Maryland Department of Transportation
The Secretary's Office

Martin O'Malley
Governor

Anthony G. Brown
Lt. Governor

Beverley K. Swaim-Staley
Secretary

Harold M. Bartlett
Deputy Secretary

October 21, 2009

The Honorable Thomas V. "Mike" Miller
Senate President
H-107 State House
Annapolis MD 21401-1991

The Honorable Michael E. Busch
House Speaker
H-101 State House
Annapolis MD 21401-1991

Dear President Miller and Speaker Busch:

Attached is a report concerning the *Maryland Senior Rides Demonstration Program* as required
in Senate Bill 294 and House Bill 626, Chapters 112 and 113, Acts 2004 (MSAR #2407):

> *"The Maryland Transit Administration, on or before November 1 of each year, shall
> submit to the General Assembly, subject to §2-1246 of the State Government Article, an
> evaluation of the Maryland Senior Rides Demonstration Program. The evaluation shall
> include the number, size, type, and location of the projects funded by the Program; the
> extent to which the Program is filling the need for door-to-door transportation for low-
> income to moderate-income seniors as those terms are defined in §7-1001 of the
> Transportation Article as enacted by this Act; any innovations in public-private
> cooperation and risk management that result from the Program; and any other
> information necessary to effectively evaluate the Program."*

If you have additional questions or concerns, please do not hesitate to contact Mr. Paul
Wiedefeld, Maryland Transit Administrator, at 410-767-3943. Of course, you should always feel
free to contact me directly.

Sincerely,

Beverley K. Swaim-Staley
Secretary

Attachment

cc: Mr. Paul Wiedefeld, Administrator, Maryland Transit Administration

A Report to the Maryland General Assembly

regarding

"Senior Rides Program"
(As Required in Senate Bill 294 and House Bill 626
Chapters 112 & 113, Acts 2004)

The Maryland Transit Administration
The Maryland Department of Transportation

October 2009

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"Senior Rides Program"
(As Required in Senate Bill 294 and House Bill 626
Chapters 112 & 113, Acts 2004)

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Introduction

This report was prepared to meet the requirements set forth in Senate Bill 294 and House Bill 626, enacted as Chapters 112 and 113, Acts of 2004. The language requiring this report is as follows:

> *"The Maryland Transit Administration, on or before November 1 of each year, shall submit to the General Assembly, subject to §2-1246 of the State Government Article, an evaluation of the Maryland Senior Rides Demonstration Program. The evaluation shall include the number, size, type, and location of the projects funded by the Program; the extent to which the Program is filling the need for door-to-door transportation for low-income to moderate-income seniors as those terms are defined in §7-1001 of the Transportation Article as enacted by this Act; any innovations in public-private cooperation and risk management that result from the Program; and any other information necessary to effectively evaluate the Program."*

Background

During the 2004 session, the Maryland General Assembly enacted legislation that established the Senior Rides Demonstration Program (SRDP) within the Maryland Transit Administration (MTA). The provisions of the law that established the SRDP specified that the program would take effect beginning July 1, 2005, at the beginning of State Fiscal Year 2006. The one-year delay in implementation allowed the MTA sufficient time to develop the procedures, policies, and criteria for the program. The legislation set a maximum annual grant amount for the SRDP of $400,000; however, the FY 2007 budget for the program, as approved, provided the Maryland Department of Transportation (MDOT) $100,000 for distribution Statewide by the Maryland Transit Administration (MTA). All grants require the grantees to contribute a 25% match. The following organizations are eligible to apply for SRDP funding:

- government agencies;

- nonprofit entities; and

- faith-based agencies that provide transportation services and are exempt from taxation under § 501 (c)(3) of the Internal Revenue Code.

In order to be eligible for a SRDP grant, an applicant must submit a proposal for a project that:

- provides door-to-door transportation for low-income to moderate-income seniors who have difficulty accessing or using other existing transportation services;

- primarily uses volunteer drivers who drive their own vehicles;

- uses a dispatching system to respond quickly to requests from eligible seniors for door-to-door transportation; and

- defines a geographic area for which door-to-door transportation is provided. Service may be provided to eligible seniors who do not reside in the geographic area as it is defined in the application, so long as service is not diminished to seniors who do reside in the target geographic area.

MTA staff anticipated that Statewide, up to five projects would be approved for grants totaling $100,000 in State funds in one or more of the following areas: the Baltimore Metropolitan Area; the Washington, D.C. Metropolitan Area; Western Maryland; Southern Maryland; and the Eastern Shore. To ensure equitable distribution of funds throughout the State, each award would be approximately $20,000 to $25,000 depending on the specific characteristics of each proposed project. Each grantee is required to submit quarterly reports as well as an annual report to the MTA.

Legislative Changes to the Senior Rides Demonstration Program (SRDP)

During the 2007 Session of the Maryland General Assembly, legislation was introduced and passed into law that adjusted SRDP's framework. Passage of House Bill 1189 (enacted as Chapter 268, Acts of 2007), resulted in the word "Demonstration" being removed from the program's official name. Effective October 1, 2007, the official name of the program is the Senior Rides Program.

Chapter 268 also provided a 25% increase (from $400,000 to $500,000) in the annual amount of grants that can be distributed through the program, although State budgetary constraints have kept the annual appropriation at a lower level. SRP annual appropriations are as follows: $100,000 for FY 2006; $91,949 for FY 2007; $122,375 for FY 2008; and $125,113 for FY2009. and $. Additionally, Chapter 268 removed all caps on the number of grants an applicant may receive in a single year, the total number of grants an applicant may receive from the program, the dollar amount a single applicant may receive, and the dollar amount a geographic area may receive.

Process for the SRP

During the first program year, a process was established for program implementation. This included an outreach component in which announcement letters were mailed to prospective applicants; application distribution meetings were held statewide; an Application Review Committee was established; and awards were granted. MTA continued using this process for the program in succeeding years and plans to do so in the future.

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(As Required in Senate Bill 294 and House Bill 626
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The funding process for FY 2009 was conducted according to the following timeline:

- **November 2007:**
  Program outreach began.
  An announcement letter to apply for funding was mailed to:
  - Government agencies,
  - "Section 5310"[1] mailing list that consists of non-profit entities, faith-based agencies,
  - Area Agency on Department of Aging list, and
  - Retired Senior volunteer programs.

- **December 2007:**
  Meetings to distribute applications to prospective grantees were held around the State.

- **March 2008:**
  Applications were due at MTA.

- **May 2008:**
  - Application Review Committee Meeting

  - Recommendations were submitted to MDOT and the Maryland Coordinating Committee for Human Services Transportation for grant awards. There were a total of eight applications submitted. Six applicants are current grant recipients and two are new applicants.

- **June 2008:**
  Notification of awards for FY 2009 was made to the six agencies whose applications were approved.

- **November 2008:**
  Grant funds for FY 2009 were disbursed.

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[1] "Section 5310" refers to a Federal Transit Administration (FTA) grant program established under Section 5310 of Title 49 of the United States Code. Section 5310 provides grants for transportation services for elderly and disabled persons.

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FY 2009 Grant Awards

A total of eight applications were submitted which requested SRP grant funds to enhance existing senior transportation service programs. Based on the established evaluation and scoring criteria, the committee determined that six projects were outstanding and were therefore awarded SRP grants.

The awardees are as follows:

- Action in Maturity, Inc. - Agency award: $16,346

- Ministers Alliance of Charles Co. & Vicinity - Agency award: $18,250

- Neighbor Ride, Inc. - Agency award: $24,430

- Partners in Care - Agency award: $31,837

- St. Mary's County Dept. of Aging - Agency award: $17,000

- Baltimore County Dept. of Aging, CountyRide - Agency award: $17,250.

The program grants were awarded June 2008. Following the announcements of the awards, a grant agreement with program guidelines for reporting statistical data and requesting reimbursement was sent to each grantee, and grant agreements were executed with the six grantees. It is important to note that due to FY 2009 budget cuts, grantees were awarded the same amounts as FY 2008. The exception is Baltimore County Dept. of Aging, CountyRide which received the same amount as in FY 2006, which is the last year in which it applied for and was awarded funds under the program.

Transportation Service Provided During FY 2009

The following section summarizes the accomplishments and status of the Senior Rides program as of the end of FY 2009, the fourth year of this program. This information is based on the operations reports provided by the grantees.

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Trips Provided

During FY 2009, the Senior Rides program grantees provided a total of 20,681 one-way trips to low and moderate-income seniors. The number of trips provided by each individual grantee during FY 2009 ranged from 499 trips to more than 6,400 trips for the year. Also, the grantees' programs accumulated 245,982 miles over 23,237 hours. These miles and hours are directly attributable to the senior transportation provided. The reported miles include all miles the volunteers traveled in their cars to provide the trips, and the hours include all the time the volunteers spent to provide the trip. The miles and hours also include a small percentage of miles and hours reported by a small number of paid drivers that participated in the program.

Table 1 below shows the annual totals for the program's fourth year, for one-way trips provided, senior-ride miles, and senior-ride hours.

Table 1

TRANSPORTATION PROVIDED,
SENIOR RIDES PROGRAM, FY 2009

Transportation Services	Total, Six Grantees
One-Way Trips	20,681
Senior-Ride Miles	245,982
Senior-Ride Hours	23,237

It is important to note that the hours reported for the SRP include any time that the driver spent ensuring that the senior arrived at his or her specific destination, for example, ensuring that the senior got to a medical office within a large medical complex.

This year's grantees provided a greater number of trips, traveled more miles and accumulated more hours compared to FY 2008. Table 2 compares the two years in terms of trips provided and miles and hours accumulated.

Table 2

TRANSPORTATION PROVIDED,
SENIOR RIDES PROGRAM, FY 2008 AND FY 2009

Transportation Services	FY 2008 Total, Six Grantees	FY 2009 Total, Six Grantees
One-Way Trips	17,429	20,681
Senior-Ride Miles	198,120	245,982
Senior-Ride Hours	21,216	23,237

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Seniors Transported

The grantees provided transportation for 1,177 individual seniors during FY 2009. These were seniors with needs for access to medical appointments, seniors who needed trips for shopping and to religious services, frail or vision-impaired seniors who need an escort to travel, and seniors with needs for ongoing therapy or medical treatment. Many of these seniors are not able to rely on family, friends or neighbors for their rides. Maryland's SRP provides an alternative transportation service that allows the participating seniors to access needed services and to remain connected to their communities.

Table 3 shows the total number of seniors transported by grantee for FY 2009. This year's total is 11% higher than the program's third year, when 1,054 individual seniors were served.

Table 3

INDIVIDUAL SENIORS SERVED BY SENIOR RIDES PROGRAM, FY 2009

Grantee	Seniors Transported
Action in Maturity	122
Baltimore CountyRide	181
Ministers Alliance	127
Neighbor Ride	260
Partners In Care	446
St. Mary's County Dept. of Aging	41
TOTAL	**1,177**

Drivers

Among the grantees, 644 volunteer drivers participated in the SRP's fourth year. The ability to attract and retain volunteers is essential for the program's success.

The programs funded by the SRP involve volunteers transporting seniors in the volunteers' personal vehicles. Many of the volunteers provided the transportation service without any reimbursement or payment from the SRP grantee. For several of the grantees, some sort of reimbursement is available. In addition to the volunteer drivers, two of the grantees used paid drivers, which represent a small proportion of the total drivers.

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Table 4 shows the numbers of drivers by grantee for FY 2009.

Table 4

SENIOR RIDES PROGRAM DRIVERS, FY 2009

Fees for

Grantee	Volunteer Drivers	Paid Drivers	Total Drivers
Action in Maturity	5	3	8
Baltimore CountyRide	95	1	96
Ministers Alliance	15	0	15
Neighborhood Ride	191	0	191
Partners In Care	321	0	321
St. Mary's County DOA	13	0	13
TOTAL	640 (99%)	4 (1%)	644 (100%)

Transportation Service

The cost of the transportation service for the participating seniors ranges from none to modest. Where fees are charged, they range from a cost per hour for the trip, to a sliding mileage charge based on income. Most of the grantees noted that charges may be waived if the charges are a hardship for the senior.

Table 5 below summarizes the fee structure of the grantees.

Table 5

FEES FOR SENIOR TRANSPORTATION, SENIOR RIDES PROGRAM YEAR, FY 2009

Grantee	Fee Structure
Action In Maturity	Donation/fees: • Most trips (local errands e.g., grocery store, bank, post office) average between $5 to $10 round trip. • For "Personal" and "Other" trips, the fee charged is based on an hourly rate coinciding with the miles driven. e.g., trip to White Marsh, Eastpoint, medical and dental trips • Repeat trips such as to chemo-therapy and radiation treatment are provided at special discounted fees. If the senior cannot afford the cost of transportation, no fee is charged for the trip.
Grantee	**Fee Structure**

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Baltimore CountyRide	Fares charged are the same as for CountyRide service. Home Team volunteers – No fee.
Ministers Alliance	Sliding charges as follows: $0.48/mile for a combined household income of $1,000+/month $0.30/mile for a combined household income of $700-$1,000/month $0.15/mile for a combined household income of less than $700/month Program is consistent with state fees from two years prior, therefore participants not impacted by the increase in gasoline prices. Charges are flexible depending on individual needs and resources available.
Neighbor Ride	Fees based on zip code matrix: trips within one zip code are $6/round trip; trips to neighboring zip code are $9/round trip; all other travel within Howard Co. is $12/round trip. Trips to destinations outside county, beyond bordering zip codes, cost either $21 or $33 per round trip. All fees are charged per trip, not per person, so ride-sharing is encouraged.
Partners In Care	Sliding scale based on passenger's income used to determine fees: Single person: $0-$350/month = no fee $350-$700/month = $0.15 per mile $700-$1,000/month = $0.30 per mile $1,000 and above per month = $0.40 per mile Couple: $0-$400/month = no fee $400-$800/month = $0.15 per mile $800-$1,100/month = $0.30 per mile $1,100 and above per month = $0.40 per mile
St. Mary's County DOA	Fees are as follows: a. $6.00 within a 15 mile radius b. $10.00 within a 30 mile radius c. $15.00 beyond a 30 mile radius d. $30.00 to Washington, DC, Annapolis, Baltimore areas Fees are based according to the miles traveled from home to destination No one will be refused assistance because of inability to pay.

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Characteristics of Programs

The legislation establishing the SRP mandated that the annual report on the program discuss any innovations in public-private cooperation and risk management achieved by the grantees.

In relation to public-private cooperation, the grantees report a variety of partnerships with other organizations. For example, currently, a grantee is in the development stage of a program in which it partners with the Department of Aging in Queen Anne's County to assist them in delivering people to medical facilities in Baltimore. The same grantee has also entered into a Memorandum of Understanding with the RSVP Program of Prince George's County to train volunteers to provide transportation in the Laurel and Bowie areas. Another grantee has a partnership with a county Human Resources Department, which provides the background checks and MVA driving records for Program drivers. One grantee uses a consortium of 60 churches throughout the Southern Maryland, Prince George's and Northern Virginia areas participating in this program to provide high-quality licensed drivers, volunteers and insured vehicles that are available during the day to provide transportation for eligible participants.

The grantees also report on risk management activities. All grantees check the driving records of their volunteers, ensure drivers have personal automobile liability insurance, and provide training on the grantee's policies and procedures. At least one of the grantees goes beyond this, requiring a criminal background check. Another's approved drivers participate in a driver safety program and become CPR/first aid certified. One grantee requires all volunteers to carry cell phones when driving its passengers. Drivers who do not carry personal cell phones are given phones to be used for ride-related and emergency calls. Another grantee has arranged for its volunteer drivers to receive safety driving training and testing, which equates to three full days of training, through Loyola College.

Information provided by each grantee on their cooperative efforts and risk management is provided in Attachment A to this report.[2]

Summary

The fourth year of the SRP is the second year that the program operated as a full-fledged, permanent program in the State. All grantees have developed and improved their programs tremendously, serving the North Baltimore City area, Baltimore County and Charles and St. Mary's counties in Southern Maryland, as well as Anne Arundel, Frederick, and Howard Counties.

During FY 2009, a total of 1,177 seniors received transportation service, enabling them to make more than 20,681 one-way trips to a variety of destinations; many of the trips would likely not have been made if the SRP did not exist. Seniors who participate in the program are grateful and

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[2] Attachment A contains information taken verbatim from reports filed with MTA by Senior Rides Program grantees.

passenger comments about the service are typically very positive. One grantee noted that volunteer drivers working directly with its professional staff have been treated as though they are permanent staff members. They feel that it would benefit the State if professional transportation services can successfully integrate volunteer drivers into the workforce. Their programs have grown and thereby encourage other counties/municipalities to follow.

The SRP is a program with an established record of innovative volunteer-based programs that aids in meeting the transportation needs of the senior population. Volunteers have successfully transported seniors to numerous destinations, providing a much needed service to communities. The MTA will continue to ensure the value of the SRP remains high and will work closely with grantees to help Maryland's seniors receive the finest possible transportation services.

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ATTACHMENT A

"Senior Rides Program"

Report on Second Program Year – State Fiscal Year 2009

**Supplementation Information Provided By Grantees
on Public-Private Cooperation and Risk Management**

1. **ACTION IN MATURITY**

Cooperative Efforts

Action In Maturity has developed partnerships with GEDCO and Stadium Place, St. Mary's Outreach Center, St. Thomas Aquinas Church Sodality and Autumn Years Club, Good Samaritan Hospital, Union Memorial Hospital, University of Maryland Health System, Greater Homewood Community Corporation, Coldstream Homestead Montebello Community Corporation, College of Notre Dame, Loyola College, and, of course, our members residing in senior apartment buildings and individual residences. We serve 29 satellite high-rise apartments housing, of which eight are city-run HUD housing with very low-income residents.

Through these partnerships, we provide transportation to seniors to and from designated locations for shopping, doctors and health-related appointments, other personal appointments, banking, classes, luncheons, and other social activities.

AIM is very grateful for the support and cooperation given by the Maryland Senior Rides Program without which AIM would not be able to operate the "transportation by request" service.

Risk Management

Prior to our hiring and committing to drivers and with their permission, we obtain their driving records from MVA and check these carefully.

Whenever possible, we use only drivers who are well known to management, staff, or members of our Board of Directors.

Collins Downing, Director of Transportation and Parking at Loyola College, serves on the Action in Maturity Board of Directors. He has arranged for our drivers to receive the same training and testing as the Loyola College drivers. This equates to three full days of

training. Periodically, our drivers take a safety driving course through Loyola's Transportation Department. We are also going to arrange to have one of the out-reach nurses from Good Samaritan give a CPR training class this fall.

The vehicles (mostly it is a 2005 Subaru Outback station wagon used for our 'transportation by request' program) are serviced on a regular basis and are inspected before and after usage with a checklist provided for that purpose. There is ample insurance coverage on each vehicle and driver.

2. **BALTIMORE COUNTYRIDE**

Cooperative Efforts:

- Recruitment of drivers by **Baltimore County Volunteers** program and listing of driver opportunities on their web site.
- Compensation provided by partnership hospitals at the rate of $6.25 per trip for any senior transported to and/or from their facility.
- Partnership hospitals served – Franklin Square, Good Samaritan, GBMC, Johns Hopkins (2 locations), St. Joseph's.
- Shopping locations provided stops for pick-ups and drop-offs.
- Shopping carts provided by CountyRide
- Senior Centers and residential facilities provided assistance with scheduling.
- Baltimore County Volunteers Office performed background checks.
- MVA provides monitoring of driving records.
- Training provided by CountyRide and Home Team staff.

Risk Management:

- Volunteer drivers sign a **Release and Waiver of Liability, Assumption of Risk, and Indemnity Agreement** as required by Baltimore County Office of Law. (See attachment.)
- Monitoring of licenses via Baltimore County participation in the Direct Access Record System (DARS) as provided by MVA.
- Training, approximately 20 hours per volunteer, provided by Fleet Supervisor, drivers and other CountyRide and Home Team staff. This time was not accounted for in the hours worked.
- CountyRide drivers carry hand held radios and call in pick-ups and drop offs to dispatcher. Home Team drivers have no radios but are provided with cell phone access for assistance from CountyRide 24/7.

- CountyRide drivers receive printed schedules for passenger pickups and drop offs every day they are scheduled to drive. Home Team drivers self-schedule with their assigned client.
- CountyRide drivers receive uniform apparel and signs for their vehicles for identification purposes.
- CountyRide drivers are included in all training and updates in reference to road issues, laws, regulations, client problems, etc. They are treated as professional drivers and respond to this environment. This enables staff to closely monitor their work and to support them in their volunteer positions.
- Drivers sometimes do not choose to receive mileage reimbursement after contacting their respective insurance companies. Some companies require riders on policies and additional premiums if any money is received by the insured. Other companies do not as long as it is only mileage.

3. MINISTERS ALLIANCE

Cooperative Efforts

The Southern Maryland Volunteer Ride Consortium, responsible for coordinating the Senior Rides program, is composed of the:

- Tri-County Council of Southern Maryland: responsible for regional transportation planning, coordination, and commuter assistance;
- Ministers Alliance of Charles County and Vicinity: established to foster unity among the various churches and denominations and to promote and advance the surrounding community for social and economic improvement; and,
- Community and Business Representatives: these partners represent a cross-section of the community.

LifeStyles was contracted to provide service delivery. The Tri-County Council for Southern Maryland's Transportation Department will provide technical assistance, training and assist with marketing and outreach on an as-needed basis. Quarterly correspondence is coordinated amongst the Consortium organizations to encourage transparency and effective communication.

The Consortium contracts through *LifeStyles of Maryland*, a non-profit compassionate care center located in Charles County, MD. This project fits into their organizational capacity because their greatest purpose is to support and advance the needs of the community; access to affordable and accessible transportation for the community has been a continual concern. This grant allowed the Consortium to cater to the needs of these residents, while also determining other social and economic needs of the clients.

The staff and volunteers are members of the community and this is an immeasurable asset of the organization and is by far one of their greatest strengths. Our department provides quality, licensed drivers and volunteers who support the program.

The Tri-County Council for Southern Maryland provided technical assistance, such as:

- Grant resources and writing assistance
- Volunteer driver training and manuals, including certificates of completion
- Marketing and outreach materials and distribution
- Letters of support
- Data management and recordkeeping: user surveys, client application and related resources

The other lead partnering agency is the Ministers Alliance of Charles County and Vicinity. A consortium of 60 churches throughout the Southern Maryland, Prince George's and Northern Virginia areas, members are connected by meeting the needs of their communities, regardless of denomination or affiliation. Member churches participating in this program would provide quality, licensed drivers, volunteers and insured vehicles that are available during the day to provide transportation for eligible participants. These volunteers also would have a greater knowledge with the serving population due to their existence in the community and familiarity with the venues to which participants need to be taken.

Other growing partnerships include the Charles County and St. Mary's Office on Aging. We have also presented to ten agencies and organizations that serve the senior population regarding the program, providing outreach materials to be distributed to eligible participants. Such organizations include:

- Area Council on Aging
- Charles County Department of Community Services
- Charles County Department of Social Services
- Charles County Human Services Partnership/Local Management Board
- Charles County Providers Council
- Charles County Rural Housing Sub-Committee through the United Way of Charles County
- Handicapped and Retarded Citizens
- Kent Avenue Partnership
- Waldorf Kiwanis Club
- Multiple presentations to local churches and faith-based assemblies

Information is also provided through the Maryland Community Services Locator website that allows residents to research community-based programs that are available. While the focus for the demonstration program has been for rural areas in Charles County, these agencies have referred persons to the Senior Rides program for transportation assistance.

Risk Management

The Tri-County Council has over 40+ years of providing services to emerging transportation programs. The Transit and RideSharing Coordinator provided a volunteer driver training for seven drivers and volunteers during FY07, which included:

- Driver and vehicle safety instructions
- Emergency preparedness
- Accident reporting
- Basic first aid skills
- Orientation to map and route planning
- Proper recordkeeping and other administrative policies and procedures

We have encouraged volunteer drivers to review their manuals on a semi-annual basis as all items that were covered in the training continue to be relevant. Correspondence is made between drivers and volunteers on a bi-weekly basis to discuss any concerns that may arise from particular participants and to see if additional social services assistance may be needed. Each driver was asked to provide a Maryland state license and driver history. All vehicles are properly inspected and state certified. Participating providers used fleet and passenger vehicles owned, operated and liability covered by the organization. *LifeStyles of Maryland* has general liability, auto, and sexual abuse harassment liability insurance with coverage of $1,000,000 for each incident. The *Ministers Alliance* and the Senior Rides program is a certificate holder on this policy. Our volunteer drivers are also equipped with the emergency contact and physician information for each user that is taken to their appointment. This is to ensure that all emergencies can be efficiently relayed to the appropriate persons and to the Senior Rides Coordinator.

4. **NEIGHBOR RIDE, INC.**

Cooperative Efforts

Many partnerships are already in place and additional ones are being fostered. Partners providing significant non-monetary support include the Volunteer Center Serving Howard County, the Howard County Office on Aging, Howard County Library, the Association of Community Services, Howard County Public Transportation Board, Transportation Advocates and Corridor Transportation Corporation. Howard County, The Columbia Association, The Horizon Foundation, The Columbia Foundation,

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Coalition of Geriatric Services, The Judith and Edwin Cohen Foundation and Howard County General Hospital have all contributed financial support. Additional partners, capable of providing in-kind and cash donations, volunteer and passenger recruitment assistance, and technical support will continue to be sought. These ongoing partnerships will assist Neighbor Ride in its volunteer recruitment and program management efforts.

Risk Management

Driver Qualifications: Volunteer drivers must meet the following criteria:

- Be at least twenty-one years of age
- Possess a valid driver's license
- Have three years of recent driving experience
- Willing to consent to a criminal background check
- Willing to consent to a driving history check
- Willing to provide personal references
- Able to provide evidence of personal automobile liability insurance on the vehicle(s) to be used when driving as a Neighbor Ride volunteer
- Willing and able to maintain his/her vehicle(s) in safe driving condition. This includes ensuring that seatbelts are in working order
- Able to demonstrate an understanding of seniors and their potential limitations
- Willing to maintain the confidentiality of passenger information
- Available to commit to a 3 to 4 hour block of time on a monthly, semi-monthly or weekly basis

Driver Training and Safety: All Neighbor Ride drivers are required to attend a Volunteer Orientation session. Neighbor Ride's policies and procedures are reviewed during these sessions. All drivers receive personal copies of these policies and procedures. Supplemental training sessions are offered at least once a year. Topics that may be covered at these supplemental sessions include CPR, defensive driving methods, emergency management, and proper techniques for assisting fragile seniors. Also, Neighbor Ride has worked closely with our insurance carrier to promote driver safety.

In an effort to protect its drivers from potential liability issues, Neighbor Ride's policies strictly prohibit volunteers from entering the personal residences of its passengers or individuals the passengers visit. This policy is highlighted at all volunteer orientation sessions. Neighbor Ride also requires all passengers to sign a Waiver of Liability. Signed waivers are kept in passengers' files in the Neighbor Ride office.

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Neighbor Ride requires all volunteers to carry cell phones when driving its passengers. Drivers who do not carry personal cell phones will be given phones to be used for ride-related and emergency calls.

Passengers' safety is addressed by the conducting of criminal background and driving record checks on all volunteer drivers before they can begin providing services for Neighbor Ride. Copies of current auto insurance coverage and Maryland driver's licenses are maintained in each driver's Neighbor Ride file. Because ride coordinators have access to passengers' personal information, criminal background checks are also performed on them before they begin volunteering for Neighbor Ride. All potential volunteers are required to provide a personal reference who is contacted and asked standardized questions about the volunteer applicant.

Neighbor Ride's enrollment policy includes emergency contact information for all clients. This information is maintained in the passenger's record. It is included for reference with the ride details provided to drivers in the event of medical emergency or any other reason where it would be needed.

Also, monthly newsletters sent to all volunteers may include safety reminders, driving tips, policy updates and information to support their volunteer activities.

Vehicles Used: Neighbor Ride's drivers use their personal vehicles to provide transportation for seniors.

Vehicle Safety: As part of the application process, volunteer drivers provide information on the year and make of the vehicle(s) to be used in their service to Neighbor Ride. Further, volunteer drivers agree in writing to maintain their vehicles in safe driving condition. This includes ensuring that seatbelts are in working order and used by passengers transported for Neighbor Ride.

Liability Coverage: Each driver's personal automobile insurance policy provides primary liability coverage. In addition, Neighbor Ride currently carries general liability coverage for its volunteers. The policy includes the following coverage:

$2,000,000	General Aggregate
$2,000,000	Products – Completed Operations Aggregate
$1,000,000	Personal and Advertising Injury
$1,000,000	Each Occurrence
$ 100,000	Damage to Premises Rented
$ 10,000	Medical Expense
$1,000,000	Directors & Officers

5   **PARTNERS IN CARE**

Cooperative Efforts

Continuing the partnership from last year, Partners in Care have support from the Annapolis Department of Transportation in processing background checks. Partners in Care have also developed a strong relationship with the Anne Arundel Department of Aging with regard to providing supplemental transportation to their own van system and have become a regular orientation location for new nursing and geriatric care managers hired by the department. We are also in the development stage of a program in which we will partner with the Department of Aging in Queen Anne's County to assist them in delivering people to medical facilities in Baltimore. Frederick is now a fully operating site with a full time coordinator, partnering with the Frederick Department of Aging to provide office space and outreach support. We have recently entered into a Memorandum of Understanding with the RSVP Program of Prince George's County to train volunteers as PIC volunteers to provide transportation in the Laurel and Bowie areas. We continue to promote partnership opportunities with local businesses and service organizations through speaking engagements in all of these counties.

Risk Management

There are many aspects to the procedures in which Partners in Care addresses risk management. The first is acquiring comprehensive insurance which covers not only general liability, but also volunteer activities with an additional rider for volunteer drivers. Partners in Care has a procedures manual and requires all volunteer drivers to attend a two-hour orientation. This year Partners in Care offered two AARP safe driving classes to drivers as a part of their continuing education. Fifteen drivers participated in these classes.

6.   **ST. MARY'S COUNTY DEPARTMENT OF AGING**

Cooperative Efforts

The Department maintains a policy of utilizing other public service transportation providers as a first provider of service. Senior Rides clients who are eligible to receive transportation through the public STS Transit system or the Medical Assistance transportation program are required to utilize these services when available. The Senior Rides coordinator maintains contact with these two systems to if Senior Rides clients are eligible to utilize these services and also assists them with the application process when necessary. The Senior Rides project manager attends monthly Human Services

"Senior Rides Program"
(As Required in Senate Bill 294 and House Bill 626
Chapters 112 & 113, Acts 2004)

Transportation Coordination Committee Meetings to discuss ways to efficiently coordinate transportation efforts amongst both public and private service providers

Risk Management

All volunteer drivers are required to attend the AARP Safe Driver Course and become CPR/first aid certified. Each driver is supplied with a basic first aid kit, spill kit, and an automobile accident checklist to keep in their vehicles in the event of an emergency. Drivers have access to a cell phone for emergencies. The drivers must provide a copy of current vehicle liability insurance coverage. A supplemental insurance coverage is provided through CIMA.