplicated riders traveled to GMC for FY 08/09; a total of 2664 one way trips were made to this facility on two (2) routes, of which an estimated 30% were affected; 799 trips. They were primarily affected either on the delivery or the return trip. A minimal percentage of consumers were affected on both legs of their trips, and the remainders were not affected at all. This would be a higher level of service due to the consistency of the schedules.		
Projected savings	Annual Savings \$10,320	How were these savings calculated? Identify assumptions (i.e., fewer trips, shorter trips, shorter wait times)	NCTD will reduce miles traveled with fewer trips, improving distance productivity while increasing on-time compliance. NCTD travels to/from GMC 10 times/daily. Without the waiver, an extra 2-4 trips/day will need to be made. Average trip miles/day for 6 trips is 350 miles. An additional 2 trips would add 124 miles/day. Based on 2 extra trips with an average trip cost of \$21.50 = \$43.00 * 240 days of service = \$10,320.00.		
How will the savings be used?	NCTD will be making a budget amendment forthcoming. After working with the County Budget Director on our Calendar Year Budget, we noticed some provisions that could be made. At this point, we foresee a decrease on the previously submitted MATP 09/10 Budget Projection.				
Briefly describe the exception process for consumers who cannot be accommodated by the new requirement	When a consumer explains that they have a reason why they are unable to ride the bus, we generally make the accommodation. Some examples: Dialysis patient feeling ill after treatment, needing to get to another medical appointment, caregiver not able to meet needs of the consumer in time for the van ride. Consumers have not abused this flexibility.				

Timeframe Requested	12 Months
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