

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of Camelot) Application No. B-1802
Transportation, Inc, Kearney,)
Nebraska, seeking to expand its)
authority as a common carrier of)
passengers by vans by the)
removal of its restriction)
against point-to-point) ORDER GRANTING APPLICATION
transportation in Lancaster)
County, and by the amendment of)
language related to)
transportation services)
originating within Lancaster)
County to groups of six (6) or)
less not authorized. HHS)
Designation: Yes.) Entered: November 3, 2015

APPEARANCES:

For the Applicant:

Andy Pollock
Rembolt Ludtke
3 Landmark Centre
Suite 300
Lincoln, NE 68508

For the Protestants:

Stephen Mossman
Mattson Ricketts
134 South 13th Street
Suite 1200
Lincoln, NE 68508

For the Commission Staff:

Mark Breiner
300 The Atrium
1200 N Street
PO Box 94927
Lincoln, Nebraska 68509

BY THE COMMISSION:

B A C K G R O U N D

On March 31, 2015, an application was filed by Camelot Transportation, Inc., Kearney, Nebraska, seeking the removal of its restriction against point-to-point transportation in Lancaster County, and the removal of language restricting transportation originating within Lancaster County against groups of six (6) or less. The transportation of railroad train crews and their baggage is not authorized and the HHS Designation is Yes. Protests were timely filed by Papio

Transport, through its attorney, Steve Mossman; by Servant Cab through its attorney, Jack Shultz; and by Transport Plus. The protests of Servant Cab, and Papio Transport were subsequently withdrawn. Notice of the application was published in The Daily Record, Omaha, Nebraska, on April 3, 2015. Notice of the hearing was sent to all interested parties on May 19, 2015. A hearing on the application was held on July 10, 2015, with appearances as listed above.

APPLICANT'S EVIDENCE

Jamie Chambers testified first for the Applicant. Ms. Chambers is the Program Compliance Manager for Intelliride. She has held the position for one and one-half years. She provides operational training for providers and oversight activities related to compliance issues. Her position measures performance issues and applies sanctions where necessary. She works directly with providers. Ms. Chambers is aware of the Applicant from past performance with Intelliride.

Intelliride uses a scoring program to make competitive decisions between providers. The score is comprised of on time record, complaints, complaint resolution, trips acceptance procedure and the company's refusal rating. The Department of Health and Human Services ("HHS") uses the lowest to highest cost ranking in determining which providers to employ. The Applicant's rating is currently at ninety-six percent for the last two weeks, and for the past six months is at ninety-nine percent. The Applicant is very competitive with other providers, and all meeting the average of all providers measured.

Ms. Chambers said that there is a need for transportation in Lincoln and Lancaster County. The Applicant is currently not allowed to perform point-to-point transportation in Lancaster County. Currently there is Madonna Rehabilitation Hospital, Transport Plus, Midwest Special Services and Servant Cab offering services in Lancaster County. Intelliride currently arranges 400,000 trips statewide in Nebraska, but Ms. Chambers does not know how many trips are in Lancaster County only.

Intelliride has experienced issues of finding providers in Lancaster County. The primary issue is finding providers for transportation if not wholly within the city of Lincoln, such as from Lincoln to Omaha, Beatrice or Fremont. She also has

concerns about the stability of the number of trips that providers perform in Lincoln.

Ms. Chambers testified that there are not enough vehicles in per client demand point-to-point in Lincoln. She said that this has been true since Intelliride opened in May of 2014. This is also true of trips from Lincoln to other locations.

Ms. Chambers said that the problem is particularly acute after 3:30 p.m. until 5:00 a.m. Many providers close while much of the demand has not ended, especially for clients that do not share a ride. She said there can be long waits during this time. She cited that Madonna performs trips for its own clientele after 3:30 p.m. and is not available for Intelliride clients. Midwest Special Services is often maxed out, Transport Plus has restrictions that make service difficult for them, and Servant Cab has more clients than vehicles.

For Lincoln to other locations, Ms. Chambers noted similar difficulties. Transport Plus and Madonna do not serve outside of Lincoln, Servant Cab has limitations, and Midwest Special Services is often at full capacity.

Ms. Chambers stated that she did not believe that there are enough seats in vehicles with the current providers to meet the present demand. This observation applies to transportation in Lincoln as well as from Lancaster County and points outside Lancaster County.

On cross-examination by Steve Mossman, Ms. Chambers reviewed the cancellation situation in Lincoln only. She reviewed a list that showed that indicated that there were 112 unfilled trips in Lincoln prior to November of 2014, which is the time period that Transport plus began to operate again. The number may also have been affected by the suspension of the Omaha cab companies by the Nebraska Department of Health and Human Services starting in December of 2014. Mr. Mossman also brought forth that GPS Services also recently received authority to operate in Lincoln.

Transport Plus has restrictions on its authority that limit who they are able to transport. Intelliride would not refer a trip to Transport Plus if they know that the individual does not meet those eligibility requirements. There are a number of cases where Transport Plus would not be eligible to provide

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transportation, but Ms. Chambers does not know the actual number.

Ms. Chambers said that Intelliride has not approached Camelot regarding providing service in Lancaster County. Intelliride did offer trips to Camelot in Lancaster County in the past, but the trips were refused as Camelot did not have the authority to perform the referred trips. The information on what areas Camelot could serve was corrected. Ms. Chambers testified that she did not know about the level of complaints against Camelot, but did know that their performance rating never resulted in any action being taken against them by Intelliride.

Ms. Chambers answered under questioning that Transport Plus had six vans that are capable of performing up to eighty trips per day. Currently Transport Plus is providing twenty to thirty trips per day. When asked why Transport Plus is not being utilized more, she answered that Transport Plus has been inhibited in their performance scores based upon acceptance policies and clearing practices. Some of the problems that Transport Plus experienced were an incorrect coding error that incorrectly set up Transport Plus as providing service in Lancaster County when they were only authorized for the City of Lincoln. That error has been corrected. Ms. Chambers further said that the issue of proper reporting of trips continues to be a problem. As of the date of the hearing, Transport Plus has not received additional training as requested by Intelliride to address the clearing issue.

On redirect by Mr. Pollock, Ms. Chambers reviewed the trip assignment protocol. Referrals are made to the providers through a priority determination based upon several factors such as on-time performance and service quality issues. The provider can accept or reject the assignment on a number of bases, including ineligibility to provide the trip.

On examination by Commission staff, Ms., Chambers said that the performance score determines trip assignments. There are times when providers will exchange position based on their current performance score, thereby altering the priority of trip assignments.

On examination by Commissioner Tim Schram, Ms. Chambers said that there are two providers after 5:00 p.m. in Lincoln, Servant Cab and Transport Plus with enough notice. The biggest

need for service in Lancaster County is for ambulatory individuals. Ms. Chambers estimated that Intelliride brokers between 300 and 400 trips per day in Lancaster County.

On examination by Commissioner Crystal Rhoades, concern with the configuration of trip assignments, the metrics used in this determination, and the impact of this possibly inaccurate date on the determination of need was expressed. When asked how Camelot would solve the issue of transportation availability when Camelot also requires advance notice, Ms. Chambers said that they would be able to help meet the transportation needs in the area and that Camelot is available twenty-four hours per day. When pressed on the difficulty experienced by providers with payment issues, Ms. Chambers said that some claims are finally being processed and that further training needs to be done to resolve those issues. She said that Intelliride did receive approval to change how these types of charges are handled on May 6, and that this should help resolve the matter.

On redirect by Mr. Mossman, Ms. Chambers said that she has no reason to believe that Transport plus has performance issues. There are no issues with Transport Plus and its on-time performance, interactions with passengers or safety issues.

Alissa Kern was called by the Applicant. She is the managing director for Camelot Transportation. She is responsible for the general operations of Camelot. Ms. Kern testified that Camelot is a statewide passenger transportation company operating in Nebraska with the exception of Lancaster County. They began operations in January of 2012. Camelot currently employs thirty-seven drivers and has an office staff of five people. It provides transportation under contract with the Nebraska Department of Health and Human Services Medicaid Division, Child and Family Services, Probation, and private pay and the general public. The company operates forty-two vehicles statewide.

Ms. Kern testified that Camelot is seeking to provide point-to-point transportation within Lancaster County, as well as transportation originating in Lancaster County to other locations within the state. They are also asking for the ability to use Sport Utility Vehicles (SUVs) in there service as it is becoming more difficult to secure Dodge and Chrysler minivans.

Ms. Kern stated that she believes that the company can provide the proposed service without currently increasing the number of vehicles or drivers currently employed. The company's dispatching system indicates that they have the ability to perform the proposed services without increases. Ms. Kern did state that they could need more vehicles in the future if demand required an increase in vehicles or drivers. She said that the Applicant has the ability to expand its fleet if expansion is necessary.

Ms. Kern said that the Applicant is complying with Commission rules and regulations, including safety and insurance requirements. Camelot has a twenty-four hour dispatch system that it uses in its operations. Office hours are from 7:00 a.m. to 5:00 p.m., but they have individuals that monitor a message system the remaining hours of a day. The Applicant has drivers that work during the day and others that work at night. For basic trips within a city, the Applicant can perform trips mostly at a moment's notice. The fleet that the Applicant currently has would be available to do these kinds of trips very quickly. For trips of a longer duration, Ms. Kern said that they may need a day's notice to line up a driver for such a trip.

If granted authority in Lancaster County, the Applicant would shift some drivers and vehicles there, primarily from Omaha or central Nebraska. Ms. Kern thought that it could take up to a month to get said operations up and running.

Ms. Kern stated that the Applicant has contract with the Nebraska Department of Health and Human Services, one with the Division of Medicaid and Long Term Care and a second with Child and Family Services. The Applicant also has contracts with Juvenile Probation, Adult Probation and Nebraska Families Collaborative. The Applicant also has agreements with several counties in Nebraska to provide transportation services.

The situation with Intelliride is one that Ms. Kerns believes shows a need for the proposed service in Lancaster County. Information from Intelliride shows that there are many trips in Lancaster County that are not being filled and could be by the Applicant. Child and Family Services also have questions about the inability of the Applicant to perform round-trip service that include Lancaster County and the burden that is imposed upon the family being transported and on the Services itself. The Applicant receives requests for that transportation

every day from Child and Family Services that it cannot perform due to the restrictions on the current authority.

Ms. Kern sees some of the same issues with transportation for the Probation Departments that the Applicant is contracted with. The Applicant could provide some services in Lancaster County to other locations in the state but cannot due to the restrictions on the authority. In one instance, a probation officer needed to have a family transported from southern Lancaster County to the northeastern part of the state. The officer arranged for the family to be transported to Seward, where the Applicant picked them up and took them to their destination. The Applicant could make the return trip as it was a trip that originated outside of Lancaster County. The Applicant currently turns down trips from the Probation Departments, but those are not as frequent as the Child and Family Services situation and usually occur on the weekends.

PROTESTANT'S EVIDENCE

Dave Brauer testified first for the Protestant. He is the owner of Transport Plus. Transport Plus provides for the elderly, youth, visually impaired and those needing specialized services. Mr. Brauer bought the company from the previous owners as he wanted the specialized service to continue and believed that the service could stand on its own.

Mr. Brauer said that the protest was filed by his company due to the lack of need for transportation services for Medicaid in Lancaster County. His company currently has four vans that are sitting idle much of the time. Transport Plus does not currently provide service from Lancaster County and locations outside of Lancaster County due to financial considerations. Mr. Brauer stated that the protest is not aimed at that part of the Application. Transport Plus also does not have a contract with Juvenile Probation, and is therefore not protesting that portion of the Application. The concern for Transport Plus is the Medicaid trips brokered by Intelliride.

Mr. Brauer noted that the number of trips assigned to Transport Plus has recently dropped and that the company has excess capacity at present. The company currently has six vans in the fleet, three of which are wheelchair vans. The company started with four vans but increased that number to six in response to the number of trips that the company was receiving.

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The company was receiving seventy to eighty referrals per day, but that has dropped to twenty to thirty trips per day.

Mr. Brauer stated that twenty percent of Transport Plus trips are wheelchair trips. The granting of the Application would impact the eighty percent of the non-wheelchair trips that Transport Plus currently provides. Mr. Brauer also said that GPS has begun operations in Lancaster County.

On cross-examination by Mr. Pollock, Mr. Brauer said that their wheelchair vans could hold two clients but that they usually only carry one person. Mr. Pollock then reviewed the Certificate of Authority held by Transport Plus. One part of the authority refers to retired and semi-retired individuals over the age of sixty who require specialized service. A second part of the authority refers to individuals under the age of sixteen who require specialized service. Specialized service, according to Mr. Brauer, is service that is above and beyond just transportation. The services include assisting people with their needs, including going into doctor's offices, helping people with coats, waiting with the clients until the doctor appointment, and taking people into the facility or escorting them back into their homes. There is also a third part of the certificate that refers to the transportation of youth groups from points in Lancaster County to points outside of Lancaster County.

Another part of the authority refers to "ADA eligible" individuals. There are several ways to be ADA eligible, and there are some guidelines set forth by the federal government. There are people who would be ADA eligible but not require specialized service; Transport Plus would not be eligible to transport those individuals.

On examination by Commissioner Tim Schram, Mr. Brauer said that Transport Plus does not currently have a contract to provide transportation for Juvenile Probation. He further said that they are having a meeting with representative from Juvenile Probation to see if they would be eligible to do so.

David Meter testified next for the Protestant Transport Plus. He is the general manager for the company. He is responsible for scheduling, training, hiring and firing decision and other company functions. The company has eight employees, including five full-time drivers, and six vans.

Mr. Meter noted that he does not believe that the need exists for additional services in Lancaster County. Transport Plus has not been at full capacity since February of 2015. Transport Plus was providing eighty trips per day in January, but that is down to fifteen to twenty trips per day now. According to Transport Plus's records, the company provided the following number of trips per month: 755 in November of 2014; 1,097 in December; 1,187 in January of 2015; 755 in February; 693 in March; 868 in April, 735 in May; and 518 in June. The capacity of Transport Plus has remained the same during this period of time.

Mr. Mark Roblee from Midwest Special Services testified as a member of the public. He is the son of Lannie Roblee, the owner of Midwest Special Services. Midwest Special Services provides transportation statewide for a number of entities. The company has seen its business grow and shrink over the past few years. The business for Midwest Special Service has been impacted by the involvement of AMR and Intelliride. Intelliride trip referrals have reduced the number of trips provided all across the state. The company has seen the number of trips provided in Lincoln and Omaha have a similar fall-off. Mr. Roblee said that he has trouble trusting the figures on unfilled trips in Lancaster County as his company's experience is that the number of trips they provided has declined in Lincoln. They are prepared to offer service in Lincoln, but Intelliride is not offering Midwest Special Services any more trips and is leaving them with excess capacity.

On examination by Commissioner Frank Landis, Mr. Roblee said that he believes that trips have declined in part due to the Nebraska Department of Health and Human Services cutting costs and preventing fraud. Mr. Roblee said that Midwest Special Services has closed offices it had in Lincoln and Omaha and cut the number of drivers and vans in service due to this decline.

On examination by Commissioner Crystal Rhoades, Mr. Roblee noted that Midwest Special Services is a non-tableted provider. The trips assignments that they receive from Intelliride are very inconsistent, according to Mr. Roblee. He has seen the trip assignments from Intelliride vary from day to day, with some days receiving 80 trips, 100 trips the next, down to 50 and then 10 next two days, and back to 80. This type of inconsistency makes it difficult to plan trip provision.

O P I N I O N A N D F I N D I N G S

In this particular case, Applicant is seeking the removal of its restriction against point-to-point transportation in Lancaster County, and the removal of language restricting transportation originating within Lancaster County against groups of six (6) or less. The transportation of railroad train crews and their baggage is not authorized and the HHS Designation is Yes.

Applications for common carrier authority are governed by Neb. Rev. Stat. § 75-311 (2015), which provides,

A certificate shall be issued to any qualified applicant authorizing the whole or any part of the operations covered by the application if it is found after notice and hearing that (a) the applicant is fit, willing, and able properly to perform the service proposed . . . and (b) the proposed service is to the extent to be authorized by the certificate, whether regular, or irregular, passenger or household goods, is or will be required by the present or future public convenience and necessity. Otherwise the application shall be denied.

In order to be successful, an Applicant must prove that it is fit, willing and able to provide the proposed service. From the evidence presented, the Commission finds that the Applicant has sufficiently proven it is fit, willing and able to properly perform the proposed service and able to conform to Neb. Rev. Stat. § 75-301 et seq. The Applicant is currently operating in Nebraska. It has done so for since 2012. The Applicant has provided continuous service over this time period in its geographic areas. The Applicant appears to have sufficient finances to operate the proposed service. It has adequate vehicle availability and the ability to service the vehicles.

Based upon the evidence before us and adduced from the record in the instant case, the Commission finds that the Applicant has met the fitness test of Neb. Rev. Stat. §75-311.

The traditional analysis for determining "need and necessity" was set forth by the Supreme Court in the case of In

re Application of Nebraskaland Leasing & Assocs., 254 Neb. 583, 591 (1998), wherein the Court stated:

In determining public convenience and necessity, the deciding factors are (1) whether the operation will serve a useful purpose responsive to a public demand or need, (2) whether this purpose can or will be served as well by existing carriers, and (3) whether it can be served by the applicant in a specified manner without endangering or impairing the operations of existing carriers contrary to the public interest.

The issue of whether an applicant has met its burden of demonstrating that the proposed service is required with public convenience and necessity is ordinarily a factual issue. *Id.* The statute requires us to determine whether the proposed operation will serve a useful public purpose that is responsive to the public demand or need. Neb. Rev. Stat. § 75-311 (Reissue 1996).

The first part of the test is whether the proposed operation will serve a useful purpose responsive to a public demand or need. Given the record before us, we find that the Applicant has demonstrated a sufficient level of need and necessity to support a grant of the application. The Commission received testimony from Jamie Chambers from Intelliride. Ms. Chambers testified to the issue that the Department of Health and Human Services has with finding providers for trips in Lincoln and Lancaster County. She detailed that there are long waits at many times during the day, especially after 3:30 p.m. until 5:00 a.m. This situation also extends to trips originating in Lancaster County to other locations.

The Commission also heard from Alicia Kern. She testified the number of trips that the Applicant could perform in Lincoln and Lancaster County for Child and Family Services as well as the Juvenile Probation Department. Ms. Kern also testified that the Applicant has received trips referrals from Intelliride in the past that they were not able to perform due to the restrictions on their certificate.

The Commission does have some concerns regarding the provision of services by Intelliride. The metrics that they use to determine trip assignments appear to be causing difficulties for the transportation providers. These difficulties range from payment issues to service issues to the testimony of providers

concerning excess capacity. The Commission urges Intelliride to work with the providers and the Department of Health and Human Services to address these concerns.

The Commission finds that the above evidence shows that there is a useful purpose responsive to a public demand or need that the proposed operation can help to meet.

The second part of the test is whether this purpose can or will be served as well by the existing carriers. The evidence presented shows that the Protestant is not currently meeting the needs of the general public. It therefore appears from the record that the Protestant has not shown that it either can or will fill this public purpose or need.

We now turn to the issue of whether the public demand or need can be served by the Applicant in a specified manner without endangering or impairing the operations of existing carriers contrary to the public interest. The Protestant did not produce specific evidence as to whether the granting of the application will endanger or impair its ability to operate. Absent evidence of an impairment or endangerment to the operations of the Protestant, the Commission finds that the proposed operation can serve in the proposed manner without endangering or impairing the operations of existing carriers contrary to this public interest.

The Commission further finds that the Applicant should be allowed to use sport utility vehicles in its operations. Ms. Kern testified as to the difficulty of availability and the costs of the minivans that the Applicant has used in the past. She further testified that sport utility vehicles can be an alternative to use if necessary. The Applicant should be in a position to use vehicles that are safe and adequate for the purpose proposed, and the sport utility vehicles would appear to be a reasonable alternative if the minivans continue to present the issue to the Applicant.

From the evidence adduced and being fully informed in the premises, the Commission is of the opinion and finds:

1. The Applicant is fit, willing and able properly to perform the service proposed and to conform to the provisions of Neb. Rev. Stat. § 78-301 to 75-322 and the requirements, rules and regulations of the Commission thereunder.

2. The proposed intrastate service is or will be required by the present or future Public Convenience and Necessity to the following extent:

C E R T I F I C A T E A U T H O R I Z E D

SERVICE AND TERRITORY AUTHORIZED: Transportation of passengers and their baggage by passenger van, handicapped equipped passenger, cutaway vans and sport utility vehicles between points in Nebraska over irregular routes. RESTRICTIONS: The transportation of railroad train crews and their baggage is not authorized.

3. The application should be granted.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that Application No. B-1802, be, and it is hereby, granted; and that upon compliance with the terms and conditions as set forth in this Order, a Certificate of Public Convenience and Necessity shall be issued to Camelot Transportation, Kearney, authorizing the operations as set forth in the foregoing findings.

IT IS FURTHER ORDERED that the Applicant shall not be issued the Certificate of Public Convenience and Necessity authorized by the Commission unless and until Applicant has fully complied, within a reasonable time from the effective date of this Order, with Neb. Rev. Stat. §75-305 (fees), §75-307 (insurance), and §75-308 (rates), and with the rules and regulations of the Commission; and if upon expiration of such time Applicant has not complied with such terms and conditions, this Order shall, after reasonable notice to Applicant, be of no further force and effect.

IT IS FURTHER ORDERED that Applicant shall not conduct operations until a Certificate of Public Convenience and Necessity is issued.

IT IS FURTHER ORDERED that Applicant shall render reasonably continuous and adequate service to the public pursuant to the authority authorized.

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IT IS FURTHER ORDERED that the Certificate of Public Convenience and Necessity authorized shall be subject to the terms, conditions, and limitations which have been, or may hereafter be, prescribed by the Commission.

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 3rd day of November, 2015.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Tim Schram

Chairman

Quall T. Vay

ATTEST:

Amy L. Puley

Executive Director

Concurring Opinion:

It is technically correct to state Intelliride uses a scoring program to make competitive decisions between providers. The score is supposed to be comprised of on time record, complaints, complaint resolution, trips acceptance procedure and the company's refusal rate. The Department of Health and Human Services ("HHS") wants Intelliride to use the lowest to highest cost ranking in determining which providers to employ. The Applicant's rating is currently at ninety-six percent for the last two weeks, and for the past six months is at ninety-nine percent. The Applicant is very competitive with other providers, and all meeting the average of all providers measured. These are reasonable and comprehensive measures by which to assign rides to providers. However, in practice this has not happened because Intelliride has failed to consistently provide accurate metrics due to inaccurately configured software. They have assigned trips to vendors without authority to operate in certain areas forcing the companies to decline trips and thus penalizing vendors. There have also been numerous times when Intelliride has experienced serious problems related to inaccurate billing and payments to providers. No serious consideration can be given to any data provided by Intelliride that cannot be verified through another party because of the serious deficiencies in their data collection.

Ms. Chambers said that there is a need for transportation in Lincoln and Lancaster County. Ms. Chambers stated that "she did not believe that there are enough seats in vehicles with the current providers to meet the present demand. This observation applies to transportation in Lincoln as well as from Lancaster County and points outside Lancaster County." On cross-examination by Steve Mossman, Ms. Chambers reviewed the cancellation situation in Lincoln only. She reviewed a list that showed that indicated that there were 112 unfilled trips in Lincoln prior to November of 2014, which is the time period that Transport plus began to operate again. The number may also have been affected by the suspension of the Omaha cab companies by the Nebraska Department of Health and Human Services starting in December of 2014. Mr. Mossman also brought forth that GPS Services also recently received authority to operate in Lincoln. Ms. Chambers said that Intelliride has not approached Camelot regarding providing service in Lancaster County. Intelliride did offer trips to Camelot in Lancaster County in the past, but

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the trips were refused as Camelot did not have the authority to perform the referred trips, it should be noted this caused Camelot's "rating" to suffer and resulted in suspension of Camelot Transportation which resulted in "unfulfilled" trips in Lancaster County. The information on what areas Camelot could service was later corrected. However, because of these facts the Commission has no way to determine if there is actual need in Lancaster County or if it looks like there is need because Intellirides system was improperly configured and inappropriately assigned rides that had to be declined by the vendor in order to comply with the order of this Commission. This highlights Intellirides inherent inability to properly manage resources and deploy drivers and shows a complete inability to collect accurate information about why a trip was cancelled. It also shows that Intelliride has complete disregard for long standing precedent of only granting where need and necessity exist in order to protect the public interest. It is shocking that any party calls Intelliride to participate in proceedings in front of the Commission because by their own admission the data they collect is seriously compromised and thus useless when attempting to render a fair decision.

While I do not believe the Commission can determine if there is true need and necessity as it relates to Medicaid clients disserved by Intelliride, I believe the application should be granted to Camelot Transportation because of the need for service in other areas of HHS that have not had the disastrous misfortune of falling under the purview of Intelliride. Adult and Juvenile probation as well as Child and Family services are in need of additional resources to transport passengers and an HHS designation is required to transport that population. There is clear need within that population and therefore the threshold of need and necessity has been met.


Commissioner Crystal Rhoades