



Maryland Department of Transportation
The Secretary's Office

Martin O'Malley
Governor

Anthony G. Brown
Lt. Governor

James T. Smith, Jr.
Secretary

November 5, 2013

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

The Honorable Michael E. Busch
Speaker, Maryland House of Delegates
State House, H-101
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. Robert Smith, Administrator, Maryland Transit Administration, at 410-767-3943. Of course, you should always feel free to contact me directly.

Sincerely,

James T. Smith, Jr.
Secretary

Attachment

cc: Mr. Robert Smith, 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 and 113, Acts of 2004)

The Maryland Transit Administration
The Maryland Department of Transportation

October 2013

Senior Rides Program
(As Required in Senate Bill 294 and House Bill 626
Chapters 112 and 113, Acts of 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;
- uses a dispatching system to respond quickly to requests from eligible seniors for door-to-door transportation; and

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- 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 became the Senior Rides Program (SRP).

Chapter 268 also provided a 25 percent 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. Table 1 below shows Senior Rides Program (SRP) annual appropriations over the past eight years.

Table 1

SENIOR RIDES PROGRAM ANNUAL APPROPRIATIONS

FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
\$100,000	\$91,949	\$122,375	\$125,113	\$132,919	\$177,360	\$175,897	\$184,497

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.

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Process for the SRP

During the first program year, a process was established for program 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.

The funding process for FY 2013 was conducted according to the following timeline:

- **November 2011**
Program outreach began.
An announcement letter to apply for funding was mailed to:
 - Government agencies,
 - Section 5310¹ mailing list that consists of non-profit entities, faith-based agencies,
 - Area Agency on Aging list, and
 - Retired Senior volunteer programs.

- **December 2011**
Meetings to distribute applications to prospective grantees were held around the State.

- **March 2012**
Applications were due at MTA.

- **May 2012**
 - 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 2012**
Notification of awards for FY 2013 was made to the six agencies whose applications were approved.

- **December 2012**
Grant funds for FY 2013 were disbursed.

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 2013 Grant Awards

A total of seven 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 six projects were outstanding and were therefore awarded SRP grants.

The awardees include:

- Action in Maturity, Inc. -- Agency award: \$21,420
- LifeStyles of Maryland Foundation, Inc. – Agency award: \$30,000
- Neighbor Ride, Inc. -- Agency award: \$33,640
- Partners in Care -- Agency award: \$65,000²
- St. Mary's County Department of Aging -- Agency award: \$23,437
- Wilson Ministry Center – The Vestry of Deer Creek Parish – Agency award: \$11,000

The program grants were awarded June 2012. 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.

Transportation Service Provided During FY 2013

The following section summarizes the accomplishments and status of the Senior Rides Program as of the end of FY 2013, the eighth year of this program. This information is based on the operations reports provided by the grantees.

Trips Provided

During FY 2013, the Senior Rides Program grantees provided a total of 30,580 one-way trips to low and moderate-income seniors. The number of trips provided by each individual grantee during FY 2013 ranged from 956 trips to more than 15,242 trips. Also, the grantees' programs accumulated 323,769 miles, over 30,655 hours. These miles and hours are directly attributable to the senior transportation provided. The reported miles include all miles the

² The size of Partners In Care's grant reflects the grantee operating Senior Ride services in four jurisdictions: Anne Arundel, Frederick, Calvert, and Talbot counties.

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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 2 below summarizes total usage for the program's eighth year, for one-way trips provided, senior-ride miles, and senior-ride hours.

Table 2

**TRANSPORTATION PROVIDED,
 SENIOR RIDES PROGRAM, FY 2013**

<u>Transportation Services</u>	<u>Total Six Grantees</u>
One-Way Trips	30,580
Senior-Ride Miles	323,790
Senior-Ride Hour	30,655

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, including ensuring that the senior got to a medical office within a large medical complex.

This year, MTA funded six programs that were also funded in FY 2012. In FY 2013, the grantees provided more trips, traveled more miles and accumulated more hours as compared to FY 2012. Table 3 compares the two years in terms of trips provided and miles and hours accumulated.

Table 3

**TRANSPORTATION PROVIDED,
 SENIOR RIDES PROGRAM, FY 2012 AND FY 2013**

<u>Transportation Services</u>	<u>FY 2012 Total, Six Grantees</u>	<u>FY 2013 Total, Six Grantees</u>
One-Way Trips	28,957	30,580
Senior-Ride Miles	316,659	323,769
Senior-Ride Hours	28,448	30,655

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Seniors Transported

The grantees provided transportation for 1,230 individual seniors during FY 2013. These were seniors who needed 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 who need 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 4 shows the total number of seniors transported by grantee for FY 2013. This year’s total is 9.7 percent higher than FY 2012, when 1,193 individual seniors were served.

Table 4

INDIVIDUAL SENIORS SERVED BY SENIOR RIDES PROGRAM, FY 2013

<u>Grantee</u>	<u>Seniors Transported</u>
Action in Maturity	173
LifeStyles of MD	108
Neighbor Ride	405
Partners In Care	467
St. Mary’s County Dept. of Aging	63
Wilson Ministry Center	<u>14</u>
TOTAL	1,230

Drivers

Among the grantees, 786 volunteer drivers participated in the Senior Rides Program’s FY 2013. The ability to attract and retain volunteers is essential to the program’s success.

The programs funded by the Senior Rides Program include volunteers transporting seniors in the volunteers’ personal vehicles. Many of the volunteers provide 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, several of the grantees used paid drivers, which represent a small proportion of the total drivers.

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Table 5 shows the numbers of drivers by grantee for FY 2013.

Table 5

SENIOR RIDES PROGRAM DRIVERS, FY 2013

Grantee	Volunteer Drivers	Paid Drivers	Total Drivers
Action in Maturity	8	5	13
LifeStyles of MD	5	7	12
Neighbor Ride	343	0	343
Partners in Care	388	0	388
St. Mary's County DOA	23	1	24
Wilson Ministry	6	0	6
TOTAL	773 (99%)	10 (1%)	786 (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 6 below summarizes the fee structure of the grantees.

Table 6

**FEES FOR SENIOR TRANSPORTATION,
 SENIOR RIDES PROGRAM YEAR, FY 2013**

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 a cost of \$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. • Upon request, an escort/driver is available to assist members with paperwork at the doctor's office or clinic. This service is provided at an hourly rate of \$10.00. <p>If the senior cannot afford the cost of transportation, no fee is charged for the trip.</p>

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Grantee	Fee Structure
Lifestyles of MD	<p>Sliding scale based on the participant's proof of income statement: \$.68/mile for a combined household income of \$1,000+/month \$.58/mile for a combined household income of \$700 - \$1,000/month \$.48/mile for a combined household income of less than \$700/month</p> <p>The prices are flexible depending upon individual need and the resources available.</p>
Neighbor Ride	<p>As of 1/1/13, a mileage ring based cost matrix is used to determine Neighbor Ride's user fee structure. Roundtrip rides with a one-way distance from the passengers residence to the destination from 0-1.99 miles are \$5, from 2-6.99 miles are \$7.50, from 7-9.99 miles are \$15, from 10-14.99 miles are \$20, from 15-19.99 miles are \$25 and from 20-35 miles are \$35. All fees are charged per ride, not per person, so ride sharing is encouraged.</p> <p>Seniors who meet income eligibility criteria for no-cost service are eligible to access Neighbor Ride's Good Neighbor Fund for their transportation needs. The Good Neighbor Fund is supported by grants and directed donations.</p>
Partners In Care	<p>Sliding scale based on passenger's income is used to determine fees:</p> <p>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</p> <p>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</p>
St. Mary's County DOA	<p>\$6.00 within a 15 mile radius \$10.00 within a 30 mile radius \$15.00 beyond a 30 mile radius \$30.00 to Washington, DC, Annapolis, Baltimore areas</p> <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>
Wilson Ministry	<p>Within one zip code: \$5/roundtrip Between adjacent zip codes: \$6/roundtrip To other zip codes within Harford County: \$7/roundtrip To other jurisdictions in Maryland or southern Pennsylvania: fee determined on a case by case basis</p> <p>Riders who can demonstrate financial need may have fees waived.</p>

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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.

Public-Private Cooperation

Grantees report a variety of partnerships with other organizations. For example, currently, one grantee serves 42 satellite high-rise apartment housing communities, of which 17 are low-income city Housing and Urban Development (HUD) housing. The same grantee is one of 14 Baltimore City senior centers that apply each year for Title IIIb Grants of the Older Americans Act as a sub grantee to CARE (Commission on Aging and Retirement Education) services. Another grantee was voted "Best of Howard - Charity/Nonprofit" in the past several years. This recognition has been helpful 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 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. One of the grantees partners with the faith-based community and receives assistance with outreach efforts, program referrals and volunteer drivers. Lastly, a faith-based organization works closely with the Harford County Department of Community Services, a government agency, to establish a pilot senior rides program that is now in its third year of funding.

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 requires a criminal background check. Another grantee's approved drivers participate in a driver safety program and become cardiopulmonary resuscitation (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. Several grantees offer 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. This grantee's potential volunteers are required to provide a personal reference that is contacted and asked standard 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. This same grantee also arranges to have one of the outreach nurses from Good Samaritan Hospital give a CPR class in the fall.

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Summary

In FY 2013 the Senior Rides Program operated as a full-fledged, permanent program in the State. All grantees have developed and improved their programs, serving the North Baltimore City area, St. Mary's County in Southern Maryland, and Anne Arundel, Frederick, Calvert, Charles, Howard, and Talbot counties.

Senior citizens continue to express a need for affordable, on-demand, door-to-door transportation services. During FY 2013, a total of 1,230 seniors received transportation service, enabling them to make more than 30,580 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 have confirmed the program's importance and passenger comments about the service are typically very positive.

The Senior Rides Program has an established record of innovative volunteer-based programs that provides 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.

This program addresses the unique transportation needs of seniors in a way that encourages cooperation between private and public stakeholders.

Information provided by each grantee on its cooperative efforts and risk management is provided in Attachment A to this report.³

³ Attachment A contains information taken verbatim from reports filed with MTA by Senior Rides Program grantees.

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ATTACHMENT A

“Senior Rides Program”

Report on Eighth Program Year – State Fiscal Year 2013

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

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1. ACTION IN MATURITY

Cooperative Efforts

Action In Maturity (AIM) has developed partnerships with GEDCO and Stadium Place, St. Mary's Outreach Center, Good Samaritan Hospital, Union Memorial Hospital, University of Maryland Health System and School of Pharmacy, Coldstream-Homestead-Montebello Community Corporation (CHUM), Coldstream Golden Age Club, College of Notre Dame, Loyola College, and, of course, our members residing in senior apartment buildings and individual residences. We serve 42 satellite high-rise apartment housing communities, of which 17 are low-income city HUD housing. Because of these partnerships with the buildings' Tenant Councils, AIM is able to reach out and potentially serve 550 additional seniors and disabled adults, a much underserved population, providing them FREE transportation.

AIM is one of the 14 Baltimore City senior centers and applies each year for Title IIIb Grants of the Older Americans Act as a sub grantee to the BCHD Office on Aging, Commission on Aging and Retirement Education (CARE) Services. The Executive Director, Elizabeth Briscoe, is resident of Baltimore City Senior Centers Directors' Council which provides a venue for fellow colleagues to share ideas and resources. AIM offers transportation to many of these senior centers to enhance their program offerings. Ms. Briscoe is a recent graduate of the Weinberg Fellows program for executive directors of non-profits, and serves on the Advisory Boards of Johns Hopkins Bayview Geriatric Council and Neighborhood for ALL Ages.

Through these partnerships, AIM provides 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 of AIM's population (75%) served are below the poverty level and 78% are minority of which 89% are below the poverty line. Our transportation services provide a critical service to those with the greatest social needs.

AIM partners with Kathryn's Kloset directly delivering laundry detergent and cleaning supplies. AIM continues a volunteer-run Pet Pantry project, delivering pet food to low-income seniors with pets. These 'blessings' assist seniors on a fixed income and provides some financial relief.

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. Personal stories and pictures are available if needed.

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. AIM also contracts the State Department, CJS Central Repository for criminal background history for our paid drivers.

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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 and a 2011 Ford Taurus 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. AIM contracts with Mid-Atlantic Mobility for quarterly maintenance service. They are available for any emergency service needed. Accurate maintenance records are kept with all of AIM's vehicles and undergo DOT (Department of Transportation) Inspections.

Selective Insurance Company insures all our vehicles and drivers and CHUBB for liability coverage. Maryland Injured Workers' Fund is AIM's workers compensation insurance coverage. All the insurance Certificates are available upon request.

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. LIFESTYLES OF MARYLAND FOUNDATION, INC.

Cooperative Efforts

Our partners are comprised of the following:

- Tri-County Council for Southern Maryland: provides regional transportation planning, coordination, and commuter assistance; also provide participant referrals;
- Faith-based community: assist with outreach efforts, providing program referrals, and recruitment of volunteer drivers; and,
- Community and Business Representatives: these partners represent a cross-section of the community.

Tri-County Council for Southern Maryland's Transportation Department provided technical assistance, training and assist with marketing and outreach on an as-needed basis. In addition, over this past year they established a regional Senior Rides committee to discuss opportunities, challenges, and program progress. These meetings were held bi-monthly, and resources are shared amongst the three county Senior Rides programs. As a result, we have developed a growing partnership with Partners in Care in Calvert County and the St. Mary's County Office on Aging.

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For the past three years in October, we host a free Volunteer Appreciation event for all of *LifeStyles'* volunteers, and honor them because of the great service they provide to our community on the organization's behalf. We ensure our volunteer drivers are invited. We receive a host of donations from local businesses for door prizes and food, to include Outback Steakhouse, Starbuck's, Olive Garden, and Texas Roadhouse.

We have also presented to agencies and organizations that serve the senior population regarding the program, providing outreach materials to be distributed to eligible participants. Such organizations include:

- Charles County's Area Council on Aging
- Charles County Department of Community Services
- Charles County Department of Social Services
- Charles County Providers Council
- Handicapped and Retarded Citizens
- Kent Avenue Partnership
- La Plata Rotary Club
- Partnership for a Healthier Charles County
- Waldorf Kiwanis Club
- Multiple presentations to local churches and faith-based assemblies
- Multiple presentations to senior housing complexes and community centers

Over the past few years, we have also seen an increased need to work with local agencies due to a growing number of seniors needing additional social and supportive services. *LifeStyles'* has the ability to provide emergency food, clothing, and shelter and have offered that to some of the participants. We ensure as part of the application process that we collect emergency contact information in such cases, and work with family members, when appropriate, to assist with ensuring the safety of all participants. In some cases, we encourage family members and aides to ride along with participants to assist them during their doctor's appointments.

Information regarding the program 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

Working with Tri-County Council, they have over 40+ years of providing services to emerging transportation programs. The Transit and RideSharing Coordinator provided a volunteer driver training annually, which includes:

- 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 procedure

We have encouraged all of our 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 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 is asked to provide a Maryland state license and driver history, and basic background checks are conducted. 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.

Our 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. Last year's CPR and first aid training has allowed our drivers and staff to feel more comfortable with transporting our most vulnerable citizens. Our Transportation Coordinator is available via cell for drivers to contact in cases of emergency. In addition, we have an on-call service that is available 24/7 that the drivers and/or participants can contact, who would then contact a Supervisor on Duty for emergencies.

We continue to appreciate the opportunity we have been afforded to operate the "Senior Rides" program this year, and the grant award received for FY2014. We were also approved for Section 5310 funding for FY2013, so are encouraged about the growth in services we will have with the purchase of a 14-passenger bus with handicapped accessibility. We have been honored to transport the multiple seniors around the metropolitan area, providing a much needed service to our community. We believe that with the funding provided by MTA, our service is priceless, providing much needed transportation at a much lower cost than comparable programs. Thank you!

3. 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, Howard County Office of Transportation, Howard County Public School System, The Mall in Columbia, and Central Maryland Regional Transit. Neighbor Ride also partners with Winter Growth, The ARC of Howard County and The Airport Shuttle to supplement our transportation services. Howard County, The Columbia Association, The Shelter Group, The Community Foundation of Howard County, Coalition of Geriatric Services, 1st Mariner Bank, The Rotary Club of Columbia Patuxent, The Judith and Edwin Cohen Foundation, Sun Trust Foundation, Wal-Mart, Howard County Real Estate Million Dollar Club, Mid Maryland Triathlon Club, The Vertical Connection, Kiwanis Club of Ellicott City and Howard County General Hospital have all contributed significant financial support. Additional partners, capable of providing in-kind and cash donations, volunteer and passenger recruitment assistance, and technical support will

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continue to be sought. These ongoing partnerships will assist Neighbor Ride in its volunteer recruitment and program management efforts. A partnership with Pasadena Auto Auction provides resources for passengers and families to either sell an unneeded vehicle and establish a transportation account or make a charitable donation of a vehicle.

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 (no more than 3 points)
- 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. Copies of current auto insurance coverage and Maryland driver’s licenses are maintained in

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each driver’s secure 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

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4. PARTNERS IN CARE

Cooperative Efforts

We are very grateful for this support, especially during such trying times for nonprofits and for other agencies which provide assistance to older adults. We receive several cards and/or letters every single week from our members that express gratitude for our ability to provide much needed transportation in such a safe and supportive manner. In addition, the original (first) site in Anne Arundel County, we have full-time coordinators and offices in both Frederick County and Talbot County where we are partnering with both of the local Area Agencies on Aging to provide office space and outreach support. We have a part-time coordinator in Calvert County, have been able to secure office space at the North Beach Town Hall, and are using the local senior center for training and meetings. As always, we continue to promote partnership opportunities with local businesses and service organizations through speaking engagements in all of these counties. Additionally, this year we began meeting with the two other Senior Ride Program grantees in southern Maryland on a quarterly basis to share information and network. These meetings have been hosted by Elaine Lancaster, the Regional Transit Coordinator for the Tri-County Council.

Risk Management

There are many aspects to the procedures by which we address risk management. The first, of course, is acquiring comprehensive insurance which covers not only general liability, but also volunteer activities with an additional rider for volunteer drivers. We are utilizing CIMA for this coverage. This year we also added an umbrella policy for the entire organization. We also have a manual of procedures and require all volunteer drivers to attend a two-hour orientation. This year we offered three AARP safe driving classes to our drivers as part of their continuing education. A total of 24 drivers participated in these classes. We have begun a three-year rotation of updating background checks for all drivers.

**Procedures for New Ride Partners Volunteers
(paperwork and procedures for risk management)**

Send/Give prospective volunteer (1) a Partners In Care volunteer application, (2) the Ride Partners addendum to the Partners In Care application, and (3) criminal background check paperwork. (**Emphasize that only the last seven years of information regarding residence(s) is required)

Volunteer 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. At the orientation, there is a review of the mileage reimbursement process with the new volunteer. Also 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.

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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.

5. ST. MARY’S COUNTY DEPARTMENT OF AGING

Cooperative Efforts

Senior Rides continues to encourage riders to utilize the local 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 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 Department of Aging & Human Services is an active member of the St. Mary’s County Human Service Transportation Coordination Committee, which meets quarterly 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; thereby, putting into effect an official agreement amongst public and private stakeholders to effectively coordinate service amongst entities.

Senior Rides is also an active partner with the Retired and Senior Volunteer Program (RSVP), which serves as a recruitment entity for volunteer drivers.

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 offered the opportunity to receive CPR and First Aid training; however this training is not a requirement. Each driver is equipped with 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 emergencies. As the program continues to grow, rides are being provided outside of normal business hours; therefore, all

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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.

6. WILSON MINISTRY CENTER – THE VESTRY OF DEER CREEK PARISH

Cooperative Efforts

The GTRS program works closely with the Harford County Department of Community Services. This is the government agency that originally approached the Wilson Center to develop a pilot senior rides program for our county. They provided the matching grant funding portion for FY 2011 and were also a resource for information and other assistance that was instrumental to our program becoming a reality. In addition, we worked closely with Howard County’s Neighbor Ride program when originally setting up our program. Their staff and volunteers were extremely helpful in the early stages of developing our program. They provided information on how to set up our office, maintain records, train volunteers and gave us sample forms to use as templates for our program. We work closely with the local Office on Aging and Mason Dixon Community Services who refer passengers to us.

Risk Management

The GTRS program is covered under the liability insurance policy maintained through the Wilson Ministry Center and Grace Memorial Episcopal Church. This policy operates as “umbrella” coverage and as a second line of defense following the driver’s personal insurance policy. All drivers must attend orientation sessions to become familiar with GTRS policies and procedures and to receive instruction on how to work with the elderly population. All drivers must attend a GTRS safe driver training class provided by the Harford County Sheriff Department prior to becoming volunteers for our program (there is no charge for these classes). All drivers must undergo background and MVA driving record checks. Passengers are asked to complete evaluation forms that provide information regarding driver safety and overall performance when transporting seniors.