Maryland Department of Transportation
The Secretary's Office

Larry Hogan
Governor

Boyd K. Rutherford
Lt. Governor

Pete K. Rahn
Secretary

November 22, 2016

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

The Honorable Michael E. Busch
Speaker
The Maryland House of Delegates
State House, H-101
Annapolis MD 21401-1991

Dear President Miller and Speaker Busch:

Attached is a report concerning the *Maryland Senior Rides Demonstration Program* as required in Senate Bill 294 and House Bill 626, Chapters 112 and 113, Acts of 2004. The language directs:

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

If you have questions or concerns, please contact Paul W. Comfort, Esquire, Maryland Department of Transportation's Maryland Transit Administration (MTA) Administrator and CEO, at 410-767-3943. Of course, you may always contact me directly.

Sincerely,

Pete K. Rahn
Secretary

cc: The Honorable Edward J. Kasemeyer, Chair, Senate Budget and Taxation Committee
        The Honorable Maggie McIntosh, Chair, House Appropriations Committee
        Ms. Sarah Albert, Mandated Reports Specialist, DLS, MSAR, #2407

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)

The Maryland Transit Administration
The Maryland Department of Transportation

November 2016

Introduction

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

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

Background

During the 2004 session, the Maryland General Assembly enacted legislation that established the Senior Rides Demonstration Program (SRDP) within the Maryland Transit Administration (MTA). The provisions of the law that established the SRDP specified that the program would take effect beginning July 1, 2005, at the beginning of State Fiscal Year 2006. The one-year delay in implementation allowed the MTA sufficient time to develop the procedures, policies, and criteria for the program. The legislation set a maximum annual grant amount for the SRDP of $400,000; however, the FY 2006 budget for the program as approved provided the Maryland Department of Transportation (MDOT) $100,000 for distribution statewide by the 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.

MTA staff anticipated that statewide, up to five projects would be approved for grants totaling $100,000 in State funds in one or more of the following areas: the Baltimore Metropolitan Area; the Washington D.C. Metropolitan Area; Western Maryland; Southern Maryland; and the Eastern Shore. To ensure equitable distribution of funds throughout the State, each award would be approximately $20,000 to $25,000 depending on the specific characteristics of each proposed project. Each grantee is required to submit quarterly reports as well as an annual report to the MTA.

Legislative Changes to the Senior Rides Demonstration Program (SRDP)

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

Chapter 268 also provided a 25% 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 11 years:

Table 1

**SENIOR RIDES PROGRAM
ANNUAL APPROPRIATIONS**

FY 2006	$100,000
FY 2007	$91,949
FY 2008	$122,375
FY 2009	$125,113
FY 2010	$132,919
FY 2011	$177,360
FY 2012	$175,897
FY 2013	$187,497
FY 2014	$187,497
FY 2015	$187,118
FY 2016	$187,030*

*$88,000 of additional funding was awarded to Action in Maturity in FY 2016 to provide emergency shuttle services to the senior community displaced by the civil unrest in April 2015 due to the Freddie Gray case.

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 SRDP/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. MTA continued using this process for the program in succeeding years and plans to do so in the future.

The funding process for FY 2016 was conducted according to the following timeline:

- **November 2014:**
  Program outreach began.
  An announcement letter to apply for funding was mailed to:
    - o Government agencies,
    - o "Section 5310"[1] mailing list that consists of non-profit entities, faith-based agencies,
    - o Area Agency on Aging list, and
    - o Retired Senior volunteer programs.
- **December 2014:**
  Meetings to distribute applications to prospective grantees were held around the State.
- **March 2015:**
  Applications were due at MTA.
- **May 2015:**
    - o Application Review Committee Meeting.
    - o Recommendations were submitted to MDOT and the Maryland Coordinating Committee for Human Services Transportation for grant awards. There were a total of nine applications submitted. Six applicants are current grant recipients, one was a previous applicant and one a new applicant.
- **June 2015:**
  Notification of awards for FY 2016 was made to the seven agencies whose applications were approved.
- **July 2015:**
  Grant funds for FY 2015 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 person

FY 2016 Grant Awards

Seven applications were submitted requesting a total amount of $263,656 in grant requests for existing senior transportation service programs. Based on the established evaluation and scoring criteria, the committee determined that all projects were outstanding and were therefore eligible for full funding. Because of flat funding of $187,500 since 2014, some of the applicants were only able to be partially funded.

The awardees are as follows:

- Action in Maturity, Inc. -- Agency award: $107,536 (Original SRP award-$19,536 plus $88,000 for Emergency Shuttle Service)

- Comprehensive Housing Assistance, Inc. – Agency award: $19,109

- LifeStyles of Maryland Foundation, Inc. - Agency award: $26,164

- Neighbor Ride, Inc. -- Agency award: $33,640

- Partners In Care -- Agency award: $55,850[2]

- St. Mary's County Dept. of Aging -- Agency award: $22,615

- Wilson Ministry Center - The Vestry of Deer Creek Parish -Agency award: $10,116

The program grants were awarded July 2015. 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 2016

The following section summarizes the accomplishments and status of the Senior Rides Program as of the end of FY 2016, the 11th year of this program. This information is based on the operations reports provided by the grantees.

Trips Provided

During FY 2016, the Senior Rides Program grantees provided a total of 35,440 one-way trips to low and moderate-income seniors. The number of trips provided by each individual grantee during FY 2016 ranged from 675 trips to more than 16,450 trips for the year. Also,

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

the grantees' programs accumulated 362,679 miles, over 36,403 hours. These miles and hours are directly attributable to the senior transportation provided.

The reported miles include all miles volunteers traveled in their cars to provide the trips, and the hours include all the time the volunteers spent to provide the trip. The miles and hours also include a small percentage of miles and hours reported by a small number of paid drivers that participated in the program.

Table 2 below shows the annual totals for the program's 11th year, for one-way trips provided, senior-ride miles, and senior-ride hours.

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 2016, the grantees provided more trips, traveled more miles and accumulated more hours as compared to FY 2015. Table 3 compares the two years in terms of trips provided and miles and hours accumulated.

Table 2

**TRANSPORTATION PROVIDED,
SENIOR RIDES PROGRAM, FY 2015 AND FY 2016**

Transportation Services	FY 2015 Total 8 Grantees	FY 2016 Total 7 Grantees
One-Way Trips	35,204	35,440
Senior-Ride Miles	352,002	362,679
Senior-Ride Hours	35,160	36,403

The grantees provided transportation for 1,762 individual seniors during FY 2016. 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 Senior Rides Program provides an alternative transportation service that allows the participating seniors to access needed services and to remain connected to their communities.

Table 4 shows the total number of seniors transported by grantee for FY 2016. This year's total is 9.3% higher than last year, when 1,636 individual seniors were served. This program has grown almost 10% each year since the inception.

Table 3

INDIVIDUAL SENIORS SERVED BY SENIOR RIDES PROGRAM
FY 2016

Grantee	Seniors Transported
Action in Maturity	192
Comprehensive Housing	60
LifeStyles of MD	133
Neighbor Ride	443
Partners In Care	655
St. Mary's County Dept. of Aging	249
Wilson Ministry Center	30
TOTAL	**1,762**

Seniors Transported

Drivers

Among the grantees, 777 volunteer drivers participated in the Senior Rides Program's 11th 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 2016.

Table 4

SENIOR RIDES PROGRAM DRIVERS
FY 2016

Grantee	Volunteer Drivers	Paid Drivers	Total Drivers
Action in Maturity	7	3	10
Comprehensive Housing	32	4	36
LifeStyles of MD	3	5	8
Neighbor Ride	314	0	314
Partners In Care	383	0	383
St. Mary's County Dept. of Aging	24	2	26
Wilson Ministry Center	14	**0**	14
TOTAL	**777 (98%)**	**14 (2%)**	**791 (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 7

FEES FOR SENIOR TRANSPORTATION,
SENIOR RIDES PROGRAM YEAR-FY
2016

Grantee	Fee Structure
Action In Maturity	**Fees (Donation)** To access the Transportation by Request program, AIM urges the individual to be a member. The suggested donation is based on an hourly rate coinciding with the miles driven. AIM has reduced fees for medical transportation to hospitals and out-patient clinics that require multiple trips per person; for example, chem-therapy 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 paper work 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
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 $120/$300/$600/year. Members are asked to pay at the level that is most comfortable for them. This setup was determined by the member led board, who wanted to avoid prying into people's financial situations.
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 $700 - $1,000/month $.48/mile for a combined household income of less than $700/month The prices are flexible depending upon individual need and the resources available.
Grantee	Fee Structure

Neighbor Ride	As of 1/1/13, a mileage ring based cost matrix is used to determine Neighbor Ride's user fee structure. Roundtrip rides with a one-way distance from the passengers residence to the destination from 0-1.99 miles are $5, from 2-6.99 miles are $7.50, from 7-9.99 miles are $15, from 10-14.99 miles are $20, from 15-19.99 miles are $25 and from 20-35 miles are $35. All fees are charged per ride, not per person, so ride sharing is encouraged. 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.
Partners In Care	**Sliding scale based on passenger's income used to determine fees:** **Single person:** $0-$350/month = no fee $350-$700/month = $0.15 per mile $700-$1000/month = $0.30 per mile $1000 and above per month = $0.40 per mile **Couple:** $0-$400/month = no fee $400-$800/month = $0.15 per mile $800-$1100/month = $0.30 per mile $1100 and above per month = $0.40 per mile
St. Mary's County DOA	**Fees are as follows:** a. $10.00 within a 15-mile radius b. $15.00 within a 30-mile radius c. $20.00 beyond a 30-mile radius d. $50.00 to Washington, DC, Annapolis, Baltimore areas Fees are based according to the miles traveled from home to destination. No one will be refused assistance because of inability to pay.
Wilson Ministry	**Fees are as follows:** Within one zip code: $5/roundtrip Between adjacent zip codes: $6/roundtrip To other zip codes within Harford County: $7/roundtrip To other jurisdictions in Maryland or southern Pennsylvania: fee determined on a case by case basis

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 serves 42 satellite high-rise apartment housing communities, of which 17 are low-income city HUD housing. The same grantee is one of 14 Baltimore City senior centers that apply each year for Title Illb Grants of the Older Americans Act as a sub grantee to CARE (Commission on Aging and Retirement Education) services. Another grantee was voted "Best of Howard - Charity/Nonprofit" in the past several years, a very well deserved acknowledgement of the tremendous difference its volunteers are making. This positive recognition has also been invaluable in publicizing its program in the community, thereby helping to increase awareness of its senior transportation service, recruit volunteers and establish financial partnerships. Another grantee is an active member of the St. Mary's County Human Service Transportation Coordination Committee, which meets monthly to address issues, strategies, and updates amongst public and private transportation providers in the county. Another grantee entered into a partnership with Upper Shore Aging in Talbot County to establish a site from which the grantee can provide service to area residents. This same grantee has also convened an Advisory Council for Calvert County with the support of the Calvert Commission on Aging. One of the grantees partners with the faith-based community and receives assistance with outreach efforts, program referrals and volunteer drivers. Lastly, a faith- based organization works closely with the Harford County Department of Community Services, a government agency, to establish a pilot senior rides program that is now in its third year of funding.

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. All drivers for one grantee receive a first aid and spill kit, CPR face mask, and instructions on what to do in the event of an emergency. Several grantees offer American Association of Retired Persons (AARP) safe driving classes to its drivers as part of its continuing education program. Many grantees require that all volunteers carry cell phones when driving their passengers. One grantee provides cell phones for Senior Rides business and emergencies only. All of this grantee's potential volunteers are required to provide a personal reference that is contacted and asked standardized questions about the volunteer. Another grantee has arranged for its volunteer drivers to receive safe driving training and testing, which equates to three full days of training, through Loyola University. This same grantee also arranges to have one of the outreach nurses from Good Samaritan Hospital give a prep CPR class in the fall.

Summary

The 11th year of the Senior Rides Program is the ninth year that the program operated as a full-fledged, permanent program in the State. All grantees have tremendously developed and improved their programs, serving the North Baltimore City area, St. Mary's County in Southern Maryland, and Anne Arundel, Calvert, Charles, Howard, Frederick, Allegany and Talbot counties.

Senior citizens continue to express a need for affordable, on-demand, door-to-door transportation services. During FY 2016, a total of 1,762 unique seniors received transportation service, enabling them to make more than 35,435 one-way trips, to a variety of destinations. Many of the trips would likely not have been made if the Senior Rides Program did not exist. Seniors who participate in the program are grateful and passenger comments about the service are typically very positive.

The Senior Rides Program 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 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

"Senior Rides Program"
Report on Eleventh Program Year
State Fiscal Year 2016 Supplementation Information Provided by Grantees
on Public-Private Cooperation and Risk Management

ACTION IN MATURITY

Cooperative Efforts

Action In Maturity (AIM) has developed partnerships with Govans Ecumenical Development Corporation (GEDCO) and Stadium Place, Baltimore City Housing Authority (BAHC), Baltimore City Health Department (BCHD), BCHD Division of Aging, Keswick Multi-Care, Comprehensive Housing Assistance, Inc. (CHAI), Catholic Charities, Bon Secour Senior Living Apartments, MedStar Good Samaritan and Union Memorial Hospitals, University of Maryland Health System and School of Pharmacy, Belair-Edison Neighborhood Association Senior Club, Civic Works – City For All Ages, Coldstream-Homestead-Montebello Community Corporation (CHUM), Rita Church Golden Age Club, Matthew-Henson Neighborhood Association, Sinai Lifebridge Hospital, Johns Hopkins University and Hospital, College of Notre Dame, Loyola University, and our members residing in senior apartment buildings and individual residences. We serve 52 satellite high-rise apartment housing communities, of which 36 are low-income city HUD housing. Collaborating with the buildings' Tenant Councils, has expanded AIM's reach, giving hundreds of seniors and people with disabilities access to transportation.

Action In Maturity is one of the 14 Baltimore city senior centers and applies each year for Title IIIb Grant of the Older Americans Act as a sub grantee to the BCHD Division on Aging, CARE Services. AIM is a senior center 'without walls' because its transportation program can bring programs and services directly to the seniors. The Executive Director, Elizabeth Briscoe, is president of Baltimore City Senior Centers Directors' Council which provides a venue for fellow colleagues to share ideas and resources. AIM offers transportation to many of these senior centers to enhance their program offerings.

Through these partnerships, AIM provided transportation and social support services to 3,483 older adults and another 274 people with disabilities in FY16. They were able to access nutritious food, affordable prescriptions, shopping, doctors and health-related appointments, other personal appointments, banking, classes, luncheons and other social activities. The majority of our AIM's population (87%) served are below the poverty level and 79% are minority of which 89% of them are below the poverty line. Our transportation services provide a critical service to those with the greatest social needs.

AIM partners with Maryland Food Bank directly delivering fresh produce and non-perishable food monthly. AIM also has a volunteer-run, Bread of Life Ministries, distributing bread and bakery goods weekly. AIM continues a volunteer-run Pet Pantry project, delivering pet food to low-income seniors with pets. Also, AIM distributed 1,020 Farmers' Market coupons directly to the senior high-rise buildings worth $30. These 'blessings' assist seniors on a fixed income and provide some financial relief.

AIM is very grateful for the support and cooperation given by the Maryland Senior Rides Program without which AIM would not be able to operate the 'transportation by request' service. Personal stories and pictures are available if needed. Enclosed is one of our yearly Needs Assessment surveys.

Risk Management

Prior to hiring and committing to both paid and volunteer drivers and, with their permission, we obtain their driving records from the MVA and check these carefully. AIM also contracts the State Department, CJIS Central Repository, for criminal background history for our paid drivers. AIM has also established an account with Concentra Labs to perform periodic drug screenings and DOT physicals.

Whenever possible, we use only drivers who are well known to management, staff, or members of our Board of Directors.

Collins Downing, Director of Transportation at Towson University, serves on the Action In Maturity Board of Directors. He assists the Executive Director with DOT compliancy and regulations. This year, the drivers took the safety driving course offered through MTA by Mosaic. In addition, AIM arranged with the Keswick adult Day nurse to give a First Aid training to the staff. Later, Robert Poole, RN gave CPR training to both AIM and Keswick Adult Day staff. Loyola University has graciously offered their transportation facility center free to park AIM's vehicles in a safe, secure area.

The buses and vehicles (mostly it is a 2011 Ford Taurus used for our 'transportation by request' program) are serviced on a regular basis and are inspected before and after use with a daily check list provided for that purpose. AIM contracts with Mid-Atlantic Mobility for quarterly maintenance service for the cars & buses. They are available for any emergency service needed. Accurate maintenance records are kept with all AIM's vehicle and undergo DOT (Department of Transportation) Inspections. AIM follows the MD DOT regulations and protocol.

In FY16, Cincinnati Insurance Company insures all our vehicles, drivers, and for liability coverage. AIM also, has 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 uses Consolidated Insurance Company, Inc. as its agent. Mr. Brian Villari is a specialist in risk management and continues to assess and evaluate AIM's transportation risks. He advises the Executive Director on safe practices, avoiding potential risks, and HR issues. He is also on AIM's Board of Directors. AIM just purchased a GPS system through Verizon Netfleet to track the vehicles, maintenance, and driver error. Also, AIM is contracting with Simpli-Transport Trapeze transportation software to assist with mobility management and reporting.

Because AIM offers such personal transportation service (one on one), our risk remains low. The average age of a rider AIM serves is 78 years old; therefore, AIM is accommodating the frailer old-old cohort demographic. Most of the riders have given up their license to drive or have never driven so they and their families are extremely appreciative of AIM's reliable, safe transportation. For many, AIM is their link to the community.

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 MTA grantee, Action in Maturity, to share ideas for improvement and see if any systems of collaboration could be established. 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: provides regional transportation planning, coordination, and commuter assistance; coordinates the Rural Transportation Coordinating Committee; also provide participant referrals;
- Faith-based community: assist with outreach efforts, providing program referrals, and recruitment of volunteer drivers; and,
- Community and Business Representatives: these partners represent a cross-section of the community.

Tri-County Council for Southern Maryland's Transportation Department provided technical assistance, training and assist with marketing and outreach on an as-needed basis. We are also part of the Rural Transit Coordinating Committee that meets quarterly with all Locally Operated Transit Systems (LOTS), human services transportation providers, and for-profit transportation companies to discuss opportunities and challenges within the Southern Maryland region. We have also worked

with the Southern Maryland JobSource program through TCCSMD to host driver recruitment events for volunteer and paid drivers.

Staff participated in the organization's three-year strategic plan process to discuss more innovative ways to expand our services. Benchmarks and timelines were created to assist with both fundraising and program development to expand services throughout the Washington, DC metropolitan region. We leveraged the Senior Rides grant by receiving funding from the Metropolitan Washington to provide transportation for seniors, the elderly, and disabled to get to medical and employment-related activities throughout the expanded area, primarily utilizing volunteer drivers. This expanded program is aligned with the Southern Maryland Transportation Plan.

We also appreciate the partnership with Maryland Transit Administration. Because you have seen the value of the transportation services provided over the years, *LifeStyles* has been awarded funding through the Section 5310 grant to purchase another 14-passenger vehicle with wheelchair accessibility. The small bus received this year has broadened the organization's capacity to serve non-ambulatory residents. Drivers have been trained to do proper wheelchair securement. In addition, trips have been coordinated to allow for "trip-chaining" opportunities, especially for those that need access to grocery shopping.

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

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

We had the opportunity to share the success of this program along with others that we administer with Governor Hogan when he visited our office last year. We have also presented to agencies and organizations that serve the senior population regarding the program, providing outreach materials to be distributed to eligible participants. Such organizations include:

- Charles County's Area Council on Aging
- Charles County Department of Community Services
- Charles County Department of Social Services
- Charles County Homeless and Emergency Shelter Committee
- Charles County Providers Council
- Charles County Public Library
- Governor's Commission on Service and Volunteerism
- Handicapped and Retarded Citizens

- Kent Avenue Partnership
- La Plata Rotary Club
- Partnership for a Healthier Charles County
- Vision 2020 Committee
- Waldorf Kiwanis Club
- Multiple presentations to local churches and faith-based assemblies
- Multiple presentations to senior housing complexes and community centers

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

Information regarding the program is also provided through the Maryland Community Services Locator website that allows residents to research community-based programs that are available.

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 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, Wal-Mart, 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 formally joined the Howard County Local Health Improvement Coalition (LHIC) – Healthy Aging workgroup. Neighbor Ride also participated in the inaugural meeting of the CAREAPP initiative being led by the Howard County Health Department and also submitted to participate as a CBO for the pilot phase. Neighbor Ride also a member of the steering committee for this effort.

While a decision was ultimately made not to submit a request (consortium required) for funding from the FTA Rides to Wellness program, Neighbor Ride worked with the MTA and numerous agencies, non-profits from across the state (similar to NR), and healthcare providers to evaluate the funding opportunity. Additionally, Neighbor Ride was contacted by two organizations (one from Chicago area and the other from New Jersey) to provide consultation and share information on establishing volunteer based transportation services.

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

Driver Qualifications: Volunteer drivers must meet the following criteria:

- Be at least twenty-one years of age
- Possess a valid driver's license
- Have three years of recent driving experience
- Willing to consent to a criminal background check
- Willing to consent to a driving history check (no more than 3 points)
- Willing to provide personal references
- Able to provide evidence of personal automobile liability insurance on the vehicle(s) to be used when driving as a Neighbor Ride volunteer
- Willing and able to maintain his/her vehicle(s) in safe driving condition. This includes ensuring that seatbelts are in working order
- Able to demonstrate an understanding of seniors and their potential limitations
- Willing to maintain the confidentiality of passenger information
- Available to commit to 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 Car Fit program (discussed above in Question 7)

In an effort to protect its drivers from potential liability issues, Neighbor Ride's policies strictly

prohibit volunteers from entering the personal residences of its passengers or individuals the passengers visit. This policy is highlighted at all volunteer orientation sessions. Neighbor Ride also requires all passengers to sign a Waiver of Liability. Signed waivers are kept in passengers' files in the Neighbor Ride office and scanned for secure backup.

Neighbor Ride requires all volunteers to carry cell phones when driving its passengers. Passengers' safety is addressed by the conducting of criminal background and driving record checks on all volunteer drivers before they can begin providing services for Neighbor Ride. Copies of current auto insurance coverage and Maryland driver's licenses are maintained in each driver's secure Neighbor Ride file. Because ride coordinators have access to passengers' personal information, criminal background checks are also performed on them before they begin volunteering for Neighbor Ride. All potential volunteers are required to provide a personal reference who is contacted and asked standardized questions about the volunteer applicant.

Neighbor Ride's enrollment policy includes emergency contact information for all clients. This information is maintained in the passenger's record. It is included for reference with the ride details provided to drivers in the event of medical emergency or any other reason where it would be needed.

Also, monthly newsletters sent to all volunteers may include safety reminders, driving tips, policy updates and information to support their volunteer activities.

Vehicles Used: Neighbor Ride's drivers use their personal vehicles to provide transportation for seniors.

Vehicle Safety: As part of the application process, volunteer drivers provide information on the year and make of the vehicle(s) to be used in their service to Neighbor Ride. Further, volunteer drivers agree in writing to maintain their vehicles in safe driving condition. This includes ensuring that seatbelts are in working order and used by passengers transported for Neighbor Ride.

Liability Coverage: Each driver's personal automobile insurance policy provides primary liability coverage. In addition, Neighbor Ride currently carries general liability coverage for its volunteers. The policy includes the following coverage:

$2,000,000	General Aggregate
$2,000,000	Products – Completed Operations Aggregate
$1,000,000	Personal and Advertising Injury
$1,000,000	Each Occurrence
$ 100,000	Damage to Premises Rented
$ 10,000	Medical Expense
$1,000,000	Directors & Officers

PARTNERS IN CARE

We work closely with the Department of Aging agencies at each of our sites, and our program has become one of the first on the MAP resource referral list for transportation. For 23 years, we have

been a close community partner with the Anne Arundel County Department of Aging and Disabilities. As an example, we have hosted one of the department's outreach coordinators once a week at our office for her to bring the community in for resource referral. In fact, during the time when county grants were being cut, we continued conversation about support for the niche services that we provide and have been put into the DoAD budget to receive grant funds to make up for the loss of the County Executive grant program. Our site coordinators in Anne Arundel County and Calvert County sit on the local Commissions for Aging. Our offices in Calvert County and Talbot County have been donated by the local area agencies on aging and in those spaces we have very close contact with MAP representatives. We also interact with the Senior Provider Group in Anne Arundel and the Elder Services Provider Council in Frederick to ensure that we are networked with other providers, both for-profit and nonprofit.

Chang. He asked if we had any issues that he could help with and we asked him to put in a bill, similar to 6 other states which would specifically protect volunteer drivers as a class against insurance rate increases and show support for volunteerism, particularly those very much needed volunteer drivers. The CEO was able to make suggestions for language based on information from the broader transportation network and she and Delegate Chang attended and testified at the subsequent hearings. HB 501 was passed this session and is now Maryland Law which will take effect October 1. The text of the bill is on the next page.

AN ACT concerning Motor Vehicle Insurance – Volunteer Drivers FOR the purpose of prohibiting certain insurers that issue, sell, or deliver policies of motor vehicle liability insurance in the State from canceling the policy of a named insured or refusing to issue a policy to a certain applicant solely because the named insured or applicant is a volunteer driver; prohibiting certain insurers from imposing a certain charge or rate increase solely because a certain driver under the policy is a volunteer driver; providing that this Act does not prohibit certain insurers from canceling, refusing to renew, or imposing certain charges or rate increases on a policy under certain circumstances; defining "volunteer driver"; providing for the application of this Act; and generally relating to motor vehicle liability insurance.

BY adding to Article – Insurance Section 19–518 Annotated Code of Maryland (2011 Replacement Volume and 2015 Supplement) SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND, That the Laws of Maryland read as follows: Article – Insurance 19–518. (A) IN THIS SECTION, "VOLUNTEER DRIVER" MEANS AN INDIVIDUAL WHO PROVIDES DRIVING SERVICES, INCLUDING TRANSPORTATION OF INDIVIDUALS OR GOODS, WITHOUT COMPENSATION OTHER THAN FOR EXPENSES TO: (1) A CHARITABLE ORGANIZATION, AS DEFINED IN § 6–101 OF THE BUSINESS REGULATION ARTICLE, IN THE STATE; OR (2) A NOT–FOR–PROFIT ORGANIZATION IN THE STATE THAT IS EXEMPT FROM TAXATION UNDER § 501(C)(3), (4), OR (6) OF THE INTERNAL REVENUE CODE IN THE STATE. **(B) AN INSURER THAT ISSUES, SELLS, OR DELIVERS A MOTOR VEHICLE LIABILITY INSURANCE POLICY IN THE STATE MAY NOT: Ch. 488 2016 LAWS OF MARYLAND – 2 – (1) CANCEL THE POLICY OF A NAMED INSURED OR REFUSE TO ISSUE THE POLICY TO AN APPLICANT SOLELY BECAUSE THE NAMED INSURED OR APPLICANT IS A VOLUNTEER DRIVER; OR (2) IMPOSE A SURCHARGE ON OR OTHERWISE INCREASE THE RATE FOR THE POLICY SOLELY BECAUSE … SECTION 2. AND BE IT FURTHER ENACTED, That this**

Act shall be construed to apply to every policy of motor vehicle liability insurance issued, sold, delivered, or renewed in the State on or after January 1, 2017. SECTION 3. AND BE IT FURTHER ENACTED, That this Act shall take effect October 1, 2016. Approved by the Governor, May 10, 2016.

ST. MARY'S COUNTY DEPARTMENT OF AGING

Cooperative Efforts

Senior Rides continues to encourage riders to utilize the local STS bus service, Health Department medical transportation, or Health Enterprise Zone bus, when feasible. Riders are asked during the initial application if they utilize these other transportation resources. If the rider has not yet registered with either of these public options they are provided with information and an application to apply. Riders are once again reminded to use these other options when they receive their Senior Rides welcome packet. The Senior Rides dispatcher also maintains a spreadsheet of all riders, which indicates if the rider is registered with either public service. Riders who request rides through Senior Rides on days they can utilize the STS or Health Department are encouraged to check the availability of those services before booking a ride through Senior Rides. The Senior Rides dispatcher may also assist the rider with making these arrangements. Riders who are unable to receive service through public options are provided with contact information for private transportation providers.

St. Mary's Department of Aging & Human Services is an active member of the St. Mary's County Human Service Transportation Coordination Committee, which meets quarterly to address issues, strategies, and updates amongst public and private transportation providers in the county. In March 2010 the Board of County Commissioners signed a Memorandum of Understanding for the Human Service Transportation Coordination Plan; thereby, putting into effect an official agreement amongst public and private stakeholders to effectively coordinates service amongst entities.

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

Risk Management

Since the inception of the Senior Rides Program all drivers are required to participate in the AARP Safe Driver Program. As an added measure, drivers are also offered the opportunity to receive CPR and First Aid training; however this training is not a requirement. Each driver is equipped with a first aid and spill kit, CPR face mask, and instructions on what to do in the event of an emergency. For those drivers who do not have a personal cell phone, they are provided one through the program to use for Senior Rides business and emergencies. The Senior Rides Coordinator is also assigned a cell phone which the drivers are encouraged to contact in the event of an afterhours emergency.

WILSON MINISTRY CENTER - THE VESTRY OF DEER CREEK PARISH

Cooperative Efforts

GTRS works with several government agencies and businesses in the community, including the Harford County Department of Community Services, Upper Chesapeake Medical Center, Harford Transit (passenger referrals and pr), local Office on Aging, Cecil/Harford Retired and Senior Volunteer Program, and Mason Dixon Community Services. We have a strong working relationship with the Highland Senior Center and offer many of their members transportation when needed. In addition, we participate in the Harford County non-profit advisory group, Harford Round Table and GAIN so we can be aware of the resources available to our elderly population, and reach out to other non-profits that could benefit our services. We also attend local community events to recruit potential volunteers and passengers.

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.

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 volunteers also do not take any passengers that have had anesthesia and those that are in a wheel chair.