

Senior Rides Program
(SB 294 & HB 626, Chapters 112 and 113, Acts of 2004)

A Report to the Maryland General Assembly

Maryland Department of Transportation
Maryland Transit Administration

November 2024

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 Maryland Transit Administration (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.
- 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.
- 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.

In addition, 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.

Table 1 below shows SRP annual appropriations over the past eighteen years (the first year, FY 2006 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

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 2024 SRP was conducted according to the following timeline:

- **January 13, 2023:**

SRP program outreach began.

An announcement letter to apply for funding was mailed to:

- Government agencies.

- "Section 5310¹ mailing list that consists of non-profit entities, faith-based agencies.
 - Area Agency on Aging list.
 - Retired Senior volunteer programs.
- **February 2, 2023:**
MTA presented a webinar on the FY 2024 Senior Rides Grant Application Process
- **January/February 2023:**
MTA received questions and provided answers regarding the program
- **April 14, 2023:**
Applications were due to MTA (because of continued COVID-19 restrictions via the MTA ProjectWise or via email to program manager)
- **April/May 2023:**
 - Application reviewed by committee members.
 - Application Review Committee Meeting.
 - Recommendations were submitted to MDOT and the State Coordinating Committee for Human Services Transportation (SCCHST) for grant awards. There was a total of nine (9) applications submitted. All 9 applications were approved for funding.
- **June 2023:**
Notification of awards for FY 2024 was made to eleven (11) agencies whose applications were approved.
- **July 2023:**
Grant funds for FY 2023 were disbursed.

FY 2024 SRP Grant Awards

Eleven (11) applications were submitted requesting a total amount of \$474,342 in grants for existing or new senior transportation service programs. Based on the established scoring criteria and evaluation, the committee determined that all 11 of the projects were excellent and were therefore eligible for full funding. Each year, the demand for senior transportation

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.

program increases and the demand for increased funding rises as well. More 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]
- Baltimore County Dept. of Aging – Agency Award: \$ \$9,500 [Requested \$38,984]
- Caring Carroll, Inc. (new in FY2023) – \$20,000 [Requested \$20,000]
- Comprehensive Housing Assistance, Inc. – Agency award: \$9500 [Requested \$30,000]
- LifeStyles of Maryland Foundation – Agency award: \$22,551 [Requested \$34,718]
- Neighbor Ride, Inc. – Agency award: \$33,640 [Requested \$33,640]
- Olney Homes for Life – Agency Award: \$7,500 [Requested \$7,500]²
- Partners In Care³ – Agency award: \$65,500 [Requested\$225,000]
- St. Mary's County Dept. of Aging – Agency award: \$14,000[Requested \$22,100]
- Wilson Ministry Center (Getting There Ride Share) – Agency award: \$21000 [Requested \$21,000]
- Worcester Commission on Aging – Agency award: \$11,400\$9,751 [Requested \$11,400]

The program grants were awarded June 2023. 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 2024

The following section summarizes the accomplishments and status of the SRP as of the end of FY 2024. This information is based on the operations reports provided by the grantees.

² Olney Homes for Life could not be reached for comment regarding the use of their grant. As a result, their grant will be officially closed out. Additionally, they have not submitted any applications for further funding at this time.

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

Trips Provided

The SRP grantees provided a total of 46,346 one-way trips to low and moderate-income seniors. The number of trips provided by each individual grantee during FY 2024 ranged 49 trips to more than 21,900 trips for the year. The grantees' programs accumulated more than 300,000 miles and 40,727 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 of miles and hours reported by a very small number of paid drivers that participated in the program.

Table 2 below shows the annual totals for one-way trips provided, senior-ride miles, and senior-ride hours in FY 2024.

Table 2
TRANSPORTATION SERVICES PROVIDED, SENIOR RIDES PROGRAM
FY 2024

One-Way Trips	46,346
Senior-Ride Miles	305,845
Senior-Ride Hours	40,727

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 the five years in terms of trips provided and miles and hours accumulated.

Table 3
TRANSPORTATION PROVIDED, SENIOR RIDES PROGRAM FY2020 – FY2024

<u>Transportation Services</u>	FY2020 Total	FY2021 Total	FY2022 Total	FY2023 Total	FY2024 Total
	Eight (8) Grantees	Seven (7) Grantees	Eight (8) Grantees	Nine (9) Grantees	Eleven (11) Grantees
One-Way Trips	30,769	26,296	32,854	52,422	46,346
Senior-Ride Miles	308,974	214,391	323,584	394,709	305,845
Senior-Ride Hours	26,711	22,358	27,113	33,877	40,727

The grantees provided transportation and/or services for 1,698 individual seniors during FY 2024; These were seniors with the need for access to medical appointments, trips for shopping and/or 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. 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 by grantee for FY 2024.

Table 4
INDIVIDUAL SENIORS SERVED INFY 2024

Grantee	<u>Seniors Transported</u>
Action in Maturity	375
Caring Carroll, Inc.	56
Comprehensive Housing Assistance	39
LifeStyles of Maryland Foundation	197
Neighbor Ride	581
Partners In Care	299
St. Mary's County Dept. of Aging	44
Wilson Ministry Center	60
Worcester Commission on Aging	35
TOTAL	2,040

Seniors Transported

Drivers

Among the grantees, 519 volunteer drivers participated in FY2024. The ability to attract and retain volunteers is essential for the program's success.

The programs funded by the SRP involve mostly 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; however, a few grantees reported that an arrangement of reimbursement is available.

Table 5 below shows the number of drivers by grantee for FY 2024.

Table 5
SENIOR RIDES PROGRAM DRIVERS
FY 2024

Grantee	Paid Drivers	Paid Drivers	Total Drivers
Action in Maturity	1	3	4
Baltimore County Dept. Of Aging	7	0	7
Caring Carroll	30	0	30
Comprehensive Housing	8	1	9
LifeStyles of Maryland	6	7	13
Neighbor Ride	269	0	269
Partners in Care	139	0	139
St. Mary's County Aging	2	17	19
Wilson Ministry Center	24	0	24
Worcester COA	34	0	34
TOTAL	520 (95%)	28 (5%)	548 (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 6	FEES FOR SENIOR TRANSPORTATION SENIOR RIDES PROGRAM YEAR FY 2024												
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> <tr> <th>MILEAGE</th><th>FARE</th></tr> <tr> <td>Up to 2 miles</td><td>\$5.00</td></tr> <tr> <td>2.3 to 3 miles</td><td>\$6.00</td></tr> <tr> <td>3.1 to 4 miles</td><td>\$8.00</td></tr> <tr> <td>4.1 to 7 miles</td><td>\$12.00</td></tr> <tr> <td>7.1 to 15 miles</td><td>\$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
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Caring Carroll, Inc.	There is a one-time member registration fee of \$25. All rides cost/valued at \$10. This assigns a value for each ride regardless of whether the Care Receiver pays out-of-pocket or is subsidized. Financial Assistance/Subsidy is available to anyone that has an income minus major expenses, such as rent, 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 reason for the fees 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 which we will continue into FY 25. We ask riders for 3 days request notice for in-county and 2 weeks for out-of-county rides. Our policies allow low-income seniors free rides but encourages them to plan their rides and discourage them from abusing free volunteer assistance. Caring Carroll will work to assist any individual experiencing difficulty paying the fees or scheduling critically necessary rides.																		
Comprehensive Housing Assistance, Inc. (CHAI)	Seniors are not charged a fee.																		
LifeStyles of Maryland Foundation, Inc.	The agency has prided itself on maintaining its user fares for more than six years, with the last four years not charging clients for user fees due to the pandemic and available funding to support this subsidy. However, starting in 2024 the agency had to increase its fares due to the rising costs of maintaining its vehicles, staffing, and insurance. Below is the current fare chart that shows the estimated actual costs versus the client’s subsidized amount: <table><tr><td></td><td>Actual Cost</td><td>Client Fare</td></tr><tr><td></td><td>\$4/mile</td><td>20% of the maximum # of miles</td></tr><tr><td>1 - 15 Miles Roundtrip</td><td>\$ 60.00</td><td>\$ 12.00</td></tr><tr><td>16-35 Miles Roundtrip</td><td>\$ 140.00</td><td>\$ 28.00</td></tr><tr><td>36 - 55 Miles Roundtrip</td><td>\$ 220.00</td><td>\$ 44.00</td></tr><tr><td>56 - 100 Miles Roundtrip</td><td>\$ 400.00</td><td>\$ 80.00</td></tr></table> Users are requested to provide a small service fee, based on a sliding scale system of the number of roundtrip miles. Methodology for Fee Schedule		Actual Cost	Client Fare		\$4/mile	20% of the maximum # of miles	1 - 15 Miles Roundtrip	\$ 60.00	\$ 12.00	16-35 Miles Roundtrip	\$ 140.00	\$ 28.00	36 - 55 Miles Roundtrip	\$ 220.00	\$ 44.00	56 - 100 Miles Roundtrip	\$ 400.00	\$ 80.00
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	This fee alone would not cover the costs of providing this program, and therefore this grant was needed to help subsidize the costs. We will continue to research ways to allow this program to be self-sustaining.
Neighbor Ride	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 directed donations. Additionally, Neighbor Ride again received grant funding (over \$4000 in FY24) from ITNAmerica that funds vision related medical trips – up to \$10 per ride. This program will continue again in FY25. 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 FY24 through a grant from Tower Cares (Towers Federal Credit Union) and has applied for FY25 funding as well.
Partners In Care	Partners In Care (PIC) Ride Partners is a no-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	Riders receive a monthly statement requesting a donation towards the cost of their trip and not a billing statement. This is due to the Program's partnership with the Retired and Senior Volunteer Program (RSVP) as charging a fee is not permissible under RSVP guidelines. It is important to note that no rider is denied service due to their inability to donate.

Wilson Ministry Center/Getting There 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, 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 for 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 Dresher Foundation and is funded annually. 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. This would include physical therapy sessions and short-term help with dialysis transportation that may last up to 3 months.
Worcester Commission on Aging	Seniors are not charged a fee for transportation provided by volunteers.

Summary

The eighteenth year of the SRP is the seventeenth year that the program operated as a full- fledged, permanent program in the State of Maryland. All grantees have continued to benefit from the seniors involved 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 2024, a total of 1,698 unique seniors received transportation services, enabling them to make 46,346 trips, to a variety of destinations

such as doctor's appointments, grocery stores, farmers markets, entertainment, etc. 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 comments about the service are typically very positive.

The SRP continues to be an established record of innovative volunteer-based programs that provides 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.

APPENDIX A⁴

"Senior Rides Program"

Report on Eighteenth (18th) Program Year
Seventeenth (17th) Year as Full Program

State Fiscal Year 2024 Supplementation Information

Provided by Grantees
on Public-Private Cooperation and Risk Management

⁴ Appendix A contains information taken from reports filed with MDOT 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 driver, 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 a number of policies including cell phone 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 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 error.

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 have been 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 sanitizer, 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.

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 with 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) to 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 are comprised of the following:

- 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 securement 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.

Tri-County Council for Southern Maryland's Transportation Department provided technical assistance, training and assist 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 MDOT 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 securement 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 a transit software called ITN Country, which helps to develop routes for its drivers and allows individuals to submit applications and 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, which is 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 has the ability to 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 that the agency collects 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, encouragement is made of 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 to the Transportation and Facilities Manager to discuss any concerns that may arise from particular participants to see if additional social services assistance may be needed. Each driver is asked to provide a valid Maryland drivers license, driving history, 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 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 persons 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 among 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 continue have continued each year providing nearly 400 deliveries to 75 clients on an annual basis.

Neighbor Ride continued its work with various partners that provide additional ride subsidies beyond our Good Neighbor Fund. ITN America 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 FY25 that would grow the program further.

Finally Neighbor Ride has continued Baltimore Washington Financial Advisors as a four-year partner / sponsor of our volunteer program helping to support costs of the 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 nonprofit 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.

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 of time 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 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.

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
\$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

In FY22 Neighbor Ride added an Accident Insurance Policy that covers our participants and volunteers.

SUMMARY OF BENEFITS

\$50,000	Accidental Death
\$50,000	Accidental Dismemberment Maximum
\$10,000	Accidental Paralysis
\$1,000,000	Aggregate Limit of Liability
\$25,000	Excess Accident Medical
\$50	Deductible

PARTNERS IN CARE

Cooperative Efforts

Partners In Care's origin is one of collaboration and cooperation with numerous governmental, private sector, and nonprofit 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.

Thirty (30) years later, PIC continues to work closely with divisions of Maryland Department of Aging at all of PICs 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 patients who are returning home and need transportation using PIC's Ride Partners program or Mobility.

Risk Management

Safety is priority one! The PIC ride program utilizes volunteers who use their personal vehicles to take members to an array of appointments. Following is a small sampling:

- Medical – doctor and dental, physical therapy, chemo, etc.
- Grocery and retail stores and food banks
- Banks and credit unions
- Social – lunch with friends, hair and nail appointments

Before a driver ever provides transportation to a PIC member, he/she participates in a two-hour orientation that provides an overview of the organization including its mission, vision and values. Step two includes a background check and motor vehicle records review. Step three includes personal references.

All PIC Volunteers drivers understand that their personal automobile insurance is their first line of defense. PIC supports that with a \$1,000,000 automobile liability coverage. PIC staff serves on the Older Adult Driving Subcommittee through the Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA). PIC collaborates with AARP by offering quarterly sessions for Smart Driving for Older Adults education in the Anne Arundel County office and PIC has hosted numerous Car-Fit events through MDOT MVA. *(Please note that these sessions were suspended during the pandemic and will resume when safe to do so.)* These events serve as a tool to help provide a safer more comfortable driving experience for older drivers. All of PIC volunteer drivers have the opportunity to participate. These safety tools serve as a network to help mitigate risk management.

ST. MARY'S COUNTY DEPARTMENT OF AGING

Cooperative Efforts

The Department works cooperatively with the St. Mary's STS ADA/SSTAP services to encourage riders to incorporate these services into their transportation options. Additionally, when eligible riders are encouraged to utilize the St. Mary's County Health Department's Medicaid transportation

services. When services are unavailable through the Senior Rides Program, riders are provided information for private options.

Risk Management

New drivers continue to be required to attend the AARP Safe Driver course for their volunteer service. Additionally, each driver is offered the opportunity to become CPR/First Aid certified if they choose. Drivers also receive a first aid kit for their vehicles in the event of an emergency. The Program also purchases supplementary accident insurance which covers personal injury accidents.

WILSON MINISTRY CENTER - GETTING THERE 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 at fault 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 has the ability to monitor their records on the Assisted Rides (AR) website dashboard.
- Defensive Driver training is also required by all volunteer drivers. To incentivize 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 a 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 a volunteer being authorized as a GTRS driver. The GTRS director has an agreement with a local garage to provide service and perform basic safety and operation checks for all volunteers' automobiles for a reduced fee. These types of checks to include emissions is 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, flashlight, water and miscellaneous first aid items.

WORCESTER COUNTY OFFICE OF AGING (WOR COA)

Cooperative Efforts

In FY24 volunteer drivers have provided transportation for multiple Worcester County programs including the following.

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

In this fiscal year in particular a new concerted ongoing effort was conducted to make seniors in the various senior centers in Worcester County aware of the transportation needs of many seniors in being able to attend activities and social events. Participants were encouraged to “step up to the plate” in providing rides for other seniors, with the incentive of being helped with the cost of fuel if that were to be a hindrance 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 on 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 attendance, and medical appointments. This aspect of our Senior Rides program will be built out significantly in FY25.

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. Though there have not been to-date any negative returns, this background check allows us to circumvent any potential problems that could have arisen due to a past poor driving record. Proof of vehicle insurance is required, and we carry liability insurance to cover any eventualities. We are also developing a policy to have volunteers' vehicles 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. (Thankfully, so far there have been no incidents reported.) These aforementioned guidelines do not apply to volunteers that are family members of a client or who are providing ride-sharing opportunities for transportation to the County's senior centers.