

# **Senior Rides Program**

**(Chapters 112 and 113, Acts of 2004)**

**A Report to the Maryland General Assembly**

**Maryland Department of Transportation**

**Maryland Transit Administration**

MSAR #2407  
November 2022

## **Introduction**

This report was prepared in response to 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 legislative session, the Maryland General Assembly enacted legislation that established the Senior Rides Demonstration Program (SRDP) within the Maryland Department of Transportation Maryland Transit Administration (MDOT 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 MDOT 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 MDOT \$100,000 for distribution statewide by the MTA. All grants require the grantees to contribute a 25 percent 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.

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
- 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.

MDOT 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 MDOT MTA.

**Legislative Changes to the Senior Rides Demonstration Program (SRDP)**

During the 2007 Session of the Maryland General Assembly, legislation was passed that adjusted the 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 SRP annual appropriations over the past 16 years (the first year, FY2006 was the demonstration program):

**Table 1  
Senior Rides Program Annual Appropriations**

FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY2014
\$91,949	\$122,375	\$125,113	\$132,919	\$177,360	\$175,897	\$187,497	\$187,487

FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY2022
\$187,118	\$187,030	\$187,091	\$187,091	\$187,091	\$187,091	\$187,091	\$187,091

In addition, 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 Senior Ride Program (SRP)**

During the first program year, a process was established for SRP 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. The MDOT MTA continued using this process for the program in succeeding years and plans to do so in the future.

The funding process for FY 2022 SRP was conducted according to the following timeline:

- **January 22, 2021:**  
SRP program outreach began. An announcement letter to apply for funding was mailed to:
  - Government agencies;
  - “Section 5310”<sup>1</sup> mailing list that consists of non-profit entities, faith-based agencies;
  - Area Agency on Aging list; and
  - Retired Senior volunteer programs
  
- **February 5, 2021:**  
The MDOT MTA presented a webinar on the FY 2021 Senior Rides Grant Application Process
  
- **January/February 2021:**  
The MDOT MTA received questions and provided answers regarding the program
  
- **April 9, 2021:**  
Applications were due to the MDOT MTA (because of continued COVID-19 restrictions, via the MDOT MTA ProjectWise or via email to program manager)
  
- **April/May 2021:**
  - Application reviewed by committee members
  - Application Review Committee Meeting
  - Recommendations were submitted to MDOT and the State Coordinating Committee for Human Services Transportation (SCCHST) for grant awards. There was a total of eight (8) applications submitted. Six (6) of the eight (8) applicants received grants in FY2021.
  
- **June 2021:**  
Notification of awards for FY 2022 was made to eight (8) agencies whose applications were approved.
  
- **July 2021:**  
Grant funds for FY 2022 were disbursed.

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<sup>1</sup> "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.

During FY 2022, the country continued to experience an unprecedented health emergency due to the COVID-19 pandemic. Therefore, the information provided will reflect the services provided throughout the entire fiscal year and, in some instances, may show lower numbers of trips provided, seniors served, and miles traveled. When reviewing the data, please keep in mind the disruptions that the pandemic created within this community. Some agencies returned to normal operations while others remained with limited procedures.

### **FY 2022 SRP Grant Awards**

Eight applications were submitted, requesting a total amount of \$207,977 in grant for existing or new senior transportation service programs. Based on the established scoring criteria and evaluation, the committee determined that all eight of the projects were eligible for funding.

The awardees are as follows:

- Action in Maturity, Inc. – Agency award: \$21,500 [Requested \$22,500]
- LifeStyles of Maryland Foundation – Agency award: \$19,000 [Requested \$23,237]
- Neighbor Ride, Inc. – Agency award: \$33,640 [Requested \$33,640]
- Olney Home for Life – Agency award: 7,500 [Requested \$7,500]
- Partners In Care<sup>2</sup> – Agency award: \$59,500 [Requested \$63,750]
- St. Mary's County Dept. of Aging – Agency award: \$14,000 [Requested \$22,100]
- Wilson Ministry Center (Getting There Ride Share) – Agency award: \$20,500 [Requested \$22,100]
- Worcester Commission on Aging – Agency award: \$11,451 [Requested \$14,250]

The program grants were awarded June 2021. 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 grantees.

### **Transportation Service Provided During FY 2022**

This information is based on the operations reports provided by the grantees. During FY 2022, and throughout the COVID-19 pandemic, services continued to be provided to low to moderate-income seniors, including transportation to medical appointments, social and recreation activities, and food and supply delivery.

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<sup>2</sup> Partners In Care's grant reflects the grantee operating Senior Ride services in four jurisdictions: Anne Arundel, Frederick, Caroline and Talbot counties.

## **Trips Provided**

As the COVID-19 pandemic continued throughout FY 2022, it continued to impact the SRP. However, as operations returned to a more normal basis, the SRP grantees provided a total of 32,854 one-way trips to low and moderate-income seniors. The number of trips provided by each individual grantee during FY 2022 ranged from 305 trips to more than 14,800 trips for the year. The grantees' programs accumulated 323,584 miles and 27,113 hours of service. These miles and hours are directly attributable to senior transportation and other services provided. The miles and hours also include a small percentage of miles and hours reported by a very small number of paid drivers that participated in the program.

Table 2 shows the annual totals for the program's 16<sup>th</sup> year, for one-way trips provided, senior-ride miles, and senior-ride hours.

**Table 2**  
**Transportation Provided by Senior Rides Program, FY 2022**

<b>Transportation Services</b>	<b>Total, Eight (8) Grantees</b>
One-Way Trips	32,854
Senior-Ride Miles	323,584
Senior-Ride Hours	27,113

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

In FY 2022, the grantees began seeing an uptick in service by providing more trips, traveled more miles, and accumulated more hours as compared to FY 2021. There were 1,765 seniors transported in FY 2022, 191 more seniors than FY 2020. This is due to the increase in services following the height of the COVID-19 pandemic. Several agencies that had switched from driving seniors to delivering food and supplies to those seniors in FY 2020 and FY 2021 continued the practice into FY 2022, along with transporting passengers.

Table 3 compares the five years in terms of trips provided and miles and hours accumulated.

**Table 3**  
**Transportation Provided**  
**Senior Rides Program: Totals for FY 2018, FY 2019, FY 2020, FY 2021, FY 2022**

<b>Transportation Services</b>	<b>FY2018</b>	<b>FY2019</b>	<b>FY2020</b>	<b>FY2021</b>	<b>FY2022</b>
Grantees	7	7	8	7	8
One-Way Trips	44,068	43,161	30,769	26,296	32,854

Senior-Ride Miles	397,466	381,230	308,974	214,391	323,584
Senior-Ride Hours	42,432	39,691	26,711	22,358	27,113

The grantees provided transportation and/or services for 1,765 individual seniors during FY 2022. These were seniors with needs for access to medical appointments, trips for shopping and/or 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. The SRP 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 2022. 1,765 individual seniors were served in FY 2022 compared to 1,632 individual seniors who were served in FY 2021. This increase is due to the measured recovery from the COVID-19 pandemic. A continued increase in SRP ridership is expected for future fiscal years.

**Table 4  
Individual Seniors Served in FY 2022**

Grantee	Seniors Transported
Action in Maturity	580
LifeStyles of Maryland Foundation	97
Neighbor Ride	661
Olney Home for Life	22
Partners In Care	232
St. Mary's County Dept. of Aging	30
Wilson Ministry Center	59
Worcester Commission on Aging	84
<b>Total</b>	<b>1,765</b>

### **Seniors Transported**

Among the grantees, 522 volunteer drivers participated in FY2022. The ability to attract and retain volunteers is essential for the program's success. The slow recovery from the COVID-19 global pandemic remained challenging for some grantees in FY 2022; however, several agencies did seem to regain near pre-pandemic levels.

The programs funded by the SRP involve mostly 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; however, a few grantees reported that an arrangement of reimbursement is available.

Table 5 shows the number of drivers by grantee for FY 2022.

**Table 5**  
**Senior Rides Program Drivers FY 2022**

Grantee	Volunteer Drivers	Paid Drivers	Total Drivers
Action in Maturity	2	4	6
LifeStyles of Maryland	1	5	6
Neighbor Ride	235	0	235
Olney Home for Life	12	0	12
Partners In Care	232	0	232
St. Mary's County Aging	11	1	12
Wilson Ministry Center	23	0	23
Worcester Commission on	6	0	6
<b>Total</b>	522 (98%)	10 (2%)	532 (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 on the next page summarizes the fee structure of the grantees.



**Table 6  
Fees for Senior Transportation, Senior Rides Program FY 2022**

Grantee	Fee Structure																
<b>Action in Maturity (AIM)</b>	<p>The methodology for establishing the schedule is based on mileage first, as well as what AIM has determined its cohort of underserved seniors can afford. AIM compares its rates to those charged by city taxi, Lyft, and Uber. Fees are also based on four decades of pricing individual rides in this program.</p> <table border="1" data-bbox="716 522 1089 911"> <thead> <tr> <th>MILEAGE</th> <th>FARE</th> </tr> </thead> <tbody> <tr> <td>Up to 2 miles</td> <td>\$5.00</td> </tr> <tr> <td>2.3 to 3 miles</td> <td>\$6.00</td> </tr> <tr> <td>3.1 to 4 miles</td> <td>\$8.00</td> </tr> <tr> <td>4.1 to 7 miles</td> <td>\$12.00</td> </tr> <tr> <td>7.1 to 15 miles</td> <td>\$14.00</td> </tr> <tr> <td>15.1 to 18 miles</td> <td>\$20.00</td> </tr> <tr> <td>18.1 to 24 miles</td> <td>\$25.00</td> </tr> </tbody> </table>	MILEAGE	FARE	Up to 2 miles	\$5.00	2.3 to 3 miles	\$6.00	3.1 to 4 miles	\$8.00	4.1 to 7 miles	\$12.00	7.1 to 15 miles	\$14.00	15.1 to 18 miles	\$20.00	18.1 to 24 miles	\$25.00
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<b>Olney Home for Life</b>	There is no fee for seniors in the service area.																
<b>Neighbor Ride</b>	<p>As of July 1, 2022, roundtrip rides with a one-way distance from the passenger’s residence to the destination from 0 - 0.99 miles are \$10, from 1 - 4.99 miles are \$12.00, from 5 - 9.99 miles are \$18, from 10 - 14.99 miles are \$24, from 15 – 19.99 miles are \$30, and from 20-35 miles are \$36. All fees are charged per ride, not per person, so ride sharing is encouraged. 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> <p>For those clients who do not qualify for the Good Neighbor Fund, Neighbor Ride also implemented an Asset Limited, Income Constrained, Employed (ALICE) Ride Subsidy Program (\$10 subsidy towards the cost of a ride) in FY 2018 and has continued the program in FY 2022 through a grant from the United Way of Central Maryland and more recently through a COVID Relief Grant from the CDC Foundation. Income eligible seniors receive the credit for each ride they take. Income eligibility is based on the United Way’s ALICE income level for Howard County.</p> <p>In addition, Neighbor Ride again received grant funding (\$2000 in FY 2022) from ITNAmerica that funds vision related medical trips – up to \$10 per trip. This program will continue again in FY 2023. Neighbor Ride also receives funding from the Community Care Team at Howard County General Hospital to cover of any trips provided to patients enrolled in Community Care Team programs.</p>																

	<p>Neighbor Ride continued a full subsidy for clients that are Veterans during FY 2022 through a grant from Tower Cares (Towers Federal Credit Union) and has applied for FY 2023 funding as well.</p>																								
<p><b>Partners in Care (PIC)</b></p>	<p>PIC Ride Partners is a no-monetary-cost program. As a time-exchange, all members are encouraged to think about how they can help their neighbors in the program, but they may ask for rides whenever they are in need. Many of the riders give small donations, donate items to our PIC Upscale Boutique, make phone calls, or bake for meetings at the office. This “time exchange” model ensures that all PIC members, including those who receive rides and other services, feel valued, are able to “stretch” their limited financial resources, can maintain their health, engage in the community, and remain independent in their homes.</p>																								
<p><b>Lifestyles of Maryland Foundation, Inc.</b></p>	<p>Users are requested to provide a small service fee, based on a sliding scale system of the number of roundtrip miles and their household income. Based upon the participant’s proof of income statement, social security/retirement, and/or disability award, users would be provided an estimate charge of their transportation cost. The current fee schedule is as follows:</p> <table border="1" data-bbox="451 814 1398 1266"> <thead> <tr> <th>Household Income</th> <th>Per Trip Rides less than 10 Miles</th> <th>Per Trip Rides 11 – 25 Miles</th> <th>Per Trip Rides 26+ Miles</th> </tr> </thead> <tbody> <tr> <td>\$771 or less</td> <td>\$5</td> <td>\$8</td> <td>\$12</td> </tr> <tr> <td>\$772 - \$1,200</td> <td>\$6</td> <td>\$10</td> <td>\$15</td> </tr> <tr> <td>\$1,200 - \$1,600</td> <td>\$7</td> <td>\$12</td> <td>\$17</td> </tr> <tr> <td>\$1,601 - \$2,000</td> <td>\$8</td> <td>\$15</td> <td>\$20</td> </tr> <tr> <td>\$2,001+</td> <td>\$9</td> <td>\$18</td> <td>\$23</td> </tr> </tbody> </table> <p>Methodology for Fee Schedule</p>	Household Income	Per Trip Rides less than 10 Miles	Per Trip Rides 11 – 25 Miles	Per Trip Rides 26+ Miles	\$771 or less	\$5	\$8	\$12	\$772 - \$1,200	\$6	\$10	\$15	\$1,200 - \$1,600	\$7	\$12	\$17	\$1,601 - \$2,000	\$8	\$15	\$20	\$2,001+	\$9	\$18	\$23
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	<p>This fee alone would not cover the costs of providing this program, and therefore this grant was needed to help subsidize the costs. The Lifestyles of Maryland Foundation continues to research ways to allow this program to be self-sustaining. Due to the COVID-19 pandemic, the agency is now invoicing persons monthly for any fees that they would have incurred, opposed to drivers being responsible for collecting funds at the end of the service. Payment can be made online or via mail. The mileage log form allows for proper tracking of mileage and pick-up/drop-off sites (number of one-way trips). Volunteer drivers are reimbursed at a rate of \$.62 per mile to cover their personal mileage and vehicle expenses. While state mileage reimbursement is lower, the Lifestyles of Maryland Foundation has decided to reimburse at an increased rate due to the increase in fuel and maintenance costs of volunteer drivers. Any mileage billed to the grant is done so at the approved state rate for reimbursement. Volunteers are paid on a bi-weekly basis through our organization's QuickBooks payroll processing system, to keep accurate records of reimbursements provided. Paperwork and fees collected is turned in weekly and our Transportation Manager ensures that the amount collected is comparative to the paperwork provided and the schedules provided to each driver. This is then verified by the financial manager.</p>
<p><b>St. Mary's County Department of Aging &amp; Human Services</b></p>	<p>Due to the Program's partnership with the Retired and Senior Volunteer Program (RSVP) the Senior Rides Program does not charge fees as it is not permissible under RSVP guidelines. The department does however request suggested donations depending upon the total mileage of the trip. It is important to note that no rider is denied service due to their inability to donate. However, collecting donations versus fees does present a problem as it puts the Program in competition with our local transit system which does require fees. The Senior Rides policy states that riders are expected to utilize other forms of transportation when appropriate and not choose to use Senior Rides simply because it's free.</p>
<p><b>Wilson Ministry Center/ Getting There Ride Share (GTRS)</b></p>	<p>The Wilson Ministry Center's Getting There Ride Share (GTRS) uses a zip code based fare system per each round trip. A pay-as-you-go fee structure starts at \$5.00 per round trip within the senior's zip code, and \$6.00 per round trip outside a senior's zip code but still within Harford County or Cecil County. To other locations in Maryland, the range is \$10.00 to \$25.00 per round trip, on a case-by-case basis.</p> <p>Each fare is assessed per car, not rider, so more than one passenger can ride in the same car if traveling to the same destination. This allows for companions to ride and promotes ride sharing. During these times of inflation and increased gas prices, GTRS is looking for every possible way to double up with senior rides. All payments are mailed to the GTRS office once a ride is confirmed. Passengers may opt to establish a personal account that can be debited whenever trips are provided. Accounting for these monies is captured in Assisted Rides program software and can be easily reconciled. In addition, those who are unable to pay for rides and can document this need are not charged for rides. Donations are solicited from the community, riders' families, and friends that are used to cover the cost of rides for those who cannot pay. No one is turned down for GTRS senior ride service due to an inability to pay fees.</p>

	<p>A scholarship fund was also set up through a donation from a trustee of the Dresher Foundation and is funded annually.</p> <p>Payments can be made by cash, check or money order. No fees are charged for cancelled rides unless the senior is a no-show. No monies are ever exchanged between passengers and drivers. Included rides are for physical therapy sessions and short-term help with dialysis transportation, which may last up to 3 months.</p>
<b>Worcester Commission on Aging (WorCOA)</b>	<p>In FY 2022, the WorCOA established a suggested donation of \$3.00 per one-way trip. The donation did not take in to account the distance a volunteer would be driving. Some participants of the Adult Daycare program have friends and family that drove them and donated a portion, if not all, of the funds they received for mileage. The fees that were received by the van driver was mixed between the Senior Rides program and the Maryland Statewide Specialized Transportation Assistance Program.</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.

Since the pandemic, several agencies have begun the process of returning to full service while others continue to struggle with volunteer recruitment. Several agencies continued to serve the senior population by delivering food and supplies.

One agency in Southern Maryland continued to have major challenges with recruitment and cost of insurance. The insurance agency considered volunteer drivers as “for-hire drivers” and all parties are currently working towards a resolution. During this time, the agency utilized their paid drivers and used Uber and Lyft services to assist with the transportation requests. In FY 2023, the agency will work aggressively to recruit and incentivize more volunteer drivers.

An agency in Baltimore City values its partnerships with the government and non-profits; however, it prides itself for its partnership with its volunteer drivers and the Maryland Food Bank by directly distributing fresh produce and non-perishable food each month to seniors who come to their facility. The organization annually distributes approximately 300 Farmers’ Market coupon books directly to seniors who come on site and then schedule a series of van rides to nearby farmers’ markets, free of charge, to recipients.

One agency, affiliated with a faith-based organization, requires all volunteer drivers to take a variety of training classes which includes, but is not limited to: safe and defensive driving, ABCs of being an effective volunteer, office and dispatch processes, and accident and incident procedures. Further, this agency incentivizes drivers in the form of reimbursement for classes taken through a local community college or other local organizations. In addition to defensive driving training (the AARP Smart Driving Course), classes may include CPR/Advances First Aid certification, volunteerism, Alzheimer’s, and care giving.

An organization based in Anne Arundel County is celebrating 29 years of service to seniors. Today, its services are realized in three additional locations in Maryland – Frederick, Caroline, and Talbot Counties. This grant recipient continued to work with State and local government offices of aging to ensure that the duplication of efforts is minimized. The agency also has a popular upscale retail boutique that is now back in full operation after the slowdown of the pandemic.

Another agency in Southern Maryland is a member of the Tri-County Regional Transportation Coordinating Committee, by which the agency has direct contact with the public and private transportation providers. This coordination permits the rider to not only apply for the Senior Ride program but the St. Mary's Transit ADA/SSTAP programs as well. It is emphasized to the rider that these programs will enhance their transportation experience.

One grantee in Montgomery County continued to work with all the villages, the local chamber of commerce, and local churches to provide education on senior transportation, recruit volunteers, coordinate services, and participate in a volunteer recognition program.

Another grantee in Southern Maryland has increased its usage of Charity Tracker, a web-based data collection system that allows staff to input information about the services provided. Reports can be generated in real-time, used for efficient recordkeeping and tracking purposes. This system allows the agency to connect with other human services agencies to lessen the duplication of services, and to get a holistic picture of the total needs of the family. The Transportation and Facilities Manager inputs all services provided, including the number of miles, into this system and allows the MDOT MTA to properly generate quarterly reports. This same grantee also communicates with both paid and volunteer drivers on a weekly basis to discuss any concerns that may arise from participants and to see if additional social services assistance may be needed for that participant.

Many grantees require that all volunteers carry cell phones when driving their passengers; and one grantee provides cell phones for Senior Rides business and emergencies only. One grantee communicates with volunteer and paid drivers on a weekly basis to discuss any concerns that may arise from participants and to see if additional social services assistance may be required.

## **Summary**

The 17<sup>th</sup> year of the SRP is the 16<sup>th</sup> year that the program operated as a full-fledged, permanent program in the State of Maryland. All grantees have developed and improved their programs, serving the Baltimore City metropolitan area and the counties of Anne Arundel, Caroline, Calvert, Cecil, Charles, Frederick, Harford, Howard, Talbot, St. Mary's, and Worcester.

Senior citizens continue to express a need for affordable, on-demand, door-to-door transportation services. During FY 2022, a total of 1,765 unique seniors received transportation services, enabling them to make more than 32,854 one-way trips, to a variety

of destinations such as doctor's appointments, grocery stores, farmers markets, and entertainment, many of which may not have occurred without the Program. Those that participate often express gratitude and passenger comments about the service are typically very positive.

The SRP continues to be an established record of innovative volunteer-based programs that provides an additional source of transportation for Maryland seniors who utilize it. Volunteers have successfully transported seniors from their residences to numerous destinations, providing a much-needed service to communities. The MDOT MTA will continue to work closely with grantees to ensure that Maryland's seniors receive the finest possible transportation services available.

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

ATTACHMENT A<sup>3</sup>

"Senior Rides Program"

Report on Seventeenth (17th) Program Year  
Sixteenth (16<sup>th</sup>) Year as Full Program

State Fiscal Year 2022 Supplementation Information

Provided By Grantees  
on Public-Private Cooperation and Risk Management

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<sup>3</sup> Attachment A contains information taken from reports filed with MDOT MTA by Senior Rides Program grantees.

## **ACTION IN MATURITY**

### ***Cooperative Efforts***

AIM values its many partnerships with Baltimore City agencies and not for profit organizations. These include: Govans Ecumenical Development Corporation (GEDCO), Baltimore City Housing Authority, Baltimore City Health Department Division on Aging, United Way 211, Keswick Multi-Care, Comprehensive Housing Assistance (CHAI), Catholic charities, St. Mary's Outreach, AARP, Senior Legal Services, MedStart Good Samaritan and Union Memorial Hospitals, Belair-Edison Neighborhood Association, Civic Works, Johns Hopkins University, Loyola University, and the tenant councils of over 60 high-rise senior living communities (of which 48 are low to moderate income HUD housing). AIM considers itself a partner of the MTA and FTA, as 5310 and Senior Rides funding helps sustain the transportation program.

AIM also partners with its volunteer drivers and the Maryland Food Bank, directly distributing fresh produce and non-perishable food each month to seniors who come onsite. AIM annually distributes approximately 300 Farmers' Market coupon books directly to seniors who come on site and then schedule a series of van rides to nearby farmers' markets, free of charge, to recipients. Although it is known as Baltimore's "senior center without walls" AIM is counted as one of the 14 Baltimore City senior centers, utilizing its transportation program to bring seniors to its own services, classes, and events held throughout the city or bringing seniors to the services and events held by AIM's counterpart senior centers. AIM receives funding from the Title IIIB grant of the Older Americans Act as a sub-grantee to the BCHD Division on Aging and CARE Services.

### ***Risk Management***

AIM makes risk management an integral part of its systems and processes. Prior to stepping into an AIM vehicle, whether volunteer or paid driver, AIM requires drivers to present a current driving record from MVA. Employed drivers have their background and fingerprints reviewed by the CJIS Central Repository. Paid drivers also under a pre-employment drug test (and random drug tests thereafter), as well as a DOT physical.

Volunteer drivers do inform the instructor or presentation leader when they are planning to drive a member home from an event. Riders are subsequently surveyed about their ride. Paid drivers are trained in all safety procedures and must sign off on a number of policies including cell phone and drug use, as well as the process for completing an incident report. They are trained in CPR and First Aid as well. Before driving either van or TBR (transportation by request) vehicle, the driver performs a pre-trip inspection; at the end of the trip he or she performs a post-trip inspection, utilizing the DOT's list of standards. Drivers are re-trained at least quarterly to keep their skills sharp and safety top of mind. Board member Collins Downing, Director of Transportation at Towson University, assists with training.

AIM maintains both vans and cars in accordance with MDOT compliance and protocol, with regular checks on all equipment and parts. Complete maintenance records are kept at AIM's office. AIM vehicles and drivers are insured by Consolidated Insurance (through Cincinnati Financial). AIM is covered under an umbrella policy and cyber security coverage.



Chesapeake Injured Workers' Fund is AIM's workers' compensation insurance coverage. All the insurance certificates are available upon request.

AIM vehicles are reequipped with a GPS system and cameras through Verizon Fleet which tracks vehicles, maintenance, and driver error.

## **LIFESTYLES OF MARYLAND, INC.**

### ***Cooperative Efforts***

LifeStyles of Maryland partners are comprised of the following:

- Calvert County Government: provides part-time administrative support, funding support, and marketing distribution;
- Tri-County Council for Southern Maryland: provides regional transportation planning, coordination, wheelchair securement and safety training, grant funding availability and commuter assistance; coordinates the Rural Transportation Coordinating Committee; 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. The agency is also part of the Rural Transit Coordinating Committee that meets quarterly with all Locally Operated Transit Systems (LOTS), human services transportation providers, and for-profit transportation companies to discuss opportunities and challenges within the Southern Maryland region. Staff have participated in coordination meetings held across the region to encourage mobility management.

LifeStyles currently has 4 wheelchair accessible buses, 3 of whom were partially funded by MDOT MTA's Section 5310 program. The buses have broadened the organization's capacity to serve non-ambulatory residents. Drivers have been trained to do proper wheelchair securement and the paid drivers are DOT-certified. In addition, trips have been coordinated to allow for "trip-chaining" opportunities, especially for those that need access to grocery shopping.

LifeStyles has also increased its usage of Charity Tracker, a web-based data collection system that allows staff to input information about the services provided. Reports can be generated that are real-time, that makes it more efficient for recordkeeping and tracking purposes. This system allows us to connect with other human services agencies to lessen the duplication of services, and to get a holistic picture of the total needs of the family. The Transportation and Facilities Manager inputs all services provided, including the number of miles, into this system and allows us to properly generate our quarterly reports.

Over the past few years, the agency has 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. The agency also participates in the Calvert County Adult Interdisciplinary Team (IDT) monthly meetings to discuss adults who may need access to supportive services, including transportation. The Transportation Manager works with the case management staff at both LifeStyles and the Office on Aging to coordinate efforts. To ensure a complete application process that the agency collects 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, encouragement is made of 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 statewide 211 System.

### ***Risk Management***

Each driver is asked to provide a valid Maryland drivers' license and driving history and fingerprinting and background checks are conducted. Initial and random drug testing is also conducted with an agency sub-contractor, Berean Investigations. All vehicles are properly inspected and state certified. Participating providers use 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.

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 Transportation Manager. In addition, there is 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.

Due to COVID-19, all persons are asked to continue wearing a mask, regardless of vaccination status. Persons that enter the bus must first have their temperature taken as part of COVID-19 precautionary practices. It is also noted in the revised participant application that if persons have been exposed or have had COVID in the last fourteen days are asked to reschedule their appointment. This is also reinforced when reminder calls are made. Sanitizing of the vehicle is done in between each transport by the driver.

Drivers of LifeStyles-operated vehicles are required to conduct pre- and post-inspections of the vehicles before and after use of the vehicle to ensure there is documentation of any damage that may have occurred. The agency utilizes a vehicle maintenance plan to conduct preventive maintenance to avoid any potential vehicle risks.

### **NEIGHBOR RIDE, INC.**

#### ***Cooperative Efforts***

Neighbor Ride launched a pilot service in January 2020 providing wheel-chair accessible transportation. The service – called Community Connector offers accessible transportation to older

adults in Howard County to medical appointments five days a week. The service is a partnership among, Neighbor Ride, Winter Growth, Inc. and the Hamel Family Foundation. While having to navigate the pandemic and suspensions of service due to the pandemic, Neighbor Ride and partners were able to serve over twenty clients getting them to just nearly 300 medical appointments since launch. We currently provide 12-15 rides to two to four unique clients each month. Neighbor Ride and Winter Growth are actively exploring bringing on additional partners that have access to wheelchair accessible minivans to expand capacity and engaged another partner – Leadership Howard County in research for this effort.

In response to the COVID-19 pandemic and the mounting food access challenges in Howard County, Neighbor Ride quickly pivoted to expand its transportation service to include food delivery. Neighbor Ride quickly partnered with the Howard County Office on Aging & Independence, Howard County Food Bank and HCPSS to provide delivery services using Neighbor Ride volunteers for those organizations clients that could not easily access their food pick-up locations. Deliveries started March 21, 2020, and will continue for the foreseeable future. From March 21, 2020, through June 30, 2022, Neighbor Ride volunteers delivered 33,200 meal kits and 98,500 lbs. of food. Neighbor Ride added new delivery partnerships with the SAFE Food Pantry and the Howard County Loan Closet (durable medical equipment). Delivery services have greatly helped Neighbor Ride to keep volunteers engaged during the pandemic especially those that were not comfortable providing passenger rides during the pandemic.

Neighbor Ride continued its work with various partners that provide additional ride subsidies beyond our Good Neighbor Fund. United Way of Central MD continued support of our ALICE ride subsidy. iTNAmerica provided \$10 ride credits for vision rides. Neighbor Ride started a new partnership with Tower Cares (Tower Federal Credit Union) to provide additional ride subsidies for clients that are Veterans. Neighbor Ride has applied for additional funding from Tower Cares that would grow the program further.

Neighbor Ride has added Baltimore Washington Financial Advisors as a new partner/sponsor of its volunteer program helping to support costs of the onboarding and training volunteers as well as share BWFA webinars and content related to living in retirement topics with volunteers.

Finally, Neighbor Ride staff and volunteers have also engaged in with several local physician offices and an auto repair shop to help recruit volunteers to restore the volunteer levels back to pre-pandemic levels. Volunteer recruiting materials have been placed in the waiting areas of those facilities.

### ***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 and pass a criminal background check

**Background Check Results Disqualifiers:** Any person found guilty of any offenses in the following categories listed below will be disqualified and prohibited from serving as a volunteer:

- Sex Offenses
- Felony Violence

**Any person found guilty of the following offenses will be prohibited from volunteering for the period of time associated with each offense:**

- Felony offenses within the last 10 years (other than violence or sex).
- All misdemeanor violence offenses within the past 7 years.
- All misdemeanor drug and alcohol offenses within the past 5 years, or multiple offenses in the past 10 years.
- Any other misdemeanor within the past 5 years that would be considered a potential danger to seniors or is directly related to the functions of that volunteer.
- Anyone who has been charged with any of the disqualifying offenses or for cases pending in the court cannot volunteer until the official settlement of the case. The settlement must meet the policy guidelines for accepting volunteers. Volunteers will serve at the pleasure of Neighbor Ride and may be dismissed from their volunteer duties at any time, with or without cause.
- 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 providing two passenger rides on a monthly 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 addition, Neighbor Ride encourages volunteers to participate in the agency's CarFit program, an educational program that offers the volunteers the opportunity to check how well their personal vehicles "fit" them.

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 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
\$4,000,000	Director's & Officer's
\$1,000,000	Automotive Liability
\$2,000,000	Umbrella Liability Aggregate
\$2,000,000	Umbrella Liability Each Occurrence

In FY22 Neighbor Ride added an Accident Insurance Policy that covers our participants and volunteers.

#### SUMMARY OF BENEFITS

- \$50,000 Accidental Death
- \$50,000 Accidental Dismemberment Maximum
- \$10,000 Accidental Paralysis
- \$1,000,000 Aggregate Limit of Liability
- \$25,000 Excess Accident Medical
- \$50 Deductible

## **OLNEY HOME FOR LIFE**

### ***Cooperative Efforts***

Olney Home for Life works with Montgomery County, MD on many levels. The County Village Coordinator works closely with all the villages in the county conducting meetings and supporting the organizations. The coordinator regularly attends the organization's volunteer recognition events and works with the Olney Home for Life's outreach coordinator. On a regular basis, the organization volunteers and outreach coordinator attends informational meetings and networking events with the HHS Area of Aging for Montgomery County. Olney Home for Life is a member of the Olney Chamber of Commerce and participates in their events, when possible.

In 2022, the organization provided \$25 gift cards to the active drivers as a thank you.

### ***Risk Management/Response to COVID-19***

Olney Home For Life has developed guidelines for continuing our services which were voted on and approved by the Board of Directors. We are following the CDC guidelines, applying them to auto travel. We have provided our drivers with thermometers, masks, gloves, and hand sanitizers.

## **PARTNERS IN CARE**

### ***Cooperative Efforts***

Partners In Care's origin is one of collaboration and cooperation with numerous government, private sector and nonprofit entities. In 1993, three dynamics, creative women forged a plan to help older adults in Anne Arundel County age in place and stay engaged in their community. PIC met with staff from Maryland Department of Aging on multiple occasions and agreed that it was fruitless to duplicate efforts. Instead, they worked together to identify the specific barriers that made it difficult, and sometimes, impossible for older adults to remain in their own homes. Transportation, or the lack thereof, was and continues to be a contributor to social isolation. PIC set out to establish a network of neighbors helping neighbors using a culture of time-banking to overcome such barriers.

Twenty-eight (28) years later, PIC continues to work closely with divisions of Maryland Department of Aging at all of PICs sites, along with local and state transit agencies. Referrals made by PIC staff to other government entities include housing, social services workforce development and many more. PIC has also developed relationships with local hospitals, rehabilitation centers, etc., who often refer patients who are returning home and need transportation using PIC's Ride Partners program or Mobility.

### ***Risk Management/Response to COVID-19***

Safety is priority one! The PIC ride program utilizes volunteers who use their personal vehicles to take members to an array of appointments. Following is a small sampling:

- Medical – doctor and dental, physical therapy, chemo, etc.
- Grocery and retail stores and food banks
- Banks and credit unions
- Social – lunch with friends, hair and nail appointments

Before a driver ever provides transportation to a PIC member, he/she participates in a two-hour orientation that provides an overview of the organization including its mission, vision and values. Step two includes a background check and motor vehicle records review. Step three includes personal references.

All PIC Volunteers drivers understand that their personal automobile insurance is their first line of defense. PIC supports that with a \$1,000,000 automobile liability coverage. PIC staff serves on the Older Adult Driving Subcommittee through the Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA). PIC collaborates with AARP by offering quarterly sessions for Smart Driving for Older Adults education in the Anne Arundel County office and PIC has hosted numerous Car-Fit events through MDOT MVA. *(Please note that these sessions were suspended during the pandemic and will resume when safe to do so.)* These events serve as a tool to help provide a safer more comfortable driving experience for older drivers. All of PIC volunteer drivers have the opportunity to participate. These safety tools serve as a network to help mitigate risk management.

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

### ***Cooperative Efforts***

As a participant in the Tri-County Council Regional Transportation Coordinating Committee our Department maintains direct contact with many of the Southern Maryland region public and private transportation providers. When riders apply to participate with Senior Rides, they are also provided a St. Mary's Transit ADA/SSTAP application. Our Coordinator emphasizes to the rider that it is important they apply for the service as to enhance the rider's transportation options. It is important to note that one of the biggest obstacles in having riders follow through with completing the ADA/SSTAP application is the requirement of doctor certification as well as the annually recertification requirement. It would be helpful if the service could eliminate these requirements for persons of a certain age.

In addition, we attempt to coordinate services through the Medical Assistance transportation service but have not been very successful due to the fact that if the rider owns a car or has one titled in their name the program will not provide service, regardless of the riders' ability to drive.

Riders who are unable to be served through Senior Rides or other public options are provided a list of private transportation options.

### ***Risk Management/Response to COVID-19***

All approved drivers are required to participate in the AARP Driver Safety Program within 6 months of starting with the Senior Rides Program. Additionally, drivers are offered the opportunity become CPR/First Aid certified if they choose. Drivers are equipped with a CPR facemask and a first aid kit. When available drivers are also supplied a car kit which includes jumper cables, flares, tire repair, etc.

The Program also purchases supplementary accident insurance which covers personal injury accidents.

## **WILSON MINISTRY CENTER - GETTING THERE RIDE SHARE (GTRS)**

### ***Cooperative Efforts***

The Director receives numerous calls per week from government, local agencies, hospitals, individuals inquiring about GTRS. GTRS has an active website where hospital social workers, case workers, citizens and rehabilitation centers can find answers to their questions. The Director is very responsive to these callers and returns calls the same day.

Collaboration continues with Harford Transit, Cecil Transit, RSVP-AmeriCorps-Cecil County, and the Transportation Association of Maryland, in hopes to bridge a closer relationship to make Senior Rides and GTRS more robust. As well as refer seniors or their families who don't qualify for GTRS to the correct agency for service. Recent round table discussions with the staff of RSVP, AmeriCorps and varied Cecil County agencies provided a chance for discussion of resources and innovative strategies for risk management and safety for volunteer drivers. This collaboration will continue in the future.

GTRS brochures are distributed to numerous community centers, government agencies, Mason Dixon, Community Action agencies, small grocery stores and doctors' offices throughout Northern Harford and West Cecil Counties. In addition, the GTRS director makes presentations when asked. Recent presentations were made at Darlington Lions Club, Norrisville Community Meeting, and Darlington/Dublin Community Meeting.

### ***Risk Management***

GTRS strives to minimize risk and look for innovative ways to operate the program effectively. As vaccinations became available and COVID cases declined and the country slowly emerged from the pandemic, The Wilson Ministry Advisory Committee and the GTRS Director held a planning meetings to manage the Senior Rides and Volunteer drivers safely. The Episcopal Diocese of Baltimore required all volunteers show proof of vaccination; GTRS volunteers were 100% compliant with vaccinations. The GTRS senior application form was modified to include data collection on the status of COVID vaccinations and boosters.

All GTRS volunteer drivers are subject to criminal background and driving record checks. Results from the background and driving record checks must demonstrate no criminal record and that the volunteer driver has met vehicle safety and operating requirements. These checks are repeated annually. Once a background check is complete and the volunteer has attended a GTRS defensive



driving and orientation training session, the driver is able to participate in the program. Topics in training include the ABC's of being an effective volunteer driver, safety, job description, GTRS office and dispatch procedures and accident/incident procedures.

Defensive Driver training is also required by all volunteer drivers. To incentivize drivers, GTRS can reimburse drivers for all safety courses. These courses can be taken online or in a classroom. (AARP Smart Driver Course is given at the Harford Community College approximately two times a quarter.) CPR/Advanced First Aid certification is also provided through GTRS once a year at the Darlington Volunteer Fire Company and renewal is required every 2 years. GTRS also sends out notifications to all drivers when there are other training opportunities in the local area that might help them as a volunteer working with seniors. These may include topics on Alzheimer's, care giving, and volunteerism.

Volunteer drivers must provide the GTRS office with a copy of their driving record obtained from Maryland Motor Vehicles Administration. No drivers will be accepted in the program with more than 3 points on their record. Any at fault automobile accidents or additional points to a volunteer's driving is grounds for dismissal. GTRS reviews volunteer driving records and background checks annually. Additionally, all driver's license renewal dates as well as car auto insurance renewal dates are captured in AR. The director monitors non-compliance monthly and through AR software has the capability to send compliance reminders to those volunteer drivers.

To minimize exposure to risk, GTRS provides door to door service and does not provide supportive transportation. Volunteer drivers are not to go into passenger homes or provide additional services while they are providing a ride for GTRS. All passengers must be ambulatory. Volunteers that are also enrolled with Cecil/Harford RSVP receive supplemental insurance (personal, automobile, liability) coverage while driving for GTRS. In addition, all registered passengers must sign a passenger waiver releasing GTRS and their volunteer drivers from any liability that may arise during a transport. Additional liability insurance is provided

GTRS seeks to be proactive in their commitment to a safety, continuing as a reliable program, additionally the GTRS staff recently completed the course in Risk, Liability and Insurance in Volunteer Transportation Programs, offered by NADTC.

All volunteers use their own vehicles, and these must meet state inspection requirements as established by the State of Maryland. Proof of vehicle safety inspections are required prior to a volunteer being authorized as a GTRS driver.

Annual vehicle safety inspections are required for all volunteer driver vehicles. GTRS also captures insurance expiration dates for each driver and requires updated documentation as needed. The GTRS director has an agreement with a local garage that will provide service and check out all volunteer automobiles for a reduced fee. All passengers must adhere to the Maryland seatbelt law. All drivers must carry a charged cell phone for emergency use and no driver is allowed to use their cell phone while driving. All drivers are also provided a road kit to keep in their car if they do not already have something similar. This includes booster cables, flashlight, water and miscellaneous first aid items.

The GTRS program relies on the volunteer driver's personal insurance plus the umbrella coverage provided through the Grace Church policy with The Church Insurance Company of Vermont, which provides \$4,000,000 in liability coverage. This policy provides umbrella coverage beyond the volunteer drivers' primary insurance. The Wilson Ministry Center shares the same nonprofit IRS designation as Grace Memorial Episcopal Church, which supplies coverage for all volunteers engaged in the activities of the parish and the Wilson Ministry Center. GTRS is a Wilson Center program and is therefore, covered under the church's insurance policy. The policy also holds harmless members of the Wilson Ministry Board from any liability in the event of an accident. As stated earlier, all volunteers enrolled in the Cecil/Harford RSVP also have additional excess liability insurance at a limit of \$1,000,000 per occurrence.

## **WORCESTER COUNTY OFFICE OF AGING (WOR COA)**

### ***Cooperative Efforts***

All WorCOA programs coordinate any possible rides through the agency's Mobility Manager to help reduce duplication of resources. In the past the WorCOA Community of Life program used the most volunteer drivers as the demand was heavy for non-emergency medical trips and the local transit agency (Shore Transit) had trouble meeting the demand. In FY2022, WorCOA the Maryland Statewide Transportation Assistance Program had trouble meeting the needs of seniors and individuals with disabilities. WorCOA was able to find a qualified volunteer to drive the minivan and the additional volunteer drivers were able to transport the Adult Daycare participants. Without the WorCOA volunteers, seniors would not be able to participate in the Adult Daycare Services.

### ***Risk Management***

WorCOA retains a Risk Manager on staff that works with the Mobility Manager to ensure the volunteer drivers receive the proper training. The agency conducts background and drivers' license checks on all volunteers to reduce the liability. Each volunteer receives the same training as paid drivers.