

MEMORANDUM

April 10, 2014

TO: Planning, Housing, and Economic Development Committee
Health and Human Services Committee
Transportation and Environment Committee

FROM: Linda McMillan, Senior Legislative Analyst *Linda McMillan*
Vivian Yao, Legislative Analyst *Vivian Yao*

SUBJECT: **FY15 Operating Budget: Senior Transportation**

At this session the joint Committee will have an opportunity receive an update on enhancements and activities that have taken place in FY14 to improve the County's transportation system for seniors and people with disabilities. This memo also reviews the report "*Getting All Around the County*" and the Executive's proposed budget changes for FY15. Council staff notes that while this issue was brought to the Council as a part of the Senior Agenda and by the Council's Senior Fellow, the transportation programs being discussed are often for seniors and people with disabilities.

FY14 Update

As a part of the FY14 Operating Budget, the Council approved several items to improve the senior transportation system. They included:

1. Adding a Mobility Management Administrator

The goal for the Mobility Management Administrator as described in the FY14 budget is to "develop a countywide Mobility Management System (MMS) that can leverage other resources and coordinate them to meet the transportation needs of low and middle-income older adults in Montgomery County...development of a strategic marketing communications plan to publicize transportation programs to seniors which will leverage existing county resources for implementation." The joint Committee also discussed that the Mobility Management

Administrator would convene a network of providers to identify solutions and develop a strategic communications and marketing plan with the outcome of increasing awareness of existing services.

At this session, the joint Committee will have an opportunity to meet the County's Mobility Management Administrator, Shawn Brennan, who will provide the joint Committee with an overview presentation.

2. Provide full-year funding for the Escorted Transportation Pilot Project

Funding is provided to the Jewish Council for the Aging of Greater Washington to provide a "Smooth Ride" escorted transportation pilot program. An escorted trip provides the person with assistance in and out of the car and into the appointment. Often this kind of transportation is used to help seniors to medical appointments. This is different from the Connect-a-Ride program that is funded in the Department of Transportation.

3. Jewish Council for the Aging Senior Transportation Partnership Starting January 2014

A new senior transportation project with the Jewish Council for the Aging (JCA) has started to provide service to the Long Branch, Holiday Park, Margaret Schweinhaut, White Oak, and Damascus Senior Centers. It is a flexible, fixed-route senior bus service in local neighborhoods with limited door-to-door pick-up and drop-off for most-in-need riders. The press releases announcing the start of the new service are attached at ©1-4. The service is available to seniors 55 and older if they are within the service area for the center. The ElderBuses can access neighborhoods that larger Ride-On buses cannot and the drivers have specialized training and experience working with seniors.

"Getting All Around the County"

Elaine Binder, project director for this grant-funded effort, will provide the joint Committee with comments on the findings and recommendations of this report. An excerpt from the report is attached at ©12-28.

Goals of the Project:

1. To increase the County's understanding of the transportation and mobility needs of older adults and people with disabilities
2. To further include older adults and people with disabilities in the planning process designed to meet these needs
3. To gather additional data that will contribute to coordinated transportation planning
4. To forward agreed-upon recommendations to the County's Mobility Manager for data collection and management

Specific Objectives:

1. Document past efforts to include older adults and people with disabilities in transportation and mobility planning

2. Engage a diverse group of older adults and people with disabilities in identifying their concerns and offering recommendations to meet these
3. Report results of the project to County executive staff and members of the County Council, its legislative body
4. Involve the Mobility Manager, a newly created staff position, in the project in order to ensure sustainability

The report says that due to the geographic size of Montgomery County, the project focused on Germantown and Gaithersburg because both of these communities lacked extensive transportation options. Ninety-six individual older adults and people with disabilities were engaged directly in providing information about their transportation concerns and recommendations for meeting these. Four hundred and ninety-nine individuals from this population provided input by completing a survey. The report includes nine recommendations to be used by the Mobility Management Administrator.

Recommendations to the Mobility Management Administrator

1. Establish a County-wide Advisory Panel that includes older adults and people with disabilities as an integral part of the County's Transportation and Mobility Management System.
2. Institute a variety of approaches to conduct ongoing needs assessments using "*Getting All Around the County*" as a model, establish realistic goals, monitor progress and evaluate results.
3. Use the data from the survey conducted by "*Getting All Around the County*" as part of ongoing transportation and mobility management planning.
4. Ensure that transportation and mobility management planning takes all parts of the County into consideration.
5. Develop and implement an ongoing multi-pronged public service campaign to educate the public about the mobility and transportation options for older adults and people with disabilities.
6. Develop a short-term and long-term plan to improve public transportation and encourage its use.
7. Improve transportation and mobility services for people with disabilities.
8. Expand the availability of volunteer driver programs.
9. Address the transportation and mobility needs of low and moderate-income older adults and people with disabilities.

Council staff found the information in this report of particular interest because it focused on the upCounty. When the Council approved the funding for both the Mobility Management Administrator and the Village Coordinator, it expressed its desire that efforts would be made to reach out to areas of the County that had not previously been the focus of the Village efforts and may face different transportation challenges. The summary from the Gaithersburg Focus Group is attached at ©21-24 and from the Germantown Focus Group at ©25-27.

Also of interest are the findings about people's knowledge of the programs and resources that are already available. There is a great deal of very good information on the County's web site. Attached at ©6-11 are the English, Spanish, and Korean translations of "Montgomery County Transportation Options for Older Adults," which is available in eight languages. However, the graphic at ©28 shows that while almost 68% of people knew about Metro Access, only 16% knew about Connect-a-Ride, 18% Senior Connection, and 26% Call-n-Ride. Some of the specific steps recommended (©28) are about creating a "brand" for senior transportation and widely disseminating it.

The joint Committee may also want to discuss the recommendation to increase the availability of volunteer driver programs. It is highly unlikely that County funded services like the escorted transportation program can ever meet the need for door-to-door transportation to the grocery store, medical appointments, etc. Council staff understands that this is one area where mobility management and villages are already working together and this is also the focus of a New Freedoms Grant awarded to the Jewish Council for the Aging.

FY15 Recommendations

The Senior Initiative section of the Executive's FY15 Recommended Budget highlights three new spending items for transportation:

1. Extend to a full year the Jewish Council for the Aging Senior Transportation Partnership providing flexible, fixed-route senior bus service in local neighborhoods with limited door-to-door pick-up and drop-off transportation services to Long-Branch, Holiday Park, Margaret Schweinhaut, White Oak, and Damascus Senior Centers. (\$318,750 in the Recreation Department). This is the annualization of funding for the ElderBus effort that began this January.
2. Reinvest Call N Ride savings from conversion to electronic cards into the program by expanding income eligibility for subsidized taxi trips for low income persons with disabilities and seniors (\$765,000 Department of Transportation). DOT estimates that the impact from this change will be that about 500 participants will drop to lower income categories and their monthly co-pay will be reduced and that it will increase the number of participants in the program. For example, to be eligible for the lowest co-pay, a household of two currently has to have an income of less than \$17,000. Under the new structure the income limit for the lowest co-pay would now be \$21,404.
3. Increase funding for Seniors Ride Free (\$56,763). This is the funding needed to maintain the current program.

Evaluation of New Programs

Two important new programs, the JCA Senior Center ElderBus and the escorted transportation program, are only now either underway or completing a full year of service. Goals for both of these programs are to increase the number of people who can be served as well as looking for cost effective models for providing these types of services. Last year, Council staff consulted with Senior Fellow Binder about what might be looked at in an evaluation of escorted transportation and the JCA Senior Center ElderBus program. Suggested evaluation outlines are attached at ©29-31.

Council staff believes it is important that the Executive commit to conducting evaluations of these efforts so that if adjustments need to be made they can be address or if the models operate efficiently they might be expanded. The joint Committee should discuss with Executive staff what is needed to ensure that some level of evaluation is available for the FY16 budget.

FOR IMMEDIATE RELEASE

January 17, 2014

For additional information

Elinor Ginzler at eginzler@AccessJCA.org, 301.255.4222

**NEW BUS SERVICE BEGINS
FOR MONTGOMERY COUNTY SENIORS**

Rockville, MD -- On January 13, a fleet of Jewish Council for the Aging ElderBuses began serving Montgomery County seniors in a whole new way, helping scores of passengers get to and from the County's five senior centers. Soon, the buses will also take seniors on senior mini trips.

In a January 17 speech to senior advocates, government leaders and reporters, County Executive Isiah Leggett said the Recreation Department's new contract with JCA helps to realize the County's commitment to being "a community for a lifetime."

Samuel G. Kaplan, President of the Jewish Council for the Aging, said, "We at JCA are thoroughly committed to collaboration, especially between the public and private sectors. Our mission is to help older adults maintain independence, dignity, vitality and self-respect. The Recreation Department's senior programs perfectly align with that mission."

The new service provides an improved and expanded transportation option to seniors who need rides to the senior center near their neighborhood. Moreover, the JCA bus drivers are specially trained to respond to seniors' individual needs, such as helping them get on and off the bus and providing door-to-door escort when such help is required. The buses provide curb-to-curb service, Monday through Friday, to County residents age 55 and older who live within a defined geographic radius of each of the centers – Damascus, Holiday Park, Long Branch, Margaret Schweinhaut and White Oak.

Gabe Albornoz, who directs the County's Recreation Department, said "In addition to the extensive recreation activities offered at these centers, important health services are provided, such as nutrition services, falls prevention education and health monitoring and screenings, making them a vital resource for seniors to effectively age in place."

For more information about the new transportation service, call 240.777.4980.

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For 40 years, the Jewish Council for the Aging has been helping older adults in the Greater Washington, D.C. region to maintain independence, dignity, vitality and self-respect while helping people of different generations understand, learn from and care for one another. Informed by its Jewish heritage and values, JCA serves people of all faiths, ethnicities and walks of life. The organization is a community partner of The Jewish Federation of Greater Washington and receives ongoing support from the United Way, Combined Federal Campaign and thousands of supporters who through JCA seek to help all seniors thrive.

From: Ayers, Bonnie
Sent: Friday, January 17, 2014 12:58 PM
To: #PIO.Releases; #PIO.Releases.Spanish
Subject: Leggett Announces Recreation Department's New Senior Center Transportation Initiative

For Immediate Release: January 17, 2014

**Leggett Announces Recreation Department's
New Senior Center Transportation Initiative**

Montgomery County Executive Isiah Leggett today announced the launch of the new Recreation Senior Center Transportation Initiative. This new service supports Montgomery County's commitment to ensure a viable lifetime community, a goal laid out in "A Community for a Lifetime: The Senior Agenda," produced by the County's Commission on Aging and Office of the County Executive, and adopted by the County Council in December 2012.

This new service, which began on January 13, will be provided through a contract with the Jewish Council for the Aging (JCA). JCA has earned a positive reputation for providing quality transportation services to seniors for more than 40 years.

"I am extremely proud that we were able to forge this public-private partnership with the JCA and provide this valuable transportation option to our senior population," said Leggett. "This new initiative continues my priority of enhancing transportation services for seniors helping to make Montgomery County a 'community for a lifetime.'"

The new program provides a transportation option to neighborhoods that have not previously been accessible to the County's larger Ride On buses. The JCA ElderBus fleet drivers have specialized training in working with the senior population and have experience responding to individual needs, such as providing them assistance getting on and off the bus, if needed.

The buses provide curb-to-curb service, Monday through Friday, to County residents living within a defined geographic radius of the County's five senior centers – Damascus, Holiday Park, Long Branch, Margaret Schweinhaut and White Oak. County residents 55 and over are eligible for the bus if they are within the service area for the center.

The public-private collaboration between Montgomery County's departments of Recreation, Health and Human Services and Transportation and the Jewish Council for the Aging leverages resources that augment transportation options to meet the on-going transportation needs of seniors.

“For many seniors, this transportation program means they have access that they would not otherwise have--access to health programs, nutrition, exercise and other programs that contribute to their vitality,” said Councilmember Nancy Floreen, who serves on the Council’s Transportation, Infrastructure, Energy and Environment Committee. “JCA has an excellent track record when it comes to senior transportation, and I’m glad they have agreed to partner with the County on this project. It will make a real difference in people’s lives.”

“As Council President last year, I was pleased to strongly support the ‘Senior Agenda’ by funding this important Recreation Senior Center Transportation Initiative,” said Councilmember Nancy Navarro. “This program will allow our seniors to age in place by accessing services and programs that make Montgomery County a wonderful place to live. JCA is an incredible community organization that we are lucky to partner with for this outstanding program.”

“Getting around in a county like ours certainly does not get easier as one grows older,” said Councilmember Roger Berliner. “But mobility for all our residents remains a high priority, and especially so for our older residents. That’s why collaborations like the one we are celebrating today are more important than ever and I express my gratitude to all involved.”

In addition to providing transportation options, the initiative restores the popular Senior Mini-Trips offered by the Recreation Department. These trips, available at the five senior centers and the 11 active adult neighborhood programs, will be able to expand offerings throughout Maryland, DC and Northern Virginia, taking advantage of cultural opportunities in neighboring jurisdictions currently not served by Ride-On.

“This new public-private partnership will help to make the services of our senior centers available to more of our senior population,” said Recreation Director Gabe Albornoz. “In addition to the extensive Recreation activities offered at these centers, important health services are provided, such as nutrition services, fall prevention education and health monitoring and screenings, making them a vital resource for seniors to effectively age in place.”

“For the Jewish Council for the Aging, this is mission-enhancing work,” said Elinor Ginzler, who directs not only the JCA ElderBus fleet but also the philanthropy’s mobility management programs, adult day centers and caregiver support services. “It helps ensure that older adults remain connected to the community in which they take such pride while enabling them to safely reach a vast array of programs that are designed just for them.”

“The Commission on Aging is pleased to be a part of the effort to improve access to vital programs for seniors in Montgomery County,” said Judith Levy, Chairperson of the Commission on Aging. “We will continue to advocate for seniors to see the goals of the Senior Agenda fulfilled.”

For more information about the new transportation service, call 240-777-4980. For information about services for seniors in Montgomery County, visit www.montgomerycountymd.gov/seniors.

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Ike Leggett
County Executive

Seniors, Families & Friends...

Montgomery County Transportation Options for Older Adults

*Need to get around? Montgomery County can help.
Here's how.*

Connect-A-Ride

301-738-3252 (V), 301-881-5263 (TTY)
connectaride@accessJCA.org

The Connect-A-Ride (CAR) Program is a free information and referral program that helps adults age 50 or older, and disabled adults of all ages, find the transportation they need for travel to medical services, grocery shopping, errands and social activities, as well as for other needs. CAR links callers with a wide range of public, private, and volunteer transportation options. CAR provides personal assistance, including guidance to callers in need of escorted transportation. CAR can also assist clients with applications for the MetroAccess and Call 'N' Ride programs. CAR hours are Monday through Friday from 9 AM to 5 PM.

Senior SmarTrip® Card

301-738-3252 (V), 301-881-5263 (TTY)

Seniors (age 65 years and older) can use a Senior SmarTrip card to ride Metrorail at senior fares, ride free on Ride On buses and some Metrobuses in Montgomery County -- Monday - Friday between 9:30 AM and 3 PM or half fare at all other times. The cost of the Senior SmarTrip card is \$2. To buy a fare card, visit any Montgomery County Public Library, Commuter Store, or the Montgomery County Treasury and bring proof of age (State ID, birth certificate or passport). There is no value on the card at the time of purchase and fare value may be added at Metro. The new Senior SmarTrip Card may be presented to Ride On and Metro operators to ride free during free periods or to get half fare all other times in Montgomery County on most routes. During free

times, please do not tap the Senior SmarTrip card on the fare box target because a fare will be deducted from the card. Make sure there is value on the card during times of half fare.

Call 'N' Ride Transportation Program

301-738-3252 (V) 301-881-5263 (TTY)
mcdot.cnrorder@montgomerycountymd.gov

Call 'N' Ride (CNR) Transportation Program provides alternative taxicab service to qualified low-income seniors, (67 years and older) and people with disabilities (18 years and older) to go to local medical and/or personal appointments within Montgomery County and other designated service areas. Call Monday through Friday, 9 AM to 4:30 PM for information or to apply.

To become a new user of Call 'N' Ride, you must first apply and have your eligibility verified. Applicants must submit the following with their application: proof of household income - which can be a copy of income tax return, Social Security check, Social Security award letter, pension, annuity statements, SSI, job earnings, bank statement to show interest, dividend payments or IRA distributions; proof of Montgomery County residency, proof of age; and a passport photo. If the applicant has a disability, they must submit a Proof of Mental or Physical Disability form completed by a licensed physician. Each certified participant will receive an automated CNR swipe card to be used when traveling in the taxicab of CNR providers. Participants can load value onto their swipe card each month. For additional Call 'N' Ride program information and eligibility, contact Connect-A-Ride.

Montgomery County Ride On and Transit
240-777-7433 (V) 240-777-5869 (TTY)

Seniors and people with disabilities ride free on Ride On and Metrobus in Montgomery County from 9:30 AM – 3 PM, Monday through Friday. Seniors must be 65 years or older and have a valid Metro Senior ID Card (Senior SmarTrip Card) or Medicare Card with photo ID, and persons with disabilities must have a valid Metro Disabled ID Card.

Senior Connection
301-962-0820

Senior Connection provides transportation services to seniors 62 and over using volunteer drivers who escort passengers primarily to medical appointments and, when possible, to other places. Other services provided by volunteers include grocery shopping assistance, friendly visitation and telephone reassurance, and bill paying and paperwork assistance.

Aging and Disabilities Services Help Line
240-777-3000

Call for assessment, consultation, resource coordination and service planning for seniors and persons with physical or developmental disabilities and related conditions.

Montgomery County Help Line
311 or 240-777-0311
www.mc311.com

This is Montgomery County government’s telephone number and web portal for information about County government programs and services. In addition to responding to general questions about transportation, 311 can transfer callers directly to Connect-A-Ride.

MetroAccess

Main Line:..... 301-562-5360 (V)
1-800-523-7009 (Toll Free)
Reservations:.....301-562-5360 (V), Press #1
Eligibility:.....202-962-2700 (V), Press #8
“Where is my ride?”
Service: 301-562-5360 (V), Press #2
WMATA Customer Service/
Complaint Lines:.....202-637-0128 (V), Press #9
TTY number for all
of the above numbers.....301-588-7535 (TTY)
www.wmata.com/accessibility/metroaccess_service

Shared-ride, door-to-door and paratransit service for people who cannot use public transportation due to a disability. It is a public transportation service for individuals with disabilities as required by the Americans with Disabilities Act (ADA) of

1990. Certified MetroAccess Users ride the fixed route free in the WMATA regional area for Metro-rail, Metrobus and Montgomery County Ride On.

Participants must be certified by Metro (WMATA) that they are not able to use accessible fixed route public transportation. Assessment testing for MetroAccess is now located at Metro’s headquarters at 600 5th Street, NW, Washington, DC, 20001.

It is a shared ride service, so trips may take up to 50 percent longer than those that are not shared. Transportation is provided by sedans and accessible vans. Fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$7 per one-way trip.

MetroAccess provides rides seven days a week: Monday through Thursday from 5 AM to midnight; Friday from 5 AM to 3 AM; Saturday from 7 AM to 3 AM and Sunday from 7 AM to midnight.

Trips may be scheduled up to seven days in advance but no later than 4:30 PM one day before the trip (no same day reservations). If all vehicles are full at the time you want to travel, the reservation agent will work with you to select another time. Registered MetroAccess customers may also use the Internet to book, cancel or review trips.

Certified users are eligible to use paratransit throughout the United States with advance reservations when on travel for up to 21 days per year. To regularly use other Paratransit services in other parts of the state, persons need to get certified by that local provider.

County Senior Center Shuttles

The Montgomery County Department of Recreation and the Jewish Council On Aging have entered into an agreement that will provide a combination of curb-to-curb and fixed route transportation, Monday-Friday, to the department’s five senior centers, beginning on January 14, 2014. County residents 55 and over are eligible for this program if they are within the service area for one of the centers. Seniors not currently using county transportation may call their local senior center or 240-777-4980 for more information. Senior Centers in this program include: Damascus, Holiday Park, Schweinhaut, Long Branch and White Oak.

Taxicab Companies

Action Taxi301-840-1222 (V)
Barwood Taxi..... 301-984-1900 (V)
Orange Taxi..... 301-912-0000 (V)
Regency Cab..... 301-990-9000 (V)
Sun Cab..... 301-252-0575 (V)





Ike Leggett
County Executive

Adultos mayores, familias y amigos...

Opciones de transporte para adultos mayores en el Condado Montgomery

Necesita transportación? El Condado Montgomery puede ayudarle. De esta manera.

Connect-A-Ride

301-738-3252 (Voz), 301-881-5263 (Teletipo)
connectaride@accessJCA.org

El programa Connect-A-Ride (CAR) es un programa gratuito de información y remisión que ayuda a personas de 50 años o más y discapacitadas de todas las edades a encontrar el transporte que necesitan para asistir a citas de servicios médicos, ir al supermercado, a mandados y a actividades sociales, además de otras necesidades. CAR conecta a las personas que llaman con una amplia gama de opciones de transporte público, privado y de voluntarios. CAR brinda asistencia personal, incluso orientación a las personas que necesitan un acompañante además de transporte. CAR también puede ayudar con las solicitudes para los programas MetroAccess y Call N Ride. El horario de CAR es de 9a.m. a 5p.m., de lunes a viernes.

Tarjeta Senior SmarTrip®

301-738-3252 (Voz), 301-881-5263 (Teletipo)

Los adultos mayores, personas de 65 años o más, pueden usar la tarjeta Senior SmarTrip para viajar en el Metrorail pagando tarifas para adultos mayores, viajar gratis en Ride On buses y en algunos Metrobuses en el Condado Montgomery, de 9:30a.m. a 3p.m., de lunes a viernes, o a mitad de precio a cualquier otra hora. La tarjeta Senior SmarTrip cuesta \$2. Para comprar una tarjeta, vaya a cualquier biblioteca pública del Condado Montgomery, tienda para pasajeros o la Tesorería del Condado Montgomery y lleve comprobante de su edad (identificación estatal, acta de nacimiento o pasaporte). La tarjeta no tiene valor al comprarla, se le pueden añadir fondos en la estación de Metro. Se puede mostrar la nueva tarjeta Senior SmarTrip a los operadores de Ride On y Metro para viajar gratis durante el horario gratuito o para pagar medio precio en cualquier otro momento en la mayoría de las rutas en

el Condado Montgomery. Favor de no usar la tarjeta Senior SmarTrip en la máquina durante el horario gratuito por que se deducirá el costo del pasaje de la tarjeta. Asegúrese de que la tarjeta tenga fondos cuando se le cobrará el pasaje a medio precio.

Programa de transporte Call N Ride

301-738-3252 (Voz) 301-881-5263 (Teletipo)
mcdot.cnrorder@montgomerycountymd.gov

El programa de transporte Call N Ride (CNR) brinda un servicio de taxi alternativo a los adultos mayores (67 años o más) de bajos ingresos que cumplen con los requisitos y a personas con discapacidades (18 años o más) para que puedan asistir a citas médicas o personales en el Condado Montgomery y en otras áreas de servicio designadas. Para mayor información o para solicitar servicios, llame de 9a.m. a 4:30a.m., de lunes a viernes.

Para usar el servicio Call N Ride, primero tiene que presentar una solicitud y se tiene que verificar su elegibilidad. La solicitud debe incluir: comprobante de ingresos, lo cual podría ser una copia de la declaración de impuestos, cheque o carta de concesión del Seguro Social, pensión, declaraciones de anualidades, Seguro de Ingreso Suplementario, ingresos laborales, estado de cuenta que muestra pagos de intereses, dividendos o distribuciones de IRA; comprobante de edad y residencia en el Condado Montgomery; y fotografía para pasaporte. Si el solicitante tiene una discapacidad, tiene que presentar el Comprobante de Discapacidad Mental o Física llenado por un médico con licencia. Cada participante certificado recibirá una tarjeta magnética CNR automatizada que usará cuando viaje en el taxi de los proveedores de CNR. Los participantes pueden añadir fondos a la tarjeta magnética cada mes. Para información adicional sobre el programa Call N Ride y los requisitos de elegibilidad, llame a Connect-A-Ride.

Ride On y Tránsito del Condado Montgomery
240-777-7433 (Voz) 240-777-5869 (Teletipo)

Los adultos mayores y las personas con discapacidades viajan gratis en Ride On y Metrobus en el Condado Montgomery de 9:30a.m. a 3p.m, de lunes a viernes. Los adultos mayores deben tener 65 años o más y llevar una tarjeta Metro Senior ID (Senior SmarTrip) válida o identificación con foto de Medicare y las personas con discapacidades deben tener una tarjeta de identificación Metro Disabled válida.

Senior Connection

301-962-0820

Senior Connection brinda servicios de transporte a adultos mayores de 62 años o más por medio de conductores voluntarios que acompañan a los pasajeros a citas médicas y, cuando es posible, a otros lugares. Los voluntarios también brindan los siguientes servicios: visitas al hogar, llamadas telefónicas de confortación y ayuda para hacer compras del supermercado, pagar facturas y llenar papeleo.

Línea de Ayuda de Servicios para Adultos Mayores y Personas con Discapacidades

240-777-3000

Llame para una evaluación, consulta, coordinación de recursos y planificación de servicios para adultos mayores y personas con discapacidades físicas o de desarrollo y condiciones relacionadas.

Línea de ayuda del Condado Montgomery

311 o 240-777-0311

www.mc311.com

Este es el número telefónico y la página electrónica en los que puede obtener información sobre los programas y servicios que ofrece el gobierno del Condado Montgomery. Además de contestar preguntas generales sobre transporte, al llamar al 311 le pueden transferir directamente a Connect-A-Ride.

MetroAccess

Línea principal:.....301-562-5360 (Voz)
1-800-523-7009 (Gratis)

Reservaciones:...301-562-5360 (Voz), oprima el #1
Elegibilidad:.....202-962-2700 (Voz), oprima el #8
Donde esta mi transporte?

Servicio:.....301-562-5360 (Voz), oprima el #2
Líneas de Servicio al Cliente/Quejas de

WMATA:.....202-637-0128 (Voz), oprima el #9
Número de teletipo para todos los números

anteriores:.....301-588-7535 (Teletipo)
www.wmata.com/accessibility/metroaccess_service

Servicio de transporte compartido, paratransito y a domicilio para personas que no pueden usar transporte público debido a una discapacidad. Es un servicio de transporte público para personas con discapacidades según lo exige la Ley sobre Estadounidenses con Discapacidades (ADA) de 1990.

Los usuarios certificados de MetroAccess viajan gratis en la ruta fija del área regional de WMATA para Metro-rail, Metrobus, y Ride On del Condado Montgomery.

Metro (WMATA) debe certificar que los participantes no pueden usar transporte público accesible con ruta fija. Las pruebas de evaluación de MetroAccess ahora se llevan a cabo en la oficina principal de Metro ubicada en 600 5th Street, NW, Washington, DC, 20001.

Es un servicio de transporte compartido, así que el viaje puede tardar hasta un 50 por ciento más de tiempo que un viaje individual. El transporte se proporciona en automóviles sedan o vans accesibles. Este transporte es dos veces más rápido en comparación con las rutas fijas, y tiene un costo máximo de \$7 por viaje sin retorno.

MetroAccess brinda transporte los siete días de la semana: lunes a jueves de 5a.m. a 12a.m.; viernes de 5a.m. a 3a.m.; sábados de 7a.m. a 3a.m. y domingos de 7a.m. a 12a.m.

Los viajes se pueden programar con hasta siete días de anticipación y hasta las 4:30p.m. un día antes del viaje (no hay reservaciones el mismo día). Si todos los vehículos están ocupados cuando desea viajar, el agente de reservaciones le ayudará a escoger otra hora. Los clientes registrados de MetroAccess también pueden reservar, cancelar o cambiar viajes por medio de la internet.

Si reservan son anticipación, los usuarios certificados pueden usar transporte flexible hasta 21 días del año mientras viajan por todo el país. La persona que desee usar servicios de paratransito con regularidad en otras partes del estado debe obtener certificación de ese proveedor local.

Autobús al Centro del Condado para Adultos Mayores

El Departamento de Recreación del Condado Montgomery y el Consejo Judío sobre el Envejecimiento han llegado a un acuerdo que brindará una combinación de transporte a domicilio y de rutas fijas, de lunes a viernes, a los cinco centros para adultos mayores del departamento a partir del 14 de enero de 2014. Los residentes del condado de 55 años de edad o más pueden participar en este programa si viven dentro del área de servicio de uno de los centros. Los adultos mayores que no usan transporte del condado en este momento pueden llamar al centro local para adultos mayores o al 240-777-4980 para recibir más información. Los centros para adultos mayores que participan en este programa son, entre otros: Damascus, Holiday Park, Schweinhaut, Long Branch y White Oak.

Compañías de taxi

Taxi Action:.....301-840-1222 (Voz)
Barwood Taxi:.....301-984-1900 (Voz)
Orange Taxi:.....301-912-0000 (Voz)
Regency Cab:.....301-990-9000 (Voz)
Sun Cab:.....301-252-0575 (Voz)





Ike Leggett
County Executive

교통 편의 제공 서비스

몽고메리 카운티의 노령자를 위한 교통 편의 제공 서비스

교통 수단이 필요하세요? 몽고메리 카운티가 도와드리겠습니다. 아래를 참고해 주세요.

커넥트-어-라이드 (CAR)
301-738-3252 (일반전화),
301-881-5263 (청각 장애인용 문자전화)
connectaride@accessJCA.org

Connect-A-Ride (CAR) 프로그램은 무료정보이자 위탁 프로그램으로서 50세 이상, 거동이 불편한 모든 성인들이 의료 서비스를 받거나, 장을 보러가거나, 간단한 불일이나, 다양한 사회활동, 다른 모든 필요한 상황에 교통 수단을 제공 받을 수 있도록 도와드리고 있습니다. CAR는 전화 요청을 하시는 분들께 대중교통, 개인 교통, 자원적으로 지원되는 교통수단의 다양한 옵션을 제공하고 있습니다. CAR는 에스콧 교통수단이 필요하신 분에게 안내를 해드리는 것을 포함하여 개인적 도움도 제공하고 있습니다. 또한 MetroAccess와 Call N Ride 프로그램 신청서를 작성할 수 있도록 도와드리고 있습니다. CAR의 운행시간은 월요일부터 금요일 까지 9AM부터 5PM까지 입니다.

시니어 스마트립SM 카드
301-738-3252 (일반전화),
301-881-5263 (청각 장애인용 문자전화)

몽고메리 카운티에서 65세 이상 고령자는 시니어 스마트립 카드를 이용해 시니어 요금으로 메트로레일을 사용할 수 있고, 월요일부터 금요일, 매일 오전 9시 30분부터 오후 3시까지 라이드 온 버스 및 일부 메트로버스를 무료로 사용하거나 그 외 시간대에는 반값으로 사용할 수 있습니다. 시니어 스마트립 카드는 2달 러입니다. 카드는 몽고메리 카운티 공공 도서관, 컴퓨터 스토어 또는 몽고메리 카운티 재무 부서에서 연령 증명 서류(주 정부 ID, 출생 증명서 또는 여권)를 제시하면 구입할 수 있습니다. 구입한 카드에는 잔액이 없으며 메트로에서 요금을 충전하실 수 있습니다. 새로 구입한 시니어 스마트립 카드를 몽고메리 카운티 내 거의 모든 노선의 라이드 온 버스 및 메

트로 버스 운전사에게 제시하면 무료 기간에는 무료로 탑승하고, 그 외 시간대는 반 값으로 이용하실 수 있습니다. 무료 탑승 시간에는 요금 박스에 시니어 스마트립 카드를 대지 마십시오. 카드를 대면 카드에서 요금이 빠져 나갑니다. 반값 요금 시간에는 카드에 잔액이 있는지 확인해 주십시오.

콜 앤 라이드 택시 프로그램
301-738-3252 (일반전화),
301-881-5263 (청각 장애인용 문자전화)
mcdot.cnrorder@montgomerycountymd.gov

콜 앤 라이드(CNR) 택시 프로그램은 택시 대체 서비스로서 자격을 갖춘 저소득 고령자(67세 이상)와 장애인(18세 이상)이 몽고메리 카운티 및 그 외 지정된 서비스 지역 내의 병원에 가거나 기타 개인적 용무를 보기 위해 이용할 수 있습니다. 자세한 정보를 원하거나 본 프로그램에 신청하기 원하는 분은 월요일부터 금요일까지 매일 오전 9시부터 오후 4시 30분까지 전화로 문의해 주십시오.

콜 앤 라이드 택시 프로그램을 처음 사용하시는 분은 신청하여 적격 여부를 먼저 확인해야 합니다. 신청서와 함께 제출해야 하는 서류: 가족 수입 증명 서류(세금 보고서, 소셜 시큐리티 체크, 소셜 시큐리티 어워드 레터, 퇴직금, 연금 명세서, SSI, 업무 소득, 은행 명세서(이자, 배당금 또는 IRA 환급금 명시) 중 복사본 1부), 몽고메리 카운티 거주 증명서, 연령 증명서 및 여권 사진. 신청자가 장애인일 경우, 면허 의사가 작성한 정신 또는 신체 장애 증명서를 제출해야 합니다. 인증을 받은 신청자는 CNR을 제공하는 택시 탑승 시 사용하는 자동 CNR 카드를 지급받게 됩니다. 참가자들은 카드에 매달 일정 금액을 충전할 수 있습니다. 콜 앤 라이드 택시 프로그램 및 자격요건에 대한 자세한 정보를 원하면 커넥트-어-라이드에 문의하십시오.

몽고메리 카운티 라이드
 온과 교통 편의 프로그램
 240-777-7433 (일반전화)
 240-777-5869 (청각 장애인용 문자전화)

노령자와 장애인은 월요일부터 금요일까지 매일 오전 9시 30분부터 오후 3시까지 몽고메리 카운티 내 라이드 온이나 메트로버스를 무료로 이용합니다. 고령자의 연령은 65세 이상이어야 하고 유효한 메트로 시니어 ID 카드(시니어 스마트립 카드) 또는 사진이 부착된 메디케어 카드를 지참해야 하며, 장애인들은 유효한 메트로 장애인 ID 카드를 지참해야 합니다.

노령자 연결 프로그램
 301-962-0820

노령자 연결 프로그램에서는 자원 봉사 운전사가 62세 이상의 노령자를 주로 의사의 진찰을 받으러 갈 때 동행하며, 가능할 경우 그 외 다른 장소에 갈 때도 동행합니다. 자원봉사자들이 제공하는 기타 서비스는 장보기 도우미, 말동무 해드리기, 전화 통화, 고지서 납부, 서류 정리 도우미 등이 있습니다.

노령자와 장애인을 위한 서비스 헬프 라인
 240-777-3000

노령자 및 신체적 장애 또는 발달 장애 및 관련 장애가 있는 분에 대한 평가, 상담, 리소스 조정, 서비스 계획을 원하시면 전화로 문의하십시오.

몽고메리 카운티 헬프 라인
 311 또는 240-777-0311
www.mc311.com

몽고메리 카운티 정부 프로그램 및 서비스에 대한 정보를 원하면 위의 전화번호에 문의하고 웹포털을 방문하십시오. 311 전화번호는 교통 편의 제공 프로그램에 대한 일반적인 질문에 답변할 뿐 아니라 직접 커넥트-어-라이드를 연결해 드릴 수 있습니다.

메트로엑세스 합승 서비스

본선:.....301-562-5360(일반전화)
 1-800-523-7009(무료전화)
 예약:.....301-562-5360(일반전화)
 으로 전화하신 후 #1을 누르세요
 자격 요건:.....202-962-2700(일반전화)
 으로 전화한 후 #8을 누르세요
 교통 편의 제공 서비스에 관한
 문의:.....301-562-5360(일반전화)
 으로 전화한 후 #2를 눌러주세요
 WMATA 고객 서비스/불만
 전화:.....202-637-0128(일반전화)
 로 전화한 후 #9을 눌러주세요
 위에 언급한 모든 전화번호에 대한 청각 장애인용 문자전화 전화번호:.....301-588-7535
 (청각 장애인용 문자전화)

www.wmata.com/accessibility/metroaccess_service

장애 때문에 대중 교통수단을 이용할 수 없는 분들을 위한 합승, 호별 서비스 및 준공공 교통 서비스. 1990년에 제정된 미국 장애인법(ADA)에 준한 장애인을 위해 제공하는 대중 교통 서비스입니다. 인증받은 메트로엑세스 합승 서비스 사용자들은 WMATA 지역 내 고정 노선에서 메트로레일, 메트로버스 및 몽고메리 라이드 온을 무료로 이용합니다. 메트로(WMATA)는 참가자가 장애인 탑승 시설을 갖추고 고정 노선을 운행하는 대중 교통수단을 이용할 수 없다는 것을 인증해야 합니다. 메트로엑세스 합승 서비스 평가 테스트는 메트로 본사(주소: 600 5th Street, NW, Washington, DC, 20001)에서 시행됩니다.

이 합승 서비스는 합승을 하지 않을 때에 비해 시간이 최대 50 퍼센트 더 소요될 수 있습니다. 차량은 세단 및 장애인 탑승 시설을 갖춘 밴을 제공합니다. 이 합승 노선의 요금은 상응하는 가장 빠른 고정 노선 요금의 두 배이며, 편도 요금은 7달러를 넘지 않습니다.

메트로엑세스 합승 서비스는 일주일 내내 운행합니다. 월요일부터 목요일까지는 오전 5시부터 자정까지, 금요일은 오전 5시부터 다음날 오전 3시까지, 토요일은 오전 7시부터 다음날 오전 3시까지, 일요일은 오전 7시부터 자정까지 운행합니다.

탑승 예약은 일주일 전부터 가능하며, 하루 전 예약은 탑승 전날 오후 4시 30분 전까지 예약을 해야 합니다(당일 예약 불가). 모든 차량이 귀하가 원하는 시간에 예약이 되어 있을 경우, 예약 직원이 다른 시간을 선택하도록 도와드릴 것입니다. 메트로엑세스 합승 서비스에 등록된 고객들은 인터넷을 통해 탑승을 예약, 취소 또는 검토할 수 있습니다.

인증받은 이용자들은 예약을 통해 매년 최장 21일까지 미국 전역에서 준공공 교통수단을 이용할 수 있는 자격이 있습니다. 같은 주의 다른 지역에서 다른 준공공 교통수단 서비스를 정기적으로 이용하기 원하는 분은 현지 서비스 제공업자의 인증을 받아야 합니다.

카운티 시니어 센터 셔틀버스 서비스

몽고메리 카운티 레크리에이션 부서와 노령자를 위한 주이시 카운슬은 2014년 1월 14일부터 5개의 시니어 센터에 월요일부터 금요일까지 탑승자가 원하는 곳에 데려다 주는 서비스와 고정 노선 서비스를 모두 제공하기로 합의하였습니다. 이들 5개 시니어 센터의 서비스 제공 대상 지역 내 55세 이상 카운티 거주자는 본 프로그램을 사용할 수 있는 자격이 있습니다. 카운티에서 제공하는 교통편을 이용해 보지 않았지만 이제부터 이용하기 원하시는 노령자는 현지 시니어 센터나 240-777-4980으로 전화하여 자세한 정보를 문의하십시오. 본 프로그램은 다마스커스, 홀리데이 파크, 슈바인하우트, 롱 브랜치 및 화이트 오우크 시니어 센터에서 시행합니다.

택시 회사
 액션 택시:.....301-840-1222(일반전화)
 바우드 택시:.....301-984-1900(일반전화)
 오렌지 택시:.....301-912-0000(일반전화)
 리젠시 택시:.....301-990-9000(일반전화)
 선 택시:.....301-252-0575(일반전화)



STATE MEDICAID PROGRAM

- MEDICAID TRANSPORTATION...240-777-5899
Medical appointments only
Eligibility requirements (no cost if eligible.)

SENIORS AND LOW INCOME W/DISABILITY

- CALL'N RIDE.....301-948-5409
(Eligibility requirements)
- BRENNER TRANSPORTATION (JSSA)
Non-emergency rides to medical
appointments (sliding scale)....301-816-2639

ONE FEE - NO EXTRA FOR WAITING

- SENIOR TRANSPORTATION SERVICE
.....240-855-6355

VOLUNTEER SERVICE

- CONNECT-A-RIDE.....301-738-3252
- BETHESDA HELP.....301-365-2022
- CASA OF MARYLAND.....301-431-4185
(Participants only)
- DAUGHTERS FOR A DAY.....301-203-7050
- DAMASCUS HELP.....301-253-4100
- GAITHERSBURG HELP.....301-216-2510
- SENIOR CONNECTION.....301-962-0820
- WESTERN UPPER MC HELP.....301-972-8481

PUBLIC TRANSIT SERVICE

- METRORAIL & METROBUS.....202-637-7000
- MC RIDE ON BUS SERVICE.....

OTHER AVAILABLE REDUCED RATE TRANSPORTATION SERVICES AVAILABLE FOR SENIORS AND PEOPLE WITH DISABILITIES

- METRO ACCESS (DOOR-TO-DOOR)... 301/562-5360
(eligibility requirements)
- SAME DAY ACCESS.....301-948-5409
(Metro Access ID Required)

TRAVEL TRAINING PROGRAMS (FREE)

- JEWISH COUNCIL FOR AGING....301-738-3252
- METROTRIP PLANNING ASSISTANCE
(Training for Seniors and People with
Disabilities: How to safely utilize
Accessible Metro service)202-637-7000
- METRO IS ACCESSIBLE
(Free Travel Training Programs for Individuals
and/or groups).....202-962-1558

TAXI SERVICE

- ACTION TAXICAB COMPANY.....301-840-1000
- BARWOOD TAXICAB COMPANY...301-984-1900
- REGENCY TAXICAB COMPANY...301-990-9000
- SUN CAB COMPANY.....301-252-0575

OTHER MOBILITY SERVICES

- ROCKVILLE SENIOR SERVICES...240-314-8810
(Shuttle service to Senior Centers)
- WINTER GROWTH.....301-774-7501
(Escorted Transportation Service: reasonable fee)
- BETHESDA CIRCULATOR.....301-215-6661
(In and around Bethesda)
- VAN/GO.....240-773-8747
(Free Shuttle in and around Silver Spring)
- JOHNS HOPKINS MEDICAL INSTITUTE SHUTTLE
(JHMI patients, guests, students, faculty & staff)
.....410-502-6880

PREPAID TAXI ACCOUNTS

- Establish prepaid taxicab accounts for seniors, with
any of the county's taxicab companies to schedule
prepaid taxicab trips. Contact any taxicab company
listed above for information.

CUSTOMER SERVICE: "TAXI HOT LINE" PEDESTRIAN SAFETY

AND

**OTHER TRANSPORTATION-RELATED
CONCERNS OR QUESTIONS, PLEASE**

CALL THE INFORMATION LINE: 

FOR FURTHER INFORMATION ON ANY OF
THE LISTED RESOURCES, PLEASE VISIT

THE COUNTY'S WEBSITE:

[WWW.MONTGOMERYCOUNTYMD.GOV/
DISABILITY](http://WWW.MONTGOMERYCOUNTYMD.GOV/DISABILITY)

OR

THE COUNTY'S DIVISION OF TRANSIT SERVICES WEBSITE:

[WWW.MONTGOMERYCOUNTYMD.GOV/
CONTENT/DOT/TRANSIT/SENIORS.ASP](http://WWW.MONTGOMERYCOUNTYMD.GOV/CONTENT/DOT/TRANSIT/SENIORS.ASP)

OR

THE COUNTY'S HEALTH AND HUMAN SERVICES WEBSITE:

[HTTP://WWW.MONTGOMERYCOUNTYMD.
GOV/HHSTMP.LASP?URL=/CONTENT/HHS/
ADS/DISABILITYSENIORSERVICES/TRANS
DISABILITY.ASP_OR](http://WWW.MONTGOMERYCOUNTYMD.GOV/HHSTMP.LASP?URL=/CONTENT/HHS/ADS/DISABILITYSENIORSERVICES/TRANS/DISABILITY.ASP_OR)

METRO'S WEBSITE:

<http://www.wmata.com/>

METRO ACCESS WEBSITE:

[www.wmata.com/accessibility/metroaccess
eligibility.cfm](http://www.wmata.com/accessibility/metroaccess/eligibility.cfm)

Getting All Around the County

An inclusive coordinated transportation program funded by the US Administration for Community Living and managed in partnership with the Federal Transit Administration. Administered by the Community Transportation Association of America in partnership with Easter Seals, the National Association of Area Agencies on Aging and Westat

“*Getting All Around the County*” was funded from June 2013 through November 2013. The grant was awarded to the Department of Health and Human Services and supervised by Odile Brunetto, Director of the Area Agency on Aging. The project director was Elaine Binder and the consulting partner was Elinor Ginzler, Senior Director of Supportive Services for the Jewish Council on Aging (JCA).

The project was designed to document the many ways in which older adults and people with disabilities have been involved in transportation planning to date, in Montgomery County and to expand both the extent and level of their engagement so as to fully benefit from their input in transportation coordination. An important component of the project was to develop a series of recommendations for an inclusive transportation coordination partnership that can be sustained by the County as it implements the mobility management system that it is in the process of creating. Due to the geographic size of Montgomery County, the project focused on Germantown and Gaithersburg because both of these communities lacked extensive transportation options.

Goals of the Project:

1. To increase the County’s understanding of the transportation and mobility needs of older adults and people with disabilities
2. To further include older adults and people with disabilities in the planning process designed to meet these needs
3. To gather additional data that will contribute to coordinated transportation planning
4. To forward agreed-upon recommendations to the County’s Mobility Manager for data collection and management

Specific Objectives:

1. Document past efforts to include older adults and people with disabilities in transportation and mobility planning
2. Engage a diverse group of older adults and people with disabilities in identifying their concerns and offering recommendations to meet these
3. Report results of the project to County executive staff and members of the County Council, its legislative body
4. Involve the Mobility Manager, a newly created staff position, in the project in order to ensure sustainability

The results of this project are impressive. 96 individual older adults and people with disabilities were engaged directly in providing information about their transportation concerns and recommendations for meeting these. By completing a survey, 499

individuals from this population provided excellent input regarding their current transportation experiences, their needs, their priorities and their concerns. Members of the County Council, the Directors and relevant executive staff of Health and Human Services, Transportation and Recreation and all their partner organizations will now have a clear understanding of these needs since this report will have broad distribution throughout the County. Project staff will meet with the Mobility Manager when he/she has joined the staff to present the recommendations. Further, the Commission on Aging advocated for this position, it has committed itself to a continued relationship with the Mobility Manager to review progress toward meeting the transportation needs of older adults and people with disabilities.

Project Activities:

Report on Past Efforts

A lengthy report was created to describe Montgomery County's prior efforts to identify and resolve transportation and mobility concerns of older adults and people with disabilities. Although both older adults and people with disabilities participated in these activities, there was no effort to document the level and extent of their involvement. (See Attachment A)

An Advisory Panel

Ten older adults and people with disabilities were members of the Advisory Panel in addition to representatives from partner organizations in the County. The partner organizations on the panel included the Department of Transportation, the Commission on Aging, the Commission for People with Disabilities, the Gaithersburg Senior Center, the Chinese American Senior Services Association (CASSA), Churchill Senior Living and the Housing Opportunities Commission. The Panel met twice during the term of the project, at the beginning to provide advice on the project activities, and at the end to determine the recommendations that were to be forwarded to the Mobility Manager. The Panel members received regular progress reports and were asked to give their input on issues in between meetings. (See Attachment B for a summary of both meetings)

Focus Groups

Two focus groups were held. Although the meetings were held at central locations within the geographic areas of the project, recruitment was difficult partly due to the transportation challenges some participants faced. The project funded the transportation of several individuals. The first meeting was held at Asbury Methodist Village in Gaithersburg, and the second was held at Churchill Senior Living in Germantown. A total of 23 older adults and people with disabilities participated in these two focus groups. (See Attachment C for the summaries of each focus group)

Survey

Project staff developed a survey instrument with considerable input from the Advisory Panel members. In partnership with staff from the Department of Transportation, it was uploaded onto Survey Monkey. The survey was widely publicized in a variety of ways, including links from electronic newsletters of partner organizations, County Council

Members and County Departments, resulting in 364 responses. In addition, 300 paper versions of the survey were distributed to senior centers, recreation centers and senior living communities in Gaithersburg and Germantown. A volunteer from JCA entered the results from 60 paper surveys into the electronic database, bringing the total to 424. CASSA translated the survey into Chinese and then compiled the results from 196 participants into a separate database. Of the 620 responses entered, 499 were from the target population; the remaining 199 were completed on behalf of family members or friends. (The complete survey report will be made available upon request. Attachment D contains sample graphics that were used in the community meeting.)

Documentation of Current Transportation Options

It became very clear early in the project research that an overriding issue for older adults and people with disabilities was a lack of knowledge of the current options available in the county. Therefore, the project staff developed a concise document explaining County transportation options. This resource was printed in English and then translated and printed in eight languages to address the language needs of the diverse population in Montgomery County. The handout's availability was announced on multiple electronic newsletters, and copies of it are being distributed throughout the County. It is available electronically through the Senior Site section of the Montgomery County website. (http://www.montgomerycountymd.gov/senior/Resources/Files/SeniorTransportation_2013.pdf)

Community Meeting

A community meeting was held in order to involve a larger number of older adults and people with disabilities in the process. The agenda was designed to elicit reactions to preliminary challenges that emerged from the survey data, many of which were also raised at the focus groups. These challenges were presented to an audience of 53 older adults and people with disabilities who engaged in free flowing discussions and encouraged to raise their issues and concerns along with the recommendations for change. The results of the discussion were graphically recorded as the meeting was taking place. (See Attachment E) At the conclusion of the meeting, resource people from transportation providers were available to respond to specific issues that participants had.

Cable TV Program Presentation

The project director and a member of the Advisory Panel presented information about the project on a segment of Seniors Today, a cable TV program produced by the Commission on Aging. (http://www.youtube.com/watch?v=cG0y-2d_zM8. Seniors Today #132 November 2013 also may be found on the County Website.

Final Recommendations

A total of 33 recommendations emerged from the focus groups, survey and community meeting. The Advisory Panel felt very strongly that it was important to honor the input of those whose opinions were solicited. However, the members knew that it was important to consolidate the recommendations into identifiable priorities. Following the meeting, an 'email dialogue' took place that refined the discussion held at the meeting.

The attached document (Attachment F) lists nine priority recommendations with specific steps under each recommendation. Since many of the specifics require funding and/or are long-term tasks, this document will be forwarded to the Transportation and Mobility Manager currently being hired by the Department of Health and Human Services, along with the Department of Transportation, the Department of Recreation. Most important also, the recommendations will be presented to the Montgomery County Council members who have provided considerable support for improved transportation options for older adults and people with disabilities.

Because of their importance, the final recommendations are listed on the next several pages and also are an attachment to this document.

Getting All Around the County

Recommendations

To be sent to the Transportation and Mobility Manager

November 2013

Administrative

1. Establish a County-wide Advisory Panel that includes older adults and people with disabilities as an integral part of the County's Transportation and Mobility Management System.
2. Institute a variety of approaches to conduct ongoing needs assessments using "Getting All Around the County" as a model, establish realistic goals, monitor progress and evaluate results.
3. Use the data from the survey conducted by "Getting All Around the County" as part of ongoing transportation and mobility management planning.
4. Ensure that transportation and mobility management planning takes all parts of the County into consideration.

Programmatic

5. Develop and implement an ongoing multi-pronged public service campaign to educate the public about the mobility and transportation options for older adults and people with disabilities.
6. Develop a short-term and a long-term plan to improve public transportation and encourage its use
7. Improve transportation and mobility services for people with disabilities.
8. Expand the availability of volunteer driver programs.
9. Address the transportation and mobility needs of low and moderate-income older adults and people with disabilities.

Programmatic Recommendations

Develop and implement an ongoing multi-pronged public service campaign to educate the public about their mobility and transportation options for older adults and people with disabilities.

Background:

- 71.5% of electronic survey respondents identified expanding easily accessible transportation information and referral services as a priority.
- 15.9% of electronic survey respondents and a very small number of the Chinese American Senior Services Association (CASSA) respondents are aware of Connect-a-Ride, the only comprehensive information and referral service in the County.
- Only 7.2% of the electronic survey respondents and a very small number of CASSA respondents have actually used Connect-a-Ride.

Specific Steps

1. Create a 'branding' effect for transportation information
2. Disseminate "*Transportation Options*" throughout the entire County by distributing to the following:
 - a. Social service agencies, physicians, elder care attorneys, physical therapists
 - b. Libraries and hospital waiting rooms
 - c. Senior and recreation centers
 - d. Senior residences and NORCs
 - e. Neighborhood citizens associations and Villages
 - f. Faith-based organizations
 - g. Disease-related groups such as multiple sclerosis, arthritis, etc.
 - h. Nursing homes and assisted living residences
 - i. Senior educational programs (OASIS, Evergreen, etc.)
 - j. Local business community
3. Distribute translated versions of "*Transportation Options*" in partnership with multicultural organizations
4. Use traditional and electronic media to communicate the availability of "*Transportation Options*"
 - a. Promote the use of the Senior Site on the County website and maintain up-to-date information about transportation
 - b. Place quarterly notices in the Paperless Airplane, Senior Spotlight and Regional Service Center newsletters, and other electronic newsletters
 - c. Utilize Seniors Today, whenever possible, to highlight transportation information
 - d. Promote Connect-a-Ride as a one-stop information resource
 - e. Ensure that the up-to-date versions of "*Transportation Options*" are found on Google and other search engines
5. Develop a strategy to target adult children of older adults and other segments of the population who would benefit from understanding mobility and transportation options for older adults and those with disabilities
 - a. Better utilize social media, including uTube and Twitter
6. Develop a volunteer speakers bureau to reach out to places where older adults and people with disabilities live and/or congregate

Develop a short-term and a long-term plan to improve public transportation and to encourage its use

Background:

- 66.5% of respondents do use the bus or Metro at some time
- Although 40.8% of respondents drive themselves as their most frequent mode of transportation, the next most frequent transportation mode used is bus or Metrorail (20.1%)

Specific Steps

1. Conduct ongoing training programs and refresher courses for Ride On drivers that include:
 - a. Sensitivity about the concerns of older adults and people with disabilities
 - b. The importance of enforcing seating priorities
 - c. Being alert to the need for lowering kneeling platform
2. Expand the availability of Ride On bus schedules
 - a. Ensure that printed versions of Ride On bus schedules are more widely available
 - b. Improve electronic schedule posting
 - c. Promote the Ride On application for smart phones
3. Improve safety, security and comfort of public transportation
 - a. Increase police patrol visibility at bus transfer centers to mitigate safety concerns
 - b. Assess safety issues at major bus intersections and stops especially during the winter with snow piles and icy conditions
 - c. Maintain sidewalks and crosswalks near bus stops
 - d. Continue improvement and maintenance of bus stops including installing seats and shelters
4. Enhance the ability of older adults and people with disabilities to use public transportation throughout the day
 - a. Expand transportation programs to senior and recreation centers
 - b. Review Ride On bus routes and consider pilot programs for schedule changes that address the daytime needs of older adults and people with disabilities
 - c. Expand free Ride-On hours by adding weekend service and, if feasible, weekday hours
5. Explore the feasibility of neighborhood shuttles, with a fixed route/on demand service, particularly in upcounty, underserved areas to transport older adults and people with disabilities to shopping centers and to public transportation
6. Promote the use of public transportation through programs and efforts that enable older drivers to transition from driving
 - a. Regularly conduct 'travel training' programs at senior and recreational centers, as well as senior living communities

Improve transportation and mobility services for people with disabilities

Background:

- 55.7% of electronic respondents and 81% of CASSA respondents have some condition that limits their ability to get where they want to go.

Specific Steps

1. enable the use of public transportation by people with disabilities
 - a. Provide large print bus schedules
 - b. Consider mechanisms to provide audio messages
 - c. Enforce priority seating on buses
 - d. Increase the availability of lifts and ramps on buses
 - e. Ensure that the signs on buses indicate whether they are wheelchair accessible
2. people with disabilities
 - a. Intensify sidewalk repair and weather maintenance efforts
 - b. Review traffic lights with an eye to increasing the time to cross the street
 - c. Install flashing lights at crosswalks, as needed and appropriate
 - d. Install auditory crossing signals
 - e. Institute ongoing in-service training of public transit operations on the unique needs of people with disabilities
3. Engage taxi companies in discussions about improving services to older adults and people with disabilities
 - a. Identify strategies to ensure high quality service to Call 'N' Ride passengers
4. escorted services
 - a. Explore strategies to increase the availability of escorted services
5. continually promote "Respect the Space"
 - a. Enforce disability parking regulations and continually promote "Respect the Space"
6. Advocate for service improvements by Metro Access
7. Advocate for service improvements by Metro

Expand the availability of volunteer driver services

Background

- 43.8% of electronic survey respondents rated supporting volunteer and faith-based transportation services as a priority
- 46% of respondents would feel 'very good' or 'good' about getting a ride with a volunteer driver, and 29.4% are neutral, while 58% of CASSA respondents felt 'very good' or 'good.'
- 76.1% of electronic respondents and 89% of CASSA respondents indicated they would be willing to pay a modest fee if they could be driven by a volunteer driver

Specific Steps

1. Develop a plan to increase the number of volunteer driver programs

- a. Convene a meeting that includes volunteer driver groups to identify and address driver and passenger concerns
 - b. Undertake a public service effort to recruit volunteer drivers for all nonprofit organizations managing volunteer drivers
 - c. Ensure that volunteer driver training programs include passenger sensitivity, as well as assisting people with mobility issues.
2. Encourage older adults to become comfortable with the concept of a volunteer driver service
 - a. Conduct seminars at senior centers and senior residences to communicate details of program and increase passenger comfort level
 3. Explore the feasibility of requesting a modest “fee” to underwrite the cost of a volunteer driver program

Address the transportation and mobility needs of low and moderate-income older adults and people with disabilities.

Background

- 45.9% of electronic survey respondents identified expanding transit and taxi fare subsidies as a priority

Specific Steps

1. Continue the Escorted Transportation Program and expand such a service with a graduated co-payment up to full fee payment depending on income level
2. Engage taxi services in discussions about ways to mitigate the high cost of travel for older adults and people with disabilities
3. Explore a graduated subsidy amount based on income so that individuals who have moderate incomes can participate in the various programs that the County offers including Call ‘N’ Ride
4. Examine how public-private partnerships can develop strategies to address the financial cost of transportation

Gaithersburg Focus Group Summary

Focus group was held on August 28 at Asbury Methodist Village from 10:00 – 12:00. Thirteen people participated in the discussion. All were over the age of 65; two were visually disabled; 1 had a walker; 2 used canes. Two guests, representatives from the Muslim Foundation, were present as observers.

Usual modes of transportation:

- Ride On – 9
- Metro – 4
- Metro Access – 3
- Asbury Transport – 3
- Metro Rail – 2
- Friends – 1
- Walk – 2
- Taxi – 2
- Family - 2
- Bus – 2
- Drive – 2
- Senior Center – 1
- Call n Ride – 1

Barriers/Challenges

- Ride On:
 - Buses are often very crowded. In particular, the 55 bus route needs more buses and to run more frequently.
 - Some routes have a long wait time in between buses
 - Walking to bus stop can be a challenge. There is often a long distance between bus stops.
 - Ride on buses travel on county/state roads and therefore do not enter many neighborhoods. One of the few is the #59 bus, which goes into some neighborhoods.
 - Buses no longer have paper bus schedules available on the bus, creating problems for people who do not have access to computers.
 - If have internet access and know how to use it, can look up bus schedules.
 - Grab poles are often out of reach
 - Free Ride on during weekends is desirable.
 - Security at Lakeforest transit center is a concern, as is the one at Montgomery Village.
 - Pedestrian signals often do not work well
 - The location of the call signal at Diamond Back Road and Muddy Branch presents a safety issue, particularly for disabled or short people.
 - Pedestrian safety at crosswalks was an issue with bus drivers not paying attention.

Attachment C

- Metro Access
 - Making medical appointment fit transport schedules is difficult.
 - Metro Access drivers don't provide door-to-door service. This is not mandated by ADA. If individual drivers do, it is as a courtesy.
 - Same day service is not available, presenting a problem if a situation arises whereby a person has to get to the doctors quickly. Under those circumstances, they are told to get an ambulance and to go the Emergency Room.
 - Metro Access gives rider a ½ hour time span, but if rider is more than 5 minutes late, driver leaves. If rider calls in any delay, then Metro Access will reschedule for later that same day, but if rider doesn't show up a certain number of times, they are suspended for 6 weeks.
 - Three companies involved in running Metro Access. The rules have changed regarding the ability to make more than two reservations at a time.
 - Rider can pay online, but needs exact change if pay for service directly. Drivers cannot make change. \$3.20 is minimum cost for a ride; \$7 is the maximum cost.
 - Baltimore's Metro Access program will pay for two rides per day within a 20 mile radius

- Asbury Transport
 - Limitation by geographical area makes it difficult to get to certain places for medical appointments and even to the CVS.

- Call 'N'Ride
 - Taxis rides can be expensive even with this program.
 - The need to tip the driver adds \$10-15/trip

- Rides from friends/family members
 - People are not always aware of participants' need for rides, and sometimes even when they are, they don't offer a ride.
 - Participants are reluctant to ask for a ride and instead wait for an offer.
 - Friends who offer a ride don't want to be paid.

- Taxi Rides
 - Expensive - even \$10/ride just to go anywhere nearby is costly for many.

- Some needs, particularly medical situations, occur on short notice and present real challenges to older adults and people with disabilities.
 - Rescue Squad – usually take people to Shady Grove unless it's clear that it's a stroke or heart attack; they then may take people to Suburban Hospital. Some doctors don't have privileges at Shady Grove, which creates problems for patient.

Knowledge of County Resources

- Senior Smart Card – 3 knew about it; others did not
- Connect a Ride – 2 knew about it, 1 of whom is a CAR volunteer
- Free Ride On - 4 did not know
- Call n ride – 4 people in the group were familiar with it.
- Senior Connection: #301-962-0280
 - One person knew about it (the CAR volunteer)
 - Questions were raised about driver liability and whether there was a fee for this service.
- Metro Access – 3 knew about this and they were users of the service
- 311 – 6 people in the group did not know about it
- No one knew about the following services
 - Aging & Disability services: # 240-777-3000
 - Gaithersburg Help: #301-216-2510
 - Seniors Today
 - Senior Section on County Website
- Grocery Delivery – 1 person used Pea Pod - 2-3 people knew about it
 - We mentioned Top Banana; however, this services doesn't go to Gaithersburg
- 8 people do not have computer access
- Add to resource list: Gaithersburg Help –

Recommendations

- Aging is more than the physical so it is important to simplify information.
- Need for same day service
- Potential same day service for medical appointment emergencies
- Asbury Transport
 - Review service perimeter, for example, no access to CVS
- Safety and security concerns, particularly at the Transit Center
- Bus/Metro
 - Training of ride on drivers is important:
 - Driver sensitivity
 - Enforce seating for seniors/people with disabilities.
 - Increase awareness of issues related to seniors/people with disabilities
 - Review safety issues on Ride on buses – front seat grip
 - Bus takes off before seated
- Educate public about resources
 - Use television to communicate services
 - No one knew of Seniors Today
 - No one was aware of County Senior website
- Taxis
 - Taxi too expensive
 - Taxis are too costly and won't pick up blind people

Attachment C

- Taxi drivers, with the exception of Regency, often ignore disabled /visually people
- Ride Share
 - No one seemed to have any concerns about a ride share program in which a small van would go through the neighborhood picking up people and taking them to a central location, shopping centers or even to bus stops
 - Concept of a fixed route/on demand approach is interesting
 - Participants were uncertain whether people would pay a fee for this and did not seem to be positive about this themselves.
 - Baltimore model as being good and affordable.
 - “Van Go” in Southern Maryland stops when passenger flags the van
 - York PA has a small van that goes through neighborhoods.

Germantown Focus Group Summary

The focus group was held on September 11 at Churchill Senior Residence in Germantown from 10:00 a.m. – 12:00 noon. Eleven people participated in the discussion, 9 of whom were over the age of 65. The additional participants were the mother of a participant who has cognitive disabilities and the caregiver of one of the participants who uses a wheel chair. One participant uses a cane and has some visual limitations; the remaining participants did not have any visible disabilities. Two guests were present, one a representative from the Muslim foundation, and the second a member of the Advisory Panel who is an employee of the Department of Transportation. .

Lesson learned:

It is extremely difficult to assemble a group of older adults and people with disabilities who have to travel to a meeting since transportation is such a challenge for them. Despite considerable outreach, it was particularly difficult to find residents of Germantown, the only ones present being those who lived at the Churchill Senior Residence. Five out of the nine were from Germantown; three were from Gaithersburg; and one was from Derwood.

Usual modes of transportation

- Ride On - 3
- Metro Access only and taxis that have wheelchair capability - 1
- Combination: bus, Metro Access; family - 1
- Drive occasionally; otherwise takes the bus - 1
- Call 'N' Ride and has relationship with taxi driver; family – 1
- Combination: bus, Metro Access, Call 'n' Ride – 1
- Other – drives but was there for elderly relatives who live with her whom she has to transport - 1

Barriers/Challenges

- Ride On
 - 97 and 98 Buses – Germantown
 - Bus schedules – have to wait 30 minutes for next bus
 - Lack of crosswalks – cannot cross road safely
 - Used to have one bus that made a loop and came into Churchill. Now there are two buses, one of which doesn't come to Churchill driveway any longer, presumably because they cannot make a left turn into the driveway. It stops across the street (Father Hurley Blvd – a major thoroughfare), which creates challenges for pedestrians.
 - 83 Route to Milestone
 - Petition to DOT is being reviewed – dangerous corner with the light.
 - No seats or shelter at bus stops.
 - Buses are often full, and there are no seats for seniors.

Attachment C

- Damascus Ride-On bus is a commuter bus (M-F) with no weekend transportation at all. Participant walks 1½ miles to bus stop. No bus service in Derwood.
- Bus schedules are not available for seniors to easily obtain them. Most seniors don't use computers and therefore cannot access information online.
- One rider has to take one bus to transit center (1/2 hour ride) and then another bus to go grocery shopping.
- Timing of buses from the transit center is erratic.
- Bus drivers do not always lower the kneeling buses for older persons. Bus accommodations are not consistent – some have a ramp and some just have steps.
- Hard to understand the intercom that is announcing the next bus stop.
- Some bus drivers are not helpful to seniors and people with disabilities.
- Metro Access
 - Metro Access geographic restrictions are big challenge. Participant lives ½ mile outside Metro Access route. Metro Access vehicles drive by home to pick up others who live further out but who were grandfathered in when the rules changed.
 - 5-minute grace period is very difficult for seniors.
- Call 'N' Ride
 - Amount provided is not sufficient for taxis taken to places upcounty; particularly difficult when there are no bus routes on weekend, and taxis are the only alternative.
 - Picture ID requirement presents a challenge.
- Taxis
 - Limited availability of handicapped accessible vehicles.
 - Expensive, particularly for those who live upcounty.
- Other
 - Lack of sidewalks in neighborhoods and on main roads.
 - No longer have a County bus to Damascus Senior Center from Churchill.
 - Grocery Shopping presents some challenges
 - Family, Peapod, Churchill shuttle are alternatives that are used.
 - Only 4 participants had access to computers.

Knowledge of County Resources

- Smart Trip – 3
- Connect-a-Ride – 3
- Senior Connection – 1
- 311 – 2
- Seniors Today – 1
- County Website – 2
- Senior Site – 1
- Escorted Transportation – 1
- Peapod – 2

Attachment C

- Free Ride On – all who ride the bus were aware of this
- Aging & Disabilities Services - 1

Recommendations

- Education and Communications
 - County staff need to understand the concerns of older persons and be respectful during transactions
 - Find a way to make information about the services being offered more accessible and available to everyone.
 - Provide written materials in multiple languages.
 - Ensure that materials are produced so that seniors with limited vision can read the information.
 - Need outreach to senior communities.
 - Since peer relations are important, see that older people are the communicators.
 - Have a volunteer speakers bureau to conduct outreach.
 - Coordinate conversations with residents of senior buildings, and encourage managers to support them since building managers often do not share information with tenants.
 - Identify ways to include isolated seniors who are hard to reach and do not attend meetings.
- Call 'N' Ride
 - Clarify and communicate rules better.
- Damascus – the neglected part of the county in regard to transportation
 - Increase public transportation to Damascus residents. (Only one commuter route to Little Brook Giant).
- Ride On
 - Make printed Ride On bus schedules available for the routes that serve the Churchill area.
 - Signage is needed for "next bus."
 - Increase police patrol visibility since there are safety concerns at night at bus transfer centers.
 - See that bus stops have shelters and seats.
- Safety concerns
 - Security while waiting at bus stops
 - Some bus stop locations are very close to the road
 - Snow is often piled up on or at bus stops during the winter
 - Sidewalks and crosswalks are critical safety issues

“All Around the County”

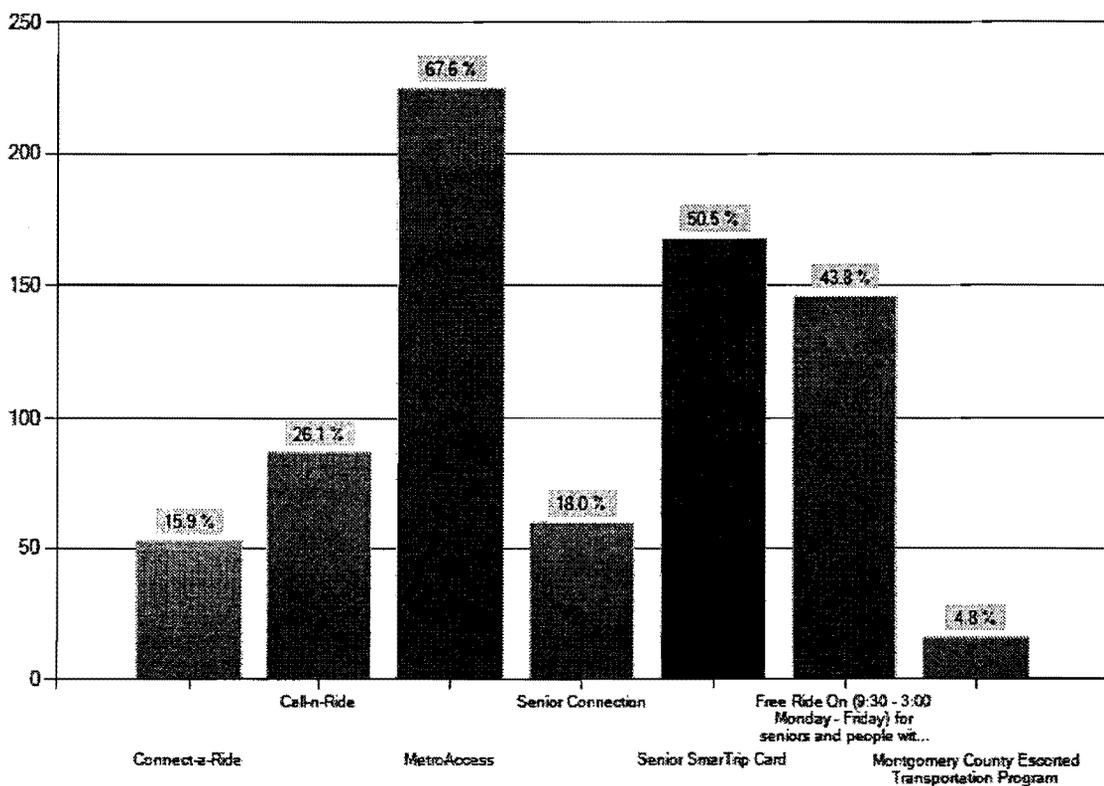
A project designed to include older adults and people with disabilities in making recommendations about transportation in Montgomery County

Community Meeting October 29, 2013

1. How can we provide information about current transportation options?

Most survey respondents know about MetroAccess and the Senior SmartCard, but not about other options. The majority of those who answered the survey find information either from the internet or family friends.

Which of the following transportation services do you know about? (Check all that apply)



Evaluation of Escorted Transportation Project

Submitted May 2013

Purpose and Overview of program

This project, contracted to the Jewish Council for the Aging (JCA), is conceived of as being a “gap filler” – providing escorted transportation to those most in need financially who cannot be served by other existing services.

The definition of gap filling includes needing an escort, but none available; having someone who can be an escort, but Senior Connection cannot provide the ride; having Call ‘N Ride but needing an escort. The priority is to provide rides for medical reasons. In addition, HHS wanted this project to help maintain quality of life and therefore rides can be for other reasons, including getting to hairdresser, theatre, events, etc. In the first three months of the project, however, most people are requesting rides for medical care.

All calls for service are initially screened and referred through Connect-a-Ride, thereby controlling the referral process to those who qualify, i.e., have no other alternative. The intake process is extensive and staff intensive to assure that staff has all the information needed to make the appropriate ride assignment. Repeat requests generally requires less staff time. The initial ride will be provided if the rider has not completed all the paper work, but subsequent rides are denied if there is incomplete documentation. To date, this is a rare occurrence.

Ride assignments can be through taxis (if rider has own escort) or to a list of providers approved by JCA who can provide the level of escorted and accessible transportation needed.

At the end of the first 6 months, JCA is to provide a narrative report and data to an HHS program evaluator for an external evaluation.

Budget

- Initial contract was \$55,000 for 6 months. Contract was extended for an additional 6 months for a total of \$110,000 for 12 months.
- Contract is based on providing 45 rides/month.
- Payment to JCA \$140/round trip ride regardless of cost of ride. That includes payment by JCA to provider. Additional funds are for marketing and overhead
- Payments for rides to Baltimore will be \$70/trip plus the actual cost of the ride up to a maximum of \$13,000 for the year.
- Contract for second 6 months reduces the payment if the rider can provide their own escort and driver.

Criteria for Rider Eligibility:

- Unable to use public transportation or drive himself or herself
- Need escort for door-through-door service due to physical, cognitive or emotional impairment (program will find escort if rider cannot provide one)
- Montgomery County Resident
- Age 50 or older
- Income below \$40,000
- Rider completes paperwork and pays fee
- Sliding scale rider contribution based on household income and ability to provide own escort
- Maximum of 4 rides provided/month
- Rides are not limited to medical appointments, but can be for shopping, access to senior centers or day care programs

Criteria for Project Evaluation:

- Number of separate riders (30 in first 3 operational months of the program)
- Number of repeater riders
- Rides provided (February - 10; March - 22, April - 30)
- Purpose of Rides (99% medical to date)
- Number of riders who are able to provide their own escort
- Length of time requested for ride (most give 1-2 days notice)
- Average cost/ride
- Income generated through rider fees
- Time required to handle riders (intake/ride scheduling)
- Rider evaluation of service
- Use of TRIP model

Determining Cost Effectiveness:

Setting a specific level for cost effectiveness may be subjective since this projectS is designed to provide a service to those individuals most in need financially who would have no other way to meet their transportation needs.

Evaluation of Transportation to Senior Centers Project

Description:

This project, contracted to the Jewish Council for the Aging (JCA) is designed to replace the current effort that uses Ride On buses to take seniors to 4 Senior Centers (Long Branch, Schweinhaut, Holiday Park and Damascus) and White Oak, which currently does not have a transportation service.

Goals of Project:

- Increase census at Senior Centers
- Provide customer service focus –
 - Personal attention
 - Trained drivers
- Door-to-door and flexible fixed route
- Senior specific
- Able to access neighborhoods that larger Ride On buses could not
- Call Center function enabling rapid feedback and route changes
- Reinstate senior mini trips at 5 senior centers and 11 Active Adult Recreation Centers

Characteristics of Project:

- Flexible, fixed-route bus service in local neighborhoods with door-to-door pick up and drop off for the most-in-need riders.
- Smaller buses that are handicapped accessible
- Drivers trained to support seniors
- Centralized coordination of bus service
- Call Center direct telephone access to JCA during regular business hours
- GPS and radio system on bus that provides driver contact
- Defined radius around Senior Center
- Quarterly senior mini trips

Evaluation:

Since the actual implementation of this project has not been undertaken, it is difficult to determine exact evaluation criteria. However, the following are proposed:

- Cost - The budget is projected to be \$318,750 for 50 weeks, which appears to be less than using the current Ride On buses.
- Increase in Senior Center census as a result of the project
- Rider satisfaction