

## **ITEM 7 – Information**

November 16, 2018

### Coordinated Human Service Transportation Plan

**Staff Recommendation:** Briefing on the Draft Coordinated Human Service Transportation Plan

**Issues:** None

**Background:** The Coordinated Human Service Transportation Plan is a federally required MPO product which guides funding decisions for the FTA's Section 5310 Enhanced Mobility program. COG is the designated recipient of this funding and the TPB prioritizes, selects and implements these projects. The draft Coordinated Plan was updated this year under the guidance of the Access for All Advisory Committee. The plan will be released for a 30-day public comment period from November 8 through December 7. The board will be asked to approve this plan at the December 19 meeting.



# THE TPB COORDINATED HUMAN SERVICE TRANSPORTATION PLAN

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## 2018 Update

Lynn Winchell-Mendy  
TPB Transportation Planner

Transportation Planning Board  
November 16, 2018

Item 7



## Presentation Summary

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- MPO federal requirement
- TPB's role: MPO and designated recipient
- What is a coordinated plan?
- Key elements in the updated draft plan
- December TPB approval

# Background

- MAP-21 established the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility Program
- FTA required a designated recipient be named for the DC-MD-VA urbanized area before funds could be awarded
- In 2013, in a multi-jurisdictional collaborative process, TPB was named designated recipient with COG as the administrative agent
- TPB prioritizes, selects and implements projects for the Enhanced Mobility Program every 2 years

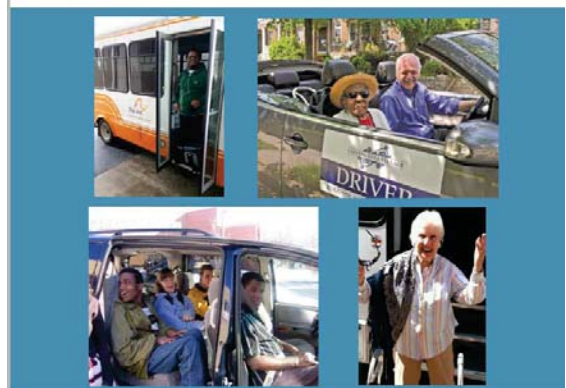
# What is the Coordinated Plan?

- The Federal Transit Administration (FTA) requires a coordinated plan to guide implementation of the Enhanced Mobility grant program
- Must be updated every 4 years
- Guidance from TPB's Access for All Advisory Committee

UPDATE TO THE COORDINATED HUMAN  
SERVICE TRANSPORTATION PLAN FOR  
THE NATIONAL CAPITAL REGION -

**DRAFT**

November 2018



# The FTA's Enhanced Mobility Program

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- Approximately \$2.5 million per year in matching grants to improve transportation for people with disabilities and older adults in the DC-MD-VA urbanized area
- Eligible applicants: Non-profits, transit agencies, local governments, and private providers
- Matching funds required by applicant:
  - 20% for capital or Mobility Management
  - 50% for operating
- Solicitation every 2 years

# Benefits of coordination

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- Greater efficiency with limited funding/more cost effective service delivery
- Less duplication of service
- More extensive service/increased capacity for unmet needs
- Easier access to transportation
- Improved quality of service

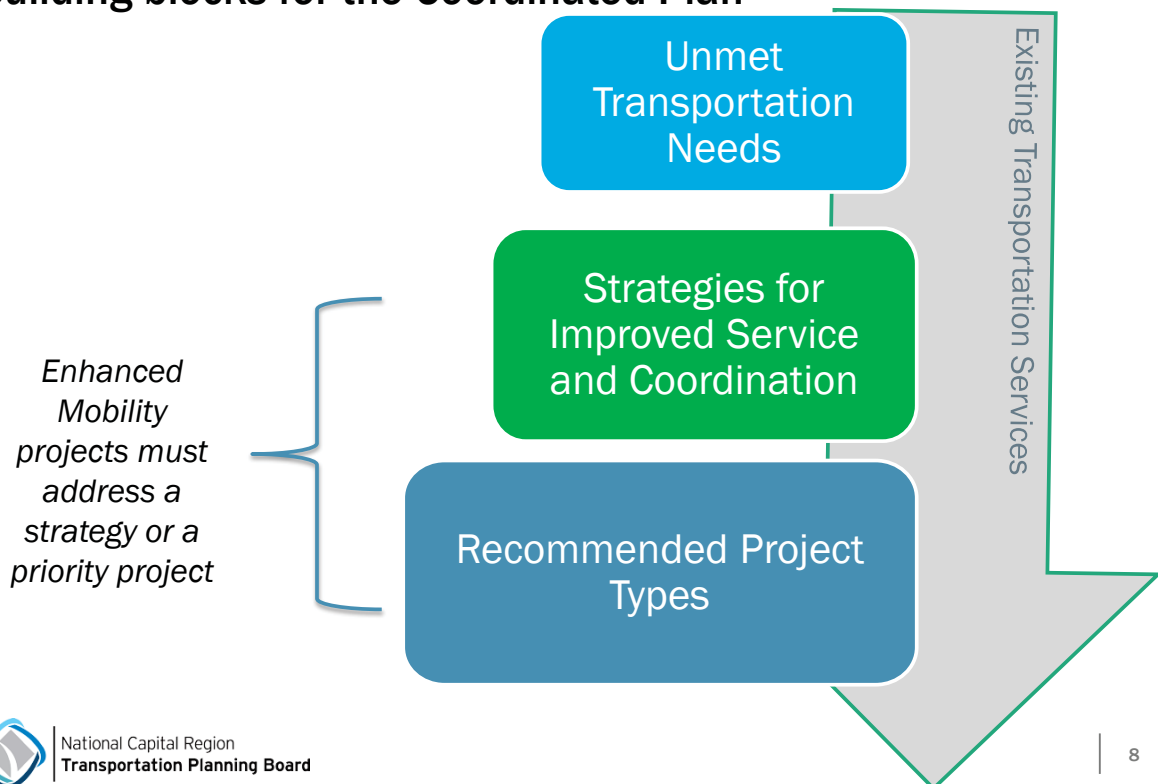
Source: Federal Coordinating Council on Access and Mobility

# Key Elements of the Coordinated Plan

- Unmet transportation needs
- Inventory of existing services
- Strategies for improved service and coordination
- Recommended project types
- Competitive selection process

# Unmet transportation needs

## Building blocks for the Coordinated Plan



# Themes of unmet transportation needs

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- **Availability**

- Fragmented transportation services and programs
- Frequency and geographic coverage
- Lack of reliability
- More assisted-transportation and same-day services needed

- **Affordability**

- Fares are expensive
- Tighter budgets are making it more difficult for agencies to fund services

# Themes of unmet transportation needs

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- **Awareness**

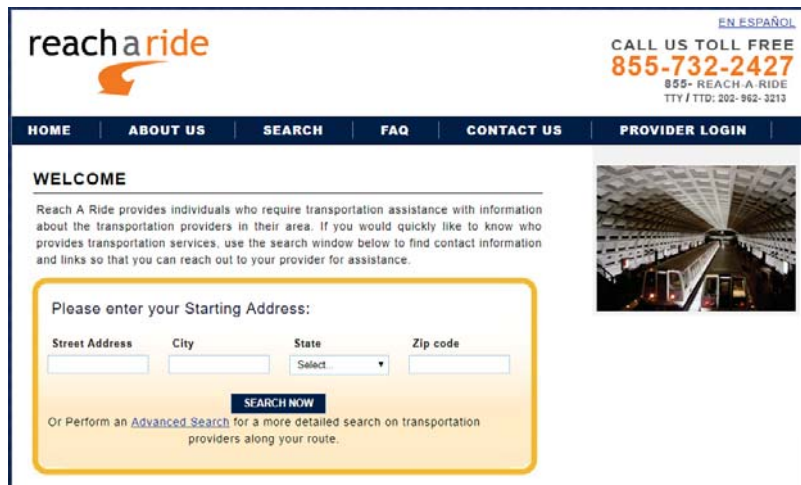
- Services need to be more customer-focused
- Lack of user-friendly information tailored to the audience
- Need for interjurisdictional coordination

- **Accessibility**

- Services/features not always easy to use (stops, stations, vehicles, taxis, sidewalks, payment systems, apps)
- Safety concerns
- Accessibility an after-thought
- Lack of accessibility in new/popular modes:
  - Bike lanes and bike-sharing
  - Ride-hailing services (e.g. Lyft and Uber) and Microtransit (e.g. Via)

# Inventory of existing services

- Reach a Ride database



The screenshot shows the Reach a Ride website interface. At the top left is the "reach a ride" logo. To the right, it says "EN ESPAÑOL" and "CALL US TOLL FREE 855-732-2427". Below this is a navigation bar with links: HOME, ABOUT US, SEARCH, FAQ, CONTACT US, and PROVIDER LOGIN. The main content area has a "WELCOME" heading and a paragraph explaining the service. Below the text is a search form titled "Please enter your Starting Address:" with fields for Street Address, City, State (a dropdown menu), and Zip code. A "SEARCH NOW" button is positioned below the fields. A small image of a transit station is visible on the right side of the page.

- Stakeholders – AFA Committee, Tech Committee



# Strategies for improved service & coordination

- I. Expand **availability** and coordination of transportation options
- II. Increase **awareness** of existing transportation services
- III. Improve **accessibility** of transportation options
- IV. Make transportation options more **affordable** and sustainable





## Recommended project types

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### Eight priority project types

- Applications that respond to priority projects AND strategies can score higher; however:
  - Applicants can propose other eligible projects
  - Competitive selection process is dependent on applications received



## Recommended project types

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- A. Mobility Management
  - Systems Level: Mobility Manager for a jurisdiction
  - Individual Level: Mobility counselor
- B. Coordinated planning efforts
- C. Travel Training
- D. Door-through-door or escorted transportation service



## Recommended project types

- E. Increase access to transit stations (and first mile/last mile connections)  
Pedestrian infrastructure, adaptive cycling and taxi/ride-hailing/shuttle
- F. Increase wheelchair-accessible options in taxi and ride-hailing services
- G. Volunteer driver programs
- H. Tailored transportation service for clients of human service agencies (e.g. vehicle acquisition)

## Competitive selection process: Criteria

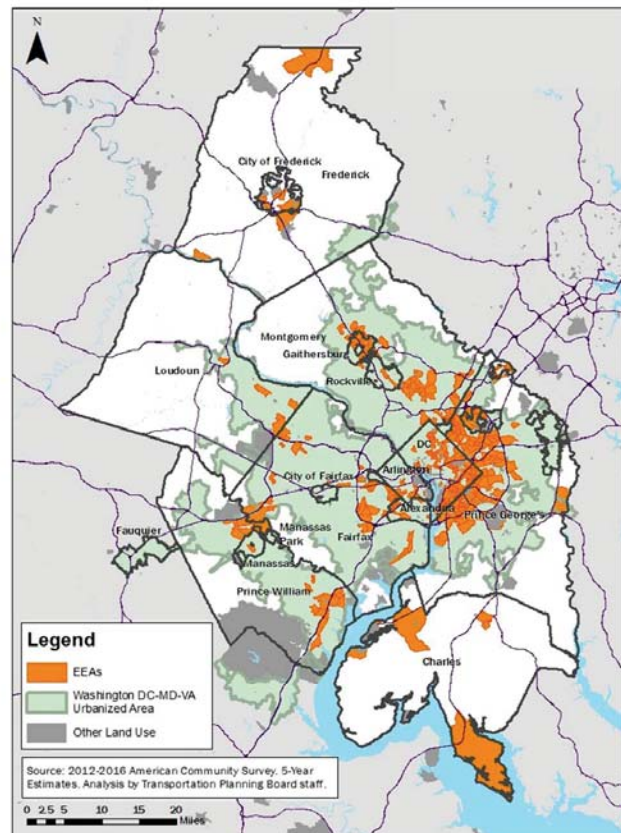
Criterion	Maximum Score
Coordination Among Agencies	25
Responsiveness to Coordinated Plan Applications that propose Priority Projects can score up to 12 points; those that address the Strategies up to 8 points)	20
Institutional Capacity to Manage & Administer an FTA grant	20
Project Feasibility	15

# Competitive selection process: Criteria

Criterion	Maximum Score
Customer Focus	10
Regional Need Applications that propose to serve more than one jurisdiction can score up to 5 points	5
Equity Emphasis Areas Applications that propose to serve these areas can score up to 5 points	5
<b>TOTAL POSSIBLE SCORE</b>	<b>100</b>

## Equity Emphasis Areas

Grant proposals that serve EEAs in this urbanized area will receive extra points in the scoring process



# Timeline

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- Release draft for public comment
  - November 8 to December 7
- Presentation to and approval by TPB
  - November and December 2018
- Next solicitation for Enhanced Mobility grant applications
  - Summer 2019



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# UPDATE TO THE COORDINATED HUMAN SERVICE TRANSPORTATION PLAN FOR THE NATIONAL CAPITAL REGION -

**DRAFT**

November 2018



**UPDATE TO THE COORDINATED HUMAN SERVICE TRANSPORTATION PLAN (“COORDINATED PLAN”) FOR THE NATIONAL CAPITAL REGION - DRAFT**

Prepared by the National Capital Region Transportation Planning Board

Adopted on **(INSERT DATE)**

**ABOUT THE TPB**

The National Capital Region Transportation Planning Board (TPB) is the federally designated metropolitan planning organization (MPO) for metropolitan Washington. It is responsible for developing and carrying out a continuing, cooperative, and comprehensive transportation planning process in the metropolitan area. Members of the TPB include representatives of the transportation agencies of the states of Maryland and Virginia and the District of Columbia, 24 local governments, the Washington Metropolitan Area Transit Authority, the Maryland and Virginia General Assemblies, and nonvoting members from the Metropolitan Washington Airports Authority and federal agencies. The TPB is staffed by the Department of Transportation Planning at the Metropolitan Washington Council of Governments (COG).

**CREDITS**

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Photo Credits (clockwise from top left): The Arc of Greater Prince William County, Capitol Hill Village, Community Support Services, Jewish Council for the Aging.

**ACKNOWLEDGEMENTS**

Special thanks to the Kacy Kostiuk, Chair, and members of the Access for All Advisory Committee for their contributions.

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## SECTION 1: INTRODUCTION

Almost six 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.

Federal regulations require that projects selected for funding under the Enhanced Mobility for Individuals and Individuals with Disabilities Program (“Enhanced Mobility program”) be "included in a locally developed, coordinated public transit-human services transportation plan<sup>1</sup>," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

## THE ENHANCED MOBILITY PROGRAM

The Federal Transit Administration’s (FTA) Enhanced Mobility program provides funding for transportation for people with disabilities and older adults who have difficulty using public transit or need improved access to it.

FTA states that 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”<sup>2</sup>. The annual apportionment for the Washington, DC-VA-MD Urbanized Area of approximately \$2.8 million can be spent throughout the Urbanized Area (see Figure 2) but not outside of this area officially defined by the U.S. Census Bureau. 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 Metropolitan Washington Council of Governments (COG) 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 National Capital Region Transportation Planning Board’s (TPB) administrative agent, the recipient of the Enhanced Mobility program for the Washington, DC-VA-MD Urbanized Area.

Eligible recipients of the funds include non-profit organizations, local governments, transit agencies, and private for-profit providers who must provide the required matching grant funds for capital (20 percent of total project cost) and operating expenses (50 percent), for:

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<sup>1</sup> Source: <https://www.transit.dot.gov/funding/grants/coordinated-public-transit-human-services-transportation-plans>

<sup>2</sup> Source: <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

- Public transportation projects planned, designed, and carried out to meet the special needs of older adults, and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable;
- Public transportation projects that exceed the requirements of the ADA;
- Public transportation projects that improve access to fixed-route service and decrease reliance on paratransit; and
- Alternatives to public transit that assist seniors and individuals with disabilities with transportation.

The Enhanced Mobility program includes a mobility management category that enables those projects that improve access to multiple transportation options to take advantage of the 80/20 capital match.

## TPB Role in Enhanced Mobility

COG, as the administrative agent for the TPB, is the designated recipient for this program for the Washington DC-VA-MD Urbanized Area. The TPB is responsible for the competitive selection of Enhanced Mobility 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.”<sup>3</sup> The Coordinated Plan was developed under the guidance of the Access for All Advisory Committee which includes the participation described in the requirement.

## What Is Coordination?

The National Council of State Legislatures (NCSL) defines coordination approaches for human service transportation as “the harmonization of program standards, shared use of resources, synchronized planning and dispatch, multi-agency program discussion and various other techniques”.<sup>4</sup>

Within the context of human service transportation, the term coordination refers to agencies, jurisdictions and non-profit organizations working together to maximize transportation services for people with disabilities, low-income populations, 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.

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<sup>3</sup>Source: <https://www.transit.dot.gov/funding/grants/coordinated-public-transit-human-services-transportation-plans>

<sup>4</sup> Source: <http://www.ncsl.org/research/transportation/human-services-transportation-coordination.aspx>

## MOBILITY MANAGEMENT

In recent years, human services “coordination” has focused on mobility management, which has been a preferred approach. FTA states that “Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes. Changes in demographics, shifts in land use patterns, and the creation of new and different job markets require new approaches for providing transportation services, particularly for customers with special needs. Mobility management focuses on meeting individual customer needs through a wide range of transportation options and service providers. It also focuses on coordinating these services and providers to achieve a more efficient transportation service delivery system for public policy makers and taxpayers who underwrite the cost of service delivery.”<sup>5</sup>

For the purposes of the Enhanced Mobility program, FTA defines mobility management as “short-range planning and management activities and projects for improving coordination among transportation service providers” and includes travel training, trip planning, and one-stop travel information centers.<sup>6</sup>

Under the Enhanced Mobility program, the Federal Transit Administration (FTA) allows qualifying “Mobility Management” activities to be a capital expense which means that the applicant only needs to provide 20 percent of the cost (and the federal portion is 80%) as opposed to the 50/50 operating match;

## Purpose of the Coordinated Plan

The Coordinated Plan guides funding decisions for FTA’s Enhanced Mobility program. The TPB adopted its first Coordinated Plan in 2007 and was subsequently updated in 2009 and 2014. The Coordinated Plan under FTA rules must be updated every four years – each time the TPB updates its long-range transportation plan.

The purpose of this Coordinated Plan is to identify strategies and projects that help meet the transportation needs of people with disabilities, older adults, and those with low-incomes to guide funding decisions for the FTA’s Enhanced Mobility program.

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 TPB’s planning area. Figure 2 shows a map of the TPB planning area and the Washington DC-VA-MD Urbanized Area. COG, as the TPB’s administrative agent, serves as the designated recipient for Enhanced Mobility program for the Washington DC-VA-MD Urbanized Area.

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<sup>5</sup>FTA’s Mobility Management brochure can be found at <https://www.transit.dot.gov/ccam/resources/mobility-management-brochure>

<sup>6</sup> FTA Circular 9070.1G Page I-4.

## Key Elements of the Update to the Coordinated Plan

The TPB adopted the first Coordinated Plan in 2007 and two subsequent updates in 2009 and 2014. There are five key elements of the Coordinated Plan. As Figure 1 illustrates, the key elements include, 1) an identification of unmet transportation needs of people with disabilities, older adults, and those with limited incomes, 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.

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

Unmet Transportation Needs

Inventory of Existing Services

Strategies for Improved Service and Coordination

Priority Projects

Competitive Selection Criteria

## PREVIOUS EXPERIENCE WITH FTA SPECIALIZED TRANSPORTATION GRANTS

The TPB's prior experience grant solicitation, selection, and implementation of over 100 Job Access and Reverse Commute (JARC), New Freedom and Enhanced Mobility projects were used to update the federally required Coordinated Plan and enhance the Enhanced Mobility program application and selection process.

### Job Access and Reverse Commute (JARC) and New Freedom

COG served as the designated recipient for the former JARC and New Freedom programs between 2007 and 2013. Note that FTA's JARC program was specifically targeted to low-income workers. Between 2007 and 2013, TPB conducted seven solicitations and awarded 66 JARC and new Freedom grants totaling over \$25 million in federal and matching funds under the guidance of the Coordinated Plan. In 2011, the TPB's JARC and New Freedom programs were assessed by a consultant and this assessment recommended the TPB move to a bi-annual solicitation process (every other year) and confirmed that the solicitation and selection process were objective and effective. These grants included travel training, wheelchair-accessible taxis, low-interest car loan programs, reverse commute bus services, and door-through-door transportation services; listings of previously funded projects can be found here:

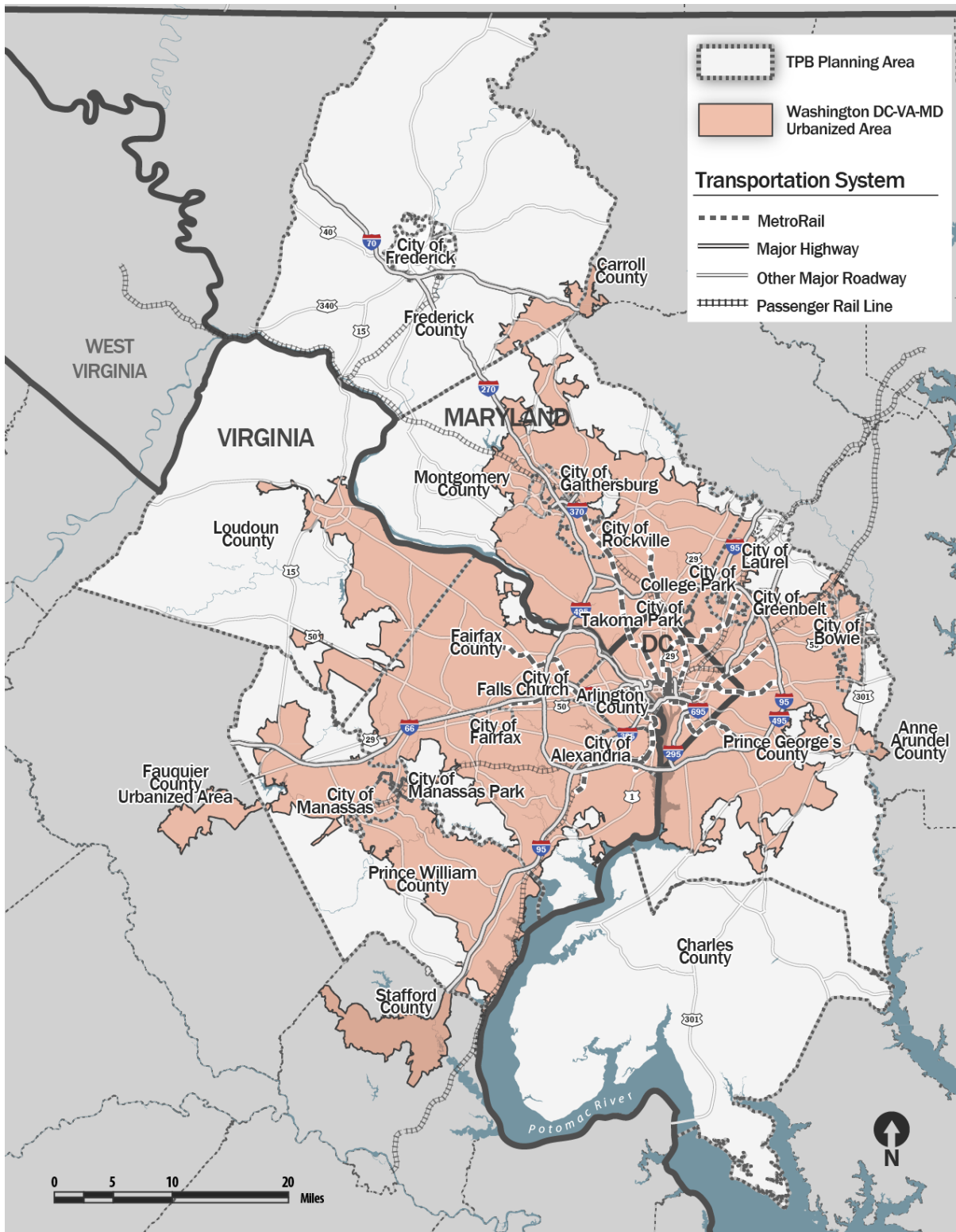
[www.mwcog.org/JARCNFProjectBrochure](http://www.mwcog.org/JARCNFProjectBrochure).

## **Enhanced Mobility of Individuals with Disabilities and Older Adults**

MAP-21 (Moving Ahead for Progress in the 21<sup>st</sup> Century) created the Enhanced Mobility program; an entirely new program that combines the old Section 5310 and New Freedom programs and eliminated the JARC program. In 2013, COG became the designated recipient for the new Enhanced Mobility program. The TPB has conducted two solicitations for Enhanced Mobility grants (in 2015 and 2017) which resulted in over 35 projects funded totaling over \$16 million (in federal and matching funds). These grants included travel training, volunteer driver programs, vehicle acquisition, mobility management (at the personal and systems level), wheelchair-accessible taxis, and improved information on specialized transportation; listings of previously funded projects can be found here:

[www.mwcog.org/2015EMProjects](http://www.mwcog.org/2015EMProjects).

**Figure 2: TPB Planning Area and Washington DC-VA-MD Urbanized Area, As Defined by the 2010 Census**





## SECTION 2: PLAN DEVELOPMENT

The Coordinated Plan must be updated to guide funding decisions for the FTA's Section 5310 Enhanced Mobility program. This Coordinated Plan builds upon the 2014 update to the plan.

The TPB's Access for All (AFA) Advisory Committee is charged with overseeing updates to the Coordinated Plan. The AFA advises the TPB on transportation issues, programs, policies, and services important to traditionally underserved communities, including low-income communities, minority communities, people with limited English proficiency, people with disabilities, and older adults. AFA members include community leaders and other individuals representing the various AFA constituencies. Human service and transportation or transit agencies, and private providers also have representatives on the committee. A list of AFA members is included in Appendix A.

As stated in the previous section, there are five key elements of the Coordinated Plan, 1) an identification of unmet transportation needs of people with disabilities, older adults, and those with low-incomes, 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) competitive selection criteria. AFA members guided the development of the key elements of the update the Coordinated Plan and the competitive selection criteria.

The kick-off for the update to the Coordinated Plan in 2018 began on February 8 at the AFA meeting. Participants received a presentation on the Coordinated Plan and the unmet transportation needs identified previously by the AFA. The unmet transportation needs are the building block for the Coordinated Plan, as the other key elements are based on these needs. The inventory of existing services (in Appendix B) was distributed for revisions in February and March. Meeting participants broke out into small groups to discuss the needs by theme. The revised unmet needs were distributed to the AFA for comment and presented at the May 10 AFA meeting. On June 7, the AFA reviewed the strategies to meet the needs and priority projects. The final elements reflected in this Coordinated Plan were presented to the AFA at a July 12 webinar. A draft of the Coordinated Plan was presented to the TPB on (INSERT DATE) and adopted on (INSERT DATE).

### Additional Public Input and Comments

In addition to the AFA guiding the update process, a presentation on the update to the Coordination Plan was given at the Annual Public Transit Forum for Private Providers on June 5, 2018, and the Citizens Advisory Committee (CAC) received a presentation on the draft plan and was asked to comment on July 12, 2018.

This Coordinated Plan was released for a 30-day public comment period from (INSERT DATE) to (INSERT DATE), (DESCRIBE how comment period was advertised and any COMMENTS RECEIVED)

## TPB Policy Framework and Guiding Principles

As the metropolitan planning organization and the designated recipient of Enhanced Mobility funds, TPB and COG have the unique opportunity to develop a plan that addresses the unmet needs of people with disabilities, older adults, and those with limited incomes to support their independence and mobility. TPB and COG have adopted several goals or initiatives related to equity and access for all – including transportation disadvantaged populations which are provided here as a context for the Coordinated Plan. Also, below are the “Guiding Principles” for the Coordinated Plan.

### TPB VISION GOALS

The TPB Vision, adopted in 1998, provides a comprehensive set of policy goals, objectives, and strategies to help guide transportation planning and investment decisions in the Washington region. Goal 1 states:

*The Metropolitan Washington region's transportation system will provide reasonable access at reasonable cost to everyone in the region.*

### TPB'S REGIONAL TRANSPORTATION PRIORITIES PLAN

The TPB adopted Regional Transportation Priorities Plan (RTPP) in January 2014. It focuses the region's attention on a handful of transportation priorities and strategies with the greatest potential to advance regional goals rooted in the TPB Vision. Priority 2 states:

*Strengthen Public Confidence and Ensure Fairness: Efforts to increase accountability and address the needs of historically transportation-disadvantaged populations should be considered in all stages of project planning, design, and implementation.*

### COG'S REGION FORWARD GOALS

COG developed Region Forward to guide local and regional decision making. Nine broad goal areas are identified, one of which is transportation, and numerous objectives and targets for assessing progress toward achieving each of the goals.

The applicable goals to the Coordinated Plan from Region Forward include the following:

- We seek a **broad range of public and private transportation choices** for our region which maximizes accessibility and affordability to everyone and minimizes reliance upon single occupancy use of the automobile.
- We seek a **transportation system that maximizes community connectivity and walkability**, and minimizes ecological harm to the region and world beyond.
- We seek to **minimize economic disparities** and enhance the prosperity of each jurisdiction and the region as a whole through balanced growth and access to high-quality jobs for everyone.

## TPB'S SEVEN ENDORSED INITIATIVES

The TPB identified seven initiatives in 2017 and 2018 for a better transportation future. The TPB endorsed these seven ideas after working through a year-long process with its Long-Range Plan Task Force. Together these seven ideas will be included in the aspirational or unfunded element of Visualize 2045, the TPB's long-range transportation plan. The initiatives are listed below.

Improve walk and bike access to transit, was incorporated into this Coordinated Plan as one of the priority projects in Section 6.

<p><b>Bring jobs and housing closer together</b> – Increase jobs and housing around underused rail stations and Activity Centers with high-capacity transit. Build additional housing in the region to match employment projections.</p>
<p><b>Expand Bus Rapid Transit regionwide</b> – Add bus rapid transit and transitways, and streetcar routes at various locations throughout the region.</p>
<p><b>Move more people on Metrorail</b> – Replace six-car trains with eight-car trains on all Metrorail lines. Add a second Rosslyn station, and a new rail line across the Potomac River connecting the District of Columbia and Virginia.</p>
<p><b>Provide more telecommuting and other options for commuting</b> – Develop policies to increase teleworking and the number of employees receiving transit and carpool subsidies. Increase the price for most of the parking for work trips.</p>
<p><b>Expand express highway network</b> – Extend network of express toll lanes on existing highways and add new express bus service.</p>
<p><b>Complete the National Capital Trail</b> – Complete a proposed loop of circumferential trail connections circling the core of the Washington region.</p>
<p><b>Improve walk and bike access to transit</b> – Improve walking and biking capacity to increase access to regional transit systems, including Metrorail, commuter rail, light rail, and bus rapid transit (BRT).</p>

## **GUIDING PRINCIPLES**

The TPB has established Guiding Principles for its Coordinated Plan. These principles build upon each other and are reflected throughout this plan in the strategies and priorities.

### **The Right to Mobility**

People with specialized transportation needs have a right to mobility.<sup>7</sup> Individuals with limited incomes and people with disabilities rely heavily, sometimes exclusively, on public and specialized transportation services to live independent and fulfilling lives. These services are essential for travel to work and medical appointments, to run essential errands, or simply to take advantage of social or cultural opportunities.

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

### **Customer Service Focus**

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

### **Elimination of Service Gaps**

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

### **Maximize Efficiency of Service Delivery**

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

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<sup>7</sup> Right to mobility is defined as getting from the door of where you are through the door of where you need to go.

## 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 D 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 2012-2016 for transportation-disadvantaged population groups living in the metropolitan Washington region. Over 453,000 people, or about 8% of residents, live below the poverty line, and 746,062 individuals, 14% of residents, are classified as low income, which is defined as making less than 2.0 times the official poverty rate. Approximately 434,000 individuals – 8% of the population – have a physical, sensory, or cognitive disability, and over 603,000 people in region – 11% of the population – are over 65 years old. Individuals with limited English abilities make up 11% 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**

<i>Population Group</i>	<i>Region</i>	<i>Percent of Region <sup>(1)</sup></i>
<i>Below the Poverty level <sup>(2)</sup></i>	453,211	8.4%
<i>Low-Income or below <sup>(3)</sup></i>	746,062	13.8%
<i>Persons with Disabilities <sup>(4)</sup></i>	434,562	8.0%
<i>Older Adults (65 and over)</i>	603,497	11.1%
<i>Limited English Speakers <sup>(5)</sup></i>	563,092	11.0%
<i>Total Population</i>	5,480,782	

Source: 2012-2016 U.S. Census American Community Survey; numbers are for the TPB Planning and Urbanized Areas.

(1) Due to each groups’ unique sampling “Percent of Region” will not compute with Total Population.

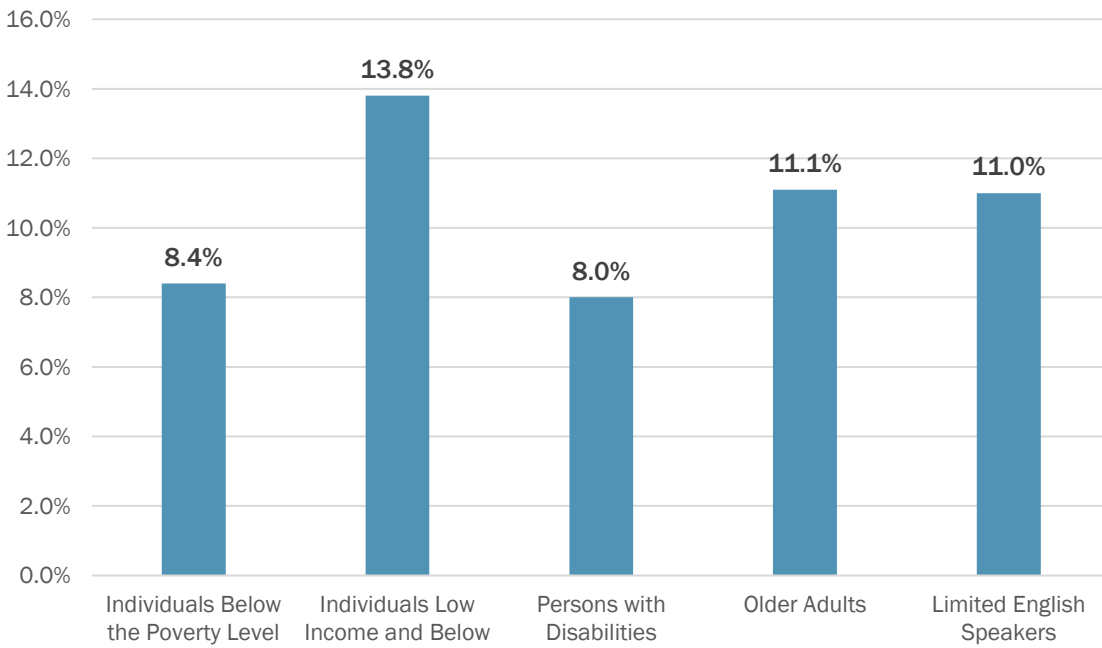
(2) Official poverty level depends on family size. For a family of four the poverty level is an annual income of \$22,000.

(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: 2012-2016 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 AFA has developed a list of significant unmet transportation needs of older adults, people with disabilities, and those with limited incomes which is the key building block for the entire Coordinated Plan. The unmet needs informed both the development of the strategies and priority projects described in the following sections. The strategies and priority projects are a critical element in the project selection process to ensure that Enhanced Mobility funds are being expended to address significant unmet transportation needs in the region.

AFA members also raised the importance of transportation related to emergency preparedness, and the unique needs of AFA populations in a situation that requires evacuation or in the case of an emergency on a vehicle. The Coordinated Plan addresses the day-to-day transportation needs of older adults and people with disabilities to guide funding decisions for the Enhanced Mobility grant program. The FTA has not stated that emergency preparedness is an eligible activity for Enhanced Mobility funding. However, the need to prepare for emergency evacuation of special transportation and transit-dependent populations is mentioned here to raise awareness among transportation providers and human service agencies so it can be stressed in driver training. It is also important to raise the issue for state and local emergency management agencies since they are responsible in an emergency evacuation situation.

**Table 2: The Four A's of Significant Unmet Transportation Needs**

<p><b>Availability</b></p>	<ul style="list-style-type: none"> <li>• Need for more options for cross-jurisdictional and longer distance travel within the region</li> <li>• There needs to be more coordination of specialized services among transportation agencies and jurisdictions.</li> <li>• Lifeline access to critical services for those who cannot drive for urgent and same-day services</li> <li>• Weekend and evening options are lacking as well as same-day services.</li> <li>• Improved frequency and geographic coverage of services (e.g. travel outside of the MetroAccess service area)</li> <li>• Reliability of services for more timely access to jobs, programs, medical appointments.</li> <li>• East-West Divide concerns: More options to travel to concentration of jobs on the western side of the region.</li> </ul>
<p><b>Awareness</b></p>	<ul style="list-style-type: none"> <li>• The need for more centralized information about existing services provided by transportation agencies and jurisdictions.</li> <li>• The promotion of existing transportation services by both transportation and social service agencies to the targeted populations, which is customized to the audience, including those who have limited-English skills and/or may not have access to the internet or a cell phone.</li> <li>• Information needs to be available in other ways than only online.</li> <li>• Coordination of dissemination of information and marketing across programs – tailor outreach to specific groups and places (such as public housing)</li> </ul>

	<ul style="list-style-type: none"> <li>• Improve pedestrian access to bus stops (including the removal of barriers that make it difficult for people with disabilities to use pathways (trash cans, newspaper stands, bike, etc.) (need to raise awareness among community and neighborhood associations)</li> <li>• Bike lanes – bicyclists and pedestrians need to follow the “rules of the road” and be aware of pedestrian needs for people with disabilities</li> <li>• 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</li> <li>• Travel Training for customers on the use of available options, including but not limited to fixed-route services</li> </ul>
<p><b>Accessibility</b></p>	<ul style="list-style-type: none"> <li>• Technology used in transportation (apps, internet, Smartphones) is not universally accessible for people – those with physical and cognitive disabilities, older adults, as well as people with who cannot afford a Smartphone</li> <li>• Availability of internet access to facilitation information on options, fare purchase, trip planning, etc.</li> <li>• Accessibility services/features not always easy to use (stops, stations, vehicles, taxis, sidewalks, payment systems, apps)</li> <li>• Websites need to be user-friendly including translation options, screen-reader compatible, adjustable font size, and search options that make information easy to find</li> <li>• Accessible services and features not reliable nor regularly maintained (e.g. elevators or bus lifts)</li> <li>• Lack of Wheelchair- accessible services</li> <li>• Accessibility enhancements for pedestrians for better navigation of physical infrastructure</li> <li>• Accessibility of private, newer services such as ride-hailing (e.g. Uber and Lyft) bike lanes, bike-sharing, and microtransit (on-demand transportation at an affordable flat rate, e.g. Via) and toll lanes</li> <li>• Considering accessibility at the planning, design and implementation stages of a project, program or service</li> </ul>
<p><b>Affordability</b></p>	<ul style="list-style-type: none"> <li>• Transit fares, parking costs and tolls are barriers for many people, not just those with the lowest-incomes in the region</li> <li>• Public transit can be both time and cost-prohibitive</li> <li>• There is a need for transportation for people that don’t qualify as low-income but whose income is not high enough to afford services</li> <li>• More funding for additional transportation services</li> <li>• Subsidies or funding for personal care attendants for people who need them to use transportation services</li> </ul>



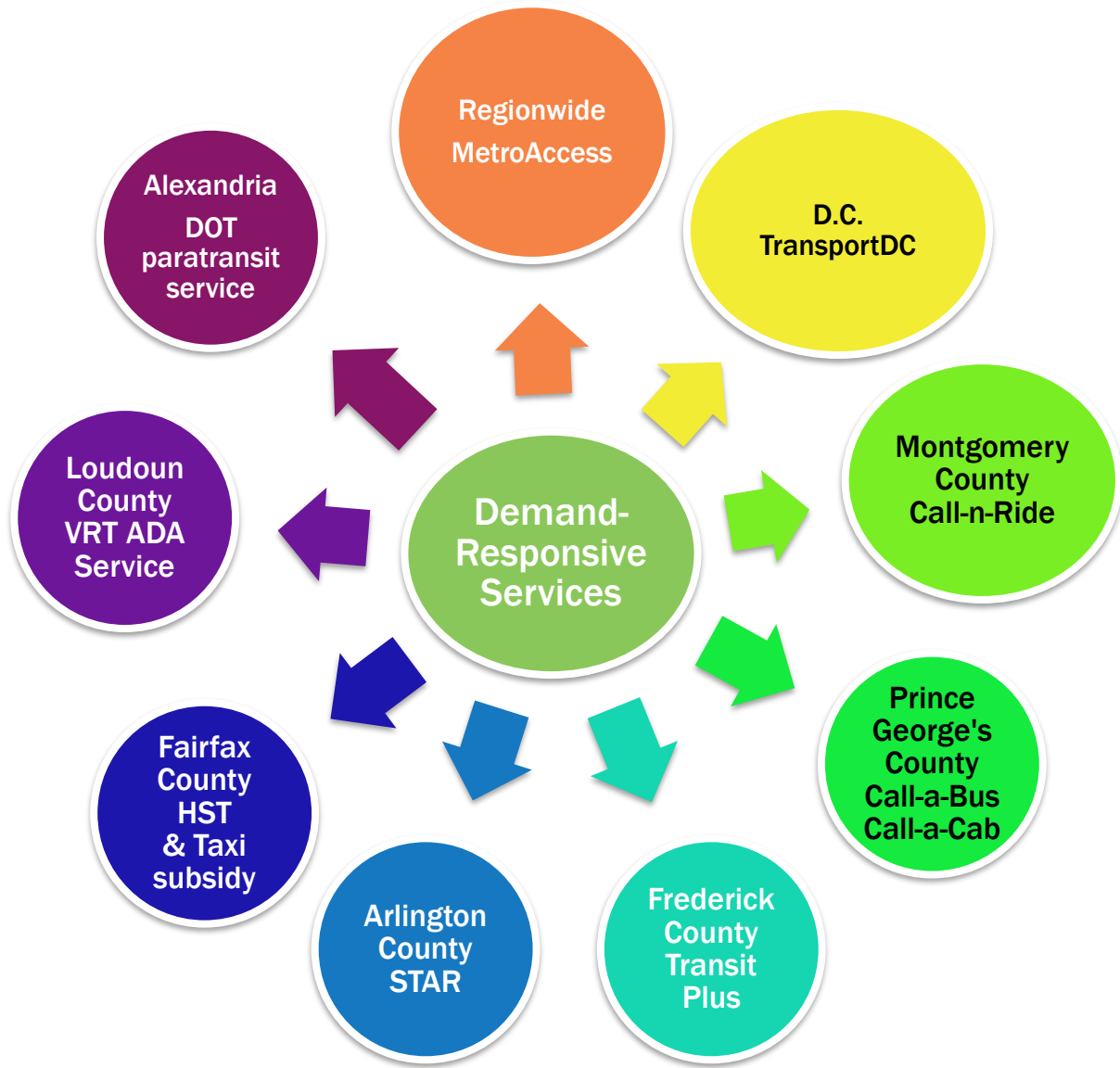
## SECTION 4: SUMMARY OF EXISTING SERVICES

Many general purpose and specialized transportation services are for persons with disabilities and older adults are provided throughout the region and are summarized here. The existing services are listed by jurisdiction in Appendix B. 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 online transportation information clearinghouse created by COG and WMATA, which can be found at [www.reacharide.org](http://www.reacharide.org).

Figure 4 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, a 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 a human service coordinated service for program participants, formerly known as Fastran, and taxi subsidies to ADA-eligible individuals. The District of Columbia and Prince William County have no general-purpose paratransit service. D.C. does have a same-day taxi service, TransportDC, which is for DC residents eligible for MetroAccess.

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

**Figure 4: Specialized Transportation Services**



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 Non-Emergency Medical Transportation (NEMT), which is provided in all three states as part of the Medicaid program. Individuals eligible for NEMT receive transportation to and from doctor offices, medical offices, and hospitals for Medicaid-approved care.

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

## Background

Many agencies involved in providing transportation services will agree that there are tangible benefits to 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 structured, 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 government rules and regulations.

In fact, areas that have had the most success in coordination occur when coordination is mandated by state or local agencies and institutional support is provided to make the coordination happen. Given that this region includes two states and the District of Columbia, and multiple counties and cities, each with its own set of transportation programs and accompanying rules, coordination is challenging.

## Opportunities for Coordination and Mobility Management

The AFA can play a role in facilitating discussions about coordination opportunities; however, local jurisdictions should explore opportunities for collaboration.

The region experienced successful coordination under Enhanced Mobility by funding and successfully guiding implementation of mobility management projects such as the Northern Virginia Mobility Access Project (NVMAP) and Montgomery County Maryland's Department of Health and Human Services' Enhancing Montgomery's Mobility project.

Both the NVMAP and Enhancing Montgomery's Mobility projects coordinated with various governmental departments with an interest or need for transportation and involved local non-profit providers of transportation to help identify and close gaps in service. Collaborative outreach efforts were used by both projects to get the word out about available options. Next steps for the NVMAP project include coordinating with a non-profit organization serving Vietnamese older adults to develop a language-specific transportation guide and with a transportation management

organization to help recruit and train bilingual drivers and volunteers, and to provide travel training in Spanish. In 2009 the Prince William County Area Agency on Aging worked with non-project agencies and transportation providers and developed county-wide mobility management plan that identified gaps in services that could be filled strategically.

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**

FTA rules require that all projects funded under the Enhanced Mobility program must either address a strategy or a priority project in the Coordinated Plan. The strategies below were broadly defined to address the unmet transportation needs that the AFA previously identified under four themes: availability, accessibility, awareness and affordability. 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 --with limited incomes and who are most-likely transit-dependent-- to reflect the importance of changes in demographics and in travel patterns; and to reflect the ongoing need for additional transportation options.

### **I. EXPAND AVAILABILITY AND COORDINATION OF TRANSPORTATION OPTIONS**

- Coordinate transportation services and programs within and across jurisdictions:
  - Make cross-jurisdictional transportation easier to access
  - Coordinate transportation operations among providers such as vehicle-sharing, joint fuel purchase, shared maintenance etc.
  - Involve private providers in service delivery
  - Involve potential stakeholders during the planning phase
  - Use mobility managers to promote coordination and help individuals plan the whole trip (determining available options, researching eligibility, and applying and scheduling if needed)
  - Use Enhanced Mobility grants to jump start the planning process needed to make coordination happen
- Make services more frequent and reliable including those that address the East-West divide (promotion and addition of services that connect the eastern side of the region to the western side)
- Add more reliable and timely transportation options for those who cannot drive which address gaps when Metro is not running, particularly for:
  - urgent and same day service
  - weekend and evening service

- Improve the timeliness of specialized services so that wait times and time on the vehicle is reasonable

## **II. INCREASE AWARENESS OF EXISTING TRANSPORTATION SERVICES**

- Provide better and centralized information about existing specialized transportation options, (e.g. one-call, one-click services). Target and customize marketing of services to particular groups, including neighbors and caregivers, and offer the information in a variety of formats, including in languages other than English.
- Transportation providers should support customer-empowered communication with clear and concise information using plain language about services, and customer rights and responsibilities
- Transportation agencies and providers should use customer satisfaction surveys to find out how effective their communication is and how satisfied customers are with their transportation services
- Create and revise websites to be user-friendly with easy navigation and provide access to a variety of users, including those with vision impairments and meet the highest standards for ADA website compliance
- Provide information on specialized transportation services in formats other than via websites (e.g. brochures and flyers)
- Provide safety education for users and drivers on pedestrians, bicycles, and other non-motorized modes of travel such as electric scooters
- Train front-line staff to improve communication, interactions and understanding of user needs and concerns

## **III. IMPROVE ACCESSIBILITY OF TRANSPORTATION OPTIONS**

- Create and maintain safe and accessible pathways to and from bus and rail stations
- Provide first mile/last mile connections to bus and rail stations (e.g. shuttle, taxi and ride-hailing services)
- Make ride-hailing services, taxis and microtransit accessible to people who use mobility devices and for those without smart phones
- Improve the accessibility and ease of use of payment-systems
- Provide training on transportation-related websites and technology (apps, payment systems).
- Consider accessibility in the planning and design phase of projects and involve people with disabilities and older adults

## **IV. MAKE TRANSPORTATION OPTIONS MORE AFFORDABLE AND SUSTAINABLE**

- Offer affordable options for all income levels, i.e. people who don't qualify as low-income yet cannot afford some services. Transit fares, parking costs and tolls can be barriers.

- Subsidize rides for those who cannot afford the cost (user-side subsidies for transit, taxis, and ride-hailing services)
- Identify new revenue streams to sustain and increase specialized transportation options needed
- Make programs and services sustainable after grant funding ends
- Identify cost-efficient ways to provide specialized services (e.g. alternatives to MetroAccess)
- Prioritize projects that assist people with disabilities and older adults with limited-incomes
- Build on or duplicate efficient and effective existing transportation options rather than creating entirely new services
- Evaluate new transportation services or pilots to identify lessons learned and build upon successes

## 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. As outlined in the TPB's Selection Criteria for Enhanced Mobility, proposals addressing Priority Projects can score up to twelve additional points out of a maximum of one-hundred.

### A. Mobility Management

**Mobility Management at the Systems Level** means a full or part-time staff position within a county or city government, such as a county's transportation or human service agency, that serves in several capacities - policy coordinator, broker to help identify the best services for individual trip needs, and researcher of gaps in service. A Mobility Manager helps coordinate services in the jurisdiction and across jurisdictional lines and adapts the service to local need, serves as an information resource, for example, sharing information with agencies about project best practices, and connects agencies with travel trainers.

**Mobility Management at the Individual Level** is one-to-one assistance to customers in identifying their mobility needs and preferences, understanding the available options in their community that fit, providing assistance with applications for programs, or planning and reserving a trip from start to finish, as requested.

**Good Examples:**

- ✓ Jewish Council for the Aging's Connect-a-Ride (funded by Montgomery County DPWT).
- ✓ Montgomery County Maryland Department of Health & Human Services.
- ✓ Fairfax County Neighborhood & Community Services' Northern Virginia Mobility Access Program (NVMAP).
- ✓ Resource: The National Center for Mobility Management (NCMM) has toolkits and position descriptions for mobility managers, among other resources.

### B. Coordinated Planning Efforts

This priority project emphasizes the importance of coordination at the local level by providing grant funds to jump start coordination efforts by funding the planning 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. Travel Training

Travel Training teaches people with disabilities or older adults how to access and use transportation services, including 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. Travel training should instruct individuals on trip planning, payment systems, the use of mobile applications (“apps”), or alternatives to apps for people without access to Smartphones. Orientation and Mobility (O&M) training is specific to people with visual impairments and teaches safe and effective travel skills. O&M training is needed throughout the region, so people can receive training closer to where they live. 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.

### Good Examples:

- ✓ Washington Metropolitan Area Transit Authority (WMATA)’s MetroReady Travel Training and System Orientation.
- ✓ The Arc of Northern Virginia’s Train the Travel Trainer program.
- ✓ Columbia Lighthouse for the Blind’s Orientation & Mobility Training.
- ✓ Resource: The Association of Travel Instruction (ATI) has a published definition of Travel Training and other resources.

## D. Door-through-Door or Escorted Transportation Service

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.

### Good Examples:

- ✓ Arlington and Alexandria Area Agencies on Aging.
- ✓ DC Office on Aging’s CREST program.

## E. Increase Access to Transit Stations (and First Mile/Last Mile Connections)

Increasing walk, and bike access to transit stations is one of the seven transportation initiatives endorsed by the TPB. This priority project category includes this initiative as important way to make first mile/last mile connections from bus and rail stations and adds motorized options as well. Improvements near transit stations that provide connections to hospitals, libraries, government buildings and voting sites have the greatest priority. Three types of projects are included here:



**Improving pedestrian infrastructure around transit stations to eliminate barriers** to the use of public transit; including making bus stops more accessible. 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.

**Promote adaptive cycling for people with disabilities by increasing the number of accessible bikes in bikeshare programs** (e.g. hand bikes, side-by-side bikes, electric bikes and tricycles; and ensuring that these bikes are reserved for people with disabilities).

**Offering taxi, ride-hailing and shuttle services to transit stations.** If walking or biking is not an option to make a first mile/last mile connection to a Metrorail station due to disability, weather, or time of day– taxis, ride-railing and shuttle services can provide an important link to increase access to public transit.

**Good Examples:**

- ✓ Montgomery County’s Bus Stop Accessibility efforts
- ✓ Bike share programs with adaptive bikes: College Park, MD; Portland and Corvallis, OR; Carmel, IN

## **F. Increase Wheelchair-Accessible Options in Taxi and Ride-Hailing Services**

People who use wheelchairs or mobility devices need vehicles with ramps or lifts in order to use taxis, ride-hailing services or microtransit. Wait times can be longer for people who use mobility devices, and in some cases there is no wheelchair-accessible service available at all. A priority is to make sure wheelchair-accessible taxis, ride-hailing and microtransit services accommodate customers who use mobility devices within reasonable wait times. This project type can involve accessible vehicle acquisition, driver training and operating subsidies. Also, wheelchair-accessible services delivered by private providers (such as taxis) can offer cost-effective ways to provide specialized transportation.

The use of wheelchair-accessible taxis for people to get to dialysis, for example, could help curb the cost to public agencies and improve the customer’s 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 using taxis. Ride-hailing companies can partner with health care providers to offer patients rides to medical appointments given transportation challenges can be a common reason why people miss appointments.

**Good Examples:**

- ✓ TransportDC
- ✓ Abilities-Ride in Suburban MD
- ✓ MontCo Union Taxi Cooperative
- ✓ Uber Health

## G. Volunteer Driver Programs

Trained volunteers 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.

### Good Examples:

- ✓ Jewish Council for the Aging's Village Rides and Volunteer Driver Resource Center programs.
- ✓ Capitol Hill Village
- ✓ NV Rides

## H. Tailored Transportation Service for Clients of Human Service Agencies (e.g. Vehicle Acquisition)

This project would assist people with disabilities who utilize agency services, but for whom public transit is not a viable option, either because of the unavailability of transit or due to the nature of their disability. One 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.

### Good Examples:

- ✓ The Arc of Montgomery County, The Arc of Prince George's County, and the Arc of Greater Prince William/INSIGHT, Inc.
- ✓ Seabury Resources for Aging

## 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 3 includes common eligible activities under the Section 5310 program and the type of funding that each activity would be funded as. The activities in the table are not intended to be an exhaustive list, only to provide guidance.

**Table 3: Eligible Activities and Funding Types**

Project	Category and Match		
	Capital (80% Federal Match)	Operating (20% Federal Match)	Mobility management (80% Federal Match)
Travel training for people with disabilities or older adults to learn how to use public transit			X
Mobility management planning to coordinate local resources and identify unmet needs			
Buying vehicles to provide new or additional service	X		
Maintaining new or existing vehicles procured with 5310 or Enhanced Mobility funding	X		
Buying software, hardware or other equipment to improve ride route matching,			X
Personal mobility counseling for clients			X
Door through door service to help clients travel to and from trips		X	
Sensitivity training for bus and taxi providers or managers to educate them on issues facing people with disabilities		X	
Costs of taxi, ride-hailing or shuttle, service to bus stops and rail stations		X	
Bus stop and/or sidewalk improvements, especially around transit stations	X		
Promotion of adaptive cycling, including procurement of adaptive bicycles		X	
Procurement of wheelchair-accessible vehicles for or subsidizing of taxi or ride-hailing service		X	
Volunteer driver programs		X	



## SECTION 7: FRAMEWORK FOR COMPETITIVE SELECTION

The competitive selection process includes a selection committee, chaired by the Access for All Advisory Committee chair or another TPB representative. Selection committee members have expertise locally or nationally with transportation for older adults and people with disabilities. Members will review 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 for the Enhanced Mobility program as well as the previous experience with grants administration for JARC and New Freedom. Changes to the selection criteria emphasize the importance of project feasibility and an agency's institutional capacity to manage an FTA grant. In addition, since the TPB adopted Equity Emphasis Areas in the region in 2017, which are Census tracts with concentrations of low-income and/or minority populations<sup>8</sup>, the selection criteria now include an emphasis on serving these traditionally-underserved communities. The following selection criteria include a maximum of 100 total points:

### **Coordination Among Agencies (25 points)**

Coordination of services with other organizations can include providing service to clients of multiple agencies, coordinated purchasing, joint project planning and operation.

### **Responsiveness to TPB's Coordinated Human Service Transportation Plan (20 points)**

Up to 12 points will be awarded based on how many Priority Projects in the Coordinated Plan that the project application addresses, and up to 8 points on how well the application responds to the strategies.

### **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, stable and sufficient sources of funds to provide required match and if applicable, past grant performance.

### **Project Feasibility (15 points)**

Proposed activities are consistent with the objectives of funding, application clearly spells out how a project will be implemented, with defined roles and responsibilities, and include an action plan with milestones that is achievable within the 2-year timeframe.

### **Regional Need (5 points)**

Up to 5 points will be awarded for applications that propose to serve more than one jurisdiction in the Washington DC-VA-MD Urbanized Area shown in Figure 5 below.

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<sup>8</sup> To learn more about the Equity Emphasis Areas, visit [www.mwcog.org/transportation/planning-areas/fairness-and-accessibility/environmental-justice/equity-emphasis-areas/](http://www.mwcog.org/transportation/planning-areas/fairness-and-accessibility/environmental-justice/equity-emphasis-areas/)

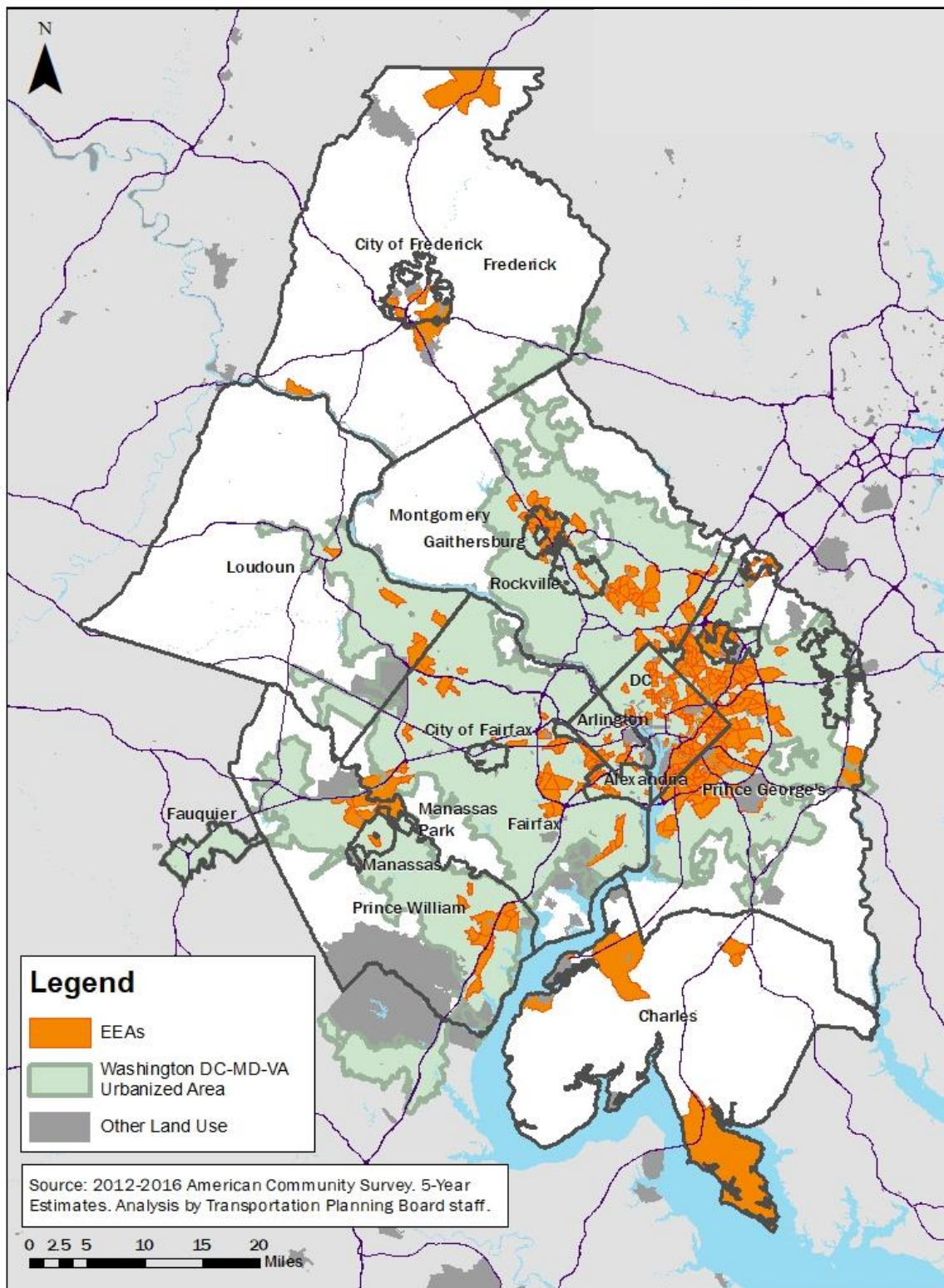
**Equity Emphasis Areas (5 points)**

Up to 5 points will be awarded for projects proposing to serve Equity Emphasis Areas in the Washington DC-VA-MD Urbanized Area shown in Figure 5 below.

**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. Consideration will be made if the applicant agency is already directly serving the targeted population.

**Figure 5: Equity Emphasis Areas and the Washington DC-MD-VA Urbanized Area**



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

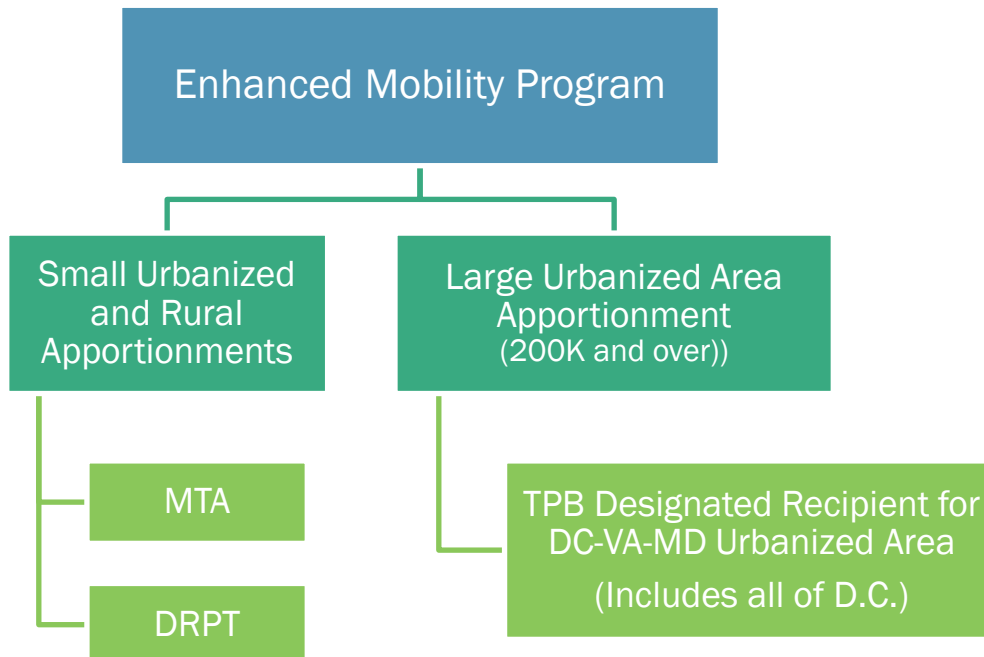
To be eligible for the 5310 Enhanced Mobility program funds administered by COG/TPB, federal rules require that a **project or service must benefit populations residing in the Washington DC-VA-MD Urbanized Area** as defined by the 2010 Census, shown in Figure 2. The TPB planning area, also shown in Figure 2, 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.

An interactive web-based map was created to assist potential applicants in determining if their proposed project is in the Washington DC-VA-MD Urbanized Area; this interactive online map shows both the boundary for the DC-VA-MD Urbanized Area and zip codes in the region. Interested applicants can pan and zoom throughout the region to ensure their proposed project falls within the required area. The map can be found here:

[www.mwcog.org/tpbcoordination-geography](http://www.mwcog.org/tpbcoordination-geography).

For project proposals that serve populations living outside 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 A: MEMBERS OF THE TPB ACCESS FOR ALL ADVISORY COMMITTEE

First	Last	Organization	City	St
Tomi	Adeleke	Virginia Department of Transportation	Richmond	VA
Christiaan	Blake	WMATA	Washington	DC
Harriet	Block	Jewish Council for the Aging	Rockville	MD
Shawn	Brennan	Montgomery County DHHS / Aging & Disability	Rockville	MD
Rosa	Carillo	Multicultural Community Service	Washington	DC
Daria	Cervantes	The Arc of Montgomery County	Rockville	MD
Raka	Choudhury	District Department of Transportation	Washington	DC
Janet	Cornick	MDOT Office of Civil Rights	Washington	DC
Charlie	Crawford	Represents people with disabilities	Silver Spring	MD
Thomas	Curtis	Maryland Department of Disabilities	Baltimore	MD
Sandra	Dent	Southern Maryland Center for Independent Living, Inc.	Mechanicsville	MD
David	Do	Mayor's Office on Asian and Pacific Islander Affairs	Washington	DC
Paul	Donahue	Every Citizen Has Opportunities (ECHO)	Leesburg	VA
Rikki	Epstein	The Arc of Northern Virginia	Falls Church	VA
Richard	Ezike	Union of Concerned Scientists	Washington	DC
William	Farrell	Shepard's Center of Oakton-Vienna	Vienna	VA
Deborah	Fisher	CHI Centers, Inc.	Hillandale	MD
Nicole	Goines	Federal City Council	Washington	DC
John	Hartline	Tri-County Council for Maryland	Hughesville	MD
Lessie	Henderson	Prince George's Advocates for Community-Based Transit	Hyattsville	MD
Roger	Hoskins	Represents older adults		VA
Sandra	Jackson	Federal Highway Administration	Washington	DC
Jennifer	Kanarek	NV Rides	Fairfax	VA
Kacy	Kostiuk	Chair and TPB Member	Takoma Park	MD
James	Lewis	City of Alexandria Traffic & Parking Board and Transportation Commission	Alexandria	VA
Robert	Malone	The Arc of Prince George's County	Largo	MD
Leslie	Martin	Virginia Department of Transportation – Northern District	Fairfax	VA
Nechama	Masliansky	So Others May Eat (S.O.M.E.)	Washington	DC
Alexa	Mavroidis	Arlington Transit Advisory Committee Accessibility Subcommittee	Arlington	VA

First	Last	Organization	City	St
Susie	McFadden-Resper	DC Office of Disability Rights	Washington	DC
Melissa	McGill	Federal Transit Administration. Region 3 DC Metro Office	Washington	DC
Angela	Miller	Direct Action (for People with Disabilities)	Washington	DC
Glenn	Millis	WMATA - Office of ADA Policy & Planning	Washington	DC
Aleksandra	Miskovic	Essex House Apartment Tenants Association	Takoma Park	MD
Jeanna	Muhoro	Fairfax County Department of Neighborhood/Community Services	Fairfax	VA
Sam	Oji	Montgomery County DOT	Rockville	MD
Dennis	Paddeu	Healthy Generations Area Agency on Aging	Fredericksburg	VA
Era	Pandya	Montgomery County Public Schools (works with children in low-income families)	Montgomery County	MD
Karen	Randolph	District Department of Transportation	Washington	DC
Mark	Rawlings	District Department of Transportation	Washington	DC
Doris	Ray	ENDependence Center of Northern Virginia	Arlington	VA
Brenda	Richardson	Woman Like Us	Washington	DC
Lorena	Rios	Hispanic Chamber of Commerce of Northern Virginia	Reston	VA
Kate	Robb	American Public Health Association	Washington	DC
Jeffrey	Schaeffer	Liberty Transportation Corporation	Washington	DC
Neil	Sherman	Virginia Dept. of Rail & Public Transportation (DRPT)	Richmond	VA
Shiva	Shrestha	Maryland State Highway Administration	Baltimore	MD
Karen	Smith	The Arc of Greater Prince William	Woodbridge	VA
Kari	Snyder	Maryland Department of Transportation	Hanover	MD
Roy	Spooner	Yellow Cab Company of DC. Inc.	Washington	DC
Rev. Gloria	Swieringa	Prince George's County Commission for Individuals with Disabilities	Ft. Washington	MD
Kevin	Thornton	Prince George's County DPWT - The Bus	Upper Marlboro	MD
Ron	Vaughn	New Horizons Supported Services, Inc.	Upper Marlboro	MD
Robert	Werth	Diamond Transportation Services, Inc.	Springfield	VA
Andrew	Wexler	Arlington County Department of Environmental Services	Arlington	VA
Norman	Whitaker	Virginia Department of Transportation - Northern Virginia District	Fairfax	VA
Angela	White	Greater DC-Maryland National MS Society	Washington	DC
Monica	White	Maryland Transit Administration	Baltimore	MD

## **APPENDIX B: INVENTORY OF SPECIALIZED SERVICES**

**(In the accessible version of the draft Coordinated Plan document, the inventory can be found in a separate Excel file)**

**Region-Wide Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>Wheelchair Accessible?</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
Hospital for Sick Children Transportation Services	District, Maryland, and Virginia	HSCSN outpatients and HSCPC inpatients, outpatients through authorization only	Y	Fee schedule for outpatients, approved by DC Medicaid schedule, inpatients free	Self supporting , donations, gifts, some Federal funding	<a href="http://www.HSCPediatricCenter.org">http://www.HSCPediatricCenter.org</a>
National Children's Center Transportation Services	Entire Metropolitan Washington Region	Children and adults with developmental disabilities in DC and Maryland who are served by NCC	Y	Not Applicable	Federal, State, Local	<a href="http://www.nccinc.org/">http://www.nccinc.org/</a>
Friend's House Retirement Community	DC Metropolitan area and Baltimore for specific events	Older adults age 62 and up who reside at Friend's House	N	Donations or self-pay depending on event	Medicare, Medicaid, Fees	<a href="http://www.friendshouse.com/">http://www.friendshouse.com/</a>
Jewish Council for the Aging of Greater Washington, ElderBus Services	Metropolitan Washington	No documentation required. Older adults 55 years and up, persons with disabilities	Y	Call	The Jewish Federation, JCA's fund raising, United Way, Combined Federal Campaign, Enhanced Mobility	<a href="http://www.accessjca.org/">http://www.accessjca.org/</a>
Virginia Department of Medical Assistance Services, Virginia Non-Emergency Medicaid Transportation Brokerage	All of Virginia, and medical providers in DC and MD	Trip reservations must be requested at least 5 days in advance unless trip is "urgent" (for example, child woke up sick) and doctor must be seen sooner. Medicaid ID number. Virginia Medicaid members	Y	No fees	State and Federal	<a href="http://dmasva.dmas.virginia.gov/default.t.aspx">http://dmasva.dmas.virginia.gov/default.t.aspx</a>
Washington Metropolitan Area Transit Authority (WMATA), MetroAccess		Must reserve transportation between one and seven days in advance of the desired travel date. A completed MetroAccess application certified by a health care professional. To be eligible for MetroAccess service, you must: have a disability as defined by the ADA AND be unable, as a result of your disability, to utilize fixed-route transportation such as Metrobus and Metrorail; OR need to use a ramp or wheelchair lift to board or exit a public transit vehicle, but an accessible public transit vehicle is not being used at the time, date, and on the route you would travel. (All Metro buses are wheelchair accessible.) OR be unable to travel to or from a bus stop or rail station due to a disability.	Y	MetroAccess fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$6.50. Exact fare is required.	Per the WMATA compact, the payment of all costs shall be borne by the persons using or benefiting from the Authority's facilities and services and any remaining costs shall be equitably shared among the federal, District of Columbia and participating local governments in the Zone	<a href="http://www.wmata.com">http://www.wmata.com</a>
Amnrotrophic Lateral Sclerosis Association DC/MD/VA Chapter Transportation Services	All of Washington DC, Maryland, and Virginia	Forms available for download at <a href="http://webdc.alsa.org/site/PageServer?pagename=DC_transportation">http://webdc.alsa.org/site/PageServer?pagename=DC_transportation</a> . Resident of service area of DC, MD, or VA with ALS or PLS and registered with the Chapter.	Y	No fees	Public donations, foundation grants, United Way, CFC, CHC of Maryland and Virginia	<a href="http://www.alsinfo.org">http://www.alsinfo.org</a>
Transport-U Transportation Services	Entire Metropolitan Washington Region	Montgomery County Medicaid pre-approval for Medicaid Transports. Adults, must be able to be safely transported in a wheelchair van. Cognitively and physically challenged adults must be accompanied by an escort. Montgomery county seniors who are pre-qualified for transportation benefit under the Montgomery county Medicaid program and clients with resources to pay privately for transportation.	Y	Self-pay, Medicaid, or Evercare Insurance		<a href="http://www.transportu.com/">http://www.transportu.com/</a>
National Multiple Sclerosis Society, National Capital Chapter, MS Society Transportation program	Entire Metropolitan DC region including Fauquier and Loudoun Counties in VA, Calvert, Charles and St. Mary's counties in MD	MS diagnosis confirmation, completion of the MS Society financial assistance application. -- Individuals diagnosed with Multiple Sclerosis	Y	Free.	Grants, Private Donations	<a href="http://www.msandyou.org">www.msandyou.org</a>
Jewish Community Center of Northern Virginia, NV Rides	Throughout Northern Virginia	No documentation required, application process varies by program. Non-driving older adults aged 50 years and up residing in Northern Virginia	N	Free or low cost	Fairfax County, Community Foundation for Northern Virginia	<a href="http://www.nvrides.org">www.nvrides.org</a>
Sunrise Community of Maryland, Inc., Sunrise Community Day Habilitation Program	Montgomery County and Prince George's County in Maryland	Individual must be determined eligible by and receive funding from the Maryland Developmental Disabilities Association.	Y	Determined by DDA.	Maryland Medicaid Waiver	<a href="http://www.sunrisegroup.org">www.sunrisegroup.org</a>
Simon Transportation LLC (Non Emergency Transportation)	All of Washington, DC; all of Montgomery County, and all of Prince Georges County	Picture ID	Y	Cash or Checks		<a href="http://www.simontransportationmd.com">www.simontransportationmd.com</a>

**Alexandria Providers**

Name	Service Area	Eligibility	Wheelchair Accessible Vehicles	Fee Structure	Source of Funds	Website
Alexandria City Community Services Board Transportation Services	City of Alexandria and surrounding area as needed to serve agency clients	Admitted clients of certain CSB programs, not open to general public	Y	None	City of Alexandria, State of VA, Federal Block Grants, other smaller grants, fees	<a href="http://alexandriava.gov/boards/info/default.aspx?id=36546">http://alexandriava.gov/boards/info/default.aspx?id=36546</a>
Alexandria Department of Transportation and Environmental Services/Transit Services, Alexandria DOT Paratransit	DOT provides service throughout the City of Alexandria, City of Falls Church, Arlington County, Fairfax County and Fairfax City	Part B of the application to be completed by a licensed medical provider. Residents of the City of Alexandria and visitors who cannot use regular transit buses or rail due to their disability	Y	\$3.00 per trip for inside the City of Alexandria and up to 5 miles outside the City, and \$5.00 per trip for all 5 mile and over, outside the City trips	City of Alexandria	<a href="http://alexandriava.gov/Transit">http://alexandriava.gov/Transit</a>

**Arlington Providers**

Name	Service Area	Eligibility	Wheelchair Accessible Vehicles	Fee Structure	Source of Funds	Website
Arlington County Department of Human Services, Aging and Disability Services Division, Intellectual and Developmental Disability Services (IDDS) Bureau	Northern Virginia and DC	This service is available only to individuals that have been determined to be eligible to receive services from DDS. These services are intended for the eligible individuals who are unable to safely access regular public transportation or paratransit transportation services.	Y			
Arlington County Agency on Aging, STAR Senior Loops	Arlington County. Residents age 60 and above of The Carlin, Claridge House, Culpepper Garden and Woodland Hill, Hunter's Park in Arlington County and other Arlington County residents age 60 and over who can get to these locations. The three areas of service are: (1) within a mile of Columbia Pike, (2) within a two-mile radius of the Lee-Harrison Shopping Center, and (3) the Crystal City ? Pentagon City area.	Building Loop: Live in one of the senior apartment buildings or ability to walk to it, Community Loop: Live in one of the target neighborhoods. Registration form that is available from the Residence Management or the STAR office. Residents age 60 and above of The Carlin, Claridge House, Culpepper Garden and Woodland Hill, Hunter's Park in Arlington County and other Arlington County residents age 60 and over who can get to these locations. The three areas of service are: (1) within a mile of Columbia Pike, (2) within a two-mile radius of the Lee-Harrison Shopping Center, and (3) the Crystal City & Pentagon City area	Y	No fees	The Senior Loops are funded with federal Older Americans Act funds, Virginia and Arlington funds. Additional funding comes from the Commonwealth of Virginia General Fund and the Arlington County General Fund. The programs are overseen by the Arlington Agency on Aging.	<a href="http://www.Arlingtonva.us/aging">http://www.Arlingtonva.us/aging</a>
Arlington County Agency on Aging, STAR Assisted Transportation Service (STAR Assist)	Arlington, Northern Virginia inside the Beltway and Washington, DC	Physical assistance or supervision required to use STAR services. No need to physically go to the agency, if the resident can get to the agency on their own, they are unlikely to need STAR Assist. STAR users age 60 and up who are going to health care appointments or to visit family and nursing homes or who are assisted living residents and need help getting too and from the STAR vehicles. Regular STAR service is only curb-to-curb	Y	Zone 1: \$3.50 Zone 2: \$5 Zone 3: \$9	The Senior Loops are funded with federal Older Americans Act funds, Virginia and Arlington funds. Additional funding comes from the Commonwealth of Virginia General Fund and the Arlington County General Fund. The programs are overseen by the Arlington Agency on Aging.	<a href="http://www.Arlingtonva.us/aging">http://www.Arlingtonva.us/aging</a>
Arlington County Agency on Aging, STAR Interim Eligibility	Arlington, Northern Virginia inside the Beltway and Washington, DC	Copy of the application that has been submitted to MetroAccess. Arlington residents age 60 and up who have submitted a MetroAccess application and need to go to health care appointments. If staff in the Arlington County Aging and Disability Services Division, Customer Service Center, are confident that MetroAccess eligibility will be granted, the applicant is certified for STAR Interim eligibility	Y	Same as STAR Zones 1 and 2. Zone 1: \$3.00 for trips inside Arlington, Zone 2: \$4.00 for trips to DC, Alexandria, Falls Church, or Fairfax County inside the Beltway as well as two health care centers just outside the beltway in Fairfax County: Inova Fairfax Hospital/Woodburn Mental Health at 3300 Gallows Road and Alzheimer's Family Day Center, 2812 Old Lee Highway	The Senior Loops are funded with federal Older Americans Act funds, Virginia and Arlington funds. Additional funding comes from the Commonwealth of Virginia General Fund and the Arlington County General Fund. The programs are overseen by the Arlington Agency on Aging.	<a href="http://www.Arlingtonva.us/aging">http://www.Arlingtonva.us/aging</a>
Arlington County Agency on Aging, STAR Temporary Eligibility	Arlington, Northern Virginia inside the Beltway and Washington, DC	A physician's note indicating the reason for and expected duration of the disability is required. Arlington residents who have a temporary inability to drive or use public transit because of health care issues. STAR will be available for health care appointments such as chemotherapy and visits to doctors' offices following surgery. The expectation is that after 3 months a temporary STAR user will have recovered and return to customary travel arrangements or be in a position to apply for permanent MetroAccess eligibility	Y	Same as STAR Zones 1 and 2. Zone 1: \$3.00 for trips inside Arlington, Zone 2: \$4.00 for trips to DC, Alexandria, Falls Church, or Fairfax County inside the Beltway as well as two health care centers just outside the beltway in Fairfax County: Inova Fairfax Hospital/Woodburn Mental Health at 3300 Gallows Road and Alzheimer's Family Day Center, 2812 Old Lee Highway	The Senior Loops are funded with federal Older Americans Act funds, Virginia and Arlington funds. Additional funding comes from the Commonwealth of Virginia General Fund and the Arlington County General Fund. The programs are overseen by the Arlington Agency on Aging.	<a href="http://www.Arlingtonva.us/aging">http://www.Arlingtonva.us/aging</a>

<b>Arlington County Agency on Aging, Super Senior Taxi</b>	Arlington County and beyond, trips must begin or end in Arlington County	All trips must begin or end in Arlington. The only taxi provider currently accepting Super Senior Taxi coupons is Red Top Cab. No need to physically go to the agency. Arlington residents age 70 and over	Y	Fares are the same as any taxi, participants may buy \$20 books of taxi coupons for \$10, may purchase up to 20 books per year	The Senior Loops are funded with federal Older Americans Act funds, Virginia and Arlington funds. Additional funding comes from the Commonwealth of Virginia General Fund and the Arlington County General Fund. The programs are overseen by the Arlington Agency on Aging.	<a href="http://www.Arlingtonva.us/aging">http://www.Arlingtonva.us/aging</a>
<b>Arlington County Senior Adult Program, Senior Center Adult Transportation Program (SCAT)</b>	Arlington County, Virginia	Call 703-892-8747 one week to one day in advance. Arlington Residents age 55 and over	Y	\$20 annual registration fee plus \$2.50 each way	Arlington County General Fund	<a href="http://www.arlingtonva.us/departments/parksrecreation/seniors/page69155.aspx">http://www.arlingtonva.us/departments/parksrecreation/seniors/page69155.aspx</a>
<b>Arlington County Senior Center Nutrition Program, Senior Center Nutrition Program Transportation</b>	Arlington County, Virginia	Arlington Residents age 60 and over	Y	Donations requested	Arlington County General Fund	<a href="http://www.arlingtonva.us/departments/parksrecreation/seniors/page69155.aspx">http://www.arlingtonva.us/departments/parksrecreation/seniors/page69155.aspx</a>
<b>Arlington County of Environmental Services, Division of Transportation, Specialized Transit for Arlington Residents (STAR)</b>	Metropolitan Washington	Arlington residents who are awaiting MetroAccess Eligibility should refer to Temporary STAR. Those who require door-to-door or hand-to-hand service should refer to STAR Assist. Arlington residents 70 years of age or older who desire same-day service should refer to Super Senior Taxi. No need to physically go to the agency. Individuals certified eligible for MetroAccess and living in Arlington County	Y	July 1, 2014: Zone 1 (each ride within Arlington County): \$3.50; Zone 2 (District of Columbia and Northern Virginia inside I-495, the Fairfax Hospital/Woodburn complex, and Old Lee Hwy site of Alzheimer's Family Day Ctr): \$5; Zone 3 (Maryland and Fairfax County outside I-495): \$9	Arlington County General Fund	<a href="http://www.ArlingtonSTAR.com">http://www.ArlingtonSTAR.com</a>

**Charles County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>Wheelchair Accessible Vehicles</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
Charles County Nursing and Rehabilitation Center, Charles County Nursing and Rehabilitation Center Transportation Services	Charles County	Participant in or resident of the Center's services or facilities	Y	No fee	Medicare, Medicaid, private pay	<a href="http://www.sagepointcare.org/">http://www.sagepointcare.org/</a>
Charles County Department of Community Services, VanGO Specialized Services	All of Charles County	Must be ADA paratransit eligible. Will accept other transit agency certification of ADA paratransit eligibility for 30 days. Must complete application and be approved. General public for fixed route, older adults 60 years and up or disabled for specialized transportation service	Y	\$1.00 each way or \$2.00 all day pass, half fare for senior and disabled	County General Funds, Maryland Transit Administration, Federal Transit Administration	<a href="http://www.go-vango.com/">http://www.go-vango.com/</a>



**Washington, DC Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>Wheelchair Accessible Vehicles</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
Seabury Resources for Aging (SRA), Seabury Connector	All District of Columbia within the Beltway	Proof of residency, proof of age, proof of address. District of Columbia residents 60 years and up	Y	There is no charge for the Seabury Connector and tipping is not permitted. Voluntary contributions are encouraged and may be mailed to: Seabury Connector, 6031 Kansas Avenue, NW, Washington, DC 20011.	DCOA Grant	<a href="http://www.seaburyresources.org">http://www.seaburyresources.org</a>
DC Center for Independent Living, DC Center for Independent Living Transportation Services	All trips originating in Washington, DC	Picture ID, documentation of disabilities. Persons with significant disabilities	Y	No fee, donations accepted	Health & Human Services, Administration for Community Living	<a href="http://www.dccil.org/">http://www.dccil.org/</a>
St. John's Community Services, St. John's Community Services Transportation Services	Washington, DC	Agency clients in DC	Y		Medicaid	<a href="http://www.sjcs.org/">http://www.sjcs.org/</a>
East River Family Strengthening Collaborative Project KEEN - Lead Agency for Ward 7, KEEN Transportation Services	Ward 7, Washington, DC	Individuals 60 years of age or older and residents of the District of Columbia, Ward 7	N	No fee, donations accepted	DC Office of Aging, participants	<a href="http://www.erfsc.org/index.html">http://www.erfsc.org/index.html</a>
Hattie Holmes Senior Wellness Center, Hattie Holmes Senior Wellness Center Transportation Services	Washington, DC, mostly in Ward 4	Older adults 60 and up who live in DC and use the Wellness Center	N	No fee, donations accepted		<a href="http://vidaseniocenters.org">http://vidaseniocenters.org</a>
Model Cities Senior Wellness Center, Model Cities Senior Wellness Center Transportation Services	Washington DC	DC residents 60 years and up	N	No fee, donations accepted		
South Washington/West of the River Family Strengthening Collaborative - Lead Agency for Ward 6, South Washington/West of the River Family Strengthening Collaborative Senior Transportation Services	Neighborhoods of Capitol Hill, Lincoln Park, and the SW Waterfront in Washington, DC	Individuals 60 years of age or older and residents of the District of Columbia, Ward 6	Y	No fee, donations accepted	DC Office of Aging, participants	<a href="http://swwrfsc.org/home.html">http://swwrfsc.org/home.html</a>
VIDA Senior Center, VIDA Senior Center Transportation Services	Neighborhoods around VIDA Senior Center in NW Washington, DC	Older adults age 60 and up who use VIDA center	N	No fee, donations accepted		<a href="http://www.vidaseniocenters.org/">http://www.vidaseniocenters.org/</a>
<b>**NEW** TransportDC</b>	<b>Washington, DC only. Unrestricted rides for the first 15 days of the month; only medical and employment trips for the rest of the month.</b>	<b>MetroAccess customers.</b>	Y	<b>\$5.00 each one-way ride: Each one-way trip is \$5.00, which can be paid by cash, credit card or debit card.</b>	<b>DC Department of For-Hire Vehicles</b>	<b><a href="https://dfhv.dc.gov/service/transport-dc">https://dfhv.dc.gov/service/transport-dc</a></b>
<b>**NEW** Woodley House</b>	<b>Washington, DC</b>	<b>Agency clients only. Serves clients living with chronic mental illness.</b>	Y	<b>No fees for current clients.</b>	<b>Enhanced Mobility, DC Department of Behavioral Health</b>	<b><a href="http://woodleyhouse.org">http://woodleyhouse.org</a></b>
Medical Transportation Management Inc, Medicaid Non-Emergency Transportation	Washington, DC	Medicaid-eligible beneficiaries	Y	Not applicable	District of Columbia Department of Health Care Finance (DHCF)	<a href="http://www.mtm-inc.net">http://www.mtm-inc.net</a>

**Falls Church Providers**

Name	Service Area	Eligibility	Wheelchair Accessible Vehicles	Fee Structure	Source of Funds	Website
City of Falls Church Housing and Human Services Unit, City of Falls Church Fare Wheels	City of Falls Church	Call for information. Documentation required with the application. City of Falls Church residents, 62 years of age, or permanently and totally disabled, gross annual income not exceeding \$37,000	Y	Monthly co-pay \$10.00		<a href="http://www.fallschurchva.gov/HHS">www.fallschurchva.gov/HHS</a>

**Fauquier County Providers**

Name	Service Area	Eligibility	Wheelchair Accessible Vehicles	Fee Structure	Source of Funds	Website
<p><b>**NEW**</b>  <b>Fauquier County framsRIDE and Call Center</b></p>	<p>Culpeper, Orange, Fauquier, Madison, and Rappahannock Counties</p>	<p>FAMS Call Center is the centralized free information &amp; referral resource for the counties of Culpeper, Orange, Madison, Fauquier &amp; Rappahannock.</p> <p>volunteer transportation services for medical and critical need trips that cannot be provided by public or private transit.</p>	<p align="center">Y</p>	<p>n/a</p>		<p><a href="https://www.fams.org/">https://www.fams.org/</a></p>
<p><b>**NEW**</b>  <b>ACADEMY Commuter BUS service</b></p>	<p>Provides a commuter bus route in Virginia that runs from Culpeper to Fauquier to multiple stops in Washington D.C</p>	<p>n/a</p>	<p align="center">Y</p>	<p>Service runs Monday - Friday. A single round trip pass is \$23, or riders can purchase a 20-punch pass (each way is one punch) for \$200 or a calendar 30-day (month) pass for \$300.</p>		<p><a href="https://www.rcommute.org/commuter-transportation">https://www.rcommute.org/commuter-transportation</a></p>

**Frederick County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>Wheelchair Accessible Vehicles</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
Family Partnership, Family Partnership Transportation Services	A 10-mile radius of the Family Partnership location	Participants in Family Partnership services, residing within a 10-mile radius of the location	N		Frederick County Government Funding and several grant funding sources	<a href="http://www.frederickcountymd.gov/index.aspx?NID=55">http://www.frederickcountymd.gov/index.aspx?NID=55</a>
Frederick Community Action Agency, Frederick Community Action Agency Transportation Service	Local in Frederick, Maryland	No documentation required. Clients who are lower-income and enrolled with the FCAA	Y	No fees	Broad range of federal, state, local and private funding	<a href="http://www.cityoffrederick.com/fcaa">http://www.cityoffrederick.com/fcaa</a>
Frederick County Department of Aging, Frederick County Department of Aging Transportation Services	Limited transportation available from senior centers which are located in Frederick, Thurmont, Brunswick, Emmitsburg and Urbana	No documentation required. Older adults 60 years and up who want to participate in the senior center lunch program and live within a 3-mile radius of a senior center may make a transportation reservation. Other individuals may contact the local para-transit provider for transportation to the Frederick Senior Center or use public transportation if private means is unavailable	N	A contribution is requested for trips to the senior center. Special shopping or day trips/outings may have an associated fee depending on destination	Older Americans Act and other federal, state and local funding, participant contributions.	<a href="http://www.frederickcountymd.gov/index.aspx?nid=54">http://www.frederickcountymd.gov/index.aspx?nid=54</a>
YMCA of Frederick County Head Start, Head Start Transportation Services	Frederick County	Call for details. Children from 3 years to 5 years and their income-eligible families	N	No fee for eligible families	Federal Government, State of Maryland	<a href="http://www.frederickymca.org">www.frederickymca.org</a>
TransIT Services of Frederick County	Frederick City, Walkersville, Brunswick, Jefferson, Emmitsburg, Thurmont	None. General Public	Y	\$1.50 one-way cash fare, 0.75 one-way cash fare for reduced fair ID & seniors, \$4.00 one-day pass available only for mobile app.	Maryland Transit Administration State & Federal funds (FTA) and County funds	<a href="http://www.FrederickCountyMD.gov/transit">http://www.FrederickCountyMD.gov/transit</a>
TransIT Services of Frederick County, TransIT Medical Assistance Transportation	Frederick County and medical offices in metropolitan Baltimore and Washington area	Requirements as set by the Medical Assistance program. Medical Assistance recipients as designated by the Frederick County Health Department	Y	Passengers do not pay fare. The Frederick County Health Department Medical Assistance program is billed for trips monthly. Trips of 4 miles are \$15, all others are billed at 4.20 per mile.	Maryland Transit Administration State & Federal funds (FTA) and County funds	<a href="http://www.FrederickCountyMD.gov/transit">http://www.FrederickCountyMD.gov/transit</a>
TransIT Services of Frederick County, TransIT-Plus	Frederick County and medical offices in metropolitan Baltimore and Washington area	Older adults 60 years and up and persons with disabilities	Y	\$2.00 cash fare for medical trips, \$3.00 for non-medical, or 10-trip tickets may be purchased in advance reducing the cost to \$1.50 medical and \$2.50 non-medical	Maryland Transit Administration State & Federal funds (FTA) and County funds	<a href="http://www.FrederickCountyMD.gov/transit">http://www.FrederickCountyMD.gov/transit</a>
Daybreak Adult Day Services Transportation Services	Frederick County, MD	No specific documents required for transportation, but must be participant in day program. Older adults age 55 and up and younger adults on an individual basis, with age related medical and/or memory impairments.	Y	Sliding scale, financial assistance available on sliding scale, medical assistance, private pay.	Private pay, Medical Assistance, Dept. of Social Services, V.A.	<a href="http://www.daybreakadulldayservices.org/">http://www.daybreakadulldayservices.org/</a>

**Fairfax County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>Wheelchair Accessible Vehicles</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
Shepherd's Center of Oakton-Vienna	Oakton and Vienna, Virginia	Adults 50 and up, residing in Oakton and Vienna, Virginia	N	Free	Local congregations, community organizations and individual donors	<a href="http://www.scov.org/">http://www.scov.org/</a>
Shepherd's Center of Annandale-Springfield	Annandale and Springfield, Virginia	Adults 50 years and up, residing in Annandale and Springfield, Virginia	N	Free	Donations, fundraising	<a href="http://www.shepherdscenter-annandale.org/">http://www.shepherdscenter-annandale.org/</a>
<b>*NEW*</b> Shepherd's Center of Fairfax-Burke	Fairfax and Burke, Virginia	Adults 50 years and up, residing in Fairfax and Burke, Virginia	N	Free		<a href="http://www.scfbva.org">http://www.scfbva.org</a>
<b>*NEW*</b> Shepherd's Center of Western Fairfax	Clifton, Centreville and Chantilly, Virginia	Adults 50 years and up, residing in Clifton, Centerville and Chantilly, Virginia	N	Free		<a href="http://www.scwfc.org">http://www.scwfc.org</a>
<b>*NEW*</b> Shepherd's Center of McLean/Arlington/Falls Church	McLean, Arlington and Falls Church, Virginia	Adults 50 years and up, residing in McLean, Arlington and Falls Church, Virginia	N	Free		<a href="http://scmafsc.org/">http://scmafsc.org/</a>
<b>*NEW*</b> Shepherd's Center of South County	South County area of Alexandria	Adults 50 years and up, residing in the South County Area of Alexandria, Virginia	N	Free		<a href="http://www.scfbva.org/South-County-Office">http://www.scfbva.org/South-County-Office</a>
Fairfax County Neighborhood and Community Services, Seniors-on-the-Go!	All of the Washington DC Metropolitan area as long as beginning trip origin is in Fairfax County. When end destinations are outside of Fairfax County, must use the original cab operator to schedule return trip.	Must be a resident of Fairfax County or the City of Fairfax, be 65 years of age or older, and have an annual income of \$40,000 or less as an individual or \$50,000 or less for a married couple.	Y	Discounted coupon booklets are \$20 for \$33 in taxicab fare. Allowed sixteen \$33 coupon booklets in a 12 month period	Fairfax County Government	<a href="http://www.fairfaxcounty.gov/neighborhood-community-services/transportation/taxi-voucher-program">http://www.fairfaxcounty.gov/neighborhood-community-services/transportation/taxi-voucher-program</a>
Fairfax County Neighborhood and Community Services, TaxiAccess	All of the Washington DC Metropolitan area as long as beginning trip origin is in Fairfax County. When end destinations are outside of Fairfax County, must use the original cab operator to schedule return trip	Must be a resident of Fairfax County or the City of Fairfax, and must be a registered user of MetroAccess	Y	Discounted coupon booklets are \$10 for \$33 in taxicab fare, allowed eight \$33 coupon booklets in a 12 month period	Fairfax County Government	<a href="http://www.fairfaxcounty.gov/neighborhood-community-services/transportation/taxi-voucher-program">http://www.fairfaxcounty.gov/neighborhood-community-services/transportation/taxi-voucher-program</a>
<b>*NEW*</b> Fairfax County Neighborhood and Community Services, Dial-a-Ride	All of the Washington DC Metropolitan area as long as beginning trip origin is in Fairfax County. When end destinations are outside of Fairfax County, must use the original cab operator to schedule return trip	Must be a resident of Fairfax County or the City of Fairfax, and annual income must be 225% of the current poverty level or less	Y	Discounted coupon booklets are \$10 for \$33 in taxicab fare, allowed sixteen \$33 coupon booklets in a 12 month period	Fairfax County Government	<a href="http://www.fairfaxcounty.gov/neighborhood-community-services/transportation/taxi-voucher-program">http://www.fairfaxcounty.gov/neighborhood-community-services/transportation/taxi-voucher-program</a>
Annandale Christian Community for Action, Annandale Christian Community for Action Transportation Services	Annandale, Culmore, Bailey's Crossroads and Lincolnia	No documentation required. Older adults residing in the Annandale Christian Community for Action service area and who are low-income	N	No fees	Church contributions, private contributions, foundation grants, and government grants	<a href="http://www.accacares.org/">http://www.accacares.org/</a>
City of Fairfax CUE Bus, Fairfax City - City Wheels Paratransit Service	Throughout City of Fairfax, George Mason University, Vienna Metro station and Fair Oaks Hospital	Physician certification of disability as defined by ADA	Y	\$3.20 per service	Taxes	<a href="http://www.cuebus.org">http://www.cuebus.org</a>
Fairfax County Department of Neighborhood and Community Services, Human Services Transportation (Fastran)	County of Fairfax and City of Fairfax (upon approval from city); drops off in Fairfax County, Arlington County, City of Alexandria, City of Falls Church and City of Fairfax	Fastran offers specialized transportation services for residents of Fairfax County and the Cities of Fairfax and Falls Church participating in human services agency programs. Services may have associated fees based on a sliding scale. All riders must be certified by one of the following programs/agencies before utilizing the service: Critical Medical Care Program, Senior Centers, Community Services Board, Senior Residences, Senior Adult Day Health Care and Therapeutic Recreation Services.	Y	Call for details.	Fairfax County Government	<a href="https://www.fairfaxcounty.gov/neighborhood-community-services/transportation/fastran">https://www.fairfaxcounty.gov/neighborhood-community-services/transportation/fastran</a>

**Loudoun County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>Wheelchair Accessible Vehicles</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
Loudoun County Area Agency on Aging, Senior Center and Adult Day Center transportation service	Loudoun County, Virginia	Older adults 55 years and up, residing in Loudoun County	Y	\$1 for each one way trip for Senior Centers; \$2 each one way trip for Adult Day Centers	County, state and federal government	<a href="http://www.loudoun.gov/aaa">http://www.loudoun.gov/aaa</a>
<b>*NEW*</b> Loudoun County Paratransit service	Loudoun County, Virginia	<b>The ADA/Demand Response routes require 24 hour advance reservation. Certification from legally qualified health care professional required.</b>	Y	<b>\$2.00 for each one way trip</b>	<b>State and County</b>	<a href="http://www.loudoun.gov/paratransit">www.loudoun.gov/paratransit</a>
Virginia Regional Transportation Association, Virginia Regional Transit	Loudoun County, Virginia	The ADA/Demand Response routes require 24 hour advance reservation. Certification from legally qualified health care professional required for reduced fee ADA service. General public, children under 12 years must travel with adult	Y	\$1.00 one way for most fixed routes, ADA/Demand Response from \$1 to \$3	Federal, State, and Local	<a href="http://www.vatransit.org">http://www.vatransit.org</a>

**Montgomery County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>Wheelchair Accessible Vehicles</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
The Arc Montgomery County, The Arc Montgomery County	Montgomery County	Must be receiving support in The Arc's programs. Passengers must receive support from The Arc Montgomery County programs.	Y	no fee; however, must be receiving support from The Arc Montgomery County	Primarily DDA, Enhanced Mobility	<a href="http://thearcmontgomerycounty.org/">http://thearcmontgomerycounty.org/</a>
Call-n-Ride Program, Montgomery County Department of Transportation, Division of Transit Services,	Montgomery County and Medical Facilities in the entire Region	Participants are issued swipe card to pay for taxi service provided by taxi companies under contract with the County. Contact taxi companies directly for service. Low income seniors (65 years and older) and low income individuals with disabilities (18 years and older) who reside in Montgomery County. Proof of Montgomery County Residence, proof of age, proof of household income, passport photo and proof of disability (for applicants 18-65). Trip restrictions may apply.	Y	Fee Structure: Sliding scale based on annual household income. Payment methods accepted: Call-n-Ride swipe card or combination of swipe card and other forms of payment.	Government, Enhanced Mobility	<a href="http://www.montgomerycountymd.gov/DOT-Transit/seniors.html">http://www.montgomerycountymd.gov/DOT-Transit/seniors.html</a>
<b>*NEW*</b> Community Support Services, Inc.	Montgomery County	<b>Must be receiving support in Community Support Services programs. Passengers must receive support from Community Support Services programs.</b>	Y	<b>No fees</b>	Primarily DDA, Enhanced Mobility	<a href="http://www.css-md.org">www.css-md.org</a>
<b>*NEW*</b> Connect-A-Ride	Montgomery County	<b>Free information and referral about transportation options for adults 50+ and adults with disabilities living in Montgomery County. Also provide group training on how to use public transportation called "Ride Smart Travel Training".</b>	Y	<b>No fees.</b>	Grants, Private Donations	<a href="https://www.accessjca.org/connect-a-ride/">https://www.accessjca.org/connect-a-ride/</a>
<b>*NEW*</b> Montgomery County Escorted Transportation	Montgomery County	<b>For income-eligible residents of Montgomery County with documented need to have an escort for the duration of their trips</b>	Y	<b>No fees.</b>	Government	<a href="https://www.accessjca.org/connect-a-ride/">https://www.accessjca.org/connect-a-ride/</a>
<b>*NEW*</b> Montgomery County Volunteer Transportation Provided by Villages	Montgomery County	<b>Some residents of Montgomery County live in areas served by villages which provide volunteer rides. Connect-A-Ride can help callers determine whether they qualify. Call 301-738-3252</b>	N	<b>Sometimes villages charge membership fees</b>	Grants/Private donations	<a href="https://www.montgomerycountymd.gov/HHS-Program/ADS/Villages/Villagesindex.html">https://www.montgomerycountymd.gov/HHS-Program/ADS/Villages/Villagesindex.html</a>
<b>*NEW*</b> CHI Centers, Inc.	Montgomery County and Prince George's County in Maryland	<b>Adults with disabilities who are clients of the agency's Residential and Day programs</b>	Y	<b>No fees</b>	Primarily DDA, Enhanced Mobility	<a href="http://chiservices.org/">http://chiservices.org/</a>
Easterseals DC MD VA Transportation Program for Adult Day Services	Most of Montgomery County and parts of DC	Adults with disabilities and who are clients of the agency's Adult Day Center	Y	Cost for transportation included with other fees for service	Medicaid, Private Pay, Veteran's Administration, Montgomery County Department of Aging, Office of Health Services, Enhanced Mobility for wheelchair-accessible service	<a href="http://www.easterseals.com/DCMDVA/">http://www.easterseals.com/DCMDVA/</a>
Jewish Social Service Agency, Brenner Escorted Transportation	Primarily Montgomery County but also Washington DC, northern Virginia and Baltimore (originating in Montgomery)	Frail seniors over 60 and adults with disabilities who are unable to take other means of transportation to necessary appointment, and need an escort.	Y	Generally \$42/hour	Endowments, fees, private grants and Montgomery County grant.	<a href="http://www.jssa.org/get-help/seniors/transportation/brenner-transportation-program/">http://www.jssa.org/get-help/seniors/transportation/brenner-transportation-program/</a>
Montgomery County Recreation Department, Senior Center and Senior Program Transportation	Service areas are roughly 3-5 miles from each center	Older adults 55 and over.	Y	No fees.	Government	<a href="https://www.montgomerycountymd.gov/rec/activitiesandprograms/Seniors/Transportation.html">https://www.montgomerycountymd.gov/rec/activitiesandprograms/Seniors/Transportation.html</a>

<b>Bethesda Help, Bethesda Help Transportation Services</b>	An area of approximately 25 square miles bounded by the District of Columbia on the south; Falls Road, Montrose Road, and Randolph Road on the north; Viers Mill Road, Georgia Avenue, and 16th Street on the east; and the Potomac River on the west.	Persons in dire need of financial assistance and emergency food delivery who reside in the Bethesda Help service area	N	No fees	Private Donations	<a href="http://www.bethesdahelp.org/">http://www.bethesdahelp.org/</a>
<b>Damascus Help, Damascus Help Transportation Services</b>	Areas of upper Montgomery County, MD covered by zip codes 20871, 20872, 20882 north of Brink Road and 20876 from route 27 north of Brink Road; on a case by case basis we provide help to people who live just over the Montgomery County line in Frederick County, MD	Three day notice before date of transportation need. Proof of residency. Adults, youth and children accompanied by a guardian.	N	No fee	Private Donations	<a href="http://www.damascushelp.org/">http://www.damascushelp.org/</a>
<b>Gaithersburg HELP, Inc., Gaithersburg Help Transportation Services</b>	Gaithersburg	We require at least 48 business hours (2 business days) notice in order to provide service to you and must be within our service area. However, in order to have the best chances of us finding you a driver, it is recommended to provide at least 2 weeks or more. For clients who are going to an appointment within 10 miles, we will provide a taxi if we cannot find a driver for you. Those who claim to not be able to go by taxi and rides over 10 miles and up to 20 miles would have to go by a volunteer driver or use a secondary (back-up) plan. If we are not able to find someone to take clients to appointments then we would have to deny the request along with all rides over 20 miles. All clients who live in Gaithersburg within our service area who call, if there is a need we will try to help	Y	No fee/not applicable	Grants, Private Donations	<a href="http://www.gaithersburghelp.org">http://www.gaithersburghelp.org</a>
<b>Senior Connection, Senior Rides Transportation</b>	Montgomery County	Older adults 60 and up residing in Montgomery County	N	No fees.	Local, Grants, Private Donations	<a href="http://www.seniorconnectionmc.org/">http://www.seniorconnectionmc.org/</a>
<b>Western Upper Montgomery County Help, Western Upper Montgomery County Help Transportation Services</b>	Poolesville, Beallsville, Barnesville, Dickerson and Boyds	For those who reside in the Western Upper MC Help service area who do not have their own transportation or cannot use it on specific occasions. If using wheelchair, must be able to transfer. No documentation required. Call with as much notice as possible to give time to recruit volunteer driver. Organization also provides financial assistance with car-related expenses.	N	No fees	United Way of the National Capitol Area Grant and Payroll deduction donations; EAC Grant; Donations from various churches and individuals	<a href="http://www.wumcohelp.org">http://www.wumcohelp.org</a>
<b>Montgomery County Department of Transportation, Division of Transit Services, Non-Emergency Medicaid Transportation (NEMT)</b>	Entire Region (medical offices)	Transportation requires 24 hour advance notice. Completed Application form, doctor's certification of medical diagnosis, proof of residency. Maryland Medicaid recipient and Montgomery County resident who has a medically certified mental and/or physical disability that prevents applicant from utilizing available public transportation, and has absolutely no other available means or access to public transportation to get to medically necessary appointments. Must be a Medicaid covered service and doctors must be a Medical Assistance participant	Y	No fees	Local	<a href="http://www.montgomerycountymd.gov/dotmpl.asp?url=/content/dot/index.asp">http://www.montgomerycountymd.gov/dotmpl.asp?url=/content/dot/index.asp</a>



**Prince George's County Providers**

Name	Service Area	Eligibility	Wheelchair Accessible Vehicles	Fee Structure	Source of Funds	Website
The Arc of Prince George's County, Arc of Prince George's County Transportation Services	All areas of Prince Georges County	Program participants	Y	No fees	Developmental Disabilities Administration, Enhanced Mobility	<a href="https://www.thearcofpgc.org/">https://www.thearcofpgc.org/</a>
City of Bowie Senior Center, City of Bowie Senior Center Transportation	City of Bowie	Proof of age, proof of residency, if disabled a copy of Social Security disability determination letter from a doctor documenting the disability. Older adults 55 and up or persons with disabilities, residing in the City of Bowie	Y	\$0.50 per ride		<a href="http://www.cityofbowie.org">http://www.cityofbowie.org</a>
City of Laurel, Department of Parks and Recreation, City of Laurel Transportation Services	City of Laurel city limits	Must ambulate independently or have companion. Older adults 55 and up and adults 18 and up with disabilities, residing within the City of Laurel	Y		Some state, some county, city and revenue producing programs	<a href="http://www.laurel.md.us">http://www.laurel.md.us</a>
City of New Carrollton, City of New Carrollton Ride-A-Bus	Five mile radius of City of New Carrollton	Call for detail. Older adults or persons with disabilities residing in the City of New Carrollton	Y	Free	State of Maryland	<a href="http://www.new-carrollton.md.us">http://www.new-carrollton.md.us</a>
Prince Georges County Department of Public Works and Transportation, Prince George's County Call-A-Bus		You must be a resident of Prince Georges County resident. Please note: Priority given to older adults age 60 and up and persons with disabilities Service is not always available. In the event of a snow/ice or other natural emergency, service may not be available. Call for Details. Prince Georges County residents who are unable to use bus or rail services. Priority given to senior citizens and persons with disabilities and those going to medical appointments.	Y	Fares are based on one-way trips and are payable upon boarding, regular fare \$1.00. Person with Disabilities, Senior Citizens, and Escorts ride free of charge. Drivers cannot make change or handle fares.	County Funding, Capital and Operating Grants	<a href="http://www.princegeorgescountymd.gov/sites/PublicWorks/Transit/ParaTransit/Call-A-Bus/Pages/default.aspx">http://www.princegeorgescountymd.gov/sites/PublicWorks/Transit/ParaTransit/Call-A-Bus/Pages/default.aspx</a>
Prince Georges County Department of Public Works and Transportation, Prince George's County Call-A-Cab		If applying as a senior citizen, you may present a copy of your drivers license, Maryland issued identification card, Medicare Card or Social Security Card. If applying as a person with a disability, you may present a copy of a MetroAccess ID card, Medicaid card, Social Security Disability Income statement or a doctors note citing the specific disability. Please note, that the doctors note must be current, signed and dated on doctor's letterhead. – Prince Georges County residents sixty years of age or older and residents with a disability	N	Eligible persons may purchase a coupon book for \$10.00 which has \$20.00 worth of coupons to use as taxi fare	County Funding	<a href="http://www.princegeorgescountymd.gov/Government/AgencyIndex/DPW&amp;T/Transit/cab.asp?nivel=foldmenu(2)">http://www.princegeorgescountymd.gov/Government/AgencyIndex/DPW&amp;T/Transit/cab.asp?nivel=foldmenu(2)</a>
Prince Georges County Department of Public Works and Transportation, Prince Georges County Senior Transportation Services		Prince Georges County residents sixty years of age or older. A picture ID may be requested for proof of age. No other documentation required.	Y	No fees	County Funding, Capital and Operating Grants	<a href="http://www.princegeorgescountymd.gov/Government/AgencyIndex/DPW&amp;T/Transit/bus.asp?nivel=foldmenu(2)">http://www.princegeorgescountymd.gov/Government/AgencyIndex/DPW&amp;T/Transit/bus.asp?nivel=foldmenu(2)</a>

**Prince William County Providers**

Name	Service Area	Eligibility	Wheelchair Accessible Vehicles	Fee Structure	Source of Funds	Website
The Arc of Greater Prince William/INSIGHT, The Arc of Greater Prince William/INSIGHT Transportation		Resident of service area and participating in agency services. You must be a resident of Prince Williams County. Individuals with developmental disabilities receiving services from The Arc	Y	Medicaid, sliding scale, small fee, free	Medicaid Waiver, County of Prince William, United Way of National Capital Area, Enhanced Mobility, donations, grants, fees, etc.	<a href="https://arcgpw.org/">https://arcgpw.org/</a>
Potomac and Rappahannock Transportation Commission, OmniLink Bus Service	Woodbridge, Lake Ridge, Dale City, Dumfries, Manassas, Gainesville, Washington, DC/Arlington employment centers, Tysons Corner	Service is open to everyone. However, in order to qualify for our Reduced Fare rates, a customer must be 60 years of age or older, be a Medicare card holder, or approved Reduced Fare application. Also, children age 8 and under cannot ride unattended.	Y	\$7.70 one-way regular fare if paying in cash. \$5.75 one-way fare if paying with a SmarTrip card. \$3.85 for Reduced fare (during applicable hours of 9:30am - 3:00pm and after 7:00pm).	Federal, state, and funding from local jurisdictions	<a href="http://www.prtctransit.org">www.prtctransit.org</a>
Potomac and Rappahannock Transportation Commission, Metro Direct Bus Service	Woodbridge, Manassas, Gainesville, Franconia/Springfield Metro Station, West Falls Church Metro Station	None. Service is open to everyone. However, in order to qualify for our Reduced Fare rates, a customer must be 60 years of age or older, be a Medicare card holder, or approved Reduced Fare application. Also, children age 8 and under cannot ride unattended.	Y	\$3.30 one-way regular fare if paying in cash. \$2.65 one-way fare if paying with a SmarTrip card. \$1.65 for Reduced fare (during applicable hours of 9:30am - 3:00pm and after 7:00pm).	Federal, state, and funding from local jurisdictions	<a href="http://www.prtctransit.org">www.prtctransit.org</a>
Potomac and Rappahannock Transportation Commission, OmniRide Bus Service	Woodbridge, Lake Ridge, Dale City, Dumfries, Manassas, Gainesville, Washington, DC/Arlington employment centers, Tysons Corner	None. Service is open to everyone. However, in order to qualify for our Reduced Fare rates, a customer must be 60 years of age or older, be a Medicare card holder, or approved Reduced Fare application. Also, children age 8 and under cannot ride unattended.	Y	\$7.00 one-way regular fare if paying in cash. \$5.50 one-way fare if paying with a SmarTrip card. \$3.50 for Reduced fare (during applicable hours of 9:30am - 3:00pm and after 7:00pm).	Federal, state, and funding from local jurisdictions	<a href="http://www.prtctransit.org">www.prtctransit.org</a>

**Taxi Companies**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>Wheelchair Accessible Vehicles</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
Yellow Cab Company, Yellow Paratransit LLC	Metropolitan Washington	Service is open to the general public	Y	Current DC taxi rates	New Freedom & Enhanced Mobility for wheelchair-accessible service	<a href="http://www.dcyellowcab.com/">http://www.dcyellowcab.com/</a> <a href="http://orderyellowcab.com">http://orderyellowcab.com</a>
Diamond Transportation Services, Diamond Transportation Services	Metropolitan Washington	Service is open to the general public. Clients who need assistance and children must be accompanied by a personnel care attendant	Y	DTS rates are based on per trip cost according to the location of the pick up and the distance of the trip. There is a pick up and a mileage fee. DTS also provides hourly charter service in minibuses for small groups. These group trips are on an hourly basis. In order to receive pricing for a individual trip or a group charter, call the office for a quote	Private entity no funding provided for non-subsidized transportation unless the client participates in a local program that DTS participates in, Enhanced Mobility for wheelchair-accessible service	<a href="http://www.diamondtransportation.us">http://www.diamondtransportation.us</a>
Regency Cab, Regency Cab Taxi Services	Mainly Montgomery County but serves entire Washington Metropolitan Area as long as either the pickup or drop off originates in Montgomery County, MD	No documentation required. General Public	Y	Current Montgomery County taxi rates	Provide by Share Holders, Enhanced Mobility for wheelchair-accessible service	<a href="http://www.regencytaxi.com">http://www.regencytaxi.com</a>
Alexandria White Top Cab Company, White Top Cab Taxi Services	City of Alexandria and surrounding metropolitan DC area	General public	Y	Fares regulated by City of Alexandria & Fairfax County		<a href="http://www.whitetopcab.com/index.html">http://www.whitetopcab.com/index.html</a>
Alexandria Yellow Cab Inc., Yellow Taxi Services, Including Wheelchair Accessible Service	City of Alexandria and surrounding DC metropolitan area	General public	Y	Fares regulated by City of Alexandria		<a href="http://www.alexandriayellowcab.com/default.aspx">http://www.alexandriayellowcab.com/default.aspx</a>
Arlington Red Top Cab Company, Arlington Red Top Taxi Services, Including Wheelchair Accessible Service	Arlington County and surrounding DC metropolitan area	General public	Y	Fares regulated by Arlington County, company provides discount for seniors		<a href="http://www.redtopcab.com/">http://www.redtopcab.com/</a>
Blue Top Cab Company, Blue Top Taxi Services	Arlington County and surrounding DC metropolitan area	General public	Y	Fares regulated by Arlington County		<a href="http://www.bluetop.com/">http://www.bluetop.com/</a>
Friendly Cab Company, Friendly Taxi Services	Arlington County and surrounding DC metropolitan area	General public	Y	Fares regulated by Arlington County		
Fairfax White Top Cab Company, White Top Cab Taxi Services	Fairfax County and surround metropolitan DC area	General public	Y	Fares regulated by Fairfax County		<a href="http://www.whitetopcab.com/index.html">http://www.whitetopcab.com/index.html</a>
Fairfax Red Top Cab Company, Arlington Red Top Taxi Services	Fairfax County and surrounding metropolitan DC area	General public	Y	Fares regulated by Arlington County, company provides discount for seniors		<a href="http://www.fairfaxredtopcab.com/">http://www.fairfaxredtopcab.com/</a>
Murphy Brothers Inc., Yellow Cab Taxi Services	Fairfax County and surrounding metropolitan DC area	General public	Y	Fares regulated by Fairfax County		<a href="http://www.yellowcaboffairfax.com/index.aspx???">http://www.yellowcaboffairfax.com/index.aspx???</a>
Springfield Yellow Cab Company, Springfield Yellow Taxi Services	Fairfax County and surrounding DC metropolitan area	General public	Y	Fares regulated by Fairfax County		<a href="http://springfielddyellowcabs.com/">http://springfielddyellowcabs.com/</a>
Sun Cab, Sun Cab Taxi Services	Montgomery County, MD	Call in to dispatch center. General public	Y	Meter fare, voucher, coupon	Payment from drivers and corporate accounts	<a href="http://www.suncabmoco.com/">http://www.suncabmoco.com/</a>
Paramont Taxi Company, Paramont Taxi Services	Prince George's County and surrounding DC metropolitan area.	General public	Y	Cash		
Taxi-Taxi as Dispatcher for 6 taxi operators in Prince George's County, Taxi Services through the 6 Companies	Prince George's County and surrounding DC metropolitan area.	General public	N	Cash, vouchers, TaxiCab Card		
Action Taxi, Action Taxi Cab Services	Primarily Montgomery County	Any person who has a trip originating or terminating in Montgomery County	Y	Fares regulated by Montgomery County		<a href="http://www.actiontaxi.com/">http://www.actiontaxi.com/</a>

Buckley's for Seniors, LLC, Buckley's for Seniors	Metropolitan Washington	Must be able to get in and out of our vehicles without assistance. No wheelchair vans available but we can store wheelchair in trunk if client can lift and transfer into our vehicles. No documentation required. Non-wheelchair user unless accompanied by an aid.	N	Rate is \$65-69/hour - one hour minimum plus gas (\$1.50/3 mi.)		<a href="http://www.buckleys4seniors.com/">http://www.buckleys4seniors.com/</a>
Royal Cab Company, Royal Cab Taxi Services	Pick-up anywhere in Washington DC and transport anywhere in the US	No documentation required	Y	Current DC Taxi Rates	New Freedom for wheelchair-accessible service	<a href="http://www.DCTAXIONLINE.COM">http://www.DCTAXIONLINE.COM</a>
<b>*NEW*</b> Yellow Cab of Prince William County, Senior Ride	Prince William County	Pre-paid program for seniors age 65 and older. Receive 10% in cab fare money when purchasing a pre-paid card. For example, \$10 purchase = \$11 in rides.	Y	Fares regulated by Prince William County		<a href="http://www.yellowcabpw.com/rates_reservations.php#Senior">http://www.yellowcabpw.com/rates_reservations.php#Senior</a>
<b>**NEW**</b> WMATA Abilities-Ride Program (Regency Taxi & Silver Cab)	Trip must begin or end in Maryland	Must be eligible for MetroAccess	Y	Customer pays first \$5, Metro pays next \$15, and customer pays meter above \$20. Regency is approximately 9 miles for \$20 and Silver Cab is approximately 7 miles for \$20.	WMATA budget	<a href="http://www.Abilities-Ride.com">http://www.Abilities-Ride.com</a> , ARMON app, Koach app; <a href="https://www.wmata.com/service/accessibility/metro-access/Abilities-Ride.cfm">https://www.wmata.com/service/accessibility/metro-access/Abilities-Ride.cfm</a>

## APPENDIX C: REGIONAL DEMOGRAPHIC PROFILE OF TRANSPORTATION-DISADVANTAGED GROUPS

This Appendix provides 2016 data from the 2012-2016 American Community Survey (ACS) on the numbers and spatial locations for transportation-disadvantaged population groups the Coordinated Plan helps serve.

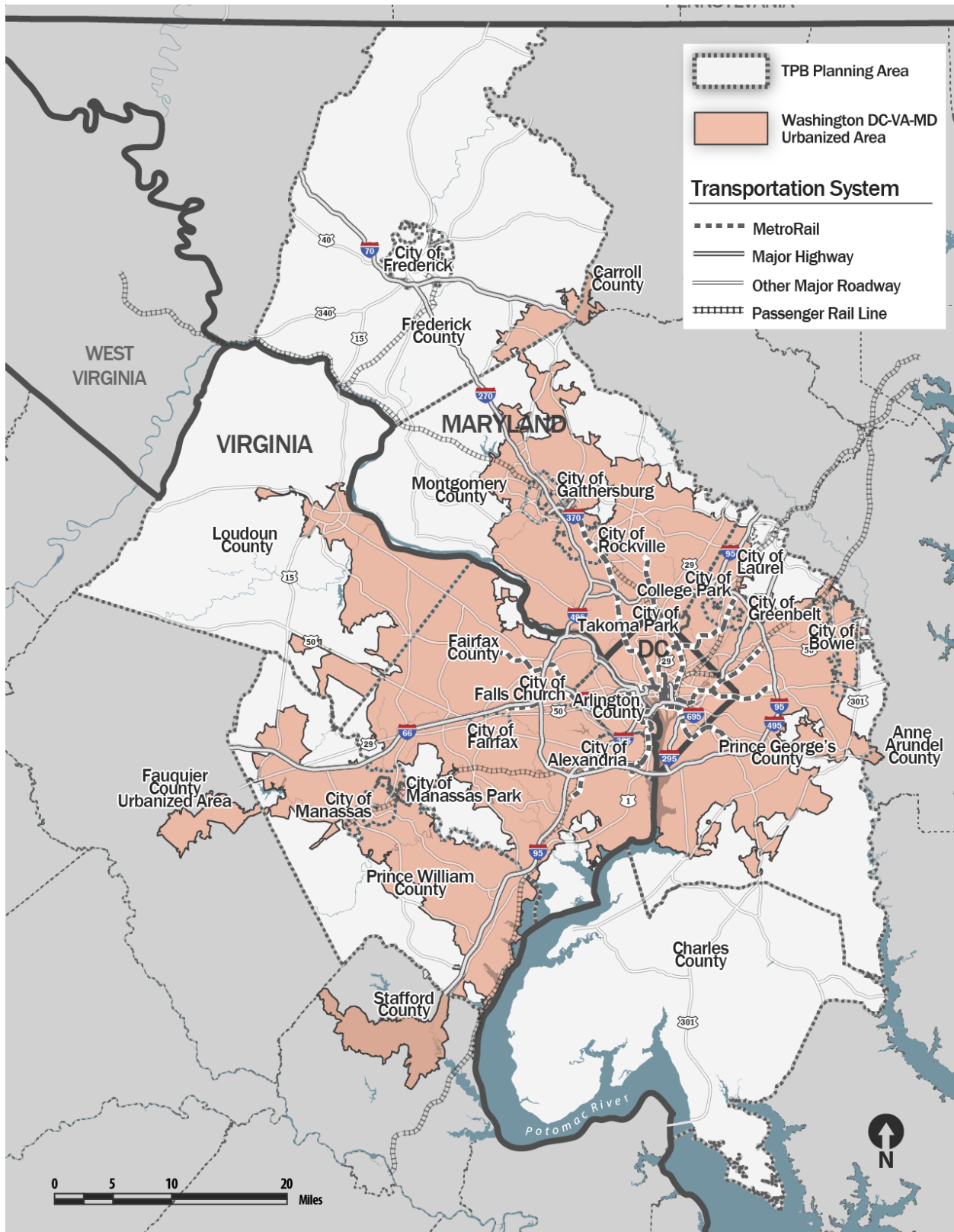
Transportation-disadvantaged groups are defined as populations lacking financial, physical, or language ability to provide their own transportation and/or have difficulty accessing public transportation.

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

- Below the Poverty Level
  - Individuals whose income is below the official poverty line depending on family size.<sup>i</sup>
    - 1 person = \$12,486 per year
    - 4 people = \$24,339 per year
- Low-Income Population
  - Individuals whose income is between 100 to 150 percent of the poverty level. For a family of four an annual income of \$36,509 or below is considered low income.
    - 1 person = \$18,729 per year
    - 4 people = \$36,509 per year
- Limited English Speakers include individuals who identify as speaking English less than “very well.”<sup>ii</sup>
- 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.<sup>iii</sup>
- Older Adults are individuals 65 years of age and over.

Geographic area includes the Transportation Planning Board (TPB) planning area and the Washington, DC Urbanized Area (see Figure D-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 D-1: TPB Planning and Urbanized Area**



More than 8 percent of residents lived below the poverty level in 2016 and an additional 13.8 percent were classified as low-income (see Table D-1 and Figure D-2). In the same year, 8 percent of persons had a disability and over 11 percent of people were 65 years of age and over. Individuals with Limited English Proficiency make up 11 percent of the population.

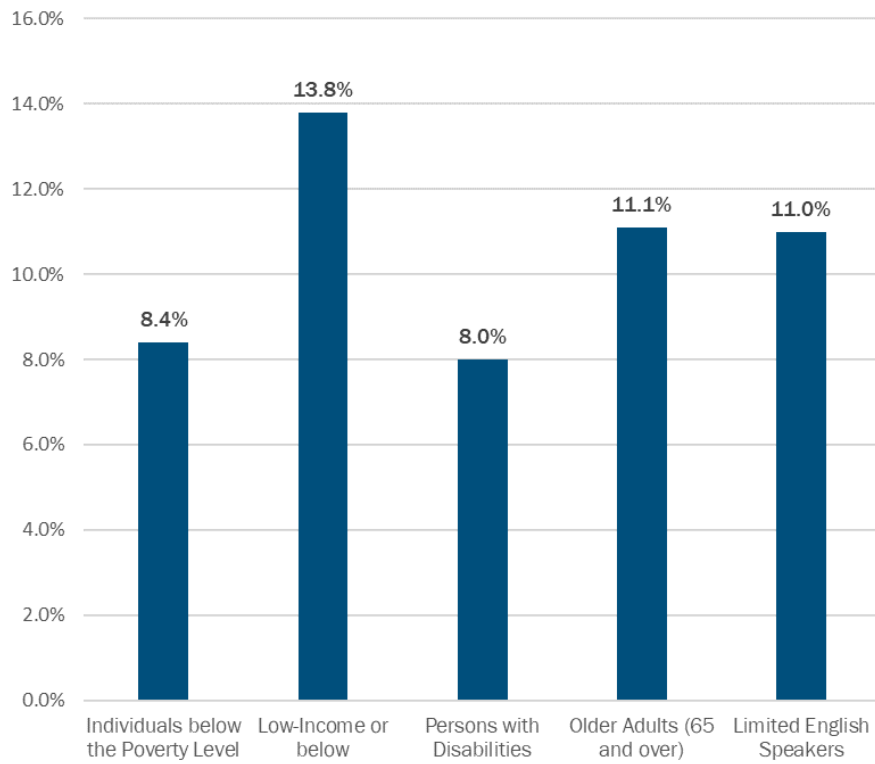
Figures D-3 to D-6 show the spatial locations of transportation-disadvantaged population groups in the region.

Table D-1: Transportation-Disadvantaged Populations in the Washington Region, 2016

<b>Population Group</b>	<b>Region</b>	<b>Percent of Region <sup>(1)</sup></b>
<i>Below the Poverty level</i>	453,211	8.4%
<i>Low-Income or below</i>	746,062	13.8%
<i>Persons with Disabilities</i>	434,562	8.0%
<i>Older Adults (65 and over)</i>	603,497	11.1%
<i>Limited English Speakers</i>	563,092	11.0%
<i>Total Population</i>	5,480,782	

Source: 2012-2016 U.S. Census American Community Survey; numbers are for the TPB Planning and Urbanized Areas (see definition on page 2). <sup>(1)</sup> Due to each groups' unique sampling "Percent of Region" will not compute with Total Population.

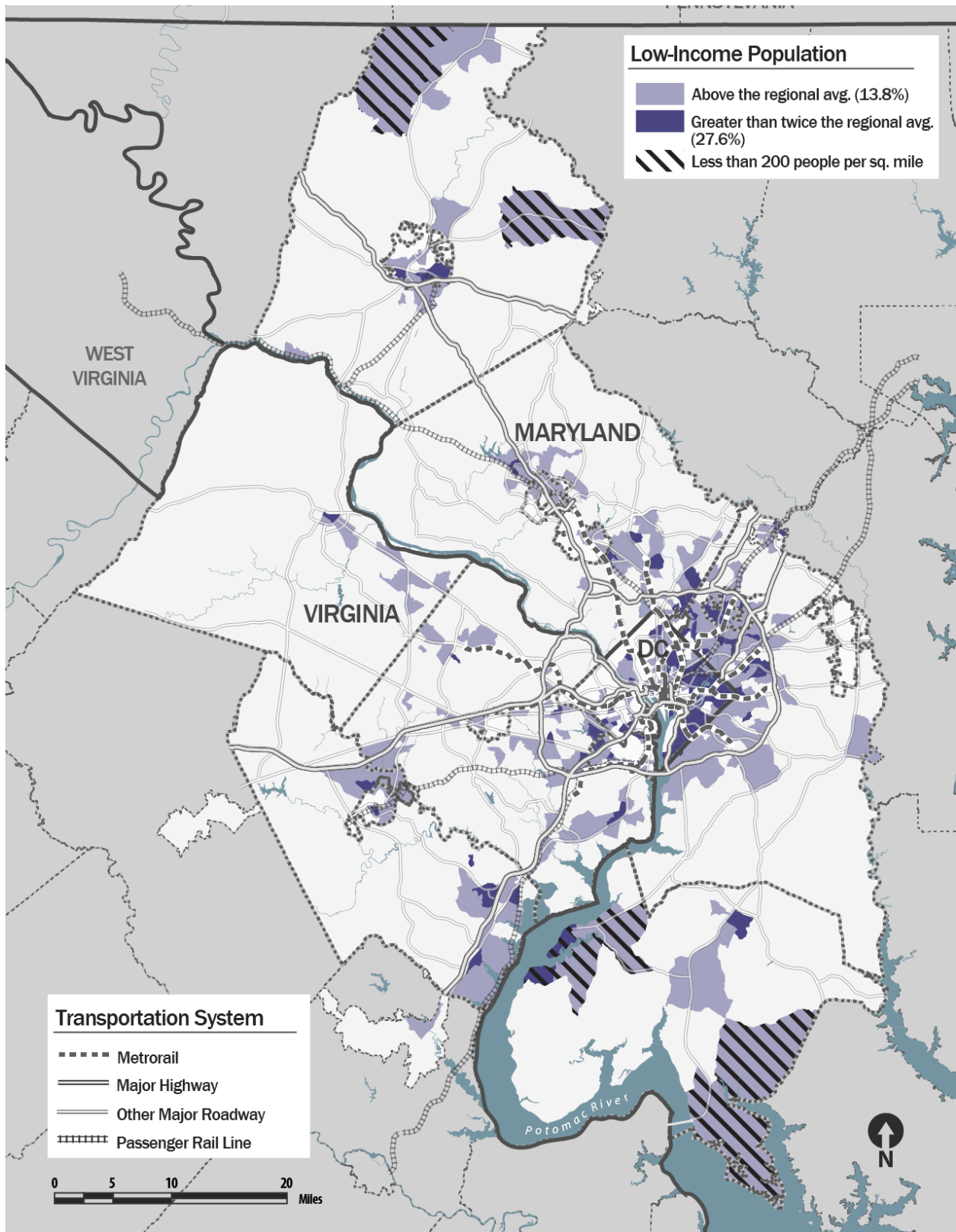
Figure D-2: Regional Demographic Profile of Transportation-Disadvantaged Populations in the Washington Region



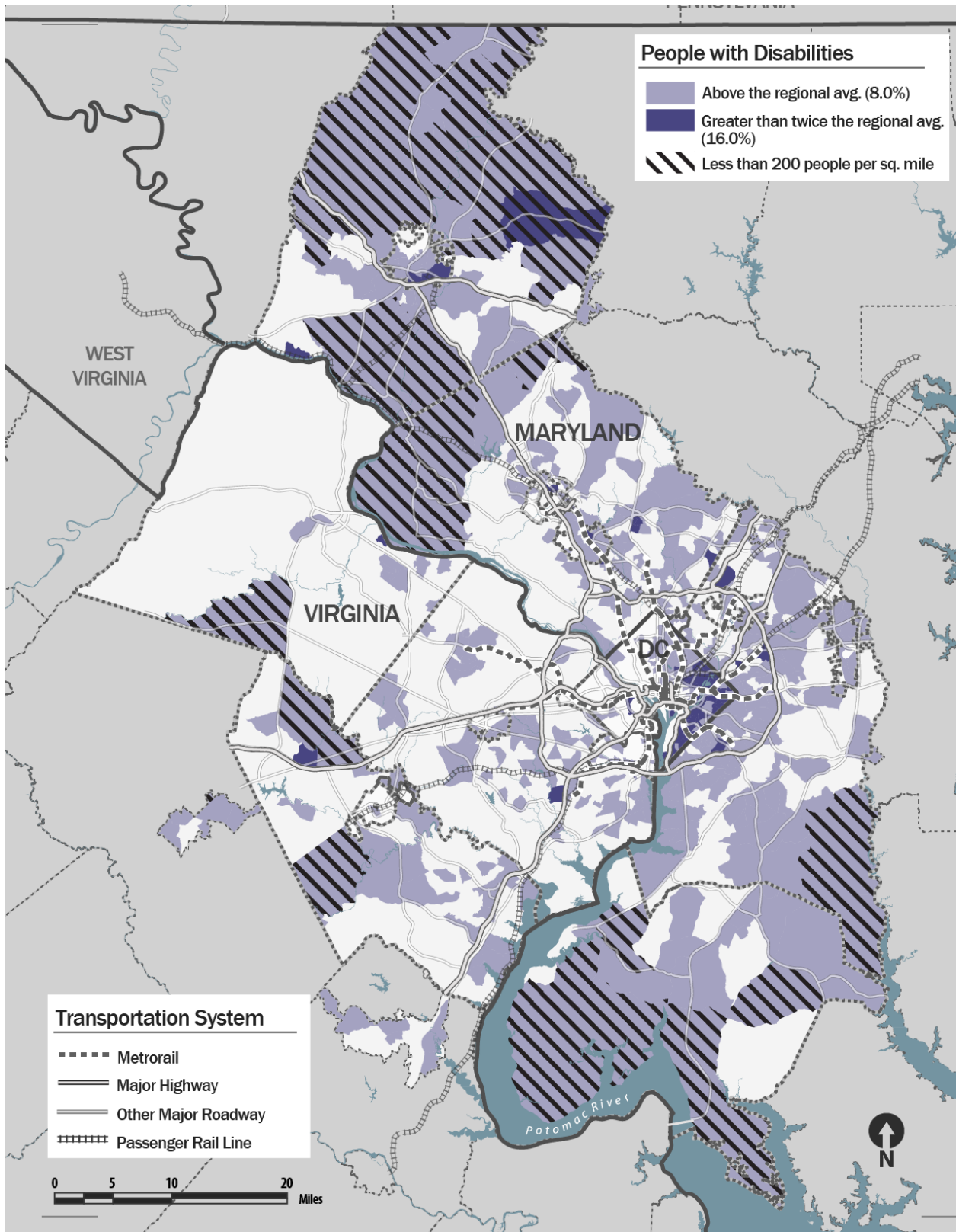
Source: 2012-2016 U.S. Census American Community Survey; numbers are for the TPB and Urbanized Area (which includes small portions of Stafford County, VA, Anne Arundel County, MD, and Carroll County, MD).



**Figure D-3: Low-Income Population, 2016**

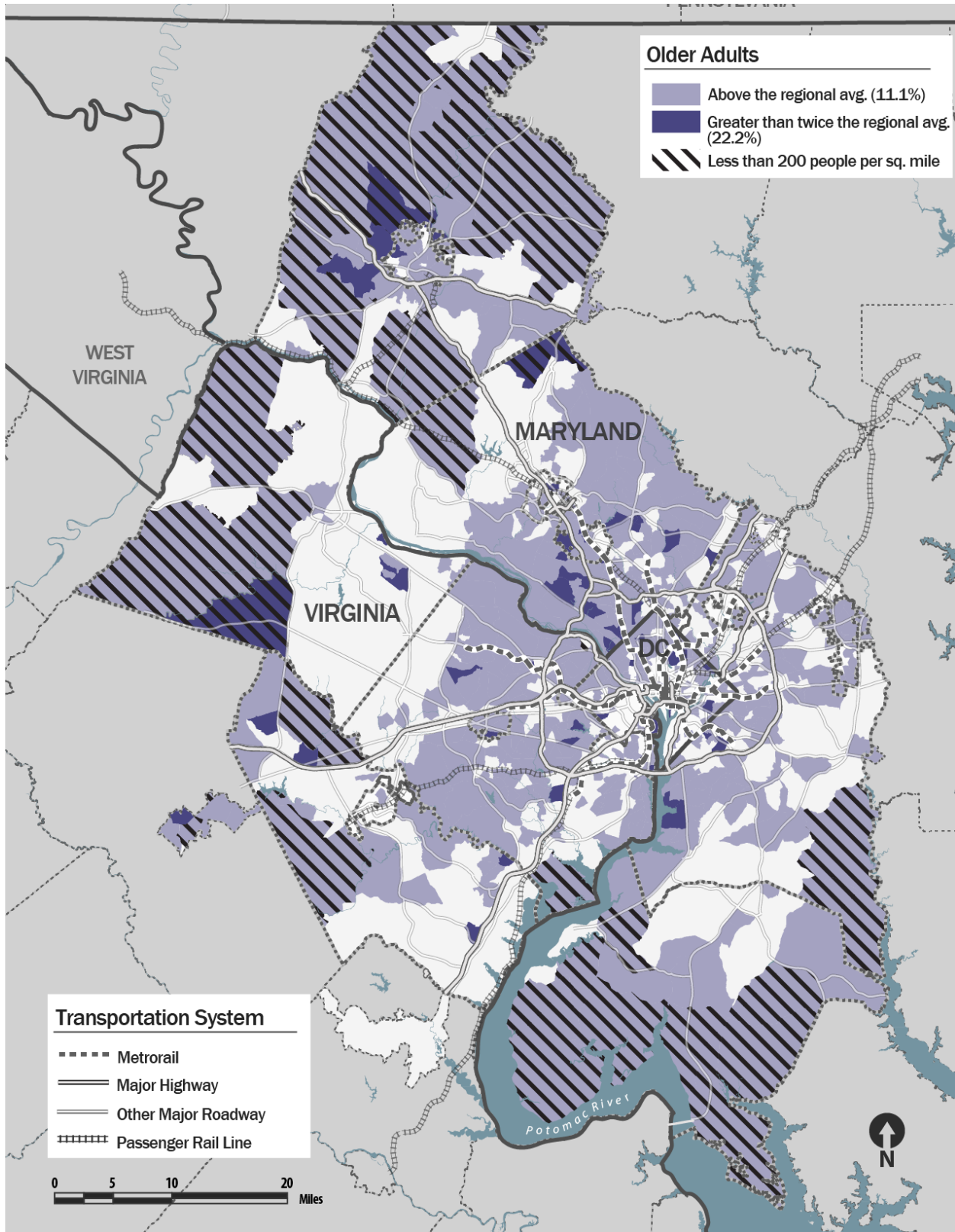


# Figure D-4: People with Disabilities, 2016

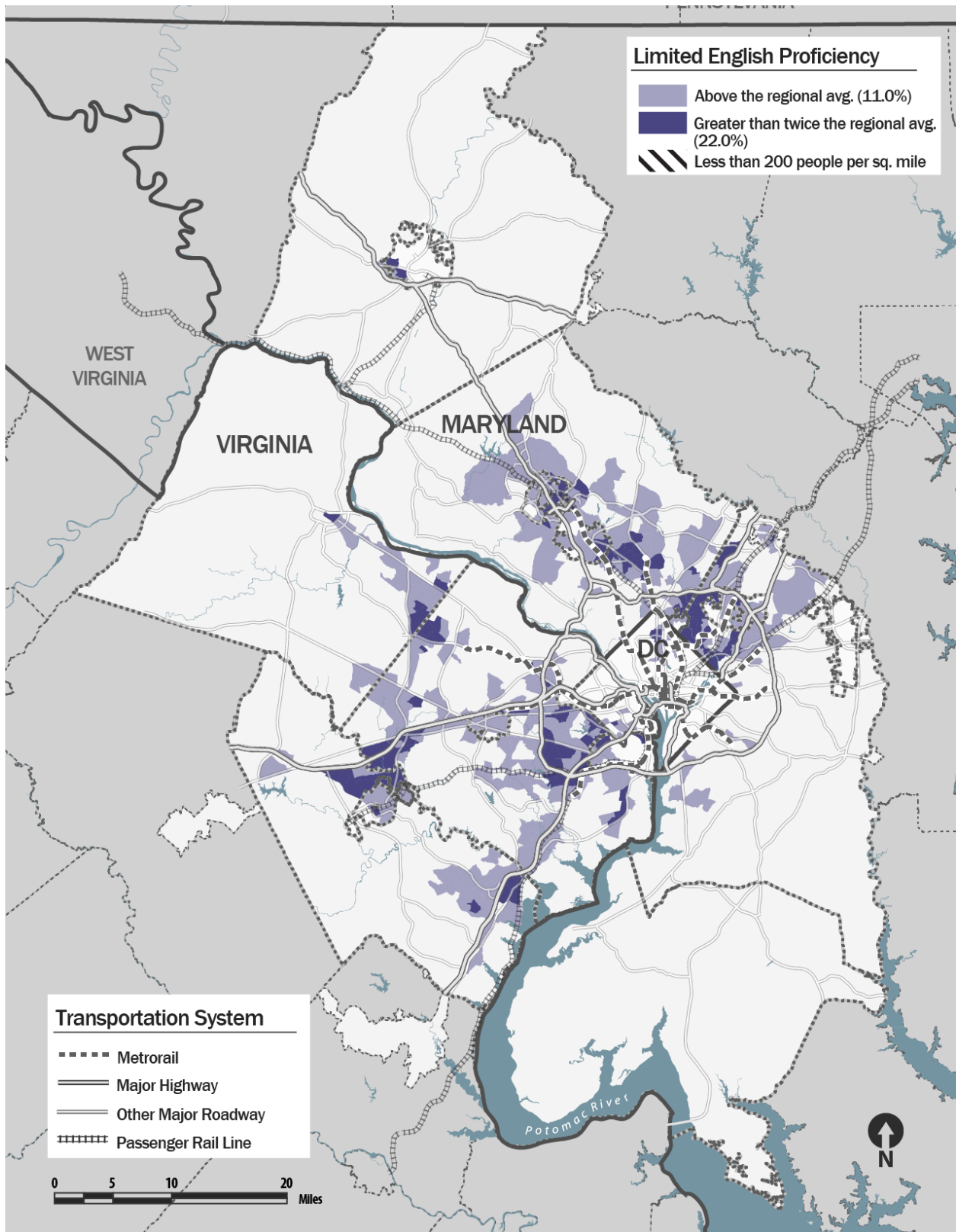


# Figure D-5: Older Adult Population, 2016

(Age 65 and older)



**Figure D-6: Limited English Proficiency Population, 2016**



## Endnotes

<sup>i</sup> U.S. Census. 2016. "Poverty thresholds." <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>.

<sup>ii</sup> Shin, Hyon B. and Rosalind Bruno. October 2003. "Language Use and English-Speaking Ability: 2000." U.S. Census. Pg. 2. Accessed March 13, 2018. <http://www.census.gov/prod/2003pubs/c2kbr-29.pdf>.

<sup>iii</sup> 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. <https://www.census.gov/topics/health/disability/guidance/data-collection-acss.html>;

For detailed definitions of the six disability categories (Hearing, Vision, Cognitive, Ambulatory, Self-care, and Independent living difficulty) see: U.S. Census. 2016. "American Community Survey and Puerto Rico Community Survey; 2016 Definitions." Pg. 56-57. [https://www2.census.gov/programs-surveys/acs/tech\\_docs/subject\\_definitions/2016\\_ACSsubjectDefinitions.pdf](https://www2.census.gov/programs-surveys/acs/tech_docs/subject_definitions/2016_ACSsubjectDefinitions.pdf)



**APPENDIX D: TPB RESOLUTION RXX-2019  
APPROVING UPDATE TO THE COORDINATED PLAN  
NOVEMBER 16, 2018**

(RESOLUTION TO BE INSERTED)