

Senior Rides Program
(SB 294/Ch. 112(2), 2004 and HB 626/Ch. 113(2), 2004)

Maryland Department of Transportation
Maryland Transit Administration

May 2026

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 law establishing the SRDP specified that the program would take effect on July 1, 2005, at the start 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.

To be eligible for an 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 nineteen (19) years (the first year, FY2006 was the demonstration program):

Table 1

SENIOR RIDES PROGRAM ANNUAL APPROPRIATIONS

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	\$ 187,487
FY 2015	\$ 187,118
FY 2016	\$ 187,030

FY 2017	\$ 187,091
FY 2018	\$ 187,091
FY 2019	\$ 187,091
FY 2020	\$ 187,091
FY 2021	\$ 187,091
FY 2022	\$ 187,091
FY 2023	\$ 187,091
FY 2024	\$ 237,091
FY 2025	\$ 237,091

Process for the Senior Ride Program (SRP)

During the first program year, a process was established for SRP 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 2025 SRP was conducted according to the following timeline:

- **February 2024:**

SRP program outreach began.

An announcement letter to apply for funding was mailed to:

- o government agencies,
- o "Section 5310" mailing list that consists of non-profit entities, faith- based agencies,
- o Area Agency on Aging list, and
- o Retired Senior volunteer programs.

- **March 3, 2024:**

MTA presented a webinar on the FY 2024 Senior Rides Grant Application Process.

- **January/February 2024:**

MTA received questions and provided answers regarding the program.

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.

- **April 22, 2024:**

Applications were due to MTA via the MTA ProjectWise system or via email to the program manager.

- **April/May 2024:**

Application Review Committee Meeting took place.

Recommendations for grant awards were submitted to MDOT and the State Coordinating Committee for Human Services Transportation (SCCHST). There was a total of eleven (11) applications submitted. Nine applications were approved for funding.

- **June 2024:**

Notification of awards for FY 2024 was made to eleven (11) agencies whose applications were approved.

- **July 2024:**

Grant funds for FY 2025 were disbursed.

FY 2025 Grant Awards

Eleven (11) applications were submitted requesting a total amount of \$423,056 in grants for existing or new senior transportation service programs. Based on the established scoring criteria and evaluation, the committee recommended that nine (9) of the projects receive funding. MTA was pleased to be able to award the full \$237,091 in grant funding, ensuring that all eligible applicants received support for their senior transportation programs. Each year, the demand for senior transportation programs increases and with that the demand for increased funding rises as well. Additional funding would mean more programming for the highest growing population sector in the state.

The awardees are as follows:

- Action in Maturity, Inc. – Agency award: \$22,500 [Requested \$30,000]
- Caring Carroll, Inc. - \$20,000 [Requested \$20,000]
- Chesapeake Care Resources – Agency Award: Agency did not receive funding [Requested \$15,000]
- Comprehensive Housing Assistance, Inc. – Agency award: \$9,500 [Requested \$20,250]
- Lifestyles of Maryland Foundation – Agency award: \$23,191 [Requested \$39,937]
- Neighbor Ride, Inc. – Agency award: \$33,640 [Requested \$50,000]¹

- Partners In Care² – Agency award: \$65,500 [Requested \$150,000]
- Safe Ride – Agency Award: Agency did not receive funding [Requested: \$37,500]
- St. Mary's County Dept. of Aging – Agency award: \$14,000 [Requested \$23,994]
- Wilson Ministry Center (Getting Their Ride Share) – Agency award: \$21,000 [Requested \$21,000]
- Worcester Commission on Aging (WorCOA) – Agency award: \$11,400 [Requested \$15,375]

The program grants were awarded in June 2024. Following the award announcements, grant agreements with program guidelines for reporting statistical data and requesting reimbursement were sent to each grantee, and the agreements were executed with the grantees.

Transportation Service Provided During FY 2025

The following section summarizes the accomplishments and status of SRP as of the end of FY 2025. This information is based on the operations reports provided by the grantees.

Trips Provided

The SRP grantees provided a total of 32,942 one-way trips to low and moderate-income seniors. The number of trips provided by each grantee during FY 2025 ranged from 64 to more than 17,748. The grantees' programs accumulated more than 300,000 miles and 25,287 hours of service. These miles and hours are directly attributable to the senior transportation and other services provided. The miles and hours also include a small percentage reported by a very small number of paid drivers who participated in the program.

Table 2 below shows the annual totals for the program's nineteenth (19th) year, for one-way trips provided, senior-ride miles, and senior-ride hours.

Table 2

TRANSPORTATION PROVIDED SENIOR RIDES PROGRAM, FY 2025

One-Way Trips	32,942
Senior-Ride Miles	362,838
Senior-Ride Hours	25,287

2 Partners in Care's grant reflects the grantee operating Senior Ride services in four jurisdictions: Anne Arundel, Frederick, Caroline, and Talbot counties.

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. Table 3 below compares trips provided and miles and hours accumulated over the last six years of the program.

Table 3
TRANSPORTATION PROVIDED

<u>Transportation Services</u>	FY 2020 Total	FY 2021 Total	FY 2022 Total	FY 2023 Total	FY 2024 Total	FY 2025 Total
	Eight (8) Grantees	Seven (7) Grantees	Eight (8) Grantees	Nine (9) Grantees	Eleven (11) Grantees	Nine (9) Grantees
One-Way Trips	30,769	26,296	32,854	52,422	46,346	32,942
Senior-Ride Miles	308,974	214,391	323,584	394,709	305,845	362,838
Senior-Ride Hours	26,711	22,358	27,113	33,877	40,727	25,287

The grantees provided transportation and/or services for 1,812 individual seniors during FY 2025. These were seniors needing access to medical appointments, trips for shopping and/or to religious services, frail or vision-impaired seniors requiring an escort to travel, and seniors needing transportation for ongoing therapy or medical treatment. Many of these seniors are unable to rely on family, friends, or neighbors for rides. The SRP provides an alternative transportation service that allows the participating seniors to access needed services and to remain connected to their communities.

Table 4 below shows the total number of seniors transported in FY 2025, by grantee.

Table 4
INDIVIDUAL SENIORS SERVED IN FY 2025

Grantee	Seniors Transported
Action in Maturity	157
Caring Carroll, Inc.	90
Comprehensive Housing Assistance	9
Lifestyles of Maryland Foundation	N/A
Neighbor Ride	607
Partners In Care	781
St. Mary's County Dept. of Aging	65
Wilson Ministry Center	39
Worcester Commission on Aging	64
TOTAL	1,812

Seniors Transported

Drivers

Among the grantees, 573 volunteer drivers participated in the program in FY2025. The ability to attract and retain volunteers is essential for the program's success. The programs funded by the SRP involve mostly volunteers who transport seniors in their personal vehicles. Many volunteers provided transportation services without any reimbursement from the SRP grantee; however, a few grantees reported that reimbursement is available.

Table 5 below shows the number of drivers by grantee for FY 2025.

Table 5
SENIOR RIDES PROGRAM DRIVERS FY 2025

Grantee	Volunteer Drivers	Paid Drivers	Total Drivers
Action in Maturity	1	4	5
Caring Carroll	36	1	37
Comprehensive Housing	7	1	8
Lifestyles of Maryland	N/A	N/A	N/A
Neighbor Ride	287	0	287
Partners in Care	151	0	151
St. Mary's County Aging	15	3	18
Wilson Ministry Center	17	0	17
Worcester COA	60	0	60
TOTAL	573	5	578

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 considering hardship for the senior.

Table 6 on the following pages summarizes the fee structure of the grantees as outlined by the provider.

Table 6
FEES FOR SENIOR TRANSPORTATION
SENIOR RIDES PROGRAM YEAR
FY 2025

Grantee	Fee Structure												
Action in Maturity	The methodology for establishing the schedule is based on mileage first as well as what AIM has determined its cohort of underserved seniors can afford. AIM compares its rates to those charged by city taxi, Lyft, and Uber. Fees are also based on four decades of pricing individual rides in this program. <table data-bbox="656 747 1073 1102"> <tr> <th data-bbox="656 747 898 804">MILEAGE</th><th data-bbox="898 747 1073 804">FARE</th></tr> <tr> <td data-bbox="656 804 898 861">Up to 2 miles</td><td data-bbox="898 804 1073 861">\$5.00</td></tr> <tr> <td data-bbox="656 861 898 917">2.3 to 3 miles</td><td data-bbox="898 861 1073 917">\$6.00</td></tr> <tr> <td data-bbox="656 917 898 974">3.1 to 4 miles</td><td data-bbox="898 917 1073 974">\$8.00</td></tr> <tr> <td data-bbox="656 974 898 1031">4.1 to 7 miles</td><td data-bbox="898 974 1073 1031">\$12.00</td></tr> <tr> <td data-bbox="656 1031 898 1102">7.1 to 15 miles</td><td data-bbox="898 1031 1073 1102">\$14.00</td></tr> </table>	MILEAGE	FARE	Up to 2 miles	\$5.00	2.3 to 3 miles	\$6.00	3.1 to 4 miles	\$8.00	4.1 to 7 miles	\$12.00	7.1 to 15 miles	\$14.00
MILEAGE	FARE												
Up to 2 miles	\$5.00												
2.3 to 3 miles	\$6.00												
3.1 to 4 miles	\$8.00												
4.1 to 7 miles	\$12.00												
7.1 to 15 miles	\$14.00												
Caring Carroll, Inc.	There is a one-time member registration fee of \$25. All rides cost/value at \$10. This assigns value to each ride, regardless of whether the Care Receiver pays out of pocket or is subsidized. Financial Assistance/Subsidy is available to anyone with income minus major expenses, such as rent, of less than \$24,000. If Care Receivers apply for the subsidy, they need to complete forms that require them to disclose income and expenses information. For subsidized Care Receivers, all rides are free. The majority of Care Receivers are subsidized. All Care Receivers are made aware of the fees and the reasons for them, such as scheduling software and insurance. Care Receivers then understand the cost of operating Caring Carroll, even though we utilize volunteers. Care Receivers then respect the value of our volunteer drivers and the organization, and do not abuse or take for granted the services provided. All riders are allowed 4 rides per month. In FY 24, we also offered riders 2 rides per year out-of-county for non-emergency medical appointments. This is a pilot program that we will continue into FY25. We ask riders for 3 days' notice for in-county rides and 2 weeks' notice for out-of-county rides. Our policies allow low-income seniors free rides but encourage them to plan their rides and discourage them from abusing free volunteer assistance. Caring Carroll will work to assist any individual having trouble paying the fees or scheduling critically necessary rides.												

Comprehensive Housing Assistance, Inc. (CHAI)	Seniors are not charged a fee.
Lifestyles of Maryland Foundation, Inc.	Seniors are not charged a fee.
Neighbor Ride	User Fee Structure: As of 7/1/22 roundtrip rides with a one-way distance from the passenger's residence to the destination from 0 - 0.99 miles are \$10, from 1 - 4.99 miles are \$12.00, from 5 - 9.99 miles are \$18, from 10 - 14.99 miles are \$24, from 15 - 19.99 miles are \$30, 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 direct donations. Additionally, Neighbor Ride again received grant funding (over \$5,000 in FY25) from ITNAmerica that funds vision related medical trips – up to \$10 per ride. This program will continue again on FY26. Neighbor Ride also receives funding from the Community Care Team at Howard County General Hospital to cover cost of any trips provided to patients enrolled in Community Care Team programs. Neighbor Ride continued a full subsidy for clients that are Veterans during FY25 through a grant from Tower Cares (Towers Federal Credit Union) and has applied for FY26 funding as well.
Partners In Care	Partners In Care (PIC) Ride Partners is a non-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 St. Mary's County Department of Aging & Human Services Senior Rides Program does not charge a fee for services; however, we do have a suggested donation schedule. \$10: less than 15 miles, \$15: 15-30 miles, \$20: 31-50 miles, \$50 *outlying destinations.

Wilson Ministry Center/Getting Their Ride Share (GTRS)	The GTRS program uses a zip code-based fare system for each round trip. A pay-as-you-go fee structure starts at \$5.00 per round trip within the senior's zip code, and \$6.00 per round trip outside a senior's zip code but within Harford County or Cecil County. To other locations in Maryland - \$10-\$25.00 per roundtrip (case by case basis). Research shows if services are provided and a fee is assessed, consumers will be more vested in the experience than if there was no fee attached. GTRS serves very low- and low-income seniors who cannot afford a large fee for transportation. Each fare is assessed per car, not rider, so more than one passenger can ride in the same car if traveling to the same destination. This allows companions to ride as well as promotes ride sharing. During these times of rising inflation and soaring gas prices, GTRS looks for every possible way to double up with senior rides. Volunteers do not accept cash, and passengers may opt to establish a personal account that can be debited whenever trips are provided when they apply for the Ride Share program. Accounting for these monies is captured in Assisted Rides program software and can be easily reconciled. In addition, those who are unable to pay for rides and can document this need are not charged for rides. Donations received from the community as well as riders' families and friends are used to cover the cost of rides for those who cannot pay. No one is turned down for GTRS senior ride service due to an inability to pay fees. A small scholarship fund was also set up through a donation from a trustee of the Drescher Foundation and is funded annually. Additional donations are made from grateful families and individuals in memorial. Payments can be made by cash, check or money order. No fees are charged for cancelled rides unless the senior is a no-show. No monies are ever exchanged between passengers and volunteer drivers.
Worcester Commission on Aging	Seniors are not charged a fee for transportation provided by volunteers.

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. An agency in Baltimore City values its partnerships with governmental and non-profits; however, it prides itself for its partnership with its volunteer drivers and the Baltimore City Health Department on Aging to annually distribute approximately 300 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. In addition, this agency is known as Baltimore's "senior

center without walls" and is counted as one of the fourteen (14) Baltimore City senior centers, utilizing their transportation program to bring seniors to their own services, classes, and events held throughout the city, or bringing seniors to the services and events held by their counterpart senior centers.

New to the Senior Rides program, this Carroll County-based organization partners with the Bureau of Aging and Disabilities, the local hospital, the Health Department, and numerous medical providers to obtain referrals and assist with transportation for those who do not qualify for medical assistance transportation. In addition, to oversee the agency's risk management program, it has access to an expert consultant in the field.

One agency, affiliated with a faith-based organization, requires all volunteer drivers to take a variety of training classes, including, but not limited to, safe and defensive driving, the ABCs of being an effective volunteer, office and dispatch processes, and accident and incident procedures. In addition, this agency incentivizes drivers by reimbursing them for classes taken at a local community college or other local organizations. In addition to defensive driving training (the AARP Smart Driving Course), classes may include CPR/Advanced First Aid certification, volunteerism, Alzheimer's, and caregiving.

Celebrating thirty (30) years of service to seniors, this agency serves three additional locations in Maryland – Frederick, Caroline, and Talbot Counties. This grant recipient continued to work with state and local government offices on aging to minimize duplication of efforts. The agency also has a very popular upscale retail boutique that is now back in full operation after the pandemic slowdown.

An organization in Southern Maryland expanded its transportation services in Calvert and Charles Counties, serving households with low-to-moderate incomes. In partnership with Calvert County's Office on Aging, the agency retained significant in-kind support by providing part-time application assistance. However, the agency still faces challenges recruiting volunteer drivers, partially due to increased insurance costs resulting from volunteers being considered "for-hire" drivers. To overcome this challenge, the organization utilizes its paid drivers to assist when needed. In addition, the agency is working on a program to recruit and incentivize more volunteer drivers.

Many grantees require that volunteers carry cell phones when driving their passengers, and one grantee provides cell phones for the Senior Rides business and emergencies only. One grantee communicates with volunteer and paid drivers weekly to address concerns raised by participants and determine whether additional social services assistance is required.

Summary

All SRP grantees have continued to benefit seniors involved in their programs serving the Baltimore City metropolitan area and the counties of Anne Arundel, Carroll, Caroline, Calvert, Cecil, Charles, Frederick, Harford, Howard, Talbot, St. Mary's, and Worcester.

Senior citizens continue to express a need for affordable, on-demand, door-to-door transportation services. During FY 2025, a total of 1,812 unique seniors received transportation services, enabling them to make 32,942 one-way trips to a variety of destinations, including doctors' appointments, grocery stores, farmers' markets, and entertainment. 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 feedback on the service is typically very positive.

The SRP is a program with an established record of innovative, volunteer-based programs that provide an additional source of 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 ensure that 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 A³

"Senior Rides Program"

Report on Nineteenth (19th) Program Year Eighteenth (18th) Year as Full Program

State Fiscal Year 2025 Supplementation Information

Provided by Grantees
on Public-Private Cooperation and Risk Management

³ Attachment A contains information taken from reports filed with MTA by Senior Rides Program grantees.

ACTION IN MATURITY

Cooperative Efforts

AIM values its many partnerships with Baltimore City agencies and not for profit organizations. These include: Govans Ecumenical Development Corporation (GEDCO), Baltimore City Housing Authority, Baltimore City Health Department Division on Aging, Keswick Multi-Care, Comprehensive Housing Assistance (CHAI), Catholic Charities, St. Mary's Outreach, AARP, Senior Legal Services, MedStar Good Samaritan and Union Memorial Hospitals, Civic Works, Johns Hopkins 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 partners with Baltimore City Health Department on Aging annually to distribute approximately 300 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 known as Baltimore's "senior center without walls" AIM is counted as one of Baltimore City's 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

AIM makes risk management an integral part of its systems and processes. Prior to stepping into an AIM vehicle, whether volunteer or paid, AIM requires drivers to present a current driving record from MVA. Employed drivers have their background and fingerprints reviewed by the CJIS Central Repository. Paid drivers also under a pre-employment drug test (and random drug tests thereafter), 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 their ride.

Paid drivers are trained in all safety procedures and must sign off on several policies, including cell phones and drug use, as well as the process for completing an incident report. They are trained in CPR and First Aid as well. Before driving either, a 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 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 equipped with a GPS system and cameras through Sperion Fleet which tracks vehicles, maintenance, and driver errors.

CARING CARROLL, INC.

Cooperative Efforts

Caring Carroll works with Carroll Hospital Center, Carroll County Bureau of Aging and Disabilities, and the Carroll County Health Department for referrals and exchanging information regarding Care Receivers.

We also work with Medical Assistance Transportation when there is an issue with a Care Receiver that qualifies for MA transportation. We know that MA will only transport clients to medical appointments if they do not have other means of transportation to that appointment and only to the nearest provider unless it is a specialist. Caring Carroll will transport these Care Receivers to destinations such as stores, physical therapy or if MA will not take them to a specific medical provider.

Risk Management

All volunteers complete a volunteer application, a liability release form, a confidentiality form, and complete a background check. All volunteers attend a one-hour in-person orientation/training. All Care Receivers/Clients receive and acknowledge receipt of a "Guidelines for Receiving Caring Carroll Service". This document includes items regarding client mobility, volunteer limitations, and safety. A copy is attached to this report. All Clients are interviewed on the phone and at-home before they receive services.

For identification purposes, Caring Carroll provides ID badges for all volunteers plus most volunteers have a shirt, sweatshirt or jacket with the Caring Carroll logo. Caring Carroll car magnets are available. In FY24 there were 2 workshops offered to volunteers that cover Internet Safety and Avoiding Scams, and Smartphone Camera Uses Beyond Photography. Similar workshops are offered twice per year. Volunteers are encouraged to share this information with their riders.

Volunteers are offered a free online Volunteer Driver Safety Course provided by Volunteer Insurance Services and Community Transportation Association of America as a project of the National Volunteer Transportation Center. The course is self-paced and takes 45 minutes to an

hour to complete. Topics covered include Communication with Passengers, Safety of the Volunteer's Vehicle, Defensive Driving, Avoiding Distractions, and Liability & Insurance. We are working on getting all volunteers to complete the course. The course can be found at <https://shop.training.ctaa.org/volunteer-driver-safety-course/>

Caring Carroll is in the process of obtaining 76-piece AAA Emergency Road Kits from AAA to distribute to all volunteer drivers. Safety supplies such as hand sanitizers, gloves, thermometers, disinfectant spray, and masks are available to all volunteers.

All volunteers are covered by Volunteer Accident, Liability and Excess Auto Insurance provided through Volunteer Insurance Services. The Caring Carroll organization is covered by General Liability Insurance through Nonprofit Insurance Alliance and Directors & Officers Insurance through Carolina Casualty. January 2024, Caring Carroll hired a 16 hour per week Volunteer Coordinator. The primary duties of this position are volunteer recruitment and training, preparing bimonthly volunteer newsletter (July/August included) and representing Caring Carroll at community events.

As mentioned above under Cooperative Efforts, Caring Carroll has begun collecting items for Emergency Preparedness Kits. These kits will be distributed to Volunteers and Care Receivers in the fall of 2025.

COMPREHENSIVE HOUSING ASSISTANCE INC. (CHAI)

Cooperative Efforts

CHAI partners with CHANA and Jewish Community Services as part of the AgeWell Baltimore initiative, which provides resources and support so that older adults can age with confidence and dignity in their communities. CHAI developed the CHAIway Transportation Program to serve the transportation needs of older adults living in northwest Baltimore. CHAIway currently offers subsidized fee-for-service rides in collaboration with On the Go (OTG), a nationally recognized program, that contracts Uber/Lyft to coordinate rides. CHAI is launching a volunteer component based on its Northwest Neighbors Connecting Senior Rides Program. In addition, CHAI partners with Action in Maturity (AIM) provide transportation through the Northwest Senior Shuttle (NWSS).

Risk Management

CHAI has worked closely with The Associated Jewish 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 \$1,000,000. We have also developed an efficient background check system that is coordinated with other agencies of the Associated.

LIFESTYLES OF MARYLAND, INC.

Cooperative Efforts

Lifestyles of Maryland partners include:

- Calvert County Government: provides part-time administrative support, funding support, and marketing distribution
- Calvert County Government provides matching funds to support the Senior Rides transportation program
- Calvert County Health Department provides matching funding to cover the subsidized portion of the transit fare
- Tri-County Council for Southern Maryland: provides regional transportation planning, coordination, wheelchair security and safety training, grant funding availability 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.

The Tri-County Council for Southern Maryland's Transportation Department provided technical assistance, training and assistance with marketing and outreach on an as-needed basis. The agency is 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. Staff have participated in coordination meetings held across the region to encourage mobility management.

Lifestyles currently has 4 wheelchair accessible buses, 3 of which were partially funded by MTA's Section 5310 program. The buses have broadened the organization's capacity to serve non- ambulatory residents. Drivers have been trained to do proper wheelchair security, 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 purchased transit software called ITNCountry, which helps to develop routes for its drivers and allows individuals to submit applications and increase its usage of ICharity Tracker, a web-based data collection system that allows staff to input information about the services provided. Real-time reports can be generated which 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 and Facilities Manager inputs all services provided, including the number of miles, into this system and allows us to properly generate our quarterly reports.

Over the past few years, the agency has also seen an increased need to work with local agencies due to a growing number of seniors needing additional social and supportive services. Lifestyles can provide emergency food, clothing, and shelter and have offered that to some of the participants. The agency also participates in the Calvert County Adult Interdisciplinary Team (IDT) monthly meetings to discuss adults who may need access to supportive services, including transportation. The Transportation Manager works with the case management staff at both Lifestyles and the Office on Aging to coordinate efforts. To ensure a complete application process, the agency collects emergency contact information in such cases, and works with family members, when appropriate, to assist with ensuring the safety of all participants. In some cases, encouragement is made to 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 with the Transportation and Facilities Manager to discuss any concerns that may arise from participants to see if additional social services assistance may be needed. Each driver is asked to provide a valid Maryland driver's license and driving history, and fingerprinting and background checks are conducted. Initial and random drug testing is also conducted Lab Corp. All vehicles are properly inspected and state certified. Participating providers use fleet and passenger vehicles owned, operated and with 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 person 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.

Drivers of Lifestyles-operated vehicles are required to conduct pre- and post-inspections of the vehicles before and after use of the vehicle to ensure there is documentation of any damage that may have occurred. The agency utilizes a vehicle maintenance plan to conduct preventive maintenance to avoid any potential vehicle risks.

NEIGHBOR RIDE, INC.

Cooperative Efforts

Neighbor Ride launched a pilot service in January 2020 providing wheel-chair accessible transportation. The service, called Community Connector, offers accessible transportation to older adults in Howard County to medical appointments five days a week. The service is a partnership between Neighbor Ride, Winter Growth, Inc. and the Hamel Family Foundation. While having to navigate the pandemic and suspensions of service due to the pandemic, Neighbor Ride and partners have been able to serve over thirty-six clients getting them to just over 644 medical appointments since launch. The service, while capacity constrained to one van and driver, has steadily grown from 113 to 160 to 210 rides from FY21 to FY23. The service has been halted as of April 30, 2024, due to regulatory questions that Winter Growth received about the service. Neighbor Ride and Winter Growth will continue to explore, bringing on additional partners that have access to wheelchair accessible minivans to expand capacity.

In response to the COVID-19 pandemic and the mounting food access challenges in Howard County, Neighbor Ride quickly pivoted to expand its transportation service to include food delivery. Neighbor Ride quickly partnered with the Howard County Office on Aging & Independence, Howard County Food Bank and HCPSS to provide delivery services using Neighbor Ride volunteers for those organizations clients that could not easily access their food pick-up locations. Partnerships with the HC Food Bank and HC Loan Closet have continued each year providing nearly 400 deliveries to 75 clients on an annual basis. Both these partnerships are entering their 5th year (fiscal year).

Neighbor Ride continued its work with various partners that provide additional ride subsidies beyond our Good Neighbor Fund. ITNAmerica provided \$10 ride credits for vision rides. Neighbor Ride's partnership with Tower Cares (Tower Federal Credit Union) to provide additional ride subsidies for clients that are Veterans continues into its fourth year. Neighbor Ride has applied for additional funding from Tower Cares in FY26 that would grow the program further. In FY25, 164 clients benefited from the ITNAmerica Partnership, and 51 veterans benefited from the Tower Cares support. Finally Neighbor Ride has continued Baltimore Washington Financial Advisors as a five-year partnership.

The volunteer program helps to support costs of onboarding and training volunteers as well as share BWFA webinars and content related to living in retirement topics with volunteers.

Neighbor Ride continues to add non-profit partners as well. We support A-OK Mentoring which provides volunteer opportunities for community members to tutor students in HCPSS with Neighbor Ride providing transportation for their age 60+ that need transportation to schools. Additionally, Neighbor Ride started a partnership with the Central MD Chapter of the National Federation of the Blind providing their members who need it with transportation to their monthly

meetings the first Tuesday of each month. We are in the process of adding a new partnership with NAMI of Howard County as they restart their monthly Sunday Supper program this summer.

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

Background Check Results Disqualifiers: Any person found guilty of any offenses in the following categories listed below will be disqualified and prohibited from serving as a volunteer:

- Sex Offenses
- Felony Violence

Any person found guilty of the following offenses will be prohibited from volunteering for the period associated with each offense:

- Felony offenses within the last 10 years (other than violence or sex).
- All misdemeanor violence offenses within the past 7 years.
- All misdemeanor drug and alcohol offenses within the past 5 years, or multiple offenses in the past 10 years.
- Any other misdemeanor within the past 5 years that would be considered a potential danger to seniors or is directly related to the functions of that volunteer.
- Anyone who has been charged with any of the disqualifying offenses or for cases pending in the court cannot volunteer until the official settlement of the case. The settlement must meet the policy guidelines for accepting volunteers.
- Volunteers will serve at the pleasure of Neighbor Ride and may be dismissed from their volunteer duties at any time, with or without cause.
- 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 seat belts 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 monthly

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.

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 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 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 conditions. This includes ensuring that seat belts 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
\$4,000,000	Director's & Officer's
\$1,000,000	Automotive Liability
\$2,000,000	Umbrella Liability Aggregate
\$2,000,000	Umbrella Liability Each Occurrence

PARTNERS IN CARE

Cooperative Efforts

Partners In Care's origin is one of collaboration and cooperation with numerous governments, private sector and non-profit entities. In 1993, three dynamics, 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 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.

Risk Management

Thirty-two (32) years later, PIC continues to work very closely with Maryland Department of Aging divisions at all the PIC 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 to patients who are returning home and need transportation using PIC's Ride Partners programs or Mobility.

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, 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. 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, spill kit and instructions on what to do in the event of an emergency. For those drivers who do not have a personal cell phone, the program provides one for them to use for Senior Rides business and emergencies.

WILSON MINISTRY CENTER - GETTING THEIR RIDE SHARE (GTRS)

Cooperative Efforts

The Director receives numerous calls per week from individuals, families, local agencies, and hospitals inquiring about GTRS. GTRS has an active website where hospital social workers, case workers, citizens and rehabilitation centers can find answers to their questions. The Director is very responsive to these callers and usually returns calls the same day. GTRS brochures are distributed to numerous community centers, government agencies, Mason Dixon Agency,

Community Action agencies, small grocery stores and doctors' offices throughout Northern Harford and West Cecil Counties.

Collaboration continues with Harford County senior center directors, Alan Doran, Harford Transit, Jon Creamer, Transit Coordinator, Cecil Transit, Krista Gilmore, RSVP-AmeriCorps-Cecil County, and John Duklewski, TAM director, in hopes to bridge a closer relationship to make Senior Rides and GTRS more robust. The Director attends numerous business expos as well as sharing at the local Lions clubs to recruit volunteers. Also, The Director presents the GTRS services at several Harford County Senior Centers Lunch and Learns and the Harford County Volunteer Fair to recruit volunteers as well as seniors.

Additionally, Grace Episcopal Church has an outreach food distribution monthly where information about GTRS is distributed to all patrons.

Risk Management

- GTRS strives to minimize risk, and the director looks for innovative ways to operate the program effectively. The GTRS passenger and driver application forms were modified to include data collection on the status of COVID vaccinations and boosters. This information was established during the height of the pandemic and required by The Episcopal Diocese of Maryland. This information is located privately on Assisted Rides so that a volunteer can access this status when they self-assign for a senior ride.
- All GTRS volunteer drivers are subject to criminal background and driving record checks. Results from the background and driving record checks must demonstrate no criminal record and that the volunteer driver has met vehicle safety and operating requirements. These checks are repeated regularly. Once a background check is complete and the volunteer has attended a GTRS defensive driving and orientation training session, the driver is able to participate in the GTRS program. Topics in training include safe and defensive driving; ABC's of being an effective volunteer driver; safety, job description, GTRS office and dispatch procedures and accident/incident procedures.
- Volunteer drivers must provide the GTRS office with a copy of their driving record obtained from Maryland Motor Vehicles Administration. No drivers will be accepted in the program with more than 3 points on their record. Any automobile accidents or additional points to a volunteer's driving are grounds for dismissal. GTRS reviews volunteer driving records and background checks annually.
 - Additionally, all driver's license renewal dates as well as car auto insurance renewal dates are captured in AR. The director monitors non-compliance monthly and through AR software has the capability to send compliance reminders to those volunteer drivers. The volunteer driver can monitor their records on the Assisted Rides (AR) website dashboard.

- Defensive Driver training is also required by all volunteer drivers. To motivate drivers, GTRS can reimburse drivers for all safety courses. These courses can be taken online or in a classroom. (AARP Smart Driver Course is given at the Harford Community College regularly) CPR/Advanced First Aid certification is also provided through GTRS once a year at the Darlington Volunteer Fire Company and renewal is required every 2 years. GTRS also sends out notifications to all drivers when there are other training opportunities in the local area that might help them as a volunteer working with seniors. These may include topics on Alzheimer's, care giving, and volunteerism.
- Recent round table discussion with Krista Gilmore, RSVP-Director, AmeriCorps and varied Cecil County agencies provided a chance for discussion of resources and innovative strategies for risk management and safety for volunteer drivers. This collaboration will continue in the future through quarterly meetings.
- To minimize exposure to risk, GTRS provides door-to-door service and does not provide supportive transportation. Volunteer drivers do not enter passenger homes or provide additional services while they are providing a ride for GTRS. All passengers must be ambulatory. Volunteers that are also enrolled with Cecil/Harford RSVP receive supplemental insurance (personal, automobile, liability) coverage while driving for GTRS. In addition, all registered passengers must sign a passenger waiver releasing GTRS and their volunteer drivers from any liability that may arise during transport. Additional liability insurance is provided by The Episcopal Diocese of Maryland.
- The GTRS program relies on the volunteer driver's personal insurance plus the umbrella coverage provided through the Grace Church policy with The Church Insurance Company of Vermont, which provides \$4,000,000 in liability coverage. This policy provides umbrella coverage beyond the volunteer drivers' primary insurance. The Wilson Ministry Center shares the same nonprofit IRS designation as Grace Memorial Episcopal Church, which supplies coverage for all volunteers engaged in the activities of the parish and the Wilson Ministry Center. GTRS is a Wilson Center program and is therefore covered under the church's insurance policy. The policy also holds harmless members of the Wilson Ministry Board from any liability in the event of an accident. As stated earlier, all volunteers enrolled in the Cecil/Harford RSVP also have additional excess liability insurance at a limit of \$1,000,000 per occurrence.

- GTRS seeks to be proactive in their commitment to safety, continuing as a reliable program it has for the 15 years of operation.
- All volunteers use their own vehicles, and these must meet state inspection requirements as established by the State of Maryland. Proof of vehicle safety inspections are required prior to being authorized as a GTRS driver. The GTRS director has an agreement with a local garage to provide service and perform basic safety and operations checks for all volunteers' automobiles for a reduced fee. These types of checks to include emissions are important to continue as a strong viable senior rides program.
- All passengers must adhere to the Maryland seatbelt law. All drivers must carry a charged cell phone for emergency use, and no driver is allowed to use their cell phone while driving. All drivers are provided with a road kit to keep in their car if they do not already have something similar. This includes booster cables, a flashlight, water and miscellaneous first aid items.

WORCESTER COUNTY OFFICE OF AGING (WOR COA)

Cooperative Efforts

In FY25 volunteer drivers have provided transportation for multiple Worcester County programs including the following:

- Maryland Community for Life in Worcester County
- Ocean City Senior Center
- Berlin Senior Center
- Pocomoke City Senior Center
- River Oaks Adult Day Center
- Snow Hill Senior Center

The continued emphasis in FY25 to make seniors in the various senior centers in Worcester County aware of the transportation needs of their fellow seniors in being able to attend activities and social events resulted in increased participation in our “Friendly Rides” program. Participants and family members have been encouraged to “step up to the plate” in providing rides for their friends and family, with the incentive of being helped with the cost of fuel if that were to be a hinderance in providing this service. The ride sharing that has evolved has proven to be a valuable tool that facilitates the social interaction of dozens of seniors that is so critical for their emotional and physical wellbeing. In addition, the growth in this has helped ease the demand for the SSTAP public transit program to provide such transportation.

Volunteers have also provided transportation on occasion for individuals needing assistance for shopping, adult day care, and medical appointments. This aspect of our Senior Rides program will be integrated into Worcester County's Coast Village program (also managed by Wor COA) which has a launch date of 10/1/25.

Risk Management

A background check including their driving record is required of all volunteer drivers that provide dispatched transportation for the purpose of transporting seniors to medical appointments and on shopping or other personal trips. This background check allows us to circumvent any potential problems that could have arisen due to a past poor driving record or. Proof of vehicle insurance is required, and we carry liability insurance to cover any eventualities. Volunteers' vehicles will be inspected to meet specific standards to ensure to the best of our ability that our volunteers are using reliable transportation to get our clients to where they need to go.

Volunteer drivers involved with these services are also trained in the proper way to report any incidents that might occur during transport. These guidelines will be integrated into the Coast Village program, but do not apply to volunteers that are family members or friends of a client or who are providing ride- sharing opportunities for transportation to the County's senior center.