



Maryland Department of Transportation
The Secretary's Office

Martin O'Malley
Governor

Anthony G. Brown
Lt. Governor

James T. Smith, Jr.
Secretary

September 2, 2014

The Honorable Martin O'Malley
Governor
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 (EO) 01.01.1997.06 in 1997. In 2010, EO 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 Committee is directed to:

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. *Coordinate Maryland's 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 the Committee's September 2013 update, the group met four times as a full committee and various other meetings to discuss ongoing special projects outlined below. In January 2014, the Maryland Transit Administration (MTA) was appointed by the Maryland Department of Transportation (MDOT) as the Committee's lead agency. Ms. Beth Kreider, MTA Office of Local Transit Support (OLTS) Director, was appointed chairperson and will staff the committee. At this time, the Committee plans to hold meetings quarterly and/or on an as needed basis when circumstances dictate.

In compliance with the EO, the following agencies provide representatives as Committee members: Washington Metropolitan Area Transit Authority; 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.

In the past year, the Committee undertook the following activities:

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 completed an examination of streamlining the paratransit application process and the concept of certification reciprocity by creating a working group with representatives of a number of the Locally Operated Transit Systems (LOTS). This is an ongoing Committee focus, sparking numerous additional opportunities for coordination and communication with the local transit operators and service providers. The Committee will continue to monitor the success in the Baltimore region and explore other jurisdictions where it would be beneficial and feasible to implement a similar uniform paratransit certification application.

The working group consisted of representatives from MTA Mobility and federally mandated Americans with Disabilities Act (ADA) service providers from five jurisdictions within the Baltimore metropolitan region. The end product is a uniform document that each agency will use as the application for paratransit eligibility certification. Participating jurisdictions currently include Carroll County, Harford County, Howard County and the Connect-A-Ride routes, Baltimore County, and the City of Annapolis. The working group will also provide reciprocity by recognizing MTA's Mobility ID card as certification. The application will be available to customers by the end of calendar year 2014.

This initiative strives to improve the ability for riders to more seamlessly cross jurisdictional boundaries. It will reduce the financial impact of having to have their physician complete multiple applications.

Coordinated Alternative to Paratransit Services (CAPS) Pilot Projects

- CAPS is a partnership between the MDOT, Washington Metropolitan Area Transit Authority (WMATA), and MTA to improve specialized transportation service for individuals with disabilities through an innovative funding approach. Every dollar saved through a CAPS trip could be reinvested in serving the larger MetroAccess community through fixed rail and traditional MetroAccess paratransit services. MDOT works with WMATA, MTA, the Maryland Washington Council of Governments (COG), and local government representatives to identify potential human service agencies (HSA) willing to participate in a small series of pilot programs that will continue throughout FY 2015 to explore appropriate uses of this grant funding, develop an implementation plan for HSAs, and test performance measures to report the outcomes to various groups and governmental oversight bodies.

In FY 2014, MDOT's first CAPS pilot was established on October 21, 2013 and continues to December 31, 2014. This small pilot began with 45 participants required to be MetroAccess eligible and using MetroAccess at the time the pilot began. To date, the average CAPS trip cost approximately \$32 per trip, with \$27 per trip being reimbursed by MDOT directly to the HSA. MDOT estimates an approximate cost avoidance savings to the State of Maryland of \$166,567 during the first 26 weeks. More will be known upon the pilot's completion at the end of this calendar year.

In addition, preliminary qualitative data indicates high satisfaction with the service provided. MDOT is developing FY 2015 further small feasibility pilots with different transportation delivery options. These additional pilots will seek to answer questions about the ability to replicate results, reporting methodology, and performance measures for various pilot models. This information will be invaluable in determining the feasibility of a CAPS competitive grant program in the future.

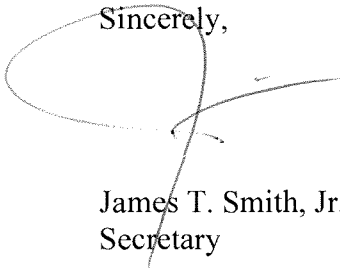
Looking Ahead

The Committee will continue to work on the initiatives outlined above as well as new projects for the year ahead. Ms. Kreider will convene series of meetings through the end of the year to refocus the group's efforts including roles and responsibilities, a review of the transportation needs assessments, and goals and objectives for the next five years.

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If you have any further questions or concerns regarding the work of the Committee, please feel free to contact Ms. Beth Kreider, Committee Chair and MTA Director of Local Transit Support, at 410-767-3433. You may also contact Mr. Robert L. Smith, MTA Administrator, at 410-767-3943. Of course, please feel free to contact me directly.

Sincerely,

A handwritten signature in black ink, appearing to read "James T. Smith, Jr.", written over a large, light-colored oval scribble.

James T. Smith, Jr.
Secretary

cc: Ms. Beth Kreider, Committee Chair and Director, Office of Local Transit Support, MTA
Mr. Robert L. Smith, Administrator, MTA
Members of the State Coordinating Committee for Human Services Transportation