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

Harmony Lloyd
Chief Operating Officer – Planning and Innovation
Flint Mass Transportation Authority
hlloyd@mtaflint.org
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.
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.
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
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.

Upcoming Trips
All Departments

Wed, 08 May 2019
JOHNATHAN REED
(810) 501-9700
Pickup
10:00 AM
401 S Ballenger Hwy, Flint, MI 48532
ANDREW LANG
7051
Total
$15.00

Wed, 08 May 2019
JOE WEST
(810) 780-6946
Pickup
09:15 AM
3075 Keith Dr, Flint, MI 48507
ANDREW LANG
7051
Total
$30.00
Passenger Trips

08 MAY

AMANDA SARE

Segments 1 2

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
No companions

Quick Actions
Edit Address and Time
Edit Resources

Segment Cost $15.00
Total Cost $30.00
Cancel Trip

JOHNATHAN REED
(810) 931-9700
Pickup
10:00 AM
401 S Ballenger Hwy, Flint, MI, 48532
7051
Total $15.00

JOE WEST
(810) 780-8946
Pickup
09:15 AM
3075 Keith Dr, Flint, MI, 48507
No assigned Driver
No assigned Vehicle
Total $30.00

MARY HANSON
(810) 780-8946
Pickup
11:30 AM
909 E York Ave, Flint, MI, 48505
7052
Total $30.00
<table>
<thead>
<tr>
<th>September 2016</th>
<th>March 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Mobility Manager</td>
<td>Three Mobility Managers</td>
</tr>
<tr>
<td>Five drivers</td>
<td>Seven Coordinators</td>
</tr>
<tr>
<td>Three vehicles</td>
<td>130 drivers/attendants</td>
</tr>
<tr>
<td>One community partner (DHHS)</td>
<td>60 vehicles</td>
</tr>
<tr>
<td>169 trips for the month</td>
<td>9 community partners</td>
</tr>
<tr>
<td></td>
<td>8,000-10,000 trips/month</td>
</tr>
<tr>
<td></td>
<td>Tax millage passed</td>
</tr>
<tr>
<td></td>
<td>70%-30% - highest Yes vote ever!</td>
</tr>
</tbody>
</table>
• 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!