



# Sumter County Transportation Services

*May 6, 2011*





## Today's Presentation Team

- Alaina Macia, President and CEO
- Pat McNiff, Vice President of Operations
- Norman Whitaker, Proposed GM



## About MTM

- Established in 1995
- Headquarters in Lake Saint Louis, MO
- Operates in 28 states and DC
- Provides over 7 million trips each year
- Handles over 3.5 million calls for service each year



**MTM**  
Medical Transportation  
Management, Inc.



## About MTM

- Non-emergency transportation manager for state and county governments and managed care organizations
  - Washington, D.C. Medicaid Program: 100,000+ trips per month
- ADA functional assessments
  - TriMet Transit in Portland, Oregon
  - CAT in Raleigh, North Carolina
- Travel training
  - District of Columbia Public Schools
- Community Transportation Coordinator
  - Martin County Florida: Paratransit, fixed-route, Medicaid transportation for entire 556 square mile county



# Ride Right Company History

- Started operation in 2009 to provide fixed-route and paratransit service
- Management of Ride Right has over 70 years of transit experience (Laidlaw Transit, First Transit, and MV Transit)





## About Ride Right

- Operates 154 vehicles
- Transports over 1,586 passengers per day

St. Louis, MO	Paratransit
Hamilton County, OH	Fixed-route special needs
Valparaiso, IN	Deviated fixed-route
Lancaster, OH	General public paratransit
Martin County, FL	Paratransit
Clarion County, PA	NEMT,PWD, seniors
Allegan County, MI (6/1/2011)	General public paratransit and agency sponsored



# Ride Right & MTM

- Ride Right and MTM share common ownership and management.
- MTM contracts with Ride Right for transportation services in Ohio and Florida
- Ride Right contracts with MTM for administrative services
- MTM provides financing to Ride Right

Owner	% Ownership	
	Ride Right	MTM
<i>Alaina Macia</i>	65.0%	
<i>Lynn Griswold</i>	12.5%	36.5%
<i>Peg Griswold</i>	12.5%	51.0%
<i>Gary Richardson</i>	10.0%	
<i>J B Bowers</i>		12.5%
<b>TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>

The ownership structure of the companies.



## Qualified and Committed Leadership Team

	Qualifications	Years Experience
<b>Norman Whitaker</b> General Manager	28 years of Florida Transit Experience. Extensive transportations operations and safety/training experience.	28
<b>Alaina Macia</b> President and CEO	Responsible for all Ride Right operations; with MTM as senior management since 2003. Focus to drive Ride Right to be the leader in high quality transportation.	8
<b>Frank Ciccarella</b> Vice President of Safety and Training	Top safety and training executive at Laidlaw Transit and First Transit, responsible for 7,500 vehicles and 14,000 employees.	30
<b>Pat McNiff</b> Vice President of Operations	Regional VP for Laidlaw Transit and First Transit with oversight of large programs such as Las Vegas, Nevada, and Orange County, California ADA paratransit programs.	20
<b>Jason Ellis</b> Director of Paratransit Technology	Scheduling software expert at First Transit for several years. Valuable expertise and training on scheduling optimization and performance enhancement.	12
<b>Gary Richardson</b> Chief Financial Officer	CFO for MV Transportation for 8 years and, prior to that, a Controller for Laidlaw Transit.	15



# Staffing

- **Norman Whitaker, Proposed General Manager**
  - Responsible for the management and day-to-day operations of the services required under this contract
  - Partnered with CTC/Polk County for TD and Medicaid trips
  - More than 28 years of Florida transportation management experience
  - Operations and safety/training experience
  - Holds many transportation certifications including serving as TSI Accident Investigator, Trainer, and Drug and Alcohol testing
  - Experience in fixed route, paratransit, shuttle, and non emergency transportation
  - Certified and experienced Professional Transportation Planner



# Facility

- 8520 NE 43<sup>rd</sup> Way, Wildwood
  - 6000 square feet
  - Move-in ready
  - Fenced parking for fleet and employees
  - Convenient to The Villages
  - Growth potential
  - Existing vehicle wash space
  - Flexible on location of facility – open to existing County facility





# Martin County, FL

- Deviated fixed route and Paratransit
- Budget: \$500,000
- 135 rides/day – operate 6 vehicles
- Ridership increased over 415% and cost dropped over 75%
- Service Transportation Disadvantaged population
- Assisted the County in obtaining 2 New Freedom grants to add nights and weekend service
- Intimate knowledge and proven track record of complying with Florida statutes





# Hamilton County, OH

- Transportation for Department of Job and Family Services
  - Assumed routes from Petermann Bus Co.
- 100,000 special needs children transported in 2010
- Budget: \$3.3M
- Traveled over 1,000,000 miles
- Zero complaints over last 7 months
- 80 employees
  - 65 drivers, 15 monitors
- Initiated Safe Place program





# Valparaiso, IN

- Operate, maintain, and manage V-Line public transit deviated fixed route system
  - Assumed service from McDonald Transit
- Budget: \$525,000
- 84,000 trips annually
- Set ridership records for each of the first 5 months of operation
- Recently revised routes and re-timed transfer points





# Lancaster, OH

- Lancaster Public Transit
  - County-wide paratransit service
  - Assumed operations from MV Transit
  - Performed post-transition review of RouteMatch System Settings
- City increased service by 60% and expanded to county-wide after first month of operations
  - Now averages 2.5 passengers per hour
- Budget: \$1.1M
- 65,000 trips annually
- Operate 25 vehicles





# Clarion County, PA

- Clarion County Transportation
  - County-wide paratransit service
  - Assumed operations from the county
  - NEMT, PWD, AAA, and general public
- Budget: \$1.1M
- 35,000 trips annually
- Operate 21 vehicles





# Allegan County, MI

- Allegan County Transportation (June 1, 2011)
  - County-wide paratransit service
  - Assuming operations from TMI who had the contract for 11 years
  - RouteMatch Scheduling Software
- Budget: \$1.1M
- 55,000 trips annually
- Operate 28 vehicles

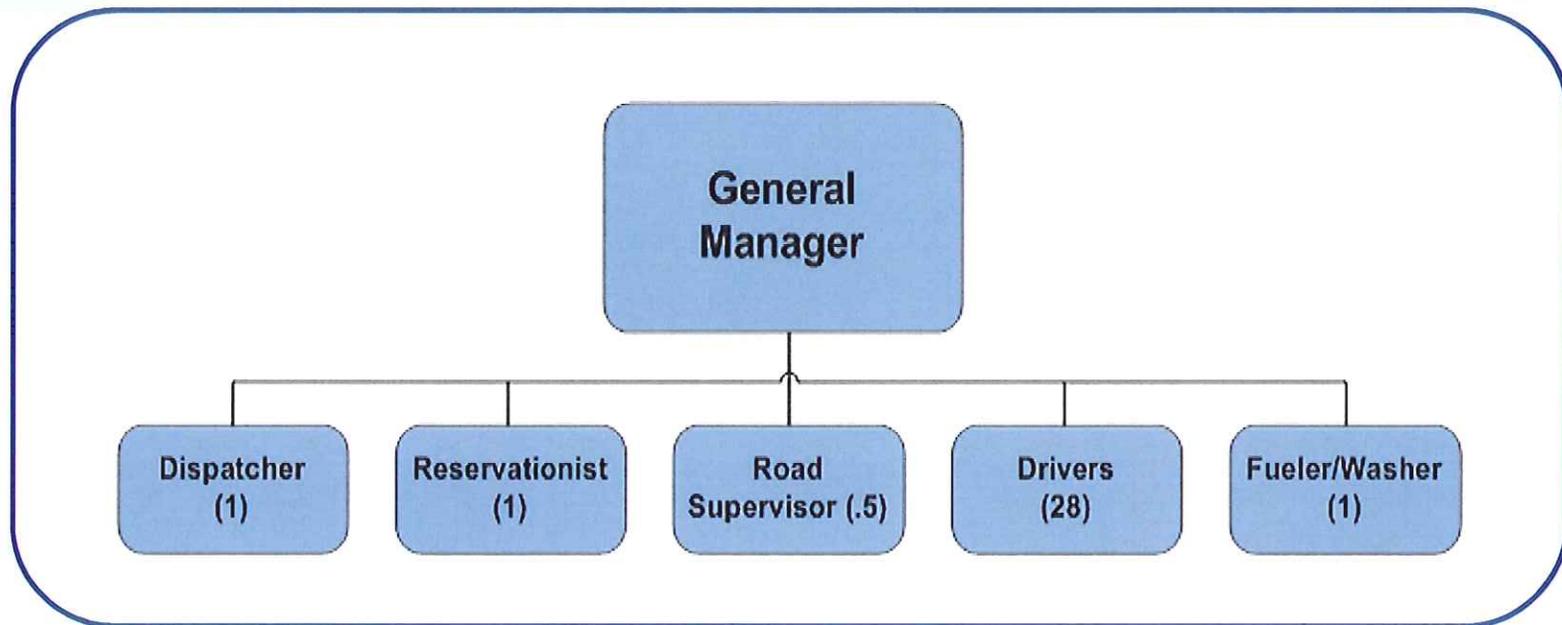


# Performance Approach

- Staffing
- Safety and Training
- Stretcher and Bariatric Trips
- Smooth Transition



# Staffing





# Safety and Training

- Safety program implemented by Frank Ciccarella, V.P. of Safety and Training
- Safety Manager and General Manager, completes evaluation or review on all drivers before released into service

*70 hour driver training*

*93 hour dispatcher training*

*Ongoing training including 12 safety refreshers each year*



## Stretcher and Bariatric Trips

- Initial contact made with following Sumter County stretcher/bariatric resources:
  - Leopard transport possible LOI
  - Charity Cars, Inc.
  - Lake County Connection
  - Mid State Taxi
- Willing to subcontract to Dash and/or Leopard Transport



# Smooth Transition

- Committed to retaining staff and drivers
  - Reach out quickly to current employees
- Competitive wages and benefits
  - Extensive health (choice between low-cost or more comprehensive package), vision and dental insurance
  - Group life insurance
  - 401(k) with company match
  - Paid time off
  - Holiday pay
  - Company provided uniforms





## Smooth Transition

- Comply with E-Verify system for all new hires within 3 business days of date of hire. Information from new hire's I-9 form entered into online system and compared to data from the Department of Homeland Security Administration's records.
- In-house scheduling software expertise both at the project and corporate level
- We have already started discussions with



## Smooth Transition

- Key staff will be on-site from first day of start-up:
  - Pat McNiff, V. P. Operations
  - Norman Whitaker, General Manager
  - Frank Ciccarella, V.P. Safety and Training
  - Jason Ellis, Director of Paratransit Technology
  - Lisa Sanders, Martin County Program Director



***“ We have used Ride Right for the last year and a half and we have come a long way with the transition and developing of relationships.***

*Ride Right has bent over backwards to assist me with our clients needs (which are many). I feel the relationship is very strong between us and we are pleased at this time.*”

**Cherie Ritzie, Office Manager, St. Joseph Orphanage, Cincinnati, OH**

***“ What a terrific driving staff Ride Right employs. They are helpful and courteous to the Kidney Center Dialysis patients. They go above and beyond to make their clients comfortable and happy.”***

**Jennifer Murphy, MSW, Treasure Coast Dialysis Center**





**“ Ride Right provides great oversight,** has good employees and drivers, and gives employees continued training that is showing up in huge ridership gains. **”**

**Tyler Kent,** Assistant City Planner, City of Valparaiso

**“ I just wanted to send you a quick email to tell you how impressed I have been with the transition from (incumbent) to Ride Right in such a short amount of time that you were given to transition. This has been very smooth for the drivers, the city, and for our riders (much smoother than I anticipated). Lynn and Frank have lived in the office for the past few weeks and have done a tremendous job with training/retraining. ”**

**Carrie Woody,** Public Transit Administrator, City of Lancaster



*“My driver is always on time, is courteous, and takes real good care of my husband. In fact, once Mr. Dwyer’s lunch container was mistakenly left at the Dialysis Center. My driver contacted another driver who brought Harry’s lunch container to our home. Now that’s service.”*

**Mrs. Harry Dwyer**, *Spouse of Ride Right Passenger*

*“I’d like to commend Ride Right for the outstanding service they render to St. Aloysius transporting our clients. The office staff and the drivers are great people to work with. Safety is their first priority and that’s vital to our clients. I would recommend them to any facility in need of transportation service.”*

**Ms. Sherma**, *Transportation Coordinator,  
St. Aloysius Orphanage, Cincinnati, OH*



**Questions?**