

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

May 2023



National Capital Region  
**Transportation Planning Board**

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

Prepared by the National Capital Region Transportation Planning Board

### **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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### **ACKNOWLEDGEMENTS**

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# TABLE OF CONTENTS

<b>SECTION 1: INTRODUCTION</b>	<b>1</b>
The Enhanced Mobility Program	1
TPB Role in Enhanced Mobility	2
What Is Coordination?	2
Purpose of the Coordinated Plan	3
<b>SECTION 2: PLAN DEVELOPMENT</b>	<b>6</b>
Additional Public Input and Comments	6
TPB Policy Framework and Coordinated Plan Guiding Principles	6
TPB Policy Framework	7
GUIDING PRINCIPLES	8
<b>SECTION 3: ASSESSMENT OF NEEDS</b>	<b>9</b>
Regional Demographic Profile	9
Unmet Transportation Needs	11
<b>SECTION 4: SUMMARY OF EXISTING SERVICES</b>	<b>14</b>
<b>SECTION 5: STRATEGIES FOR IMPROVED SERVICE AND COORDINATION</b>	<b>15</b>
Background	15
Strategies for Improved Service and Coordination	15
I. Expand availability and coordination of transportation options	15
II. Increase awareness of existing transportation services	16
III. Improve accessibility of transportation options	16
IV. Make transportation options more affordable and sustainable	17
<b>SECTION 6: PRIORITY PROJECTS</b>	<b>18</b>
A. Mobility Management	18
B. Coordinated Planning Efforts	18
C. Travel Training	18
D. Door-through-Door or Escorted Transportation Service	19
E. Increase Access to Transit Stations (and First Mile/Last Mile Connections)	19
F. Increase Wheelchair-Accessible Options in Taxi and Ride-Hailing Services	19
G. Volunteer Driver Programs	20
H. Tailored Transportation Service for Clients of Human Service Agencies (e.g. Vehicle Acquisition)	20
Funding Types and Match Amounts	20
<b>SECTION 7: FRAMEWORK FOR COMPETITIVE SELECTION</b>	<b>22</b>
Geographic Eligibility: The Washington DC-MD-VA Urbanized Area	26
<b>APPENDIX A: MEMBERS OF THE TPB ACCESS FOR ALL ADVISORY COMMITTEE</b>	<b>27</b>
<b>APPENDIX B: INVENTORY OF SPECIALIZED SERVICES</b>	<b>30</b>

**APPENDIX C: REGIONAL DEMOGRAPHIC PROFILE OF TRANSPORTATION-DISADVANTAGED GROUPS** 74

**APPENDIX D: TPB RESOLUTION R11-2023 APPROVING UPDATE TO THE COORDINATED PLAN MAY 17, 2023** 83

# FIGURES AND TABLES

**Figure 1: Key Elements of the Coordinated Human Service Transportation Plan** 3

**Figure 2: TPB Planning Area and Washington DC-MD-VA Urbanized Area, as defined by the 2010 Census for federally allocated FY 2023 Funding** 4

**Figure 3: TPB Planning Area and Washington DC-MD-VA Urbanized Area, as defined by the 2020 Census for funding starting in federally allocated FY 2024** 5

**Table 1: Transportation-Disadvantaged Populations in the Washington Region** 9

**Figure 4: Regional Demographic Profile of Transportation-Disadvantaged Populations in the Washington Region** 10

**Table 2: The Four A's of Significant Unmet Transportation Needs** 12

**Table 3: Eligible Activities and Funding Types** 21

**Figure 5: Equity Emphasis Areas and the U.S. Census 2010 Washington DC-MD-VA Urbanized Area used through federally allocated FY 2023** 24

**Figure 6: Equity Emphasis Areas and the U.S. Census 2020 Washington DC-MD-VA Urbanized Area for federally allocated FY 2024 and beyond** 25

**Figure 5: Flow of Funds for the Enhanced Mobility Program** 26

**Figure C-2: Regional Demographic Profile of Transportation-Disadvantaged Populations in the Washington Region** 77

## SECTION 1: INTRODUCTION

The Washington, DC region's transportation system must equally serve the needs of all who rely on it. Some transportation-disadvantaged groups, like persons with disabilities and older adults with limited incomes or mobility impairments, have specialized needs that necessitate focused planning and coordination efforts. The TPB's Coordinated Human Service Transportation Plan for the National Capital Region (Coordinated Plan) guides funding decisions for the Federal Transit Administration's (FTA) Enhanced Mobility for Individuals and Individuals with Disabilities Program (Enhanced Mobility) by identifying strategies and projects that help meet the transportation needs of people with disabilities, older adults, and those with low incomes.

The process for this 2023 update to the Coordinated Plan was developed, as required by Federal guidance, with the participation of older adults, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the public.<sup>1</sup> This plan identifies the transportation needs of these groups, provides strategies for meeting these needs, and prioritize transportation services for funding and implementation.

### The Enhanced Mobility Program

The FTA's Enhanced Mobility program provides matching funds to assist meeting the transportation needs for people with disabilities and older adults when existing transportation services is unavailable, insufficient, or inappropriate to meeting these needs. The program aims 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>

Through the three states that are part of this region, funds are apportioned annually for the Washington, DC-MD-VA Urbanized Area (see Figure 2). 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-MD-VA Urbanized Area.

Eligible recipients of funds include non-profit organizations, local governments, transit agencies, and private for-profit providers. Recipients must provide the required twenty or fifty percent matching grant funds for capital and operating expenses, respectively, 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.”<sup>3</sup>

The Enhanced Mobility program also includes a Mobility Management category that enables those projects that improve access to multiple transportation options to take advantage of the twenty percent capital match requirement.

## TPB Role in Enhanced Mobility

COG, as the administrative agent for the TPB, is the designated recipient for this program for the Washington DC-MD-VA Urbanized Area. The TPB is responsible for the competitive selection of Enhanced Mobility program projects and to certify that all projects selected for funding are included in the Coordinated Plan while meeting the requirements as documents in federal guidance, particularly the engagement and participation of seniors, individuals with disabilities; representatives of public, private and nonprofit transportation and human service providers, and other members of the public.<sup>4</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?

In human service transportation, the term coordination refers to agencies, jurisdictions and non-profit organizations working together to maximize transportation services and eliminate service gaps. This is complicated by the different administrative and eligibility requirements amongst state and federal funding stream. By looking to incentivize coordination, the Enhanced Mobility program seeks to improve standards, level of service, and operations of services and programs.

## MOBILITY MANAGEMENT

In recent years, human services coordination has focused on mobility management as a preferred approach. FTA describes mobility management as “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

<sup>3</sup> Federal Transit Administration. July 7, 2014. “FTA C 9070.1G – Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions.” Page II-1.

<sup>4</sup>Source: <https://www.transit.dot.gov/funding/grants/coordinated-public-transit-human-services-transportation-plans>

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.”<sup>6</sup> Projects include travel training, trip planning, and one-stop travel information centers. Further, projects deemed eligible as mobility management can qualify as a capital expense with the twenty percent match requirement (instead of fifty percent 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 with updates in 2009, 2014, and 2018. The Coordinated Plan under FTA rules must be updated 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 and to guide funding decisions for the FTA’s Enhanced Mobility program. The Coordinated Plan also broadens the dialogue and supports 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 presents a map of the TPB planning area and the 2010 Census Washington DC-MD-VA Urbanized Area for funding through federally allocated fiscal year 2023. For funding beginning in federally allocated fiscal year 2024, FTA has instructed the use of the 2020 Census Washington DC-MD-VA Urbanized Area (Figure 3).<sup>7</sup> COG, as the TPB’s administrative agent, serves as the designated recipient for Enhanced Mobility program for the Washington DC-MD-VA Urbanized Area.

There are five key elements of the Coordinated Plan (Figure 1): (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**



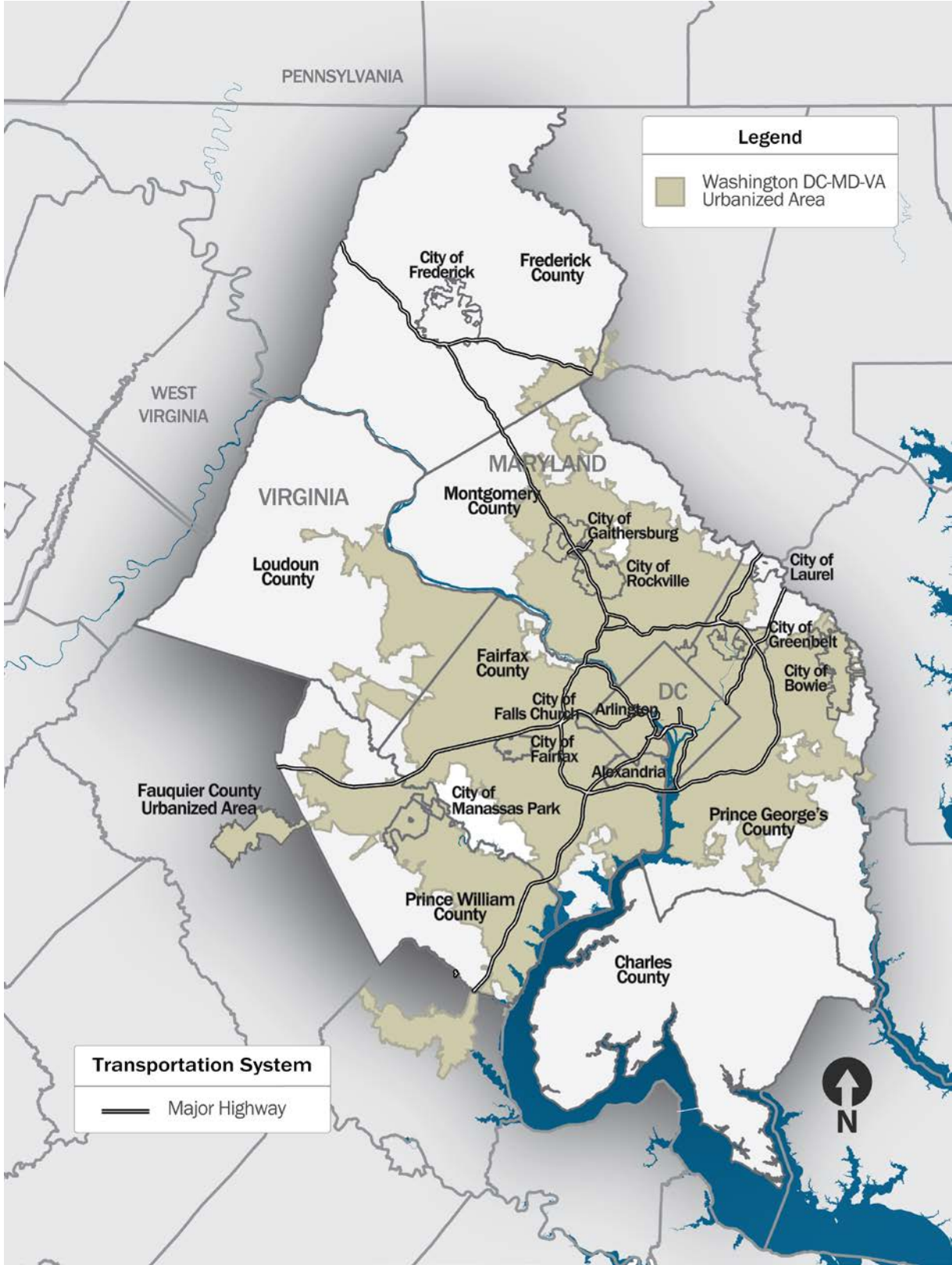
<sup>5</sup>FTA’s Mobility Management brochure can be found at <https://www.transit.dot.gov/ccam/resources/mobility-management-brochure>

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

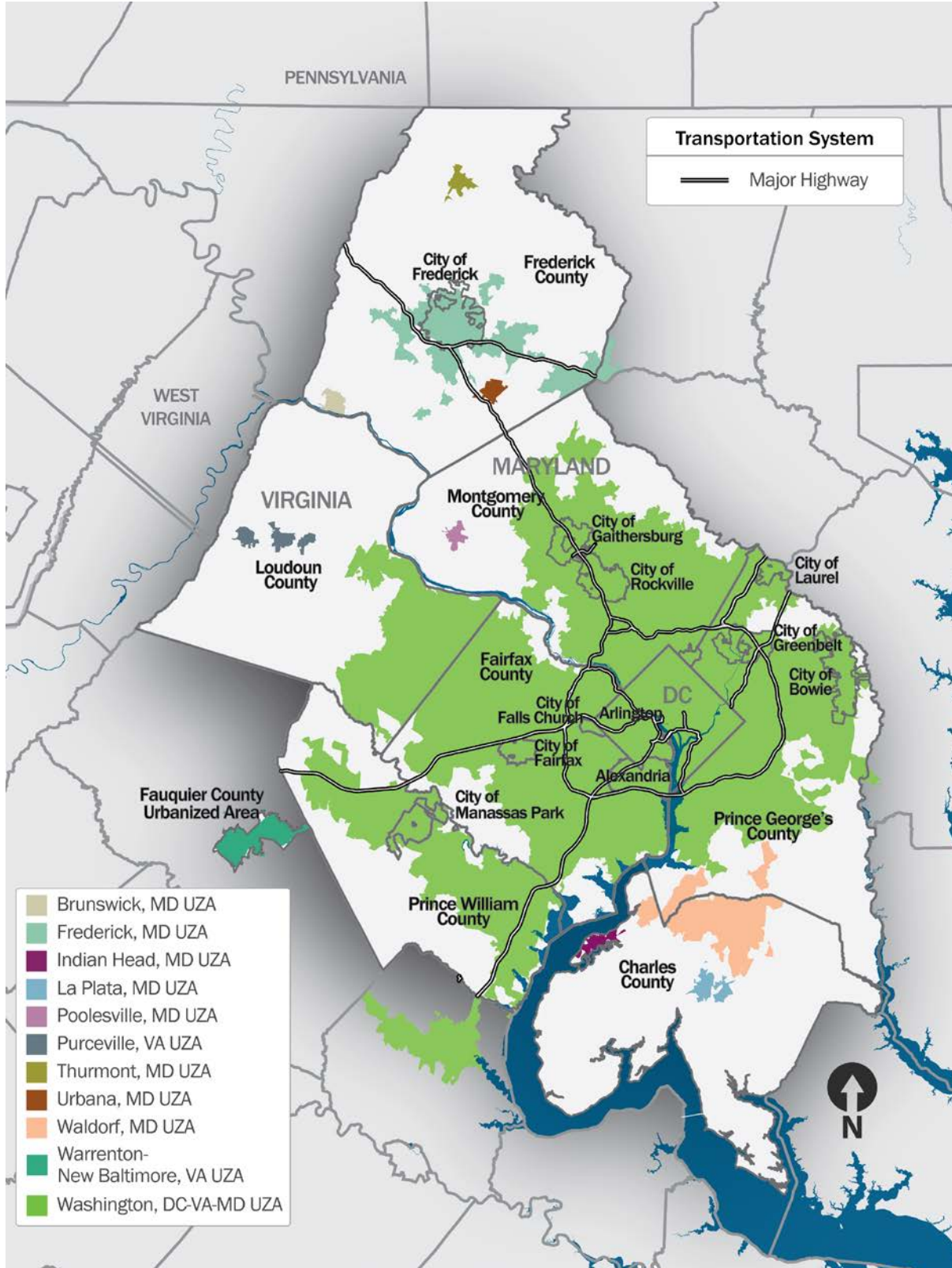
<sup>7</sup> FTA, November 2022. “FTA Program Requirement Impacts of 2020 Census Changes.” <https://www.transit.dot.gov/funding/fta-program-requirement-impacts-2020-census-changes>



**Figure 2: TPB Planning Area and Washington DC-MD-VA Urbanized Area, as defined by the 2010 Census for federally allocated FY 2023 Funding**



**Figure 3: TPB Planning Area and Washington DC-MD-VA Urbanized Area, as defined by the 2020 Census for funding starting in federally allocated FY 2024**



## **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 2018 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, non-White communities, people with limited English proficiency, people with disabilities, and older adults. AFA members include community leaders and individuals representing these groups, human service and transportation agencies, and private providers of transportation. A full list of AFA members is included in Appendix A.

The kick-off for the 2023 update to the Coordinated Plan began on April 8, 2022, 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 March 2023. The revised unmet needs were distributed to the AFA for comment and presented at the March 2023 AFA meeting. On February 27, 2023, 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 an April 24, 2023, meeting. A draft of the Coordinated Plan was presented to the TPB on April 19, 2023, and adopted on May 17, 2023.

### **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 Community Advisory Committee (CAC) on April 13, 2023, and received a presentation on the draft plan and was asked to comment.

This Coordinated Plan was released for a 30-day public comment period from April 13, 2023 to May 12, 2023, via COG's website and a mailing to COG committees and grantees. Four comments were received and were satisfactorily addressed.

### **TPB Policy Framework and Coordinated Plan 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 POLICY FRAMEWORK

### TPB's Synthesized Policy Framework

The TPB Synthesized Policy Framework reflects the main points from various TPB policy documents, including the TPB Vision, Region Forward, Regional Transportation Planning and Priorities, Aspirational Initiatives, and Climate Change Mitigation Strategies. The Framework's principles and goals inform planning throughout the region and guide the projects, programs, and policies that are submitted into where Enhanced Mobility projects must be included: the Long-Range Transportation Plan and the Transportation Improvement Program. The Policy Framework's Equity principle states:

*The TPB sees equity considerations as an integral part of all its principles, goals, and strategies. Equity in transportation includes affordable and readily available multimodal travel options throughout the region that enable safe, efficient, and equitable access to jobs, housing, services, and other destinations.*

The Policy Framework's Accessibility principle states:

*All people who use the transportation system in the region, including residents, visitors, and people with disabilities, should be granted reasonable physical and affordable access to travel by road, transit, biking, walking, micromobility, ferry, and to housing choices. The TPB seeks a broad range of public and private transportation options that maximize physical access and affordability for everyone and minimize reliance on a single mode.*

### 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.***

### 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.



## 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>8</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>8</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 C 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 2016-2020 for transportation-disadvantaged population groups living in the metropolitan Washington region. Over 421,000 people, or about 7.6% of residents, live below the poverty line, and 688,041 individuals, or roughly 12% of residents, are classified as low income, which is defined as making less than 1.5 times the official poverty rate. Approximately 473,560 individuals – 8.5% of the population – have a physical, sensory, or cognitive disability, and over 727,000 people in region – 13% of the population – are over 65 years old. Individuals with limited English proficiency make up 11.5% of the region’s population, and the majority of these individuals speak Spanish.

**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>	421,411	7.6%
<i>Low-Income or below <sup>(3)</sup></i>	688,041	12.4%
<i>Persons with Disabilities <sup>(4)</sup></i>	473,560	8.5%
<i>Older Adults (65 and over)</i>	727,393	13.0%
<i>Limited English Speakers <sup>(5)</sup></i>	603,979	11.5%
<i>Total Population</i>	5,626,505	

Source: 2016-2020 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.

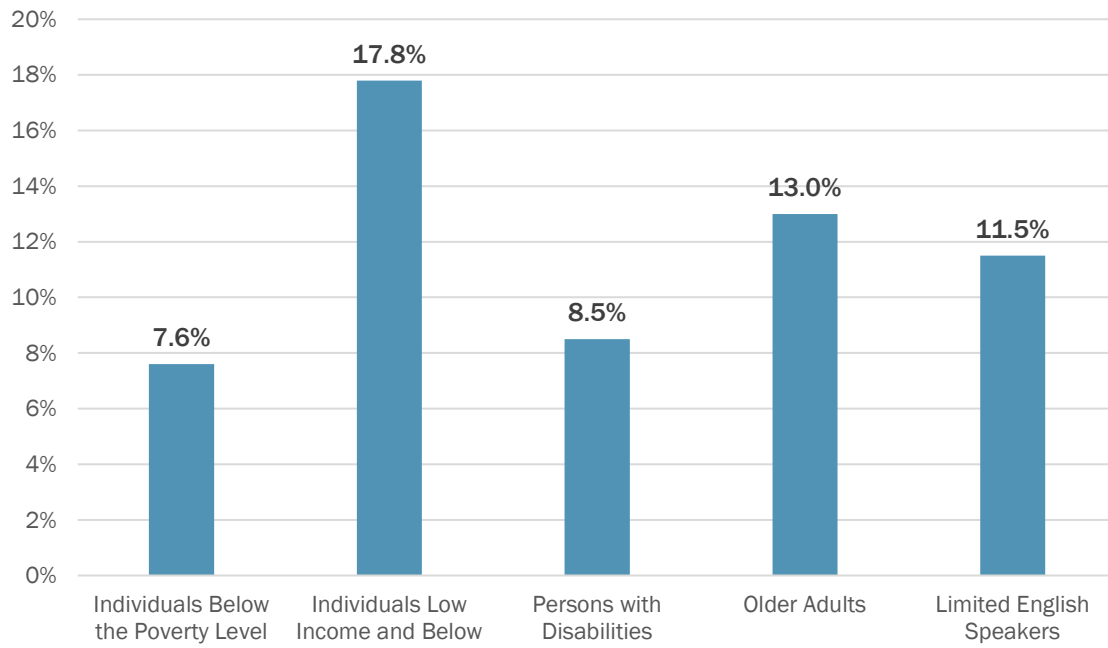
(2) Official poverty level depends on family size. For a family of four the poverty level is an annual income of \$26,000.

(3) “Low-income” is commonly defined as income between 100 to 150 percent of the poverty level. For a family of four an annual income of \$39,000 or below is considered low income.

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

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

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



Source: 2016-2020 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.

The unmet needs raised by AFA members collectively address the four intersecting A's of **availability, awareness, accessibility, and affordability**. From the **Availability** theme, there is a shortcoming of frequent services that cross jurisdictional boundaries, travel long distances, or that operate during evening hours. Similarly, AFA members raised the concern of there being a lack of emergency or same-day services, requiring customers to always plan their travels in advance. Members also noted that the spatial disparity of higher job concentrations on the western side of the region has created the need for additional services that provide specialized and reliable travel to said employment nodes. Attracting more, high-quality drivers, perhaps through increased pay, was identified as a foundation to meeting unmet availability needs.

The **Awareness** theme centers around the dissemination of information in various forms. AFA members noted that older adults and lower-income individuals are less likely to have access to smartphones or reliable internet service. Awareness of service options can be spread through flyer posting or in-person outreach at specific gathering places. More hands-on awareness could come through standardized travel training for users, providing confidence and familiarity with services. The absence of a centralized and routinely updated source of information regarding all services throughout the region was also identified. Awareness on the ends of those who have direct contact with customers should also be enhanced through new training methods that improve communication and interactions with users. Awareness from community and neighborhood associations regarding the need to improve pedestrian and wheelchair access to public transportation stops is needed to actualize infrastructure enhancements.

The **Accessibility** theme describes unmet needs for reaching and interacting with destinations or activities. Accessibility to apps, smartphones, and the internet were identified as hindrances to using existing services. Members noted that existing internet-based services need to be more user-friendly and incorporate settings for those who are visually impaired or who are limited English speakers. Fare payments, trip planning, and search functions were also identified as needed improvements. On infrastructure, there is a need for additional wheelchair-accessible vehicles, sidewalks, bus stops, train stations, and regularly maintained features, such as elevators or bus lifts. Members noted that while a street may be deemed Americans with Disabilities Act (ADA) compliant, it may not be ADA convenient. Throughout the planning, design, and implementation stages of a project or service, accessibility should be considered, especially within the first-and-last-mile of public transportation. Finally, with the emergence of private ride-hailing services (like Uber and Lyft), bike-sharing, and microtransit, there is a need to discuss access for those who lack internet access.

Lastly, the unmet needs discussed by the AFA members emphasized **Affordability**. Transit fares, parking costs, and tolls were identified as barriers to travel for many people, not just those with the lowest incomes. Members also raised the need for a transportation service that serves people who do not qualify as low-income but whose income is not high enough to afford existing services. In



In addition to cost barriers, there is a time dimension that can make public transportation unaffordable. More funding for additional transportation services, as well as for subsidy programs for existing options can widen the mobility options for disadvantaged users.

**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, and medical appointments</li> <li>• The higher concentration of jobs in the western side of the region creates the need for more reliable and specialized travel from the east to the west</li> <li>• The need for improved pay of drivers to attract higher supply and quality of drivers</li> </ul>
<p><b>Awareness</b></p>	<ul style="list-style-type: none"> <li>• The need for more centralized and routinely updated 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 (such as through flyers)</li> <li>• Coordination of dissemination of information and marketing across programs – tailor outreach to specific groups and places (such as public housing)</li> <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>• 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>• Standardized travel training for customers on the use of available options, including but not limited to fixed-route services</li> <li>• The need for service providers to present recognizable caller IDs to customers</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, especially for first-and-last-mile connections</li> <li>• Accessibility of private 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 for persons with disabilities and older adults are provided throughout the region. Services include all-purpose specialized transportation services, Medicaid transportation, limited scope specialized services and fixed-route transit services. A listing of all existing services is included in Appendix B and is provided by Reach-a-Ride ([www.reacharide.org](http://www.reacharide.org)), the online transportation information clearinghouse created by COG and WMATA.

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. A listing of other services in the region include:

- Alexandria, VA: DOT Paratransit
- Arlington County, VA: Specialized Transit for Arlington Residents (STAR)
- District of Columbia: TransportDC for residents eligible for MetroAccess.
- Fairfax County, VA: Human service coordinated service for program participants, formerly known as Fastran, and taxi subsidies to ADA-eligible individuals
- Montgomery County, MD: Same-Day Access Program
- Prince George’s County, MD: Residents can choose from among the county-wide Call-a-Bus and Call-a-Cab programs.

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.

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 Circulator; Alexandria DASH; Prince George’s County The Bus; Montgomery County RideOn; Frederick County TransIT; City of Fairfax CUE; Prince William County OmniLink and OmniRide; and Loudoun County Virginia Regional Transit and Loudoun County Transit.

## SECTION 5: STRATEGIES FOR IMPROVED SERVICE AND COORDINATION

### Background

Coordination between agencies, jurisdictions and non-profit organizations can maximize transportation services and eliminate service gaps for older adults and people with disabilities. Barriers do exist that can constrain the ability of providers and other agencies to coordinate services and realize benefits for their clients. Common barriers to coordination include lack of resources, different training requirements or vehicle specifications, and funding requirements. While the AFA can play a role in facilitating discussions about coordination opportunities, local jurisdictions should also explore opportunities for collaboration independently.

A significant barrier 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. With two states, the District of Columbia, and multiple counties and cities, each with its own set of transportation programs and accompanying rules, coordination is particularly challenging.

### 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. Projects with a greater overall impact on unmet needs may have a greater priority for funding.

The strategies developed reflect the unique transportation needs facing older adults and people with disabilities with limited incomes and most-likely transit-dependent. They reflect the importance of changes in demographics and travel patterns, and 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 (including, but not limited to taxis and ride-hailing services, like Uber and Lyft) 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, 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 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, customer rights, and responsibilities
- Transportation agencies and providers should use customer satisfaction surveys to understand how effective their communication is and how satisfied customers are with their transportation services
- Create and revise websites to meet the highest standards for ADA website compliance, be user-friendly with easy navigation, and provide access to a variety of users, including those with vision impairments.
- Provide information on specialized transportation services in formats other than through websites (e.g. brochures and flyers)
- Provide safety education for users and drivers on pedestrians, bicycles, and other non-motorized modes of travel
- 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 smartphones
- Improve the accessibility and ease of use of payment systems
- Provide training on transportation-related websites and technology (e.g. 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 to access.
- 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 a 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, aiding with applications for programs, or planning and reserving a trip from start to finish, as requested.

### B. Coordinated Planning Efforts

Project emphasizes the importance of coordination at the local level by providing grant funds to jump start the planning process for coordination efforts. Grant funds could be utilized to make the planning process more inclusive, encourage non-traditional but interested parties to participate, develop a local coordinated plan to share vehicles, or develop a mobility management plan for a County or region.

### 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.

## 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.

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

This priority project category includes this initiative as an 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:

- 1. 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.
- 2. 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)
- 3. 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, then taxis, ride-railing services, and shuttle services can provide an important link to increase access to public transit.

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

People who use wheelchairs or mobility devices need vehicles with ramps or lifts 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.

## **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.

## **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.

## **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			X
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 2018, which are Census tracts with above average concentrations of low-income and/or traditionally disadvantaged racial and ethnic populations, the selection criteria now include an emphasis on serving these traditionally underserved communities.<sup>9</sup> 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 10 points will be awarded based on how many Priority Projects in the Coordinated Plan that the project application addresses, and up to 10 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-MD-VA Urbanized Area shown in Figure 5 and Figure 6 below.

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<sup>9</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/)

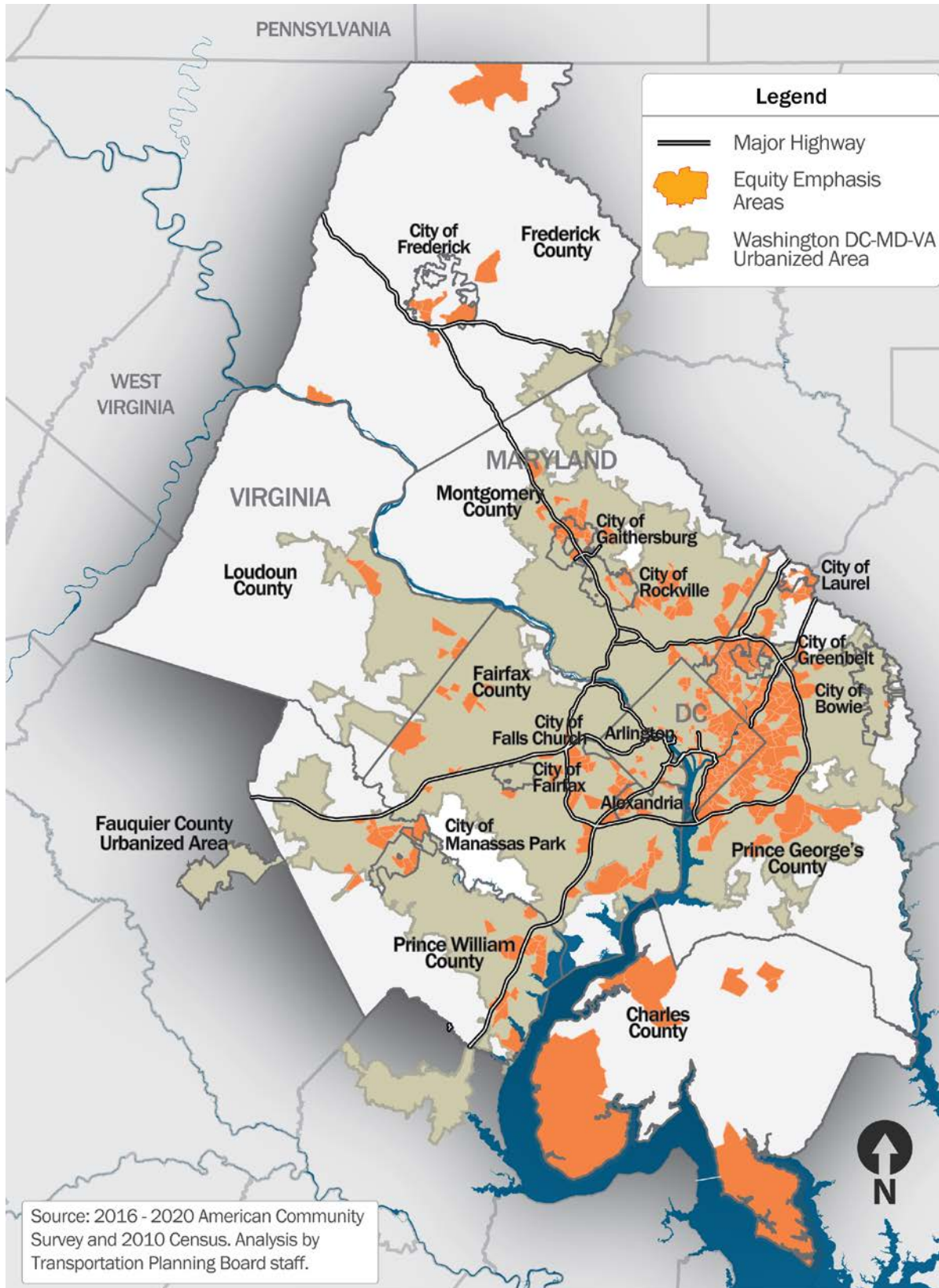
**Equity Emphasis Areas (5 points)**

Up to 5 points will be awarded for projects proposing to serve Equity Emphasis Areas in the Washington DC-MD-VA Urbanized Area shown in Figure 5 and Figure 6 below.

**Customer Focus and Involvement (10 points)**

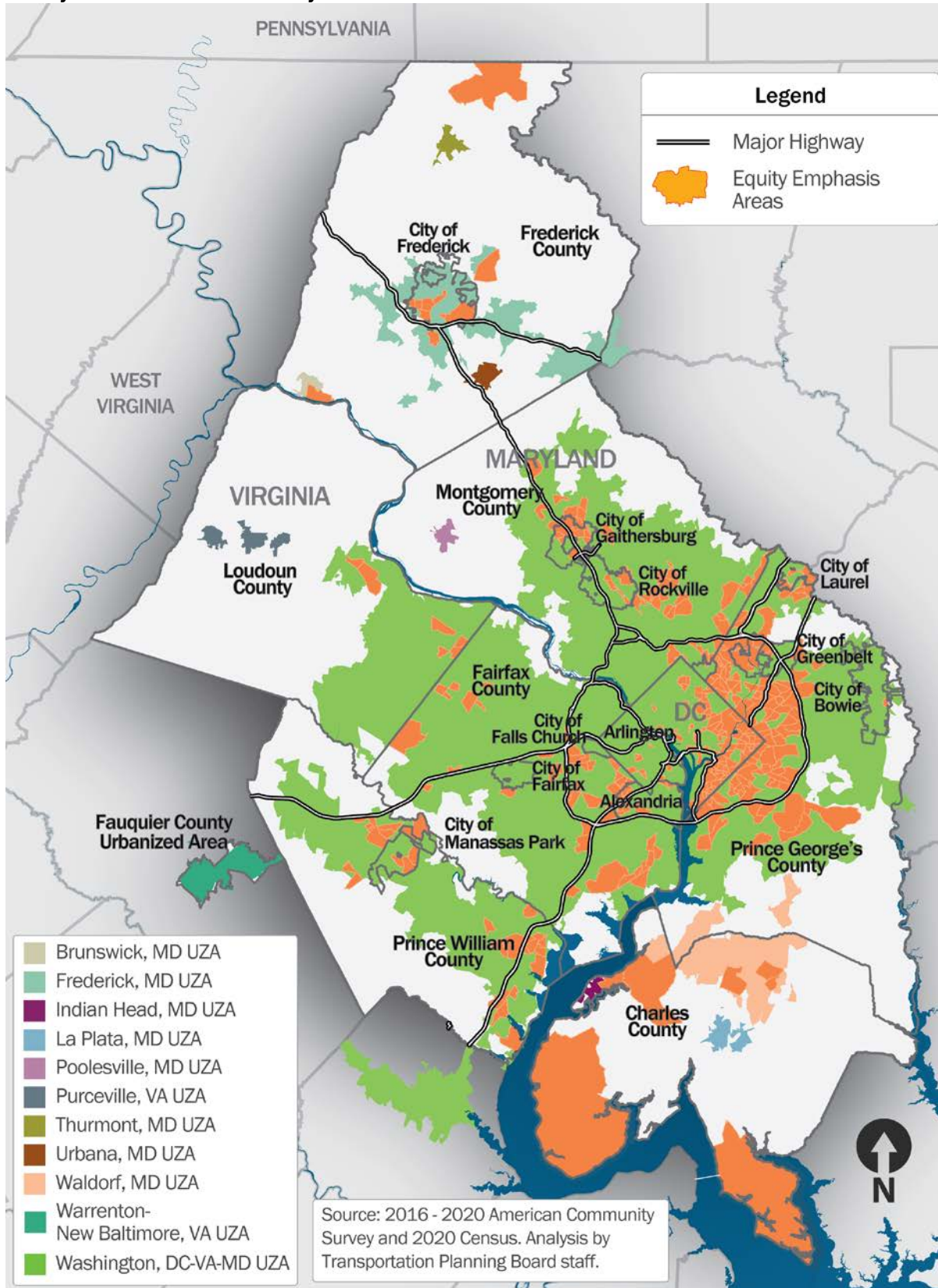
To what extent does the applicant demonstrate an awareness of the needs of a targeted population group and how will customers be involved in the development and implementation of the proposed activity. Consideration will be made if the applicant agency is already directly serving the targeted population.

**Figure 5: Equity Emphasis Areas and the U.S. Census 2010 Washington DC-MD-VA Urbanized Area used through federally allocated FY 2023**





**Figure 6: Equity Emphasis Areas and the U.S. Census 2020 Washington DC-MD-VA Urbanized Area for federally allocated FY 2024 and beyond**



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

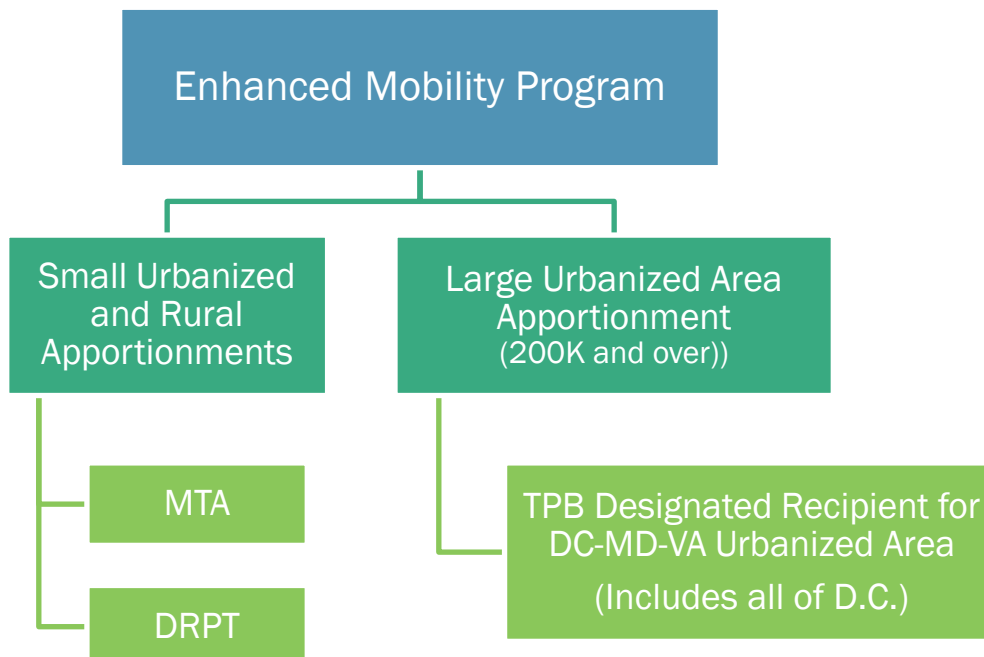
To be eligible for the 5310 Enhanced Mobility program funds administered by COG/TPB, federal rules require that a **project or service must benefit populations residing in the Washington DC-MD-VA Urbanized Area** as defined by the 2010 Census through FY 2023 and 2020 Census starting in FY 2024, shown in Figure 2 and Figure 3. The TPB planning area, also shown in Figure 2 and Figure 3, 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-MD-VA Urbanized Area; this interactive online map shows both the boundary for the DC-MD-VA 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-MD-VA 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 5: Flow of Funds for the Enhanced Mobility Program**



## APPENDIX A: MEMBERS OF THE TPB ACCESS FOR ALL ADVISORY COMMITTEE

First	Last	Organization	City	St
Cynthia	Alarico	Fairfax County Department of Neighborhood/Community Services	Fairfax	VA
Janine	Ashe	Federal Highway Administration	Washington	DC
Cesar	Baretto	DDOT ADA Coordinator	Washington	DC
Christiaan	Blake	WMATA	Washington	DC
Emily	Braley	NV Rides	Fairfax	VA
Shawn	Brennan	Montgomery County DHHS / Aging & Disability	Rockville	MD
Stephen	Brumbaugh	USDOT	Washington	DC
Rosa	Carrillo	DC Office of Human Rights	Washington	DC
Kinta	Carter	Every Citizen Has Opportunities (ECHO)	Leesburg	VA
Cecelia	Castillo-Ayometzi	WMATA Offices of Fair Practices & Diversity	Washington	DC
Daria	Cervantes	The Arc of Montgomery County	Rockville	MD
George	Clark	Tri-County Council for Southern Maryland		MD
William	Clements	Gaithersburg HELP	Gaithersburg	MD
Janet	Cornick	MDOT Office of Civil Rights	Washington	DC
Sydney	Daigle	Institute for Public Health Innovation	Washington	DC
Faye	Dastgheib	DC Department of For Hire Vehicles	Washington	DC
Anthony	DeLorenzo	DC Dept. of General Services	Washington	DC
Bong	Delrosario	Maryland Department of Disabilities	Baltimore	MD
Paul	Donahue	Every Citizen Has Opportunities (ECHO)		VA
Heather	Edelman	Deputy Chief of Staff to Councilmember Christina Henderson		
Ariel	Emata	Liberty Transportation Corporation	Washington	DC
Richard	Ezike	The Urban Institute/CHPlanning, Ltd		VA
Steve	Faison	New Horizons - Director of Transportation	Upper Marlboro	MD
Deborah	Fisher	Represents people with disabilities	Hillandale	MD
Heather	Foote	Representing older adults	Washington	DC
Sara	Fought	Jewish Council for the Aging	Rockville	MD
Tom	Furlong	Diamond Transportation Services, Inc.	Springfield	VA
Mahtot	Gebresselassie	Virginia Tech PhD Student	Blacksburg	VA
Francie	Gilman	Individual		MD



First	Last	Organization	City	St
Eli	Glazier	Montgomery County Planning Dept.		MD
Spencer	Gopaul	Individual/Commission on African-American Affairs		
Christopher	Grayton	Yellow Cab Company of DC. Inc.	Washington	DC
Julia	Groenfeldt	Institute for Public Health Innovation		DC
Clemon	Hammie	Virginia Department of Transportation Civil Rights Specialist	Richmond	VA
John	Hartline	Tri-County Council for Southern Maryland	Hughesville	MD
Christina	Henderson	Council of the District of Columbia	Washington	DC
Hannah	Henn	Montgomery County DOT		MD
MaryJo	Hensler	Fairfax County Department of Neighborhood/Community Services		
Yolanda	Hipski	Tri-County Council for Southern Maryland		MD
Roger	Hoskin	Represents older adults		VA
Nancy	Huggins	Maryland Transit Administration – 5310 Program		MD
Sandra	Jackson	Federal Highway Administration	Washington	DC
Louis	Jones	Maryland Department of Transportation		MD
Maital	Kaminer	So Others Might Eat (S.O.M.E.)		
George	Kandathil	Tri-County Council for Southern Maryland		MD
Jerry	Kasunic	Department of For-Hire Vehicles		DC
Andrea	Lasker	Prince George's County DPWT – The Bus	Upper Marlboro	MD
Tomeka	Lee	Capitol Hill Village	Washington	DC
Marci	LeFevre	City of Hyattsville	Hyattsville	MD
Peter	Leisen	The Arc of Northern Virginia	Falls Church	VA
James	Lewis	City of Alexandria Traffic & Parking Board and Transportation Commission	Alexandria	VA
Valesca	Maldonado	Fairfax County Department of Neighborhood/Community Services	Fairfax	VA
Robert	Malone	The Arc of Prince George's County	Largo	MD
Leslie	Martin	Virginia Department of Transportation – Northern Virginia District	Fairfax	VA
Nechama	Maslansky	So Others Might Eat (S.O.M.E.)	Washington	DC
Susie	McFadden-Resper	DC Office of Disability Rights	Washington	DC
Sarah	McGowan	Dulles Areas Transportation Association		VA
Angela	Miller	Direct Action (for People with Disabilities)	Washington	DC
Glenn	Millis	WMATA - Office of ADA Policy & Planning	Washington	DC
Heidi	Mitter	VDOT – Northern Virginia District		VA
Sherri	Mohebbi	IT Curves		MD

First	Last	Organization	City	St
Zanelle	Nichols	ECHO		VA
Sam	Oji	Montgomery County DOT	Rockville	MD
Bill	Orleans	Member of the public		MD
Era	Pandya	Montgomery County Public Schools (works with children in low-income families)	Montgomery County	MD
Erica	Paris	DC Office of Disability Rights	Washington	DC
Doug	Pickford	Dulles Areas Transportation Association		VA
Maxine	Powell	Maryland Department of Transportation		MD
Karen	Randolph	District Department of Transportation – Title VI/Language Acces	Washington	DC
Mark	Rawlings	District Department of Transportation	Washington	DC
Doris	Ray	ENDependence Center of Northern Virginia	Arlington	VA
Brenda	Richardson	Women Like Us	Washington	DC
Lorena	Rios	Hispanic Chamber of Commerce of Northern Virginia	Reston	VA
Amir	Shaphar	Virginia Department of Transportation – Northern District	Fairfax	VA
Neil	Sherman	Virginia Dept. of Rail & Public Transportation (DRPT)	Richmond	VA
Shiva	Shrestha	Maryland State Highway Administration	Baltimore	MD
Kelley	Simoneaux	Representing Fairfax, Virginia	Fairfax	VA
Karen	Smith	The Arc of Greater Prince William	Woodbridge	VA
Zachary	Smith	DDOT Equity and Accessibility Program Analyst	Washington	DC
Kari	Snyder	Maryland Department of Transportation	Hanover	MD
Roy	Spooner	Yellow Paratransit. Inc.	Washington	DC
Rev. Gloria	Swieringa	Prince George's County Commission for Individuals with Disabilities	Ft. Washington	MD
Cristina	Vandroff	Tri-County Council for Southern Maryland		MD
Brittany	Voll	Virginia Dept. Of Rail & Public Transportation (DRPT)	Richmond	VA
Ashley	Ware	The Arc of Prince George's County		
Andrew	Wexler	Arlington County Department of Environmental Services	Arlington	VA
Angela	White	Greater DC-Maryland National MS Society	Washington	DC

## **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>WAV*</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>Hospital for Sick Children Transportation Services</b>	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="https://international.childrensnational.org/">https://international.childrensnational.org/</a>
<b>National Children's Center Transportation Services</b>	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="https://hschealth.org/">https://hschealth.org/</a>
<b>Friend's House Retirement Community</b>	DC Metropolitan area and Baltimore for specific events	Older adults aged 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>
<b>Jewish Council for the Aging of Greater Washington, ElderBus Services</b>	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	<a href="http://www.accessjca.org/">http://www.accessjca.org/</a>
<b>Jewish Council for the Aging of Greater Washington, Connect-A-Ride</b>		Older adults 50 years and up, persons with disabilities	Y	No fees	The Jewish Federation, JCA's fund raising, United Way, Combined Federal Campaign	<a href="http://www.accessjca.org/">http://www.accessjca.org/</a>

**\*Wheelchair Accessible Vehicle**

<b>Jewish Council for the Aging of Greater Washington, Escorted Transportation</b>		<p>Customers must complete an intake form, provide proof of income, and have a doctor or social worker complete a disability form – The Escorted Transportation Program assists customers who need door through door assistance; are not capable of driving themselves or of using public transportation due to physical or cognitive issues; have a household income of less than \$40,000 per year. Call 240-395-0915 for details</p>	<p>Y</p>	<p>Customers contribute based on household income level. Montgomery County Department of Health and Human Services pays the remainder of the cost.</p>	<p>The Jewish Federation, JCA's fund raising, United Way, Combined Federal Campaign</p>	<p><a href="http://www.accessjca.org/">http://www.accessjca.org/</a></p>
<b>Virginia Department of Medical Assistance Services, Virginia Non-Emergency Medicaid Transportation Brokerage</b>	<p>All of Virginia, and medical providers in DC and MD</p>	<p>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</p>	<p>Y</p>	<p>No fees</p>	<p>State and Federal</p>	<p><a href="https://www.dmas.virginia.gov/providers/transportation/non-emergency-transport/">https://www.dmas.virginia.gov/providers/transportation/non-emergency-transport/</a></p>
<b>Washington Metropolitan Area Transit Authority (WMATA), MetroAccess</b>		<p>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</p>	<p>Y</p>	<p>MetroAccess fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$6.50. Exact fare is required.</p>	<p>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</p>	<p><a href="https://www.wmata.com/service/accessibility/">https://www.wmata.com/service/accessibility/</a></p>

		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.			shared among the federal, District of Columbia and participating local governments in the Zone	
<b>Amyotrophic Lateral Sclerosis Association DC/MD/VA Chapter Transportation Services</b>	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 – To be eligible, a person must have a diagnosis of ALS; reside in the Chapter's service area of DC, Maryland or Virginia; and have no other available transportation. Individuals with ALS must be able to exit their home or building without the assistance of the driver, either on foot or with a wheelchair ramp. We highly recommend the individual be accompanied by a caregiver in some cases the transportation company may require an attendant for the individual served. The van drivers are solely there to drive the van and cannot assist with getting the individuals into or out of the home and they cannot accompany the patient into the appointment	Y	No fees	Public donations, foundation grants, United Way, CFC, CHC of Maryland and Virginia	<a href="http://www.alsa.info.org">http://www.alsa.info.org</a>

<b>Transport-U Transportation Services</b>	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>
<b>National Multiple Sclerosis Society, National Capital Chapter, Transportation program</b>	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="https://www.nationalmssociety.org/Chapters/MDM">https://www.nationalmssociety.org/Chapters/MDM</a>
<b>Jewish Community Center of Northern Virginia, NV Rides</b>	Throughout Northern Virginia	No documentation required, application process varies by program -- non-driving older adults aged 50 years and up residing in Northern Virginia -- 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>
<b>Sunrise Community of Maryland, Inc., Day Habilitation Program</b>	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="https://health.maryland.gov/dda/Pages/sunrisegroup.aspx">https://health.maryland.gov/dda/Pages/sunrisegroup.aspx</a>

<b>CHI Centers, Inc.</b>	Montgomery County and Prince George's County in Maryland	Transportation services are provided to certain adults with disabilities who are clients of the agency's Residential and Day programs.	Y	No fees	Primarily DDA, Enhanced Mobility; also, Private Donations	<a href="http://chiservices.org/">http://chiservices.org/</a>
<b>KKARRE, LLC, To Go Shuttle</b>	All of Washington, DC and most of Silver Spring, Kensington, Takoma Park, Chevy Chase, Bethesda, and Rockville Metropolitan Washington	No documents required – Youth from 16-18, seniors 55-85, anyone who needs to use a wheelchair	Y	Flat rate	SOME COUNTY, DEPARTMENT OF COMMUNITY SERVICES	<a href="http://www.togoshuttle.com">http://www.togoshuttle.com</a>
<b>New Horizons Supported Services, Inc., Personal Supports</b>	Upper Marlboro and Prince Georges County		N	Free		<a href="https://www.nhssi.org/">https://www.nhssi.org/</a>
<b>Rappahannock-Rapidan Regional Commission, Academy Bus</b>	Commuter bus route in Virginia that runs from Culpeper to Fauquier to multiple stops in Washington DC		Y	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.		<a href="https://www.rrcommute.org/commuter-transportation">https://www.rrcommute.org/commuter-transportation</a>
<b>Abilities-Ride Program, WMATA Regency Taxi and Silver Cab</b>	Maryland	Take up to 4 rides per day. Reservations are not needed, but they are strongly encouraged. Trips must begin or end in Maryland. One Personal Care Assistant (PCA) can travel with the customer at no added cost – Must have current	Y	Customer pays the first \$5, Metro pays the next \$15, and customer pays any amount over a \$20 fare.	WMATA budget	<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>



		MetroAccess certification -- If you choose to join the Abilities-Ride program, you will continue to call MetroAccess to make trip reservations. MetroAccess will decide whether your trip will be moved to one of the Abilities-Ride providers or remain with MetroAccess. If the trip is moved, you will receive a text message and / or phone call from the Abilities-Ride provider. If the trip remains on MetroAccess, you will receive the normal MetroAccess reminder call				
<b>Fauquier County famsRIDE and Call Center</b>	Culpeper, Orange, Fauquier, Madison, and Rappahannock Counties		Y	No fees		<a href="https://www.fams.org/">https://www.fams.org/</a>
<b>Simon Transportation LLC (Non-Emergency Transportation)</b>	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>

<b>Alexandria Providers</b>						
<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>Alexandria City Community Services Board, Transportation Services</b>	City of Alexandria and surrounding area as needed to serve agency clients		Y	None	City of Alexandria, State of VA, Federal Block Grants, other smaller grants, fees	<a href="https://www.alexandriava.gov/CSB">https://www.alexandriava.gov/CSB</a>
<b>Alexandria Department of Transportation and Environmental Services/Transit Services, Alexandria DOT Paratransit</b>	DOT provides service throughout the City of Alexandria, City of Falls Church, Arlington County, Fairfax County and Fairfax City		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="https://www.alexandriava.gov/tes/info/default.aspx?id=6538">https://www.alexandriava.gov/tes/info/default.aspx?id=6538</a>

**\*Wheelchair Accessible Vehicle**

**Arlington Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>Arlington County Intellectual and Developmental Disability Services transportation</b>	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			<a href="https://aging-disability.arlingtonva.us/programs/dev-disability/">https://aging-disability.arlingtonva.us/programs/dev-disability/</a>
<b>Arlington County Agency on Aging, STAR Senior Loops</b>	Arlington County. Residents aged 60 and above - 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 1 mile of Columbia Pike, (2) within a 2-mile radius of the Lee-Harrison Shopping Center, and	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="https://aging-disability.arlingtonva.us/resources/transportation/">https://aging-disability.arlingtonva.us/resources/transportation/</a>

**\*Wheelchair Accessible Vehicle**

	(3) the Crystal City / Pentagon City area.					
<b>Arlington County Agency on Aging, STAR Assisted Transportation Service (STAR Assist)</b>	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 aged 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 to 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="https://aging-disability.arlingtonva.us/resources/transportation/">https://aging-disability.arlingtonva.us/resources/transportation/</a>
<b>Arlington County Agency on Aging, STAR Interim Eligibility</b>	Arlington, Northern Virginia inside the Beltway and Washington, DC	Copy of the application that has been submitted to MetroAccess – Arlington residents aged 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	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 2 health care centers near the beltway in Fairfax County: Inova Fairfax	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	<a href="https://aging-disability.arlingtonva.us/resources/transportation/">https://aging-disability.arlingtonva.us/resources/transportation/</a>

				Hospital/Woodburn Mental Health at 3300 Gallows Road and Alzheimer's Family Day Center, 2812 Old Lee Highway	overseen by the Arlington Agency on Aging.	
<b>Arlington County Agency on Aging, STAR Temporary Eligibility</b>	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 able 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="https://aging-disability.arlingtonva.us/resources/transportation/">https://aging-disability.arlingtonva.us/resources/transportation/</a>

<p><b>Arlington County Agency on Aging, STAR Temporary Eligibility</b></p>	<p>Arlington, Northern Virginia inside the Beltway and Washington, DC</p>	<p>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 able to apply for permanent MetroAccess eligibility</p>	<p>Y</p>	<p>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</p>	<p>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.</p>	<p><a href="https://aging-disability.arlingtonva.us/resources/transportation/">https://aging-disability.arlingtonva.us/resources/transportation/</a></p>
<p><b>Arlington County Agency on Aging, Super Senior Taxi</b></p>	<p>Arlington County and beyond, trips must begin or end in Arlington County</p>	<p>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 aged 70 and over</p>	<p>Y</p>	<p>Fares are the same as any taxi, participants may buy \$20 books of taxi coupons for \$10, may purchase up to</p>	<p>The Senior Loops are funded with federal Older Americans Act funds, Virginia, and Arlington funds. Additional funding comes from the</p>	<p><a href="https://aging-disability.arlingtonva.us/resources/transportation/">https://aging-disability.arlingtonva.us/resources/transportation/</a></p>

				20 books per year	Commonwealth of Virginia General Fund and the Arlington County General Fund. The programs are overseen by the Arlington Agency on Aging.	
<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 aged 55 and over	Y	\$20 annual registration fee plus \$2.50 each way	Arlington County General Fund	<a href="https://parks.arlingtonva.us/programs/adults-55/55-membership/">https://parks.arlingtonva.us/programs/adults-55/55-membership/</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 (DC and Northern Virginia inside I-495, the Fairfax Hospital/Woodburn complex & 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="https://departments.arlingtonva.us/des/">https://departments.arlingtonva.us/des/</a>



**Charles County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>Charles County Nursing and Rehabilitation Center, Transportation Services</b>	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>
<b>Charles County Department of Planning and Growth Management, VanGO Specialized Services</b>	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. Reduced fare ranging from \$0.50 - \$1.50, depending on approval.	County General Funds, Maryland Transit Administration, Federal Transit Administration	<a href="https://www.charlescountymd.gov/services/transportation/vango-public-transportation/vango-specialized-services">https://www.charlescountymd.gov/services/transportation/vango-public-transportation/vango-specialized-services</a>

**Washington, DC Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>Seabury Resources for Aging (SRA), Seabury Connector</b>	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>
<b>DC Center for Independent Living, Transportation Services</b>	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>
<b>St. John's Community Services Transportation Services</b>	Washington, DC	Agency clients in DC	Y		Medicaid	<a href="http://www.sjcs.org/">http://www.sjcs.org/</a>

<b>East River Family Strengthening Collaborative Project KEEN - Lead Agency for Ward 7, KEEN Transportation Services</b>	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="https://erfsc.org/senior-services-programs/">https://erfsc.org/senior-services-programs/</a>
<b>Hattie Holmes Senior Wellness Center Transportation Services</b>	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="https://dcoa.dc.gov/service/senior-wellness-centers">https://dcoa.dc.gov/service/senior-wellness-centers</a>
<b>Model Cities Senior Wellness Center Transportation Services</b>	Washington DC	DC residents 60 years and up	N	No fee, donations accepted		<a href="https://dacl.dc.gov/service/senior-wellness-centers-0">https://dacl.dc.gov/service/senior-wellness-centers-0</a>
<b>South Washington/West of the River Family Strengthening Collaborative - Lead Agency for Ward 6, Senior Transportation Services</b>	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>
<b>VIDA Senior Center, Transportation Services</b>	Neighborhoods around VIDA Senior Center in NW Washington, DC	Older adults aged 60 and up who use VIDA center	N	No fee, donations accepted		<a href="http://www.vidaseniorcenters.org/">http://www.vidaseniorcenters.org/</a>

<b>Medical Transportation Management Inc, Medicaid Non-Emergency Transportation</b>	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>
<b>Transport D</b>	Washington, DC zip codes	MetroAccess customers only. Unrestricted rides for the first 15 days of the month; only medical and employment trips for the rest of the month.	Y	\$7 each one-way ride: Each one-way trip is \$7.00, which can be paid by cash, credit card, or debit card	DC Department of For-Hire Vehicles	<a href="https://dfhv.dc.gov/service/transport-dc">https://dfhv.dc.gov/service/transport-dc</a>
<b>Woodley House, Woodley House</b>	Washington, DC zip codes	Agency clients only. Serves clients living with chronic mental illness.	Y	No fees for current clients.	Enhanced Mobility, DC Department of Behavioral Health	<a href="http://woodleyhouse.org">http://woodleyhouse.org</a>

**Falls Church Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<p><b>City of Falls Church Housing and Human Services Unit, City of Falls Church Fare Wheels</b></p>	<p>City of Falls Church</p>	<p>Documentation to verify residence, age, disability, and income must accompany the application – Acceptable income documentation may include current federal income tax return or Social Security award letter if you are not required to file taxes. Acceptable disability documentation may include Social Security or Veteran's award letter. City of Falls Church residents, 62 years of age, or permanently and totally disabled, gross annual income not exceeding \$37,000.</p>	<p align="center">Y</p>	<p>Monthly co-pay \$10.00</p>		<p><a href="http://www.fallschurchva.gov/700/Transportation-Assistance">http://www.fallschurchva.gov/700/Transportation-Assistance</a></p>

**Fauquier County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>Fauquier County famsRIDE and Call Center</b>	Culpeper, Orange, Fauquier, Madison, and Rappahannock Counties		Y	No fees		<a href="https://www.fams.org/">https://www.fams.org/</a>
<b>Rappahannock-Rapidan Regional Commission, Academy Bus</b>	Commuter bus route in Virginia that runs from Culpeper to Fauquier to multiple stops in Washington DC		Y	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.		<a href="https://www.rrcommute.org/commuter-transportation">https://www.rrcommute.org/commuter-transportation</a>

### Frederick County Providers

Name	Service Area	Eligibility	WAV	Fee Structure	Source of Funds	Website
<b>Family Partnership Transportation Services</b>	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="https://frederickcountymd.gov/55/Family-Partnership">https://frederickcountymd.gov/55/Family-Partnership</a>
<b>Frederick Community Action Agency Transportation Service</b>	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.cit.yoffrederick.com/fcaa">http://www.cit.yoffrederick.com/fcaa</a>
<b>Frederick County Department of Aging Transportation Services</b>	Limited transportation available from senior centers which are 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>
<b>YMCA Frederick County Head Start, Transportation Services</b>	Frederick County	Frederick County residents – Children from 3 years to 5 years and their income-eligible families – Federal Poverty Guideline maximums	N	No fee for eligible families	Federal Government, State of Maryland	<a href="http://www.frederickymca.org">www.frederickymca.org</a>
<b>TransIT Services of Frederick County, TransIT</b>	Frederick City, Walkersville, Brunswick, Jefferson,	None – General Public	Y	\$1.50 one-way cash fare, 0.75 one-way cash fare for reduced	Maryland Transit Administration State & Federal funds	<a href="http://www.FrederickCountyMD.gov/transit">http://www.FrederickCountyMD.gov/transit</a>



	Emmitsburg, Thurmont			fair ID & seniors, \$4.00 one-day pass available only for mobile app.	(FTA) and County funds	
<b>TransIT Services of Frederick County, TransIT- Plus</b>	Frederick County, Maryland	Older adults 60 years and up and persons with disabilities - Frederick County residents	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>

<b>Daybreak Adult Day Services, Transportation Services</b>	Frederick County, MD	No specific documents required for transportation, but must be participant in day program – Older adults aged 55 and up and younger adults on an individual basis, with age related medical and/or memory impairments – Subsidized program fees are income dependent	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.daybreakadultday.org/">http://www.daybreakadultday.org/</a>
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**Fairfax County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>Shepherd's Center of Oakton-Vienna, Shepherd's Center of Oakton-Vienna Transportation Services</b>	Oakton and Vienna, Virginia	Older 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>
<b>Shepherd's Center of Northern Virginia, Annandale-Springfield, Shepherd's Center of Northern Virginia, Annandale-Springfield Transportation Services</b>	Annandale and Springfield	None – Older adults 50 years and up, residing in Annandale and Springfield	N	None	Donations, fundraising	<a href="https://shepherdscenter-annandale.org/our-services/">https://shepherdscenter-annandale.org/our-services/</a>
<b>Fairfax County Neighborhood and Community Services, Seniors-on-the-Go!</b>	All the Washington DC Metropolitan area if beginning trip origin is in Fairfax County. May be used to travel to regional airports but will not be able to use from area	Older adults aged 65 and up who reside in Fairfax County or the City of Fairfax and have an annual income of \$40,000 or less as an individual or \$50,000 or less if registering as a married couple	Y	Discounted coupon booklets are \$20 for \$33 in taxicab fare. Allowed 16 \$33 coupon booklets in a 12-month period		<a href="http://www.fairfaxcounty.gov/fcdot/seniors.htm">http://www.fairfaxcounty.gov/fcdot/seniors.htm</a>

	airports. When end destinations are outside of Fairfax County, must use the original cab operator to schedule return trip					
<b>Fairfax County Neighborhood and Community Services, Fairfax County TaxiAccess</b>	All the Washington DC Metropolitan area as long as beginning trip origin is in Fairfax County. May be used to take to regional airports but will not be able to use from area airports. When end destinations are outside of Fairfax County, must use the original cab operator to schedule return trip	Registered with MetroAccess – Copy of MetroAccess ID card – Resident of Fairfax County or the City of Fairfax with a disability and is registered with MetroAccess	Y	Discounted coupon booklets are \$10 for \$33 in taxicab fare, allowed 8 \$33 coupon booklets in a 12-month period		<a href="http://www.fairfaxcounty.gov/fcdot/taxiaccess.htm">http://www.fairfaxcounty.gov/fcdot/taxiaccess.htm</a>
<b>Annandale Christian Community for Action, Annandale Christian Community for Action Transportation Services</b>	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="https://accacares.org/transportation-2/">https://accacares.org/transportation-2/</a>

<b>City of Fairfax CUE Bus, Fairfax City - City Wheels Paratransit Service</b>	Throughout City of Fairfax, George Mason University, Vienna Metro station and Fair Oaks Hospital	Physician certification – Physician certification of disability as defined by ADA	Y	\$3.20 per service. Senior citizens and persons with disabilities may obtain a CUE Bus identification card to receive the reduced bus fare of 85 cents.	Taxes	<a href="http://www.cuebus.org">http://www.cuebus.org</a>
<b>Fairfax County Department of Community and Recreation Services, Human Services Transportation (Fastran)</b>	For trips within Fairfax County.	Completed application and in some cases income verification. Call for details. – Fairfax County residents who are sponsored and certified by a county human services agency. Each program has its own eligibility requirements. Contact agency for specific details.	Y	Call for details.	Fairfax County Government	<a href="https://www.fairfaxcounty.gov/neighborhood-community-services/transportation">https://www.fairfaxcounty.gov/neighborhood-community-services/transportation</a>
<b>Shepherd's Center of Fairfax-Burke, Shepherd's Center of Fairfax-Burke</b>	Fairfax and Burke, Virginia	Transportation to Medical Appointments Available Monday - Friday – 9:30 AM - 4:30 PM - We are unable to accommodate wheelchairs, participants must be able to get into and out of a vehicle independently – Can provide transportation services to older adults who live East of Fairfax County Parkway/286, West of Prosperity, Guinea, and Rolling Rd, South of Route 50, North of Old Keene Mill Road	N	Free		<a href="http://www.scfbva.org">http://www.scfbva.org</a>

<b>Shepherd's Center of Fairfax-Burke, Shepherd's Center, South County</b>	South County Area of Alexandria, Virginia	We are unable to accommodate wheelchairs, participants must be able to get into and out of a vehicle independently – Services are available to adults 50 years and older, residing in the south county area and Alexandria, VA	N	Free		<a href="http://www.scfbva.org">http://www.scfbva.org</a>
<b>Shepherd's Center of Western Fairfax</b>	Centreville, Chantilly, Clifton, VA	We serve clients that are older adults, 50+ years old who no longer drive or have access to a car. This branch only services clients living in the Clifton, Centreville, and Chantilly areas.	N	Free		<a href="http://www.scwfc.org">http://www.scwfc.org</a>
<b>Fairfax County Government, Neighborhood and Community Services, Critical Medical Care Services</b>	For trips within Fairfax County.	Must be a resident of Fairfax County. Transportation service under this program is not guaranteed but is provided on a space-available basis – Fees assessed on a sliding scale with no income cap	Y	Fees assessed on a sliding scale with no income cap.		<a href="https://www.fairfaxcounty.gov/neighborhood-community-services/transportation">https://www.fairfaxcounty.gov/neighborhood-community-services/transportation</a>
<b>Fairfax County Government, Neighborhood and Community Services, TOPS</b>	For trips within Fairfax County, with some modes of transportation to surrounding jurisdictions.	Contact provider for details – Fairfax County resident	N	Contact provider for details.		<a href="https://www.fairfaxcounty.gov/neighborhood-community-services/transportation">https://www.fairfaxcounty.gov/neighborhood-community-services/transportation</a>
<b>Fairfax County Government, Neighborhood and Community Services, Mobility Management Services</b>	Fairfax County and coordination with surrounding jurisdictions.	No income requirements – Fairfax County resident	N	No fees		<a href="https://www.fairfaxcounty.gov/neighborhood-community-services/transportation">https://www.fairfaxcounty.gov/neighborhood-community-services/transportation</a>

**Loudoun County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>Loudoun County Area Agency on Aging, Senior Center and Adult Day Center transportation service</b>	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>Virginia Regional Transportation Association, Virginia Regional Transit</b>	Loudoun County and West Falls Church Metro Station to and from Ashburn	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	\$0.50 one way for most fixed routes, ADA/Demand Response from \$1 to \$3, West Falls Church Metro commuter route \$1.75	Federal, State, and Local	<a href="http://www.vatransit.org">http://www.vatransit.org</a>
<b>Loudoun County Transit and Commuter Services, On-Demand Paratransit Bus Service</b>	Loudoun County, Virginia	Persons with disabilities who cannot use public transit because of their disability can use the ADA paratransit services. To be eligible you must: Meet the disability guidelines of the Americans with Disabilities Act; be unable to access the service's fixed-route bus due to your disability; and be approved to use Metro Access or file an application or receive approval from ADA Ride to use Loudoun County Transit through ADA Ride and	Y		State and County	<a href="https://www.loudoun.gov/3303/Paratransit-Bus-Service">https://www.loudoun.gov/3303/Paratransit-Bus-Service</a>

		be approved for paratransit service. If you have a short-term disability that prevents you from accessing local buses, you can get temporary approval for paratransit services -- Loudoun County residents and ADA-certified people who are visiting from outside Loudoun County. For visitors, eligibility will be valid for up to 21 days in a rolling 12-month period				
<b>Loudoun County Transit and Commuter Services, Complementary Paratransit Bus Service</b>	Loudoun County, Virginia	Persons with disabilities who cannot use public transit because of their disability can use the ADA paratransit services. To be eligible you must: Meet the disability guidelines of the Americans with Disabilities Act; be unable to access the service's fixed-route bus due to your disability; and be approved to use Metro Access or file an application or receive approval from ADA Ride to use Loudoun County Transit through ADA Ride and be approved for paratransit service. If you have a short-term disability that prevents you from accessing local buses, you can get temporary approval for paratransit services -- Loudoun County residents and ADA-certified people who are visiting from outside Loudoun County. For visitors, eligibility will be valid for up to 21 days in a rolling 12-month period	Y	\$2.00 for each one-way trip	State and County	<a href="https://www.loudoun.gov/3303/Paratransit-Bus-Service">https://www.loudoun.gov/3303/Paratransit-Bus-Service</a>



**Montgomery County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>The Arc Montgomery County, The Arc Montgomery County</b>	Montgomery County	Must be receiving support in The Arc programs. -- Passengers must receive support from The Arc Montgomery County's programs.	Y		Primarily DDA	<a href="http://thearcofmontgomerycounty.org/">http://thearcofmontgomerycounty.org/</a>
<b>Montgomery County Department of Transportation, Division of Transit Services, Call 'N Ride Program</b>	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. -- Proof of Montgomery County Residence, proof of age, proof of household income, passport photo and proof of disability (for applicants 18-66). -- Low-income seniors (67 years and older) and low-income individuals with disabilities (18 years and older) who reside in Montgomery County. 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. Income Requirements - Low income.	Government	<a href="http://www.montgomerycountymd.gov/DO T-Transit/seniors.html">http://www.montgomerycountymd.gov/DO T-Transit/seniors.html</a>
<b>Family Services, Inc. The Support Center, The Support Center Medical Adult Day Services with transportation</b>	Montgomery County, Maryland only	Must be a participant of The Support Center residing within its service area -- Enrollment in The Support Center -- Participants of the Support Center and age 21 and up with a disability or older adults	Y	Individually determined by financial and physical qualifications	Maryland Medicaid, DC Medicaid, DDA, County Funding, and State Grant	<a href="http://www.thesupportcenter.net/">http://www.thesupportcenter.net/</a>

<b>Easter Seals Serving DC MD VA, Easter Seals Transportation Program for Adult Day Services</b>	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, Veterans Administration, Montgomery County Department of Aging	<a href="https://www.easterseals.com/DCMDVA/">https://www.easterseals.com/DCMDVA/</a>
<b>Jewish Social Service Agency, Brenner Escorted Transportation</b>	Primarily Montgomery County but also Washington DC, northern Virginia, and Baltimore (originating in Montgomery County).	Completed application and if requesting a subsidy proof of income and assets. Physician, Social Worker, or RN contact info required for all clients to determine the need for escorted transportation. – Frail seniors over 60 and disabled adults who are unable to take other means of transportation to necessary appointments.	Y	Passengers pay an hourly fee billed to them each month	Endowments, fees, private grants, and Montgomery County grants.	<a href="https://www.jsa.org/get-help/seniors/transportation/brenner-transportation-program/">https://www.jsa.org/get-help/seniors/transportation/brenner-transportation-program/</a>
<b>Montgomery County Area Agency on Aging, Program Transportation Services</b>	Within Montgomery County and depends on individual senior center location	Form with address required to determine if senior resides within bus route – Older adults 60 and up	Y	No fees, donations accepted	Montgomery County funding	<a href="https://www.montgomerycountymd.gov/senior/transportation.html">https://www.montgomerycountymd.gov/senior/transportation.html</a>
<b>Montgomery County Area Agency on Aging, Senior Program Transportation Services</b>	Within Montgomery County and depends on individual senior center location	Form with address required to determine if senior resides within bus route – Older adults 60 years and up	Y	No fees, donations accepted	Montgomery County funding	<a href="https://www.montgomerycountymd.gov/senior/transportation.html">https://www.montgomerycountymd.gov/senior/transportation.html</a>

<b>Montgomery County Area Agency on Aging, Senior Program Transportation Services</b>	Within Montgomery County and depends on individual senior center location	Form with address required to determine if senior resides within bus route – Older adults 60 and up	Y	No fees, donations accepted	Montgomery County funding	<a href="https://www.montgomerycountymd.gov/senior/transportation.html">https://www.montgomerycountymd.gov/senior/transportation.html</a>
<b>Montgomery County Area Agency on Aging, Senior Program Transportation Services</b>	Several Montgomery County senior centers	Form with address required to determine if senior resides within bus route	Y	No fees	Montgomery County funding	<a href="https://www.montgomerycountymd.gov/senior/transportation.html">https://www.montgomerycountymd.gov/senior/transportation.html</a>
<b>Montgomery County Area Agency on Aging, Senior Program Transportation Services</b>	Within Montgomery County and depends on individual senior center location	Form with address required to determine if senior resides within bus route – Older adults 60 and up	Y	No fees, donations accepted	Montgomery County funding	<a href="https://www.montgomerycountymd.gov/senior/transportation.html">https://www.montgomerycountymd.gov/senior/transportation.html</a>
<b>Montgomery County Area Agency on Aging, Senior Program Transportation Services</b>	Within Montgomery County and depends on individual senior center location	Form with address required to determine if senior resides within bus route – Older adults 60 and up	Y	No fees, donations accepted	Montgomery County funding	<a href="https://www.montgomerycountymd.gov/senior/transportation.html">https://www.montgomerycountymd.gov/senior/transportation.html</a>
<b>Montgomery County Area Agency on Aging, Senior Program</b>	Within Montgomery County and depends on individual senior center location	Form with address required to determine if senior resides within bus route – Older adults 60 and up	Y	No fees, donations accepted	Montgomery County funding	<a href="https://www.montgomerycountymd.gov/senior/transportation.html">https://www.montgomerycountymd.gov/senior/transportation.html</a>

<b>Transportation Services</b>						
<b>Montgomery County Area Agency on Aging, Senior Program Transportation Services</b>	Within Montgomery County and depends on individual senior center location	Form with address required to determine if senior resides within bus route – Older adults 60 and up	Y	No fees, donations accepted	Montgomery County funding	<a href="https://www.montgomerycountymd.gov/senior/transportation.html">https://www.montgomerycountymd.gov/senior/transportation.html</a>
<b>Montgomery County Area Agency on Aging, Senior Program Transportation Services</b>	Within Montgomery County and depends on individual senior center location	Form with address required to determine if senior resides within bus route – Older adults 60 and up	Y	No fees, donations accepted	Montgomery County funding	<a href="https://www.montgomerycountymd.gov/senior/transportation.html">https://www.montgomerycountymd.gov/senior/transportation.html</a>
<b>Montgomery County Area Agency on Aging, Villages</b>	Villages	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 – Montgomery County residents	N	Sometimes villages charge membership fees.	Montgomery County funding	<a href="https://www.montgomerycountymd.gov/senior/transportation.html">https://www.montgomerycountymd.gov/senior/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 Rod, and Randolph Road on the north; Viers Mill Road, Georgia	Call one week before the date that transportation service is needed -- -- Persons in dire need of financial assistance, emergency food delivery, or transportation who reside in the Bethesda Help service area	N	No fees	Private Donations	<a href="http://www.bethesdahelp.org/">http://www.bethesdahelp.org/</a>

	Avenue, and 16th Street on the east; and the Potomac River on the west.					
<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 to provide service to you and must be within our service area. However, 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	Y	Rides are no cost to you, but you are responsible for any parking fees where applicable. Please be prepared to pay cash or credit/debit card for any facilities that charge for parking and do not validate.	Grants, Private Donations	<a href="https://www.gaithersburghelp.org/get-help/transportation/">https://www.gaithersburghelp.org/get-help/transportation/</a>

		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 elderly and/or disabled clients who live in Gaithersburg within our service area who call, if there is a need, we will try to help				
<b>Senior Connection, Senior Connection Transportation Services</b>	Southern Montgomery County	Trip requests are for travel within Montgomery County only -- No document required, just information given on the phone -- To be eligible for this program, you must be a Montgomery County resident aged 60 or older -- Applications are required for service.	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	If using wheelchair, must be able to transfer -- No documentation required -- Persons who reside in the Western Upper MC Help service area who do not have their own transportation or cannot use it on specific occasions -- Must live in Poolesville, Beallsville, Barnesville, Dickerson or Boyds	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="https://www.montgomerycountymd.gov/senior/transportation.html">https://www.montgomerycountymd.gov/senior/transportation.html</a>
<b>Community Support Services, Inc., Community Support Services Inc.</b>	Montgomery County	Must be receiving support in Community Support Services programs.	Y	No fees	Primarily DDA, Enhanced Mobility	<a href="https://www.css-md.org/">https://www.css-md.org/</a>



**Prince George's County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>The Arc of Prince George's County Transportation Services</b>	All areas of Prince Georges County	Program participants	Y	No fees	Developmental Disabilities Administration	<a href="https://www.hearcofpgc.org/our-programs/adult/transportation/">https://www.hearcofpgc.org/our-programs/adult/transportation/</a>
<b>City of Bowie Senior Center Transportation</b>	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>
<b>City of Laurel, Department of Parks and Recreation, City of Laurel Transportation Services</b>	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="https://www.cityoflaurel.org/parks/senior-services">https://www.cityoflaurel.org/parks/senior-services</a>
<b>City of New Carrollton, City of New Carrollton Ride-A-Bus</b>	Five-mile radius of City of New Carrollton	Call for details – Older adults or persons with disabilities residing in the City of New Carrollton	Y	Free	State of Maryland	<a href="https://www.newcarrolltonmd.gov/our_community/senior_transportation">https://www.newcarrolltonmd.gov/our_community/senior_transportation</a>

<p><b>Prince Georges County Department of Public Works and Transportation, Prince George's County Call-A-Bus</b></p>		<p>You must be a resident of Prince Georges County resident. Please note: Priority given to older adults aged 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.</p>	<p>Y</p>	<p>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.</p>	<p>County Funding, Capital, and Operating Grants</p>	<p><a href="https://www.princegeorgescounty.md.gov/1138/Call-a-Bus">https://www.princegeorgescounty.md.gov/1138/Call-a-Bus</a></p>
<p><b>Prince Georges County Department of Public Works and Transportation, Prince George's County Call-A-Cab</b></p>		<p>If applying as a senior citizen, you may present a copy of your driver's 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 doctor's 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</p>	<p>N</p>	<p>Eligible persons may purchase a coupon book for \$10.00 which has \$20.00 worth of coupons to use as taxi fare</p>	<p>County Funding</p>	<p><a href="https://www.princegeorgescounty.md.gov/1102/Call-a-Cab">https://www.princegeorgescounty.md.gov/1102/Call-a-Cab</a></p>

<b>Prince Georges County Department of Public Works and Transportation, Prince Georges County Senior Transportation Services</b>		A picture ID may be requested for proof of age, no other documentation required. – Prince Georges County residents sixty years of age or older and persons with disabilities	Y	No fees	County Funding, Capital, and Operating Grants	<a href="https://www.princegeorgescountymd.gov/1100/Senior-Transportation-Services">https://www.princegeorgescountymd.gov/1100/Senior-Transportation-Services</a>
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**Prince William County Providers**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>The Arc of Greater Prince William/INSIGHT, The Arc of Greater Prince William/INSIGHT Transportation</b>		Resident of service area and participating in agency services. You must be a low-income 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, donations, grants, fees, etc.	
<b>Potomac and Rappahannock Transportation Commission, OmniLink Bus Service</b>	Woodbridge, Lake Ridge, Dale City, Dumfries, Manassas, Gainesville, Washington, DC/Arlington employment centers, Tysons Corner	Service is open to everyone. However, 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 aged 8 and under cannot ride unattended.	Y	\$7.70 one-way regular fare if cash. \$5.75 one-way fare if paying with a SmarTrip card. \$3.85 for Reduced fare 9:30am - 3:00pm and after 7:00pm	Federal, state, and funding from local jurisdictions	<a href="https://omniride.com/service/">https://omniride.com/service/</a>
<b>Potomac and Rappahannock Transportation Commission, Metro Direct Bus Service</b>	Woodbridge, Manassas, Gainesville, Franconia/Springfield Metro Station, West Falls Church Metro Station	None – Service is open to everyone. However, 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 aged 8 and under cannot ride unattended.	Y	\$3.30 one-way regular fare if cash. \$2.65 one-way fare if paying with a SmarTrip card. \$1.65 for Reduced fare 9:30am - 3:00pm and after 7:00pm	Federal, state, and funding from local jurisdictions	<a href="https://omniride.com/service/">https://omniride.com/service/</a>

<p><b>Potomac and Rappahannock Transportation Commission, OmniRide Bus Service</b></p>	<p>Woodbridge, Lake Ridge, Dale City, Dumfries, Manassas, Gainesville, Washington, DC/Arlington employment centers, Tysons Corner</p>	<p>None – Service is open to everyone. However, 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 aged 8 and under cannot ride unattended.</p>	<p>Y</p>	<p>\$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).</p>	<p>Federal, state, and funding from local jurisdictions</p>	<p><a href="https://omniride.com/service/">https://omniride.com/service/</a></p>
<p><b>Potomac and Rappahannock Transportation Commission, Wheels-to-Wellness</b></p>	<p>Prince William County</p>	<p>To qualify, applicants must be 80 years old or older; OR disabled as defined by the Americans with Disabilities Act; AND/OR Have income that is no greater than 1.9 times the federal poverty level and NOT BE eligible for Medicaid transportation services. In addition, the applicant must reside in Prince William County, Manassas City, or Manassas Park City, although trips do not have to begin or end in those areas. – Income must be not more than 1.9 times the federal poverty level and NOT BE eligible for Medicaid transportation services.</p>	<p>N</p>	<p>Participants are responsible for paying a \$3 co-pay for each one-way trip, as well as any remaining fare balance after the Wheels-to-Wellness payment.</p>	<p>Federal, state, and funding from local jurisdictions</p>	<p><a href="https://omniride.com/service/">https://omniride.com/service/</a></p>

**Taxi Companies**

<b>Name</b>	<b>Service Area</b>	<b>Eligibility</b>	<b>WAV</b>	<b>Fee Structure</b>	<b>Source of Funds</b>	<b>Website</b>
<b>Yellow Cab Company, Yellow Cab of DC</b>	Metropolitan Washington		Y	Current DC taxi rates		<a href="http://www.dcyellowcab.com/">http://www.dcyellowcab.com/</a>
<b>Yellow Cab of Prince William County, Yellow Cab of Prince William County</b>	Prince William County	To purchase, visit our office Monday through Thursday 8:30 am until 4:30 pm. and Friday 8:30 am until 3:30 pm. We must receive proof of age with every request. Please present a valid government issued ID as proof of age qualification – Must be a senior citizen aged 65 or older	Y	Fee structure is regulated by the County: \$3.00 for the first 0.1 of a mile, or fraction thereof for a single passenger; \$0.20 for each additional 0.1 of a mile, or fraction thereof; \$1.00 for each additional passenger, in excess of one, four(4) years of age and older; \$0.20 for each thirty-two seconds of waiting time (no charge for distance); \$2.00 Personal service charge (when driver must leave		<a href="https://www.yellowcabpw.com/">https://www.yellowcabpw.com/</a>

				the vicinity of the Taxi).		
<b>Diamond Transportation Services, Diamond Transportation Services</b>	Metropolitan Washington	Service is open to the 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 pickup and the distance of the trip. There is a pickup 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 an 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	<a href="https://www.nellc.com/diamondtransportation/">https://www.nellc.com/diamondtransportation/</a>
<b>Barwood Taxi, Barwood Taxi Service</b>	Can transport client anywhere if the trip originates or ends in Montgomery Count. The only exception is no pickup allowed in Prince Georges County, MD	No documentation required – Whether you live in Bethesda, Chevy Chase, Rockville, Gaithersburg, Germantown, Glen Echo, Silver Spring, Olney, Ashton, Burtonsville, Poolesville, White Oak, Laytonsville, Damascus, or anywhere in between, call us for safe, prompt and courteous taxi service. We can pick	Y	Current Montgomery County taxi rates <a href="http://www.montgomerycountymd.gov/DOT-Transit/taxi_reg/taximeterrate.html">http://www.montgomerycountymd.gov/DOT-Transit/taxi_reg/taximeterrate.html</a>		<a href="https://www.barwoodtaxi.com/">https://www.barwoodtaxi.com/</a>

		up or drop off in Washington, DC if the other end of the trip is in Montgomery County.				
<b>Regency Ca Taxi Services</b>	Mainly Montgomery County but serves entire Washington Metropolitan Area if either the pickup or drop off originates in Montgomery County, MD	No documentation required	Y	Current Montgomery County taxi rates	Provide by Share Holders	<a href="http://www.regencytaxi.com/">http://www.regencytaxi.com/</a>
<b>Alexandria White Top Cab Company Taxi Services</b>	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>
<b>Alexandria Yellow Cab Inc., Including Wheelchair Accessible Service</b>	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>
<b>Arlington Red Top Cab Company, Including Wheelchair Accessible Service</b>	Arlington County and surrounding DC metropolitan area	General public	Y	Fares regulated by Arlington County, company provides discount for seniors		<a href="http://www.reddtopcab.com/">http://www.reddtopcab.com/</a>
<b>Blue Top Cab Company Taxi Services</b>	Arlington County and surrounding DC metropolitan area	General public	Y	Fares regulated by Arlington County		<a href="http://www.bleuetop.com/">http://www.bleuetop.com/</a>



<b>Friendly Cab Company</b>	Arlington County and surrounding DC metropolitan area	General public	Y	Fares regulated by Arlington County		
<b>Fairfax White Top Cab Company Taxi Services</b>	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>
<b>Fairfax Red Top Cab Company Taxi Services</b>	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>
<b>Murphy Brothers Inc., Yellow Cab Taxi Services</b>	Fairfax County and surrounding metropolitan DC area	General public	Y	Fares regulated by Fairfax County		<a href="http://fairfaxyellowcab.com/#/booking/">http://fairfaxyellowcab.com/#/booking/</a>
<b>Springfield Yellow Cab Company Taxi Services</b>	Fairfax County and surrounding DC metropolitan area	General public	Y	Fares regulated by Fairfax County		<a href="http://springfieldyellowcabs.com/">http://springfieldyellowcabs.com/</a>
<b>Sun Cab Taxi Services</b>	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>
<b>Paramount Taxi Company Taxi Services</b>	Prince George's County and surrounding DC metropolitan area.	General public	Y	Cash		
<b>Taxi-Taxi as Dispatcher for 6 taxi operators in Prince George's County, Taxi Services</b>	Prince George's County and surrounding DC metropolitan area.	General public	N	Cash, vouchers, TaxiCab Card		<a href="https://silvercab.com">https://silvercab.com</a>

<b>Action Tax Cab Services</b>	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>
<b>Buckley's for Seniors, LLC, Buckley's for Seniors</b>	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>
<b>Royal Cab Company Taxi Services</b>	Pick-up anywhere in Washington DC and transport anywhere in the US	No documentation required	Y	Current DC Taxi Rates	JARC & New Freedom	<a href="http://www.DC TAXIONLINE.COM">http://www.DC TAXIONLINE.COM</a>
<b>Anytime Union Taxi</b>	Montgomery County, all area airports and train stations		Y			<a href="https://anytimeuniontaxi.com/index.html">https://anytimeuniontaxi.com/index.html</a>
<b>TRNASCO, Inc, Taxi Transportation</b>	Pick-up anywhere in Washington DC and transport anywhere in the US	No residency requirements but we can pick-up only in DC.	Y	Current DC Taxi Rates	JARC & New Freedom	<a href="http://www.DC TAXIONLINE.COM">http://www.DC TAXIONLINE.COM</a>

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

This Appendix provides 2020 data from the 2016-2020 American Community Survey (ACS) on the numbers and spatial locations for transportation-disadvantaged population groups the Coordinated Plan helps serve.

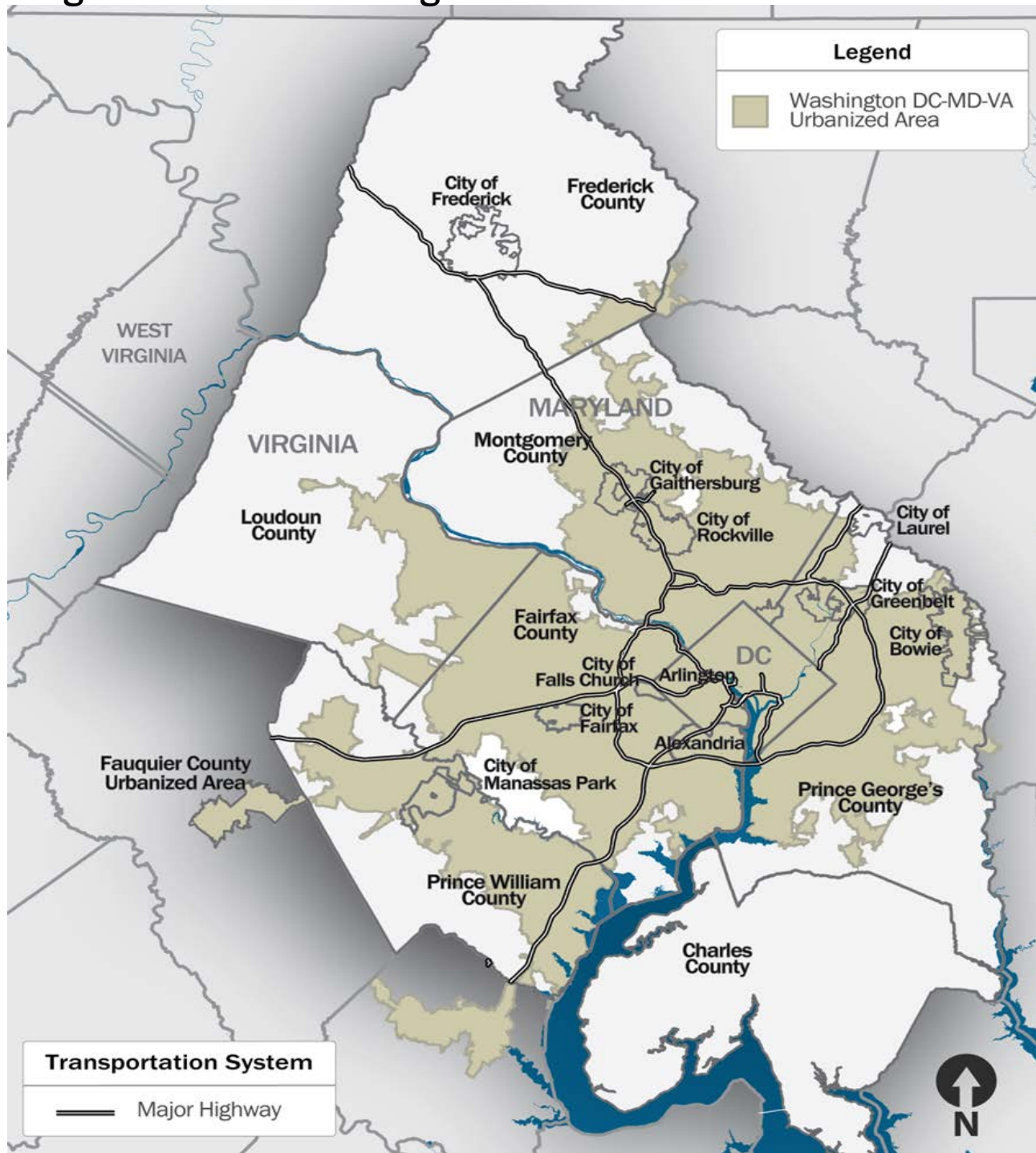
Transportation-disadvantaged groups are defined as populations lacking financial, physical, or language ability to provide their own transportation and/or have difficulty accessing public transportation.

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 C-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 C-1: TPB Planning and Urbanized Area**



More than 7 percent of residents lived below the poverty level during the surveying years 2016-2020 and an additional 12.4 percent were classified as low-income (see Table C-1 and Figure C-2). In the same year, 8.5 percent of persons had a disability and roughly 13 percent of people were 65 years of age and over. Individuals with Limited English Proficiency make up 11.5 percent of the population.

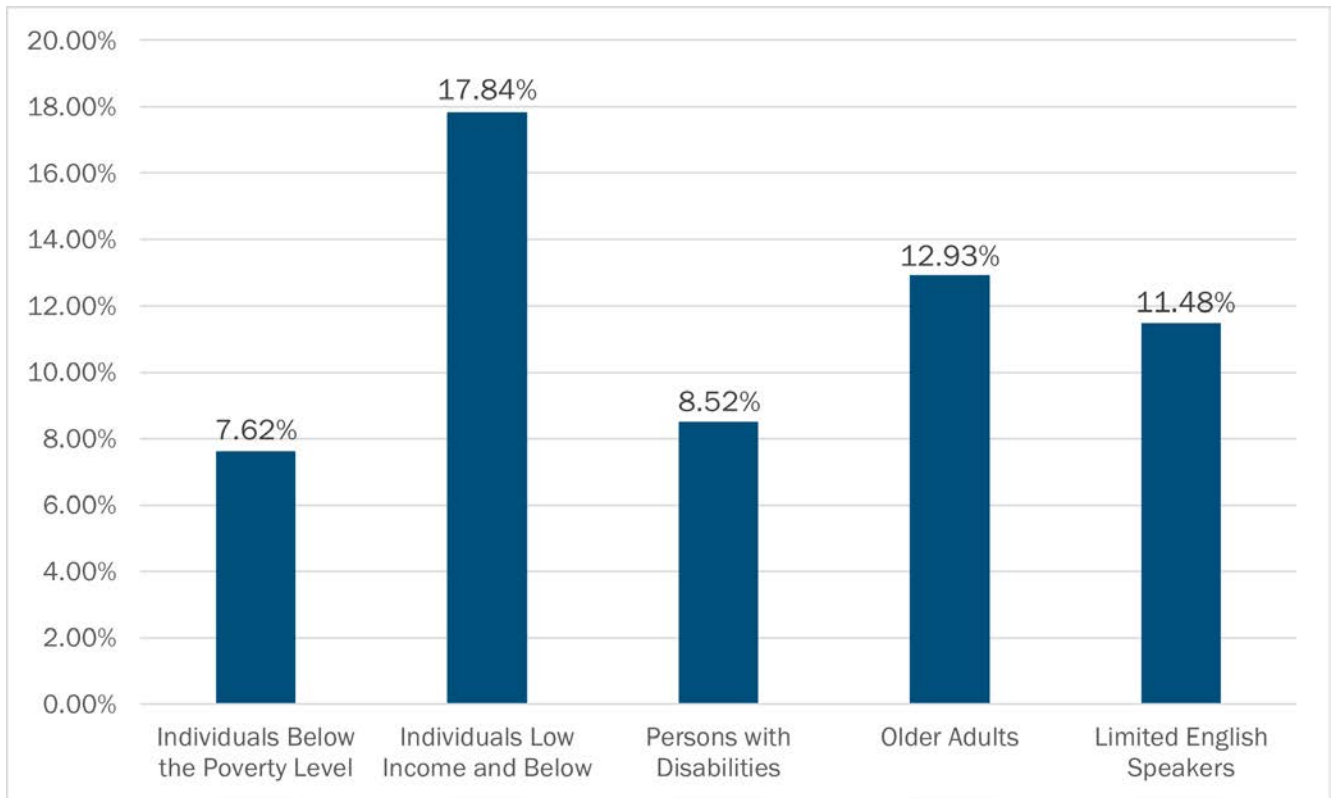
Figures C-3 to C-6 show the spatial locations of transportation-disadvantaged population groups in the region.

Table C-1: Transportation-Disadvantaged Populations in the Washington Region, 2016-2020

<i>Population Group</i>	<b>Region</b>	<b>Percent of Region <sup>(1)</sup></b>
<i>Below the Poverty level</i>	421,411	7.62%
<i>Low-Income or below</i>	688,041	12.44%
<i>Persons with Disabilities</i>	473,560	8.52%
<i>Older Adults (65 and over)</i>	727,393	12.93%
<i>Limited English Speakers</i>	603,979	11.48%
<i>Total Population</i>	5,626,505	

Source: 2016-2020 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 C-2: Regional Demographic Profile of Transportation-Disadvantaged Populations in the Washington Region**



Source: 2016-2020 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 C-3: Low-Income Population, 2020

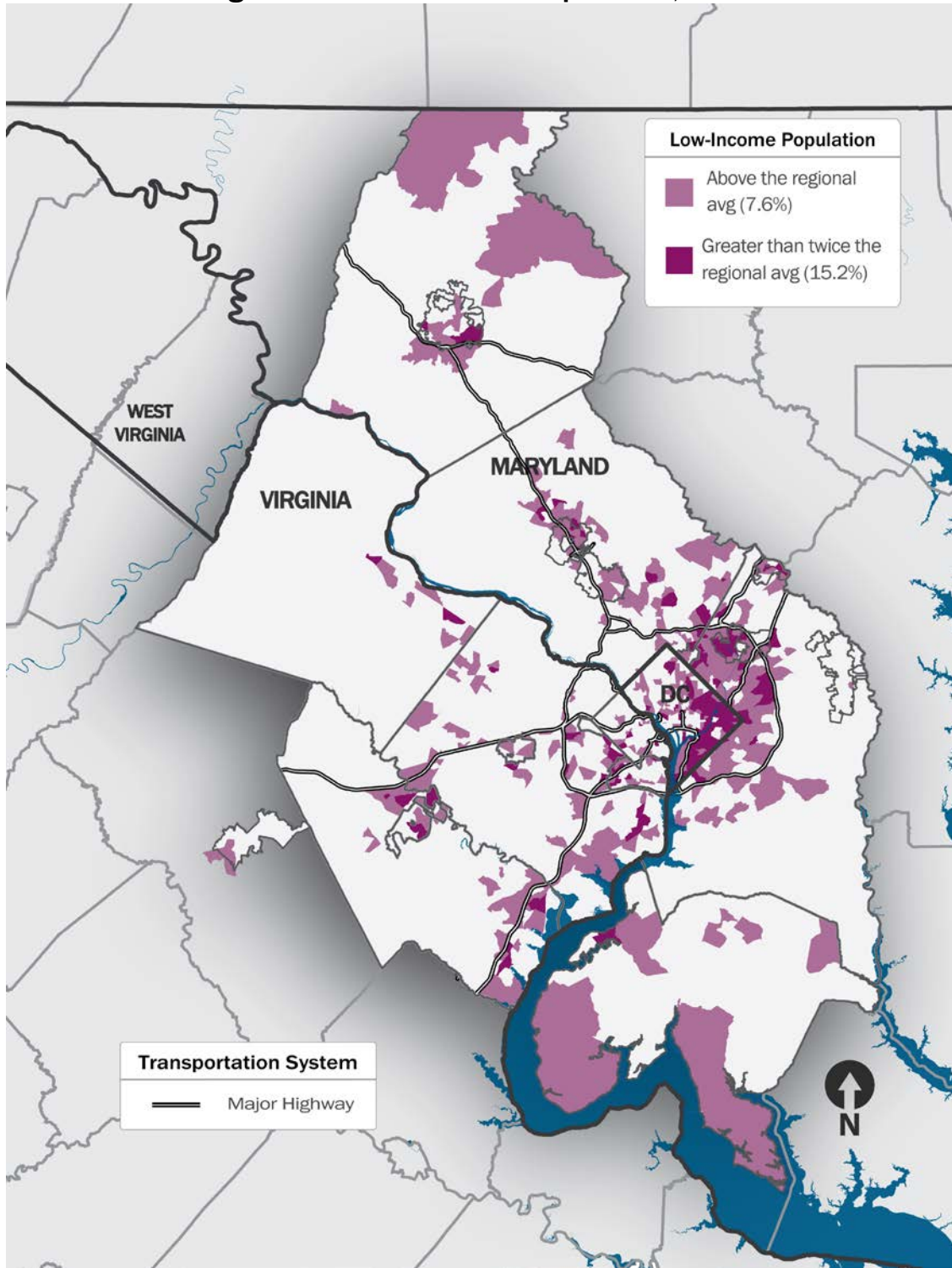


Figure C-4: People with Disabilities, 2020

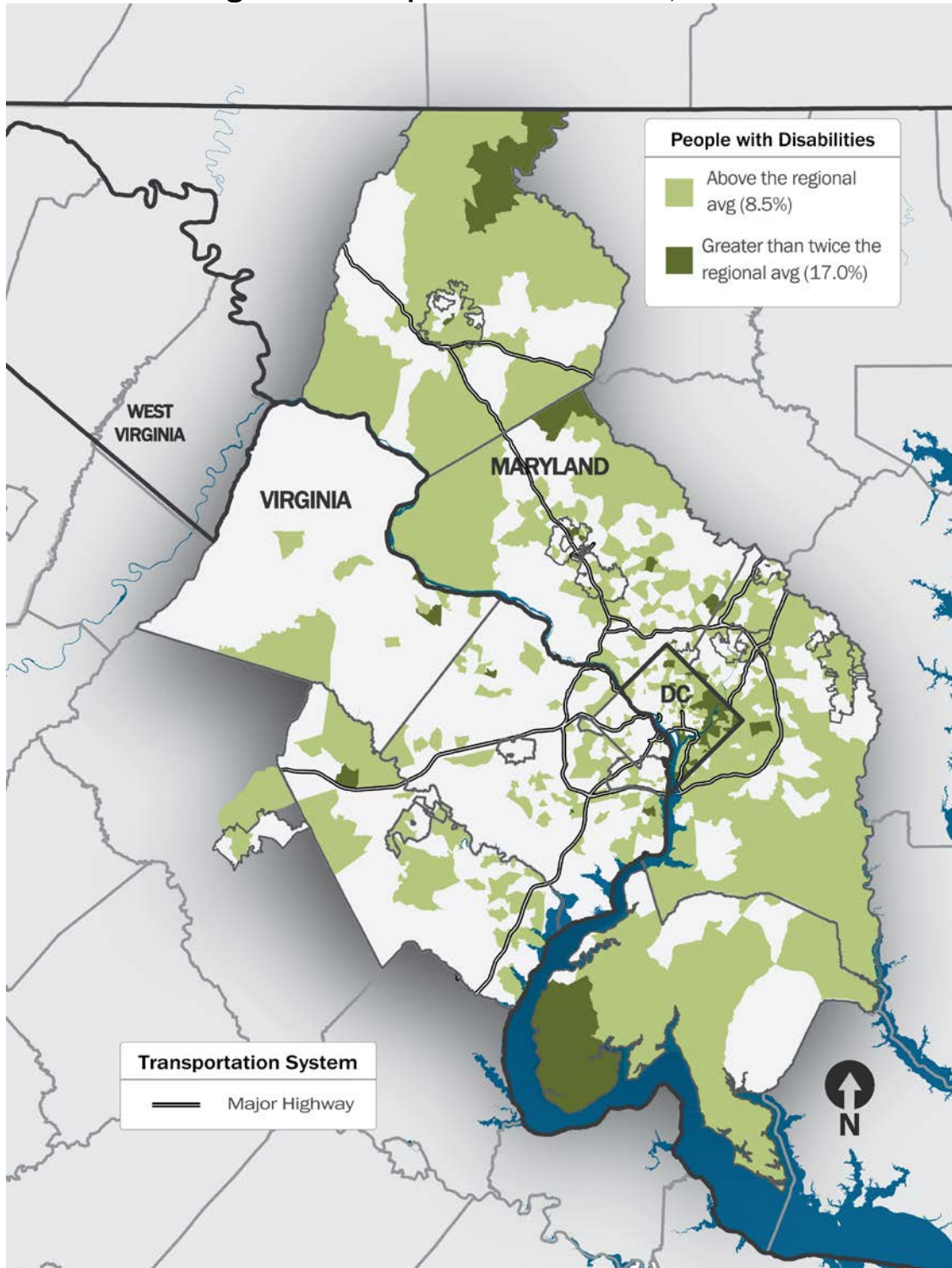




Figure C-5: Older Adult Population, 2020

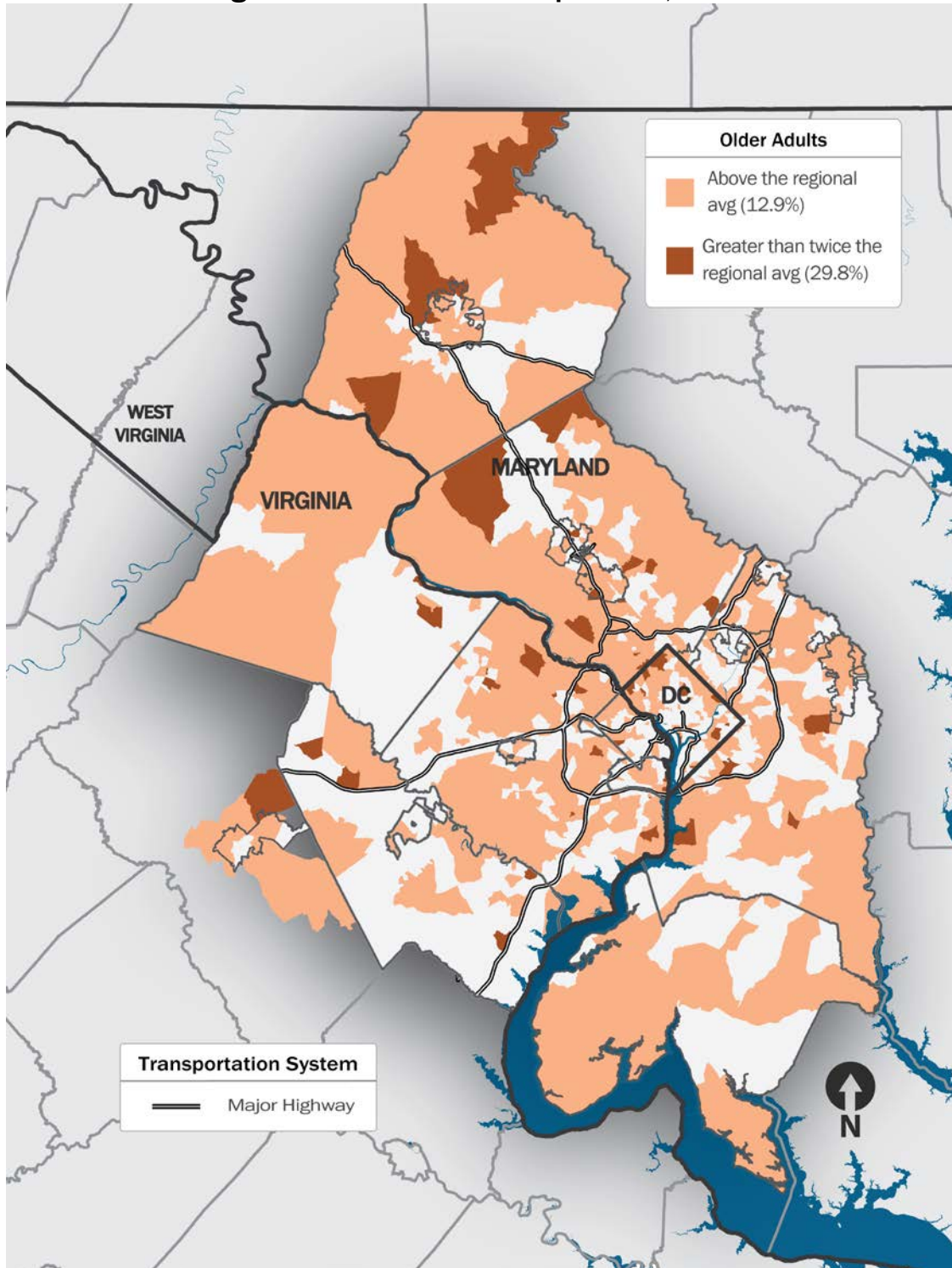
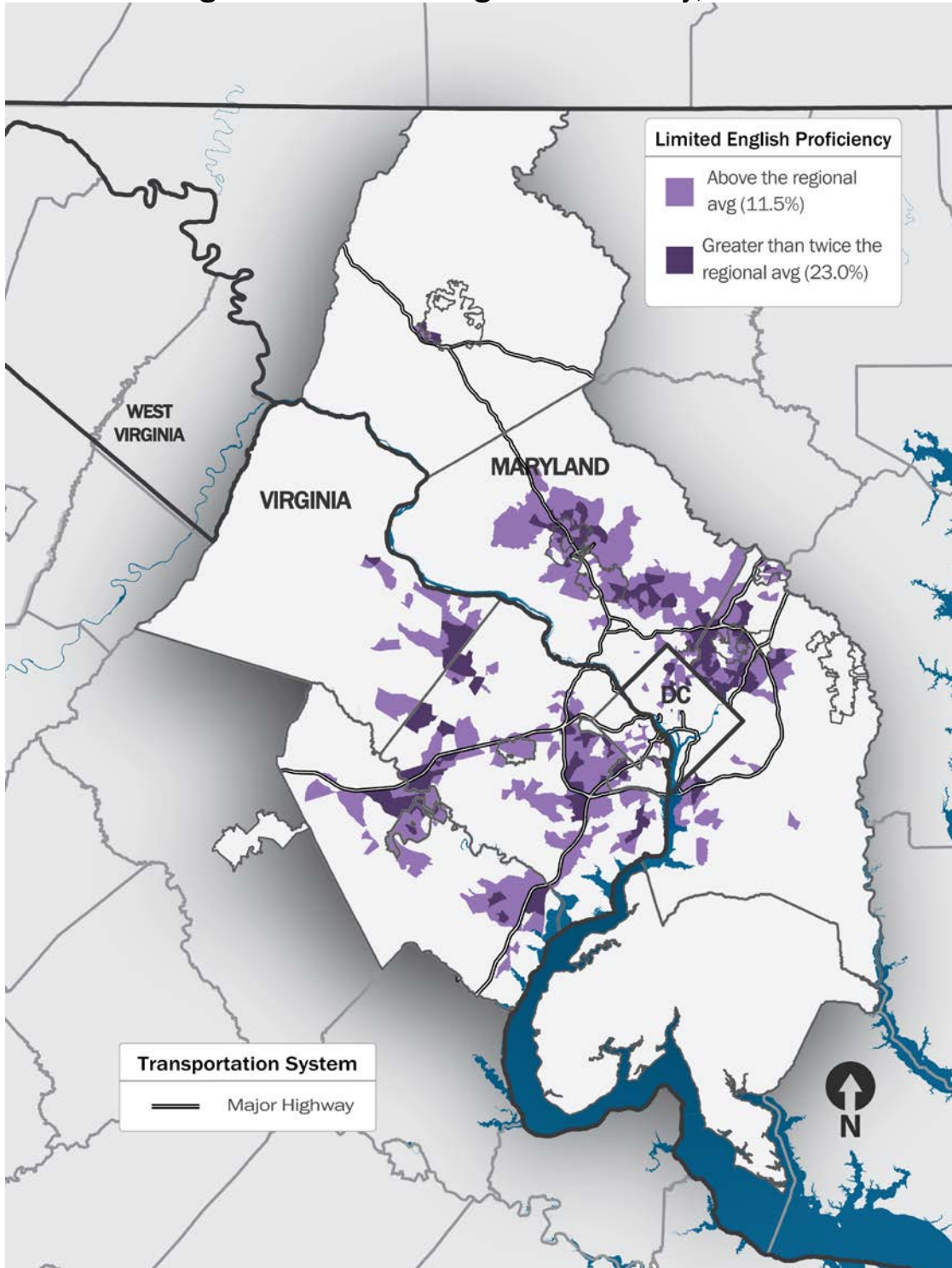


Figure C-6: Limited English Proficiency, 2020



## 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-ac.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 R11-2023  
APPROVING UPDATE TO THE COORDINATED PLAN  
MAY 17, 2023**

(RESOLUTION TO BE INSERTED)