



**Maryland Department of Transportation**  
The Secretary's Office

**Martin O'Malley**  
Governor

**Anthony G. Brown**  
Lt. Governor

**James T. Smith, Jr.**  
Secretary

September 20, 2013

The Honorable Martin O'Malley  
Governor of Maryland  
State House  
Annapolis MD 21401-1991

Dear Governor O'Malley:

The State Coordinating Committee for Human Services Transportation ("the Committee") was established by Executive Order in 1997. The Governor's Executive Order 01.01.2010.10 expanded the membership and added a requirement for the Committee to provide an update to the Governor's Office on the Committee's progress annually. Specifically, the Executive Order directs that the Committee:

1. *Examine the transportation needs of citizens who are elderly, who have disabilities, and individuals requiring transportation to access jobs, medical and health appointments, senior citizens programs and other programs requiring the transportation of individuals who qualify as transportation disadvantaged;*
2. *Coordinates Maryland efforts to provide quality human services transportation services by working with appropriate federal, State and local agencies, transit customers and transportation providers to develop a cooperative, coordinated human services transportation system;*
3. *Devise a five-year human services transportation plan, which sets goals and objectives to help transportation disadvantaged citizens access jobs, education and training programs, healthcare services and other activities by providing cost-effective, affordable, high capacity, high quality, easily understood, safe and accessible transportation; and*
4. *Serve as the clearinghouse for human services transportation coordination issues throughout the State of Maryland, identify and facilitate a resolution to local and statewide issues regarding human services transportation, participate in the identification of possible allocations of human services transportation resources during emergency evacuations, evaluate cost-savings measures, investigate the need for the establishment of standards for vehicles and drivers within the human services transportation program, and examine other appropriate areas that facilitate the development of a quality human services transportation system in Maryland.*

Since the submission of our August 2012 report, the Committee has met nine times as a full committee and various other meetings have taken place on the ongoing special projects outlined below. The Committee holds regularly scheduled meetings every third Wednesday of the month at the Maryland Department of Transportation (MDOT) headquarters with representation from the following agencies: Washington Metropolitan Area Transit Authority (WMATA), Maryland Transit Administration, Maryland Transportation Authority, Maryland Department of Disabilities, Maryland

Department of Aging, Maryland Department of Health and Mental Hygiene, Maryland State Department of Education, Maryland Department of Human Resources, Maryland Department of Planning, Maryland Department of Veterans Affairs, Maryland Department of Labor, Licensing, and Regulation, Maryland Developmental Disabilities Council, and the Governor's Office of the Deaf and Hard of Hearing.

***Uniform Application for Paratransit Certification***

In an effort to improve communication and better coordinate the various human services transportation initiatives underway throughout Maryland, the Committee continued its work examining the issue of streamlining the paratransit application process and the concept of certification reciprocity by partnering with representatives of a number of the Locally Owned Transit Systems (LOTS). This has been an ongoing focus of the Committee and has sparked numerous additional opportunities for coordination and communication with the local transit operators and service providers. Specifically, a working group consisting of representatives from MTA Mobility and ADA service providers from five jurisdictions within the Baltimore metropolitan region developed a uniform document that each agency will use as the application for paratransit eligibility certification. This uniform application will be administered and monitored as part of a continuing pilot project. Participating jurisdictions currently include Carroll County, Harford County, Central Maryland Regional Transit (CMRT) that represents Howard County and the Connect-A-ride Routes, Baltimore County, and the City of Annapolis. This group will also provide reciprocity by recognizing MTA's Mobility ID card as certification. Looking ahead, the Committee will continue to monitor the pilot project's success in the Baltimore region and explore other jurisdictions where it would be beneficial and feasible to implement a similar uniform paratransit certification application.

***Regional Coordination of Specialized Transportation Study***

The Committee as a whole maintained oversight of the Regional Coordination of Specialized Transportation Study, sponsored by WMATA, MDOT, and Metropolitan Washington Council of Government (COG). MDOT, WMATA, and COG sponsored this study with the primary objective of developing an action plan for an alternative specialized transportation service model for suburban Maryland that would use resources more cost effectively while better meeting agency transportation needs. The information and recommendations in the report, however, are applicable to meeting these same goals in the District of Columbia and Virginia.

The study's overarching objectives included:

- To examine coordination and alternative service delivery models to provide more cost effective and responsive specialized transportation; and
- To outline the actions needed to implement a pilot project in Suburban Maryland (Prince Georges or Montgomery Counties) that would use transportation and human resources more efficiently.

The study involved three major tasks, with active participation of the study's Project Management Team, including:

- A review of specialized transportation services in the region and assessment of funding for those services, including interviews with selected human service agencies;
- Research on existing human service agency transportation coordination and alternative service delivery models and assessment of their applicability for Suburban Maryland; and
- Development of a preferred model and action plan for the model as a pilot for alternative service in Suburban Maryland.

As concluded in the study's final report, essential to the development of an effective and actionable plan is input from the human service agencies whose clients require specialized transportation. That essential information was obtained through exhaustive interviews with human service agencies and through participation by the Committee and the COG Access for All Committee. The final report's findings and recommendations are available upon request.

#### ***Coordinated Alternative to Paratransit Services (CAPS) Pilot Project***

Over the past year, the Committee has been briefed regularly on the development of the CAPS pilot project and anticipates a more involved role in the project's implementation and development in the near future. CAPS is a partnership between MDOT and WMATA to improve specialized transportation service for individuals with disabilities through an innovative funding approach.

Under the pilot program, a small group of clients who currently use WMATA's MetroAccess paratransit service will have the opportunity to participate in a more personalized and efficient service between their homes and human service provider (HSA). Over a six month test period, this program is expected to demonstrate improved quality and reduced costs for specialized transportation service while laying the groundwork for alternative models of service delivery.

The CAPS model is built around the idea that some individuals can receive service that better suits their needs if it is offered directly through a HSA. CAPS offers an opportunity for an alternative model in which an HSA receives funding and contracts with a transportation provider directly to serve a group of its clients who would otherwise use MetroAccess. Compared to MetroAccess, this alternative service can be more efficient, better suited to any specialized needs, and more cost-effective.

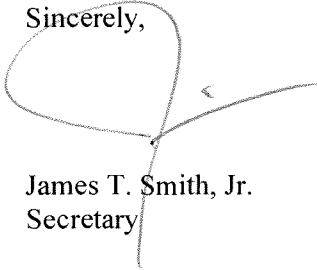
#### ***Looking Ahead***

The Committee will continue to work on the initiatives outlined above as well as new projects for the year ahead. Specifically, the Committee will begin working on the agenda and logistics to host a regional Summit later this year, which will highlight the various efforts taking place throughout Maryland that strive to better meet the needs of the transportation disadvantaged. The Summit will provide an important opportunity to assemble key stakeholders of human services transportation to examine collective resources and opportunities for greater partnership and increased coordination.

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If you have any further questions or concerns regarding the work of the Committee, please feel free to contact Mr. Wilson H. Parran, MDOT Deputy Secretary for Administration and Operations, at 410-865-1006. Of course, please feel free to contact me directly.

Sincerely,

A handwritten signature in black ink, appearing to read "James T. Smith, Jr.", with a large, stylized initial "J" and a horizontal line extending to the right.

James T. Smith, Jr.  
Secretary

cc: Mr. Wilson H. Parran, Deputy Secretary for Administration and Operations,  
Maryland Department of Transportation  
Members of the State Coordinating Committee for Human Services Transportation