



**Maryland Department of Transportation**  
The Secretary's Office

**Martin O'Malley**  
Governor

**Anthony G. Brown**  
Lt. Governor

**Beverley K. Swaim-Staley**  
Secretary

**Darrell B. Mobley**  
Deputy Secretary

June 17, 2011

The Honorable Martin O'Malley  
Governor of Maryland  
State House  
Annapolis MD 21401-1991

Dear Governor O'Malley:

The State Coordinating Committee on Human Services Transportation (the "Committee") was established by Executive Order in 1997 to examine the transportation needs of the elderly, disabled and other specialized programs for those who need affordable, accessible transportation. The initial Committee members consisted of the Secretaries or designees of three cabinet-level departments (Transportation, Human Resources and Health and Mental Hygiene), and the Maryland Office of Aging and the Governor's Office for Individuals with Disabilities. Governor's Executive Order 01.01.2010.10 expanded the membership and added a requirement for the Committee to provide you with an update on the Committee's progress. Specifically, the Executive Order directs that the Committee:

- "1. Examine the transportation needs of citizens who are elderly, who have disabilities, and individuals requiring transportation to access jobs, medical and health appointments, senior citizens programs and other programs requiring the transportation of individuals who qualify as transportation disadvantaged;*
- 2. Coordinate Maryland's efforts to provide quality human services transportation services by working with appropriate federal, State and local agencies, transit customers and transportation providers to develop a cooperative, coordinated human services transportation system;*
- 3. Devise a five-year human services transportation plan, which sets goals and objectives to help transportation disadvantaged citizens access jobs, education and training programs, healthcare services and other activities by providing cost-effective, affordable, high capacity, high quality, easily understood, safe and accessible transportation; and*
- 4. Serve as the clearinghouse for human services transportation coordination issues throughout the State of Maryland, identify and facilitate a resolution to local and statewide issues regarding human services transportation, participate in the identification of possible allocations of human services transportation resources during emergency evacuations, evaluate cost-savings measures, investigate the need for the establishment of standards for vehicles and drivers within the human services transportation program, and examine other appropriate areas that facilitate the development of a quality human services transportation system in Maryland."*

The Executive Order directs the Committee to develop a five-year human services transportation plan. In 2002, the Committee, with financial assistance from the Maryland Transit Administration (MTA), retained a consultant to develop a Five-Year Human Services Transportation Plan (the "Draft Plan"). The Draft Plan identified four key recommendations: 1) improve coordination of funding and services; 2) establish State standards; 3) provide greater technical assistance and training; and 4) implement a statewide information clearinghouse. The cost to develop the Draft Plan was approximately \$20,000 and took about one year to complete. Unfortunately, due to a change in the administration and the inability to obtain the necessary signatures, the Draft Plan was never adopted. This Committee is an unfunded committee and does not currently have the resources to update the Draft Plan; however, the Committee is exploring options for funding the update of the Draft Plan. Additionally, enclosed with this letter is a document that describes the historical foundations of the Committee and some of its past accomplishments.

Due to a lack of executive-level participation in past Committee meetings, in August 2009, I, as Acting Secretary for MDOT, sent a memorandum to all Committee members encouraging executive-level participation in the September 2009 meeting. Additionally, I decided to move the location of the meetings from the Maryland Transit Administration (MTA) to the Maryland Department of Transportation (MDOT) headquarters building to underscore the importance of executive-level participation. The September 2009 meeting had the majority of the Secretaries or Deputy Secretaries represented. Meetings are held the second Wednesday of the month at MDOT headquarters and have shown an increase in executive-level participation.

In addition to participation, the Committee has accomplished the following:

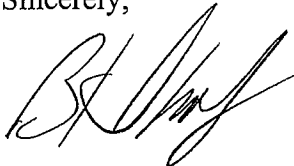
1. Reconstituted the Executive Order to reflect the changes in the Maryland State Government administration; and
2. Created a proposal for a summit to be held in October 2011 to address identified areas of concerns for a coordinated human services transportation system.

The Committee feels strongly that the issues of funding, connectivity, Medicaid non-emergency transportation/ADA paratransit, and the changing demographics based on the 2010 Census data will further impact the State's ability to provide a high-quality human services transportation system. The desired outcome of the upcoming summit is to create a "white paper," have workgroups address identified concerns and develop steps to move toward resolution, and formulate a strategic plan for the future of the Committee. The next several Committee meetings will be focused on finalizing plans for the summit.

The Honorable Martin O'Malley  
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If you have any further questions or concerns regarding this matter, please feel free to contact Ms. Jan Bryant, Director of MDOT's Office of Diversity and Equity at 410-865-1156. You may also contact me directly.

Sincerely,



Beverley K. Swaim-Staley  
Secretary

cc: Ms. Jan Bryant, Director, Office of Diversity and Equity, Maryland Department of  
Transportation  
Members of the State Coordinating Committee for Human Services Transportation

## **State Coordinating Committee for Human Services Transportation** Historical Foundations

In 1994, the President of the United States signed an Executive Order on Human Services Transportation Coordination, which outlined the necessity for a seamless coordination of all transportation services for individuals who are transportation-disadvantaged.

In November 1995, several Maryland State agencies attended a regional meeting convened by the Federal Transit Administration (FTA) and the Department of Health and Human Services (HHS) to bring together transportation and human services specialists. As a result of this meeting Maryland was inspired to create an Ad Hoc Committee for Human Services Transportation.

In October 1997, a Governor's Executive Order 01.01.1997.06 formalized the creation of the State Coordinating Committee for Human Services Transportation (SCCHST). Chaired by the Secretary of Transportation or a designee, the Executive Order instructed several state agencies to appoint members to the Coordinating Committee. The Coordinating Committee was specifically charged with the following tasks:

- Examine the needs of citizens who are elderly, disabled, and individuals requiring transportation to access jobs, medical and health appointments, senior programs and activities, and training and education programs and other specialized programs;
- Coordinate Maryland's efforts to provide quality human services transportation services by working with appropriate federal, State, and local agencies, transit customers, and transportation providers to develop a cooperative, coordinated senior citizen and human services transportation program;
- Devise a 5-year human services transportation plan to help citizens access jobs, education, and training programs, health care services and senior citizen activities by providing cost effective, affordable, high capacity, high quality, easily understood, safe and accessible transportation; and
- Serve as a clearinghouse for transportation coordination issues throughout the State, identify local and statewide issues, transportation resources and cost savings measures, investigate the need for establishment of standards for vehicles and drivers and examine other appropriate areas that facilitate the development of a quality human services transportation system in Maryland.

Once the SCCHST was formalized in 1997, the Committee set about the work necessary to achieve the goals identified in the Executive Order. To reinforce the importance of this initiative in 2006, the Governor of Maryland rescinded Executive Order 01.01.1997.06 and proclaimed a new Executive Order 01.01.2006.09 to further Maryland's commitment to human services transportation coordination.

## **State Coordinating Committee for Human Services Transportation Accomplishments**

The State Coordinating Committee for Human Services Transportation (SCCHST) has provided a forum where many state and local agencies can meet to openly discuss statewide transportation issues and help develop a cooperative human services transportation system. The following is list of innovative strategies and specific outcomes that have been developed as a result of the SCCHST's work:

### State Planning Subcommittee of the SCCHST

One of the most unique and important accomplishments of the SCCHST was one that was implemented so that MDOT could lead by example in developing strategies to overcome some of the bureaucratic obstacles that inhibit coordination of transportation resources. The MTA took an aggressive step and demonstrated its commitment to coordination by empowering other state agencies to have an authoritative voice in the decision making process to award grant funds for transportation projects that impact individuals with disabilities, older adults, and people with low income. A subcommittee of the SCCHST that include representatives from several state agencies as well as the chairpersons of the Regional Coordinating Committees was formed to review and select JARC and New Freedom projects. The concept being who better to access the merits of grant proposals for projects that support mobility of those citizens with special needs, than those who work directly with specialized needs clients. Each year the Subcommittee meets to review grant applications and develop a list of funding recommendations which is forwarded directly to the MDOT Secretary for final approval. Ultimately, the SCCHST signs-off on all human services transportation projects that are funded by MTA with Federal and State funds. These programs are S. 5310, JARC, New Freedom, and the Senior Rides Program.

### Maryland Transportation Coordination Manual

In 1998, the MTA developed a comprehensive *Maryland Transportation Coordination Manual* to provide guidance and recommendations to the Maryland's human services transportation providers and to enhance coordination efforts. A series of nine-one day forums were held throughout the State to introduce the concept of coordination, to present an overview of the process as outlined in the manual, and to facilitate discussion aimed at initiating a local coordination process in each region. The manual heightened interest in coordination issues and sparked local and regional coordination efforts around the State.

### Inventory of Maryland Human Services Transportation Programs and Services

A May 2000 report prepared for the MTA and the SCCHST, *Inventory of Maryland Human Services Transportation Programs and Services*, provided an inventory and analysis of transportation resources being used by the State and how human service transportation funds are administered by the State agencies. The report concluded that human service agencies and locally operated transit systems in Maryland spent an estimated \$74 million on human service client transportation and specialized transportation in FY1999 while utilizing over 1,900 vehicles.

## **State Coordinating Committee for Human Services Transportation Accomplishments**

### Five Year Human Services Transportation Plan

In 2002, the SCCHST developed a Five Year Human Services Transportation Plan as a guide to better coordinate public and human services transportation in Maryland. The plan identified four key recommendations: improved coordination of funding and services which included expanding the role of the SCCHST and creating regional coordination bodies; establish state standards to allow for improved coordination of services; greater technical assistance and training; and implement a statewide information clearinghouse.

### Regional Coordinating Entities

The introduction of coordination through the forums, the distribution of the coordination manual and a recommendation from the Five Year Human Services Transportation Plan ultimately led to the creation of Regional Coordinating Committees throughout the State. Funded through the MTA's Statewide Planning Division, Regional Coordinating Committees now exist on the Eastern Shore, Central, Southern and Western Maryland.

### State/Local Coordination/SCCHST

The MTA and the Maryland Department of Human Services (DHR) worked closely to develop the MTA's Job Access Reverse Commute (JARC) program. While the MTA developed and administer this federal program, DHR provided significant funding through the Temporary Assistance for Needy Families (TANF) program both directly from the State level and through the local Departments of Social Services. This partnership resulted in improved collaboration among local transit providers and human service agencies and a more coordinated effort to connect people with jobs. In April 2001, the Maryland General Assembly passed legislation formally establishing JARC program within the MDOT annual budget.

### United We Ride

The nationwide interagency Federal initiative, United We Ride, has provided an unprecedented level of federal support for transportation coordination. United We Ride supports States and their localities in developing coordinated human service delivery systems. From providing State coordination grants, transportation-coordination and planning self-assessment tools to technical assistance; United We Ride strives to help communities succeed.

In 2004, Maryland was one of five States recognized with a United We Ride Leadership Award. MTA received recognition for the coordination of different federal funding programs through Maryland's JARC program, development of the Maryland Coordination Manual, the Five Year Human Services Transportation Plan, the statewide inventory of human services transportation programs, and an increased emphasis on coordination for evaluation of applications through the Section 5310 Program.

## **State Coordinating Committee for Human Services Transportation Accomplishments**

In 2005, Maryland was one of 45 States awarded a \$35,000 United We Ride Grant to enhance coordination of human services transportation programs. A few years later, Maryland received a second United We Ride Award for \$75,000 as a continuation grant. Maryland used both grants for pilot projects in two counties in an effort to measure the benefits of coordination.

In late 2004 and early 2005, the MTA and SCCHST used the Framework for Action, United We Ride's transportation-coordination and planning self-assessment tool, in two group sessions to assess the level of coordination among the state programs and to help develop an approach to enhancing coordination in their respective communities.

### Coordinated Transportation Planning Process

In August 2005, the President signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), legislation that provides funding for highway and transit programs. SAFETEA-LU includes new planning requirements for the FTA's Section 5310 (Elderly Individuals and Individuals with Disabilities), Section 5316 (Job Access and Reverse Commute – JARC), and Section 5317 (New Freedom) Programs, requiring that projects funded through these programs “must be derived from a locally developed, coordinated public transit-human services transportation plan”.

FTA issued final guidance through a Circular in 2007. MTA worked in conjunction with the SCCHST to address the new planning requirements.

As part of the outreach process, the MTA facilitated five regional forums to engage a variety of organizations at the local level that had an interest in transportation issues in regard to individuals with disabilities, older adults, and people with low income. The forums featured discussion of the new federal coordinated transportation planning requirements, the State's approach to meeting these requirements, and a review of existing transportation resources and demographics for each region. The forums also provided an opportunity for participants to develop and prioritize unmet transportation needs.

### Coordinated Transportation Planning Process/Regional Coordinating Committees

Building upon the existing structure of the Regional Coordinating Committees and continuing with the work from the forum, participants were invited to stay involved with the coordinated planning process by participating on the Regional Coordinating Committees. The committees focused on reviewing and finalizing the locally coordinated public transit-human services transportation plans. The committees are also responsible for reviewing local application submissions through the JARC and New Freedom programs.

## **State Coordinating Committee for Human Services Transportation Accomplishments**

### Coordinated Transportation Planning Website

A project website was created as a tool for community outreach and to encourage involvement in the coordinated planning process. The website offers information on the new planning requirements, the three FTA funding programs, the planning process, application information and a copy of the locally coordinated public transit-human services transportation plan for each region.

### Maryland Coordinated Transportation Plans

The Coordinated Transportation Plans, five regional plans and a statewide plan were finalized in September 2007 in time to fund the State FY 2008 projects through the Section 5310, JARC and New Freedom programs. The plans, incorporating the information from the forums, identify the transportation needs of individuals with disabilities, older adults, and people with low income, provide strategies for meeting those needs and prioritize transportation services for funding and implementation.