

Program	Service	# of Mo. Co. Srs. Served	Gaps in Service	Turn Aways & Why
Over 60	door-to-door escorted *grant-funded/some paid & some volunteer drivers	2007 = 282 trips thru July 2008 = 171 trips	*one-way trips *groceries w/ assistance	*one-way trips *last minute trips
JSSA Brenner Escort	escorted *sliding scale private pay *5 cars 1 wheelchair van	188 seniors (60+) served overall, most in Mo. Co.	*can't accommodate the demand *people not willing to pay *could use more vans	*not enough drivers/demand *only 1 wheelchair van *more than 4 rides/mo. from 1 individual
Beltway Metro	door-to-door, escorted when needed *contractor with Mo. County & Metro Access	100 pick ups/mo. for Metro Access & 3x/month for County	none	no
CallNRide - City of Rockville	drop off/pick up *taxi voucher program	2,000 books issued/year	*taxi prices going up so it doesn't get users nearly as far as it used to	no
WUMCO HELP	drop off/pick up door-to-door escorted if under 2-3 hrs *volunteer	5 seniors 84 times/year 3 aged in 50s 57 times/year serve many multiple times per week or weekly	*lack of volunteers *distance/time (rural area) *continuing dialysis, radiation or other treatments	*those needing services more than 1x/week *demand - manager is driving too
Senior Connection	drop off/pick up door-to-door escorted *volunteer	FY'08 - 603 residents & 4,221 rides	*need more volunteers *serve with less notice *serve more than 1x/wk	*demand *repeat need *short notice
Bethesda HELP	drop off/pick up door-to-door escorted *volunteer	well over 100, 2x per month	*many too fragile & need someone to stay w/them *Metro Access complaints/fear/poor track record *competition for grants *language barrier-getting info /directing to places to help *food delivery	*sporadic service *lack of new volunteers *demand-many poor in their service area
Concierge	drop off/pick up door-to-door escorted *private pay *6 cars/no wheelchair	250 out of 300 each way trips per month are for seniors	*economic level too expensive for some	*only when busy or booked, especially Tues./Thurs.
Wintergrowth	door to door, escorted private pay \$10 for first 10 miles one dollar per mile thereafter before 9:15 AM/ After 2PM to and from adult day centers between 9:15 AM and 2PM trips with 5 paid drivers	15 rides a week approximately	financial assistance more drivers /vans needed increase services before 9AM and after 2PM	cost schedule conflicts 2 persons turned away this week

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Damascus HELP	drop off ,door to door escorted 5 volunteer drivers each trip 2 to 3 hours	one to two trips per month	taxis are expensive mertro access aplication too complex and burdensome Damascus location is a long way	every 3rd to 4th request is turned away lack of volunteers
CALL NRide Montgomery County	curb to curb taxi 67 y + and 16+ with disabilites 2 books of coupons max per month of \$60 each indiv income up to \$25,000 sliding fee scale from \$5.25 to \$30 per book	4,100 to 5,000 seniors monthly	four taxi companies in the program. One has declared bankrupcy Reliability of service under question	over income criteria
Ride ON	County public bus transit free for 65+ and persons with disabilities	3% of All Ride on riders are over 65 or persons with disabiities 3,000 persons per weekday	increase fixed bus routes frequency from 30 minutes to 15 minutes between 9:30AM and 2PM	need to travel train seniors to use Ride On
Senior Program Transportation	door to door bus 55+ to senior centers and selected neighborhood sites	32,000 one way trips per year	budget deficit projected	
JCA Smooth Riding	door to door and escorted medical and social trips only	700 trips annually	more subsidies needed current services limited to selected buildings	funding limits grant subsidizes 10 seniors