



## MEMO

---

Date: May 30, 2014

To: Brian Kischnick, City Manager

From: Mark F. Miller, Director of Economic and Community Development  
Elaine S. Bo, Recreation Director

Subject: Medi-Go Ridership

### **HISTORY**

The Medi-Go program began in 1988 and until 2004 was subsidized with general fund dollars. In 2004, additional money became available to SMART for Dial-A-Ride (now called the SMART Connector. Since 2004 the City of Troy has opted to use its SMART community and municipal credits for the Medi-Go program for a total of \$170,000. Municipal credits are state authorized funds that are allocated to SMART to be dispersed to every city, township and village in Oakland, Wayne and Macomb Counties on a per capita basis. Community credits are a direct result of the SMART millage that provides opt-in communities with additional funds, and the City began using their municipal and community credits for Medi-Go.

### **SERVICE PROVIDED**

Currently the program operates four buses, five days per week and provides service for Troy Residents age 60 and older as well as Troy residents with disabilities age 18 and older.

### **BOARD OF DIRECTORS**

A nine member board oversees the Medi-Go program and sets the policies including fees, boundaries for service and ridership qualifications. The Medi-Go Board meets bi-monthly at the Community Center and the members are:

Sam Clay, President  
Josephine Rhodes, Vice-President  
Steve Brown  
Honorable Dennis Drury  
Dan Mayville, C.P.A  
Jim McGuire  
Dr. Sheila McKenzie, P.C.  
Doris Shuchter  
Carla, Vaughan, Recreation Department staff member



# MEMO

## **RIDERSHIP NUMBERS**

Medi-Go records ridership in four categories. Below is ridership for the previous three years.

Year	Miles Driven	Disabled	Seniors/Non-Medical	Senior Medical Wheelchair	Senior Medical Ambulatory	Total Ridership
2013	96,405	6,166	1,417	1,382	4,578	13,543
2012	105,239	5,825	1,450	1,442	4,744	13,461
2011	98,015	3,233	946	1,701	6,042	11,922

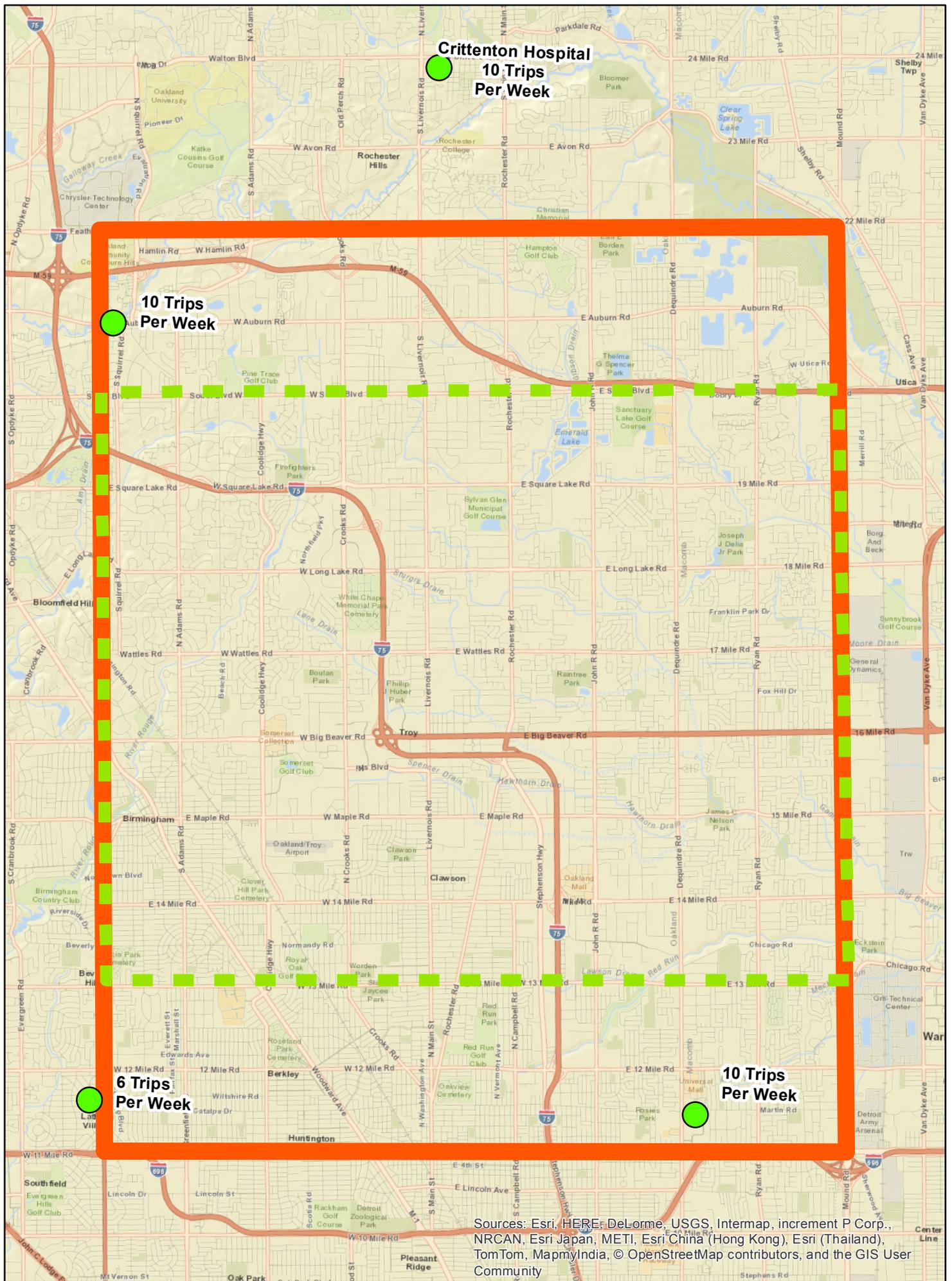
The typical number of riders per day is sixty-two (62), however, depending on the destination of the passengers, they may or may not be able to accommodate more riders. Currently Medi-Go has a wait list and their staff turns down five to eight requests for transportation per day. Tuesdays and Thursdays are the busiest days of the week and ridership is slightly less requested during the summer months.

SEMCOG projects that the 65 and older population, in Troy, will increase more than 70% between 2010 and 2035. This is apparent in the demand for additional 50+ evening programs as well as the requests for Medi-Go service. Since January of this year more than 90 ride per month have been denied service due to the high demand for transportation. Seventy-five percent of those requests are health related. The remaining 25% are for residents with disabilities to get to work, senior adults for shopping, and exercise class at the Community Center.

The cost to operate an additional vehicle would be \$54,000 and would accommodate approximately 3,000 additional residents requesting service, per year.

## **SERVICE MAP**

The attached map shows the boundaries of service with the heavy black line. All riders must be Troy residents to qualify for service. Advance reservations are required for the medi-go bus and will provide door-to-door service for doctor's appointments, physical therapy, school, shopping and social activities. Service is available between 8:30 am and 4:00 pm, Monday through Friday. The current service area includes 11 Mile Road to the South, Mound Road to the East, Southfield Road to the West, and Hamlin Road to the North. There has been some discussion by the about reducing the service area. The Medi-Go board has the authority to change the boundaries and could include South Boulevard to the north and Twelve Mile Road to the south.



Sources: Esri, HERE, DeLorme, USGS, Intermap, increment P Corp., NRCAN, Esri Japan, METI, Esri China (Hong Kong), Esri (Thailand), TomTom, MapmyIndia, © OpenStreetMap contributors, and the GIS User Community