



February 16,2024

Pike County Human Services
506 Broad St
Milford, PA 18337

Dear Mr. Ruiz:

The purpose of this correspondence is to provide Pike County Transportation with a program-specific waiver to the Paratransit One-Hour Rule outlined in MATP S&G Rev. 11/2026 General Responsibilities § 14 (C). As a matter of operational feasibility, Pike County Transportation has requested this waiver for out-of-county paratransit trips.

On page 35 of the MATP Standards and Guidelines Rev 11/2016, the Paratransit One-Hour Rule explains: "Drivers shall not drop off consumers at the medical service provider's office more than one hour prior to the medical appointment. Drivers shall not pick up consumers more than one hour after the completion of the medical visit." The Department recognizes that, to ensure cost effective grouping of trips, it is not always operationally feasible to adhere to the Paratransit One-Hour Rule due to the shared-ride nature of MATP and far out-of-county distances traveled.

The Department hereby grants this waiver to MATP S&G Rev. 11/2026 General Responsibilities § 14 (C) specific for out-of-county grouped trips completed by Pike County Transportation. This waiver is contingent on the ability of Pike County Transportation to arrange alternative transportation for impacted consumers with verified need.

This waiver is granted indefinitely effective February 1, 2024. The waiver will be reviewed annually to determine if changes are necessary. This waiver may be revoked at any time if deemed no longer necessary to improve MATP operations. .

Please retain a copy of this document in your files for audit purposes.

Sincerely,

Daphne Simeonoff
Program Supervisor
Medical Assistance Transportation Program

CC: Christopher Stout, MATP Monitor