

DRAFT

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN FOR THE NATIONAL CAPITAL REGION



February 16, 2007

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SECTION 1: INTRODUCTION

Approximately five million people choose to live, work, learn and play in the Washington, DC region. Efficient transportation plays a major role in supporting travel to and from the many activities that make the region the vibrant and dynamic area that it is. Facilitating the movement of residents and visitors requires a complex transportation infrastructure of various modes supported by a substantial network of public and private providers. This transportation system must serve equally the needs of all who rely on it. Some transportation-disadvantaged groups – persons with disabilities, individuals with income limitations or with limited English proficiency and older adults with limited incomes or mobility impairments – have specialized needs that necessitate distinct planning and coordination efforts.

What Is Coordination?

Coordination is a difficult term to define, and means different things to different people. Within the context of Human Service Transportation, the term refers to agencies, jurisdictions and non-profit organizations working together to maximize transportation services for people with disabilities, low-income populations and older adults and the elimination of service gaps. Various state and federal funding streams have different administrative and eligibility requirements, which complicate the coordination of public and human service transportation. In its recent Report 91, the Transit Cooperative Research Project defined coordination as:

Coordination is a technique for better resource management. It means working together with people from different agencies and backgrounds. It requires shared power: shared responsibility, management, and funding. Many transportation functions, including planning, purchasing, vehicle operations, maintenance, and marketing, can be coordinated...

Coordinating transportation services offers substantial benefits to many communities, but significant investments of time and energy may be required before the desired results are achieved...

Coordinating transportation functions is best understood as a political process, which, like many other political processes, may involve changing environments, conflicts regarding power and control over resources, and competing goals or personalities...¹

¹ Executive Summary. *Economic Benefits of Human Service Transportation and Transit Services*. TCRP Report 91. Transportation Research Board, 2003.

Purpose of the Coordinated Plan

The purpose of this first Coordinated Plan for the National Capital Region is to guide funding decisions for three FTA programs, the Job Access Reverse Commute (JARC) Program, the New Freedom Program and the Elderly and Disabled Individuals program commonly known as Section 5310.

This Coordinated Plan is also intended to broaden the dialogue and support further collaboration between human service agencies and transportation providers to better serve persons with disabilities, individuals with limited incomes and older adults. The Plan will be a “living document” and will evolve to support greater coordination and collaboration efforts within the region.

The Coordinated Plan covers the jurisdictions of the multi-state region that is the National Capital Region Transportation Planning Board’s (TPB’s) planning area. Figure 1 shows a map of the TPB planning area and the Washington DC-MD-VA Urbanized Area. The TPB also serves as the designated recipient for the JARC and New Freedom programs for the Washington DC-MD-VA Urbanized Area.

What is the TPB?

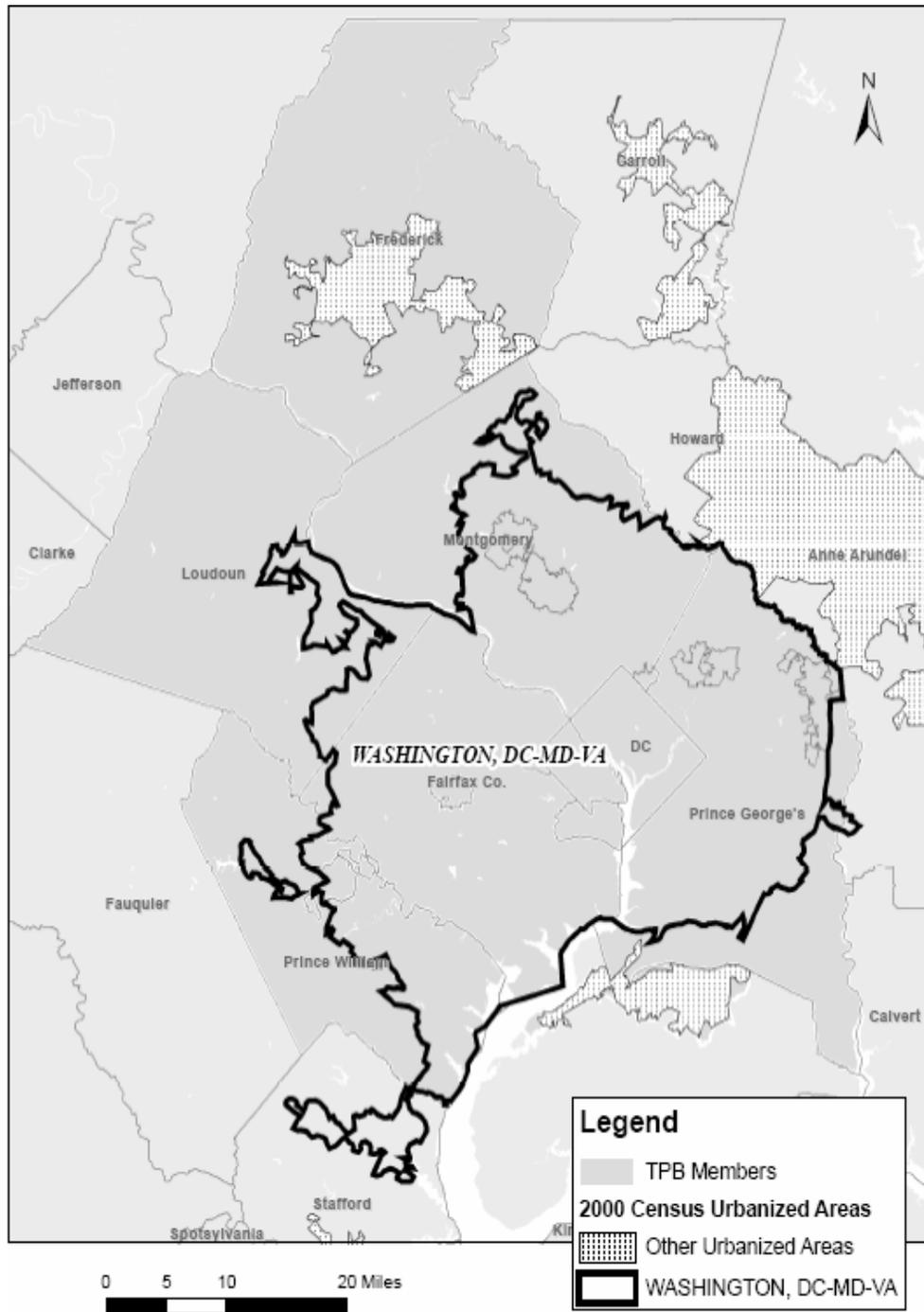
As the metropolitan planning organization for the Washington, DC Urbanized Area, the National Capital Region Transportation Planning Board (TPB) has the privilege of preparing this Coordinated Human Services Transportation Plan. The TPB is the federally designated Metropolitan Planning Organization (MPO) for the region, and plays an important role as the regional forum for transportation planning. The TPB prepares plans and programs that the federal government must approve in order for federal-aid transportation funds to flow to the Washington region.

Members of the TPB include representatives of local governments; state transportation agencies; the Maryland and Virginia General Assemblies; the Washington Metropolitan Area Transit Authority; and non-voting members from the Metropolitan Washington Airports Authority and federal agencies. The TPB has an extensive public involvement process, and provides a 30-day public comment period before taking action on plans and programs.

The TPB's planning area, shown in Figure 1, covers the District of Columbia and surrounding jurisdictions. In Maryland these jurisdictions include Frederick County, Montgomery County, Prince George's County and the St. Charles urbanized area of Charles County, plus the cities of Bowie, College Park, Gaithersburg, Greenbelt, Rockville, and Takoma Park. In Virginia, the planning area includes Alexandria, Arlington County, the City of Fairfax, Fairfax County, Falls Church, Loudoun County, Manassas, and Prince William County.

For more information on the National Capital Region Transportation Planning Board, including a list of TPB members, visit www.mwcog.org/transportation.

Figure 1: The TPB Planning Area and the Washington DC-MD-VA Urbanized Area



SAFETEA-LU

The Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) is the reauthorization of federal transportation legislation enacted in August 2005. SAFETEA-LU mandates greater coordination of funding and services for human service transportation through three programs.

As mentioned earlier, the TPB is the designated recipient for two FTA programs: Job Access and Reverse Commute (JARC) and New Freedom. Table 1 describes the two programs in greater detail as well as the Elderly and Persons with Disabilities (5310) program, which is administered by the states. The programs require a local match – 80/20 for capital projects and 50/50 for operating projects. Non-DOT federal funds can be used for the match, so long as the federal share of the project does not exceed 95% of the total project cost. Federal funds for JARC and New Freedom will continue yearly for six years.

Table 1 – SAFETEA-LU Programs

| Program | Designated Recipient | Purpose | Federal FY2006 Funding | Total Funding with Match |
|---|-----------------------------|--|-------------------------------|---|
| Job Access Reverse Commute (Section 5316) | TPB | Assist low-income commuters getting to job sites | \$1,192,035.00 | \$2.2 Operating (50/50) \$1.3 Capital (80/20) |
| New Freedom (Section 5317) | TPB | Transportation for people with disabilities that goes above and beyond the ADA | \$1,017,837.00 | \$2.0 Operating (50/50) \$1.25 Capital (80/20) |
| Elderly and Persons with Disabilities (5310) | State/District DOTs | Provide formula funding to increase mobility for the elderly and persons with disabilities | Differs by State/D.C. | Only capital projects are eligible (80/20) |

Description of Programs

Job Access Reverse Commute

The JARC program existed under the previous transportation legislation. SAFETEA-LU has changed the funding from an earmark to a formula program based on the number of low-income individuals. The JARC program is designed to assist low-income commuters in getting to job sites. SAFETEA-LU requires that JARC recipients be selected on a competitive basis, and allows other, non-DOT federal funds to be used as matching funds, so long as the federal share does not exceed 95% of the total project cost.

New Freedom

This program is new under SAFETEA-LU, and its purpose is to encourage services and facility improvements for addressing the transportation needs of people with disabilities, above and beyond what is required by the transportation section of the Americans with Disabilities Act. New Freedom funds may cover capital or operating costs, and like the JARC program, grantees must be selected on a competitive basis.

Section 5310 – Elderly Persons and Persons with Disabilities

This program existed under the previous transportation legislation, the Transportation Equity Act for the 21st Century (TEA-21). The 5310 program provides funds for capital costs associated with providing services to older adults and people with disabilities. Additional requirements under SAFETEA-LU include the provision that projects funded under this program must be included in a locally-developed human service transportation coordinated plan. In the Washington, D.C. Urbanized Area, the 5310 programs are administered by the Maryland Transit Administration, the Virginia Department of Rail and Public Transportation, and the District of Columbia Department of Transportation for their respective jurisdictions.

To ensure compliance with the SAFETEA-LU requirements, this Coordinated Human Services Transportation Plan for the National Capital Region will guide the funding of projects within Maryland, Virginia, and the District of Columbia's 5310 programs. The competitive selection criteria that will guide the selection of JARC and New Freedom projects will also be used to evaluate proposals submitted for 5310 funding. Additionally, a subcommittee of Task Force members will review the 5310 applications to ensure there is no overlap of projects or funding between the three programs.

As this Coordinated Plan continues to guide projects in successive years, this review process will be evaluated and refined as necessary to ensure that projects funded under the three separate programs are complementary to one another and fit into the vision and goals of the Coordinated Plan.

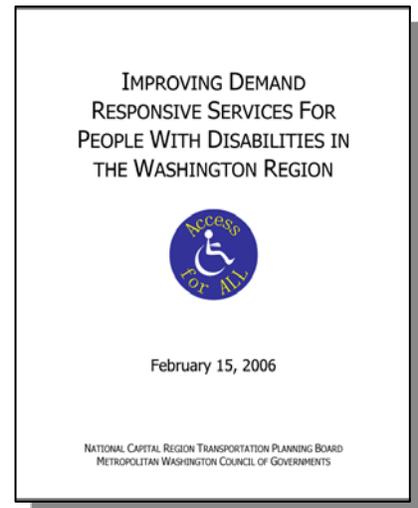
SECTION 2: PLAN DEVELOPMENT

Previous TPB Studies and Reports

The Coordinated Plan was developed within the context of several TPB studies and reports, including the TPB's JARC Plan (January 2004), and three reports from TPB's Access for All Advisory Committee². The *Improving Demand Responsive Services for People with Disabilities* report from February 2006 identified existing specialized transportation services, gaps and shortcomings in those services, and recommendations for transit improvements and coordination opportunities in the region. This report is described in more detail below. The other two AFA reports are *Transportation Issues for Low-Income Populations, Findings and Recommendations, July 19, 2006* and *Report on Major Findings and Recommendations to Improve Transit Information for Limited English Proficiency (LEP) Customers*. In addition, the development of the plan was aided by a WMATA study conducted by KFH Group, Inc entitled *Specialized Transportation Study*; March, 2004.

The MetroAccess Study

In its 2006 report "Improving Demand Responsive Services for People with Disabilities in the Washington Region", the TPB made 15 recommendations for improving paratransit service and identified opportunities for coordination. MetroAccess is the curb-to-curb paratransit service provided by the Washington Metropolitan Area Transit Authority (WMATA) to customers who cannot use the fixed-route service because of a disability. The study was guided by a steering committee chaired by TPB member Kathy Porter and included AFA members including persons with disabilities who use paratransit; human service agencies; WMATA MetroAccess representatives and local paratransit providers; and representatives from two national organizations: Easter Seals Project ACTION and the Community Transportation Association. The study was also supported by a consultant, Russell Thatcher of TranSystems, Inc. The entire study can be found at www.mwcog.org/transportation.



The study found that in addition to MetroAccess, more than 60 local government and non-profit programs provide specialized transportation services for people with disabilities. Medicaid is the second largest provider of specialized transportation services, next to MetroAccess. The coordination-related recommendations included:

² The Access for All (AFA) Advisory Committee advises the TPB on transportation issues, programs, policies, and services that are important to low-income communities, minority communities and people with disabilities. The mission of this committee is to identify concerns of low-income and minority populations and persons with disabilities, and to determine whether and how these issues might be addressed within the TPB process. Membership includes community leaders from transportation-disadvantaged groups from around the region. More info at: www.mwcog.org/transportation/committee/afa

1) Local jurisdictions should explore opportunities for collaboration. In addition to the coordination that is already occurring at the local level, human service agencies and transit providers could consider coordinating regularly scheduled paratransit trips and broadening local alternatives to MetroAccess; and

2) The region should explore additional opportunities, such as a regional information clearinghouse and an accessible taxi program, through regional Human Service Transportation Coordination planning efforts.

The study consultant, TranSystems, Inc, conducted telephone interviews with human service agencies that provide transportation in December 2005. The purpose was to identify currently available services, unmet needs, existing coordination efforts and opportunities. The key issues and unmet needs identified by human service agencies are summarized below.

Key issues:

- **Funding:** By far, the most common transportation issue facing human service agencies and transportation providers is adequate funding. Funding was mentioned in relation to expansion of services to meet growing demand and fill in service gaps, such as evenings and weekends.
- **Vehicles:** Vehicle availability and accessibility were also high on the list of issues for survey participants from non-profit organizations.
- **Taxis:** Many participants described issues relating to taxi services, the primary concerns being driver training and attitude.
- **Other:** Other issues that were frequently mentioned include scarcity of drivers due to competition with other transportation services; infrastructure with poor accessibility (including fixed route service and housing); and service reliability and timeliness.

Unmet needs:

- Same day service and greater service areas were the top two unmet needs mentioned in the phone interviews. The participants described their clients needing day of transportation for medical trips due to sudden illnesses and other short-notice trips. Additionally, many transportation services are only provided in a limited service area, which may not include a client's doctor's office or necessary destination. There seems to be several options for seniors and persons with disabilities to travel to medical appointments but few for shopping and social activities. The need for additional trip types was followed by the need for expanded operational hours.
- The next three unmet needs that were identified include reliable service, companion services, and door-to-door service. Under service reliability, several survey respondents indicated that their clients were frequently left waiting for rides.
- Essentially, no survey participants indicated major significant overlap in services, or the need to significantly expand coordination efforts. There already seems to be some degree

of coordination between organizations at the municipal and county level. The only area where the issue of overlapping services might be studied further is Prince George's County, which has a Call-a-Bus program at the county level as well as programs in several municipalities.

The TPB Human Services Transportation Coordination Task Force

In July 2006, the TPB formed the Task Force to oversee the development of the Coordinated Plan and to steer coordination efforts in the region. In September 2006, the TPB approved the membership for a Task Force. TPB member and Takoma Park Mayor Kathy Porter chairs the Task Force, and its membership is comprised of public transit agencies, state departments of transportation, private and nonprofit transportation providers, human service agencies, and users of specialized transit services from jurisdictions across the region. A complete list of Task Force members is included in Appendix 1. The Task Force met from October 2006 to February 2007 to develop this first Coordinated Plan.

Table 2: Task Force Composition

| Stakeholder Group | Number of Representatives |
|-----------------------------|---------------------------|
| Public Transit | 12 |
| State Public Transit / DOTs | 3 |
| Private Providers | 3 |
| Non-Profit Providers | 6 |
| Human Service Agencies | 10 |
| Users/Customers | 8 |
| Total | 43 (with the Chair) |

Guiding Principles

SAFETEA-LU intensifies the need for regional of coordination human service transportation. As the metropolitan planning organization and the designated recipient of Job Access and Reverse Commute (JARC) and New Freedom funds, the TPB has a unique opportunity to develop a plan that addresses the unmet needs of people with disabilities, low-income individuals and older adults to support their independence and mobility. With that in mind, the TPB has established Guiding Principles for its Coordinated Human Service Transportation Plan. These principles

build upon each other, and are reflected throughout this Coordinated Plan in the strategies and priorities described here.

The Right to Mobility

People with specialized transportation needs have a right to mobility³. Individuals with limited incomes and people with disabilities rely heavily, sometimes exclusively, on public and specialized transportation services to live independent and fulfilling lives. These services are essential for travel to work and medical appointments, to run essential errands, or simply to take advantage of social or cultural opportunities.

The costs of providing human service transportation are indeed rising. However, cost containment should not be achieved at the expense of service delivery. Fortunately, coordination of human service transportation offers the potential to improve service delivery by reducing duplication, making use of available capacity elsewhere in the system, and achieving economies of scale in providing these services.

Customer Service Focus

In providing public transportation, the transportation needs of the customer should always be kept at the forefront. The abilities of individual riders vary in different aspects of the transportation experience, from accessing program information to trip scheduling, to route navigation. Policies and procedures should be clear and flexible enough to allow for different abilities, and to provide support as needed. The goal of every transportation provider should be to facilitate a safe, courteous and timely trip every time.

Elimination of Service Gaps

While there are many providers serving a numerous and diverse clientele, significant gaps exist in human service transportation, which limits the mobility of the individuals who rely on it. Across the region, users of specialized transportation programs live and work in different areas and have different travel patterns. To the maximum extent feasible, gaps in human service transportation services should be eliminated to ensure individuals have a viable transportation option when they need it.

Maximize Efficiency of Service Delivery

Accessible vehicles are expensive to acquire and maintain. Maximizing the efficiency of human service transportation vehicles helps to reduce program costs by generating additional user revenue while also helping to eliminate gaps in service, without the need for additional capital purchases. Transportation providers should collaborate to provide services where extra capacity exists. The TPB Coordinated Plan will help to identify opportunities for collaboration, as well as providing the space for resolving any issues related to cross-jurisdictional service delivery.

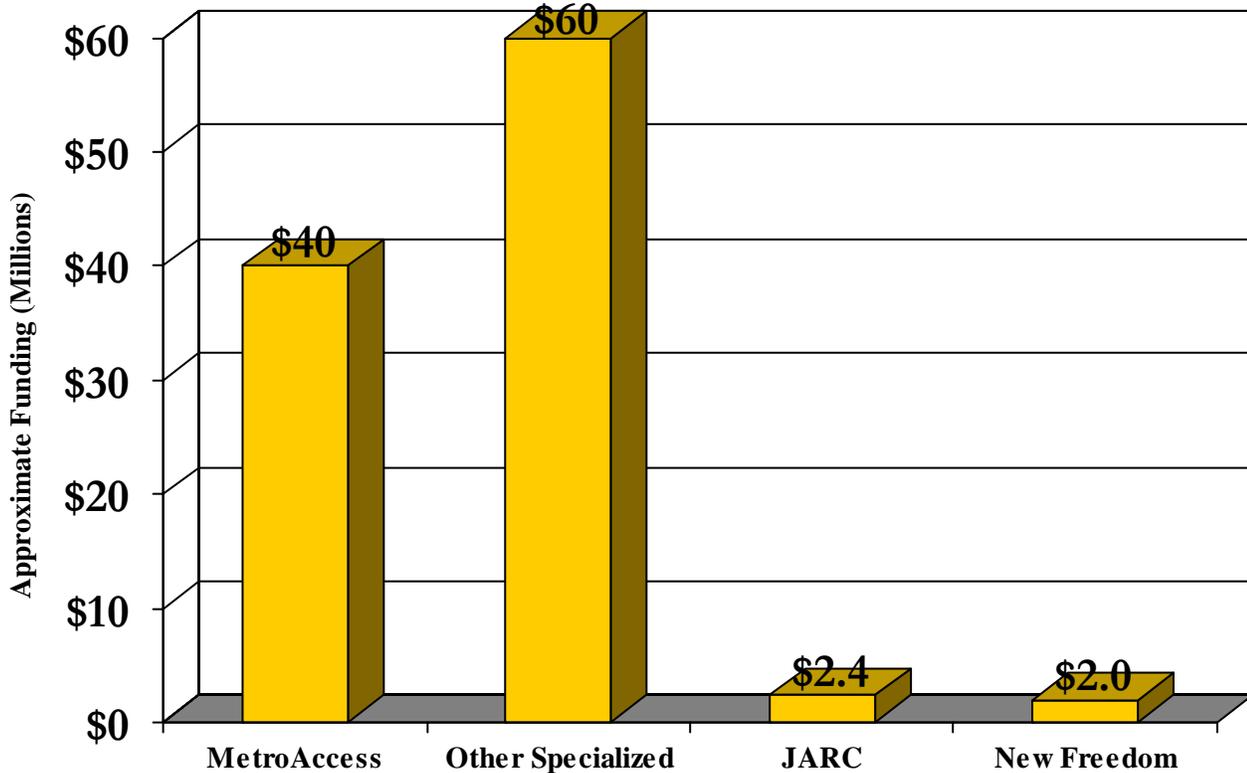
³ Right to mobility is defined as getting from the door of where you are through the door of where you need to go.

Plan Approach

In contrast to previous years, when the region received approximately \$5 million a year in JARC funding, the funding currently available under JARC and New Freedom is very limited. Table 3 shows a comparison of JARC and New Freedom money compared to other specialized transportation services in the region.

In light of the comparatively small amounts of money available, the plan encourages innovative pilot projects that creatively address unmet needs. The intention is that the pilot projects will offer important lessons learned, and for those that are shown to be effective, the plan will encourage the replication of these projects in additional jurisdictions and for the benefit of more clients. The plan “incentivizes” the coordination of funding, vehicles, information and other resources, and seeks projects that offer lessons learned about addressing potential obstacles and about replicating the project throughout the region.

Table 3 – Funding in Perspective



Based on FY2003 figures. JARC and New Freedom totals shown include funding with the required 50/50 match for an operating program.

The real value here is less in the money chase and new projects...instead the real benefit is making the best use out of existing resources and programs.

– David Snyder, TPB member from Falls Church, VA

Timeline for the Plan and the Competitive Selection Process

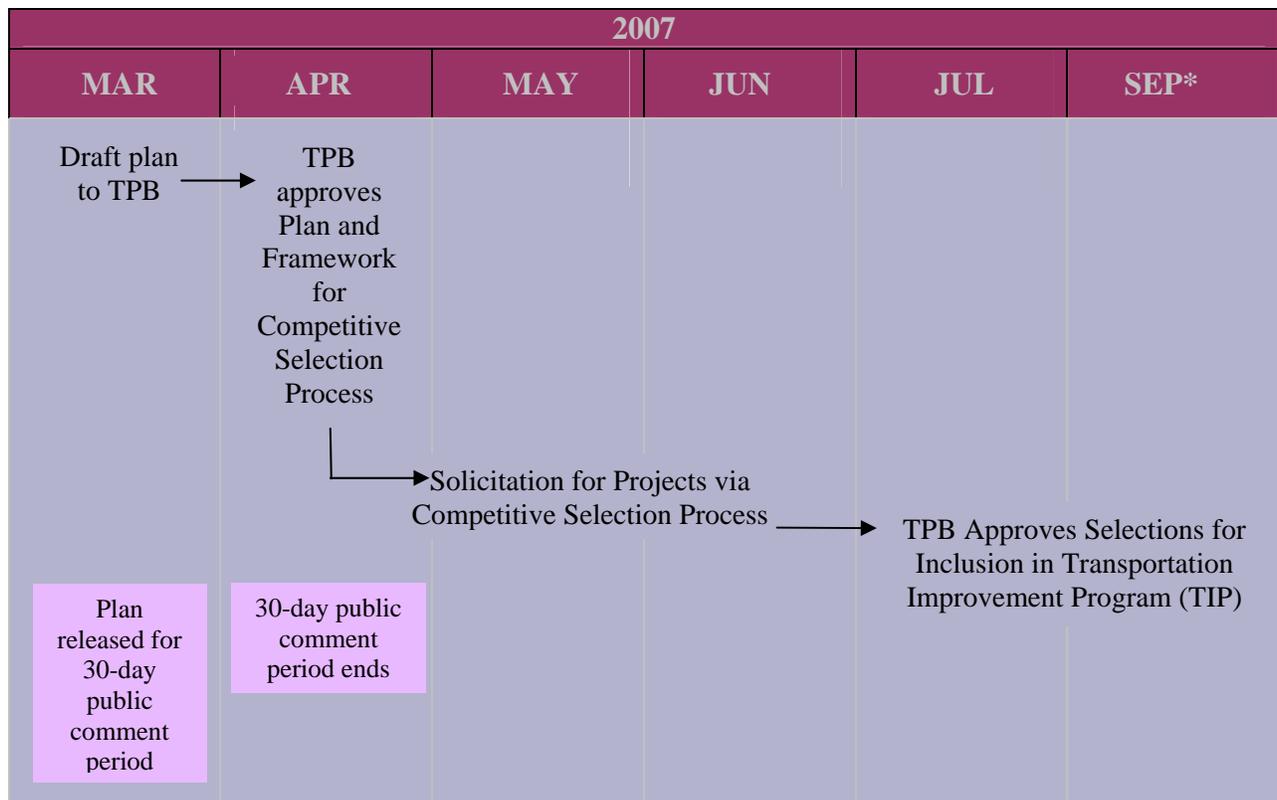
Federal legislation requires that a Coordinated Human Services Transportation Plan be in place by July, 2007.⁴ The TPB began work on how to address the requirement for more coordination in early 2006, with the completion of the MetroAccess study “Improving Demand Services for People with Disabilities”. Building on coordination issues and opportunities identified in that study, the TPB hosted a series of ad-hoc meetings to determine how the region can best meet new requirements. This ad-hoc group included the District of Columbia, Maryland and Virginia Departments of Transportation, public and private transportation providers (including the Washington Metropolitan Area Transit Authority (WMATA), human service agencies, and representatives from low-income populations, persons with disabilities and older adults from

⁴ The FTA requires a Coordinated Plan for FY07 programs. The metropolitan planning organization proposed rules require that all long-range plans adopted after July 2007 be SAFETEA-LU compliant.

around the region. The ad-hoc group recommended that the TPB take the lead in developing the Coordinated Plan and be the designated recipient for the JARC and New Freedom Programs for the Washington DC-MD-VA Urbanized Area. The TPB endorsed this recommendation in July 2006 and the Mayor of the District of Columbia, the Governor of Maryland and the Governor of Virginia designated the TPB the recipient of JARC and New Freedom for the Urbanized Area in August 2006.

The Task Force has been meeting monthly since October, 2006 to develop the plan, and expects to present a draft plan to the TPB at its March 21, 2007 meeting. If the TPB approves the plan and the framework for the competitive selection process at its April 18 meeting, the solicitation for projects would go out at the end of April and project proposals would be due in June. In July or September, the TPB would then approve the selected projects for inclusion in the Transportation Improvement Program. Figure 1 depicts a graphic of the timeline.

Figure 2 – Timeline for March to September 2007



*The TPB does not meet in August.

Public Input

In developing the Coordinated Plan, public input was sought in a number of ways. The Task Force membership was constructed to ensure representation from various stakeholders, as described earlier. The Plan is based on previous TPB studies and reports from the Access for All Advisory Committee, which is made up of community leaders from minority populations, low-income populations and persons with disabilities. In addition, TPB staff presented the elements of the plan to and gathered feedback from various COG/TPB committees and interested groups, including:

- COG Human Services Policy Committee (April and October 2006, February 16, 2007)
- TPB Access for All Committee (May 25, September 28, 2006 and January 25, 2007)
- TPB Citizens Advisory Committee (January 11, 2007)
- Washington Regional Aging Network (November 2, 2006 and February 1, 2007)

The Plan was released for a 30-day public comment period (March – April, 2007) before being formally adopted by the TPB. (A summary of the comments received will be provided here). The entire list of comments received is found in Appendix 2.

In addition, TPB staff conducted two focus groups – one focus group on JARC service and issues and one on New Freedom service and issues. The focus groups featured 8-15 consumer representatives identified with the assistance of Task Force members. Participants were asked to provide their feedback on the strategies and actions identified by the Task Force, and on the following discussion topics:

- What do you think of the approach for the Coordinated Plan?
- Which of the actions do you think will have the biggest impact on meeting the unmet needs? How about the biggest obstacles?
- Are there additional ideas that would significantly reduce service gaps that should be included?

Feedback from the focus groups will be incorporated into the plan. (A summary of the findings will be provided here.) A list of focus group participants is included in Appendix 3.

SECTION 3: ASSESSMENT OF NEEDS

Regional Demographic Profile

As a context to the transportation needs this Coordinated Plan attempts to address, regional statistics of the various population groups are provided here. Appendix 4 provides more information and maps of these population groups.

Table 4 shows statistics for transportation-disadvantaged population groups living in the Washington region. Despite the region's overall affluence, over 328,000 residents lived below the poverty level in 2000, and an additional 447,000 residents were classified as low-income, which is defined as twice the official poverty line. In the same year, 629,500 persons had a physical, sensory, and/or cognitive disability (14% of the population). In 2000, over 400,000 people in region were 65 years and older, 9% of the total population. Individuals with limited English proficiency make up 5 percent of the population; 58 percent of these individuals are members of the Hispanic/Latino community. Although not shown in the table, it is interesting to note that over 40 percent of the region's population is non-white, a figure which includes many recent immigrants to the region⁵.

Table 4: Transportation-Disadvantaged Populations in the Washington Region

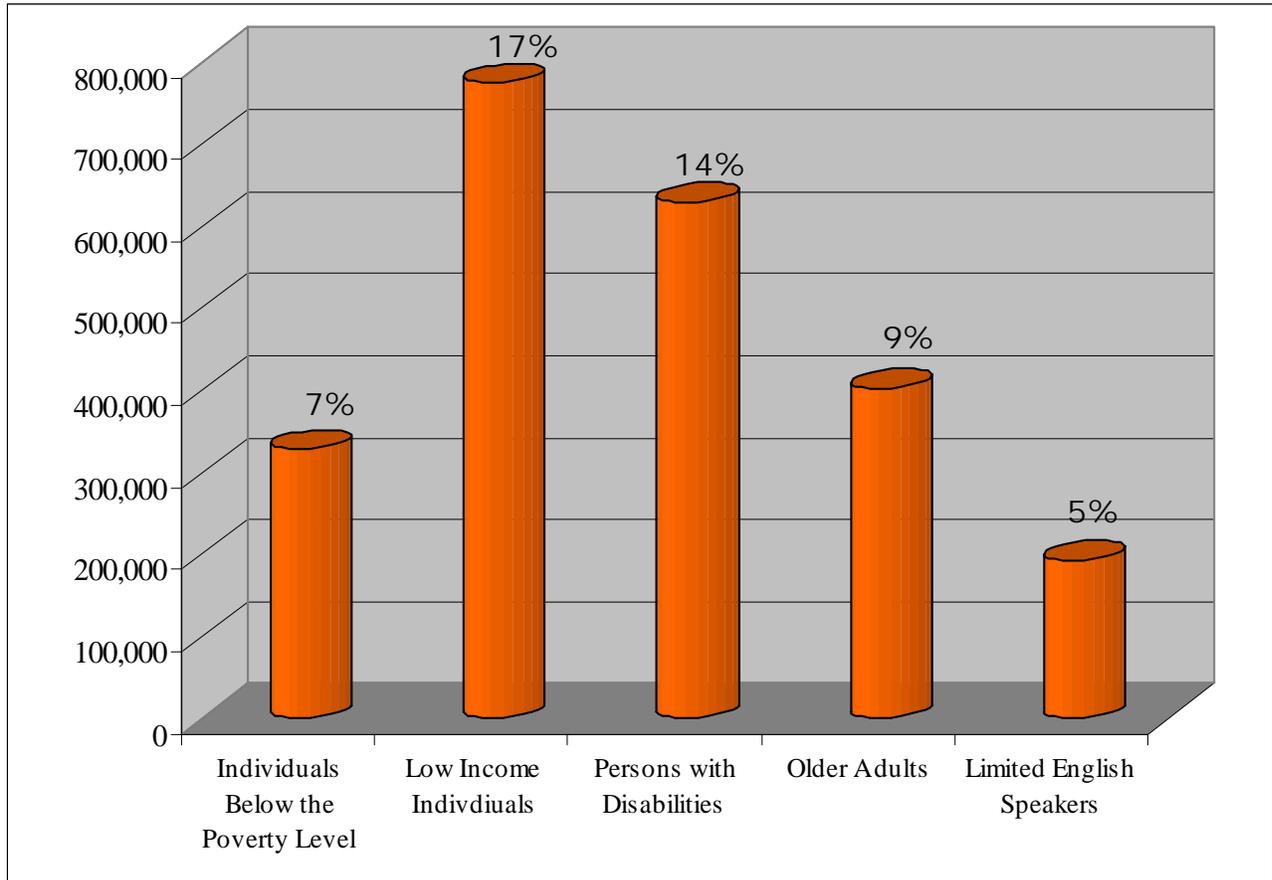
| <i>Population Group</i> | <i>Washington Region</i> | <i>Percent of Region</i> |
|-------------------------------|--------------------------|--------------------------|
| Below the Poverty Level (1) | 328,300 | 7% |
| Low Income (2) | 775,300 | 17% |
| Persons with Disabilities (4) | 629,500 | 14% |
| Older Adults (65 and older) | 403,000 | 9% |
| Limited English Speakers (3) | 193,600 | 5% |
| Total Population | 4,544,900 | 100% |

Source: 2000 U.S. Census; numbers are for the Washington DC-MD-VA MSA

⁵ Our Changing Region. Census 2000. Metropolitan Washington Council of Governments. Volume 1, Number 1. Figures provided are for the TPB Planning Area.

- (1) Official poverty level depends on family size. For a family of four, the poverty level is an annual income of \$17,000.
- (2) “Low income” is defined as twice the poverty level. For example, for a family of four an annual income of \$34,000 is considered low income.
- (3) Limited English Proficiency includes individuals who speak English “not well” or “not at all.”
- (4) Include individuals with physical, sensory and/or cognitive disabilities.

Figure 3: Regional Demographic Profile of Transportation-Disadvantaged Populations in the Washington Region



Source: 2000 U.S. Census; numbers are for the Washington DC-MD-VA MSA

Unmet Transportation Needs

The first meeting of the Task Force focused on identifying the most significant unmet transportation needs or service gaps faced by transportation-disadvantaged individuals. These unmet needs are substantiated by the previous TPB reports and studies described earlier. The needs were grouped into four categories, described below, and examples of service issues are provided. The unmet needs guided the development of strategies and potential projects that could be submitted for funding under the JARC or New Freedom programs.

Figure 4: The Four Categories of Significant Unmet Transportation Needs

| | |
|---|---|
| <p style="text-align: center;">Need For a Customer Focus</p> | <ul style="list-style-type: none"> ▪ Transportation services are not tailored to responding to individual needs ▪ A greater awareness is needed about how various types of disabilities – cognitive, physical and visual – impact people’s ability to travel, especially by transit providers. ▪ Need for improved pedestrian access, including sidewalks, safety and signage, at bus stops and rail stations ▪ Need for additional driver training |
| <p style="text-align: center;">Lack of Reliability</p> | <ul style="list-style-type: none"> ▪ Reliability of paratransit services is a major concern ▪ Bus and rail transit is not always accessible ▪ Need for back-up service |
| <p style="text-align: center;">Need for Better Information</p> | <ul style="list-style-type: none"> ▪ Information on existing specialized services and user-friendly fixed-route information is lacking (this includes but is not limited to non-native English speakers) |
| <p style="text-align: center;">Lack of Additional Funding and Transportation Choices</p> | <ul style="list-style-type: none"> ▪ Need for expanded evening, weekend service, door-to-door and door-through-door service ▪ Need for same-day service, especially for urgent appointments ▪ Infrequent transit service for non-traditional work hours ▪ Getting workers to employment locations not well-served by specialized transit ▪ Limited eligibility for specialized transit, such as people who experience temporary disabilities⁶ ▪ Affordability for users is a concern ▪ Lack of funding for transportation |

⁶ MetroAccess has a 21-day eligibility assessment window. By law, after the 21-day window has passed MetroAccess must offer provisional eligibility service to people waiting for a final determination to be made.

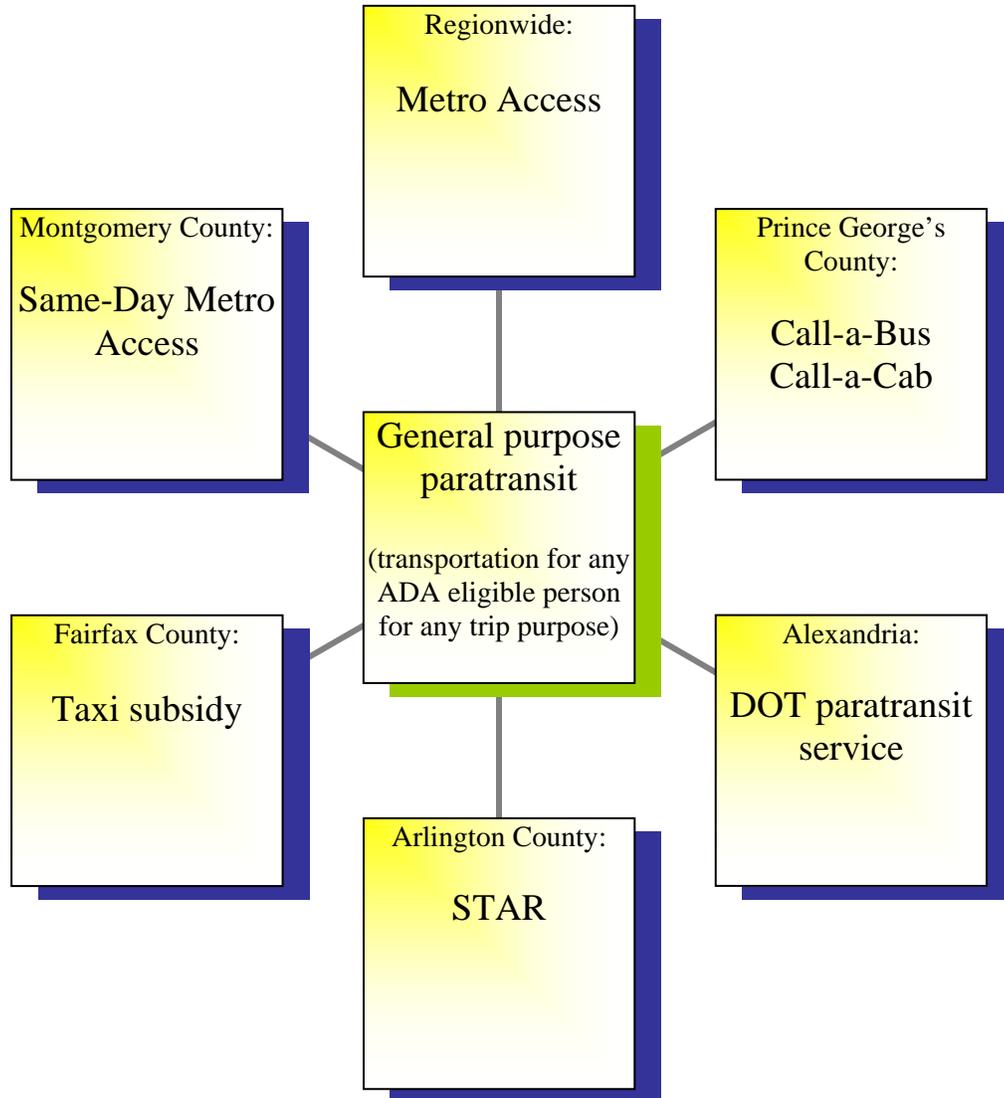
SECTION 4: SUMMARY OF EXISTING SERVICES

Again building on prior reports, the Task Force identified major providers of transportation services across all jurisdictions in the region for persons with disabilities, those with limited incomes and older adults. A complete inventory is listed in Appendix 5. Services include all purpose specialized transportation services, Medicaid transportation, limited scope specialized services and fixed-route transit services.

Figure 5 represents the general purpose specialized transportation services in the region. General purpose paratransit is transportation provided for any ADA-eligible person for any trip purpose – medical, shopping or otherwise. Throughout the region, WMATA operates MetroAccess, its shared-ride service. Montgomery County operates Same-Day MetroAccess service, and in Prince George’s County, residents can choose from among the county-wide Call-a-Bus and Call-a-Cab programs and similar services at the local level. Arlington County provides Specialized Transit for Arlington Residents (STAR) and Alexandria’s program is called DOT Paratransit. Fairfax County offers taxi subsidies to ADA-eligible individuals. Lastly, the District of Columbia has no general purpose paratransit service.

Complementing the general purpose specialized transportation services is a network of private and nonprofit providers that provide additional transportation options. These providers include taxi companies, human service agencies, nonprofit organizations and educational and healthcare institutions.

Figure 5 – Specialized Transportation Services



***The District of Columbia has no general purpose paratransit service**

Complementing the general purpose paratransit services are other services more limited in scope or purpose. Of these, the biggest one in terms of budget is Medicaid transportation, which is provided in all three states to all Medicaid eligible individuals for medical trips. Table 5 shows how Medicaid transportation programs vary across jurisdictions:

Table 5 - Medicaid Transportation Programs

| Jurisdiction | Managed Care Enrollment | Transportation Expenditures per Capita | Brokerage Model | Transportation as “Medical” Expense | Non-Medical Trips |
|----------------------|-------------------------|--|-----------------|-------------------------------------|-------------------|
| District of Columbia | 45% | \$114 | | √ | √ |
| Maryland | 67% | \$27 | √ | | |
| Virginia | 60% | \$72 | √ | √ | |

Table 6 – Limited Scope Specialized Transportation Services

| Jurisdiction | Program | Purpose |
|----------------------|---------------------------|--|
| District of Columbia | DC Office of Aging | District residents 60+ for limited trip purposes |
| Fairfax County | FASTRAN | Human service agency clients and low-income residents, for limited trip purposes |
| Montgomery County | Call ‘n Ride Taxi Program | Low-income seniors and people with disabilities |

Fixed-route systems throughout the region offer additional options for accessible transportation. These include: WMATA’s Metrobus and Metrorail; Arlington ART; Fairfax County Connector; Alexandria DASH; Prince George’s County The Bus; Montgomery County RideOn; Fairfax City CUE; and Prince William County Omni Ride.

SECTION 5: STRATEGIES FOR IMPROVED SERVICE AND COORDINATION

“Our insurance company and attorneys have cautioned us that when we go from serving and supporting people with disabilities ... to transporting people not directly associated with [us], we are now in the ‘transportation business’. This opens a whole new can of worms with liability, licensing, certifications, etc.

For example, we began transporting one person who lived in a [group] home and needed to go to an Adult Day Care.... The ‘agreement’ was held up with lawyers for several weeks. In the meantime, the gentleman fell at his group home and his parents began a lawsuit.... When this happened and we still did not have a signed agreement, I discontinued his transport.

Lessons learned... we have not tried coordinating since.”

-- Joyce Taylor,
The Arc of Montgomery County
and TPB Task Force member

Barriers to Coordination

Coordination in public transportation service delivery is a desirable, if not always easy, thing to achieve. Several barriers exist that make sharing resources or combining services difficult, if not impossible. As the story in the text box illustrates, well-meaning efforts at coordination can have unexpected and counterproductive consequences.

Common barriers to coordination include lack of resources, different training requirements or vehicle specifications, and funding requirements. Some, like the sharing of information across jurisdictions, are more easily addressed through the structure of regular meetings among agencies and providers.

Other barriers present greater challenges. Issues like insurance and liability are more complex challenges that require ongoing efforts and dialogue with numerous agencies, providers, nonprofits and insurers. As a Phase II of this Coordinated Plan, the Task Force will continue to convene and facilitate these discussions, inviting the appropriate and necessary organizations to the table to design workable solutions and alternatives.

Over the past 30 years, federal, state and local governments have implemented various programs aimed at improving coordination of publicly funded transportation services for transportation disadvantaged populations, including people with disabilities, Medicaid recipients, and other human service agency clients. Unfortunately, many of the barriers to coordination stem from the administrative and eligibility requirements imposed by the Federal and State governments. The 2003 GAO report “Transportation Disadvantaged Populations”⁷ found that “obstacles impeding coordination include concern among administrators that their own participants might be negatively affected, program rules that limit use by others, and limited guidance and information on coordination.... to mitigate these obstacles, officials and experts suggested making federal standards more consistent...providing financial incentives or instituting mandates to coordinate”.

⁷ United States General Accounting Office (GAO) Report “Transportation Disadvantaged Populations: Some Coordination Efforts Among Providing Transportation Services, but Obstacles Persist”. GAO-03-697. June 2003.

In fact, areas that have had the most success in coordination occur when the state has mandated coordination and provided institutional support to make the coordination happen. Given that this area includes two states and the District of Columbia, each with its own set of transportation programs and accompanying rules, coordination between the three separate states is challenging.

A 2003 University of Minnesota report prepared for the Federal Transit Administration⁸ found that the term “coordination” is used to refer to a multitude of different activities. In many instances coordination efforts appear to simply cut services or shift costs, rather than result in true efficiency improvements. A 2003 report by the Transit Cooperative Research Program defines coordination as “a political process that requires shared power—including shared responsibility, management, and funding—and notes that achieving desired results through coordination may require significant time and energy”.⁹

Strategies for Improved Service and Coordination

The Task Force developed a set of strategies and related actions that will help to address the unmet needs and fill the gaps in human service transportation. The recommended priority actions are described in the following section. Project proposals will need to address at least one of the four strategies. In developing strategies and actions to address unmet needs, some projects will have a greater overall impact on unmet needs than others and are thus a greater priority for funding.

The four strategies are:

- Tailor transportation services to better respond to the individual needs of low-income workers, people with disabilities and older adults. This strategy emphasizes increased awareness about how various types of disability – cognitive, physical and visual – impact people’s ability to travel, especially among transit providers.
- Provide improved, user-friendly information to customers and social service and non-profit agencies about the types of transportation programs available to low-income workers, people with disabilities and older adults.
- Develop services that increase the reliability and augment existing paratransit and fixed-route service, ensuring a back-up system for people who rely heavily on transportation. The strategy emphasizes the need to offer alternate services available for older adults, people with disabilities, and low-income workers who may experience lack of reliability with their everyday transportation service.

⁸ Barnes, Gary, *Improving Transportation Services for Disadvantaged Populations*, FTA-MN-26-7004 (Springfield, VA: 2003).

⁹ Transit Cooperative Research Program, *Economic Benefits of Coordinating Human Service Transportation and Transit Services*, TCRP Report 9, page 2.

- Develop and implement new programs to provide additional transportation choices for persons with disabilities, individuals with limited incomes and older adults. Additional funding should also be identified and secured to support these programs.

SECTION 6: RECOMMENDED PRIORITY ACTIONS

The following projects respond to the unmet transportation needs identified in this Plan and are the recommended priority actions. These projects can be augmented or changed depending on the proposing agency's budget or other programmatic constraints. These projects are not a comprehensive list, and other projects that respond to the strategies identified by the Task Force could be submitted for funding consideration.

Accessible Taxi Service Subsidy Pilot

What it is: A pilot program to provide the minimum financial subsidies and incentives necessary to encourage taxi companies to provide and maintain a sufficient supply of wheelchair-accessible service in jurisdictions that don't currently have accessible taxis (such as DC and Prince George's County). Incentives to companies include subsidies to offset the cost of vehicle purchase, maintenance and insurance. To be effective, incentives must be aimed at both companies and drivers to ensure that accessible vehicles are not only purchased, but also put to use and available to customers with disabilities.

To have an impact, the program would need to include financial incentives for drivers, such as a stipend for attending sensitivity training to account for lost fares, and financial incentives to drive an accessible taxi. Drivers of accessible cabs could also be matched with schools, senior centers, or other organizations that might want to reserve regular taxi trips.

Good example: The City of Chicago made \$1 million available to cab companies to defray the incremental cost of an accessible ramp-equipped van versus a new Ford Crown Victoria. In Virginia, Red Top Cab buys accessible cabs and leases them to their drivers at the same rate as standard cabs.



Type of Project:
Capital

Funding Program:
5310 or New Freedom

Approximate Cost:
\$200,000 - \$500,000 total

Local Match:
\$40,000 - \$100,000

Sources of Match:
Local jurisdictions

A new wheelchair-accessible cab, the Standard Taxi, will be available in 2007 or 2008 at a lower-cost than accessible vans. The prototype vehicle is popular with both drivers and consumers.

www.standardtaxi.com

Sensitivity Training for Transportation Providers

What it is: Regional sensitivity trainings could be offered to bus drivers, Metro station managers, paratransit drivers, taxicab drivers, and other front-line transportation employees on general guidelines for serving customers with disabilities and older adults. Trainings would be targeted to those who don't currently receive it.

Specific guidelines for serving customers who use wheelchairs or service animals would be addressed, as would guidelines for customers with visual or auditory disabilities. The training could include a role playing component in which operators use wheelchairs to board and disembark vehicles. A portion of the money should be set aside to pay stipends to drivers to make up for fares lost while attending training.

Door-Through-Door Service

What it is: A local jurisdiction could conduct a demonstration project of door-through-door service to people who qualify for MetroAccess. Service could be provided by personal care attendants to travel with eligible individuals. The program would be limited either through eligibility or through a cap on the number of trips.

Type of Project:

Operating

Funding Program:

New Freedom

Approximate Cost:

\$10,000 - \$100,000 total

Local Match:

\$5,000 - \$50,000

Sources of Match:

Transportation providers could split the cost of the match based on the amount of training they would like.

Type of Project:

Operating

Funding Program:

New Freedom

Approximate Cost:

\$200,000 - \$500,000 total

Local Match:

\$100,000 - \$250,000

Sources of Match:

Human service agencies, Adult Day Care centers, other non-profits

Brochure for Low-Income Workers

What it is: The publication would be tailored to a specific geographic area with a high concentration of low-income commuters (e.g., Langley Park, Route 1 in Virginia, Anacostia).

Information would include fixed-route service, bicycle and pedestrian facilities, car sharing, commercial transportation services, specialized transportation services, commuter services subsidy and incentive programs, and maps. Distribution could include Metro stations, local community newspapers, neighborhood chambers of commerce, transportation management associations, and employer groups.

Type of Project:
Operating

Funding Program:
JARC

Approximate Cost:
\$100,000 - \$300,000

Local Match:
\$50,000 – \$150,000

Sources of Match:
Local transit agencies
Local employment-related agencies
Federal programs aimed at providing job training

 **MONTGOMERY COUNTY, MARYLAND** 

TRANSPORTATION OPTIONS FOR SENIORS AND PEOPLE WITH DISABILITIES

A COMPREHENSIVE GUIDE TO PUBLIC, PRIVATE, AND NON-PROFIT TRANSPORTATION
DECEMBER 27TH, 2006

Isiah Leggett, County Executive

SEE BACK FOR INFORMATION ON REQUESTING ALTERNATIVE FORMATS SUCH AS BRAILLE AND LARGE PRINT.

Type of Project:
Operating

Funding Program:
JARC

Approximate Cost:
\$100,000 - \$300,000

Local Match:
\$50,000 – \$150,000

Sources of Match:
Federal TANF, County
Social service programs,
Department of Labor,
Department of Education

Expanded Guaranteed Ride Home Program for Low-Income Workers

What it is: The program would extend the Commuter Connections' Guaranteed Ride Home to offer rides up to eight times per year for workers with certain income limitations who are facing an urgent circumstance, or for up to five days of job training. The program would be limited through an income ceiling or receipt of TANF funds. Workers wishing to use the program for job training must provide employer documentation of the training.

The program could be marketed to workforce development and job training agencies, local human service agencies, and technical schools.

Establish a Same-Day Service Pilot

What it is: A local jurisdiction could sponsor a same-day service pilot for paratransit users. The program could expand on a county taxi voucher program, or a new pilot could be established. The program would need to be limited to meet the available budget.

Participants would pay a sliding scale fare between \$2.50 – 10.00. The pilot could be coupled with an accessible taxi pilot program or done in a jurisdiction that has accessible taxis. The pilot could operate for a set period of time or until a certain financial threshold is reached. The pilot project would need to establish sound parameters for determining who would be eligible for the pilot service.

The program would provide an opportunity to review any policy issues or obstacles that arise (including the reasonable limits, to both provider and user, of the sliding scale fee), and test solutions for resolving them.

Type of Project:
Operating

Funding Program:
New Freedom

Approximate Cost:
\$500,000 - \$1,000,000 total

Local Match:
\$250,000 - \$500,000

Sources of Match:
County transportation programs,
Medicaid, WMATA

Accessible Infrastructure Support for Transit Stations

What it is: Adequate walking infrastructure can have a profound effect on individual mobility, especially for those with disabilities, limited incomes or older adults. A funding pool would be established to provide accessible infrastructure support around commuter and transit stations – such as Metrorail, commuter rail and bus stops.

The project would involve improvements to sidewalks, crosswalks, signals, and other infrastructure that enable individuals using various mobility devices to access transit stations independently. Other improvements could include lighting and safety improvements. Station areas with a high percentage of people with mobility impairments would be given priority. The project could involve private sector partners using advertising revenue as the local match.

Good example: Clear Channel partnership in DC and Montgomery County. Clear Channel pays for advertising space in bus shelters and that revenue is then used for bus stop improvements.

Type of Project:
Capital

Funding Program:
New Freedom

Approximate Cost:
\$50,000 - \$200,000 total

Local Match:
\$25,000 - \$100,000

Sources of Match:
Local jurisdictions, private
sector

Loan Program for Low-income Workers to Purchase Cars

Type of Project:
Operating

Funding Program:
JARC

Approximate Cost:
\$250,000 - \$500,000 total

Local Match:
\$125,000 - \$250,000

Sources of Match:
TANF funds, private funds

What it is: A loan fund would be established to enable workers with certain income limitations to purchase cars. The program would focus on suburban and outer suburban commuters whose jobs or homes are inaccessible by transit. Special consideration would be given to new entrants to the workforce who also transport children to daycare.

Loans would be repaid to the fund, keeping it self-sustaining and replenishing it for additional use. The program would set aside a percentage of funds to cover skills training related to budgeting and car maintenance expenses, obtaining a driver's license, and other issues related to car ownership.

Good Example: Vehicles for Change, which has awarded more than 1,600 cars since 1999. VfC has awarded cars in Carroll, Prince George's, Anne Arundel, and Montgomery Counties, Baltimore City, the District of Columbia, Northern Virginia and Richmond.¹⁰ Fairfax County also has a program that could be emulated.

Shuttle Service or Van Pools to Employment Sites

What it is: Employer-based funding pools could be developed to provide shuttle service or van pools to better serve shift workers and reverse commuters. The program could focus on large suburban employment centers such as the Dulles corridor, Potomac Mills or the I-270 corridor, and could extend evening and weekend bus service from existing providers. The program could also provide carpool matching services.

Type of Project:
Operating

Funding Program:
5310 or JARC

Approximate Cost:
\$100,000 - \$500,000 total

Local Match:
\$50,000 - \$250,000

Sources of Match:
Private funds

¹⁰ Vehicles for Change: www.vehiclesforchange.org.

Provide a range of travel training to older adults and persons with disabilities.

What it is: A travel training curriculum on the bus and rail system could be developed for all types of disabilities and offered region-wide. The curriculum would be coordinated with WMATA, local transit agencies and human service agencies to expand training services to ensure that they are widely available to all who need them, and to ensure that people with all different types of disabilities can obtain training sufficiently suited to their needs so that they can safely use the bus and rail system.

Good examples: Fairfax County teaches seniors how to use Metro; Montgomery County has limited instruction for Ride-On, and the Northern Virginia Transportation Commission has a pilot program to measure the effectiveness of training and is reaching out to 60 seniors throughout Northern Virginia.

Type of Project:

Operating

Funding Program:

New Freedom

Approximate Cost:

\$20,000 - \$200,000 total

Local Match:

\$10,000 - \$100,000

Sources of Match:

WMATA, local transit agencies, human service agencies

SECTION 7: COMPETITIVE SELECTION PROCESS AND SOLICITATION

Framework for Competitive Selection Process

Projects funded under the current JARC and New Freedom programs must be selected competitively. The Task Force has developed criteria to guide the selection of projects. The criteria:

- Prioritize projects that address unmet needs,
- Reflect the importance of coordination, innovation and replicability,
- Encourage the involvement of private sector partners, and
- Standardize the selection process among committee members.

The selection criteria are listed in Appendix 6. The criteria award a maximum of 100 points. The weighting of some categories higher than others reflects Task Force priorities for projects.

Solicitation for Projects

The solicitation is scheduled for April or May. Proposals would need to respond to one or more of the four strategies, and would be rated according to the selection criteria listed in Appendix 6. Special emphasis will be given to priorities listed in the plan.

Geographic Boundary Issues

As described earlier, this Coordinated Plan covers the TPB planning area, while the funding available through JARC and New Freedom must be used for service within the Washington, DC-MD-VA Urbanized Area. (Refer to map on p.3 for description of Urbanized Area and TPB planning area.) Funding under JARC and New Freedom for other Urbanized Areas¹¹ is available through the state departments of transportation.

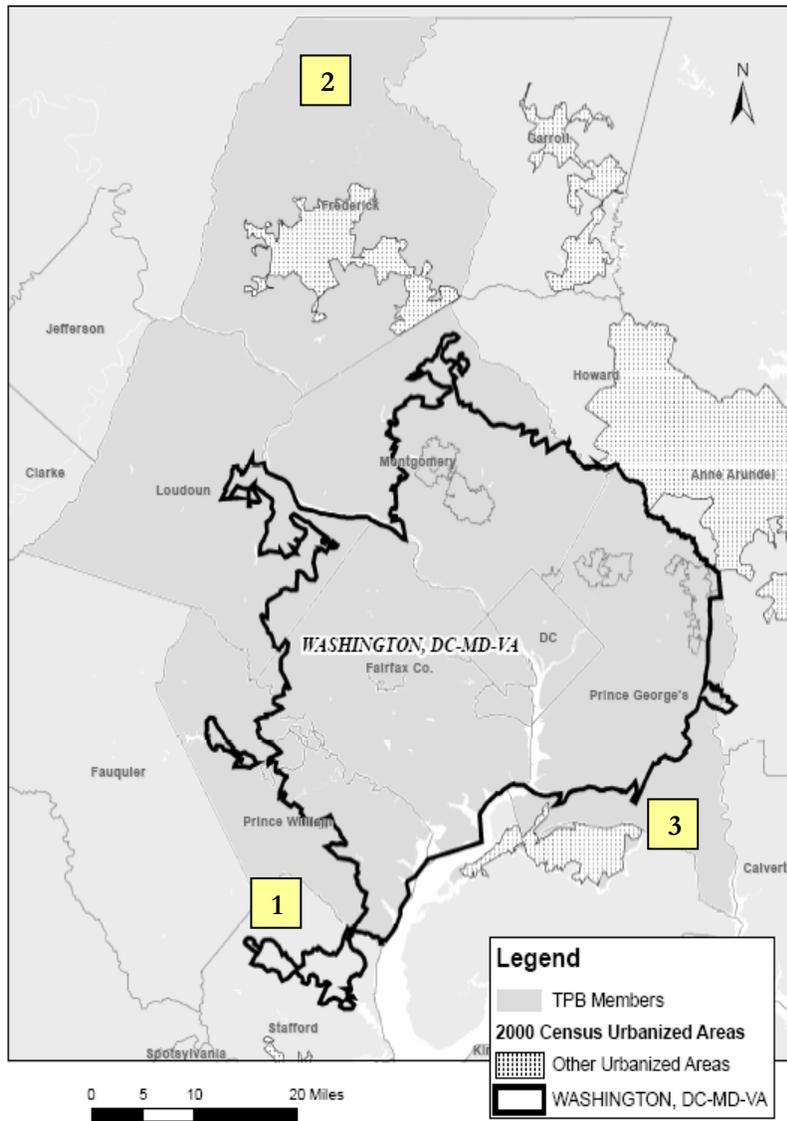
What this means is that any agency or transportation provider wishing to submit a funding request to the TPB can do so only for a service that operates in the Washington, DC-MD-VA Urbanized Area. Services that are intended to operate outside of this Urbanized Area should be submitted to the states for funding from the Other Urbanized and rural area funding. Table 7 provides examples of projects and where they would apply for funding:

¹¹ FTA has established separate JARC and New Freedom programs for Urbanized Areas of less than 200,000 persons. These programs are administered by the Maryland Transit Administration and the Virginia Department of Rail and Public Transportation for their respective states. The District of Columbia is contained entirely within the Washington, DC-MD-VA Urbanized Area.

(See http://www.fta.dot.gov/documents/FTA_JARC_Fact_Sheet_Sept05.pdf for JARC and http://www.fta.dot.gov/documents/FTA_New_Freedom_Fact_Sheet_Sept05.pdf for New Freedom).

Table 7 – Sample Project Submissions

| | Jurisdiction | Proposal | Apply To |
|----------|---------------------|---|---------------------------------|
| 1 | Stafford County | Proposal to run shuttle from northern Stafford County into the Urbanized Area of Stafford | TPB |
| 2 | Frederick County | Proposal to provide shuttle service from Northern Frederick County into the City of Frederick | Maryland Transit Administration |
| 3 | Charles County | Proposal to provide shuttle service into the Urbanized Area of Prince George’s County | TPB |



SECTION 8: CONCLUSION

Coordination is a complex and ongoing process, and Phase I of this Coordinated Plan has established the framework for greater coordination and collaboration efforts in subsequent years. The TPB will continue its role as convener, and the Task Force will continue to meet to build upon this framework and facilitate sustained coordination in the region.

Phase II will commence with the evaluation of this inaugural effort – the Plan, the projects, the competitive selection criteria and the project timeframe. Phase II efforts will consider how well strategies in the Coordinated Plan address the unmet needs and how well, or if, the projects funded had a positive impact on improving service delivery. Input from consumers and agency representatives will be sought to help evaluate the first year of the Coordinated Plan. The evaluation will consider:

- How well did the projects funded under the program address the unmet needs identified in the Coordinated Plan?
- To what extent did the Coordinated Plan and the projects funded under the three FTA programs contribute to greater coordination in human service transportation?
- Was there an increase in the number of communities with easier access to transportation services for people with disabilities, individuals with lower incomes, and older adults?
- Was there a noticeable increase in the quality of transportation services for people with disabilities, older adults, or individuals with lower incomes?
- Are the projects funded under the program and implemented being continued beyond the initial trial period or replicated elsewhere in the region? If not, what are the barriers to continuation or replication?
- What lessons were learned in the development of the Coordinated Plan that will be applied to future planning efforts?
- What lessons were learned in the implementation of projects funded under the program, and how will they be applied to future competitive selections or project implementations?

Phase II will also include greater outreach and education efforts. These efforts will be aimed at addressing some of the more structural impediments that represent barriers to significant coordination. Insurance issues are but one example. Additionally, the TPB can play a major role in helping to strengthen relationships between and among agencies and providers. By coming together to the table, agencies and providers alike will begin to identify issues they have in common and establish the trust necessary to break down those barriers.

Appendix 1: TPB Human Service Transportation
Coordination Task Force

TPB Human Service Transportation Coordination Task Force Members
Draft of February 15, 2007

Carolyn Bellamy
Consumer Advocate
MV Transportation
Wheaton, MD

Sherry Burford
Director
TransIT Services of Frederick County
Frederick, MD

Robert Coward
President
DC ADAPT
Washington, DC

Ted Daniels
D.C. Rehabilitation Services
Administration
Washington, DC

Roosevelt Davis
UPO/WEHTS
Washington, DC

Cedar Dvorin
Aging Services Specialist
Area Agency on Aging
Arlington, VA

Anthony Foster
Grants and Project Manager
Potomac and Rappahannock
Transportation Commission (PRTC)
Woodbridge, VA

Calvin Green
Outreach Manager
Montgomery County Ride-On
Rockville, MD

MaryAnn Griffin
Director
Alexandria Office of Aging and Adult
Services
Alexandria, VA

Jay Guy
Fairfax County DOT
Fairfax, VA

Shelby Holley
Prince William County
Department of Social Services
Woodbridge, VA

Bud Keith
TPB Access for All Advisory Committee
Arlington, VA

Charlie King
Red Top Cab
Arlington, VA

Jane King
American Association of Retired Persons
(AARP)
Alexandria, VA

Eric Koehler
Executive Director
Jewish Community Center of Northern
Virginia
Fairfax, VA

Elaine Lancaster
Regional Transit Coordinator
Tri-County Council
Hughesville, MD

Sharon LeGrande
Northern Virginia Family Service
Oakton, VA

Lakeshia Lewis
Paratransit Coordinator
Alexandria Specialized Transit
Alexandria, VA

Betsy Luecking
Program Manager
Aging and Disability Services
Rockville, MD

Jana Lynott
Northern Virginia Transportation
Commission (NVTC)
Arlington, VA

Kelley MacKinnon
ART and Specialized Transit for
Arlington Residents (STAR)
Arlington, VA

Peggy Maher
Veolia Transportation
Baltimore, MD

Mark McGregor
CEO
VA Regional Transit Association (VRTA)
Purcellville, VA

Perry Moon
Far Southeast Community Collaborative
Washington, DC

Michael Muse
Stafford County Social Services
Stafford, VA

Nancy Norris
Deputy Director
TransIT Services of Frederick County
Frederick, MD

Denis Paddeau
Fairfax Connector
Fairfax, VA

TPB Human Service Transportation Coordination Task Force Members
Draft of February 15, 2007

Kathy Porter, Chair
Mayor
Takoma Park, MD
TPB Member

Jim Raszewski
The Bus
Largo, MD

Brenda Richardson
TPB Access for All Advisory Committee
Washington, DC

Patricia Sanders
Department of Family Services
Prince George's County
Hyattsville, MD

David Sharp
Spinal Cord Injury Network, Inc.
Rockville, MD

Neil Sherman
VA Department of Rail and Public
Transportation (DRPT)
Richmond, VA

Ron Skotz
Corridor Transportation Corporation
Transportation (CTC)
Laurel, MD

Karen Smith
Executive Director
The Arc of Greater Prince William
Woodbridge, VA

Roy Spooner
General Manager
Yellow Cab Co. of D.C.
Washington, DC

Matthew Spruill
Fastran
Fairfax, VA

Rhonda Stewart
DC Mayor's Committee on Persons with
Disabilities
Washington, DC

Phillip Strong
Transportation/Advocacy Specialist
American Council for the Blind
Washington, DC

Rev. Gloria Swieringa
ACORN of Prince George's County, MD

Joyce Taylor
Director, Vocational Services Division
Association of Retarded Citizens (ARC)
Rockville, MD

Trina Trotman
Chief, Statewide Programs
MD Transit Administration (MTA)
Baltimore, MD

Robbie Werth
President
Diamond Transportation Services
Springfield, VA

Gil Williams
D.C. Department of Transportation
Washington, DC

Lester Monica Wynn
Washington, D.C. Elderly Handicapped
Transportation Service (WEHTS)
Washington, DC

Steve Yaffe
COO, Community Transportation
Services
Washington Metropolitan Area Transit
Authority (WMATA)
Washington, DC

Appendix 2: List of Comments Received During 30-
day Public Comment Period

(NOT COMPLETE; the public comment period will
be from mid-March to mid-April 2007)

Appendix 3: List of Focus Group Participants

(NOT COMPLETE; the focus groups will be held
late February/early March 2007)

Appendix 4: Regional Demographic Profile of Transportation–Disadvantaged Groups

Numbers in this appendix are for the Washington DC-MD-VA Metropolitan Washington Statistical Area (MSA)



Terminology

- **Limited English Speakers** includes individuals who speak English “not well” or “not at all”
- **Disabled Persons** includes individuals with physical and/or sensory disabilities
- **Disadvantaged** – population groups that lack the financial, physical, or language ability to provide their own transportation and/or have difficulty accessing public transportation

- Low Income population
- Population below the poverty line
- Limited English speakers
- Disabled persons
- Elderly (over 65)

Poverty and Low Income Definitions

- Official poverty line depends on family size
 - 1 person = \$8,500/year
 - 4 people = \$17,000/year
- “Low income” defined as twice the poverty line, e.g.
 - 1 person = \$17,000/year
 - 4 people = \$34,000/year
- Median household income in Washington region is \$68,565

Table X shows statistics for transportation-disadvantaged population groups living in the Washington region. Despite the region's overall affluence, over 328,000 residents lived below the poverty level in 2000, and an additional 447,000 residents were classified as low-income, which is defined as twice the official poverty line. In the same year, 629,500 persons had a physical, sensory, and/or cognitive disability (14% of the population). In 2000, over 400,000 people in region were 65 years and older, 9% of the total population. Individuals with limited English proficiency make up 5 percent of the population; 58 percent of these individuals are members of the Hispanic/Latino community. Although not shown in the table, it is interesting to note that over 40 percent of the region's population is non-white, a figure which includes many recent immigrants to the region.¹

Table X
Transportation-Disadvantaged Populations in the Washington Region

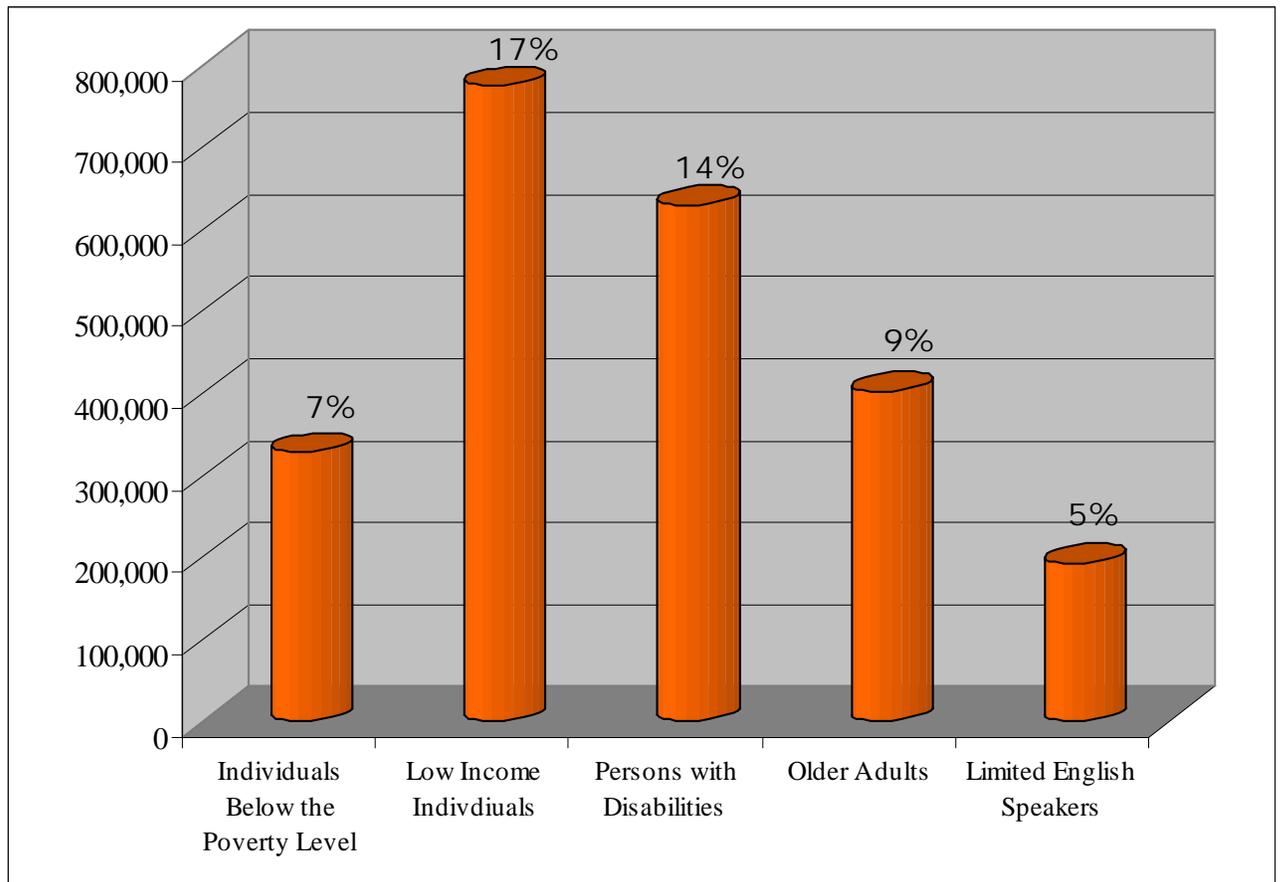
| <i>Population Group</i> | <i>Washington Region</i> | <i>Percent of Region</i> |
|-------------------------------|--------------------------|--------------------------|
| Below the Poverty Level (1) | 328,300 | 7% |
| Low Income (2) | 775,300 | 17% |
| Persons with Disabilities (4) | 629,500 | 14% |
| Older Adults (65 and older) | 403,000 | 9% |
| Limited English Speakers (3) | 193,600 | 5% |
| Total Population | 4,544,900 | 100% |

Source: 2000 U.S. Census; numbers are for the Washington DC-MD-VA MSA

- (1) Official poverty level depends on family size. For a family of four, the poverty level is an annual income of \$17,000.
- (2) "Low income" is defined as twice the poverty level. For example, for a family of four an annual income of \$34,000 is considered low income.
- (3) Limited English Proficiency includes individuals who speak English "not well" or "not at all."
- (4) Include individuals with physical, sensory and/or cognitive disabilities.

¹ Our Changing Region. Census 2000. Metropolitan Washington Council of Governments. Volume 1, Number 1. Figures provided are for the TPB Planning Area.

Figure X: Regional Demographic Profile of Transportation-Disadvantaged Populations in the Washington Region



Source: 2000 U.S. Census; numbers are for the Washington DC-MD-VA MSA

Figure X: Poverty Rates for Transportation Disadvantaged Groups

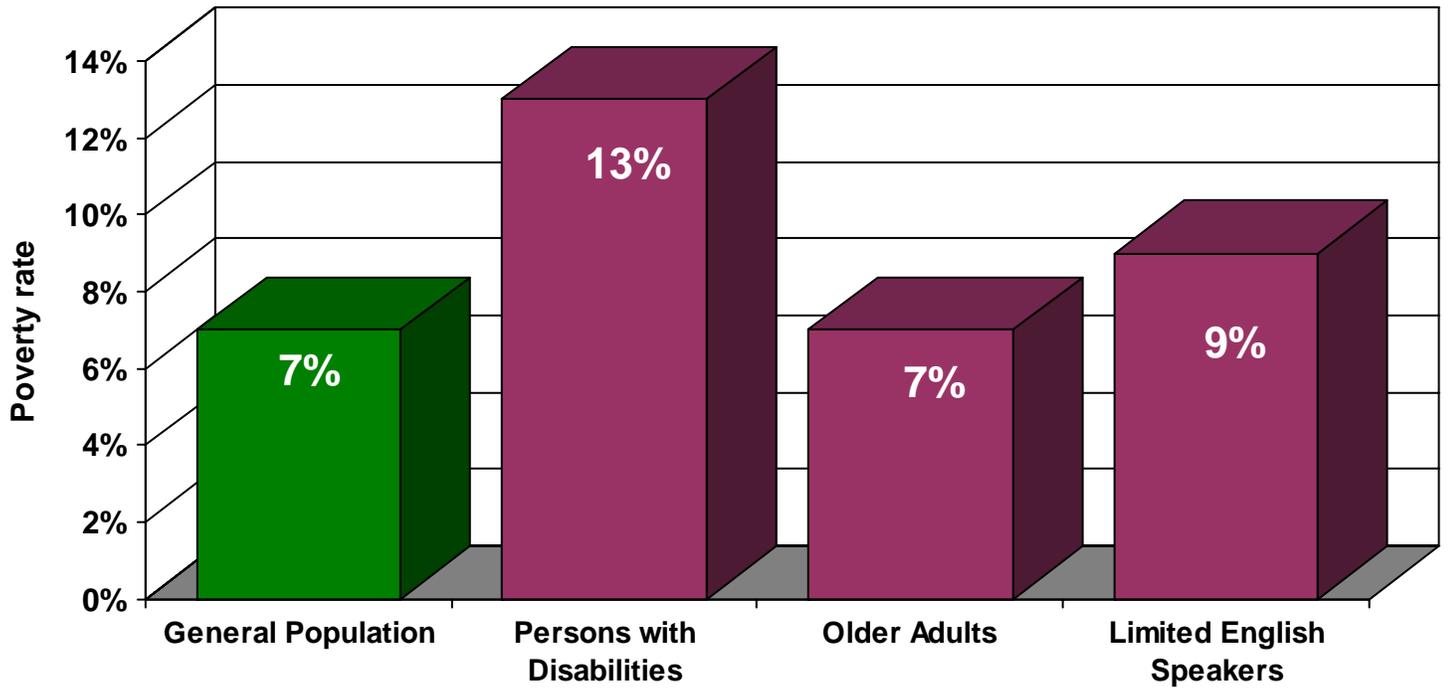
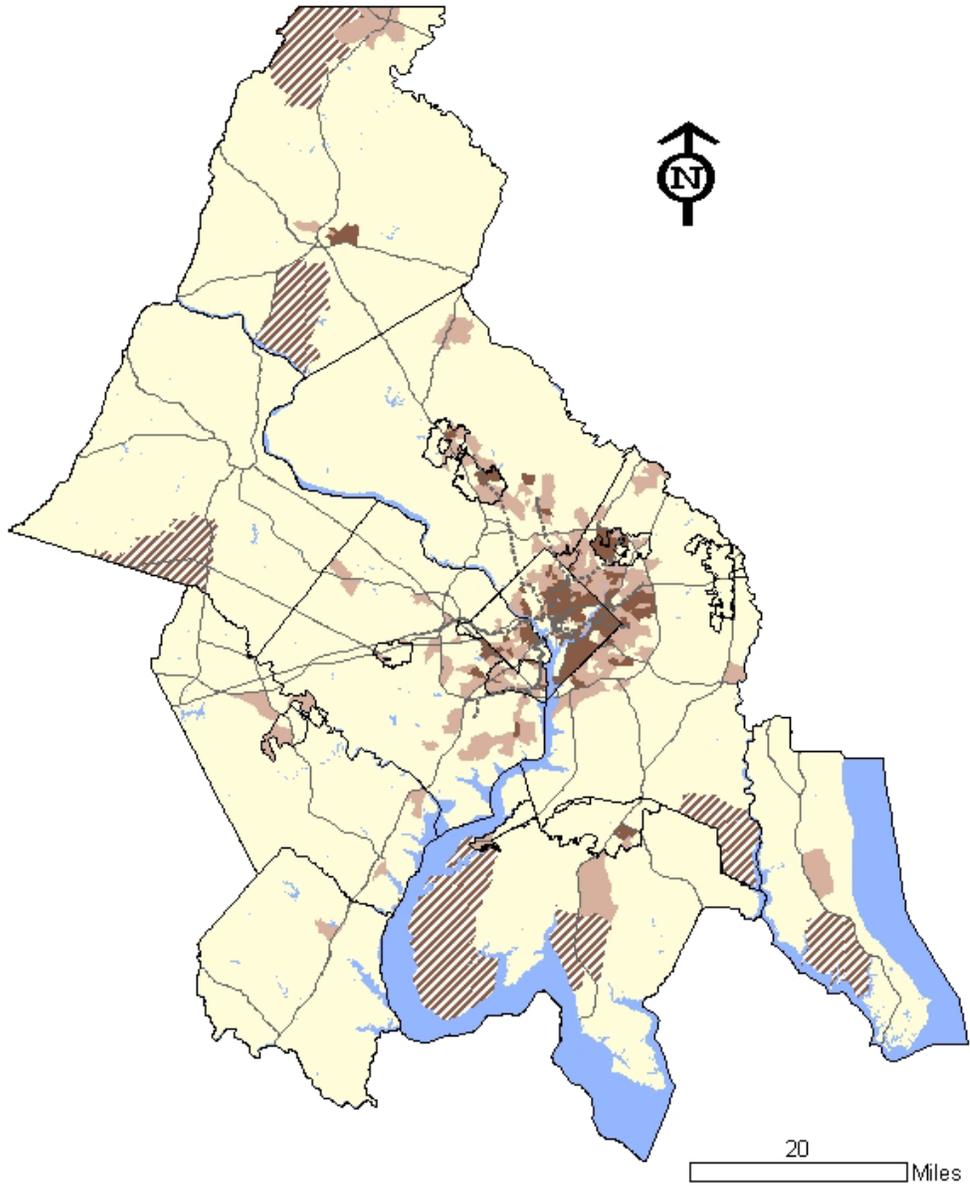
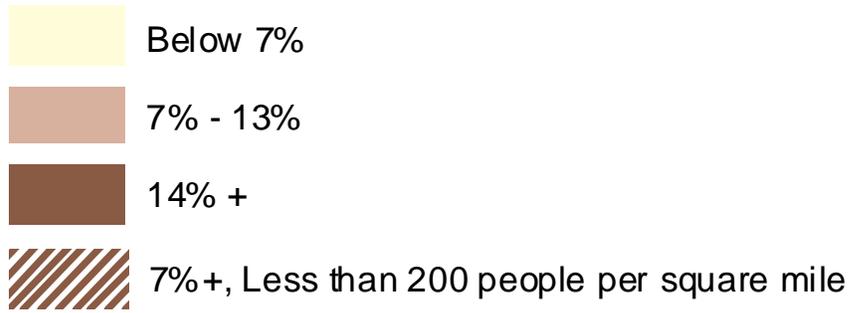


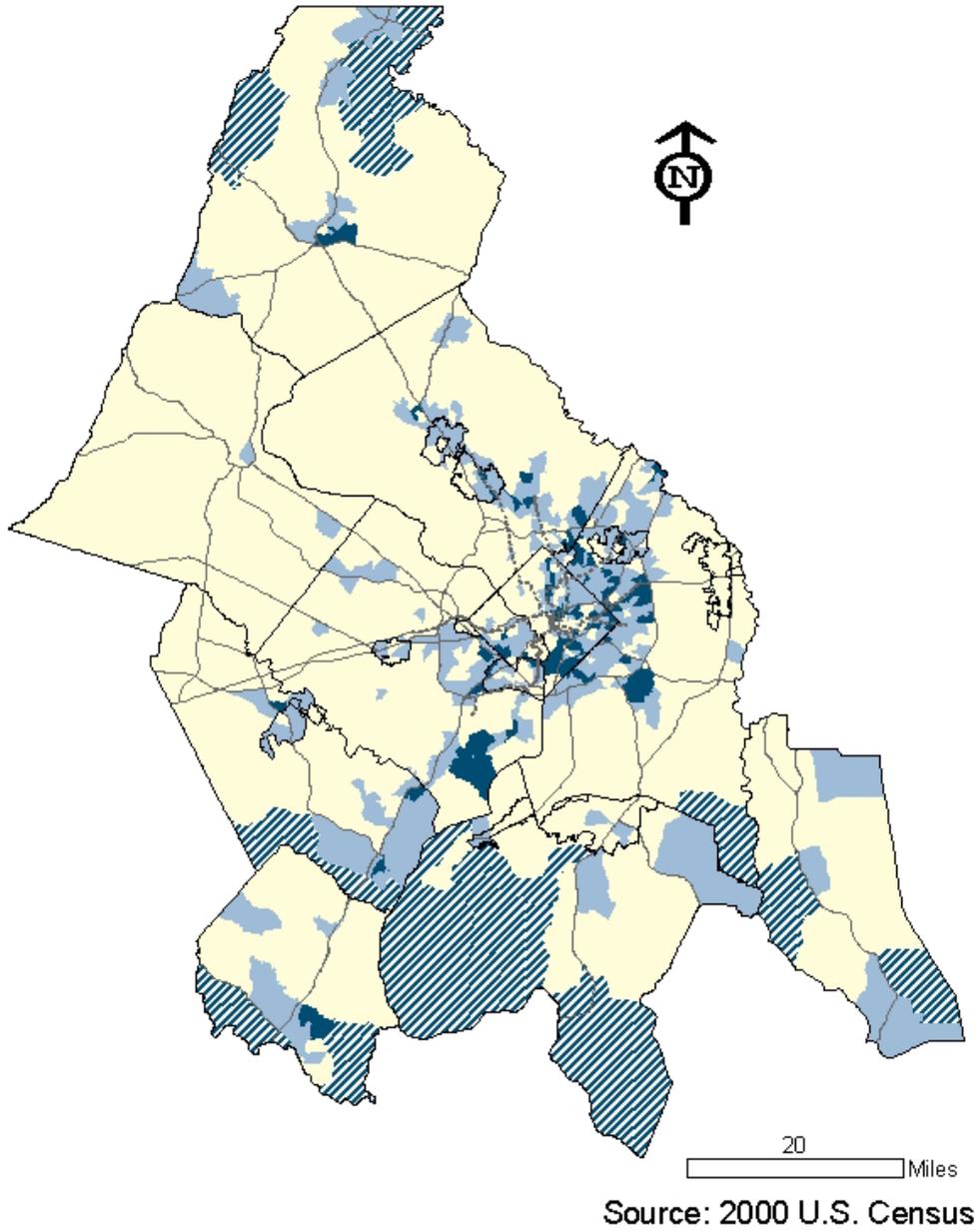
Figure X: Population Below the Poverty Line

Legend



Source: 2000 U.S. Census

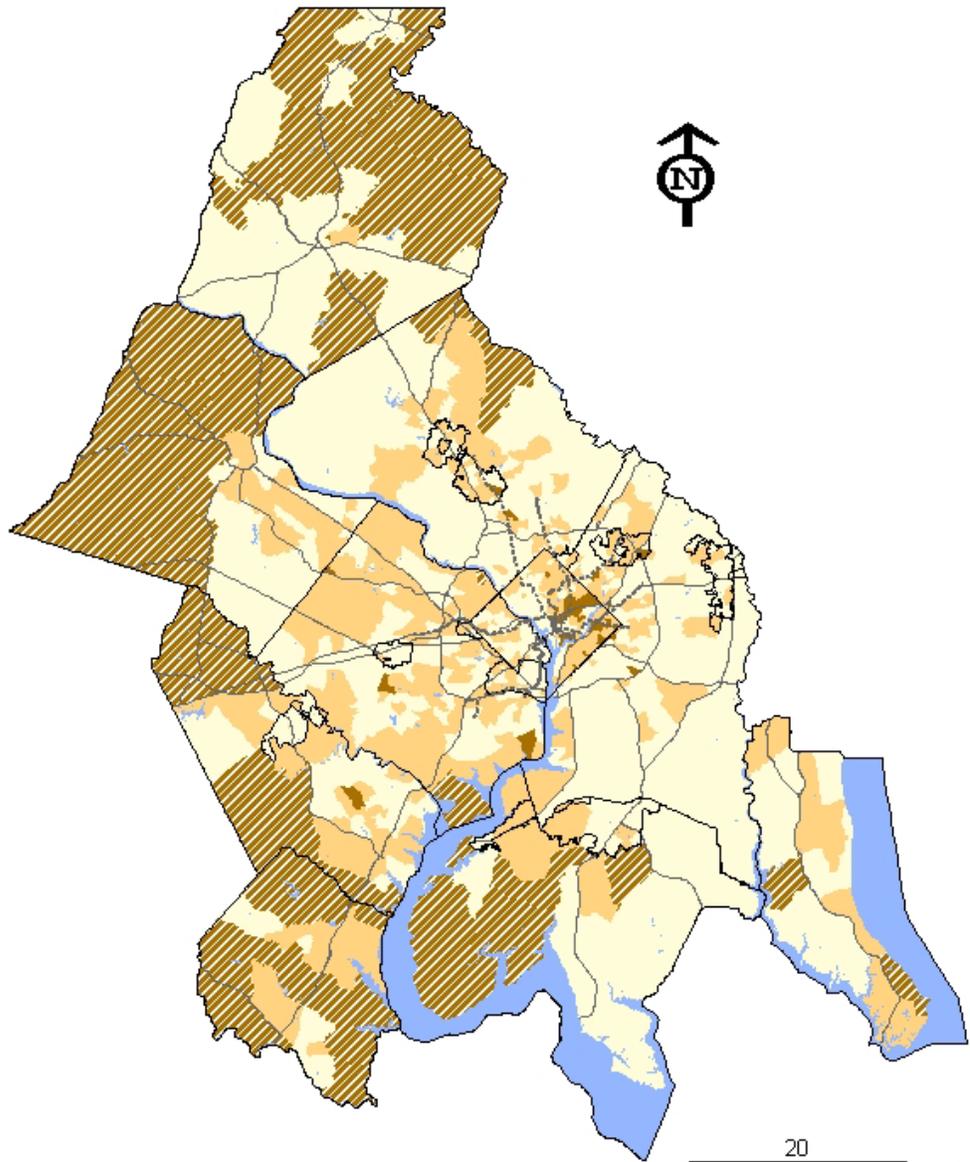
Figure X: Low-Income Population



Legend

- Below 10%
- 10% - 19%
- 20%+
- 10% +, Less than 200 people per square mile

Figure X: Persons with Disabilities (Physical and Sensory)



Source: 2000 U.S. Census

Legend

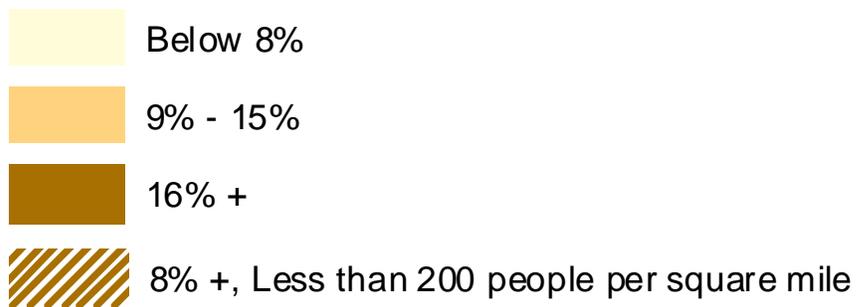
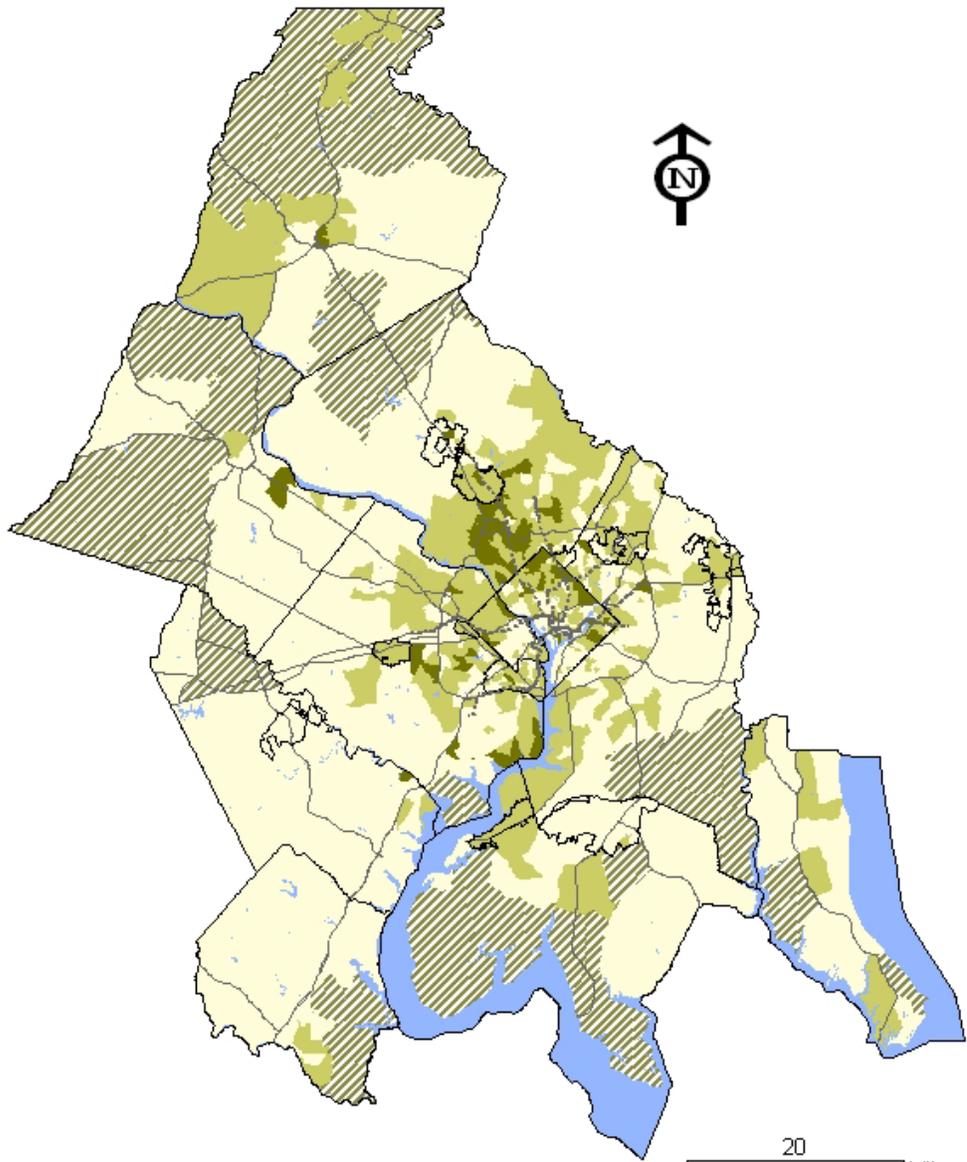


Figure X: Older Adult Population

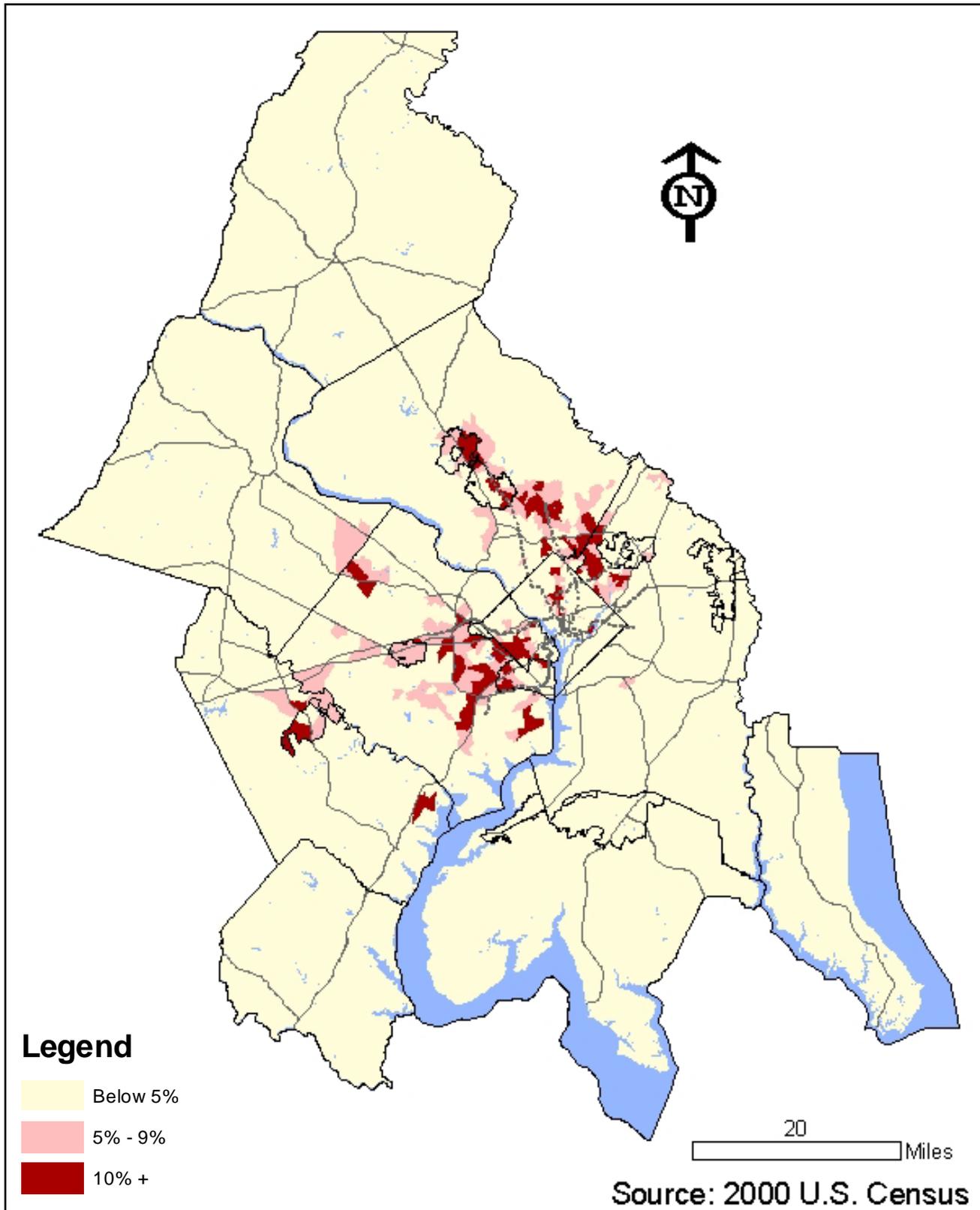


Source: 2000 U.S. Census

Legend

-  Below 9%
-  9% - 17%
-  18% +
-  9% +, Less than 200 people per square mile

Figure X: Population with Limited English Skills



Appendix 5: Inventory of Specialized Services

DISTRICT OF COLUMBIA

**Appendix 5
Inventory of Specialized Services**

DISTRICT OF COLUMBIA PROVIDERS

| Program | Eligibility | Trip Restrictions | Directly Operate? | Contact Information | Program Fees |
|---|---------------------------------------|---|--|---------------------|--------------|
| United Planning Organization Washington Elderly Handicapped Transp. Svcs. | Seniors 60+ | Medical Adult Daycare Group trips | Yes | (202) 635-8866 | No charge |
| United Planning Organization Call 'n Ride Taxi Program | Seniors 60+ | No restrictions | No | | |
| DC Medical Assistance | Medicaid eligible individuals | Medical | No | | |
| DC Office on Aging Other Nutrition/Senior Services | Seniors 60+ | Nutrition | No | | |
| DC Department of Human Services | | | | | |
| DC Department of Mental Health | | | | | |
| Anchor Mental Health Services | Developmentally Disabled | Agency operated job sites | Service ended Seeking to reinstate | | |
| ARC of Washington, DC | Residents | Day programs medical recreational | Yes | | |
| DC Center for Independent Living | Significantly disabled of all ages | Homes to sites only | Yes | | |
| Easter Seals Society | | | | | |
| Friendship House | | | | (202) 675-9050 | |

Appendix 5 Inventory of Specialized Services

DISTRICT OF COLUMBIA PROVIDERS (cont.)

| Program | Eligibility | Trip Restrictions | Directly | Contact | Program Fees |
|-----------------------------|-----------------------------|--------------------|-------------------------------------|----------------|--------------|
| Green Door | Mental Health | Doctor, etc. | Yes Also transit use training | (202) 464-9200 | |
| Hospital for Sick Children | | Medical appts | | (202) 832-4400 | |
| Joseph Kennedy Institute | Developmentally Disabled | School field trips | Yes | (202) 529-7600 | |
| Metropolitan Baptist Church | | | | (202) 238-5000 | |
| National Children's Center | | | | (202) 722-2300 | |
| Senior Citizens Counseling | | | | | |
| Shiloh Baptist Church | Disability | No restrictions | Yes | | |
| Union Temple Baptist Church | | | | (202) 678-8822 | |

1. Section 5310 recipients in the District that are churches or religious organizations with only one vehicle were not contacted for this study given the small size of their transportation programs. Per DCDOT, this includes 11 agencies.

2. Some DC Medicaid information was derived from CTAA's *Medicaid Transportation: A Primer for States, Health Plans, Providers and Advocates*, 2001

MARYLAND

**Appendix 5
Inventory of Specialized Services**

PROVIDERS IN MONTGOMERY COUNTY

| Program | Eligibility | Trip Restrictions | Directly Operate? | Vehicles | Funding Programs | Contact Information | Program Fees |
|--|----------------------------------|---|--------------------------|-----------------|------------------------------------|----------------------------|---------------------|
| Montgomery County Call 'n Ride Taxi Program | Low inc snrs Low inc disabled | No restrictions | No | | County General State SSTAP | | |
| Montgomery County Same Day MetroAccess | ADA eligible | No restrictions | No | | County General Fund | | |
| Montgomery County Medicaid | Medicaid eligible | Authorized Medicaid trips only | No | | State Medicaid Federal Medicaid | | |
| Montgomery County Program Transportation | Seniors 55+ | Senior activity sites, grocery store | No | | County General Fund | | |
| Montgomery County Division of Transit Services | Public transit | No restrictions | | | | | |
| Community Services for Autistic Adults and Children | Program participants | To and from work | | 0 | | 240-912-2220 | |
| Spanish Speaking Community of Maryland | Citizens of Hispanic origin | Special events, demand service | | | | | |
| Leisure World of Maryland | Senior residents | shopping only, demand service | | | | | |
| Bethesda Fellowship House ASSIST | | | | | | (301) 654-2077 | |
| Winter Growth | | Medical, grocery trips | | | | (301) 774-7501 | |
| Jewish Social Service | | | | | | (301) 770-0901 | |
| Carol Jean Cancer Foundation | | | | | | (410) 531-0758 | |
| Holy Cross Adult Day Care | | | | | | (301) 754-7000 | |
| Mark Twain School | | | | | | (301) 279-4900 | |
| Montgomery County Mental Health Association | | | | | | | |
| Montrose Baptist Church | | | | | | | |
| National Lutheran Home | | | | | | | |
| St. John's Baptist Church | | | | | | | |

**Appendix 5
Inventory of Specialized Services**

PROVIDERS IN MONTGOMERY COUNTY

| Program | Eligibility | Trip Restrictions | Directly Operate? | Vehicles | Funding Programs | Contact Information | Program Fees |
|---|--------------|-------------------|-------------------|----------|------------------|---------------------|--------------|
| Montgomery County | Low inc snrs | No restrictions | No | | County General | | |
| St. John's Convent | | | | | | | |
| St. Luke's House | | | | | | | |
| Friend's House | | | | | | | |
| Korean Community Senior Housing Corp. | | | | | | | |
| National Association for the Deaf | | | | | | | |
| Today's Family | | | | | | | |
| Total Living, Inc. | | | | | | | |
| Korean American Senior Citizens Association | | | | | | | |
| Leafy House | | | | | | | |
| Victory Housing | | | | | | | |
| Treatment and Learning Centers | | | | | | | |
| The Oaks at Four Corners | | | | | | | |
| Jewish Foundation for Group Homes | | | | | | | |
| The Family Services, Inc. | | | | | | | |
| Montgomery County Catholic Charities | | | | | | | |
| Montgomery County Division of Elderly Affairs | | | | | | | |
| National Capital B'nai B'rith Foundation | | | | | | | |

**Appendix 5
Inventory of Specialized Services**

PROVIDERS IN PRINCE GEORGE'S COUNTY

| Program | Eligibility | Trip Restrictions | Directly Operate? | Vehicles | Contact Information | Program Fees |
|--|---|---|--------------------------|-----------------|----------------------------|---|
| Prince George's County Call-a-Bus | No FR access Pref to snrs Pref to disab | No restrictions | Yes | 46 (shared) | 301-499-8603 | Seniors and persons with disabilities \$.50 |
| Prince George's County Senior Transportation Service | Seniors 60+ | Snr activity sites Grocery store Essential shopping | Yes | 46 (shared) | | |
| Prince George's County Call-a-Cab | Seniors 55+ Disabled | No restrictions | No | | 301-883-5656 | \$10 for a \$20 coupon book |
| Prince George's County Municipal Call-a-Bus | Seniors Disabled | No restrictions | No | | See below | See below |
| Prince George's County Medical Transportation | Medicaid eligible | Medicaid eligible trips | Yes Purchase as well | 1 | | |
| Ace Helping Hands 7057 Palamar Terrace Lanham, MD 20706 | Clients only | Medical trips | | | 301-794-4974 | |
| ARC of Prince George's County Headquarters | Clients only | Medical, employment trips | Yes | | 301-925-2730 | |
| Ardmore Enterprises 3000 Lottsford Vista Road, Mitchellsville, MD 20721 | Clients only | Medical, day program | Yes | | 301-577-2575 | |
| Calmra, Inc. 5020 Sunnyside Avenue, #206 | Clients only | Medical trips | Yes | | 301-982-7177 | |
| Comprehensive Residential Services, Inc. 6120 Breezewood Drive #302 Greenbelt, MD 20770 | Clients only | Day program | Yes | | 301-220-1574 | |

**Appendix 5
Inventory of Specialized Services**

PROVIDERS IN PRINCE GEORGE'S COUNTY

| Program | Eligibility | Trip Restrictions | Directly Operate? | Vehicles | Contact Information | Program Fees |
|---|------------------------------|--|-------------------|-------------|------------------------------|---------------------|
| Prince George's County Dreamcatchers Service 7914 Daniel Drive Forestville, MD 20747 | No FR access Clients only | No restrictions Any activity | Yes No | 46 (shared) | 301-499-8603 301-499-3399 | Seniors and persons |
| Family Service Foundation Deaf/Blind Institute 5301 76th Avenue Landover Hills, MD 20784 | Clients only | Medical trips | | | 301-731-6141 | |
| Helping Hands Adult Day Service Capital Heights 5400 Norfield Road Capitol Heights, MD 20743 | Clients only | Metro area | Yes | | 301-736-6622 | \$2.50 per trip |
| Melwood Horticultural Training Center 5707 Dower House Road Upper Marlboro, MD 20772 | Clients only | Medical trips | No | | 301-599-8000 | |
| National Children's Center 6200 2nd Street, NW Washington, DC 20011 | Clients only | Medical trips | No | | 301-722-2300 | |
| We Care Adult Service | Clients only | Medical, recreation employment trips | | | 301-925-1515 | |
| Secure Care Services, Ltd. 12301 Old Columbia Pike Silver Spring, MD 20904 | Clients only | Medical, employment trips | | | 301-625-2406 | |
| SEEC 8905 Fairview Road Silver Spring, MD 20910 | Clients only | No restrictions | | | 301-576-9000 | \$2.50 per trip |
| United Cerebral Palsy 4409 Forbes Boulevard Lanham, MD 20706 | Clients only | Any trip in Montgomery or Prince George's County | | | 301-459-0566 | |

**Appendix 5
Inventory of Specialized Services**

PROVIDERS IN PRINCE GEORGE'S COUNTY

| Program | Eligibility | Trip Restrictions | Directly Operate? | Vehicles | Contact Information | Program Fees |
|--|---|--|--------------------------|-----------------|----------------------------|--|
| Prince George's County | No FR access | No restrictions | Yes | 46 (shared) | 301-499-8603 | Seniors and persons |
| Prince George's County Division of Adult/Geriatric Health | Persons on medical assistance | No restrictions | | | 301-856-9555 | Seniors 55+ \$.50 All others \$1.00 subject to availability |
| Medical Assistance Transportation | | | | | | |
| City of Bowie | Residents only | Any activity 2 weeks in advance | Local Call-a-Bus Service | | 301-809-2300 | \$.25 each way |
| Town of Capital Heights | Seniors Disabled | Any activity 2 weeks in advance | Local Call-a-Bus Service | | 301-336-0626 | \$1.00 within 5-mile radius; \$2.00 within 10-mile radius |
| Town of Glenarden | Residents only | Any activity 5-mile radius of city | Local Call-a-Bus Service | | 301-265-8475 | \$2.00 |
| City of Greenbelt | Anyone | Any activity 24 hours in advance | Local Call-a-Bus Service | | 301-474-4100 | \$1.00 |
| City of Hyattsville | Anyone within 8-mile radius | Any activity before 1:00 pm the day before | Local Call-a-Bus Service | | 301-985-5020 | \$2.00 |
| City of Laurel | Anyone not wheelchair accessible | Any activity No weekend service | Local Call-a-Bus Service | | 301-498-3693 | \$25.00 a year |
| City of New Carrollton | 55+ | Any activity Within 5-mile radius 9 am - 2:30 pm | Local Call-a-Bus Service | | 301-459-6103 | \$2.00 |
| City of Seat Pleasant | Seniors | Any Activity | Local Call-a-Bus Service | | 301-336-2600 | No charge |
| College Park | Seniors and Disabled | Any Activity; must call the day before | Local Call-a-Bus Service | | 301-345-8100 | No charge |

**Appendix 5
Inventory of Specialized Services**

PROVIDERS IN PRINCE GEORGE'S COUNTY

| Program | Eligibility | Trip Restrictions | Directly Operate? | Vehicles | Contact Information | Program Fees |
|------------------------------|----------------------|---|----------------------------|-----------------|----------------------------|---------------------|
| Prince George's County | No FR access | No restrictions | Yes | 46 (shared) | 301-499-8603 | Seniors and persons |
| Town of Bladensburg, Cottage | Seniors | Any activity, from 9 am | Local Call-a-Bus | | 301-277-4920 | \$1.00 |
| City of Fairmount Heights | Seniors and Disabled | Any activity within 8-mile radius 8:30 am to 3:30 pm | Local Call-a-Bus Service | | 301-925-8585 | \$2.00 |
| City of District Heights | Seniors and Disabled | Any activity; 9 am to pm | 5 Local Call-a-Bus Service | | 301-336-9402 | No charge |

Appendix 5
Inventory of Specialized Services

OTHER PROVIDERS IN SUBURBAN MARYLAND

| Program | Eligibility | Trip Restrictions | Directly Operate? | Vehicles | Funding Programs | Contact Information | Program Fees |
|--|--------------------------------------|--|--------------------------|-----------------|--|----------------------------|---------------------|
| ARC of Montgomery County (Montgomery County) | Developmental Disability | Homes to vocational/work programs | Yes | 24 | DDA Private | | |
| CHI Centers (Montgomery County) | Disabled | Senior centers Rehab Employment | Yes | 35 | DHDM/DDA Medicaid voucher Section 5310 | | |
| Jewish Council for the Aging (Montgomery County) | Seniors Disabled | Day Care Community Ctr Satellite prgms | Yes | 11 | Section 5310 Agency funds | | |
| Jubilee Association of Maryland (Montgomery County) | Adults with developmental disability | No restrictions | Yes Purchase as well | 17 | CSA Other | | |
| Maryland Division of Rehabilitation Services (DORS) (Montgomery County) | Physical or mental disability | Work or vocational training | No | | Federal - 80% State - 20% | | |
| Rock Creek Foundation (Montgomery County) | Mental disability Substance abuse | | | | | | |
| Support Center (Montgomery County) | DD Elderly (frail) | Home to center, field Field trips | Yes | 6 | MD Medicaid State Grant Private | | |
| Ardmore Enterprises (Prince George's County) | Seniors w/ part-time job | To/from jobs, some others | Yes | 18 | Various state programs | | |
| ARC of Prince George's County (Prince George's County) | Developmental Disability | Homes to vocational/work programs | Yes | 65 | Section 5310 DDA | | |
| Baptist Senior Adult Ministries (Prince George's County) | Seniors | Not available | Yes | 12 | Section 5310 | | |
| Easter Seals Society (Prince George's County) | | | | | Capital: Section 5310 | | |

Appendix 5
Inventory of Specialized Services

OTHER PROVIDERS IN SUBURBAN MARYLAND (cont.)

| Program | Eligibility | Trip Restrictions | Directly Operated? | Vehicles | Funding Programs | Contact Information | Program Fees |
|---|-------------------------------|----------------------------------|---------------------------|-----------------|------------------------------|----------------------------|---------------------|
| Maryland Division of Rehabilitation Services (DORS) (Prince George's County) | Physical or mental disability | Work or vocational training | No | | Federal - 80% State - 20% | | |
| Melwood Horticultural Center (Prince George's County) | Developmental Disability | Residents to three program sites | Yes | 30 | DDA Section 5310 | | |
| Rehabilitation Opportunities, Inc. (Prince George's County) | Disabled | Homes to sites only | Yes | 23 | DDA Contractor | | |
| VESTA Foundation (Prince George's County) | Disabled | Medical needs Recreational | Yes | 16 | DDA Contractor | | |
| Vocational Services (Prince George's County) | Disabled | For work site But any outings | Yes | 25 | DDA Contractor | | |

VIRGINIA

**Appendix 5
Inventory of Specialized Services**

ARLINGTON COUNTY PROVIDERS

| Program | Eligibility | Trip Restrictions | Directly Operate? | Vehicles | Funding Programs | Contact Information | Program Fees |
|---|---|-------------------------------------|--------------------------|-----------------|--|----------------------------|---|
| Arlington County STAR | MetroAccess eligible No age restrictions | No restrictions | No | | County Funds | 703-892-8747 | \$2.50 - \$7.00 per one-way trip, depending on distance |
| Arlington County Agency on Aging Assisted Star | STAR users Age 60+ | Health care related | No | | Federal OAA State Aging County Funds | 703-892-8747 | Maximum \$10 per one-way trip, plus STAR fee |
| Arlington County Agency on Aging Senior Loop | Residents of The Carlin, Claridge House, Culpepper Garden and Woodland Hill | Grocery shopping | No | | Federal OAA State Aging County Funds | 703-892-8747 | No charge |
| Arlington County Agency on Aging Senior Center Transportation | Seniors | To/from Senior Centers | No | | Federal OAA State Aging County Funds | | |
| Arlington County CSB | Developmentally Disabled | Day treatment programs | No | | CSB State | | |
| Arlington County Health Department | Health department clients | Health department related sites | No | | Federal SAPT funding NIH funding | | |
| Arlington County Department of Social Services | DSS clients | DSS related trips | No | | | Not available | Not available |
| Arlington County Madison Adult Day Health Care Center | Participants of Madison Adult Day Health Center | Trips to support program activities | No | | | 703-228-5340 | Sliding fee scale |
| American Red Cross Arlington Chapter | Seniors 60+ Must not be certified to use | Groceries, medical appts | No | | | 703-527-3010 | Donation |
| SCAT - Senior Center Transportation Program | Seniors 55+ Register with Office of | To/from Senior Centers | No | | | 703-892-8747 | \$2.00 one-way; \$4.00 round trip |
| Super Senior Taxi | Arlington residents Aged 70+ | No restrictions | | | | 703-228-1700 | \$10 for \$20 worth of taxi vouchers |
| STAR Temporary Eligibility | Age 60+; Temporary condition that prevents driving or using public transportation | Healthcare appointments | | | | 703-228-1700 | \$2.50 - \$7.00 per one-way trip, depending on distance |

**Appendix 5
Inventory of Specialized Services**

ALEXANDRIA CITY PROVIDERS

| Program | Eligibility | Trip Restrictions | Directly Operate? | Vehicles | Funding Programs | Contact Information | Program Fees |
|--|---------------------------|--|--------------------------|-----------------|-----------------------------------|----------------------------|---|
| City of Alexandria Paratransit Service | ADA eligible | No restrictions | No | | Local Funds | 703-838-3800 | \$2.00 per one-way trip inside Alexandria; \$2.50 |
| City of Alexandria Senior Taxi | Seniors 60+ | Medical appts. Grocery shopping | No | | Local Funds | 703-836-4414 x15 | Call for fee |
| City of Alexandria Senior Van | Seniors 60+ | Senior Center Shopping Along van route | Yes | 4 | Federal aging Local city funds | | |
| City of Alexandria Community Services Board | Developmentally disabled | Day treatment programs | Some services | 32 | Not available | | |
| City of Alexandria Health Department | Health department clients | Health department sites | Yes | 2 | Federal State | | |
| DOT Paratransit Senior Van/Trolley | | shopping trips | Yes | | | | |

**Appendix 5
Inventory of Specialized Services**

FAIRFAX COUNTY, FAIRFAX CITY, AND FALLS CHURCH CITY PROVIDERS

| Program | Eligibility | Trip Restrictions | Directly Operate? | Vehicles | Funding Programs | Contact Information | Program Fees |
|---|--|--------------------------|---|-----------------|---|----------------------------|---|
| City of Fairfax Taxi Subsidy City Wheels | Disabled | No restrictions | No | | Local Funds | | |
| City of Falls Church Taxi Subsidy Fare Wheels | Seniors 62+ Disabled Low income | No restrictions | No | | Local Funds | | |
| Fairfax County Taxi Subsidy Seniors-on-the-Go! | Seniors 65+ w/ low-mod. income | No restrictions | No | | Local Funds | (703) 324-1172 | Users pay one-third the cost of the program taxicab scrip |
| FASTRAN Fairfax County, Fairfax City, and Falls Church | Human service agency clients | Agency services | Yes Purchase as well | 141 | Mostly local Some State & Federal | | |
| Fairfax/Falls Church Community Services Board | Mental Disab. Alcohol/Drug Services | Agency services | Purchase from FASTRAN and day providers | | CSB | | |

NORTHERN VIRGINIA MEDICAID

| | | | | | | | |
|-------------------|----------|---------|----|--|------------------------------|--|--|
| Virginia Medicaid | Medicaid | Medical | No | | Federal - 50% State - 50% | | |
|-------------------|----------|---------|----|--|------------------------------|--|--|

**Appendix 5
Inventory of Specialized Services**

PRINCE WILLIAM COUNTY

| Program | Eligibility | Trip Restrictions | Directly Operate? | Vehicles | Funding Programs | Contact Information | Program Fees |
|-----------------------------------|---|------------------------------|--------------------------|-----------------|-------------------------|--------------------------------|------------------------------|
| Omni Link | All; seniors 60+ pay reduced fare | No restrictions | Yes | | | 888-730-6664 (703) 730-6664 | \$.50 one way (reduced fare) |
| LogistiCare Solutions, LLC | Medicaid enrollees with transportation coverage | To/from medical appointments | Yes | | Medicaid | 866-386-8331 / 866-966-3326 | No |
| Helping Hands | All | No restrictions | Yes | 7 | | 703-743-2158 | Fees depend on |
| Dafre Transportation | All | No restrictions | Yes | 3 | Private | 703-680-0987 | \$65/hr - van; |
| Security Care, Inc | Medicaid clients | To/from medical | Yes | 5 | Private | 703-361-0877 | Fees depend on |

PRIVATE PROVIDERS / TAXIS

**Appendix 5
Inventory of Specialized Services**

Taxi Providers

| Program | Eligibility | Jurisdiction | Trip Restrictions | Directly Operate? | Vehicles | FY03 Operating Cost | Contact Information | User Fees |
|--------------------|--------------------|---------------------|--------------------------|--------------------------|-----------------|----------------------------|----------------------------|----------------------|
| Silver Spring Taxi | General public | Montgomery Co. | No restrictions | Yes | | | 301-495-6900 | |
| Barwood Taxi | General public | Montgomery Co. | No restrictions | Yes | | | (301) 984-1900 | |
| Action Taxi | | Montgomery Co. | | | | | | |
| Regency Cab | | Montgomery Co. | | | | | | |
| Taxi-Cab Discounts | 55+ or Disabled | | Any | Yes | | | 703-525-0900 | 10% discount on fare |

Appendix 6: Competitive Selection Criteria for JARC and New Freedom Projects

**TPB Coordinated Human Services Transportation Plan
Proposed Selection Criteria for JARC and New Freedom Projects
Revised February 16, 2007**

Projects funded under the current JARC and New Freedom programs must be selected competitively. The eight proposed criteria were developed to guide the selection of projects and are described here for review by the Task Force. The criteria:

- Prioritize projects that address unmet needs,
- Reflect the importance of coordination, innovation and replicability,
- Encourage the involvement of private sector partners, and
- Standardize the selection process among committee members.

Note: The criteria were revised based on task force comments at the February 15 meeting and the points were normalized so the maximum possible score totals 100 (instead of 125).

Summary of Criteria for New Freedom and JARC Projects

| Criteria | Maximum Possible Points |
|--|-------------------------|
| 1. To what extent does the project respond to the four strategies identified in the Coordinated Plan? | 16 |
| 2. To what extent does the project demonstrate coordination among various entities? | 18 |
| 3. To what extent does the project demonstrate a new or innovative idea that can be replicated elsewhere in the region? | 14 |
| 4. To what extent does the project meet a regional transportation need? | 14 |
| 5. To what extent does the project involve the private sector? | 10 |
| 6. How many individuals with disabilities and/or with limited-incomes does the project propose to serve or benefit? | 10 |
| 7. To what extent does the application identify reasonable strategies for on-going funding? | 8 |
| 8. How feasible is the project? | 10 |
| Maximum Possible Points | 100 |

Description of Proposed Selection Criteria for JARC and New Freedom Projects

| Criteria | Definition and Possible Score | Total Score |
|--|--|-------------|
| <p>1. To what extent does the project respond to the strategies identified in the Coordinated Plan?</p> | <p>Projects that address multiple strategies will make better use of limited funding and will be weighted more heavily. This criterion considers two issues: how many strategies does the project address (there is a total of four), and how well does it address them? Each strategy addressed should be rated on a scale of 1 to 4, with the maximum of 16 points indicating the project would respond well to each of the four strategies.</p> <p>Maximum Possible Points: 16</p> | |
| <p>2. To what extent does the project demonstrate coordination among various entities?</p> | <p>Service delivery is better where projects are developed and operated with the cooperation and coordination of jurisdictions, agencies, and interested stakeholder organizations. The criterion is defined by multiple jurisdictions, agencies, or stakeholder organizations involved in the project. A maximum score of 18 would be awarded for a project that has three or more partners each in program planning, operations, communications and funding.</p> <p>Maximum Possible Points: 18</p> | |
| <p>3. To what extent does the project demonstrate a new or innovative idea that can be replicated elsewhere in the region?</p> | <p>Projects that comply with the spirit of SAFETEA-LU are those that combine new and innovative ideas, new technologies, and creative sources of financing to address currently unmet needs. Projects that succeed in meeting unmet needs and can be replicated in other jurisdictions are weighted higher. To the extent an existing program demonstrates innovation and replicability (by other jurisdictions or agencies) it would score well in this category. A score of 14 points would be awarded for a project that employs a new and innovative idea and demonstrates excellent prospects for feasibility of replication.</p> <p>Maximum Possible Points: 14</p> | |
| <p>4. To what extent does the project meet a regional transportation need?</p> | <p>Jurisdictions may differ in the services they provide, but the need for programs that address the four strategies identified above is regional. "Regional" means that the project is not limited to single geographic area and ideally would serve the entire urbanized area. Programs that are focused regionally will be scored higher than those that are limited in geographic scope. Projects that are proposed as a pilot project should include narrative of how the proposed project serves a regional need. The maximum 14 points would be awarded to projects that reveal both a comprehensive region-wide service area and distribution of trips provided.</p> <p>Maximum Possible Points: 14</p> | |

| Criteria | Definition and Possible Score | Total Score |
|---|---|-------------|
| 5. To what extent does the project involve the private sector? | <p>Cost-effectiveness is often accomplished with the involvement of the private sector and, as such, they are important partners in project planning and development. This criterion will consider the extent to which private sector is involved in the project – such as in service delivery or project sponsorship (i.e. employer-based van pools). A maximum of 10 points will be awarded for the most involvement by private sector partners.</p> <p>Maximum Possible Points: 10</p> | |
| 6. How many individuals with disabilities and/or with limited-incomes does the project propose to serve or benefit? | <p>Applicants will be asked to estimate how many individuals with disabilities and/or individuals with limited incomes the project proposes to serve in the first year. The number of individuals can be estimated in the project proposal, and usage statistics could also be asked for, such as the average number of monthly one-way trips the program hopes to provide. For an infrastructure improvement, an estimate of the number of people living around the improvement who are expected to use it could be provided. Points will be assigned based on the relative number of people to be served or trips expected to be given.</p> <p>Maximum Possible Points: 10</p> | |
| 7. To what extent does the application identify reasonable strategies for on-going funding? | <p>The limited funding available under SAFETEA-LU requires that projects identify other sources of funding to sustain operations in future years. Projects that have identified reasonable strategies for sources of on-going funding after the first grant will be scored the highest.</p> <p>Maximum Possible Points: 8</p> | |
| 8. How feasible is the project? | <p>The criterion will explore the feasibility of a project in terms of budget, resources and institutional or administrative support. Does the proposal identify and secure the necessary financial, human and institutional capacity to make the project happen? The more feasible the project proposal, the higher the project will score with this criterion.</p> <p>Maximum Possible Points: 10</p> | |
| | TOTAL POSSIBLE POINTS: 100 | |

Proposal Requirements

- The project must be eligible for New Freedom or JARC funding.
- A match must be identified and secured for the project. The match should be listed in the proposal request, including sources and amounts.
- The project needs to serve the targeted population groups in the Washington DC-MD-VA urbanized area.