

Rusty Koontz
Regional Manager
Medical Transportation Assistance Unit
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System Snapshot

- **Operating Name:** Special Mobility Services, Inc.
- **Service Area:** Medicaid Brokerage Region 10 – Ferry, Stevens, and Pend Oreille Counties; Region 11 – Grant, Lincoln, and Adams Counties; Region 12 – Spokane County; Region 13 – Whitman, Garfield and Asotin Counties
- **Congressional Districts:** 4 and 5
- **Legislative Districts:** 4, 6, 7, 9, 12, and 13
- **Planning Regions:** Northeast Washington RTPO, Spokane Regional Transportation Council, and Quad-County RTPO
- **Type of Agency:** Nonprofit
- **Governing Body:** Five-member board of directors

Current Operations

Brokers transportation for Medicaid clients in Regions 10 (Ferry, Stevens, and Pend Oreille Counties), 11 (Grant, Lincoln, and Adams Counties), 12 (Spokane County), and 13 (Whitman, Garfield and Asotin Counties).

Intermodal Connections

Clients may use local transportation to connect to intercity bus, rail, or air for out-of-area appointments.

Region 10 Mode	Passenger Trips		
	2005	2010	% Change
Public Bus	870	62	-92.87
Ambulatory	5,635	718	-87.26
Non-Ambulatory	2,655	1,673	-36.99
Public Bus-ADA	31	-	-
Voucher	11,744	17,131	45.87
Mileage	8	112	1300.00
Volunteer-Agency	8,309	3,013	-63.74
Volunteer-Broker	-	4,063	-
Airline	69	-	-
Commercial Bus	4	39	875.00
Ancillary	-	-	-
Service Total	29,325	26,811	-8.6
Admin	-	-	-
Out of State	2	-	-
Meals & Lodging/in	506	477	-5.7
Meals & Lodging/oos	2	-	-
Subtotal	-	-	-
Grand Total	29,327	26,811	-8.6

Expenses			
	2005	2010	% Change
	\$731	\$113	-84.54
	\$134,491	\$24,993	-81.42
	\$273,820	\$216,690	-20.86
	\$233	\$0	-
	\$116,251	\$214,484	84.50
	\$394	\$4,279	985.94
	\$330,441	\$91,981	-72.16
	\$-	\$139,757	-
	\$12,455	\$0	-
	\$174	\$2,058	1082.56
	\$7	\$0	-
	\$868,997	\$694,354	-20.1
	\$94,776	\$139,404	47.1
	\$247	\$0	-
	\$20,771	\$25,526	22.9
	\$130	\$0	-
	\$115,924	\$164,930	42.3
	\$984,921	\$859,284	-12.8

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$0.84	\$1.82	116.9
Ambulatory	\$23.87	\$34.81	45.8
Non-Ambulatory	\$103.13	\$129.52	25.6
Public Bus-ADA	\$7.52	\$0	-
Voucher	\$9.90	\$12.52	26.5
Mileage	\$49.25	\$38.20	-22.4
Volunteer-Agency	\$39.77	\$30.53	-23.2
Volunteer-Broker	\$0	\$34.40	-
Service Total	\$29.63	\$25.90	-12.6
Admin. Costs	\$3.23	\$5.20	60.9
Grand Total	\$33.58	\$32.05	-4.6

Region 11 Mode	Passenger Trips		
	2005	2010	% Change
Public Bus	402	1,068	165.67
Ambulatory	17,439	8,099	-53.56
Non-Ambulatory	6,638	5,402	-18.62
Public Bus-ADA	51	308	503.92
Voucher	5,962	16,523	177.14
Mileage	616	50	-91.88
Volunteer-Agency	1,102	297	-73.05
Volunteer-Broker	-	4,603	-
Airline	2	-	-
Commercial Bus	6	11	83.33
Service Total	32,218	36,361	12.9
Admin	-	-	-
Out of State	4	-	-
Meals & Lodging/in	2,327	1,603	-31.1
Subtotal	-	-	-
Grand Total	32,222	36,361	12.8

Expenses			
	2005	2010	% Change
	\$629	\$2,958	370.27
	\$902,881	\$317,501	-64.83
	\$353,911	\$310,104	-12.38
	\$1,275	\$474	-62.82
	\$69,114	\$233,729	238.18
	\$6,924	\$569	-91.78
	\$96,965	\$10,017	-89.67
	\$0	\$233,939	-
	\$494	\$0	-
	\$150	\$412	174.33
	\$1,432,343	\$1,109,703	-22.5
	\$108,336	\$169,884	56.8
	\$3,535	\$0	-
	\$47,463	\$69,214	45.8
	\$159,334	\$239,098	50.1
	\$1,591,677	\$1,348,801	-15.3

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$1.56	\$2.77	77.0
Ambulatory	\$51.77	\$39.20	-24.3
Non-Ambulatory	\$53.32	\$57.41	7.7
Public Bus-ADA	\$25.00	\$1.54	-93.8
Voucher	\$11.59	\$14.15	22.0
Mileage	\$11.24	\$11.38	1.2
Volunteer-Agency	\$87.99	\$33.73	-61.7
Volunteer-Broker	\$0	\$50.82	-
Service Total	\$44.46	\$30.52	-31.4
Admin. Costs	\$3.36	\$4.67	38.9
Grand Total	\$49.40	\$37.09	-24.9

Region 12 Mode	Passenger Trips		
	2005	2010	% Change
Public Bus	99,636	119,469	19.91
Ambulatory	94,661	35,676	-62.31
Non-Ambulatory	40,212	20,485	-49.06
Public Bus-ADA	20,034	25,911	29.34
Voucher	10,959	17,584	60.45
Mileage	-	-	-
Volunteer-Agency	1,639	1,653	0.85
Volunteer-Broker	-	1,677	
Airline	284	40	-85.92
Commercial Bus	48	81	68.75
Train	-	6	-
Ancillary	-	-	-
Service Total	267,473	222,582	-16.8
Admin	-	-	-
Out of State	18	9	-50.0
Meals & Lodging/in	1,787	1,045	-41.5
Meals & Lodging/oos	16	76	375.0
Subtotal	-	-	-
Grand Total	267,491	222,591	-16.8

Expenses			
	2005	2010	% Change
	\$282,536	\$500,309	77.08
	\$1,555,049	\$601,289	-61.33
	\$1,040,807	\$605,089	-41.86
	\$35,488	\$61,956	74.58
	\$36,288	\$98,397	171.15
	\$0	\$88	-
	\$44,978	\$45,586	1.35
	\$0	\$45,446	-
	\$55,101	\$8,896	-83.86
	\$2,304	\$5,087	120.77
	\$0	\$372	-
	\$917	\$21	-97.7
	\$3,053,468	\$1,972,534	-35.4
	\$544,920	\$687,648	26.2
	\$7,139	\$6,419	-10.1
	\$92,795	\$63,294	-31.8
	\$2,393	\$2,966	23.9
	\$647,247	\$760,326	17.5
	\$3,700,715	\$2,732,860	-26.2

Mode	Cost per Trip		
	2005	2010	% Change
Public Bus	\$2.84	\$4.19	47.7
Ambulatory	\$16.43	\$16.85	2.6
Non-Ambulatory	\$25.88	\$29.54	14.1
Public Bus-ADA	\$1.77	\$2.39	35.0
Voucher	\$3.31	\$5.60	69.0
Volunteer-Agency	\$27.44	\$27.58	0.5
Volunteer-Broker	\$0	\$27.10	-
Service Total	\$11.42	\$8.86	-22.4
Admin. Costs	\$2.04	\$3.09	51.6
Grand Total	\$13.83	\$12.28	-11.3