

Ride-hailing pilot offers innovative solution for some MATP users

For the last few months, DHS has been working with Travelers Aid on a pilot program that tests a new transportation option for some Medical Assistance Transportation Program (MATP) participants.

MATP provides non-emergency medical transportation services for physical and behavioral health appointments for approximately 15,000 individuals in Allegheny County by using mass transit, ACCESS paratransit, as well as mileage reimbursement. Now, through the pilot program, a small subset of MATP participants are using Transportation Network Companies (TNC) – Uber, Lyft and zTrip – to complete rides. This program will not replace ACCESS and is being tested with riders who are ambulatory where wait and travel times and cost might be significantly reduced.

“For some MATP clients, ride hailing may offer some compelling advantages over paratransit from a cost and customer satisfaction perspective,” said Robert Rebholz, MATP administrator.

The pilot will continue until April 2018. After completion, DHS will evaluate the feasibility of continuing the program.

To learn more about this pilot program, please contact Robert Rebholz at 412.350.6485 or Robert.Rebholz@AlleghenyCounty.US.