Update to the Coordinated Human Service Transportation Plan for the National Capital Region

By

National Capital Region
Transportation Planning Board

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ACKNOWLEDGEMENTS

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Executive Summary

The Coordinated Human Service Transportation Plan ("Coordinated Plan") must be updated to guide funding decisions for the Federal Transit Administration's (FTA's) Section 5310 Enhanced Mobility of Seniors and Individuals With Disabilities program ("Enhanced Mobility Program"). The TPB's first Coordinated Plan was adopted in 2007 and an update was approved in 2009 to guide funding decisions for FTA's Job Access and Reverse Commute (JARC) and New Freedom programs.

The FTA issued final guidance for the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program on June 6, 2014 (FTA C 9070.1G). This Coordinated Plan was developed with the TPB's Human Service Transportation Coordination Task Force, Chaired by TPB Member Tim Lovain, to meet the requirements in the FTA Circular. This updated Plan is based on the Coordinated Plan from 2009 which can be found here.

On June 12, 2014 the key elements of the update of the plan were released for a 30-day public comment period that will end July 12. No public comments were submitted. At the July 16 TPB meeting, the National Capital Region Transportation Planning Board (TPB) approved the key elements of the Coordinated Plan in preparation for a grant solicitation for the Enhanced Mobility funds from August 28 to October 24. The major sections of the Coordinated Plan document are the key elements described in this Executive Summary.

Background

The two-year transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21), made significant changes to the JARC and New Freedom programs: it eliminated the JARC program and consolidated the New Freedom and the Section 5310 Elderly and Individuals with Disabilities Program into a new program "Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities". Federal rules require that funding decisions for the Enhanced Mobility program, as with JARC and New Freedom, must be guided by a Coordinated Human Service Transportation Plan.

The Enhanced Mobility Program

The Section 5310 Enhanced Mobility program combines the former New Freedom program with the old Section 5310, Elderly and Persons with Disabilities program. The goal of the Enhanced Mobility program is to "improve mobility for seniors and individuals with disabilities…by removing barriers to transportation services and expanding the transportation mobility options available".[1] The annual apportionment for the Washington, DC-VA-MD Urbanized Area of approximately $2.8 million can be spent throughout the

[1] For more information: http://www.fta.dot.gov/documents/MAP-21_Fact_Sheet_-_Enhanced_Mobility_of_Seniors_and_Individuals_with_Disabilities.pdf

Urbanized Area (see Figure 1B). In consultation with The Maryland Transit Administration (MTA), the *Virginia* Department of Rail and Public Transportation (DRPT), the District Department of Transportation (DDOT) and *Washington Metropolitan Area Transit Authority (*WMATA), the TPB agreed to serve as the Designated Recipient for this new program. In June of 2013 the Governor of Maryland, the Governor of Virginia and the Mayor of the District of Columbia designated COG, as the TPB's administrative agent, the recipient of the Enhanced Mobility Program for the Washington, DC-VA-MD Urbanized Area.

The FTA final guidance for the Enhanced Mobility program states that projects must be included in the Coordinated Plan, or respond to strategies in the Plan. MAP-21 requires that Enhanced Mobility funds be matched: 50 percent for operating projects and 20 percent for capital and mobility management projects. The combined Enhanced Mobility program incorporates elements from both previous programs, including the mobility management designation, which enables those projects that improve access to multiple transportation options to take advantage of the 20 percent capital match. The TPB funded several mobility management-type projects under the JARC and New Freedom programs.

The Enhanced Mobility program includes a requirement that at least 55 percent of program funds must be used on capital or mobility projects that are "public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate or unavailable," The subrecipients of this 55% category can be non-profit organizations or qualifying State or Local government agencies.[2]

The FTA final guidance includes reporting requirements for subrecipients regarding ridership, asset conditions and vehicle inventories, some of which would have to be reported in the National Transit Database, in addition to significant procurement, Title VI and DBE requirements.

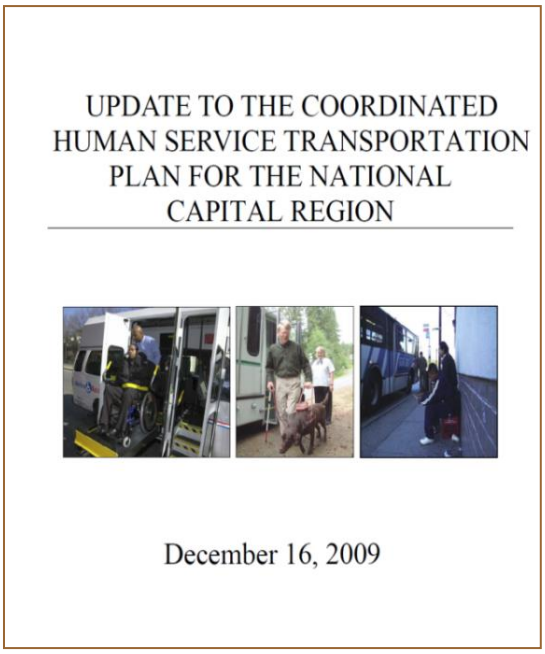
TPB Role in Job Access Reverse Commute (JARC) and New Freedom

Under SAFETEA-LU, COG, as the administrative agent for the TPB, served as the Designated Recipient for JARC and New Freedom for the Washington DC-VA-MD Urbanized Area. The TPB role under SAFETEA-LU with the JARC and New Freedom programs was to 1) establish a Task Force on human service transportation coordination to oversee the development to the Coordinated Plan, 2) solicit project proposals and select projects, and 3) administer and provide oversight for the grants as the designated recipient of JARC and New Freedom funds.

[2] For more information: http://www.fta.dot.gov/documents/MAP-21_Fact_Sheet_-_Enhanced_Mobility_of_Seniors_and_Individuals_with_Disabilities.pdf.

Since 2007, the TPB has facilitated seven project solicitations and selections, and TPB staff has provided grant administration and oversight of 66 JARC and New Freedom which total over $25 million in Federal and matching funds. Grants include travel training, wheelchair-accessible taxicabs, low-interest car loans to low-income families, shuttles to employment training or sites, taxi vouchers, and door-to-door escorted transportation for older adults and people with disabilities. The types of agencies that received grants include non-profits, local government agencies, private transportation providers and WMATA.

The Human Service Transportation Coordination Task Force



The Human Service Transportation Coordination Task Force ("Task Force") was created by the TPB in 2007 to oversee the development of the Coordinated Human Service Transportation Plan. Each year between 2007 and 2012 the Task Force established priority projects for the solicitation of JARC and New Freedom grant applications. In addition, the Task Force helps facilitate regional discussions about how to improve coordination and service delivery for people with disabilities, individuals with lower incomes and older adults.

The Task Force membership includes a representative from every TPB member jurisdictions' transportation agency and human service agency. In addition, non-profit organizations, private transportation providers and consumers with disabilities and older adults are represented on the Task Force. A list of the Task Force's current membership can be found here.

At Task Force meetings held between October 2013 and May 2014, including two with the Access for All Committee (AFA), members guided the development of the key elements of the Update to the Coordinated Plan and the competitive selection criteria. At the May 15 Task Force meeting, members concurred with these key elements and selection criteria for presentation to the Board.

Key Elements of the Update to the Coordinated Plan

As previously stated, the TPB adopted the first Coordinated Plan in 2007 and approved an update to the Coordinated Plan in December 2009. These Coordinated Plans were used to guide funding decisions for the FTA's JARC and New Freedom programs. The Coordinated Plan must be updated to respond to the requirements of the Enhanced Mobility Program.

Figure E-1: Key Elements of the Coordinated Human Service Transportation Plan

There are five key elements of the Coordinated Plan. As Figure E-1 illustrates, the key elements include 1) an identification of unmet transportation needs of people with disabilities and older adults, 2) an inventory of existing transportation services for these population groups, 3) strategies for improved service and coordination, 4) priority projects for implementation and 5) project selection criteria.

Unmet Transportation Needs

Significant unmet transportation needs for people with disabilities, older adults and those with low-incomes were identified by Task Force and AFA members, and are the foundation for the strategies and priority projects. Five basic themes emerged from the numerous transportation needs identified. The five themes are the need for:

- Coordination of transportation services and programs within and across jurisdictions;
- Customer-focused services and more training for transportation providers;
- improved information and marketing on existing services;
- improvements and connections to existing services; and
- The need for additional options and more funding.

Inventory of Existing Services

An inventory of existing transportation services for people with disabilities and older adults is another key element for the Update of the Coordinated Plan and is provided in Appendix X. A listing of specialized services by jurisdiction has been developed with information from the Reach-a-Ride database. Reach a Ride provides tailored information on the variety of specialized transportation options available in D.C., Suburban Maryland and Northern Virginia. The inventory is provided in Appendix 3.

Strategies for Improved Service and Coordination

Federal guidance states that all projects funded under the Enhanced Mobility program must either be included in the Coordinated Plan, or respond to one of the strategies identified in the Plan. Four broadly defined strategies have been developed so that a wide range of project types could be implemented to improve transportation for people with disabilities and older adults:

- Coordinate transportation services and programs;
- Provide customer-focused services, improve marketing and training;
- Improve the accessibility and reliability of existing services; and
- Develop and implement additional transportation options.

Priority Projects

The priority projects identified below were developed to respond to the unmet transportation needs. The purpose of the priority projects is to signal to potential applicants the kinds of projects that are most needed in the region. Implementation is dependent on a project sponsor that is able and willing to carry out the project and provide the appropriate match funding. Agencies may also apply for other project types not listed as priority projects. It is important to note that applications for priority projects are not weighted more heavily than other project ideas; they are subject to the same competitive selection criteria and scoring mechanisms.

A. Mobility Manager Positions at the Local Government Level
B. Challenge Grant for Coordinated Planning Efforts
C. Personal Mobility Counseling Services (Mobility Management at the Individual Level)
D. Travel Training
E. Door-through-Door or Escorted Transportation Service
F. Expanded and On-Going Sensitivity and Customer Service Training for Taxi, Bus and Paratransit Drivers
G. Shuttle or Taxi service to Bus Stops and Rail Stations

H. Bus Stop and Sidewalk Improvements
I. Deviated Bus or Feeder Service for Targeted Areas or Population Groups
J. Pilot Programs that Expand the Use of Taxis for Medical Trips
K. Volunteer Driver Programs
L. Tailored Transportation Service for Clients of Human Service Agencies

Competitive Selection Criteria

The competitive selection process will be much like it was under the JARC and New Freedom programs. The selection committee will be chaired by the Task Force chair, and will include members from local human service and transit agencies, as well from national organizations with expertise in transportation for people with disabilities. Members will review and score the applications based on the selection criteria, and will make a set of funding recommendations to the TPB. The TPB will be asked to approve the recommendations based on the selection committee's deliberations.

The selection criteria have been reevaluated based on the TPB's experience in awarding and administering grants under the JARC and New Freedom programs. The selection criteria have remained substantially the same, with small changes being made to emphasize the importance of project feasibility and an agency's institutional capacity to manage an FTA grant. The following selection criteria include a maximum of 100 total points:

- Responsiveness to strategies in the Coordinated Plan (20 points)
- Demonstrates Coordination Among Agencies (25 points)
- Institutional Capacity to Manage and Administer an FTA grant (20 points)
- Project Feasibility (15 points)
- Serves a Regional Need (10 points)
- Customer Focus and Involvement (10 points)

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 such as persons with disabilities and older adults with limited incomes or mobility impairments have specialized needs that necessitate focused 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 to eliminate service gaps. Various state and federal funding streams have different administrative and eligibility requirements, which complicate the coordination of public and human service transportation. Easter Seals Project ACTION offers this definition:

> Coordination is about shared responsibility, management, power, and funding. Successful coordination takes time and work, and it involves building relationships with individuals who sometimes are unfamiliar with the missions, objectives, terminology and regulations of agencies other than their own. Differing opinions and perspectives, however, bring depth to decision making and coordination plans.
>
> In 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: a Legacy for Users (SAFETEA-LU) created a new place at the transportation planning and coordination table for people with disabilities. Requirements in the Act increased cooperation and coordination among various constituencies associated with accessible transportation, such as transit agencies, aging organizations, social services, land-use planning organizations, and the disability community.
>
> Today, many transit systems are working together to increase residents' mobility options. Although coalition building is not always easy, it yields news ideas and solutions and increases teamwork and the understanding of shared goals. Most importantly, coordination usually results in its intended goal: increased access to transportation options for people with disabilities, older adults and people with limited income.[3]

[3] For more information: http://www.projectaction.org/ResourcesPublications/HumanServicesTransportationCoordination.aspx.

Purpose of the Coordinated Plan

The purpose of this Coordinated Human Service Transportation Plan for the National Capital Region is to identify strategies and projects that help meet the transportation needs of people with disabilities, older adults and those with low-incomes funding decisions for the Section 5310, Enhanced Mobility Program administered by the Federal Transit Administration.

In addition, the 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 and older adults.

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 1A shows a map of the TPB planning area and Figure 2B shows the Washington DC-VA-MD Urbanized Area. The TPB also serves as the designated recipient for Enhanced Mobility program for the Washington DC-VA-MD Urbanized Area.

What is the TPB?

As the metropolitan planning organization for the Washington, DC-VA-MD Urbanized Area, and the Designated Recipient of the Enhanced Mobility Program, the 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

For more information on the National Capital Region Transportation Planning Board, including a list of TPB members, visit www.mwcog.org/transportation. The TPB planning area is shown in Figure 1A.

TPB Role in JARC and New Freedom

Under SAFETEA-LU, the Metropolitan Washington Council of Governments (COG), as the administrative agent for the TPB, served as the Designated Recipient for JARC and New Freedom for the Washington, DC-VA-MD Urbanized Area. The TPB roles under SAFETEA-LU with the JARC and New Freedom programs were 1) establish a Task Force on human service transportation coordination to oversee the development of the coordinated plan; 2) solicit project proposals and select projects; and 3) administer and provide oversight for the grants as the Designated Recipient of JARC and New Freedom funds.

Since 2007, the TPB has facilitated seven project solicitations and selections, and TPB staff has provided grant administration and oversight of 66 JARC and New Freedom grants, which total over $25 million in Federal and matching funds. Grants include travel training, wheelchair accessible taxicabs, low-interest car loans to low-income families, shuttles to employment training or sites, taxi vouchers, and door-through-door escorted transportation for older adults and people with disabilities. The types of agencies that received grants include non-profits, local government agencies, private transportation providers, and WMATA. COG will continue to administer and oversee the approximately 50 JARC and New Freedom grants that are still active.

Figure 1A: The TPB Planning Area

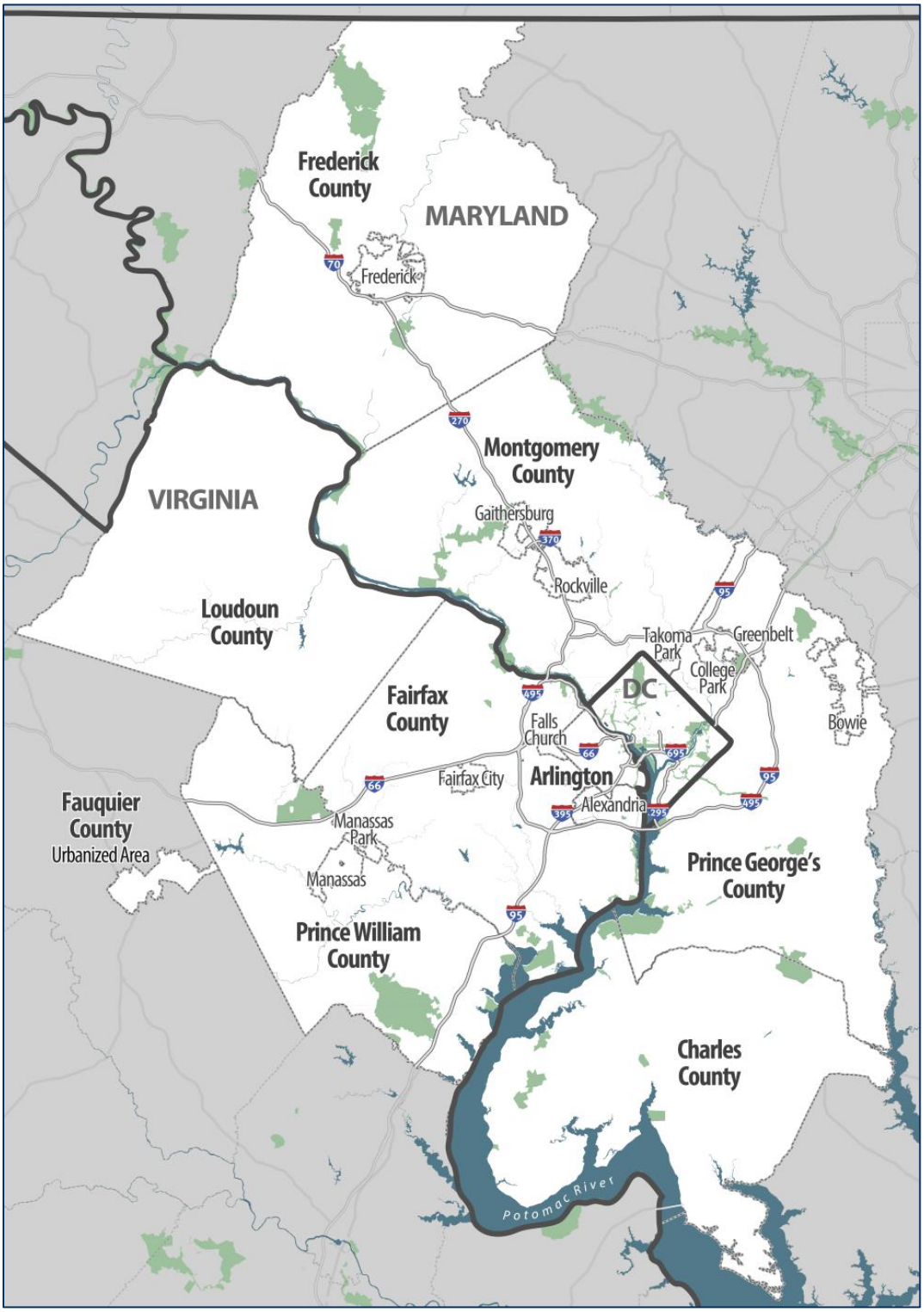
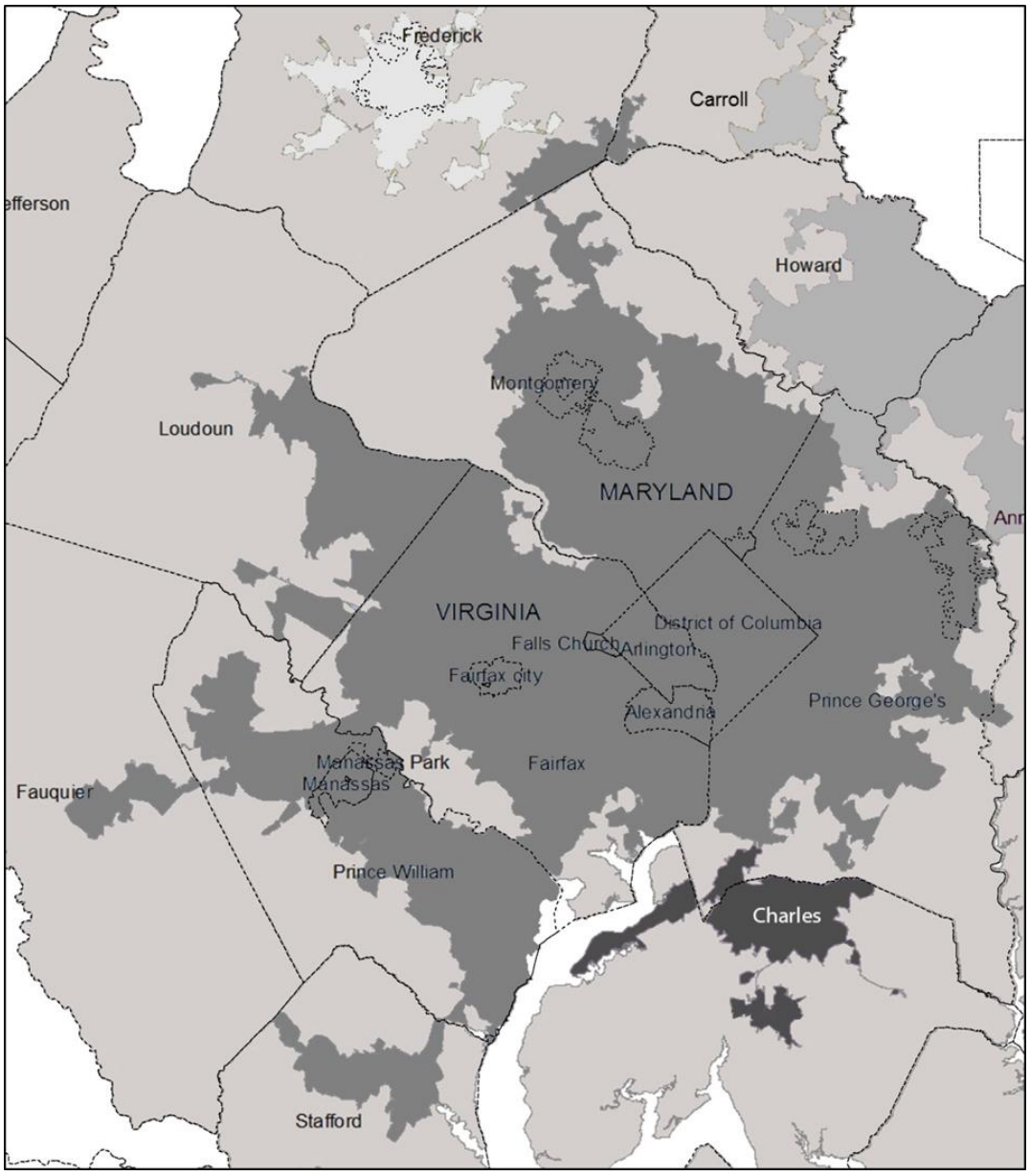


Figure 1B: The Washington DC-VA-MD Urbanized Area,
As Defined by the 2010 Census



MAP-21

Moving Ahead for Progress in the 21st Century (MAP-21) is the reauthorization of federal transportation legislation enacted in July 2012. MAP-21 continues the mandate of pursuing coordination of funding and services for human service transportation, which now is delivered through one program, the Enhanced Mobility Program ("new Section 5310"). The new Section 5310 program combines the old New Freedom Program with the old Elderly and Persons with Disabilities (5310) program. The goal of the Section 5310 program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation options available.

The new Section 5310 program requires 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. Under MAP-21, federal funds for Section 5310 were included for federal fiscal years 2012 through 2014.

Section 5310 "Enhanced Mobility" at a Glance

The combined Enhanced Mobility program incorporates elements from both of those programs as they authorized under SAFETEA-LU. The Enhanced Mobility program carries forward the mobility management category that enables those projects that improve access to multiple transportation options to take advantage of the 80/20 capital match. Recognizing the importance of the Section 5310 funding to small agencies, the Enhanced Mobility program includes a minimum requirement on vehicle purchases. This is more fully described in "Traditional 5310 Project Requirements" below.

Operating assistance is available under Enhanced Mobility and requires a 50/50 match as was required under the New Freedom program. Another provision carried over from the New Freedom program is that other federal, non-DOT sources of funds may be used as match. Enhanced Mobility provides for designated recipients to carry out a competitive selection process to award subgrants, and those subgrants must be included in a locally developed, coordinated human service transportation plan.

TPB Role in Enhanced Mobility

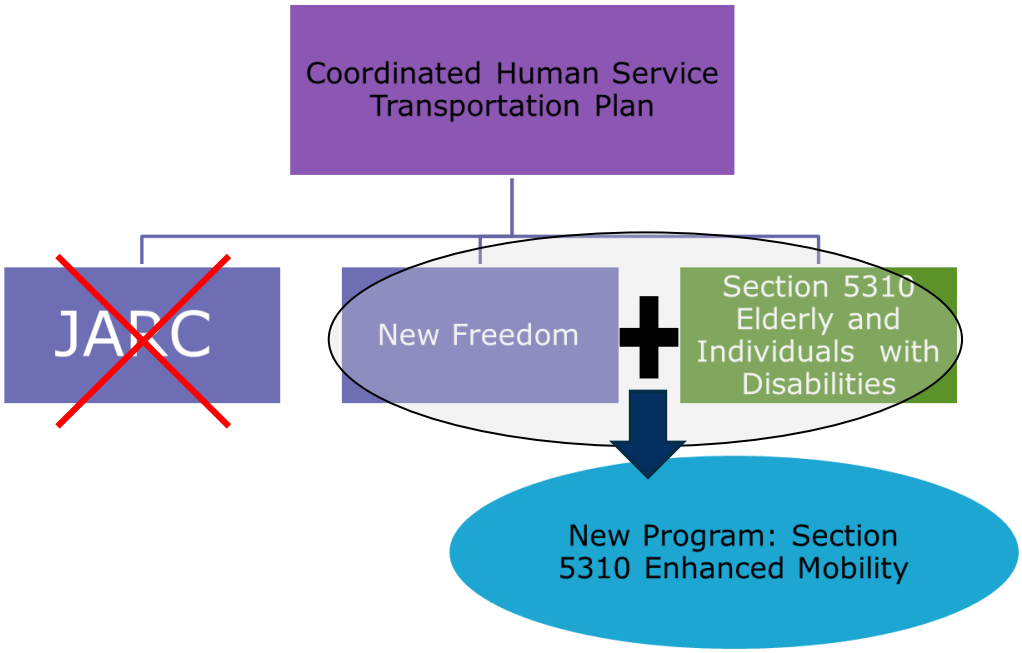
As the Designated Recipient for Enhanced Mobility, TPB is responsible for the competitive selection of projects and for certifying that all projects selected for funding are included in a "locally-developed, coordinated public transit human service transportation plan that includes participation by seniors, individuals with disabilities; representatives of public, private and nonprofit transportation and human service providers, and other members of the public."[4] TPB has gathered and synthesized significant public input in developing the Coordinated Plan, which is described more fully in "Public Input" under Section 2 below.

[4] For more information: http://www.fta.dot.gov/documents/C9070_1G_FINAL_circular_-3.pdf

Changes to JARC and New Freedom

The two-year transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21), made significant changes to the JARC and New Freedom programs: it eliminated the JARC program and consolidated the New Freedom program and the Section 5310 Elderly and Individuals with Disabilities program into a new program "Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities." These changes are illustrated in Figure 2 below. Federal rules require that funding decisions for the Enhanced Mobility program, as with JARC and New Freedom, must be guided by a Coordinated Human Service Transportation Plan.

Figure 2: Changes to the JARC and New Freedom Programs under MAP-21



Eligible Applicants

Eligible applicants under MAP-21 include state and local government agencies, private nonprofit organizations, and operators of public transportation. Private taxi providers are eligible but shared-ride services must be allowed in the jurisdiction in which they operate.

Traditional 5310 Project Requirements

Under SAFETEA-LU, the Section 5310 Elderly and Persons with Disabilities program provided capital funds for the purchase of vehicles and other equipment. The Enhanced Mobility program carries this over as a requirement that **at least** 55 percent of program funds must be used on capital or mobility management projects for non-profits or qualifying state or local governments. A state or local government entity is eligible for the 55% category if the entity is either certified by a state agency as a coordination agency or if no other non-profit agency is available to implement the project. These capital or mobility management funds in the 55% category must be used for "public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate or unavailable."[5] The remaining 45 percent of program funds may be used for operating projects or other projects eligible under the former New Freedom program.

[5] For more information: http://www.fta.dot.gov/documents/MAP-21_Fact_Sheet_-_Enhanced_Mobility_of_Seniors_and_Individuals_with_Disabilities.pdf

Performance Measures Reporting Requirements

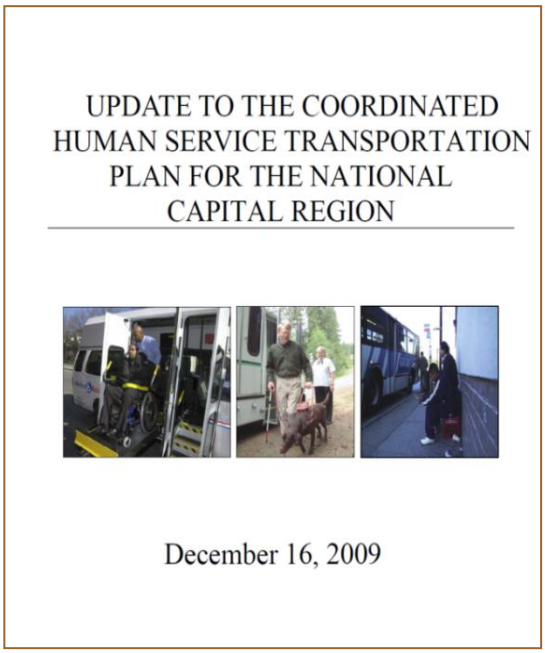
MAP-21 includes requirements for new performance measures reporting. Proposed performance measures include:

1. modifications to the geographic coverage of transportation service, the quality of transportation service or service times that increase the availability of transportation services for seniors and individuals with disabilities;
2. ridership; and
3. accessibility improvements.

Additionally, MAP-21 includes a provision that all grant recipients (including Section 5310 Enhanced Mobility recipients) report on asset inventory or condition assessment to the National Transit Database (NTD). These measures are subject to change pending FTA's final guidance, which has not been released as of the development of this Coordinated Plan. Agencies applying for and receiving Enhanced Mobility grants will be responsible for collecting the required performance measures data and reporting it to TPB in a format and timeframe to be prescribed by FTA. TPB staff will provide technical assistance to Enhanced Mobility grant recipients to ensure compliance with the performance measures reporting requirements.

Section 2: Plan Development

The Coordinated Human Service Transportation Plan ("Coordinated Plan") must be updated to guide funding decisions for the Federal Transit Administration's (FTA's) Section 5310 Enhanced Mobility of Seniors and Individuals With Disabilities program. The TPB's first Coordinated Plan was adopted in 2007 and an update was approved in 2009 to guide funding decisions for FTA's Job Access and Reverse Commute (JARC) and New Freedom programs.



This Coordinated Plan builds upon the 2007 and 2009 updates to the Plan. The Human Service Transportation Coordination Task Force ("Task Force") was created by the TPB in 2007 to oversee the development of the first Coordinated Human Service Transportation Plan. The Task Force guided this plan update as well. At Task Force meetings held between October 2013 and May 2014, including two with the Access for All Committee (AFA), members guided the development of the key elements of the update the Coordinated Plan and the competitive selection criteria. At the May 15 Task Force meeting, members concurred with these key elements and selection criteria for presentation to the Board.

There are five key elements of the Coordinated Plan: 1) an identification of unmet transportation needs of people with disabilities and older adults, 2) an inventory of existing transportation services for these population groups, 3) strategies for improved service and coordination, 4) priority projects for implementation and 5) project selection criteria.

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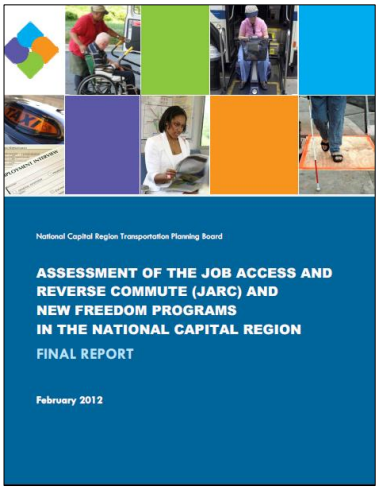
Previous TPB Studies and Reports

The 2007 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 Committee[6]. 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. More recent studies and reports, including the 2008 Metro Access Independent Review, the 2011 JARC and New Freedom Program Assessment, and the 2012 Human Service Transportation Coordination Study, have shed additional light on transportation challenges that remain and have helped to frame the key components of this Coordinated Plan.

JARC and New Freedom Assessment

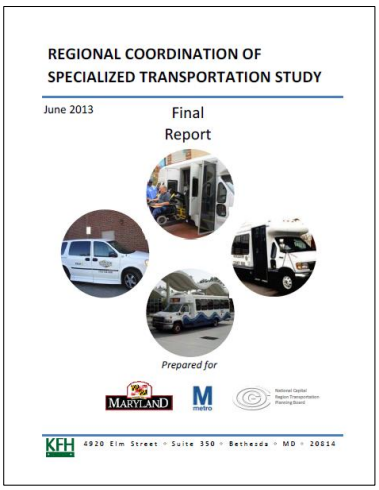
In an effort to evaluate their impacts, in 2011 the TPB hired Nelson Nygaard to conduct a systematic review of 35 JARC and New Freedom projects funded between 2007 and 2010. The purpose of the assessment was to determine the effectiveness of the funded projects in meeting the transportation needs of low-income workers and people with disabilities. The assessment also reviewed the project solicitation and selection processes as well as TPB's grant administration process. As part of its data collection, the consultant interviewed a majority of the grant recipients and summarized key findings and common themes from among those interviews. The consultant conducted a peer review of other agencies that administer JARC and New Freedom programs and also conducted focus groups with consumers who received services through the grant funded projects to learn about any direct impacts on their mobility as a result of the services.



Nelson Nygaard synthesized all of the collected data in its report and prepared a set of recommendations for future project solicitations and for grant administration. Several of these recommendations were implemented for the remaining JARC and New Freedom project solicitations, and are incorporated into the TPB's policies for administering the Enhanced Mobility program. A copy of the full Assessment report is available here.

[6] 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. For more information: www.mwcog.org/transportation/committee/afa

Regional Coordination of Specialized Transportation Study



In 2012, TPB partnered with WMATA and Maryland Department of Transportation to conduct a study that would examine viable models for alternative methods of specialized transportation service delivery. The study area included the portions of suburban Maryland contained within the WMATA compact; approximately 60 percent of Metro Access trips are suburban Maryland trips. The study included a review of specialized transportation services and funding streams of those services; an examination of existing human service transportation coordination and alternative models for service delivery and an evaluation of their applicability for the study area; and development of an action plan to be piloted by a human service agency within Maryland.

The study recommended a model to be piloted that would use resources more effectively while providing better service; this recommendation was for a coordination umbrella model that serves as a management structure for a separate pilot project underway at the time of the study (described in the study) as well as additional alternative models that can be piloted with human service agencies. The study also recommended a timeline for including other project types that could be piloted, and notes that the available of grant funds from the state of Maryland is essential to the model's sustainability. The full report is available here.

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 Alexandria Councilmember Tim Lovain 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.

Guiding Principles

MAP-21 continues the need for regional coordination of human service transportation. As the metropolitan planning organization and the designated recipient of Enhanced Mobility funds, the TPB has a unique opportunity to develop a plan that addresses the unmet needs of people with disabilities 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 mobility[7]. 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.

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

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.

Public Input

In developing this Coordinated Plan, public input was sought from a number of different groups. The Task Force membership is comprised of a representative from every TPB member jurisdiction's transportation agency and human service agency. Non-profit organizations, private transportation providers and consumers with disabilities and older adults are also represented on the Task Force. The key components of the Coordinated Plan, such as significant unmet transportation needs, were identified by the Task Force as well as the Access for All Advisory Committee. The Task Force met five times between October 2013 and May 2014 to provide guidance on the update to the Plan. The Access for All Committee also participated in October 2013 and April 2014 to provide input. The Coordinated Plan was released for a 30-day public comment period to obtain feedback from the general public (June – July 2014); no comments were received on the plan.

In developing the 2007 Coordinated Plan, TPB conducted two professionally-facilitated focus groups to hear from individuals with disabilities what their biggest transportation challenges are. The transportation challenges identified through these focus groups remain relevant and are incorporated into the unmet needs identified in the Coordinated Plan.

Section 3: Assessment of Needs

Regional Demographic Profile

This profile illustrates how select transportation-disadvantaged population groups are represented throughout the region in order to provide a backdrop for understanding the transportation needs that the Coordinated Plan attempts to address. Appendix 4 provides more information and maps of these population groups.

Table 1 presents demographic data from the American Community Survey (ACS) 5-year Averages for the years 2008-2012 for transportation-disadvantaged population groups living in the Metropolitan Washington region. Over 394,000 people, or about 8% of residents, live below the poverty line, and 645,800 individuals, 13% of residents, are classified as low income, which is defined as making less than 1.5 times the official poverty rate. Approximately 375,000 individuals – 7.5% of the population – have a physical, sensory, or cognitive disability, and over 510,000 people in region – 10% of the population – are over 65 years old. Individuals with limited English abilities make up 10.7% of the region's population, and the majority of these individuals are members of the Hispanic/Latino community.

Table 1 – Transportation-Disadvantaged Populations in the Washington Region

Population Group	*Washington Region*	*Percent of Region (1)*
Below the Poverty Level (2)	399,698	8%
Low Income or Below (3)	944,778	19%
Persons with Disabilities (4)	384,091	8%
Older Adults (65 and Over)	519,871	10%
Limited English Speakers (5)	522,761	11%
Total Population	5,187,252	

Source: 2008-2012 U.S. Census American Community Survey; The geographic area is the TPB Planning Area plus small portions of Stafford County, VA, Anne Arundel County, MD, and Carroll County, MD.

(1) Due to each groups' unique sampling "Percent of Region" will not compute with Total Population.

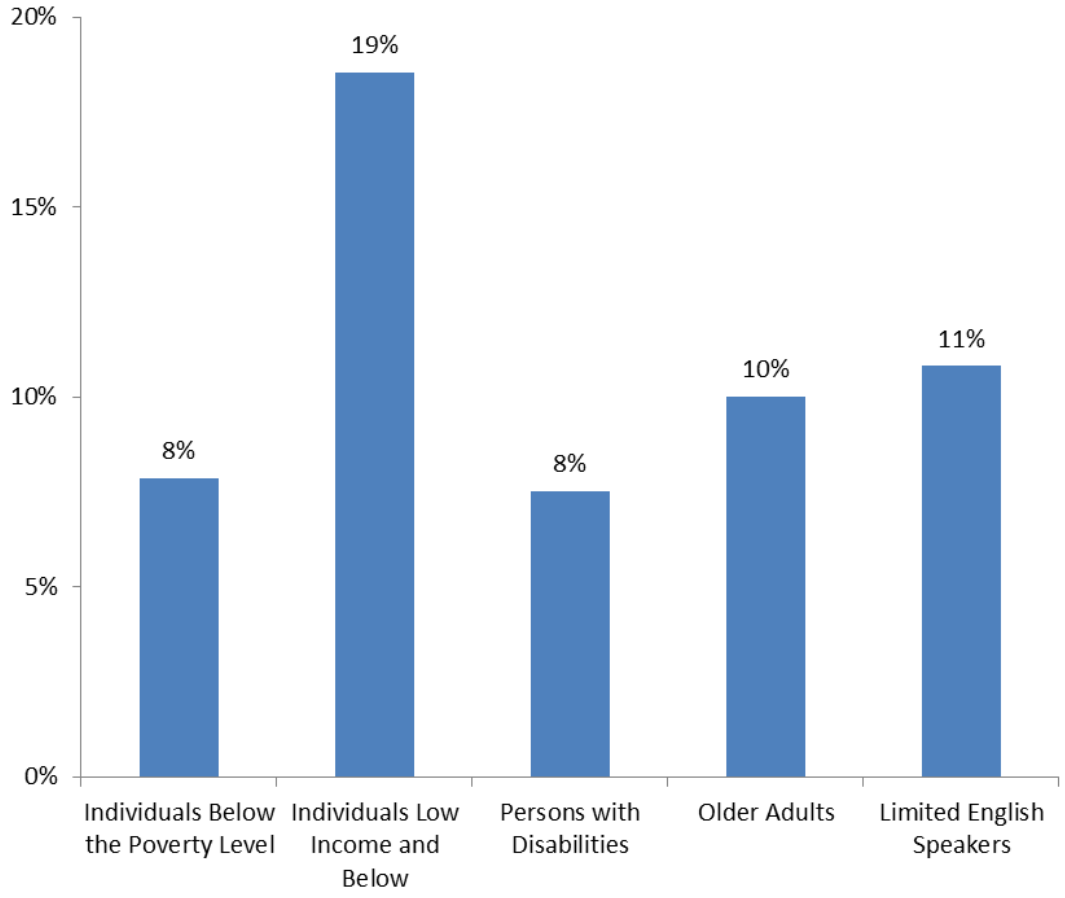
(2) Official poverty level depends on family size. For a family of four the poverty level is an annual income of $22,000.

(3) "Low-income" is commonly defined as income between 100 to 199 percent of the poverty level. For a family of four an annual income of $44,000 or below is considered low income.

(4) Includes individuals with a physical, sensory, and/or cognitive disability.

(5) Limited English Proficiency includes individuals who speak English less than "very well."

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



Source: 2008-2012 U.S. Census American Community Survey;. The geographic area is the TPB Planning Area plus small portions of Stafford County, VA, Anne Arundel County, MD, and Carroll County, MD.

Unmet Transportation Needs

The Task Force has developed a list of significant unmet transportation needs of older adults and people with disabilities; this list guided the development of the Strategies for Improved Service and Coordination, which are included as part of Section 5 below. The strategies are a critical element in the project selection process to ensure that MAP-21 funds are being expended to address unmet needs in the region.

Figure 4 – The Five Categories of Significant Unmet Transportation Needs

Need for Coordination	▪ Coordination of transportation services and programs to facilitate better service, communication and affordability across jurisdictions
	  o Local and State Interagency coordination (including Medicaid)
	  o Nonprofit agency coordination
	  o Private transportation Provider Involvement
	▪ Centralized coordination or mobility managers at the state, regional and local levels to provide improved information on and arrange rides and services
	▪ Improved decision making and coordination on transportation, housing, education and land use policies; currently transportation decisions and services are too fragmented
	▪ Planning for the needed infrastructure to support the expected growth in the older adult population with a focus on those who will have low-incomes

Need for Customer-Focused Services and Improved Training	▪ New approaches for training of transportation managers, agency staff and others who have direct contact with customers to improve communication, interactions and understanding of user's needs and concerns ▪ Training customers on the use of available options, including but not limited to fixed-route services ▪ Affordable and tailored transportation services for low-income individuals with physical and developmental disabilities and older adults ▪ Policy changes that adapt to changing travel needs of transportation-disadvantaged populations, and better enforcement or existing rules

Need for Information and Marketing	▪ Improved user-friendly information and marketing about existing specialized services and fixed-route, including but not limited to accessibility for people with visual impairments and non-native English speakers in publications and electronic media ▪ Targeting information on available options, in a variety of formats (commercials, mailers, PSAs), to populations groups that could benefit
Need for Improvements and Connections to Existing Services	▪ Improved frequency, availability and accessibility of services ▪ Need for transportation services and programs that cross Jurisdictional Boundaries ▪ Reliability of services for more timely access to jobs, programs, medical appointments. ▪ Connections to existing services , such as shuttles or taxis to transit stations, for first mile/last mile and in outer areas where services have been cut ▪ Accessibility enhancements for pedestrians for better navigation of physical infrastructure; better methods for reporting needed improvements
Need for Additional Options and More Funding	▪ Same-day service, especially for urgent appointments; use of accessible taxis for paratransit same day service ▪ More flexible options not based on location, time, or proximity to transit ▪ Affordable options for those with low or fixed incomes ▪ Expansion of paratransit options outside of ¾ mile of fixed-route service that go beyond current service hours and consider the outer jurisdictions ▪ Affordable assisted transportation (both door-through-door and escorted) ▪ More funding to accommodate the diversity of options needed to meet the needs of the region

Section 4: Summary of Existing Services

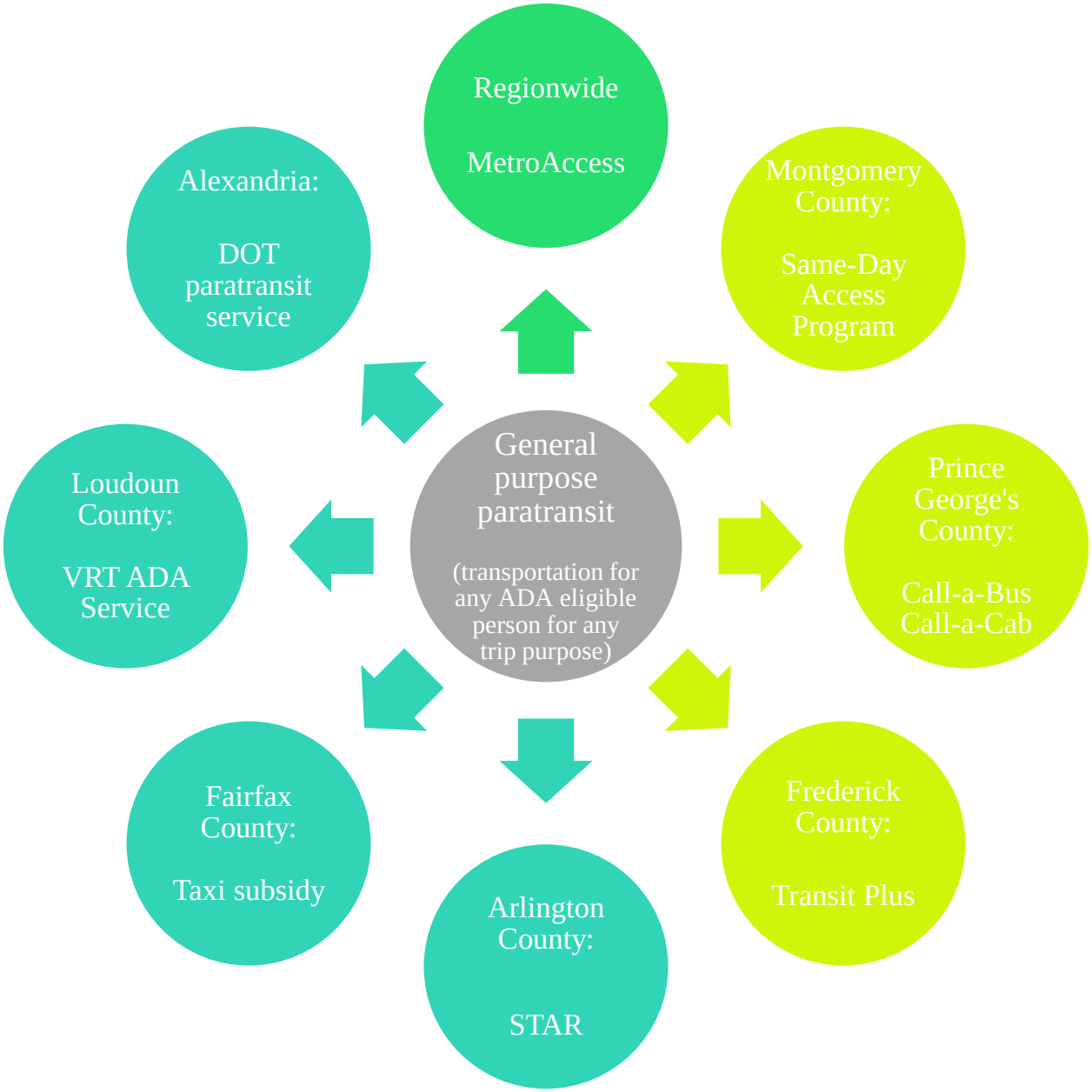
Many general purpose and specialized transportation services are already providing needed transportation for persons with disabilities and older adults throughout the region. The Task Force has identified major providers of transportation services across all jurisdictions in the region for persons with disabilities 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. The updated inventory of services is provided by Reach-a-Ride, the electronic transportation information clearinghouse that was originally developed with a 2009 Job Access Reverse Commute (JARC) grant, and which has been helping commuters research and evaluate specialized transportation options for their own individual needs since 2010.[8]

Figure 5 depicts 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. The most prevalent of these is WMATA's MetroAccess, its shared-ride, door-to-door service. Montgomery County operates Same-Day Access Program, 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. The District of Columbia and Prince William County have 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. A 2008 New Freedom grant addressed a critical unmet need and provided 20 wheelchair-accessible vehicles to two taxi companies in the District of Columbia to provide the nation's capital with reliable accessible taxi service. The vehicles have been in operation since 2010, and both participating taxi companies are in the process of expanding their fleet.

[8] Reach-A-Ride can be accessed at http://www.reacharide.org/.

Figure 5 – Specialized Transportation Services



***The District of Columbia and Prince William County have 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.

Fixed-route systems throughout the region offer additional options for accessible transportation. These include: WMATA's Metrobus and Metrorail; Arlington ART; Fairfax County Connector; DC's Circulator; Alexandria DASH; Prince George's County The Bus; Montgomery County RideOn; TransIT in Frederick County; City of Fairfax CUE; Omni Link and Omni Ride service in Prince William County; Virginia Regional Transit and Loudoun County Transit in Loudoun County; and GEORGE in Falls Church.

Section 5: Strategies for Improved Service and Coordination

Barriers to Coordination

Many agencies involved in providing transportation services will agree that there are tangible benefits to be realized through coordination of services. However, barriers both real and perceived exist that constrain the ability of providers and other agencies to coordinate services and realize benefits both for themselves and their clients.

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. Another significant barrier to coordination is the multitude of government programs and funding requirements. 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, barriers to coordination still exist, and many stem from the administrative and eligibility requirements imposed by the Federal and State governments.

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 region 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.

Opportunities for Coordination

The Task Force can play a role in facilitating discussions about coordination opportunities; however, local jurisdictions should explore opportunities for collaboration. In 2009 the Prince William County Area Agency on Aging convened county citizens, nonprofit agencies and transportation providers to develop a county-wide mobility management plan that identified existing transportation services as well as gaps in services that could be filled strategically. An example of one of the outcomes from the mobility management plan was a county-wide voucher program that would enable transportation disadvantaged residents to make trips that were not available by public transportation.

The region experienced success under the JARC and New Freedom programs in exploring opportunities for coordination, by funding and successfully implementing projects such as Reach-a-Ride, the regional information clearinghouse of transportation options, and rollDC, an accessible taxi program in the District of Columbia. These types of collaborative projects can be time and labor intensive, but can offer important transportation information and services to individuals needing them.

Strategies for Improved Service and Coordination

The Task Force developed the set of strategies and related actions intended to address unmet needs and fill remaining gaps in human service transportation. Proposals submitted for funding must be responsive to at least one of the following four strategies. Some projects may have a greater overall impact on unmet needs, and accordingly are a greater priority for funding.

The strategies have been developed to reflect the unique transportation needs facing both older adults and people with disabilities; to reflect the importance of changes in demographics and in travel patterns; and to reflect the ongoing need for additional transportation options.

Strategies for Improved Coordination and Services

I. Coordinate Transportation Services And Programs

- Improved service and agency communication across jurisdictions at the local and state levels on transportation (public , non-profit, private and Medicaid)
- Coordination should improve services for customers and reduce cost to agencies
- Improve Local and State Interagency coordination with planning efforts and mobility managers
- Improve Nonprofit agency coordination
- Involve Private transportation Providers
- Provide customer services that plan for the whole trip, and not simply the ride, i.e., individuals often need information about various transportation options, and assistance in researching those options and planning and preparing for the trip

II. Provide Customer-Focused Services, Improve Marketing and Training

- Train transportation managers, agency staff and others who have direct contact with customers to improve communication, interactions and understanding of user's needs and concerns
- Train customers on the use of available options, including but not limited to fixed-route services
- Provide tailored transportation services for low-income individuals with physical and developmental disabilities and older adults
- Market and advertise existing services; target and customize information to people who need them most, such as people who utilize public housing, senior centers, adult day care and dialysis facilities.
- Improve information on existing services and provide in appropriate formats (including electronic media) to customers, caregivers, social service and nonprofit agencies -- both public and specialized – that are available to people with disabilities and that can most effectively meet their transportation needs.

III. Improve the Accessibility and Reliability Existing Services

- Provide alternatives to traditional fixed-route transit and paratransit with an emphasis on shared rides and privately-provided services
- Improved connections to existing services, including first mile/last mile connections, such as improved infrastructure, deviated route services, shuttles, or taxis to transit stations. These connections are critical in areas where services have been cut.
- Improve pathways and physical infrastructure at bus and rail stations
- Provide better methods for reporting needed bus stop and sidewalk improvements

IV. Develop And Implement Additional Transportation Options

- Improve the frequency, availability and accessibility of specialized services (both capital and operating improvements).
- Provide services or programs that cross jurisdictional boundaries travel, as well as services that can effectively accommodate individual trip requirements.
- Additional funding should be identified and secured to support and sustain these programs.

Section 6: Priority Projects

The purpose of the priority projects is to signal to potential applicants the kinds of projects that are most needed in the region. Agencies may also apply for other project types not listed as priority projects. It is important to note that applications for priority projects are not weighted more heavily than other project ideas; they are subject to the same competitive selection criteria and scoring mechanisms.

A. Mobility Manager Positions at the Local Government Level

(Mobility Management at the Systems Level)

What it is: A full or part-time staff position within a local county government, such as a County's transportation or human service agency, that serves in a number of capacities - policy coordinator, operational broker - to help human service agencies and consumers identify the best services for individual trip needs. The Mobility Manager would help coordinate services in the jurisdiction and across jurisdictional lines and adapt the service to local need. The Mobility Manager could also serve as an information resource, for example, sharing information with agencies about project best practices, research, and connecting agencies with travel trainers. Many national, state and local resources are available to guide the establishment of the position with the functions that best meet the needs of the region. To assist with regional coordination of human service transportation and share best practices and lessons learned, a committee of the local mobility managers could be established by the TPB.

Good Examples:

- ✓ Montgomery County Maryland Department of Health & Human Services.
- ✓ Central Indiana Council on Aging (CICOA).
- ✓ State of Wisconsin (Mobility Manager in every County) and Wisconsin Association of Mobility Managers.
- ✓ The National Center for Mobility Management (NCMM) has toolkits and position descriptions for mobility managers, among other resources.

B. Challenge Grant for Coordinated Planning Efforts

What it is: This strategy emphasizes the importance of coordination at the local level by providing grant funds to jump start coordination efforts by funding the planning (and potentially implementation) process. Grant funds could be utilized to make the planning process more inclusive, encourage non-traditional but interested parties to take a seat at the table, develop a local coordinated plan to share vehicles or develop a mobility management plan for a County or region.

Good Examples:

- ✓ Prince William County, Virginia's "Transportation Options Group", a coalition of private non-profit and public human service agencies, transportation providers, and government officials who developed and implemented a Mobility Management Plan.
- ✓ Resource: Administration for Community Living (ACL) Strengthening Inclusive Coordinated Transportation Partnerships to Promote Community Living projects.

C. Personal Mobility Counseling Services

(Mobility Management at the Individual Level)

What it is: 1:1 help to customers in identifying their mobility needs and preferences, understanding the available options in their community that fit and providing assistance with application for programs or planning and reserving a trip from start to finish, as requested.

This could be offered as an extension of an existing Information & Assistance/Referral service. Through triage, callers seeking transportation resources could be referred to the Mobility Counselor if it is determined they would benefit from direct assistance.

Good Examples:

- ✓ Jewish Council for the Aging's Connect-a-Ride (funded by Montgomery County DPWT).
- ✓ Dallas 2-1-1/Dallas Area Agency on Aging's MyRide Dallas

D. Travel Training

What it is: Travel Training teaches people with disabilities or older adults who are unfamiliar with public transit how to use fixed-route services. There are different types of Travel Training services, some include general orientation and others are tailored to the needs of the individual. Training can be provided in groups, one-on-one and peer-to-peer. Many people can benefit from travel training, including older adults, people with physical, intellectual and sensory disabilities, people unable to afford their own vehicle and people with limited English proficiency.

WMATA, local transit agencies, and non-profit organizations provide a range of travel training services currently. However, there is wide recognition that the region would benefit from having additional training of all types (orientation and mobility, one-on-one, peer-to-peer, multi-day). Having a regional and or local transit provider as a partner on this type of project would benefit both the transit agency and the travel training participants. Transit partners could provide vehicles for training, be guest speakers at trainings and possibly offer discounted fare cards.

Additional travel training is needed in the region for people with development disabilities, and for non-English speakers. Transit agencies or non-profits could partner with a community agency that provides assistance to immigrant or refugees groups, Current travel training efforts could be leveraged if a more formal network of travel trainers was formed, which could provide opportunities for peer-to-peer exchanges between travel trainers and share innovative practices. More publicity about existing travel training opportunities is needed for the consumer.

Good Examples:

- ✓ Washington Metropolitan Area Transit Authority (WMATA)
- ✓ Fairfax County, Virginia's Mobile Accessible Travel Training (MATT) bus
- ✓ Columbia Lighthouse for the Blind
- ✓ Resource: The Association of Travel Instruction (ATI) has a published definition of travel training as well as other resources.

E. Door-through-Door or Escorted Transportation Service

What it is: Escorted transportation services, also known as door-through-door or assisted transportation, provides a means of extra safety and assistance to a rider who needs support to travel. The level of assistance a program provides varies, but does not include heavy assistance such as lifting or handling medical needs or equipment. Examples might include preparing a rider for a trip by helping with a coat or gathering documents, accompanying someone into a medical building and staying with them throughout their appointment or helping an individual get into and out of a vehicle. Models include a Personal Care Attendant (PCA) who travels with the individual in taxis and volunteer drivers using their own or agency owned vehicles. It is important to note that needs go beyond medical appointments for the individuals requiring this type of assistance. Errands, groceries, hair care and socialization trips are also important and should be considered since these are the first types of trips a person who requires assistance to travel eliminates in favor of medical appointments.

Good Examples:

- ✓ Arlington and Alexandria Area Agency on Aging
- ✓ Knoxville-Knox County Community Action Committee's Volunteer Assisted Transportation Program

F. Expanded and On-Going Sensitivity and Customer Service Training for Drivers

What it is: Training for bus drivers, Metro station managers, paratransit drivers, taxicab drivers, customer service representatives and other front-line service providers who have with direct interaction with seniors, people with disabilities and people of different socio-economic statuses.

While many agencies are providing the service, this strategy would emphasize longer, more comprehensive training for all staff (as well as refresher training) that involves actual consumers and consideration of their perspective in the process. For example, agencies could partner with a Center for Independent Living (CIL) or a Senior Center to bring consumers to drivers for friendly, face-to-face engagement.

Good Examples:

- ✓ Dallas Area Rapid Transit (DART)
- ✓ NJ Transit
- ✓ Diamond Transportation Services, Inc. – taxis
- ✓ San Francisco MTA Accessible Services

G. Shuttle or Taxi service to Bus Stops and Rail Stations

What it is: A feeder service for transporting people who are unable to access their local bus stop or Metrorail station, for reasons that may include accessibility issues, distance and location, to nearby rail stations and bus stops that will link them into the regional transit system. This type of project would help solve the first mile/last mile problem in which people who could use fixed route for a trip if they could get to their origin and destination which is too far away from the closest bus stop or rail station.

An organization, agency or private company could fund a shuttle to their destination (worksite, adult day care, hospital, etc. Taxi services could be utilized to fill the first mile/last mile in cases where there isn't enough demand for a shuttle. Ideas for partnerships might include local agencies with existing van fleets sharing their vehicles or a local transit agency charging a reasonable fee for the service to help offset some of the cost.

Good Examples:

- ✓ UPS Shuttle in Prince George's County
- ✓ Commuter Connections Guaranteed Ride Home Program
- ✓ Meadowlink's EZ Ride Program - Wood-Ridge, NJ

H. Bus Stop and Sidewalk Improvements

What it is: This project involves eliminating barriers to the use of public transit by people using mobility devices or with mobility impairments by addressing missing infrastructure such as curb cuts, sidewalks and signage. Bus stops need proper boarding and alighting surfaces, spaces for a wheelchair under a shelter, accessible signage, proper snow removal and removal of newspaper boxes or other items that block pathways. Bus stops and the sidewalks leading to the bus stops need improvement to allow more people to use the bus and rail system. Accessibility of the bus stops and sidewalks also need to be maintained over time.

WMATA and the local jurisdictions have conducted an inventory of the approximately 20,000 bus stops in the region and has found that approximately half of them are not fully accessible to people with disabilities. Using Federal funds to improve bus stop accessibility could add to the challenges that potential project sponsors face such as permitting, zoning, and procurement of contractors.

Good Examples:

- ✓ Montgomery County's Bus Stop Accessibility Efforts
- ✓ WMATA received $1.2 million New Freedom Grant from the TPB which will improve 88 stops
- ✓ Resource: WMATA's Bus Stop Inventory and Bus Stop Priority List
- ✓ Trimet - Portland, OR

I. Deviated Bus or Feeder Service for Targeted Area or Population Groups

What it is: The premise behind the deviated bus or feeder service is that there are currently customers with disabilities who rely on paratransit but could use a deviated bus program or a feeder service. Some customers could potentially use fixed route transit, with a direct trip from Metrorail, some travel training, and possibly through the use of an aide on the vehicle.

In particular, MetroAccess clients with developmental disabilities that attend an adult day care center or other agency program could benefit from having a "bus" option. A local transit agency and/or non-profit agency could partner on the service. If two or more agencies shared a feeder or the incremental cost of a deviated route bus service; the project would be considered "Mobility Management" and would qualify for the 20% Capital Match. Agencies could share responsibilities of taking calls and scheduling. In the case of deviated route, there needs to be a balance between the deviation and the need for buses to meet their time schedules.

Good Examples:

- ✓ PRTC, Prince William County, Virginia
- ✓ FASTRAN

J. Pilot Programs that Expand the Use of Taxis for Medical Trips

What it is: The use of taxis for medical appointments, in particular, dialysis, could help curb the cost to public agencies and improve the customers transportation experience. MetroAccess is a shared-ride pre-arranged service and the length of time a dialysis patient, who may not be feeling well, is in a vehicle could also be reduced by the use of taxis. This project would build upon existing efforts to provide taxi service to people with disabilities as a more efficient and less expensive option than MetroAccess (customers would pay a similar or lower MetroAccess fare; the taxi companies would be paid by a State or local government). D.C. and WMATA are currently examining how MetroAccess customers going to dialysis centers could take those trips on taxis instead of MetroAccess, and how this could be a mutual benefit to the customers, MetroAccess, the DC government and taxicab companies.

Good Examples:

- ✓ Arlington STAR

K. Volunteer Driver Programs

What it is: The use of volunteers to drive agency owned or private vehicles to transport seniors and people with disabilities to wherever they need to go. Volunteer driver programs fill an important niche in outer and rural areas where transportation options are more limited and as a more affordable option for riders requiring an extra hand with groceries or navigation of a medical office building.

Insurance, liability, recruitment of volunteers, volunteer screening and training would need to be considered.

Good Examples:

- ✓ Senior Connections, Montgomery County, Maryland
- ✓ Partners in Care, Anne Arundel County, Maryland
- ✓ Neighbor Ride, Howard County, Maryland

L. Tailored Transportation Service for Clients of Human Service Agencies

What it is: This project would assist people with disabilities who use agency services but for whom public transit is not a viable option for them, either because of the unavailability of transit or due to the nature of their disability. One option is that human service agencies could work together and schedule a "fixed-route" type of service with small vans, designed to pick-up clients within geographic clusters traveling to human service agency locations. The service would be much like school bus transportation. An important element of success is that the pick-up and drop-off locations need to geographically clustered, so that fixed-schedule service is effective. Another option is that agencies provide transportation to their clients by contracting with a provider, or with directly owned or leased vans.

Human service agencies could also coordinate and potentially share vehicles, maintenance, insurance, operating support, and driver training between agencies to provide agency-specific transportation for clients. If one or more agencies work together, costs such as planning for a new service, scheduling, insurance, and driver training and salaries would qualify as mobility management and only require a 20% match. These costs otherwise would be considered an operating project and require a 50% match.

Good Examples:

- ✓ ACCESS Transportation Services, Inc., Pittsburgh, PA – transports Area Agency on Aging clients to adult day programs, etc.
- ✓ Leslie, Knott, Letcher, Perry Community Action Council, Hazard, KY – serves isolated, rural seniors to get them to senior centers and other services

Funding Types and Match Amounts

There are a variety of project types and eligible activities for which Enhanced Mobility funds can be used, and the types of funding and match requirements create the possibility for confusion. Table 2 includes common eligible activities under the Section 5310 program and the type of funding that each activity would be funded as. The table also includes potential sources of eligible match. The activities in the table are not intended to be an exhaustive list, only to provide guidance.

Table 2: Eligible Activities, Funding Types and Possible Sources of Match

If my project includes…	the funding type will be…			Possible sources of match
	Capital	Operating	Mobility management	
Travel training for people with disabilities or older adults to learn how to use public transit			X	Other eligible federal funding*
Mobility management planning to coordinate local resources and identify unmet needs				Local government funds; County agency on aging funds;
Buying vehicles to provide new or additional service	X			Private sources; local government grants;
Maintaining the vehicles we have	X			Agency funds
Buying software or equipment for ride or route matching			X	Local or county government or agency funds
Personal mobility counseling for clients			X	Other eligible federal funding*; agency funds
Door through door service to help clients travel to and from trips		X		Other eligible federal funding*; income from service contracts^
Sensitivity training for bus and taxi providers or managers to educate them on issues facing people with disabilities		X		Transit agency funds; income from contracts to provide training services
Shuttle or taxi service to bus stops and rail stations		X		Other eligible federal funding*; income from service contracts^
Bus stop and/or sidewalk improvements	X			Local government funds; business improvement district funds
Deviated bus or feeder service		X		Transit agency funds

Expanded use of taxis for medical trips		X		Other eligible federal funding*; income from service contracts^
Volunteer driver programs		X		Other eligible federal funding*

*Other eligible federal funding includes funding from other federal programs for employment, training, aging, medical, community services, and rehabilitation services. For more information, visit www.unitedweride.gov.

^Income from service contracts may be used to match operating expenses only.

Section 7: Framework for Competitive Selection

The competitive selection process will be much like it was under the JARC and New Freedom programs. The selection committee will be chaired by the Task Force chair, and will include members from local human service and transit agencies, as well from national organizations with expertise in transportation for people with disabilities. Members will review and score the applications based on the selection criteria, and will make a set of funding recommendations to the TPB. The TPB will be asked to approve the recommendations based on the selection committee's deliberations.

The selection criteria have been reevaluated based on the TPB's experience in awarding and administering grants under the JARC and New Freedom programs. The selection criteria have remained substantially the same, with small changes being made to emphasize the importance of project feasibility and an agency's institutional capacity to manage an FTA grant. The following selection criteria include a maximum of 100 total points:

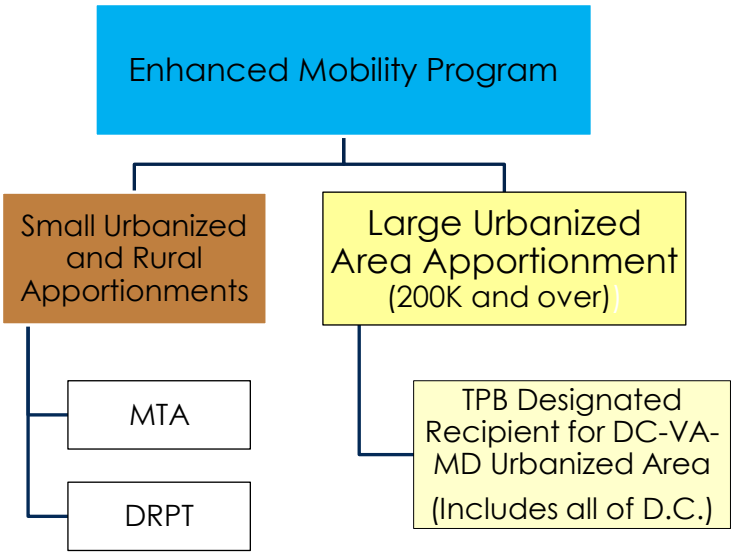
- **Responsiveness to strategies in the Coordinated Plan (20 points)**
  Points will be awarded based on how many strategies in the Coordinated Plan that the project application addresses, in addition to how well the application responds to the strategies.
- **Demonstrates Coordination Among Agencies (25 points)**
  Coordination can include providing service to clients of multiple agencies, coordinated purchasing, joint project planning and operation.
- **Institutional Capacity to Manage and Administer an FTA grant (20 points)**
  This criterion considers the availability of sufficient management, staff and resources to implement an FTA grant, and stable and sufficient sources of funds to provide required match.
- **Project Feasibility (15 points)**
  Proposed activities that are consistent with the objectives of funding, applications that clearly spell out how a project will be implemented with defined roles and responsibilities, and include an action plan with milestones and timelines.
- **Serves a Regional Need (10 points)**
  Projects that serve more than one jurisdiction will be awarded more points than a project than a project that includes only one jurisdiction.
- **Customer Focus and Involvement (10 points)**
  To what extent does the applicant demonstrate an awareness of the needs of a targeted population group and how will customers be involved in the development and implementation of the proposed activity.

Geographic Eligibility: The Washington DC-VA-MD Urbanized Area

To be eligible for the 5310 Enhanced Mobility program funds administrated by COG/TPB , Federal rules require that **a project or service must end or begin in the Washington DC-VA-MD Urbanized Area** as defined by the 2010 Census, shown in Figure 1B. The TPB planning area, shown in figure 1A, encompasses most of the Washington DC-MD-VA Urbanized Area, but not all of it, and there are areas within the TPB planning area that are not in the Washington DC-MD-VA Urbanized Area.

For projects that do not end or begin in the Washington DC-VA-MD Urbanized Area, agencies can apply for the 5310 Enhanced Mobility Funds apportioned to Maryland Transit Administration (MTA) and *Virginia* Department of Rail and Public Transportation (DRPT) for Small Urbanized and Rural Areas.

Figure 6: Flow of Funds for the Enhanced Mobility Program



Appendix 1: Members of the TPB Human Service Transportation Coordination Task Force

TPB Human Service Transportation Coordination Task Force Membership

First	Last	Organization	Title	City	St	
Deanna	Archey	Montgomery County Department of Transportation: Ride On		Rockville	MD	
Maimoona	Bah-Duckenfield	Arlington Agency on Aging	Program Director	Arlington	VA	
Tapan	Banerjee	Fairfax Area Disability Services Board	Co-Chair, Mobility & Transportation Committee	Fairfax	VA	
Melissa	Barlow	(Ex-Officio Member) Federal Transit Administration. Region 3 DC Metro Office	Senior Community Planner	Washington	DC	
Tammy	Beard	Yellow Cab of Prince William County	President	Woodbridge	VA	
Carolyn	Bellamy	MV Transportation	Consumer Representative	Wheaton	MD	
Christiaan	Blake	WMATA	Director, Office of ADA Policy and Planning	Washington	DC	
Shawn	Brennan	Montgomery County DHHS / Aging & Disability	Mobility & Transportation Program Manager	Rockville	MD	
Sheilah	Brous	Maryland Department of Transportation - Office of the Secretary	Transportation Policy Analyst	Hanover	MD	
Daria	Cervantes	The Arc of Montgomery County	Director of Vocational & Day Services	Rockville	MD	
Courtney	Clyatt	DC Cancer Consortium	Director, Program Monitoring and Evaluation	Washington	DC	
Charlie	Crawford	Montgomery County Commission on Persons with Disabilities	Vice Chair	Rockville	MD	
Rikki	Epstein	The Arc of Northern Virginia	Executive Director	Falls Church	VA	
Lyn	Erickson	Maryland Department of Transportation	Manager and Federal Liaison	Hanover	MD	
Jeannie	Fazio	Maryland Transit Administration	Program Manager, Office of Local Transit Support	Baltimore	MD	
Pam	Forshee	VA Regional Transit (VRT)	Communications Manager	Purcellville	VA	
Anthony	Foster	DDOT	Citywide Transportation Planner	Washington	DC	
Allison	Gerber	Workforce Investment Council	Executive Director	Washington	DC	
MaryAnn	Griffin	Alexandria Office of Aging & Adult Services	Director	Alexandria	VA	
Claire	Gron	Northern Virginia Transportation Commission (NVTC)	Transportation Policy Analyst	Arlington	VA	
Xavier	Hixon	United Communities Against Poverty, Inc.	Director, Community Planning & Research Division	Capital Heights	MD	
Susan	Ingram	Community Support Services, Inc.	Executive Director	Gaithersburg	MD	
Stacy	Jackson	Montgomery County DOT	Service Manager, Medicaid & Special Transportation	Rockville	MD	
Al	Karoma	Fastran		Fairfax	VA	
Charlie	King	Red Top Cab Company	Vice President	Arlington	VA	
Jane	King	AARP		Alexandria	VA	
Thornette	Leacock	Prince George's County Dept. of Public Works & Transportation	Program Manager	Largo	MD	
Sharon	LeGrande	Northern Virginia Family Service	Director, Workforce Developm. & Self-Sufficiency Prgms.	Oakton	VA	
Jillian	Linnell	Northern Virginia Transportation Commission (NVTC	Transit Projects & Policy Manager	Arlington	VA	
Timothy	Lovain	CHAIR - City of Alexandria Council		Alexandria	VA	
Michelle	Lucas	DC Goodwill	Director, Workforce Development	Washington	DC	
Kelley	MacKinnon	Arlington County Dept. of Environmental Services, Transit Division	ART Transit Operations Coordinator	Arlington	VA	
John	Mahoney	Virginia Dept. of Rail & Public Transportation (DRPT)	Human Svc. Transportation Project Mngr.	Richmond	VA	
Erin	McAuliff	Coalition for Smarter Growth	Policy Fellow	Washington	DC	
Susie	McFadden-Resper	DC Office of Disability Rights	ADA Compliance Specialist	Washington	DC	
Glenn	Millis	WMATA - Office of ADA Policy & Planning	Senior Policy Director	Washington	DC	
Jeanna	Muhoro	Fairfax County Department of Neighborhood/Community Services	Outreach Coordinator, Special Populations	Fairfax	VA	
Nancy	Norris	TransIT Services of Frederick County	Director	Frederick	MD	
Sam	Oji	Montgomery County DOT	Chief, Medicaid and Special Transportation Section	Rockville	MD	
Oliver	Parker	DC Department on Disability Services	Transportation Coordinator	Washington	DC	
Nicky	Pires	Tri County Council for Southern Maryland	Regional Transit Coordinator	Hughesville	MD	

TPB Human Service Transportation Coordination Task Force Membership

Cynthia	Porter-Johnson	Potomac and Rappahannock Transportation Commission (PRTC)	Transportation Project Manager	Woodbridge	VA	
Mac	Ramsey	The Arc of Prince George's County	Executive Director	Largo	MD	
Harriet	Block	Jewish Council for the Aging	Director, Mobility Management	Rockville	MD	
Corinna	Sigsbury	WMATA - Office of ADA Programs	Access Planning Manager	Washington	DC	
Richard	Simms	DC Center for Independent Living	Executive Director	Washington	DC	
Karen	Smith	The Arc of Greater Prince William	Executive Director	Woodbridge	VA	
Roy	Spooner	Yellow Cab Company of DC	General Manager	Washington	DC	
Rev. Gloria	Swieringa	ACORN of Prince George's County, Maryland		Ft. Washington	MD	
Eden	Tecklebrhane	DC Office on Aging	Program Analyst	Washington	DC	
Circe	Torruellas	DC Department of Transportation (DDOT)	Senior Transportation Planner	Washington	DC	
Robbie	Werth	Diamond Transportation Services	Chair - TPB Priv. Providers Task Force	Springfield	VA	
Spring	Worth	DC Department of Transportation (DDOT)	Transportation Planner	Washington	DC	
Steve	Yaffe	Arlington County Dept. of Environmental Services, Transit Division	Transit Svcs. Manager (ART & STAR)	Arlington	VA	

Appendix 2: Competitive Selection Criteria

Selection Criteria for the Enhanced Mobility Program

Approved by the Human Service Transportation Coordination Task Force on May 15, 2015

Criterion	Definition	Maximum Points
1. Responsiveness to Coordinated Plan	Project proposals 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? Questions this criterion explores: a) How relevant or responsive is the proposal to the strategies and priorities from the Coordinated Plan? b) How relevant is the proposal to the needs and/or constraints of the target individuals meant to be served? c) Have the needs of the target individuals been clearly defined and does the scope of the proposal address them appropriately?	20
2. Coordination Among Agencies	Project proposals that include coordination with other agencies or organizations will be weighted more heavily than single-applicants. Coordination can include providing service to clients of multiple agencies, coordinated purchasing, joint project planning and operation. Questions this criterion explores: a) Does the proposal describe the mechanisms for project management, with the responsibilities of each agency or partner clearly assigned? b) Are processes for sharing of information and decision making clearly described? c) What are the financial or other contributions of each partner agencies? d) Are there any private sector partners involved?	25

3. Institutional Capacity to Manage and Administer an FTA Grant	Becoming a recipient of a Federal Transit Administration (FTA) grant requires that grant recipients have a strong institutional capacity and resources to implement and oversee the grant. The grant recipient will need to have adequate staff and resources to administer the grant and ensure FTA requirements are met, including gathering detailed data on ridership and vehicle condition, defining Civil Rights and DBE polices, preparing reports, and preparing and submitting invoices, to name a few. The amount of time required to administer an FTA grant can be significant. Questions this criterion explores: a) Does the applicant have sufficient management capacity (including staff, equipment, and ability) to implement the grant and meet FTA requirements? b) Does the applicant have stable and sufficient sources of funds to provide the required match for the project? c) What consideration has the applicant given how the project could be sustained after the grant ends?	20
4. Project Feasibility	The criterion will explore the feasibility of the project, including: a) Are the proposed activities appropriate, practical, and consistent with the objectives of the funding? b) Is the action plan clear and concise? c) Does the proposal contain objectively verifiable indicators of outcomes? Is there an evaluation component included?	15
5. Regional Need	Project proposals that include service or programs in more than one County or City will score higher than projects that serve a single jurisdiction.	10
6. Customer Focus	To what extent does the applicant's proposal demonstrate a strong awareness of the needs of the individuals for whom the project is intended? The application should describe the beneficiaries, including the use of quantitative and qualitative data as needed to describe the specific problems and needs of the target group. The proposal should describe the involvement of the target population in the project design and/or should demonstrate that these individuals have positive expectations and perceptions of the proposed activities.	10
	Total Maximum Points	100

Appendix 3: Inventory of Specialized Services

REGION-WIDE PROVIDERS (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
Amyotrophic Lateral Sclerosis Association DC/MD/VA Chapter	Entire Region	Resident of service area of DC, MD, or VA with ALS or PLS and registered with the Chapter	Y	None	State, Grants, Private Donations	*http://www.alsinfo.org*
Buckley's for Seniors, LLC	Entire Region	Non-wheelchair user unless accompanied by an aid	N	Fees	-	*http://www.buckleys4seniors.com/*
Generation, Inc.	Entire Region	-	Y	0	Private Funds	-
Hospital for Sick Children	Entire Region	HSCSN outpatients and HSCPC inpatients, outpatients through authorization	Y	Fee schedule for outpatients, approved by DC Medicaid schedule, inpatients free	Federal, Private Donations	*http://www.HSCPediatricCenter.org*
Jewish Council for the Aging of Greater Washington	Entire Region	Adults age 55+ and persons with disabilities	Y	NA	Local, Federal, Private Donations	*http://www.accessjca.org/*
Jewish Social Service	DC, Montgomery County, VA, and Baltimore for JSSA clients in Montgomery and DC; Also parts of Prince George's and Frederick w/in 30 mi of JSSA	Adults who are frail, persons with disabilities in need of escort to medical appointments and can't take bus/taxi	Y	Sliding scale based on income	Local, Grants, Fees, Endowment	*http://www.jssa.org/*
MetroAccess	Entire Region; Customers may take trips that start or end less than 3/4 mi from nearest bus route or metro station	Persons with disabilities	Y	Two times the fastest comparable fixed-route fare, max. of $7 per one-way trip	Local, State, Federal, Fees	*http://www.wmata.com/accessibility/metroaccess_service/*
METROEXPRESS LLC.	Entire Region	Persons with physical disabilities or people living with/ recovering from illness/injury	Y	Self Pay, Medicaid, Medicare	-	*http://www.metroexpress.us*
National Children's Center	Entire Region	Children and adults with developmental disabilities in DC and MD who are served by NCC	Y	None	Local, State, Federal	*http://www.nccinc.org/*
National Multiple Sclerosis Society, National Capital Chapter	Entire Region	Individuals diagnosed with Multiple Sclerosis	Y	None	Grants, Private Donations	*www.msandyou.org*
Rock Creek Foundation	Entire Region	Adults 21+ being served by Rock Creek Foundation	Y	Public transit cost, MetroAccess or fixed route	Local, State	*http://www.thesantegroup.org/*
Total Care Services, Inc.	Entire Region	Older Adults	N	None	-	-
Transport-U	Entire Region	-	Y	Evercare Insurance	-	*http://www.transportu.com/*
Virginia Department of Medical Assistance Services	All of Virginia, and medical providers in DC and MD	Virginia Medicaid members	Y	None	State, Federal	*http://dmasva.dmas.virginia.gov/default.aspx*

DISTRICT OF COLUMBIA PROVIDERS (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
AHI Ward 8 Senior Services - Lead Agency for Ward 8: WEHTS transportation servcies	DC, Ward 8; parts of Silver Spring, Oxon Hill, and Marlow Heights, MD	Residents of DC Ward 8, age 60+	Y	None, Donations Accepted	Private Donations	-
AHI Ward 8 Senior Services - Lead Agency for Ward 8: Nutrition programs, shopping, call sights, and activities	DC, Ward 8; parts of Silver Spring, Oxon Hill, and Marlow Heights, MD	Residents of DC Ward 8, age 60+	N	None, Donations Accepted	Private Donations	-
Barney Neighborhood House: Recreational and social activities	DC, Wards 1 and 4	Residents of DC Wards 1 and 4 age 60+	N	None, Donations Accepted	Local, Fees	*http://barneynh.org/index.html*
Barney Neighborhood House: WEHTS transportatation services	DC, Wards 1 and 4	Residents of DC Wards 1 and 4 age 60+	Y	WEHTS - no fee, sliding scale based on income for Call 'n Ride program	Local, Fees	*http://barneynh.org/index.html*
DC Center for Independent Living	DC	Persons with disabilities	Y	None, Donations Accepted	-	*http://www.dccil.org/*
East River Family Strengthening Collaborative Project KEEN - Lead Agency for Ward 7: WEHTS transportation services	DC, Ward 7	Residents of DC Ward 7 age 60+	Y	WEHTS - no fee, sliding scale based on income for Call 'n Ride program	Local, Fees	*http://www.erfsc.org/index.html*
East River Family Strengthening Collaborative Project KEEN - Lead Agency for Ward 7: Transport to programs and offices	DC, Ward 7	Residents of DC Ward 7 age 60+	N	None, Donations Accepted	Local, Fees	*http://www.erfsc.org/index.html*
Easter Seals Regional Headquarters	Most of Mongomery County, Parts of DC	Adults with disabilities and who are clients of the agency's Adult Day Center	Y	Transport cost included with c	-	*http://www.easterseals.com*
Emmaus - Lead Agency for Ward 2: Recreational and social activities	DC, Ward 2	Residents of DC Ward 2 age 60+	N	None, Donations Accepted	Local, Fees	*http://www.emmausdc.org/*
Emmaus - Lead Agency for Ward 2: WEHTS transportation services	DC	Residents of DC Ward 2 age 60+	Y	WEHTS - no fee, sliding scale based on income for Call 'n Ride program	Local, Fees	*http://www.emmausdc.org/*
First Baptist Church Senior Center	DC	Residents of DC age 60+, with low-income, and disadvantaged; preference given to Ward 4 residents	N	None, Donations Accepted	-	-
Hattie Holmes Senior Wellness Center	DC, mostly Ward 4	Residents of DC age 60+ who use the Wellness Center	N	None, Donations Accepted	-	*http://barneynh.org/wellness_center.html*
Iona Senior Center - Lead Agency for Ward 3 and parts of Wards 2 & 4: Grocery store trips	DC, Ward 3 and parts of 2 & 4	Residents of DC Ward 3, and pars of Wards 2 & 4 age 60+	Y	None, Donations Accepted	Local, Fees	*http://www.iona.org/*
Iona Senior Center - Lead Agency for Ward 3 and parts of Wards 2 & 4: WEHTS Transportation Services	DC, Ward 3 and parts of 2 & 4	Residents of DC Ward 3, and pars of Wards 2 & 4 age 60+	Y	WEHTS - no fee, sliding scale b	Local, Fees	*http://www.iona.org/*
Life Skills Center	DC and surrounding area	Program participants	Y	None	Local, Medicaid, Grants	*http://www.lifeskillscenterdc.org*
Medical Transportation Management Inc	DC	Medicaid-eligible beneficiaries	Y	NA	Local	*http://www.mtm-inc.net*
Model Cities Senior Wellness Center	DC	Residents of DC age 60+	N	None, Donations Accepted	-	-

DISTRICT OF COLUMBIA PROVIDERS (DRAFT) CONT'D

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
Seabury Ward 5 Aging Services - Lead Agency for Ward 5: WEHTS transportation services	DC, Ward 5	Residents of DC Ward 5 age 60+	Y	WEHTS - no fee, sliding scale b	Local, Fees	*http://www.seaburyresources.org/community_services/ward_5_lead_agency/index.html*
Seabury Ward 5 Aging Services - Lead Agency for Ward 5: Recreational and social activities	DC, Ward 5	Residents of DC Ward 5 age 60+	Y	None, Donations Accepted	Local, Fees	*http://www.seaburyresources.org/community_services/ward_5_lead_agency/index.html*
SOME Dwelling Place	DC, mostly East of Anacostia River	Low income seniors who use the SOME Dwelling Place Senior Center	N	-	-	*http://www.some.org/services_stability_elderly.html*
So. Wshntn Wst of River Family Strengthening Cllbrtv - Lead Agency for Ward 6: Recreational and social activities	DC, Ward 6	Residents of DC Ward 6 age 60+	Y	None, Donations Accepted	Local, Fees	*http://swwrfsc.org/home.html*
So Washntn Wst of the River Family Strengthening Cllbrtv - Lead Agency for Ward 6: WEHTS transportation services	DC, Ward 6	Residents of DC Ward 6 age 60+	Y	WEHTS - no fee, sliding scale b	Local, Fees	*http://swwrfsc.org/home.html*
St. John's Community Services	DC	Agengy Clients in DC	Y	-	Medicaid	*http://www.sjcs.org/*
VIDA Senior Center	Neighborhoods around VIDA Center in NW DC	Adults age 60+ who use VIDA center	N	None, Donations Accepted	-	*http://www.vidaseniorcenters.org/*
Washington Elderly Handicapped Transportation Service (WEHTS): Group trips to grocery stores	DC, Northern VA within the Beltway, MD within the Beltway	DC residentes age 60+	Y	None, Donations Accepted	-	*http://barneynh.org/wehts.html*
Washington Elderly Handicapped Transportation Service (WEHTS): Subsidized cab fare	DC, Northern VA within the Beltway, MD within the Beltway	DC residentes age 60+	Y	Sliding scale base on income, lowest cost for $40 book of coupons is $12	Local	*http://barneynh.org/wehts.html*
Washington Elderly Handicapped Transportation Service (WEHTS): Medical, shopping, and personal business	DC, Northern VA within the Beltway, MD within the Beltway	DC residentes age 60+	Y	None, Donations Accepted	Local, Fees	*http://barneynh.org/wehts.html*

ARLINGTON COUNTY PROVIDERS (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
Arlington County Agency on Aging: Door-to-door/ hand-to-hand service for STAR users	Arlington, Northern VA inside the beltway, DC	STAR users age 60+ going to healthcare appointements, visit family, nursing homes	Y	$3 local, $4 inside beltway, $9 regional, plus income based fee up to $10	State	*http://www.arlingtonva.us/aging*
Arlington County Agency on Aging: Grocery store trips	Arlington County	Residents of specific retirement homes ages 60+, and other residents age 60+ who can get to those locations	Y	None	Local, State, Federal	*http://www.Arlingtonva.us/aging*
Arlington County Agency on Aging: Health care appointments during short term disability	Arlington, Northern VA inside the beltway, DC	Arlington residents who have temporary inability to drive or use public transit.	Y	$3 local, $4 inside beltway	Local	*http://www.arlingtonva.us/aging*
Arlington County Agency on Aging: Health care appointments while MetroAccess application is approved	Arlington, Northern VA inside the beltway, DC	Arlington Residents age 60+ who have submitted MetroAcess application and need to get to health care appts.	Y	$3 local, $4 inside beltway	Local	*http://www.arlingtonva.us/aging*
Arlington County Agency on Aging: Subsidized taxi fares	Arlington and surrounding; trips must begin in Arlington	Arlington Residents age 70+	Y	Same as taxi, but $20 books can be bought for $10 (20 books/year)	Local	*http://www.arlingtonva.us*
Arlington County Department of Human Services, Aging and Disability Services Division, Intellectual and Developmental Disability Services (IDDS) Bureau	Arlington County	-	Y	-	-	-
Arlington County of Environmental Services, Division of Transportation	Entire Region	Arlington Residents certified eligible for MetroAccess	Y	$3 local, $4 inside beltway, $9 regional	Local	*http://www.ArlingtonSTAR.com*
Arlington County Senior Adult Program	Arlington County	Arlington Residents age 55+	Y	$10 annual registration fee plus $2 each way	Local	*http://www.arlingtonva.us/departments/parksrecreation/seniors/page69155.aspx*
Arlington County Senior Center Nutrition Program	Arlington County	Arlington residents age 60+	Y	Donations	Local	*http://www.arlingtonva.us/departments/parksrecreation/seniors/page69155.aspx*
Walter Reed Adult Day Health Care Center, Arlington County Aging and Disability Services	Arlington County	Arilington residents age 18+ with disabilities who are members of Walter reed Adult Day Care Center	Y	Income based sliding scale	Local, Fees	*http://www.arlingtonva.us/departments/HumanServices/services/aging/MadisonMain.aspx*

CITY OF ALEXANDRIA (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
Alexandria City Community Services Board	City of Alexandria and surrounding area	Clients of certain CSB programs	Y	None	Local, State, Federal, Grants, Fees	*http://alexandriava.gov/boards/info/default.aspx?id=36546*
Alexandria Department of Transportation and Environmental Services/Transit Services	Alexandria, Falls Church, Arlington, Fairfax, Fairfax City	Alexandria residents and visitors who cannot use tranist due to disability	Y	$3.00/trip within 5 mi. of Alexandria, $5.00/trip for further	Local	*http://alexandriava.gov/Transit*
Med Choice Transportation INC	Alexandria, Fairfax, Falls Church, Loudon	0	Y	0	0	*www.MedChoiceTransportation.com*

FAIRFAX COUNTY PROVIDERS - Incl. City of Falls Church and City of Fairfax (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
Annandale Christian Community for Action	Annandale, Culmore, Bailey's Crossroads, and Lincolnia	Older residents of Annandale Christian Community for Action service area with low incomes	N	None	Grants, Private Donations	*http://www.accacares.org/*
City of Fairfax Human Services	Fairfax City, George Mason University, Vienna Metro, and Fair Oaks Hospital	Persons with disabilities	Y	Two times CUE bus fare ($3.60/ one-way trip)	Local	*http://www.fairfaxva.gov/humanservices/HumanServices.asp*
City of Falls Church Housing and Human Services Division	Falls Church	City of Falls Church resident age 62+, or permanently and totally disabled, with income less than $30,000/year	Y	Monthly co-pay $10	-	*http://www.fallschurchva.gov/Content/Government/Departments/CommunityServices/HHS/HHS.aspx?cnlid=2060*
Fairfax County Department of Community and Recreation Services	Fairfax, and Fairfax City; drops off all over Northern VA	Fairfax County resident sponsored and certified by county human services agency; Each progam has its own eligibility	Y	Call	Local	http://www.fairfaxcounty.gov/ncs/
Fairfax County Neighborhood and Community Services: Limitted income services	Entire Region; pick-up or drop off in Fairfax	Residents of Fairfax County or the City of Fairfax with annual income of $40,000 or less, $50,000 or less for married couple	Y	Coupon books $20 for $30 in taxi fares (max. 16 books/ year)	-	*http://www.fairfaxcounty.gov/fcdot/seniors.htm*
Fairfax County Neighborhood and Community Services: Disability services	Entire Region; pick-up or drop off in Fairfax	Residents of Fairfax County or the City of Fairfax with a disability and is registered with MetroAccess	Y	Coupon books $11 for $33 in taxi fares	-	*http://www.fairfaxcounty.gov/fcdot/taxiaccess.htm*
Family Partnership	Frederick County, 10-mi radius	Participants services, residing within a 10-mile radius	N	0	Local, Grants	*http://www.frederickcountymd.gov/index.aspx?NID=55*
Herndon-Reston FISH, Inc.	Herndon and Reston, VA	Older adults unable to drive themselves to medical appointments	N	None	Local, Grants, Private Donations	http://www.herndonrestonfish.org/
Med Choice Transportation INC	Alexandria, Fairfax, Falls Church, Loudon	-	Y	-	-	www.MedChoiceTransportation.com
Shepherd's Center of Nothern Virginia, Annandale-Springfield	Annandale and Springfield, VA	Annandale and Springfield residents age 50+	N	None	Private Donations	*http://www.shepherdscenter-annandale.org/*
Shepherd's Center of Oakton-Vienna	Oakton and Vienna, VA	Residents of Oakton and Vienna, VA age 50+	N	None	Private Donations	*http://www.scov.org/*

LOUOUN COUNTY PROVIDERS (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
Loudoun County Area Agency on Aging	Loudoun County, VA	Loudoun County residents age 55+	Y	$1 each one-way trip	Local, State, Federal	*http://www.loudoun.gov/aaa*
Virginia Regional Transportation Association	Loudoun County and West Falls Church Metro Station to and from Ashburn	General Public	Y	$.50 one-way for most fixed route, ADA/Demand Response $1-$3, W. Falls Church Metro Commuter route $1.75	Local, State, Federal	*http://www.vatransit.org*

PRINCE WILLIAM COUNTY PROVIDERS (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
The Arc of Greater Prince William/INSIGHT	Manassas, Manassas Park	Individuals with developmental disabilities receiving services from The Arc	Y	Sliding scale based on income, Medicaid	Local, Medicaid, Grants, Fees, Private Donations	
Potomac and Rappahannock Transportation Commission: Omnilink service	Prince William, Manassas, Manassas Park	General public; reduced fairs apply to those age 60+, Medicare card holders, or those with approved reduced fare application	Y	$1.20 one-way regular, ($.60) reduced, $2.50 local day pass ($1.25 reduced), $11 weekly pass ($5.50 reduced). Tokens $12 for 10 ($6 reduced)	Local, State, Federal	*www.prtctransit.org*
Potomac and Rappahannock Transportation Commission: Metro direct service	Woodbridge, Manassas, Gainesville, Franconia/Springfield Metro Station, West Falls Church Metro Station	General public; reduced fairs apply to those age 60+, Medicare card holders, or those with approved reduced fare application	Y	$3.30 one-way regular, $2.65 with SmarTrip, $1.65 reduced	Local, State, Federal	*www.prtctransit.org*
Potomac and Rappahannock Transportation Commission: OmniRide Service	Woodbridge, Lake Ridge, Dale City, Dumfries, Manassas, Gainesville, Washington, DC/Arlington employment centers, Tysons Corner	General public; reduced fairs apply to those age 60+, Medicare card holders, or those with approved reduced fare application	Y	$7.00 one-way regular, $5.50 with Smartrip, $3.50 reduced	Local, State, Federal	*www.prtctransit.org*

MONTGOMERY COUNTY PROVIDERS (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
Bethesda Help	25 sq. mi. surrounding Bethesda Montgomery County	Bethesda help service area residenr in need of financial assistance, food delivery, or transportation	N	None	Private Donations	http://www.bethesdahelp.org/
Damascus Help	Areas of upper Montgomery County	Adults, youth, and children accompanied by a guardian	N	None	Private Donations	http://www.damascushelp.org/
Easter Seals Regional Headquarters	Most of Mongomery County, Parts of DC	Adults with disabilities and who are clients of the agency's Adult Day Center	Y	Transport cost included with other fees	-	*http://www.easterseals.com*
Friend's House Retirement Community	Entire region and baltimore for specific events	Residents of Friend's House age 62+	N	Donations or Self-pay	Medicare, Medicaid, Fees	*http://www.friendshouse.com/*
Gaithersburg Help	Gaithersburg	Gaithersburg residents that live within service area	N	None	Grants, Private Donations	http://www.gaithersburghelp.org/
Montgomery County Area Agency on Aging	Montgomery County	Adults 60+	Y	None, Donations Accepted	Local	*http://www.montgomerycountymd.gov/sentmpl.asp?url=/content/pio/senior/index.asp*
Montgomery County Call-n-Ride Program	Montgomery County and Medical Facilities in the entire Region	Low income seniors (67 years and older) and individuals with disabilities (18 years and older),	Y	Subsidy assistance is provided on a sliding fee scale determined by total household income	Local, State	*http://www.montgomerycountymd.gov/DOT-transit/seniors.html*
Montgomery County Department of Transportation, Division of Transit Services	Entire Region (medical offices)	Montgomery County residents with mental or physical disability that receive MD Medicaid and have no other means or access to transportation	Y	None	Local	*http://www.montgomerycountymd.gov/dottmpl.asp?url=/content/dot/index.asp*
Montgomery County Same Day Access Program	Montgomery County and Medical Facilities in the entire Region	Certified Metro Access participants who recide in Montgomery County	Y	50% Subsidy Assistance, up to $60 per month	Local, State	*http://www.montgomerycountymd.gov/DOT-transit/seniors.html*
Montgomery County Ride On Bust Transit	Montgomery County	General Public	Y	Seniors and people with disabilities ride free on Ride On and Metro Buses County from 9:30 AM - 3PM M-F	Local, state	*http://www.montgomerycountymd.gov/DOT-transit/index.html*
Connect-A-Ride	Montgomery County and the entire region	Adults 50 or older, and disabled adults of all ages	Y	None	Local	http://www.accessjca.org/article/17/programs/get-around
Escorted Transportation	Montgomery County	Low income older adults in Montgomery County	Y	Subsidized, low fee	Local	*http://www.accessjca.org/article/17/programs/get-around*
National Capital B'nai B'rith Housing Foundation	Montgomery County, primarily in Silver Spring	Residents of Homecrest House age 62+ with physical disabilities	Y	$2 Donation	Local, State, Federal	*http://www.homecresthouse.org*
Support Center	Montgomery County	Particpants of the Support Center that are age 21+ with a disability, and older adults	Y	Determined individually by fi	Local, State, Medic	http://www.thesupportcenter.net/
The Arc of Montgomery County	Montgomery County	Participants in The Arc of Montgomergy County's employment or day rehab. prog.	Y	-	State	http://thearcofmontgomerycounty.org/
The Senior Connection of Montgomery County, Inc	Southern Montgomery County	Residents of service areas age 62+	N	None, may give gas reimburs	Local, Grants, Priva	http://www.seniorconnectionmc.org/
United Cerebral Palsy on the Potomac	Prince George's, Montgomery	Clients of UCP on the Potomac	Y	None	-	http://www.ucppotomac.org
Western Upper Montgomery County Help	Poolesville, Beallsville, Barnesville, Dickerson, and Boyds	Residents of Western Upper Montgomery County help service area who don't have their own transportation	N	None	-	http://www.wumcohelp.org

PRINCE GEORGE'S COUNTY PROVIDERS (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
City of Bowie Senior Center	City of Bowie	Residents of the City of Bowie age 55+ and persons with disabilities	Y	None, Donations Accepted	0	*http://www.cityofbowie.org*
City of Laurel, Department of Parks and Recreation	City of Laurel	Residents of the City of Laurel age 55+ and persons with disabilities	Y	0	Local, State, Fees	*http://www.laurel.md.us*
City of New Carrollton	5-mi radius of City of New Carrollton	-	Y	None	State	*http://www.new-carrollton.md.us*
Greater Baden Medical Services	Rural Prince George's, Charles County	Patients of Greater Baden Medical Services	Y	None	-	*http://www.gbms.org*
New Horizons Supported Services Inc	-	Adults who are DDA certified from one of the counties served	Y	None, Provided by DDA	State, Private Donations	*http://www.nhssi.org*
Prince George's County Department of Public Works and Transportation: Call-a-bus service	Prince George's County	Prince George's County Residents who are unable to use bus or rail services.	Y	$1 per ride, seniors and persons with disabilities no fee, escorts ride free	Local	*http://www.princegeorgescountymd.gov/Government/AgencyIndex/DPW&T/Transit/bus.asp?nivel=foldmenu(2)*
Prince George's County Department of Public Works and Transportation: Call-a-cab service	Prince George's County	Prince George's County residents age 60+ and residents with a disability	N	$10 for $20 coupon book	Local	*http://www.princegeorgescountymd.gov/Government/AgencyIndex/DPW&T/Transit/cab.asp?nivel=foldmenu(2)*
Prince Georges County Department of Public Works and Transportation: Senior transportation service	Prince George's County	Prince George's County residents age 60+	Y	None	Local	*http://www.princegeorgescountymd.gov/Government/AgencyIndex/DPW&T/Transit/bus.asp?nivel=foldmenu(2)*
Simon Transportation LLC	DC, Montgomery, Prince George's	-	Y	-	-	*www.simontransportationmd.com*
The Arc of Prince George's County	Prince George's County	Program participants	Y	none	State	*http://www.thearcofpgc.org/index.html*
United Cerebral Palsy on the Potomac	Prince George's, Montgomery	Clients of UCP on the Potomac	Y	None	-	*http://www.ucppotomac.org*

FREDERICK COUNTY PROVIDERS (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
Daybreak Adult Day Services	Frederick County	Adults age 55+ and younger adults on an individual basis	Y	Sliding scale based on income, assistance available	State, Fees	*http://www.daybreakadultdayservices.org/*
Family Partnership	Frederick County, 10-mi radius	Participants services, residing within a 10-mile radius	N	-	Local, Grants	*http://www.frederickcountymd.gov/index.aspx?NID=55*
Frederick Community Action Agency	Frederick, MD	Lower-income clients enrolled with FCAA	Y	None	Local, State, Federal	*http://www.cityoffrederick.com/fcaa*
Frederick County Department of Aging	Frederick, Thurmont, Brunswick, Emmitsburg, and Urbana	Adults age 60+ who participate in lunch program and live within 3-mi radius	N	Donation requested to senior center, others trips have destination based fee	Local, Federal, Fees	*http://www.frederickcountymd.gov/index.aspx?nid=54*
Frederick County Head Start	Frederick County	Children age 3-5 and their income-eligible families	N	None	Local, State, Federal	*http://www.frederickcountymd.gov/index.aspx?NID=56*
TransIT Services of Frederick County	Frederick City, Walkersville, Brunswick, Jefferson, Emmitsburg, Thurmont	General public	Y	$1.10 cash fare, 10 trip tickers, monthly passes, and reduced fare available	Local, State	*http://www.FrederickCountyMD.gov/transit*
TransIT Services of Frederick County: Medical Assistance Program	Entire Region (medical offices)	Medical assistance recipients designated by County	Y	None, County billed monthly	Local, State	*http://www.FrederickCountyMD.gov/transit*
TransIT Services of Frederick County: TransIT-Plus	Frederick County	Adults age 60+ and persons with disabilities	Y	$1.50 medical trips, $2.50 non medical. 10-trip tickets - $1 medical, $2 non-medical	Local, State	*http://www.FrederickCountyMD.gov/transit*

Service Desc.

Provides transportation services to program participants.
Provides limited transportation to families in order to participate in Family Partnership services.

Operates a local daily van run to transport lower-income clients to appointments at other agencies and organizations in Frederick, Maryland.

Provides limited transportation for five senior centers for a nominal fee.
Special shopping and day trips also available for a fee.
Provides bus transportation to enrolled children to and from most of our classrooms. Group bus stops are established in neighborhoods.

Provides public transit and paratransit in and around the City of Frederick.

Provides Medical Assistance (MA) transportation service in Frederick County.

Provides demand response paratransit in Frederick County.

CHARLES COUNTY PROVIDERS (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
Charles County Department of Community Services	Charles County	General public for fixed route, adults age 60+ or disabled for specialized	Y	$1.00 each way or $2.00 all day pass, half fare for senior and disabled	Local, State, Federal	*http://www.go-vango.com/*
Charles County Nursing and Rehabilitation Center	Charles County	Participants in or residents of the Center's services or facilities	Y	None	Medicare, Medicaid, Fees	*http://www.ccnrc.com/pages/index.asp*
Greater Baden Medical Services	Rural Prince George's, Charles County	Patients of Greater Baden Medical Services	Y	None	0	*http://www.gbms.org*

Service Desc.

Operates specialized transportation services under a variety of programs for senior citizens and persons with disabilities who are unable to use VanGO's fixed route service.

Provides transportation for individuals participating in or residents of the Center's facilities and services, including the Nursing Home, Rehab Center, Adult Day Care and Assisted Living facility.

Provides van transportation services in which the driver picks up patients from their homes or drops them off at home. Transportation is for patients only and is scheduled offsite based on appointme

ent times.

TAXI COMPANIES (DRAFT)

Name	Service Area	Eligibility	Wheelchair Accessible? (Y/N)	Fee Structure	Source of Funds	Website
Action Taxi	Montgomery County	General Public	Y	Montgomery taxi rates	-	http://www.actiontaxi.com/
Alexandria White Top Cab Company	Entire Region; pick-up or drop off in Alexandria	General public	Y	Alexandria taxi rates	-	*http://www.whitetopcab.com/index.html*
Alexandria Yellow Taxi Company	Entire Region; pick-up or drop off in Alexandria	General public	Y	Alexandria taxi rates	-	*http://www.alexandriayellowcab.com/default.aspx*
Arlington Red Top Cab Company	Entire Region; pick-up or drop off in Arlington	General public	Y	Arlington taxi rates	-	*http://www.redtopcab.com/*
Barwood Taxi	Entire Region; trips must originate or terminate in Montgomergy County	General Public	Y	Montgomery taxi Rates	-	*http://www.barwoodtaxi.com/*
Blue Top Cab Company	Entire Region; pick-up or drop off in Arlington	General public	Y	Arlington taxi rates	-	*http://www.bluetop.com/*
Diamond Transportation Services	Entire Region	General Public	Y	Both pick-up and mileage feeRates based on location pick-up and distance.	Private Funds, Fees	*http://www.diamondtransportation.us*
Fairfax Red Top Cab Company	Entire Region; pick-up or drop off in Fairfax	General public	Y	Arlington taxi rates	-	*http://www.fairfaxredtopcab.com/*
Fairfax White Top Cab Company	Entire Region; pick-up or drop off in Fairfax	General public	Y	Fairfax taxi fares	-	*http://www.whitetopcab.com/index.html*
Fairfax Yellow Cab Company	Entire Region; pick-up or drop off in Fairfax	General public	Y	Fairfax taxi fares	-	*http://www.yellowcaboffairfax.com/index.aspx???*
Friendly Cab Company	Entire Region; pick-up or drop off in Arlington	General public	Y	Arlington taxi rates	-	-
Paramont Taxi Company	Entire Region; pick-up or dro	General public	Y	Prince George's taxi rates	-	-
Regency Cab	Entire Region; trips must originate or terminate in Montgomergy County	General Public	Y	Montgomery Co. taxi rates	-	*http://www.regencytaxi.com*
Royal Cab Company	Entire Region	General public	Y	DC taxi rates	Federal JARC & New Freedom	*http://www.DCTAXIONLINE.COM*
Springfield Yellow Cab Company	Entire Region; pick-up or drop off in Fairfax	General public	Y	Fairfax taxi fares	-	*http://springfieldyellowcabs.com/*
Sun Cab	Montgomery County	General public	Y	Montgomery taxi rates	Fees	*http://www.suncabmoco.com/*
Taxi-Taxi as Dispatcher for 6 taxi operators in Prince George's County	Entire Region; pick-up or dro	General public	N	Prince George's taxi rates, vouchers, TaxiCab card	-	-
Yellow Cab Company	Entire Region	-	Y	Taxi Rates	-	*http://www.dcyellowcab.com/*

Provides wheelchair accessible taxicab services, service for passengers with vision disabilities and service for passengers with verbal communication difficulties.

Provides taxi services in the Montgomery County area. Wheelchair-accessible taxis are available.

Appendix 4: Regional Demographic Profile of Transportation-Disadvantaged Groups

This Appendix provides 2012 data from the 2008-2012 American Community Survey (ACS) on the numbers and spatial locations for transportation-disadvantaged population groups the Coordinated Plan helps serve.

Transportation-disadvantaged groups are defined as populations lacking financial, physical, or language ability to provide their own transportation and/or have difficulty accessing public transportation.

Based on Census data, the population groups in this Appendix are defined as:

- **Below the Poverty Level**
    - Official poverty line depends on family size.[i]
    - 1 person = $11,000 per year
    - 4 people = $22,000 per year
- **Low-Income Population**
    - "Low income" defined as below twice the poverty line.[ii]
    - 1 person = $22,000 per year
    - 4 people = $44,000 per year
- **Limited English Speakers** include individuals who speak English less than "very well."[iii]
- **Persons with Disabilities** include individuals with any type of physical, sensory, and/or cognitive disability. For individuals under 5, hearing and vision difficulty is used to determine disability. Individuals between 5 and 14 also include cognitive, ambulatory, and self-care difficulties. Individuals 15 years of age and older includes the five categories and independent living difficulty.[iv]
- **Older Adults** are individuals over 65 years of age.

Geographic area includes the Transportation Planning Board (TPB) planning area and the Washington, DC Urbanized Area (see Figure 4-1). In instances where the Urbanized Area falls outside the TPB planning area only tracts associated with the Urbanized Area were included. As a result, the geographic area includes portions of Fauquier County, VA, Stafford County, VA, Anne Arundel County, MD, and Carroll County, MD.

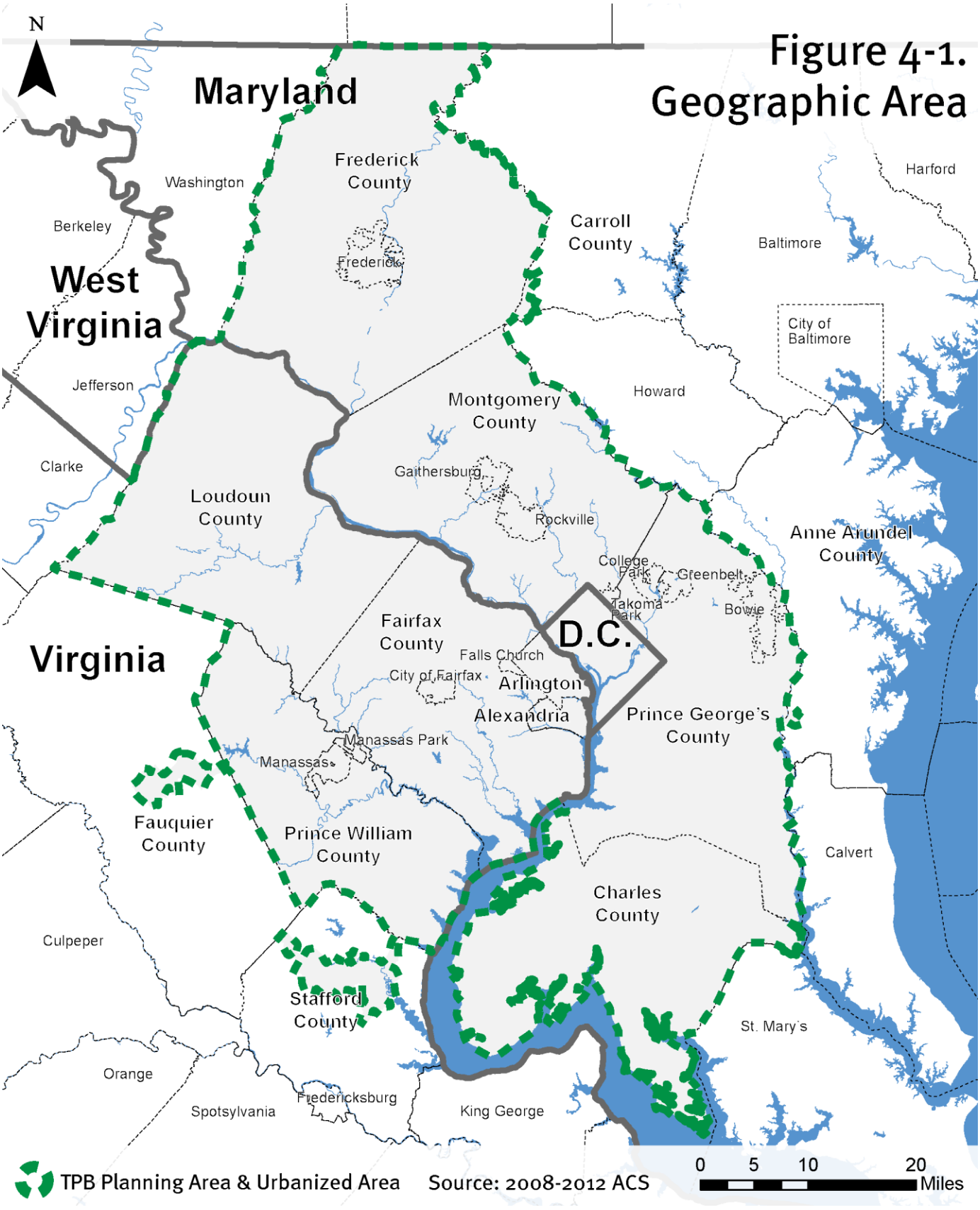


Figure 4-1.
Geographic Area
N
Maryland
West Virginia
Virginia
D.C.
Frederick County
Washington
Berkeley
Frederick
Carroll County
Harford
Baltimore
City of Baltimore
Howard
Jefferson
Montgomery County
Clarke
Gaithersburg
Loudoun County
Rockville
Anne Arundel County
College Park
Greenbelt
Takoma Park
Bowie
Fairfax County
Falls Church
City of Fairfax
Arlington
Alexandria
Prince George's County
Manassas Park
Manassas
Fauquier County
Prince William County
Calvert
Charles County
Culpeper
Stafford County
St. Mary's
Orange
Fredericksburg
Spotsylvania
King George
TPB Planning Area & Urbanized Area
Source: 2008-2012 ACS
0 5 10 20
Miles

Eight percent of residents lived below the poverty level in 2012 and an additional 11 percent were classified as low-income (see Table 4-1 and Figure 4-2). In the same year, 8 percent of persons had a disability and over 10 percent of people were 65 years of age and over. Poverty rate for persons with disabilities is almost twice that of the general population (see Figure 4-3). Individuals with Limited English Proficiency make up 11 percent of the population. Although not shown in the table, it is interesting to note that over 22 percent of the region's population is foreign born, which includes many recent immigrants to the region.

Figures 4-4 to 4-8 show the spatial locations of transportation-disadvantaged population groups in the region.

Table 4-1

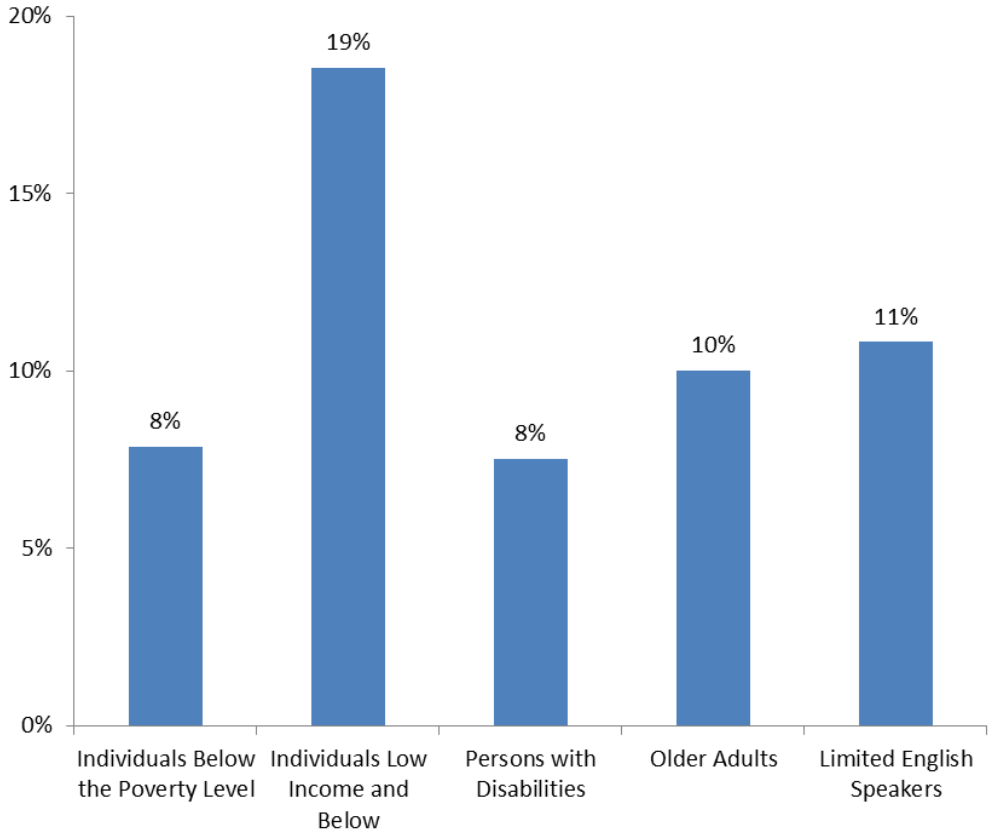
Transportation-Disadvantaged Populations in the Washington Region, 2012

Population Group	***Washington Region***	***Percent of Region (1)***
Below the Poverty Level (2)	399,698	8%
Low Income or Below (3)	944,778	19%
Persons with Disabilities (4)	384,091	8%
Older Adults (65 and Over)	519,871	10%
Limited English Speakers (5)	522,761	11%
Total Population	5,187,252	

Source: 2008-2012 U.S. Census American Community Survey; numbers are for the TPB and Urbanized Area (see definition on page 2).

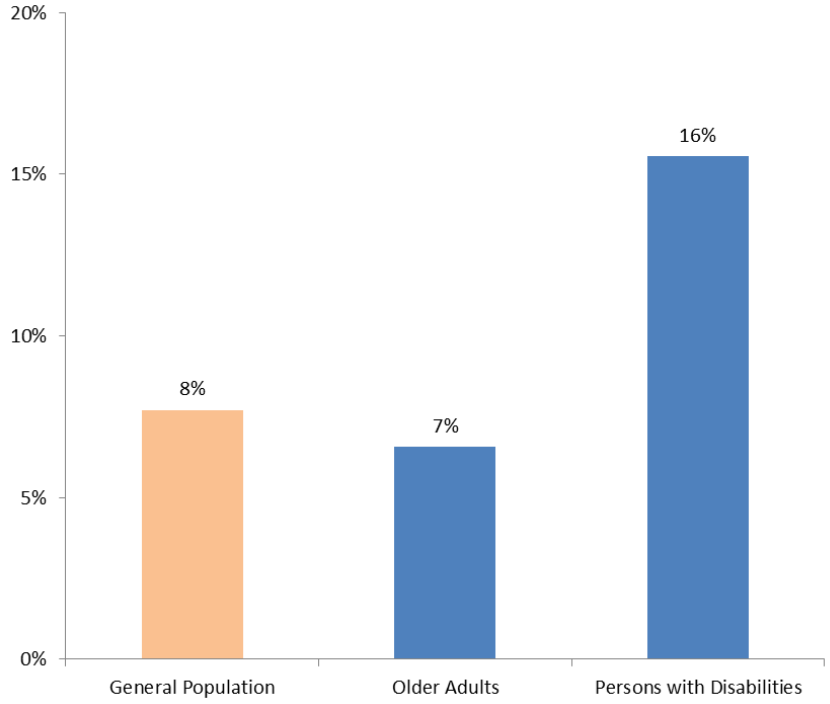
(1) Due to each groups' unique sampling "Percent of Region" will not compute with Total Population.
(2) Official poverty level depends on family size. For a family of four the poverty level is an annual income of $22,000.
(3) "Low-income" is commonly defined as income between 100 to 199 percent of the poverty level. For a family of four an annual income of $44,000 or below is considered low income.
(4) Includes individuals with a physical, sensory, and/or cognitive disability.
(5) Limited English Proficiency includes individuals who speak English less than "very well."

Figure 4-2: Regional Demographic Profile of Transportation-Disadvantaged Populations in the Washington Region

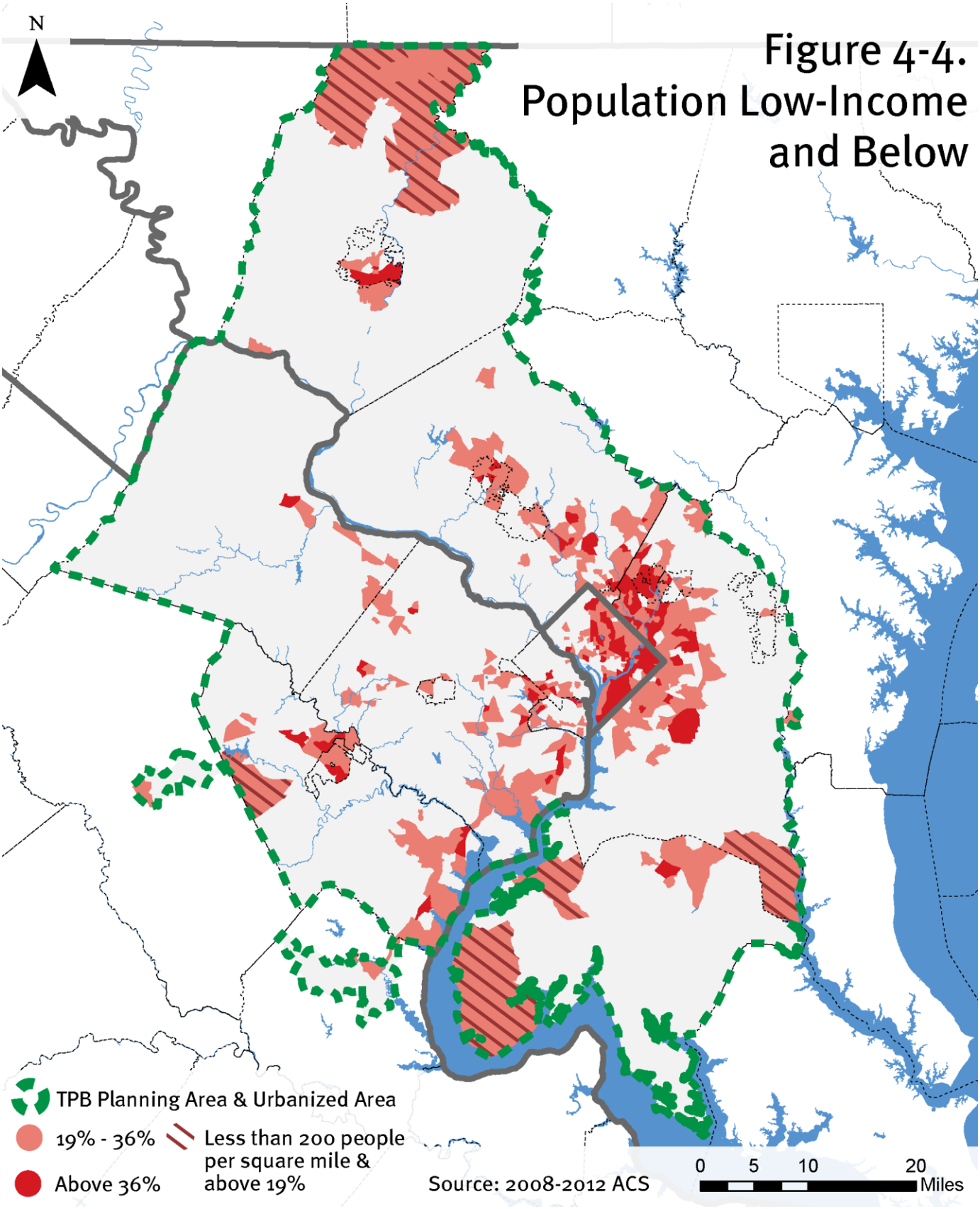


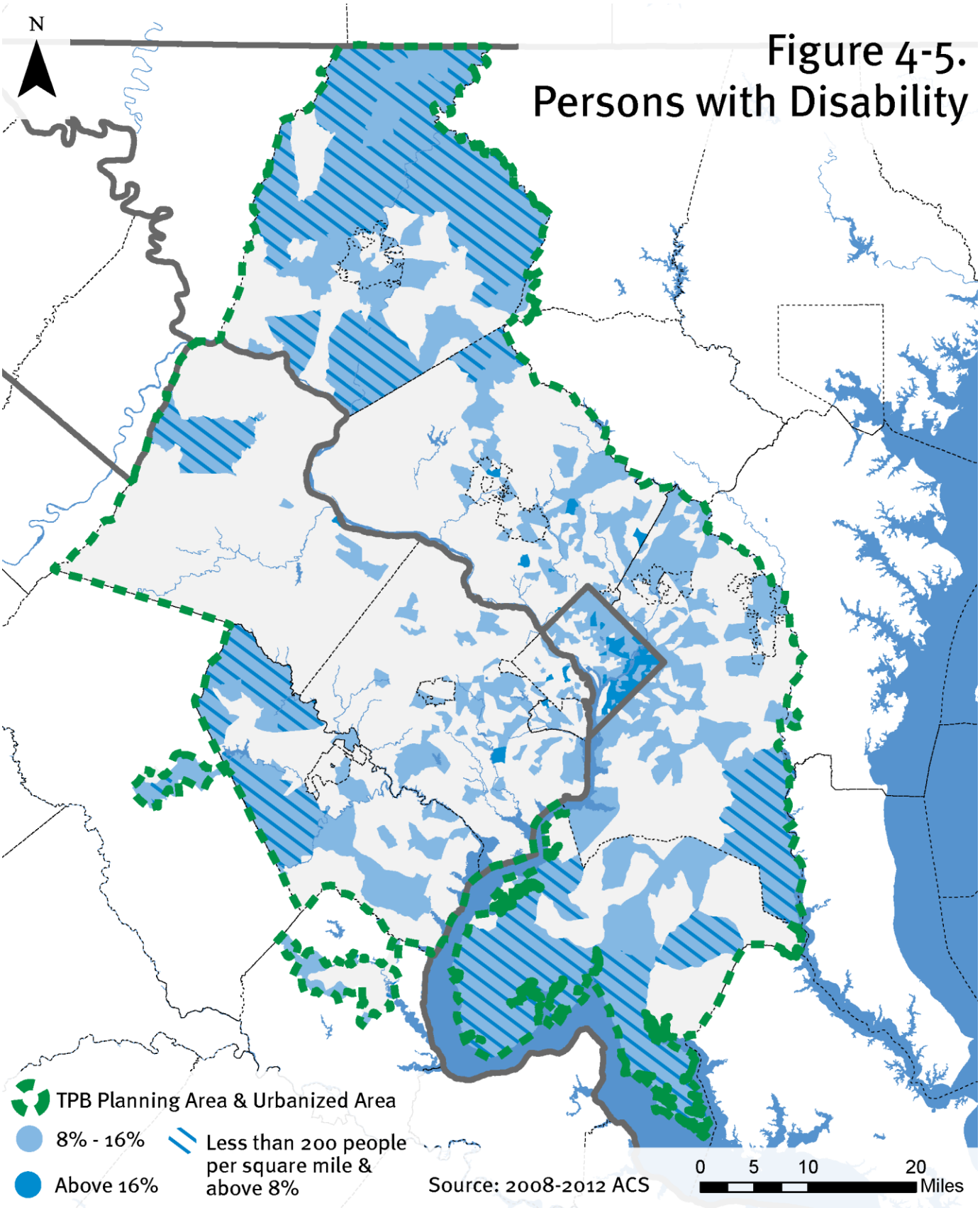
Source: 2008-2012 U.S. Census American Community Survey; numbers are for the TPB and Urbanized Area.

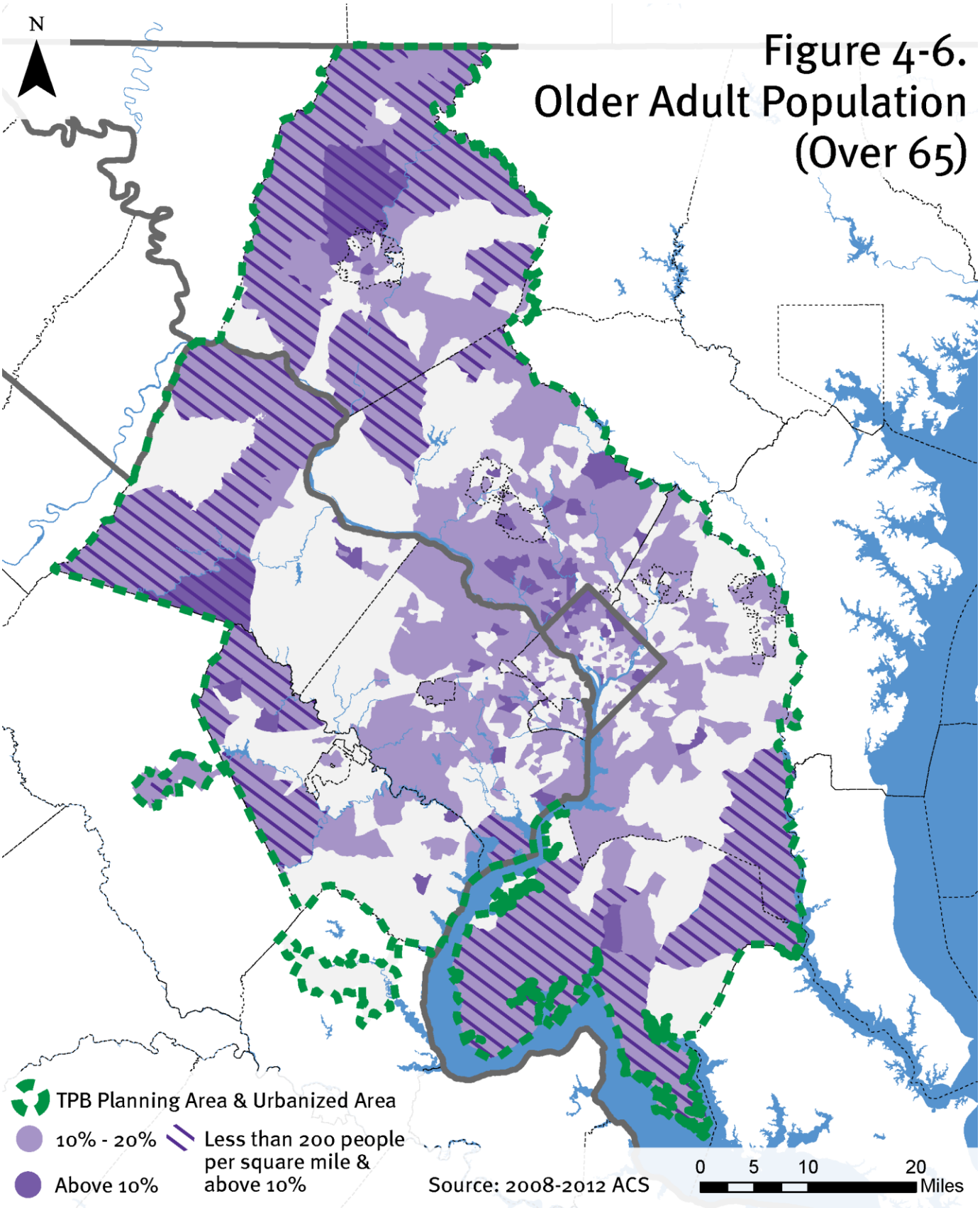
Figure 4-3: Poverty Rates for Transportation Disadvantaged Groups

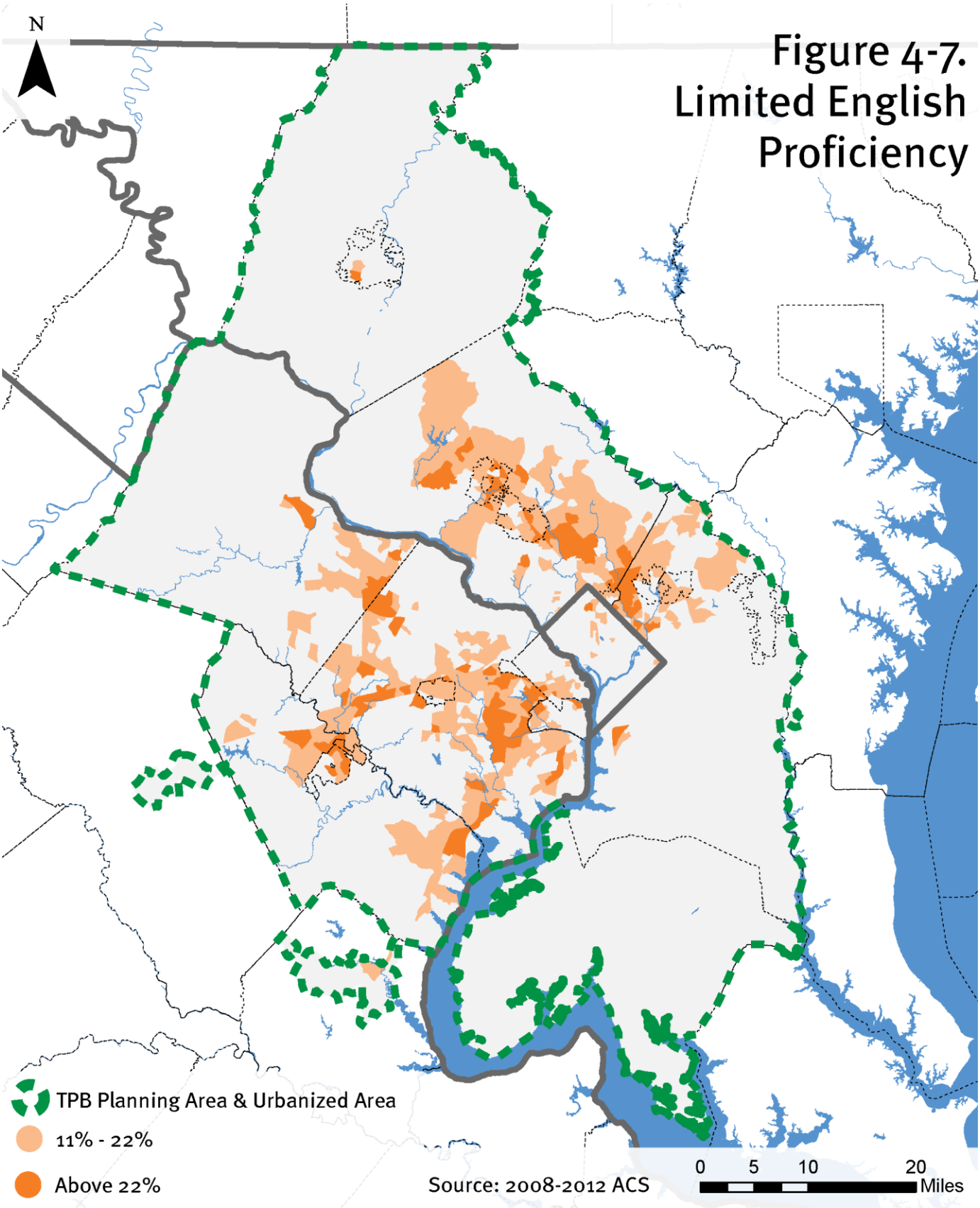


Source: 2008-2012 U.S. Census American Community Survey; numbers are for the TPB and Urbanized Area.


N
Figure 4-4.
Population Low-Income and Below
TPB Planning Area & Urbanized Area
19% - 36%
Above 36%
Less than 200 people per square mile & above 19%
Source: 2008-2012 ACS
0 5 10 20
Miles


N
Figure 4-5.
Persons with Disability
TPB Planning Area & Urbanized Area
8% - 16%
Above 16%
Less than 200 people per square mile & above 8%
Source: 2008-2012 ACS
0 5 10 20
Miles


N
Figure 4-6.
Older Adult Population
(Over 65)
TPB Planning Area & Urbanized Area
10% - 20%
Above 10%
Less than 200 people
per square mile &
above 10%
Source: 2008-2012 ACS
0 5 10 20
Miles


N
Figure 4-7.
Limited English
Proficiency
TPB Planning Area & Urbanized Area
11% - 22%
Above 22%
Source: 2008-2012 ACS
0 5 10 20
Miles

Endnotes

[i] U.S. Census. 2014. "Poverty thresholds." Accessed May 29, 2014. http://www.census.gov/hhes/www/poverty/data/threshld/index.html.

[ii] Low-income is commonly defined as income between 100 to 199 percent of the poverty level.

Short, Kathleen. November 2011. "The Research Supplemental Poverty Measure: 2010." U.S. Census. Accessed May 29, 2014. http://www.census.gov/prod/2011pubs/p60-241.pdf;

"Census shows 1 in 2 people are poor or low-income." December 15, 2014. Associated Press. Accessed May 29, 2014 via USA Today. http://usatoday30.usatoday.com/news/nation/story/2011-12-15/poor-census-low-income/51944034/1.

[iii] Shin, Hyon B. and Rosalind Bruno. October 2003. "Language Use and English-Speaking Ability: 2000." U.S. Census. Pg. 2. Accessed May 29, 2014. http://www.census.gov/prod/2003pubs/c2kbr-29.pdf.

[iv] Beginning with the 2008 ACS, the Census significantly revised the questions to determine disability. These changes affected the populations identified and it is not recommended to compare 2008 and newer figures to prior data, including 2000 Decennial. For more information, please see:

U.S. Census. "How Disability Data are Collected." American Community Survey. Accessed June 2, 2014. http://www.census.gov/people/disability/methodology/acs.html;

Cornell University. "What is the Census 2000 disability measurement issue?" Disability Statistics. Accessed June 2, 2014. http://www.disabilitystatistics.org/faq.cfm#Q7.

For detailed definitions of the six disability categories (Hearing, Vision, Cognitive, Ambulatory, Self-care, and Independent living difficulty) see: U.S. Census. 2012. "American Community Survey and Puerto Rico Community Survey; 2012 Definitions." Pg. 56-57. Accessed June 5, 2014. http://www.census.gov/acs/www/Downloads/data_documentation/SubjectDefinitions/2012_ACSSubjectDefinitions.pdf

Appendix 5: TPB Resolution Approving Key Elements of the Update to the Coordinated Human Service Transportation Plan, July 16, 2014

TPB R1-2015
July 16, 2014

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD
777 North Capitol Street, N.E.
Washington, D.C. 20002

RESOLUTION APPROVING THE KEY ELEMENTS OF THE UPDATE TO THE COORDINATED HUMAN SERVICE TRANSPORTATON PLAN FOR THE NATIONAL CAPTIAL REGION

WHEREAS, the National Capital Region Transportation Planning Board (TPB), which is the metropolitan planning organization (MPO) for the Washington Region, has the responsibility under the provisions of Moving Ahead for Progress in the 21st Century (MAP-21) for developing and carrying out a continuing, cooperative and comprehensive transportation planning process for the Metropolitan Area; and

WHEREAS, under the Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), COG, as the administrative agent for the TPB, served as the Designated Recipient for the JARC and New Freedom programs for the Washington DC-VA-MD Urbanized Area; and

WHEREAS, in July 2006 the TPB established the Human Service Transportation Coordination Task Force to oversee the development of a Coordinated Human Service Transportation Plan to guide funding decisions for three programs under SAFETEA-LU Job Access and Reverse Commute (JARC), New Freedom and the Elderly and Disabled Individual program; and

WHEREAS, since 2007, the TPB has facilitated seven project solicitations and selections that have resulted in 66 JARC and New Freedom grants totaling over $25 million in Federal and matching funds; and

WHEREAS, the first Coordinated Plan, which included the framework for the competitive selection process of JARC and New Freedom grants, was adopted by the TPB at its regular meeting on April 18, 2007 (R22-2007); and

WHEREAS, an Update to the Coordinated Plan was adopted by the TPB at its regular meeting on December 19, 2009 (R13-2010); and

WHEREAS, MAP-21 created the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program to "improve mobility for seniors and individuals with disabilities … by removing barriers to transportation services and expanding the transportation mobility options available"; and

WHEREAS, in June 2013 the Governor of Maryland, the Governor of Virginia and the Mayor of the District of Columbia designated COG, as the TPB's administrative agent, the recipient of

the Enhanced Mobility program for the Washington, DC-VA-MD Urbanized Area.

WHEREAS, the Federal Transit Administration (FTA) issued final guidance for the Enhanced Mobility program on June 6, 2014 with FTA Circular 9070.1G; and

WHEREAS, FTA Circular 9070.1G requires that projects funded with the Enhanced Mobility program be included in or respond to strategies in a Coordinated Human Service Transportation Plan; and

WHEREAS, the five key elements of the Coordinated Plan are 1) an identification of unmet transportation needs of people with disabilities and older adults, 2) an inventory of existing transportation services for these population groups, 3) strategies for improved service and coordination, 4) priority projects for implementation, and 5) the framework for the competitive selection process; and

WHEREAS, the Coordinated Plan and subsequent-t updates were developed through a process that included participation by older adults, people with disabilities and representatives of public, private, and nonprofit transportation and human services providers; and

WHEREAS, the Human Service Transportation Coordination Task Force met five times between October 2013 and May 2014 to provide guidance on the update to the Coordinated Plan; and

WHEREAS, the Access for All Advisory Committee was invited to participate in the October 2013 and April 2014 Task Force meetings to provide input on the update to the Coordinated Plan; and

WHEREAS, on May 15 the Human Service Transportation Coordination Task Force concurred with the key elements of the update to the Coordinated Plan including the competitive selection criteria;

WHEREAS, on June 12 the key elements of the update of the Coordinated Plan were released for a 30-day public comment period that ended July 12; and

WHEREAS, the attached memorandum dated July 10, 2014 describes the key elements to the update to the Coordinated Plan, including the framework for the competitive selection process for the Enhanced Mobility program;

NOW, THEREFORE, BE IT RESOLVED THAT the NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD approves the key elements for the update to the Coordinated Human Service Transportation Plan for the National Capital Region.

Approved by the Transportation Planning Board at its regular meeting on July 16, 2014.

Appendix 6: TPB Resolution on the Update to the Coordinated Plan November 19, 2014

TPB R9-2015
November 19, 2014

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD
777 North Capitol Street, N.E.
Washington, D.C. 20002

RESOLUTION APPROVING THE UPDATE OF THE COORDINATED HUMAN SERVICE TRANSPORTATON PLAN FOR THE NATIONAL CAPTIAL REGION

WHEREAS, the National Capital Region Transportation Planning Board (TPB), the metropolitan planning organization (MPO) for the Washington Region, has the responsibility under the provisions of the Moving Ahead for Progress in the 21st Century Act (MAP-21) of 2012 for developing and carrying out a continuing, cooperative and comprehensive transportation planning process for the Metropolitan Area; and

WHEREAS, under the Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) of 2005, COG, as the administrative agent for the TPB, served as the Designated Recipient for the JARC and New Freedom programs for the Washington DC-VA-MD Urbanized Area; and

WHEREAS, in July 2006 the TPB established the Human Service Transportation Coordination Task Force to oversee the development of a Coordinated Human Service Transportation Plan to guide funding decisions for three programs under SAFETEA-LU Job Access and Reverse Commute (JARC), New Freedom and the Elderly and Disabled Individual program; and

WHEREAS, the first Coordinated Plan, which included the framework for the competitive selection process of JARC and New Freedom grants, was adopted by the TPB at its regular meeting on April 18, 2007; and

WHEREAS, since 2007, the TPB has facilitated seven project solicitations and selections that have resulted in 66 JARC and New Freedom grants totaling over $25 million in Federal and matching funds; and

WHEREAS, an Update to the Coordinated Plan was adopted by the TPB at its regular meeting on December 19, 2009; and

WHEREAS, MAP-21 in 2012 created the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program to “improve mobility for seniors and individuals with disabilities … by removing barriers to transportation services and expanding the transportation mobility options available”; and

WHEREAS, in June 2013 the Governor of Maryland, the Governor of Virginia and the Mayor of the District of Columbia designated COG, as the TPB’s administrative agent, the recipient of the Enhanced Mobility program for the Washington, DC-VA-MD Urbanized Area; and

WHEREAS, the Federal Transit Administration (FTA) issued final guidance for the Enhanced Mobility program on June 6, 2014 with FTA Circular 9070.1G which requires that projects funded with the Enhanced Mobility program be included in or respond to strategies in a Coordinated Human Service Transportation Plan; and

WHEREAS, the TPB Human Service Transportation Coordination Task Force met five times between October 2013 and May 2014 to provide guidance on the update to the Coordinated Plan; and

WHEREAS, the Access for All Advisory Committee was invited to participate in the October 2013 and April 2014 Task Force meetings to provide input on the update to the Coordinated Plan; and

WHEREAS, on May 15, 2014 the Human Service Transportation Coordination Task Force concurred with the key elements of the update to the Coordinated Plan including the competitive selection criteria;

WHEREAS, the key elements for the update to the Coordinated Human Service Transportation Plan was adopted by the TPB at its regular meeting on July 16, 2014 in preparation for a grant solicitation; and

WHEREAS, the update to the Coordinated Plan contains the key elements and updates the Executive Summary, Introduction (Section 1), Appendices, Tables, and Figures;

NOW, THEREFORE, BE IT RESOLVED THAT the NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD approves the attached Update to the Coordinated Human Service Transportation Plan for the National Capital Region.

Adopted by the Transportation Planning Board at its regular meeting on November 19, 2014.