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

November 2019

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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 (MDOT) 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 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 MDOT $100,000 for distribution statewide by 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.

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% 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 years:

Table 1

SENIOR RIDES PROGRAM ANNUAL APPROPRIATIONS

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

FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY2018	FY2019
$187,497	$187,497	$187,118	$187,030	$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 2019 was conducted according to the following timeline:

January 4, 2018:

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 2018:**

MDOT MTA hosted two webinars to answer questions regarding the program.

- **April 13, 2018:**

Applications were due at MDOT MTA.

- **May 2018:**

  - 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 seven applications submitted. All seven applicants are current grant recipients.

- **June 2018:**

Notification of awards for FY 2019 was made to the seven (7) agencies whose applications were approved.

- **July 2018:**

Grant funds for FY 2019 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 2019 Grant Awards

Seven applications were submitted requesting a total amount of $309,987 in grant requests for existing senior transportation service programs. Based on the established evaluation and scoring criteria, the committee determined that all seven 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: $19,000 (Requested $19,000)

- Comprehensive Housing Assistance, Inc. – Agency award: $10,351 (Requested $21,588)

- LifeStyles of Maryland Foundation, Inc. – Agency award: $25,500 (Requested $43,515)

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

- Partners In Care[2] – Agency award: $57,000 (Requested $135,000)

- St. Mary's County Dept. of Aging – Agency award: $22,100 (Requested $27,244)

- Wilson Ministry Center – The Vestry of Deer Creek Parish – Agency award: $20,000 (Requested $30,000)

The program grants were awarded July 2018. 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 2019

The following section summarizes the accomplishments and status of the Senior Rides Program as of the end of FY 2019, the fourteenth 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.

Trips Provided

During FY 2019, the Senior Rides Program grantees provided a total of 43,161 one-way trips to low and moderate-income seniors. The number of trips provided by each individual grantee during FY 2019 ranged from 248 trips to more than 17,000 trips for the year. Also, the grantees' programs accumulated 381,230 miles and 39,691 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 fourteenth year, for one-way trips provided, senior-ride miles, and senior-ride hours.

Table 2

**TRANSPORTATION PROVIDED,
SENIOR RIDES PROGRAM,**

FY 2019

Transportation Services	Total, Seven (7) Grantees
One-Way Trips	43,161
Senior-Ride Miles	381,230
Senior-Ride Hour	39,691

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.

Grantees served more seniors in FY 2019 compared to FY 2018, despite fewer overall trips, ride hours, and miles traveled. Table 3 compares the three years in terms of trips provided and miles and hours accumulated.

Table 3

TRANSPORTATION PROVIDED

SENIOR RIDES PROGRAM, FY 2017, FY 2018 and FY2019

Transportation Services	FY2017 Total	FY2018 Total	FY2019 Total
	Eight (8) Grantees	Seven (7) Grantees	Seven (7) Grantees
One-Way Trips	37,940	44,068	43,161
Senior-Ride Miles	379,024	397,466	381,230
Senior-Ride Hours	38,925	42,432	39,691

The grantees provided transportation for 2,644 individual seniors during FY 2019. These were seniors with needs for access to medical appointments, seniors who needed trips for shopping and to religious services, frail or vision-impaired seniors who need an escort to travel, and seniors with needs for ongoing therapy or medical treatment. Many of these seniors are not able to rely on family, friends or neighbors for their rides. Maryland's 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 2019. This year's total is a 36 percent increase at 2,644 individual seniors as compared to 1,948 individual seniors were served in 2018. The program has grown almost 10% each year since its inception.

Table 4

INDIVIDUAL SENIORS SERVED
BY SENIOR RIDES PROGRAM FOR FY 2019

Grantee	Seniors Transported
Action in Maturity	793
Comprehensive Housing	84
LifeStyles of MD	609
Neighbor Ride	499
Partners In Care	547
St. Mary's County Dept. of Aging	73
Wilson Ministry Center	39
TOTAL	2,644

Seniors Transported

Drivers

Among the grantees, 755 volunteer drivers participated in the SRP's fourteenth 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 2019.

Table 5

SENIOR RIDES PROGRAM DRIVERS

FY 2019

Grantee	Volunteer Drivers	Paid Drivers	Total Drivers
Action in Maturity	8	2	10
Comprehensive Housing	61	3	64
LifeStyles of MD	4	9	13
Neighbor Ride	329	0	329
Partners In Care	301	0	301
St. Mary's County DOA	31	1	32
Wilson Ministry	21	0	21
TOTAL	755 (98%)	15 (2%)	770 (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 2019**

Grantee	Fee Structure
Action In Maturity	**Fees (Donation)** To access the Transportation by Request (TBR) program, Action In Maturity (AIM) urges the individual to be a member. The donation for membership is $15 per year and includes a subscription to AIM's monthly newsletter, access to AIM's many activities and social services programs, and its transportation programs including grocery shuttles, personal transportation, and recreational trips. The suggested donation is based on an hourly rate coinciding with the miles driven. AIM has reduced fees for medical transportation to hospital and out-patient clinics that require multiple trips per person (for example, chemotherapy and radiation treatment patients. There is no additional charge for aides and companions. Often, AIM members need assistance or an escort to help with their paperwork at the doctor's office or clinic. Volunteers help provide this service. AIM also offers free transportation services for seniors who are unable to pay. The fee is discussed with each individual at the time they reserve a ride. If they mention they are under a hardship, the charge is waived. The fee is collected at the time of service. Most of our trips average $5.00 to $12.00 round trip. Note that for individual rides, a number of AIM members who continue to drive will 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.

Lifestyles of MD	**Sliding scale based on the participant's proof of income statement:** $.68/mile for a combined household income of $1,000+/month $.58/mile for a combined household income of $735 - $1,000/month $.48/mile for a combined household income of less than $735/month
Neighbor Ride	<u>User Fee Structure</u>: As of 1/1/13, a mileage ring-based cost matrix is used to determine Neighbor Ride's user fee structure. 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. In FY19, the Good Neighbor Fund covered the full cost of 45.2% of all rides provided by Neighbor Ride. This is up 38.4% in FY18, 37.0% in FY17, and 35.2% in FY16. For those clients who do not qualify for the Good Neighbor Fund, Neighbor Ride also implemented an Asset Limited, Income Constrained, Employed (ALICE) Ride Subsidy Program ($10 subsidy towards the cost of a ride) in FY18 and continued the program in FY19 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. An additional 6.2% of rides received this subsidy in FY19. This is up from 5.1% in FY18. In addition, Neighbor Ride receives grant funding ($2000 in FY19) 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	The program does not charge fees but does accept donations. At the beginning of each month riders are provided with a list of rides received the prior month and are requested to make a donation based on the mileage for their trip. Riders who are unable to donate are not denied service.
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

Characteristics of Programs

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

In relation to public-private cooperation, the grantees report a variety of partnerships with other organizations. For example, currently, one grantee has maintained partnerships with several organizations since its inception in 1973 and provides the services that impacts riders who are part of those same organizations. Another grantee has worked with a regional healthcare-related transportation group to share dispatch software and recruit driver recruitment for volunteer and paid drivers. Another grantee is an active member of the Tri-County Council of Southern Maryland's Human Service Transportation Coordination Committee, which meets monthly to address issues, strategies, and updates amongst public and private transportation providers in the county. One grantee has tapped into 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. Finally, one of the grantees has received additional grant funding to research, evaluate and develop new brand positioning and messaging to expand service reach through partnerships with organizations such as

faith-based community, associations, physician practices, and retirement communities and leveraging by the expanded capabilities provided by a new ride scheduling database.

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 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 fourteenth year of the SRP is the thirteenth year that the program operated as a full-fledged, permanent program in the State. All grantees have developed tremendously and improved their programs, serving Anne Arundel, Calvert, Charles, Harford, Howard, Frederick, Allegany, St. Mary's, Talbot, and Worcester counties as well as the North Baltimore City area.

Senior citizens continue to express a need for affordable, on-demand, door-to-door transportation services. During FY 2019, a total of 2,644 unique seniors received transportation services, enabling them to make more than 43,161 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. 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 Fourteenth Program Year—State Fiscal Year

2019 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

Serving nearly 80% minority members and nearly 90% of those members living at or below the poverty line, AIM has developed partnerships with numerous agencies and organizations in Baltimore including: Govans Ecumenical Development corporation (GEDCO) and Stadium Place, Baltimore City Housing Authority, Baltimore City Health Department, the BCHD Division on Aging, Keswick Multi-Care, Comprehensive Housing Assistance, Inc (CHAI), Catholic Charities, St. Mary's Outreach, AARP, Senior Legal Services, Bon Secours Living Apartments, MedStart Good Samaritan, Union Memorial, and St Agnes Hospitals, University of Maryland Health System and School of Pharmacy, Belair-Edison Neighborhood Association Senior Club, Civis Works, Coldstream-Homestead-Montebello Community Corporation (CHUM), Matthew-Henson Neighborhood Association, 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 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 "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 subgrantee to the BCHD Division on Aging and CARE Services.

Risk Management

Risk management is critical to the success and sustainability of AIM's transportation program. With respect to safety, AIM has instituted systems and processes to manage risk at the driver level. Prior to hiring and committing to either paid or volunteer drivers, an applicant must submit for review a current driving record from MVA. In addition, for paid drivers, AIM contracts with the CJIS Central Repository for access to criminal background history. Paid drivers also undergo a pre-employment, and then period random, drug tests, 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 the ride.

Paid drivers are trained in all safety procedures and must sign off on a number of policies including cell phone and drug use. 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 has instituted an incentive program with progressively generous rewards for all drivers after each incident-free month of driving.

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.

COMPREHENSIVE HOUSING ASSISTANCE, INC. (CHAI)

Cooperative Efforts

The service area of Northwest Neighbors Connecting 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. We have had two collaborative meetings with these entities and another MDOT MTA grantee, Action in Maturity, to share ideas for improvement and see if systems of collaboration could be established. Drivers are background checked every 2 years and MVA screened every year. At this point, we are content to be aware of each other's presence and to funnel volunteers or recipients to each other based on nuances of interest, eligibility and organizational workload.

Risk Management

Throughout the formational phases of Northwest Neighbors Connecting and specifically its volunteer driver program, drivers have been concerned about the impact of driving on their insurance premiums. We have 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 $1million. We have also developed an efficient background check system that is coordinated with other agencies of the Associated, so therefore does not place a heavy burden on CHAI or NNC staff to administer.

LIFESTYLES OF MARYLAND FOUNDATION, INC.

Cooperative Efforts

Our partners are comprised of the following:
- Tri-County Council for Southern Maryland (TCCSMD): provides regional transportation planning, coordination, wheelchair securement training, gran t funding availability and com muter assistance; coordinates the Rural Transportation Coordinating Committee; also provide participant referrals;
- Faith-based Community: assist with outreach efforts, providing program referrals, and recruitment of volunteer drivers; and,
- Community and Business Representatives: these partners represent a cross-section of the community.

TCCSMD's Transportation Department provided technical assistance, training and assist with marketing and outreach on an as-needed basis. *LifeStyles* also is part of the Rural Transit Coordinating Committee that meets quarterly with all Locally Operated Transit Systems (LOTS), human services transportation providers, and for-profit transportation companies to discuss opportunities and challenges within the Southern Maryland region. We are part of the Healthcare-Related Transportation workgroup to discuss a more coordinated method to provide services, which has led to agencies now willing to share dispatch software and a review of increasing volunteer driver vehicle insurance coverage. Staff have participated in coordination meetings held across the region to encourage mobility management. We have also worked with the Southern Maryland JobSource program through TCCSMD to host driver recruitment events for volunteer and paid drivers.

We also appreciate the partnership with the Maryland Transit Administration because of the value of the transportation services provided over the years. The buses received through the FY19/19 5310 grant cycle has broadened the organization's capacity to serve non-ambulatory residents. Drivers have been trained to do proper wheelchair securement and the paid drivers are DOT-certified. In addition, trips have been coordinated to allow for "trip-chaining" opportunities, especially for those that need access to grocery shopping.

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

Each year in October, *LifeStyles* hosts a free Volunteer Appreciation, where all volunteers are invited, to honor them for the great service they provide to the community. To ensure that the event is a success, a host of donations is received from local businesses for door prizes and food.

Staff have also conducted presentations to local senior housing complexes and senior centers to market the program, and to offer group trip outings for senior activities and grocery shopping. We presented to agencies and organizations that serve the senior population regarding the program, providing outreach materials to be distributed to eligible participants. Such organizations include:

- Access to Care Coalition
- Calvert-Charles-St. Mary's Continuum of Care (Regional Homeless Board)
- Charles County's Area Council on Aging
- Charles County Department of Community Services
- Charles County Department of Human Services
- Charles County Homeless and Emergency Shelter Committee
- Charles County Public Library
- Kent Avenue Partnership
- Partnership for a Healthier Charles County
- Waldorf Kiwanis Club
- Multiple presentations to local churches and faith-based assemblies

Over the past few years, we have also seen an increased need to work with local agencies due to a growing number of seniors needing additional social and supportive services. *LifeStyles'* has the ability to provide emergency food, clothing, and shelter and have offered that to some of the participants. We ensure as part of the application process that we collect emergency contact information in such cases, and work with family members, when appropriate, to assist with ensuring the safety of all participants. In some cases, we encourage family members and aides to ride along with participants to assist them during their doctor's appointments. Information regarding the program is also provided through the statewide 211 system.

Risk Management

Correspondence is made between paid and volunteer 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 needed. Each driver is asked to provide a Maryland State driver's license and driving history, and basic background checks are conducted. A hiring tool is provided to all applicants before an offer letter is provided to determine if a person is compatible with the agency and the position. Initial and random drug testing is also conducted with an agency sub-contractor, Berean Investigators. All vehicles are properly inspected and state certified. Participating providers use fleet and passenger vehicles owned, operated and liability covered by the organization. *LifeStyles of Maryland* has general liability, auto, and sexual abuse harassment liability insurance with coverage of $1,000,000 for each incident.

Our drivers are also equipped with the emergency contact and physician information for each user that is taken to their appointment. This is to ensure that all emergencies can be efficiently relayed to

the appropriate persons and to the Transportation Manager. In addition, there is an on-call service that is available 24/7 that the drivers and/or participants can contact, who would then contact a Supervisor on Duty for emergencies.

We continue to appreciate the opportunity we have been afforded to operate the "Senior Rides" program this year, and the grant award received for FY2019. We have been honored to transport the multiple seniors around the metropolitan area, providing a much-needed service to our community. We believe that with the funding provided by MDOT MTA, *LifeStyles* can provide a cost-effective service to the Charles County aging population. Thank you!

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 Regional Transportation Agency of Central Maryland.

Neighbor Ride partners with Winter Growth, The ARC of Howard County and The Airport Shuttle to supplement our transportation services.

A CarFit event was held in partnership with The AAA Foundation, the Howard County Police, the Howard County Office on Aging and AARP. CarFit is an educational program that offers older adults the opportunity to check how well their personal vehicles "fit" them. The CarFit program also provides information and materials on community-specific resources that could enhance their safety as drivers, and/or increase their mobility in the community.

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.

In addition, Neighbor Ride 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 (discussed above under cooperative efforts).

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
$1,000,000	Directors & Officers
$1,000,000	Automotive Liability
$1,000,000	Umbrella Liability Aggregate
$1,000,000	Umbrella Liability Each Occurrence

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-six 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 FY19, PIC provided nearly 3000 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.

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 Volunteer 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

The St. Mary's County Department of Aging (the Department) works cooperatively with the St. Mary's STS Transit services to encourage riders to incorporate the senior ride services into their transportation options. When services are available through the Senior Rides program, passengers are provided the information for private options.

The Department is an active member of the St. Mary's County Human Service Transportation Coordination Committee, which meets quarterly to address issues, strategies, and updates amongst public and private transportation providers in the county. The Tri-County Council for Southern Maryland continues to explore the possibility as to how to incorporate services while maintaining grant specifications for each transportation program. The Department continues to work to connect current riders with other public and private transportation options by way of referral and application assistance.

Risk Management

All new drivers are required to attend the AARP Driver Safety course within the first six months of becoming certified as a Senior Rides driver. Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) background checks are conducted once a year and each driver are supplied with a first aid and vehicle emergency kit. Drivers are also provided the opportunity to participate in CPR and first aid certification; however, this is not a required mandate. The Senior Rides Coordinator will periodically provide transportation to access the physical and cognitive abilities of riders to ensure that they are appropriate to utilize the services.

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.

Risk Management

The GTRS program is covered under the liability insurance policy maintained through the Wilson Ministry Center and Grace Memorial Episcopal Church. This policy 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 must attend a GTRS safe driver training class provided by the Harford County Sheriff's Department prior to becoming volunteers for our program (there is no charge for these classes). All drivers must undergo background and MVA driving record checks. Passengers are asked to complete evaluation forms that provide information regarding driver safety and overall performance when transporting seniors. In case of emergency all drivers are instructed to call 911 and follow the direction they provide. In addition, all drivers are provided CPR and advanced first aid certification, and online Defensive Driving certification.

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.