



Edward A. Diana
County Executive

DEPARTMENT OF SOCIAL SERVICES

David Jolly
Commissioner

Box Z, Quarry Road
Goshen, NY 10924

TEL (845) 291-4000 FAX (845) 291-4338
www.orangecountygov.com

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Medical Transportation Management, Inc.
16 Hawk Ridge Drive
Lake St. Louis, Missouri 63367
Attn: Alaina Maciá, CEO

Dear Mrs. Maciá

Thank you for offering me this opportunity to provide a letter of reference. It has been a pleasure to work with Medical Transportation Management (MTM) over the past two years developing and redefining the Orange County Medicaid Non Emergency Transportation Program.

We have always been impressed with the manner in which MTM and their representatives have been willing dedicate their time and energy in assisting Orange County. For many years, we explored options with our transportation service delivery system. We designed a series of Request for Proposals and worked with a number of transportation vendors, but until our relationship with MTM was initiated in January of 2005, we failed to achieve meaningful results. We are pleased to report that we have exceeded our targeted performance measures in the area of cost savings, transportation improvements and service delivery. Last quarter, we averaged 93% satisfied in our consumer satisfaction surveys while maintaining a consistent average cost per trip.

We achieved an enhanced transportation service delivery system while holding the line in terms of costs. Our relationship with MTM is the cornerstone of these achievements and we look forward continuing this success in the future. We have always been impressed with MTM's ability to effectively manage the costs of the program without sacrificing consumer service delivery. We understand this is a difficult balance, but we remain confident in MTM's commitment to balancing efficient service delivery with strong consumer care.

Thank you again for the opportunity to provide this letter of support. If additional information is required please do not hesitate to contact me at any time.

Respectfully;

David Jolly
Commissioner