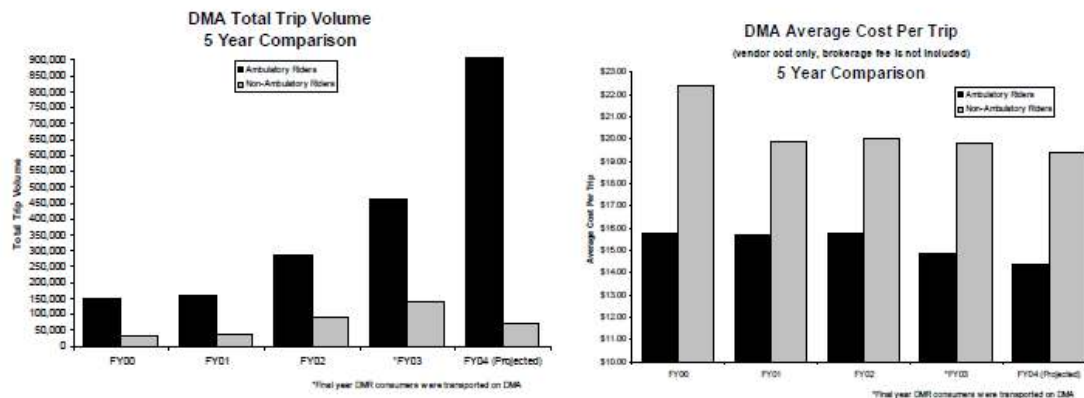


An Overview of Medical Transportation at Montachusett Area Regional Transit (MART) “A Success Story”

The following is an overview of some historical data on the brokerage services that the Montachusett Area Regional Transit has undertaken with Human Service Transportation (HST). Over the last five-year period MART has taken over brokerage services from other RTA's and currently represents HST Region 3, 4, 5, and 9. This represents approximately 60% of Massachusetts' population.



The most important aspect of our brokerage is creating an atmosphere for private operators to compete. We have nearly 200 individual companies that are competing for our brokerage work. We monitor them closely; penalize them for obvious errors, omissions or mistakes made on their part. We also provide an active computer based operation which helps promote ride sharing amongst DMA customers. As a result, the ambulatory cost per trip has gone down. This is the cost incurred by the vendor in providing the services. During the four years, it has gone down from \$15.75 to \$14.34; the non-ambulatory rate was \$22.37 in FY00 and has gone down to \$19.37 in FY04. It is also very significant to understand that this 15% or so savings is occurring while our overall trip volume has increased by four or five times. The costs of labor, health insurance, vehicle insurance fuel, etc. have increased significantly in the same period. In other words, we did not only maintain the cost against inflationary factors, we reduced the costs. We have utilized computer programs that have been created at the cost of \$500,000 entirely funded from savings we made in the brokerage services program. This currently allows us to provide DMA work to our lowest bidding operators on a two-hour interval basis throughout the day. Operators can accept part of the trips and the remaining trips are offered to the second lowest bidder and so on. By the end of day all trips are covered. We have to handle over 8,000 trips per day for our region.

Also provided is some data on our operation regarding Department of Mental Retardation (DMR) and Department of Public Health/Early Intervention Program (DPH/EIP). DMR is a unique operation where we have to carefully create a van service route to pick up individuals who are essentially going to the same workshops. The total projected trip volume increases to nearly 2.6 million for FY04. We utilize various computer programs to create a route and give that to operators who will simply implement by employing drivers and providing vehicles. By providing information to the operator it takes away many administrative duties from them so their dispatchers can concentrate on routes and reduce costs of services.

For further information contact:
HBSS
Sarah Porter
sarah@hbssonline.com
978-379-0010

MART
Bruno Fisher
bfisher@montachusetttrta.org
978-345-7711