



MTA Flint Rides to Wellness

An innovative, personalized approach to assisting Flint residents in accessing critical services

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In 2016 in the midst of the water crisis, MTA received a grant from MDHHS to provide transportation for Genesee County residents who needed reliable access to water, groceries, and medical appointments.

This was not Medicaid funding and was outside the Medicaid HMO realm.

MTA knew traditional forms of public transit alone would not meet the needs and relied heavily on interviews with riders, professionals, and stakeholders to understand the issues and design an innovative transportation solution.

Background

What We Learned

- Significant medical transportation needs exist outside of what Medicaid covers.
- Ride-hailing services, like Uber and Lyft have many great qualities, but lack the capacity and oversight to transport wheelchair passengers, older adults who may require assistance, and others with specialized transportation needs.
- Public transportation had the opportunity to deliver a low-cost, high-return innovative solution to addressing Michigan's mobility needs.



Photo credit: R. Mor...



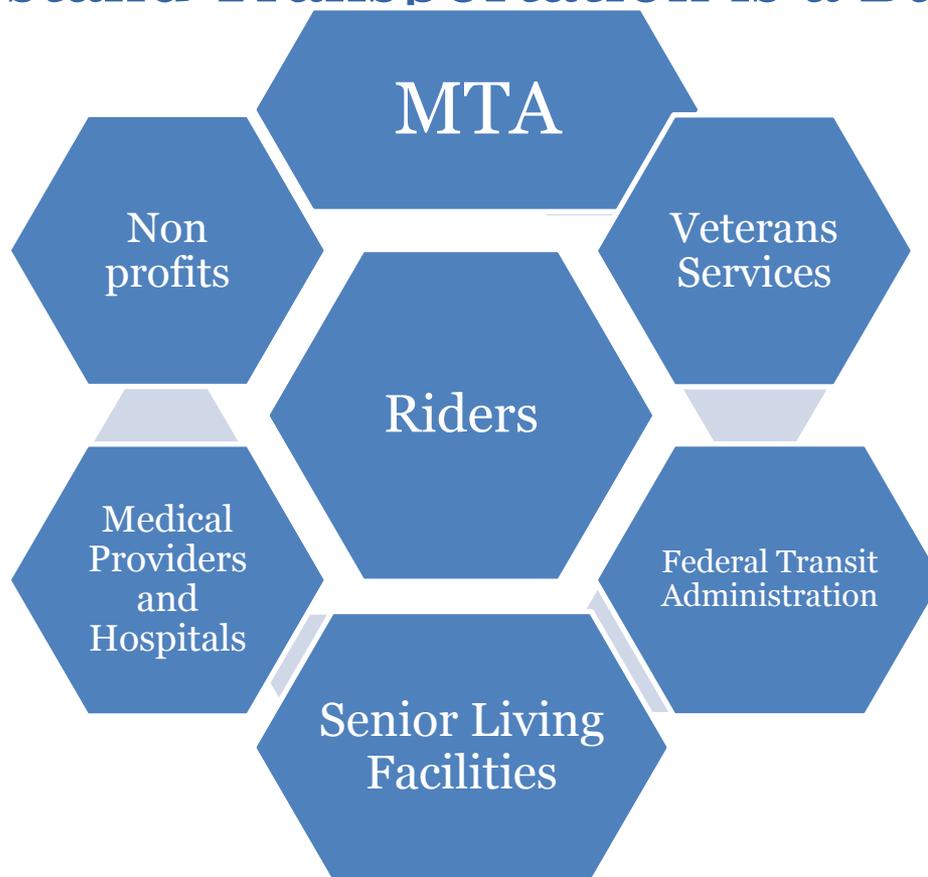
The Solution

Rides to Wellness is a health and wellness initiative that combines the best of public transportation with the convenience and personalization of ride-hailing services.





How does public transit create this opportunity for its riders?
**Build Partnerships with Organizations who
Understand Transportation is a Barrier**



Online Scheduling for Hospitals

Rides to Wellness
Powered by UberHealth



Welcome,
Andrew Lang

- Dashboard
- Departments
- Reporting
- Trips
- Users
- Profile
- Settings
- Logout

Welcome to Ride to Wellness!

From this dashboard see any passenger's upcoming trips. You can edit future trips, request a new trip, as well as review any passenger's most recent trips.

Request New Trip

Click on the Request a New Trip link and a new trip wizard will guide you to enter in your trip details.

[Request a New Trip](#)

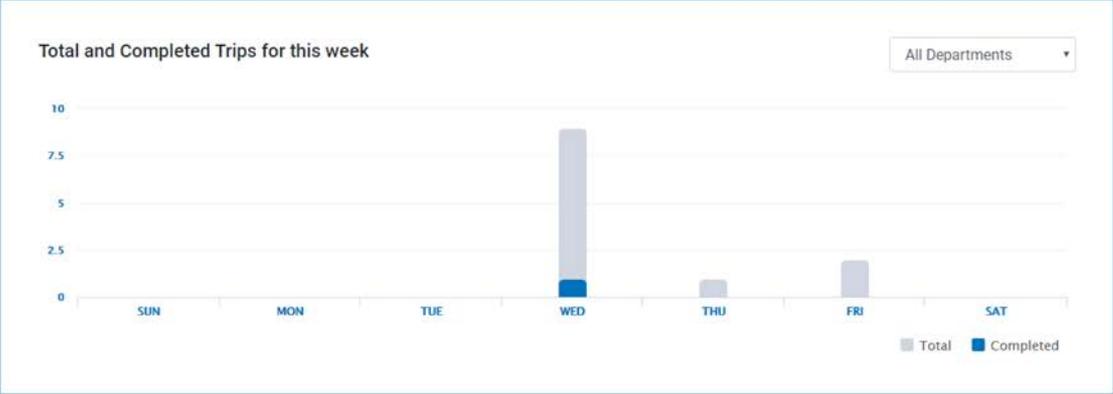
Passenger Trips

Click on the Manage Trips link to review any passenger's past or future trips in detail.

[Manage Trips](#)

Total and Completed Trips for this week

All Departments



Day	Total	Completed
SUN	0	0
MON	0	0
TUE	0	0
WED	9	1
THU	1	0
FRI	2	0
SAT	0	0

Upcoming Trips

All Departments

Date	Status	Passenger	Phone	Pickup Time	Driver	Phone	Address	Phone	Total
Wed, 08 May 2019	PENDING	JOHNATHAN REED	(810) 931-9700	10:00 AM	ANDREW LANG	7051	401 S Ballenger Hwy, Flint, MI, 48532		\$15.00
Wed, 08 May 2019	PENDING	JOE WEST	(810) 780-8946	09:15 AM	ANDREW LANG	7051	3075 Keith Dr, Flint, MI, 48507		\$30.00

Passenger Trips

New

Search trip/passenger name...

05/07/2019 - 05/07/2019

Wed, 08 May 2019 PENDING

JOHNATHAN REED
(810) 931-9700

Pickup **10:00 AM** **ANDREW LANG**
401 S Ballenger Hwy, Flint, MI, 48532 7051

Total \$15.00

Wed, 08 May 2019 PENDING

JOE WEST
(810) 780-8946

Pickup **09:15 AM** **No assigned Driver**
3075 Keith Dr, Flint, MI, 48507 **No assigned Vehicle**

Total \$30.00

Wed, 08 May 2019 PENDING

MARY HANSON
(810) 780-8946

Pickup **11:30 AM** **MTA DRIVER**
909 E York Ave, Flint, MI, 48505 7052

Total \$30.00

08 MAY AMANDA SARE

Pending

Segments **1 2** Scheduled

- Pickup 02:00 PM**
3231 Arlene Ave, Flint, MI, 48532
2 MILES
- Arrival 02:06 PM**
4100 Beecher Rd, Flint, MI, 48532

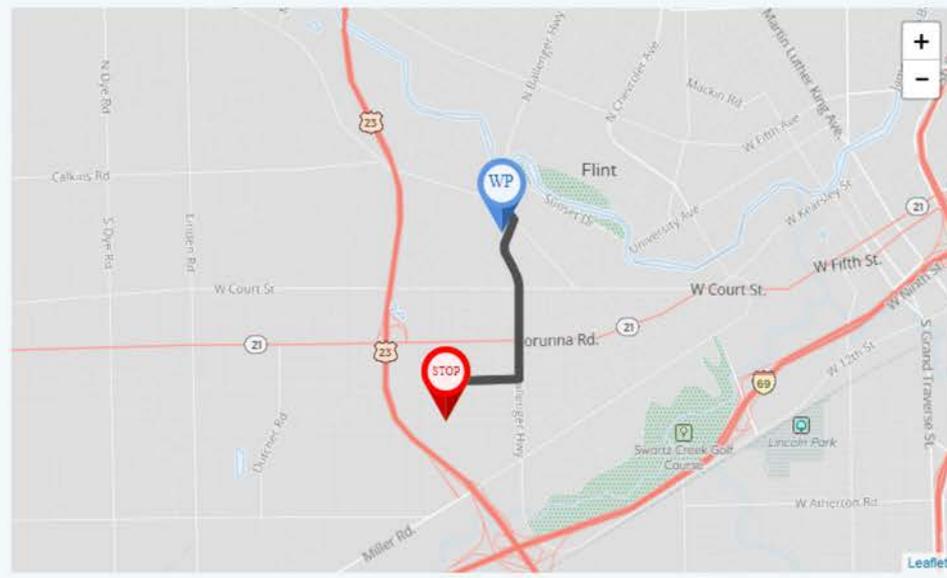
Mobility resources requested by you

O₂
O2 Canister

Companions Add

No companions

Segment Cost	\$15.00
Total Cost	\$30.00
Cancel Trip	



- Quick Actions**
- Edit Address and Time
 - Edit Resources

Where are we now?

September 2016

- One Mobility Manager
- Five drivers
- Three vehicles
- One community partner (DHHS)
- 169 trips for the month

March 2019

- Three Mobility Managers
- Seven Coordinators
- 130 drivers/attendants
- 60 vehicles
- 9 community partners
- 8,000-10,000 trips/month
- Tax millage passed 70%-30% - highest Yes vote ever!



Moving Forward

- Transportation must be part of the holistic approach to improving healthcare outcomes
- Public transportation can be an innovator and can provide a powerful solution to the challenge of health and wellness transportation at a cost-savings to States
- Many orgs need help with transportation – think outside the Medicaid box!