

Program Components



Operations

How the Core Program Works
Key Components

As of Today

Riders Served

Data to Date

Demographics

How the Core Program Works:

Interested Person calls in to find out more about program and clarify any information.

Eligibility of Applicant is determined through a series of questions on Applications:

- Residency** Oakland, Macomb, Wayne and Washtenaw Counties
- Income** (\$22k or lower)
- Seniors (60 or older)**
- Disabled (Varies)**



Application is taken over the phone and proper paperwork is sent for further verification.

Key Components of the Program

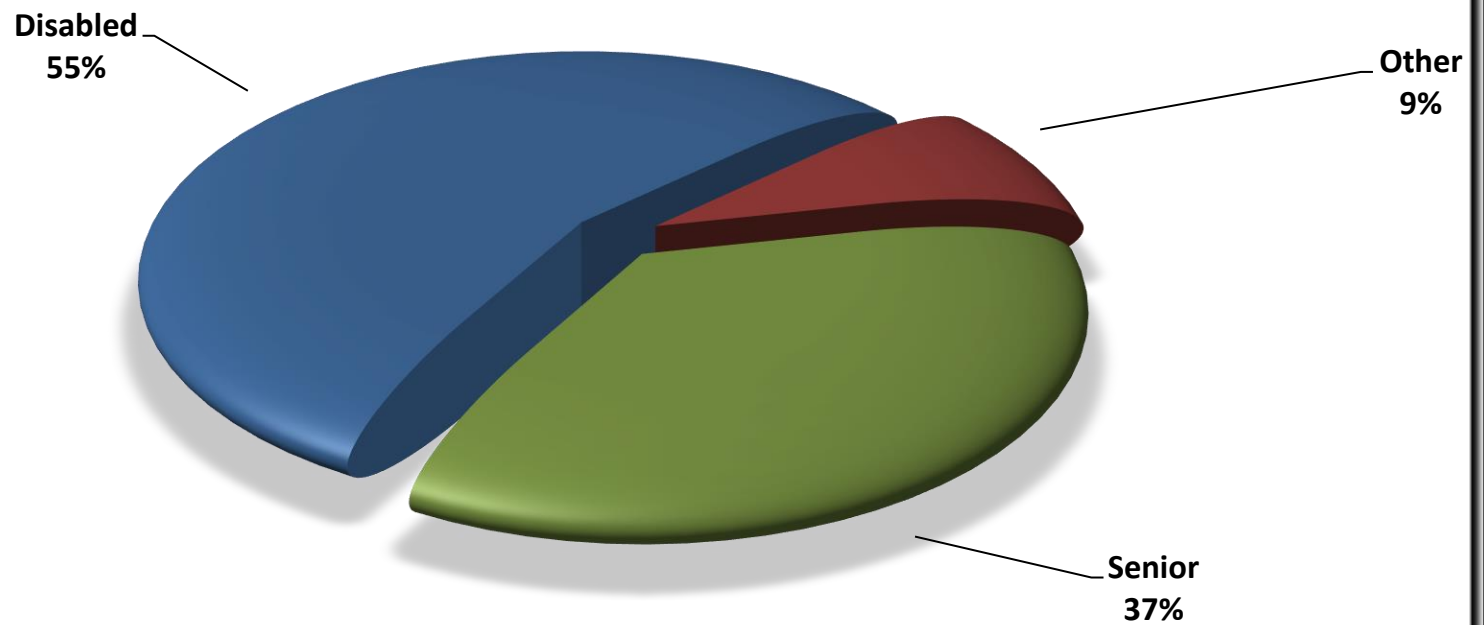
- ❑ **Riders find their own driver**
- ❑ **We provide funds to pay drivers up to 200 miles per month at .55 cents per mile.** (Mileage reimbursement is not considered income & does not interfere with Social Security or other Benefits)
- ❑ **Approved Riders must arrange travel with their volunteer drivers.**
- ❑ **Volunteer drivers must file a form stating who they are and who they are driving for.**
- ❑ **Riders travel with drivers as mutually agreed.**

Additional Key Components of the Program

- ❑ **Mileage reimbursement forms are submitted at month's end by a certain day** (*for FRT it is on or before the 5th of the following month*).
- ❑ **Detailed data is entered for each reimbursement form. Software calculates mileage for each trip.**
- ❑ **Mileage checks are issued and mailed to the proper payee.**

Current Data...

FRT Current 2020 Data – 113 Riders



Designed Around User-Friendly Qualities

- **Personal vehicles are used**
- **A no-cost service to riders**
- **It is available 24 hours a day, 7 days a week**
- **No advance scheduling is required**
- **Travel is possible between cities without transfer or inconvenience**
- **A volunteer driver makes each trip with their rider, assisting them as necessary and required.**
- **Riders receive mileage reimbursement, which they pay to their drivers which is not considered income.**

Innovative Model Creates 5 Progressive **Assumptions**

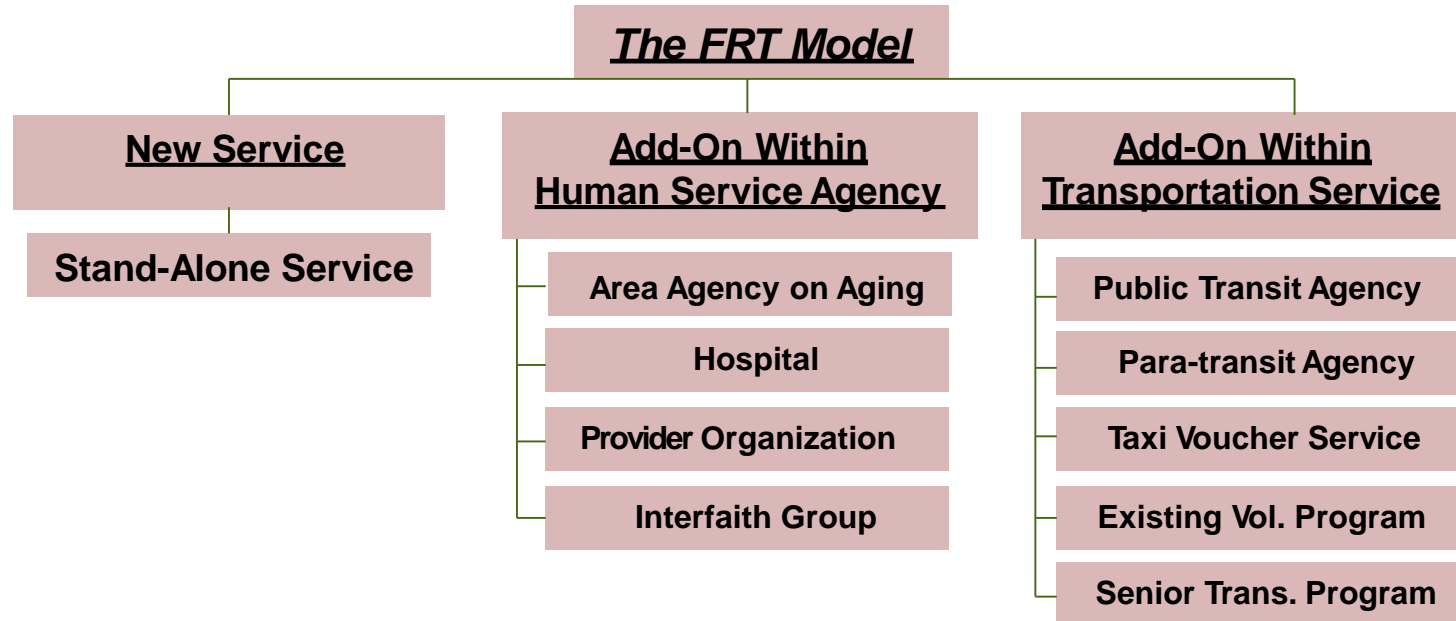
1. When riders recruit their own drivers, **they feel empowered.**
2. When riders have something to offer family, friends and neighbors, **they feel more comfortable asking for trips.**
3. When drivers are reimbursed for their travel, **drivers will be more likely to provide rides over an extended period.**
4. When family, friends and neighbors use their own automobiles, **the need to purchase and maintain vehicles by the program is eliminated.**
5. When passengers and drivers can schedule their own rides, **staffing and infrastructure are significantly reduced.**

How the Model Minimizes Costs & Limits Liability



- ❑ According to risk professionals and insurers, the potential for limiting liability is created through the combination of:
 - the arm's length relationship that is maintained between the program and the volunteer drivers,
 - vehicles are not owned by the program,
 - the fact that no fees are charged, negates the potential for liability for the organization.
- ❑ The primary relationship between Volunteer Drivers and the Riders effectively removes FRT from receiving such reports.

How Can the Model Be Adapted?



FRT can be implemented in rural as well as urban and suburban communities – Whatever the organizing approach, FRT is designed as a dynamic and flexible model that can be adapted within any community.

Future of the Road.....

- ❖ Develop a Statewide Model – further expand across the state.
- ❖ Phone Apps – web and smartphone use for services
- ❖ Grant/Progressive Funding - successful/perpetual
- ❖ Current Expansion plan includes Van services for partners to expand outreach.
- ❖ NEMT Transportation Provider for Medicaid
- ❖ Immediate enrollment, no waiting!

What our Riders Say...

“Thank you for the warm birthday wishes. May I also add, it is I who thanks you for your help with my transportation needs. It has helped me maintain something very important to me - my dignity.”

~ Susan

“I really appreciate all your help, it would have cost me over \$150 for taxi service this month. Thanks for helping me.”

~Charlotte

Contact

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Testimonials