

Regionalized Transportation Services - What you need to know...



The State Department of Public Welfare and Transportation are considering options to move from a County based transportation system to a regional based system. This would affect the following programs:

- Senior Citizen Shared Ride
- Medical Assistance Transportation Program (MATP)
- Mental Health and Mental Retardation
- PwD – Rural Program for Persons with Disabilities

As a consumer of this service, it is important for you to be aware of the advantages of a local, county based transportation service:

- Transportation companies are knowledgeable about the local community.
- Drivers live in your community and are familiar with addresses and facilities.
- Drivers are familiar with their customers and are sensitive to their needs.
- Local trips are performed on a timely basis.
- You are assigned to the same transportation company for all your trips.
- Transportation companies are located in your community and are invested in the local economy.
- Long-term relationships are developed between office staff and customers resulting in better customer service.
- Strong relationships exist between transportation companies and local human service and medical providers – resulting in commitment to ensure the communities' needs are met.

Conversion to a regional based transportation system could result in:

- Multiple transportation companies providing services.
- Co-mingling of passengers from the entire region.
- Possibility of longer trips to maximize efficiency.
- Inconsistent driver assignments – loss of having a “regular” driver.
- More companies and drivers who are not familiar with your local community.
- Reduction in quality control.
- Less contact between human service and medical providers and the transportation provider.

