

Rides to Wellness

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EST 1836

GENESEE COUNTY

Michigan



- MTA's service covers all 640 square miles of Genesee County.
- The MTA is located Flint, Michigan, 66 miles northwest of Detroit.
- Flint's population is 90,000 people. Genesee County's population is 428,000.

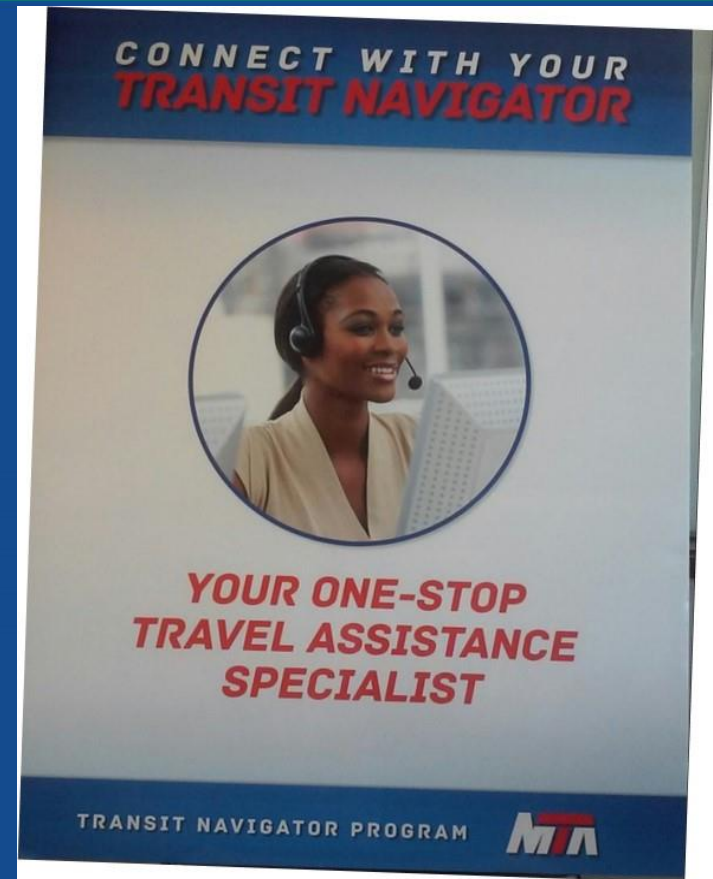
Background

- Non-emergency medical transportation (NEMT) providers transport individuals who are not in an emergency situation, but need transportation to medical-related appointments.
- As of 2014, there are 76.4 million baby boomers in United States. 10,000 people turning 65 everyday for next 17 years
- **In 2015, MTA** was one of 16 communities nationwide selected to receive a planning grant to participate in **FTA and National Center for Mobility Management's Design Challenge.**
- Using a planning process that focuses heavily on the community's needs and customer's experiences, the Design Challenge Team **developed and refined a mobility management solution to address NEMT challenges** in our community.

MTA Rides to Wellness

Rides to Wellness: MTA will create a mobility management and NEMT program that will include:

- Dedicated staff to coordinate medical-related transportation
- Person-centered trip planning
- Travel training
- IT applications to improve customer's experience for scheduling and trip arrival notifications
- Door-through-door service for customers needing special care
- Same Day Service
- Connected Trips



MTA's Rides to Wellness was funded by FTA as a demonstration grant in 2016



CHARTER
POINT
170

Rides to Wellness – Where are we now?

September 2016

- One transit navigator
- 5 drivers
- 3 vehicles
- One community partner
- 169 trips for the month

April 2017

- Two transit navigators
- 29 drivers
- 21 vehicles with 5 more on the way
- Six community partners
- 11,384 trips total
- 503 car seat trips
- Avg of 100 connected trips per month

Rides to Wellness – Moving Forward

- Continued growth through partnerships with agencies
- IT improvements – developing a software that blends ride-hailing and NEMT
- Open to public within two years

