



Maryland Department of Transportation
The Secretary's Office

Martin O'Mailey
Governor

Anthony G. Brown
Lt. Governor

Beverley K. Swaim-Staley
Secretary

Harold M. Bartlett
Deputy Secretary

October 25, 2010

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 of 2004. The language directs:

"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. Ralign Wells, 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. Ralign Wells, Administrator, Maryland Transit Administration

bcc: Ms. Sarah Albert, Library Associate, Mandated State Agency Reports, Library & Information Services Division, Department of Legislative Services (5 copies - MSAR #2407)

Mr. Harold H. Bartlett, Deputy Secretary, Maryland Department of Transportation

Mr. Joe Bryce, Chief Legislative Officer, Governor's Office

Mr. Jack Cahalan, Director, Office of Public Affairs, Maryland Department of Transportation

Mr. John F. Favazza, Chief of Staff, Speaker's Office, Maryland General Assembly

Mr. Bruce W. Gartner, Director, Office of Policy & Governmental Affairs, Maryland Department of Transportation

Ms. Victoria Gruber, Legislative Assistant to the President, Maryland General Assembly

Mr. Martin L. Harris, State Legislative Officer, Maryland Department of Transportation

Ms. Jaclyn Hartman, Legislative Analyst, Office of Policy Analysis, Department of Legislative Services

Mr. Kevin Hughes, Deputy Director, Governor's Legislative Office

Ms. Kristin Jones, Chief of Staff, Speaker's Office, Maryland General Assembly

Ms. Cathy Kramer, Department of Legislative Services

Mr. Jim Knighton, Director of External Affairs, Maryland Transit Administration

Mr. Jon Martin, Legislative Analyst, Department of Legislative Services

Ms. Wonza Spann-Nicholas, Deputy Director, Office of Finance

Ms. Caitlin Hughes Rayman, Assistant Secretary for Policy, Maryland Department of Transportation

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 2010

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

Introduction

This report was prepared to meet the requirements of 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 2006 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;
- uses primarily volunteer drivers who drive their own vehicles;

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

- 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; \$125,113 for FY 2009 and \$132,919 for FY 2010. Additionally, Chapter 268 removed all caps on the number of grants an applicant may receive in a single year, total number of grants an applicant may receive from the program, dollar amount a single applicant may receive, and dollar amount a geographic area may receive.

Process for the SRDP

During the first program year, a process was established for SRDP implementation. This included program outreach 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.

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

The funding process for FY 2010 was conducted according to the following timeline:

- **November 2008:**
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 Aging list, and
 - Retired Senior volunteer programs

- **December 2008:**
Meetings to distribute applications to prospective grantees were held around the State.

- **March 2009:**
Applications were due at MTA.

- **May 2009:**
 - 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 nine applications submitted. Six applicants are current grant recipients and three are new applicants.

- **June 2009:**
Notification of awards for FY 2010 was made to the four agencies whose applications were approved.

- **December 2009:**
Grant funds for FY 2010 were disbursed.

FY 2010 Grant Awards

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

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.

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

The awardees are as follows:

- Action in Maturity, Inc. -- Agency award: \$21,420
- Neighbor Ride, Inc. -- Agency award: \$25,000
- Partners in Care -- Agency award: \$61,499²
- St. Mary’s County Dept. of Aging -- Agency award: \$25,000

The program grants were awarded June 2009. 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 four grantees.

Transportation Service Provided During FY 2010

The following section summarizes the accomplishments and status of the Senior Rides Program as of the end of FY 2010, the fifth year of this program. This information is based on the operations reports provided by the grantees.

Trips Provided

During FY 2010, the Senior Rides Program grantees provided a total of 18,377 one-way trips to low and moderate-income seniors. The number of trips provided by each individual grantee during FY 2010 ranged from 654 trips to more than 7,900 trips for the year. Also, the grantees’ programs accumulated 235,766 miles over 20,185 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.

² The size of Partners In Care’s grant reflects the grantee’s opening of a facility in Calvert County. Partners In Care now operates Senior Ride services in three jurisdictions: Anne Arundel, Frederick, and Calvert counties.

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

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

Table 1

**TRANSPORTATION PROVIDED,
SENIOR RIDES PROGRAM, FY 2010**

<u>Transportation Services</u>	<u>Total, Four Grantees</u>
One-Way Trips	18,377
Senior-Ride Miles	235,766
Senior-Ride Hours	20,185

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, MTA funded four programs as compared to six programs in FY 2009. As a result, this year’s grantees provided fewer trips, traveled fewer miles and accumulated fewer hours compared to FY 2009. Table 2 compares the two years in terms of trips provided and miles and hours accumulated.

Table 2

**TRANSPORTATION PROVIDED,
SENIOR RIDES PROGRAM, FY 2009 AND FY 2010³**

<u>Transportation Services</u>	<u>FY 2009 Total, Six Grantees</u>	<u>FY 2010 Total, Four Grantees</u>
One-Way Trips	20,681	18,377
Senior-Ride Miles	245,982	235,766
Senior-Ride Hours	23,237	20,185

³ The total amount of Senior Rides Program funds granted in FY2010 is higher than the amount for FY2009, but fewer trips, ride miles, and ride hours were provided, resulting in a higher cost per trip, per mile, and per hour. In FY2010, one grantee, Partners In Care, received a grant amount 48.23 percent higher than the amount of its FY2009 grant, reflecting costs incurred in setting up a new facility in Frederick County. Those costs included things which may not have directly resulted in a significantly higher number of trips, miles or hours being provided in FY2010, such as outreach efforts to potential new customers and background checks and training for new drivers. However, these initial costs related to starting new service will most likely lead to a higher level of service being provided in future years, which could in turn have a favorable impact on the per trip, per mile, and per hour cost figures.

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

Seniors Transported

The grantees provided transportation for 906 individual seniors during FY 2010. 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 Senior Rides Program 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 2010. This year’s total is 23% lower than the program’s fourth year, when 1,177 individual seniors were served.

Table 3

INDIVIDUAL SENIORS SERVED BY SENIOR RIDES PROGRAM, FY 2010

<u>Grantee</u>	<u>Seniors Transported</u>
Action in Maturity	102
Neighbor Ride	308
Partners In Care	442
St. Mary’s County Dept. of Aging	54
TOTAL	906

Drivers

Among the grantees, 578 volunteer drivers participated in the Senior Rides Program’s fifth year. The ability to attract and retain volunteers is essential for the program’s success.

The programs funded by the Senior Rides Program 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, one of the grantees used paid drivers, which represents a small proportion of the total drivers.

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

Table 4 shows the numbers of drivers by grantee for FY 2010.

Table 4

SENIOR RIDES PROGRAM DRIVERS, FY 2010

Grantee	Volunteer Drivers	Paid Drivers	Total Drivers
Action in Maturity	4	4	8
Neighbor Ride	233	0	233
Partners in Care	321	0	321
St. Mary’s County DOA	16	0	16
TOTAL	574 (99%)	4 (1%)	578 (100%)

Fees for 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

**FEEES FOR SENIOR TRANSPORTATION,
SENIOR RIDES PROGRAM YEAR, FY 2010**

Grantee	Fee Structure
Action In Maturity	Donation/fees: <ul style="list-style-type: none"> • 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. <p>If the senior cannot afford the cost of transportation, no fee is charged for the trip.</p>

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

Neighbor Ride	<p>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.</p> <p>All fees are charged per trip, not per person, so ride-sharing is encouraged.</p>
Partners In Care	<p>Sliding scale based on passenger's income used to determine fees:</p> <p>Single person: \$0-\$350/month = no fee \$350-\$700/month = \$0.15 per mile \$700-\$1000/month = \$0.30 per mile \$1000 and above per month = \$0.40 per mile</p> <p>Couple: \$0-\$400/month = no fee \$400-\$800/month = \$0.15 per mile \$800-\$1100/month = \$0.30 per mile \$1100 and above per month = \$0.40 per mile</p>
St. Mary's County DOA	<p>Fees are as follows:</p> <ol style="list-style-type: none"> 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 <p>Fees are based according to the miles traveled from home to destination No one will be refused assistance because of inability to pay.</p>

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, one grantee serves 34 satellite high-rise apartment housing communities, of which 17 are low-income city HUD housing. The same grantee is one of 16 Baltimore City senior centers that apply each year for Title IIIb Grants under the Older Americans Act as a sub grantee to CARE (Commission on Aging and Retirement Education). Another grantee was voted "Best of Howard - Charity/NonProfit" for the past two years, a very well-deserved acknowledgement of the tremendous difference its volunteers are making. This positive recognition has also been invaluable in publicizing its program in the community, thereby helping to increase awareness of its senior transportation service, recruit volunteers and establish financial partnerships. Another grantee is an active member of the St. Mary's County Human Service Transportation Coordination Committee, which meets monthly to address issues, strategies, and updates amongst public and private transportation providers in the county. Another grantee entered into a partnership with Upper Shore Aging in Talbot County to establish

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

a site from which the grantee can provide service to area residents. This same grantee has also convened an Advisory Council for Calvert County with the support of the Calvert Commission on Aging.

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. All drivers for one grantee receive a first aid and spill kit, CPR face mask, and instructions on what to do in the event of an emergency. This year, one grantee offered two American Association of Retired Persons (AARP) safe driving classes to its drivers as part of its continuing education program. Many grantees require that all volunteers carry cell phones when driving their passengers. One grantee provides cell phones for Senior Rides business and emergencies only. All of this grantee’s potential volunteers are required to provide a personal reference that is contacted and asked standardized questions about the volunteer applicant. Another grantee has arranged for its volunteer drivers to receive safe driving training and testing, which equates to three full days of training, through Loyola University.

Information provided by each grantee on its cooperative efforts and risk management is provided in Attachment A to this report.⁴

Summary

The fifth year of the Senior Rides Program is the third year that the program operated as a full-fledged, permanent program in the State. All grantees have tremendously developed and improved their programs, serving the North Baltimore City area, St. Mary’s County in Southern Maryland, and Anne Arundel, Frederick, Calvert and Howard counties.

Senior citizens continue to express a need for affordable, on-demand, door-to-door transportation services. During FY 2010, a total of 906 unique seniors received transportation service, enabling them to make more than 18,377 one-way trips, to a variety of destinations. Many of the trips would likely not have been made if the Senior Rides Program did not exist. Seniors who participate in the program are grateful and passenger comments about the service are typically very positive.

The Senior Rides Program is a program with an established record of innovative volunteer-based programs that aids in providing better transportation for Maryland seniors who need it. Volunteers have successfully transported seniors from their residences to numerous destinations, providing a much needed service to communities. The MTA will continue to work closely with

⁴ Attachment A contains information taken verbatim from reports filed with MTA by Senior Rides Program grantees.

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

grantees to help Maryland’s seniors receive the finest possible transportation services. This program has taken great steps to address the vital transportation needs of seniors, and is doing it in a way that encourages cooperation between private and public stakeholders.

ATTACHMENT A

“Senior Rides Program”

Report on Third Program Year – State Fiscal Year 2010

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

1. ACTION IN MATURITY

Cooperative Efforts

Action In Maturity (AIM) 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 and School of Pharmacy, 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 34 satellite high-rise apartment housing communities, of which 17 are low-income city HUD housing. Because of a one-year Community Services Block Grant (CSBG) award given through stimulus funds (ARRA funds), AIM was able to reach out and serve 250 additional seniors and disabled adults, a much underserved population, providing them with free transportation.

AIM is one of the 16 Baltimore City senior centers and applies each year for Title IIIb Grants under the Older Americans Act as a sub grantee to the Commission on Aging and Retirement Education (CARE). We participate with the senior center’s directors’ council and share ideas and assistance. We offer transportation to many of these senior centers and have recently partnered with them on day and overnight trips.

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. The majority (60%) of the population AIM serves are below the poverty level and 43% are minority, of which 89% are below the poverty line. Our transportation services provide a critical service to those with the greatest social needs.

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

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 University, 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 University drivers. This equates to three full days of training. Periodically, our drivers take a safety driving course through Loyola’s Transportation Department. We also arranged to have one of the outreach nurses from Good Samaritan give a prep 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 use with a checklist provided for that purpose. Selective Insurance Company insures all our vehicles and drivers. Maryland Injured Workers’ Fund is AIM’s workers compensation insurance coverage.

Because AIM offers such personal transportation service (one-on-one), our risk remains low. We try to accommodate our older and disabled adults as best we can.

2. 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 Central Maryland Regional Transit. Howard County, The Columbia Association, The Horizon Foundation, The Columbia Foundation, Coalition of Geriatric Services, 1st Mariner Bank, 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

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

donations, volunteer with 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 and scanned for secure backup.

Neighbor Ride requires all volunteers to carry cell phones when driving its passengers. 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.

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

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 that 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

3. 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

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

developed a strong relationship with the Anne Arundel County 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. Frederick is now a fully operating site with a full-time coordinator, partnering with the Frederick County Department of Aging to provide office space and outreach support. We continue to train Partners in Care volunteers to provide transportation in the Laurel and Bowie areas. We have entered into a partnership with Upper Shore Aging in Talbot County to establish a site for Partners In Care, and we have convened an Advisory Council for Calvert County with the support of the Calvert Commission of Aging. We continue to promote partnership opportunities with local businesses and service organizations through speaking engagements in all of these counties.

Risk Management

Partners in Care provides all prospective volunteers with: (1) a Partners In Care volunteer application; (2) the Ride Partners addendum to the Partners In Care application, and (3) criminal background check paperwork. (Only the last seven years of information regarding residence(s) is required.)

Volunteers must attend an orientation prior to service. At the orientation, license and insurance information is copied for the volunteer file. All volunteer drivers are encouraged to participate in a driving awareness class at no cost to them. Also at the orientation, there is a review of the mileage reimbursement process with the new volunteer. And the volunteer is given several copies of the mileage log, and learns how to fill it out. Hours are logged from the time the volunteer leaves home until the time he or she returns home. After hours and mileage are turned in by the volunteer driver, the data is entered into Partners in Care’s database using specialized software. Reimbursed mileage is logged from the time the driver leaves his home until he returns. Drivers are instructed to contact the office if they do not wish to be reimbursed.

4. ST. MARY’S COUNTY DEPARTMENT OF AGING

Cooperative Efforts

Senior Rides continues to encourage riders to utilize the local St. Mary’s Transit System (STS) service and Health Department medical transportation, when feasible. Riders are asked during the initial application if they utilize these other transportation resources. If the rider has not yet registered with either of these public options, they are provided with information and an application to apply. Riders are once again reminded to use these other options when they receive their Senior Rides welcome packet. The Senior Rides dispatcher also maintains a spreadsheet of all riders, which indicates if the rider is registered with either public service. Riders who request rides through Senior Rides on days they can utilize the STS or Health Department are encouraged to check the availability of those services before booking a ride

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

through Senior Rides. The Senior Rides dispatcher may also assist the rider with making these arrangements. Riders who are unable to receive service through public options are provided with contact information for private transportation providers.

St. Mary's County Department of Aging is an active member of the St. Mary's County Human Service Transportation Coordination Committee, which meets monthly to address issues, strategies, and updates amongst public and private transportation providers in the County. In March 2010, the Board of County Commissioners signed a Memorandum of Understanding for the Human Service Transportation Coordination Plan (see attached); thereby, putting into effect an official agreement amongst public and private stakeholders to effectively coordinate service amongst entities.

Risk Management

Since the inception of the Senior Rides Program all drivers are required to participate in the AARP Safe Driver Program. As an added measure, drivers are also provided the opportunity to receive CPR and first aid training; however this is no longer a requirement because the Department found that potential drivers did not want to participate in these trainings for personal reasons. All drivers receive a first aid and spill kit, CPR face mask, and instructions on what to do in the event of an emergency. For those drivers who do not have a personal cell phone, they are provided one through the program to use for Senior Rides business and for emergencies. As the program continues to grow, rides are being provided outside of normal business hours; therefore, all drivers have the ability to contact the Senior Rides Coordinator by cell phone and are provided the rider's emergency contact information to use in the event of an emergency.