MTA Flint

Your Ride Plus

An innovative, personalized approach to providing **non-emergency medical transportation** through utilization of public transit and **mobility management**

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The Challenge

• Approximately 3.6 million Americans miss or delay medical care due to transportation issues.
• 90% of Medicaid-funded behavioral health consumers in Flint do not have access to a car.
• Reliable transportation to medical appointments is critical to improved health outcomes and reduced health disparities.
• Lead issues in Flint are going to require extensive behavioral health interventions in children. Transportation could become a major barrier to treatment.
How do we begin to tackle the issue?

MTA is utilizing FTA’s Rides to Wellness three-pronged strategy as it develops its NEMT program:

- Build Partnerships
- Stimulate Investment
- Drive Change
Build Partnerships

- MTA
- NEMT Program
- Elected Officials
- Non-profit transportation broker
- Hospitals
- Community Health Providers
- Dept of Health & Human Services
Healthcare without Barriers
NEMT Solution – Your Ride Plus

MTA has created a mobility management and NEMT program called YourRide Plus 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
• Coordination with a non-profit transportation broker and medical providers
• Door-through-door service for customers needing special care
Your Ride Plus

- Behavioral health consumers may experience severe anxiety and depression regarding transportation needs.

- Personalized trip planning, travel training, and improved communication through a variety of avenues can help consumers have a more pleasant and stress-free transportation experience.
Your Ride Plus

• Some behavioral health consumers may be able to use the fixed route system, but many need the higher level of care that includes door-through-door service and a bus attendant.

• MTA developed Your Ride Plus to provide this level of specialized level of service for behavioral health consumers and others.

• Medical providers are willing to pay for this service to ensure their patients are transported safely and reliably.
Funding Streams

- Medical Providers
- Medicaid
- NEMT Program
- Private Foundations
- FTA (5310 - Mobility Management)
- Farebox Revenue
- Partner Organizations
Successful Your Ride Plus Partnerships

- **Genesee Health System (GHS)**
  - Genesee County’s community mental health provider for Medicaid and Uninsured residents
  - Serves over 30,000 consumers annually; approximately 90% rely on public transit
  - MTA was able to enter into an agreement with a non-profit transportation broker, Michigan Transit Connection (MTC), to provide Your Ride Plus services for GHS clients who need door-through-door service. It is estimated MTA will provide 1,500 to 2,000 rides in the first year and will continue to grow.
## Moving Forward

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<thead>
<tr>
<th>1-2 Years</th>
<th>3-5 Years</th>
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<tr>
<td>• MTA has created a successful pilot program, but the need for transportation will continue to grow.</td>
<td>• 50-70 vehicles</td>
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<td>• 7-10 vehicles</td>
<td>• Direct contracts with medical providers and hospitals</td>
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<tr>
<td>• One mobility manager</td>
<td>• Medicaid reimbursement contracts</td>
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<td>• Three to five contracts with medical providers and/or organizations</td>
<td>• A coordinated, seamless medical transportation system</td>
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<td>• $200,000/year</td>
<td>• $1,000,000/year +</td>
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Why Public Transportation?

- Community surveys consistently place transportation needs in the top five priorities

- When transportation systems in our service areas fail, transit is often held responsible

- We can stand on the sidelines or step up to the challenge and offer public transportation options for NEMT in a cost-effective way. Embrace the opportunities!