A Report to the Maryland General Assembly

regarding

"Senior Rides Program"

**(As Required in Senate Bill 294 and House Bill 626
Chapters 112 and 113, Acts 2004)**

MSAR #2407

**Maryland Department of Transportation
Maryland Transit Administration**

December 2020

Introduction

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

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

Background

During the 2004 session, the Maryland General Assembly enacted legislation that established the Senior Rides Demonstration Program (SRDP) within the Maryland 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 (MDOT) $100,000 for distribution statewide by the Maryland Transit Administration (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.

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

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

- uses primarily volunteer drivers who drive their own vehicles;

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

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

Chapter 268 also provided a 25 percent increase (from $400,000 to $500,000) in the annual amount of grants that can be distributed through the program, although State budgetary constraints have kept the annual appropriation at a lower level.

Table 1 below shows 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
$187,497	$187,118	$187,030	$187,091	$187,091	$187,091	$187,091

Additionally, Chapter 268 removed all caps on the number of grants an applicant may receive in a single year, total number of grants an applicant may receive from the program, dollar amount a single applicant may receive, and dollar amount a geographic area may receive.

Process for the SRP

During the first program year, a process was established for SRDP implementation. This included program outreach in which announcement letters were mailed to prospective applicants; application distribution meetings were held statewide; an application review committee was established; and awards were granted. 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 2020 was conducted according to the following timeline:

January 11, 2019:

Program outreach began.

An announcement letter to apply for funding was mailed to:

- Government agencies,
- "Section 5310[1] mailing list that consists of non-profit entities, faith-based agencies,
- Area Agency on Aging list, and
- Retired Senior volunteer programs.

- **January/February 2019:**

  MDOT MTA received questions and provided answers regarding the program.

- **April 12, 2019:**

  Applications were due at MDOT MTA.

- **April/May 2019:**

  - Application Review Committee Meeting.

  - Recommendations were submitted to MDOT and the State Coordinating Committee for Human Services Transportation (SCCHST) for grant awards. There were a total of ten (10) applications submitted.

- **June 2019:**

  Notification of awards for FY 2020 was made to the eight (8) agencies whose applications were approved.

- **July 2019:**

  Grant funds for FY 2020 were disbursed.

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

FY 2020 Grant Awards

Ten (10) applications were submitted requesting a total amount of $459,725 in grant requests for existing senior transportation service programs. Based on the established evaluation and scoring criteria, the committee determined that eight (8) of the projects were outstanding and were therefore eligible for full funding. Because of flat funding of $187,500 since 2014, most of the applicants were only able to be partially funded.

The awardees are as follows:

- Action in Maturity, Inc. – Agency award: $22,500 *(Requested $22,500)*

- Comprehensive Housing Assistance, Inc. – Agency award: $10,351 *(Requested $60,000)*

- Neighbor Ride, Inc. – Agency award: $33,640 *(Requested $33,640)*

- Olney Home for Life – Agency award: 10,000 *(Requested $10,000) New in FY2020*

- Partners In Care[2] – Agency award: $59,500 *(Requested $135,000)*

- St. Mary's County Dept. of Aging – Agency award: $22,100 *(Requested $27,000)*

- Wilson Ministry Center – The Vestry of Deer Creek Parish – Agency award: $20,000 *(Requested $28,802)*

- Worcester County Commission on Aging – Agency award: $9,000 *(Requested $22,500)*

The program grants were awarded in July 2019. 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 2020

The following section summarizes the accomplishments and status of the Senior Rides Program as of the end of FY 2020, the fifteenth year of this program. This information is based on the operations reports provided by the grantees.

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

Please note: In the third and fourth quarters of FY2020, the country was struck with an unprecedented health emergency, the COVID-19 pandemic. The agencies that participated in the Senior Rides program reacted differently. Some agencies closed their doors for a period, while other organizations reassessed their value and readjusted their programs to meet the needs of the community. Therefore, the information provided below 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.

Trips Provided

In the last several months of FY 2020, the onset of the COVID-19 pandemic impacted the Maryland Senior Rides Program. However, the Senior Rides Program grantees provided a total of 30,769 one-way trips to low and moderate-income seniors. The number of trips provided by each individual grantee during FY 2020 ranged from 118 trips to more than 13,000 trips for the year. Also, the grantees' programs accumulated 308,974 miles and 26,711 hours. These miles and hours are directly attributable to the senior transportation 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 fifteenth year, for one-way trips provided, senior-ride miles, and senior-ride hours.

Table 2

**TRANSPORTATION PROVIDED,
SENIOR RIDES PROGRAM,
FY2020**

Transportation Services	Total, Eight (8) Grantees
One-Way Trips	30,769
Senior-Ride Miles	308,974
Senior-Ride Hours	26,711

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

In FY 2020, due to impacts of the COVID-19 pandemic, the grantees saw a decline in number of trips, miles traveled, accumulated hours and overall, the grantees transported fewer seniors as compared to FY 2019. Several agencies switched from driving seniors to delivering food and supplies to those seniors.

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

Table 3

TRANSPORTATION PROVIDED

SENIOR RIDES PROGRAM, FY 2018, FY 2019 and FY2020

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

The grantees provided transportation for 1,723 individual seniors during FY 2020. 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 needed an escort to travel, and seniors with needs for ongoing therapy or medical treatment. Many of these seniors are not able to rely on family, friends, or neighbors for their rides. Maryland's SRP provides an alternative transportation service that allows the participating seniors to access needed services and to remain connected to their communities.

Table 4 shows the total number of seniors transported by grantee for FY 2020. This year's total shows a 35 percent decrease at 1,723 individual seniors as compared to 2,644 individual seniors were served in 2019. This decrease is largely due to the COVID-19 pandemic.

Table 4

INDIVIDUAL SENIORS SERVED
BY SENIOR RIDES PROGRAM FOR FY 2020

Grantee	Seniors Transported
Action in Maturity	371
Comprehensive Housing	95
Neighbor Ride	620
Olney Home for Life	28
Partners In Care	502
St. Mary's County Dept. of Aging	58
Wilson Ministry Center	37
Worcester Commission on Aging	12
TOTAL	1,723

Seniors Transported

Drivers

Among the grantees, 708 volunteer drivers participated in the SRP's fifteenth year. The ability to attract and retain volunteers is essential for the program's success.

The programs funded by the Senior Rides Program involve volunteers transporting seniors in the volunteers' personal vehicles. Many of the volunteers provided the transportation service without any reimbursement or payment from the SRP grantee. For several of the grantees, some sort of reimbursement is available.

Table 5 shows the number of drivers by grantee for FY 2020.

Table 5

SENIOR RIDES PROGRAM DRIVERS

FY 2020

Grantee	Volunteer Drivers	Paid Drivers	Total Drivers
Action in Maturity	5	2	7
Comprehensive Housing	49	3	52
Neighbor Ride	309	0	309
Olney Home for Life	22	0	22
Partners In Care	268	0	268
St. Mary's County DOA	58	1	26
Wilson Ministry	22	0	22
Worcester COA	7	1	8
TOTAL	708 (99%)	7 (1%)	714 (100%)

Fees for Transportation Service

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

Table 6 below summarizes the fee structure of the grantees.

Table 6

**FEES FOR SENIOR TRANSPORTATION,
SENIOR RIDES PROGRAM YEAR-FY 2020**

Grantee	Fee Structure
Action In Maturity	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. 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 $12 round trip -- mileage is calculated and the price quoted when the member calls to reserve a ride; for riders in need of multiple weekly trips for dialysis or other issues, AIM works with the rider on a reduced fee that can be paid monthly or semi-monthly. Otherwise, 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 paper work at the doctor's office or clinic. Volunteers may help provide this service. 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.
Comprehensive Housing	Seniors are not charged an extra fee for transportation, but they do pay a membership fee to belong to Northwest Neighbors Connecting (NNC), which allows them access to all the services provided to NCC members. The membership fee schedule consists of three levels.
Olney Home for Life	There is no fee for seniors in the service area.

Neighbor Ride	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.

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 FY2018 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.

Additionally, Neighbor Ride again received grant funding ($2000 in FY20) from ITNAmerica 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. |
| **Partners In Care** | 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. |
| **St. Mary's County Department of Aging & Human Services** | 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. |

Wilson Ministry	The Wilson Ministry Center's Getting There Ride Share program (GTRS) charges the following fees for rides: • Within one zip code: $5.00 round trip • Between adjacent zip code: $6.00 round trip • To other jurisdictions in Maryland or Southern PA: fee to be determined on a case by case basis
Worcester County Commission on Aging	There are no fees charged for services.

Characteristics of Programs

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

In relation to public-private cooperation, the grantees report a variety of partnerships with other organizations. One of the grant recipients, whose program began in 1993, works with the State and local government offices on aging to ensure that the duplication of efforts is minimized. Through these efforts, a network of 'neighbors helping neighbors' began, which not only offers transportation assistance, but offers additional needs as well, such as a retail boutique for the community and handyman services.

A new grantee, located in Montgomery County, works with all the villages and the local Chamber of Commerce to provide education on senior transportation, recruit volunteers, coordinate services, and participate in a volunteer recognition program.

One program has an outstanding record of partnerships within the community; in January 2020, by working with one partner, the agency launched a pilot service that offers accessible transportation for older adults in the County to go to medical appointments five days a week. Due to the COVID-19 pandemic, this same agency pivoted services to partner with the local food bank and Office on Aging – deliveries began in late-March and by end of June 2020, over 4000 meal kits (and 15,000 lbs of food) had been delivered.

One grantee utilizes the efforts of a Mobility Manager to help reduce the duplication of resources. One grantee continues to utilize the resources of the faith-based organizations as well as community and business representatives to assist with outreach efforts, provide program referrals, and volunteer driver recruitment.

Most, if not all, have seen a dramatic decline of use of services due to the COVID-19 pandemic but are preparing for the time when services can resume.

The grantees also report on risk management activities. All grantees check the driving records of their volunteers, ensure drivers have personal automobile liability insurance, and provide training on the grantee's policies and procedures. At least one of the grantees goes beyond this, requiring a criminal background check. Another's approved drivers participate in a driver safety program and become CPR/first aid certified. One grantee 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. 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. Several grantees require potential volunteers are required to provide a personal reference that is contacted and asked standardized questions about the volunteer. One grantee communicates with volunteer and paid drivers on a weekly basis to discuss any concerns that may arise from particular participants and to see if additional social services assistance may be required.

Summary

The fifteenth year of the SRP is the fourteenth 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, 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 2020, a total of 1,723 unique seniors received transportation services, enabling them to make more than 30,769 one-way trips, to a variety of destinations. Many of the trips would likely not have been made if the SRP did not exist. Seniors who participate in the program are grateful and 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 who need 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 help 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[1]

"Senior Rides Program"

Report on Fifteenth Program Year—State Fiscal Year 2020

Supplementation Information

Provided By Grantees

on Public-Private Cooperation and Risk Management

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[1] Attachment A contains information taken verbatim 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 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 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/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 several policies including cell phone and drug use, as well as the process for completing an incident report. Additionally, they are also trained in CPR and First Aid. Before driving either a van or TBR (transportation by request) vehicle, the driver performs a pre-trip inspection; at the end of the trip, the driver 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 maintain safety as a top priority. 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 through Verizon Fleet which tracks vehicles, maintenance, and driver error.

As an organization, AIM has responded to Covid-19 by observing all CDC protocols for safety (masks required by driver and passenger, vehicle disinfecting, social distancing; in addition, AIM tests drivers weekly and their temperatures are taken with a symptom survey daily).

With respect to the Senior Rides Program, AIM scarcely missed a step: demand for rides to doctor and errands diminished between March 15 and April 30 but bounced back to normal limits for the remainder of the fourth quarter. Volunteers were ready and able to assist.

COMPREHENSIVE HOUSING ASSISTANCE, INC. (CHAI)

Cooperative Efforts

The service area of CHAI's 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

Many partnerships are already in place and additional ones are being fostered. Partners providing significant non-monetary support include the Volunteer Center Serving Howard County, the Howard County Office on Aging, the Association of Community Services, Howard County Public Transportation Board, Transportation Advocates, Howard County Office of Transportation, Howard County Public School System, Leadership Howard County, The Mall in Columbia, and Central Maryland Regional Transit.

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.

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 21st and will continue for the foreseeable future. From 3/21/20 through 6/30/30 Neighbor Ride volunteers delivered 4000 meal kits and 15,000 lbs. of food.

Howard County, The Columbia Association, The Shelter Group, The Community Foundation of Howard County, Coalition of Geriatric Services, Apple Ford Lincoln, The Rotary Club of Columbia Patuxent, The Judith and Edwin Cohen Foundation, Sun Trust Foundation, Mid Maryland Triathlon Club, The Weinberg Foundation, Cloudbreak Foundation, S. L. Gimbel Foundation Fund, and Howard County General Hospital have all contributed significant financial support. Additional partners, capable of providing in-kind and cash donations, volunteer and passenger recruitment assistance, and technical support will continue to be sought. These ongoing partnerships will assist Neighbor Ride in its volunteer recruitment and program management efforts.

Neighbor Ride additionally received grant funding from the Kalhert Foundation and the Stulman Foundation to help fund the rebuilding of our ride scheduling database. These relationships fostered additional relationships and consultations with other related organizations in the MD area – including sharing information about volunteer based transportation with CHAI Baltimore.

Neighbor Ride also received a Community Opportunity Grant from the Horizon Foundation to research, evaluate and develop new brand positioning and messaging to expand service reach through partnerships with organizations such as church congregations, associations, physician practices, and retirement communities. These activities leverage the expanded capabilities provided by the new ride scheduling database.

Neighbor Ride also maintained relationships and consulted similar volunteer transportation organizations from the local area including Partners in Care in Anne Arundel County and Senior

Connections in Montgomery County. Additionally, Neighbor Ride participates in the quarterly meetings of the MD Older Driver Safety Forum run out of the MVA.

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
- 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. Additionally, Neighbor Ride encourages volunteers to participate on our own CarFit program.

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.

Passenger 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 (new in FY2020)

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 HHS Area on Aging for Montgomery County on a regular basis. We work with independent and assisted living organizations in our service area, providing rides, seminars, friendly calls, and friendly visits.

We are members of the Olney Chamber of Commerce and participate in their events where possible.

In the third quarter of 2019, before the Covid-19 pandemic, OHFL held several events:

1. 9/25/2019. "How to Improve Your Balance" at Longwood Community Center. 22 attendees.
2. 9/28/2019. Health Fair, Rockville, MD. 23 attendees.
3. 10/1/2019. "Remedies for Loneliness", Olney Library. 17 attendees.
4. Two of these events were conducted in partnership with Brook Grove Retirement Community.

Finally, on June 13, 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. The agency collected 871 food items and raised $300 in cash.

Risk Management/Response to COVID-19

Olney Home for Life is developing guidelines for reopening our services and was discussed at the most recent Board meeting. The agency and its volunteers are following the CDC guidelines, applying the guidelines to auto travel, and will have them reviewed by the Medstar Montgomery Hospital before implementation.

When the time comes that Olney Home for Life is able to reopen its services, rest assured it will be in a compliant, CDC approved manner. Agency board, staff and volunteers value its riders and drivers above all else..

PARTNERS IN CARE

Cooperative Efforts

Partners in Care's (PIC) origin is one of collaboration and cooperation with numerous government, private sector and non-profit entities. In 1993, three dynamic, 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 the 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-seven (27) 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.

During FY20, PIC provided 7,268 trips to numerous public and private, community-based and institutional organizations throughout Maryland. Trips were for a variety of reasons but generally for medical appointments, grocery/retail trips, banks and social occasions. PIC coordinates its services, to advance the lifestyles and health of its nearly 3000 members, age 50 and over, in the State of Maryland.

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 collaborates with AARP by offering quarterly sessions for Smart Driving for Older Adults education in the Anne Arundel County office. PIC staff also serves on the Older Adult Driving Subcommittee through the Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA). PIC has hosted numerous Car-Fit events through MDOT MVA. 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 annually 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 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.

WILSON MINISTRY CENTER - THE VESTRY OF DEER CREEK PARISH – Getting There Ride Share

Cooperative Efforts

Wilson Ministry Center's Getting There Ride Share (GTRS) program works with several government agencies and businesses in the community, including the Harford County Department of Community Services, Upper Chesapeake Medical Center, West Cecil Medical Center, Harford Transit (passenger referrals and public relations work), local Office on Aging, Cecil/Harford Retired and Senior Volunteer Program, and Mason Dixon Community Services. GTRS continues to have a strong working relationship with the Highland Senior Center and offer many of their members transportation when needed. The West Cecil Medical Center promotes the GTRS program on their social media and other community outlets. In addition, GTRS participates in the Harford County non-profit advisory group, the Harford Round Table, and Harford County's Geriatric Assistance and Information Network (G.A.I.N.), in order to be aware of the resources available to the elderly population and reach out to other non-profits that could benefit the services. GTRS staff also attends local community events to recruit potential volunteers and passengers.

Risk Management/Response to COVID-19

The GTRS program is covered under the liability insurance policy maintained through the Wilson Ministry Center and Grace Memorial Episcopal Church. This policy functions as "umbrella" coverage acting as a second line of defense following the driver's personal insurance policy. All drivers age 55 and over are also eligible to participate with Cecil/Harford RSVP which provides additional liability coverage at no extra cost. All drivers must attend orientation sessions to become

familiar with GTRS policies and procedures and to receive instruction on how to work with the elderly population. All drivers are screened to help select individuals capable of performing services required without posting a health or safety hazard to drivers or the program. Screening includes a background check, a DMV check, verification of current drivers' license and verification of insurance. (In addition, these safeguards are check yearly for all drivers.) Drivers must attend orientation sessions to become familiar with GRRS policies and procedures and to receive instruction on how to work with the elderly population. All drivers must attend a GTRS safe driver training class and an approved defensive driving training program. All drivers are provided with CPR and advanced first aid certification, and online Defensive Driving certification. In case of an emergency all drivers are instructed to call 911 and follow the direction they provide, and to complete an accident/incident report. Passengers are asked to complete an evaluation form that provide information regarding driver safety and overall performance when transporting seniors.

All passengers must be registered in the program prior to receiving any rides. Registration includes a basic background check and references. In addition, all passengers and/or riders must sign a waiver assuming all responsibility of any dangers riding with GTRS, as well as waiving all claims arising out of the transport. To minimize risk, GTRS is a door to door service and volunteers do not take any passengers that have had anesthesia, or those that are in a wheel chair. In addition, drivers are instructed not to enter anyone's home when picking up or returning passengers.

In response to the COVID-19 Pandemic, GTRS initiated the following protocols to help keep passengers and drivers safe:

- All drivers and passengers must take their temperature the day of their trip, prior to the trip time to help ensure no one is infected.
- All drivers and passengers must wear a face mask over their nose and mouth while in the car together.
- Passengers are asked to sit in the back seat, if possible, to help with distancing.
- Car windows are open or cracked-weather permitting.
- Drivers must sanitize passenger area including door handles and grab bars before and after giving a ride.
- Drivers should use hand sanitizer after handling any personal effects or a passenger (e.g. cane, walker and rollators).
- No rides at this time will be given to passengers that would need to be in the car one-way for 45 minutes or more (i.e. rides from Harford County to Baltimore City).
- Drivers are not allowed to take back-to-back rides.

Worcester Commission on Aging (returned in FY2020)

Cooperative Efforts

All Worcester Commission on Aging (WorCOA) programs are coordinating with any possible rides through the Mobility Manager to help duplication of resources. Currently, the Community of Life program is using the most volunteer drivers as the demand is heavy for non-emergency medical trips. WorCOA was seeing both an increase in volunteers and riders when the COVID-19

Pandemic hit. To protect seniors and volunteers, WorCOA suspended most volunteer trips. There are plans to continue moving this project forward as WorCOA has seen its success with the other agency programming.

Risk Management

WorCOA has a Risk Manager that works with the Mobility Manager to ensure that volunteer drivers receive the proper training. The agency provides background and driver license checks on all volunteers to reduce the liability to the organization. In addition, the agency provides the same training to the volunteer drivers as to the paid drivers.