

**From:** Kester, Tony  
**To:** 'Angi Connor' <fccoangi@truvista.net>  
**Date:** 7/1/2013 2:30:50 PM  
**Subject:** RE: Transportation Policy

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We will make the policy consistent with passenger mile.

Thank you.

Tony

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**From:** Angi Connor [mailto:fccoangi@truvista.net]  
**Sent:** Monday, July 01, 2013 11:21 AM  
**To:** Kester, Tony  
**Cc:** Sharon Seago  
**Subject:** Transportation Policy

Good morning Mr. Kester,

I have a question regarding the changes to the transportation policy issued under the revised LGOA Policy and Procedure manual. This morning, as I was printing off the new assessment form from the LGOA website, I found that the policy manual had been revised as of June 28, 2013.

Chapter 500, Section 502, Part B, Pages 9-10 state that "A transportation Service is a Passenger Mile". However the remainder of the section, specifically the section on reimbursement refers to everything being "point-to-point". As you can imagine, this has caused some confusion for me as a provider. Which is the correct policy to follow?

Our agency was prepared for the transportation changes to go to "point-to-point" as of this morning.

In fact, all the forms had been changed, the route restructured, and staff notified for implementation this morning. Had I not seen the unannounced changes to the policy manual, we would not even realize there was a change. These kinds of miscommunications make it very difficult for my agency to carry on business and provide effective and efficient services. We are in the business of providing services to older adults and I feel that we cannot effectively do that until all of these changes are finalized, correct, and communicated appropriately.

Thank you for your time in listening to my concern.

Angi Connor

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*Angela A. Connor*  
*Executive Director*  
*Fairfield County Council on Aging*  
*803-635-3015*

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