

Senior Rides Program
Chapters 112 and 113, Acts 2004

A Report to the Maryland General Assembly

November 2021

MSAR #2407

Maryland Department of Transportation
Maryland Transit Administration

Introduction

The Maryland Department of Transportation Maryland Transit Administration (MDOT MTA) offers this report in response to language contained in Senate Bill 294 and House Bill 626, Ch. 112 and 113 (2004). The language states:

"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 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 Maryland Department of Transportation \$100,000 for distribution statewide by the MDOT 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.

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.

The 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 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% 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 thirteen (13) years:

Table 1

SENIOR RIDES PROGRAM ANNUAL APPROPRIATIONS

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

FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
\$187,497	\$187,118	\$187,030	\$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 2021 SRP was conducted according to the following timeline:

- **January 10, 2020:**
SRP 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

- **February 4, 2020:**
The MDOT MTA presented a webinar on the FY 2021 Senior Rides Grant Application Process

- **January/February 2020:**
The MDOT MTA received questions and provided answers regarding the program

- **April 10, 2020:**
Applications were due to the MDOT MTA. *(Please note: Due to the COVID-19 Pandemic, applications were delivered via upload to the document management program, ProjectWise, or emailed directly to the MDOT MTA Senior Rides program manager.)*

- **April/May 2020:**
 - 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 nine (9) applications submitted. Eight (8) of the nine (9) applicants are current grant recipients.

- **June 2020:**
Notification of awards for FY 2021 was made to nine (9) agencies whose applications were approved.

- **July 2020:**
Grant funds for FY 2021 were disbursed.
- **October 2020:**
One agency notified the MDOT MTA that, due to the COVID-19, the agency would not be able to utilize this award for FY 2021; therefore, MDOT MTA redistributed the award of \$20,000 through the remaining eligible recipients, based on past spending history.
- **January 2021:**
A second agency notified MDOT MTA that due to the COVID-19 that the agency would not be able to utilize this award for FY 2021; therefore, MDOT MTA redistributed the award of \$9,000 to three recipients (\$3,000 each) which ranked the highest during the review process.

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.

Please note: During FY 2021, the country continued to experience an unprecedented health emergency. The agencies that participated in the Senior Rides program reacted differently. Some agencies remained closed, while other organizations reassessed their value and readjusted their programs to meet the need of the community. Therefore, the information provided here 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.

FY 2021 SRP Grant Awards

Nine (9) applications were submitted requesting a total amount of \$315,852.00 in grants for existing or new senior transportation service programs. Based on the established scoring criteria and evaluation, the committee determined that all nine (9) of the projects were excellent and were therefore eligible for full funding.

With a funding level of \$187,091 for FY 2021, most of the applicants were only able to be partially funded.

The awardees are as follows:

- Action in Maturity, Inc. – Original Agency award: \$18,000 [Requested \$22,500] *(Then amended to \$21,500 following return of funds from Wilson Ministries.)*
- Baltimore County Office on Aging – Original Agency award: \$6,000 [Requested \$10,875] *(Then amended to \$9,000 following return of funds from Wilson Ministries.) (In January 2020, agency contacted MDOT MTA and informed that they would not be able to use the \$9,000 in funds.)*
- Comprehensive Housing Assistance, Inc. – Original Agency award: \$8,280 [Requested \$40,000] *(Then amended to \$13,280 following return of funds from Wilson Ministries.)*
- LifeStyles of Maryland Foundation – Agency award: \$12,071 [Requested \$23,237] *(Then amended to \$21,071 following return of funds from Wilson Ministries and Baltimore County.)*
- Neighbor Ride, Inc. – Original Agency award: \$33,640 [Requested \$33,640] *(Then amended to \$36,640 following return of funds from Baltimore County.)*
- Olney Home for Life – Original Agency award: \$7,500 [Requested \$7,500] *(Then amended to \$10,000 following return of funds from Wilson Ministries.)*
- Partners In Care² – Original Agency award: \$59,500 [Requested \$135,000] *(Then amended to \$62,500 following return of funds from Baltimore County.)*
- St. Mary's County Dept. of Aging – Agency award: \$22,100 [Requested \$22,100] *(Did not receive additional funds)*
- Wilson Ministry Center – The Vestry of Deer Creek Parish – Original Agency award: \$20,000 [Requested \$22,100] *(In October 2019, agency decided that they would not be able to utilize this award due to COVID-19.)*

The program grants were awarded July 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.

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

Transportation Service Provided During FY 2021

The following section summarizes the accomplishments and status of SRP as of the end of FY 2021, the sixteenth (16th) year of this program. This information is based on the operations reports provided by the grantees.

It is important to note that during FY 2021, and throughout the COVID-19 pandemic, services continued to be provided to low to moderate-income seniors including, but not limited to, transportation to medical appointments, social and recreation activities, food and supply delivery, as well as regular contact via telephone, as demonstrated by one agency.

Trips Provided

As the world continued to experience the COVID-19 global pandemic in FY 2021, the SRP was, unfortunately, affected. However, the SRP grantees provided a total of 26,296 one-way trips to low and moderate-income seniors. Even with the pandemic continuing, the grantees' programs accumulated 214,391 miles and 22,358 hours of service. These miles and hours are directly attributable to the senior transportation and other services provided. 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 shows the annual totals for the program's sixteenth (16th) year, for one-way trips provided, senior-ride miles, and senior-ride hours.

Table 2
TRANSPORTATION PROVIDED,
SENIOR RIDES PROGRAM,
FY 2021

<u>Transportation Services</u>	<u>Total, Seven (7) Grantees</u>
One-Way Trips	26,296
Senior-Ride Miles	214,391
Senior-Ride Hours	22,358

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 their specific destination; for example, ensuring that the senior got to a medical office within a large medical complex. Several agencies, which had switched from driving seniors to delivering food and supplies to those seniors in FY 2020, continued the practice into FY 2021.

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

Table 3
TRANSPORTATION PROVIDED
SENIOR RIDES PROGRAM, FY 2018, FY 2019, FY 2020, FY 2021

<u>Transportation Services</u>	FY2018 Total	FY2019 Total	FY2020 Total	FY2021 Total
	Seven (7) Grantees	Seven (7) Grantees	Eight (8) Grantees	Seven (7) Grantees
One-Way Trips	44,068	43,161	30,769	26,296
Senior-Ride Miles	397,466	381,230	308,974	214,391
Senior-Ride Hours	42,432	39,691	26,711	22,358

The grantees provided transportation and/or services for 1,632 individual seniors during FY 2021. These were seniors with needs for access to medical appointments, seniors who needed trips for shopping and to religious services, frail or vision-impaired seniors who need an escort to travel, and seniors with needs for ongoing therapy or medical treatment. Many of these seniors are not able to rely on family, friends, or neighbors for their rides. 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 2021. While the total for FY 2021 represents a decrease in the number of individuals served, it is anticipated that SRP ridership will increase as communities recover from the COVID-19 pandemic.

Table 4
INDIVIDUAL SENIORS SERVED IN FY 2021

Grantee	<u>Seniors Transported</u>
Action in Maturity	371
Comprehensive Housing	135
LifeStyles of Maryland Foundation	52
Neighbor Ride	661
Olney Home for Life	12
Partners In Care	343
St. Mary's County Dept. of Aging	58
TOTAL	1,632

Seniors Transported

Drivers

Among the grantees, 387 volunteer drivers participated in the SRP's sixteenth (16th) year. The ability to attract and retain volunteers is essential for the program's success. However, due to the continued COVID-19 pandemic, this appeared to be challenging for the seven grantees in FY 2021.

The programs funded by the SRP involve volunteers transporting seniors in the volunteers' personal vehicles. Many of the volunteers provided the transportation service without any reimbursement or payment from the SRP grantee; however, several grantees reported that an arrangement of reimbursement is available.

Table 5 shows the number of drivers by grantee for FY 2021.

Table 5
SENIOR RIDES PROGRAM DRIVERS
FY 2021

Grantee	Volunteer Drivers	Paid Drivers	Total Drivers
Action in Maturity	5	3	8
Comprehensive Housing	15	8	23
LifeStyles of Maryland	3	4	7
Neighbor Ride	180	0	180
Olney Home for Life	5	0	5
Partners In Care	179	0	179

St. Mary's County DOA	0	0	0
TOTAL	387 (96%)	15(4%)	402 (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 YEAR-FY 2021

Grantee	Fee Structure
Action in Maturity	<p>To access the Transportation by Request (TBR) program, Action In Maturity (AIM) urges the individual to be a member of AIM. The donation for membership is \$15 per year. Members receive AIM’s monthly newsletter that includes a calendar of AIM’s free activities plus a schedule of group transportation programs including grocery shuttles and recreational trips. Members can also learn of AIM’s social services including tax preparation, legal advisement, and referrals and avail themselves of these services as needed.</p> <p>For AIM members residing in the city who need a ride for local personal errands (hairdresser, shopping, social engagement, etc.) or to a medical appointment, the TBR sedans are also available. AIM’s fees for TBRs average between \$5 and \$25.00 round trip. AIM established a schedule based on mileage first as well as what AIM has determined that it’s members can afford. Rate area also compared to those charged by city taxi, Lyft and Uber. Fees are paid at the time of service. AIM will waive ride fees if the rider indicates a hardship. There is no additional charge for aides and companions. At times, AIM members need assistance or an escort to help with their paperwork at the doctor’s office or clinic. Volunteers may help provide this service. Please also note, that for individual rides, a number of AIM members who still drive often generously volunteer to ride share with those members who lack transportation, bringing them to or from AIM special activities and weekly classes. Other AIM volunteers, staff, or Board members also step up as needed.</p>
Comprehensive Housing	Seniors are not charged a fee for transportation.

<p>Olney Home for Life</p>	<p>There is no fee for seniors in the service area.</p>
<p>Neighbor Ride</p>	<p>As of 1/1/18, roundtrip rides with a one-way distance from the passenger’s residence to the destination from 0 - 1.99 miles are \$8, from 2 - 3.99 miles are \$10.00, from 4 - 6.99 miles are \$12, from 7 - 9.99 miles are \$16, from 10 - 14.99 miles are \$22, from 15 – 19.99 miles are \$28, 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 ALICE Ride Subsidy Program (\$10 subsidy towards the cost of a ride) in FY 2018 and has continued the program ever since through a grant from the United Way of Central Maryland. 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>Additionally, Neighbor Ride again received grant funding (\$2000 in FY20) from ITN America that funds vision related medical trips – up to \$10 per trip. 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 established a subsidy for clients that are Veterans during FY 2021 through a grant from Tower Cares (Towers Federal Credit Union).</p>
<p>Partners In Care</p>	<p>Partners In Care (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 our 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 and not like they are receiving “charity”, are able to “stretch” their limited financial resources, can maintain their health and engage in the community, and remain independent in their homes.</p>

<p>LifeStyles of Maryland Foundation</p>	<p>Users are requested to provide a small serve fee, based on a sliding scale system of the number of roundtrip miles and their household income. Based on the participant’s proof of income statement (i.e., paystub, social security/retirement, and disability award), users would be provided an estimate of charge of their transportation cost. The fees charge is extremely low and range from \$5 to \$23 per trip.</p> <p>Because the fee alone would not cover the cost of the trip, the Senior Rides Grant assists with subsidizing the costs. Because of the COVID-19 pandemic, the agency was able to secure additional funds that permitted the agency to waive all fees for the fiscal year. In addition, due to the pandemic, the agency is now invoicing participants instead of having drivers responsible for the collection of fees.</p> <p>Volunteer drivers are reimbursed at a rate of \$.56/mile to cover personal mileage and vehicle expenses. Appropriate tracking is required.</p>
<p>St. Mary's County Department of Aging & Human Services</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. We do, 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. Our 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>

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.

During FY 2021, most programs, if not all, continued to see a decline in use of transportation services due to the COVID-19 pandemic. All of the programs have shown that they are in various stages of preparing for the resumption of normal and full service. Several agencies continued to serve the senior population in FY 2021 by delivering food and supplies or even conducted regular senior check-ins via the telephone.

One program worked with Kaiser Permanente and CareFirst BCBS to help support the flu shot and COVID-19 awareness and rides campaign.

In relation to public-private cooperation, the grantees report a variety of partnerships with other organizations. One of the grant recipients based in Anne Arundel County continued to work with the State and local government's Office on Aging to ensure that the duplication of efforts is minimized and to ensure that seniors were attended to during the pandemic. While the agency curtailed the retail boutique hours, it is now back in full operation; and to receive items for the boutique and keep volunteers safe, the agency put into place full protocol for the delivery of items.

An agency in Southern Maryland works closely with the county government, faith-based community, and the Tri-County Council for Southern Maryland for administrative support, funding, training, marketing, and outreach efforts for driver recruitment. The agency also works with the statewide 211 system to provide information regarding the program.

One grantee in Montgomery County works 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. While one program did not actually provide transportation services to its clients due to the continuation of the COVID-19 pandemic, the agency delivered 878 boxes to 135 unduplicated seniors containing produce, groceries, and other assorted household goods. The grantees also report on risk management activities. Several grantees require potential volunteers to provide a personal reference that is contacted and asked standardized questions about the volunteer. All grantees check the driving records of their volunteers, ensure drivers have personal automobile liability insurance, and provide training on the grantee's policies and procedures. At least one of the grantees goes beyond this, requiring a criminal background check. Another's approved drivers participate in a driver safety program and become CPR/first aid certified. One grantee conducts initial and random drug testing through a sub-contractor.

One program ordered a training program from Coaching Systems and implemented a two-pronged approach to road safety. Several grantees require volunteer drivers to take a form of Driver Safety or Defensive Driving classes, whether it be an on-line class, through AARP or provided through the local sheriff's department. One agency encourages volunteer drivers to participate in the CarFit program offered by AAA.

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 sixteenth (16th) year of the SRP is the fifteenth (15th) year that the program operated as a full- fledged, permanent program in the State. All grantees have tremendously developed and improved their programs, serving the North Baltimore City area, St. Mary's County in Southern Maryland, and Anne Arundel, Calvert, Charles, Harford, Howard, Frederick, Allegany, Talbot, and Worcester counties.

Senior citizens continue to express a need for affordable, on-demand, door-to-door transportation services. During FY 2021, a total of 1,632 unique seniors received transportation services, enabling them to make more than 26,296 one-way trips, to a variety of destinations. Many of the trips would likely not have been possible if the SRP did not exist. Seniors who participate in the program are grateful and passenger comments about the service are typically very positive.

The SRP is a program with an established record of innovative volunteer-based programs that aids in providing better transportation for Maryland seniors. 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 help Maryland's seniors receive the finest possible transportation services available.

The SRP 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 A¹

"Senior Rides Program"

Report on Fifteenth (15th) Program Year—State Fiscal Year 2021

Supplementation Information

Provided By Grantees
on Public-Private Cooperation and Risk Management

¹ Attachment A contains information taken from reports filed with MDOT MTA by Senior Rides Program grantees.

ACTION IN MATURITY

Cooperative Efforts

Action In Maturity (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 MDOT 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 400 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 fourteen (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 subgrantee to the BCHD Division on Aging and CARE Services.

During the pandemic, AIM's partnerships with Keswick Multi-Care and the BCHD were particularly prominent. AIM assisted both organizations with deliveries of medical supplies that neither had the capacity to execute.

Risk Management/Response to COVID-19

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.

COMPREHENSIVE HOUSING ASSISTANCE, INC. (CHAI)

Cooperative Efforts

The service area of Comprehensive Housing Assistance Inc. (CHAI) senior transportation program fortunately includes at least two other services that provide personal volunteer transportation – one is Mitzvah Mobility, for clients of Jewish Community Services, and the other is Bikur Cholim, an all-volunteer effort that provides rides to doctors' appointments. Currently, these programs funnel volunteers or recipients to each other based on nuances of interest, eligibility, and organizational workload.

Risk Management

CHAI has worked closely with our umbrella agency, The Associated: Jewish Community Federation of Baltimore, as well as with our insurance company, to develop rules that protect drivers and the agency. Because of the relatively large size of the Associated, we were able to work with the insurance company to only require drivers to possess the minimum level of personal coverage, after which the organization's insurance will cover damages up to \$1,000,000. We have also developed an efficient background check system that is coordinated with other agencies of the Associated.

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 a dozen clients reaching just over 125 medical appointments. Neighbor Ride and Winter Growth are actively exploring bringing on additional partners that have access to wheelchair accessible minivans to expand capacity.

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 Howard County Public School System 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, 2021, Neighbor Ride volunteers delivered 25,000 meal kits and 60,000 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 also collaborated with the Howard County Health Department (HCHD) to first help drive awareness of the importance of getting a flu shot last year (as well as provide free flu shot rides) and then second, once the COVID-19 vaccine was available, help drive the awareness of the vaccine and support the logistics of getting older adult residents scheduled and transportation to vaccination clinics. Neighbor Ride placed over 1000 calls to clients and volunteers, helped residents in coordination with HCHD to schedule appointments online or via phone and then provided transportation for clients. All services provided at no cost to clients.

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. ITN America 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 partnered with Kaiser Permanente and CareFirst BlueCross BlueShield to help support the flu shot and COVID-19 awareness and rides campaign.

Finally, Neighbor Ride has added Baltimore Washington Financial Advisors as a new partner and sponsor of the 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.

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 on our own CarFit program (discussed above in Question 7)

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

OLNEY HOME FOR LIFE

Cooperative Efforts

Olney Home for Life works with Montgomery County, MD on many levels. The County Village Coordinator, Pazit Aviv, works closely with all the villages in the county conducting meetings and supporting the organizations. She regularly attends our volunteer recognition events and works closely with OHFL's outreach coordinator.

OHFL attends informational and networking meetings with the Health and Human Services (HHS) Area on Aging for Montgomery County on a regular basis. We work with independent and assisted living facilities in our service area providing rides, seminars, friendly calls, and friendly visits.

The agency is a member of the Olney Chamber of Commerce and participate in their events whenever possible.

In February 2021, the agency provided \$25 gift cards to our active drivers.

During the fiscal year 2020-2021, OHFL held two events:

1. 1/20/2021: Held a Zoom meeting about the services we provide.
2. 3/7/2021: With Olney Chamber, hosted webinar on FAQ about the COVID Vaccine.

Please Note: On August 15, 2020, during the COVID-19 pandemic, Olney Home For Life held a Food Drive for Olney Help Food Bank in Greater Olney in order to help the community. We collected 551 food items and raised \$200 in gift cards.

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 sanitizer.

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

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 the 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 the St. Mary's Department of Aging 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. The 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 annual recertification requirement. It would be helpful if the service could eliminate these requirements for persons of a certain age.

In addition, the St. Mary's Department of Aging coordinator attempts to coordinate services through the Medical Assistance transportation service but, unfortunately, this has 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

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 to 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.

Due to COVID-19 concerns, the Senior Rides Program ceased operations in mid-March for the safety of both drivers and riders. When operations resume drivers will be equipped with hand sanitizer, wipes, gloves, and masks if required.

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