



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

**Larry Hogan**  
Governor

**Boyd K. Rutherford**  
Lt. Governor

**Pete K. Rahn**  
Secretary

August 26, 2016

The Honorable Larry Hogan  
Governor of Maryland  
State House  
Annapolis MD 21401-1991

Dear Governor Hogan:

The State Coordinating Committee for Human Services Transportation (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 annual update to the Governor's Office on the Committee's progress. 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. *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 submitting the Committee's September 2015 update, the group met two times as a full committee and various other meetings have taken place on the ongoing special projects in the attached document.

My telephone number is 410-865-1000  
Toll Free Number 1-888-713-1414 TTY Users Call Via MD Relay  
7201 Corporate Center Drive, Hanover, Maryland 21076

The Honorable Larry Hogan  
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If you have any further questions or concerns regarding the work of the Committee, please contact Ms. Elizabeth Kreider, MTA Office of Local Transit Support Director, at 410-767-3433 or [ekreider@mta.maryland.gov](mailto:ekreider@mta.maryland.gov). Of course, you may always contact me directly.

Sincerely,

A handwritten signature in black ink, appearing to read "Pete K. Rahn". The signature is fluid and cursive, with the first name "Pete" being the most prominent.

Pete K. Rahn  
Secretary

cc: Paul W. Comfort, Esquire, Administrator and CEO, MTA  
Ms. Beth Kreider, Director, Office of Local Transit Support, MTA  
Members of the State Coordinating Committee for Human Services Transportation

A Report to the Governor

regarding

The State Coordinating Committee for  
Human Services Transportation

The Maryland Department of Transportation

September 2016

## Introduction

This report was prepared in response an Executive Order established in 1997 that states the Committee shall provide an annual report to the Governor by September 1st of each year outlining its progress. 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. *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.*

Members of the Committee consist of requested representation from the following agencies per the Executive Order: Washington Metropolitan Area Transit Authority (WMATA), Maryland Transit Administration (MTA), Maryland Transportation Authority (MDTA), Maryland Department of Disabilities, Maryland Department of 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.

## **Committee Business**

### **Human Service Providers (HSP) Grant Funding**

- A sub-committee was created in January 2015. This sub-committee plays a significant role in the determination of funding received through the Federal Transit Administration's (FTA) Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) for the private non-profit corporations that provide human services transportation.
- The sub-committee recommended and MTA awarded approximately \$4.6 million in Section 5310 Program funding to 42 private non-profit organizations/Human Services Providers (HSP) in the State of Maryland. A Special Grant Solicitation also awarded remaining federal funds in the amount of \$2.6 million. The Special Solicitation was open to all current FY 2016/2017 grantees only.
- The MTA Senior Rides Program (SRP) awarded \$182,000 to eight (8) private non-profit HSP organizations for FY 2017.
- The awards are determined on a competitive scoring basis for both of these programs.

### **Transportation Association of Maryland (TAM)**

- The Transportation Association of Maryland, Inc. (TAM) is a statewide professional association that is dedicated to improving mobility for all Maryland citizens. TAM is a viable and effective advocate for its members and provides professional development, training, and forums for the pursuit of excellence in public transportation by public, private, and specialized transportation providers. One of TAM's goals this year is to increase their HSP membership.
- The MTA will be providing a mandatory training session (at no cost) for all providers receiving Section 5310 funding thru the MTA during the annual TAM Expo being held in Ocean City in September 2016. A 5310 Manual will be introduced for the first time to provide guidance to existing and new grantees on how to manage State and federal funds they receive from the MTA. Any HSP not currently a member of TAM is being invited to attend the welcome reception on Monday night and the vendor expo on Tuesday as a TAM guest to experience the many benefits of a TAM membership.
- The Committee supports these outreach activities of TAM in an effort to help develop additional opportunities in 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.

### **Looking Ahead:**

A major task will be undertaken beginning September 2016. The MTA acquired the services of the KFH Group to update the Committee's Five-Year Human Services Transportation Plan. The Committee is charged to "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."

### **Update Inventory of Maryland Human Service Transportation Programs and Services**

This task will update the previous inventory and identify current State resources invested in human services transportation, broadly defined as a range of services designed to meet the needs of populations who require transportation options beyond a personal automobile (particularly older adults, people with disabilities, and people with lower incomes). The updated information and data can then be used to consider State policies that further encourage the most effective use of human service transportation resources. The update will involve both "top-down" and "bottom-up" approaches to more accurately capture current funding levels. This information and data will primarily be obtained through in-person interviews with appropriate State agency staff and subsequent follow-up. A survey form will be developed and distributed electronically to human services agencies across the State to obtain an inventory of Transportation services and resources at the local level. Appropriate follow-up efforts will be used to obtain information.

Data and information from these efforts will be incorporated into a draft report for review by the MTA and the Committee. After review, the draft report will be updated and a final version produced, and used appropriately as part of the Five-Year Plan update.

### **Compile Information and Data from Regional Coordinated Transportation Plans and Other Relevant Plans and Studies**

This task will involve the review of recent plans and studies, and the compiling of appropriate information and data for inclusion in the updated Five-Year Plan. Particular focus will be on the five regional Coordinated Public Transit-Human Services Transportation Plans recently updated by the MTA that included input from a variety of local and regional stakeholders.

In addition to the regional Coordinated Transportation Plan, other plans and studies will be reviewed to obtain information or data useful for the Five-Year Plan update, or to gather possible promising practices that could be considered when developing options or recommendations as part of the update.

### **Identify Future Opportunities and Determine Recommendations for Inclusion in Plan**

Based on the information and data obtained through previous tasks, future opportunities will be developed and provided to the MTA and the Committee for consideration. After receiving input from the MTA and the Committee on these opportunities specific recommendations will be developed for additional review. After gaining consensus from the MTA and the Committee approved recommendations will be included in the draft Five-Year Plan.

### **Produce Draft Five-Year Plan and Make Appropriate Presentations**

The work from the previous tasks will be consolidated into a draft Five-Year Plan for review by the Committee. In addition, and in consultation with the Committee, the draft plan will be presented to appropriate decision-makers and groups. The objective of these presentations is to obtain buy-in and policy adoption. This will be an important junction in the update of the Five-Year Plan, as the Committee will need to determine the level within State government at which the plans will be reviewed and adopted.