

Age-Friendly Transportation Implementation Work Group

Meeting Minutes

March 13, 2023

Link to Meeting Recording: Available upon request. Email agefriendly@howardcountymd.gov.

Attendees: Kim Sherman, Brad Closs, Evelyn Kwakye, Sandra Price, Judith Todes, Maury Zeitler, Connor Jett, Bruce Gartner, Bruce Fulton, Terri Hansen, Morgan Spliedt

Agenda:

- Introduction of any new members
- Accept February minutes
- Review Age-Friendly Status Table
- Miscellaneous – anything the group wants to discuss

Meeting Notes:

- New Members – no new members
- February minutes – no corrections needed
- Age-Friendly Status Table – please send Morgan your input, interests on Action Items.
 - o T1a – state grant received by Office of Transportation (OOT) to contract for micro-mobility service along the U.S. 1 corridor. Project is in the RFP stage. Anyone with experience or interest in Uber or Lyft should reach out to Bruce.
 - Bruce Fulton: Consider conversations where we coordinate with Uber or Lyft to cover the cost of any trips that could not be covered by the micro-mobility service (due to availability of vehicle, volunteers, etc.) at cost paid by micro-mobility service (Lyft/Uber Concierge service).
 - Sandra: Interested in working on T1a & T2 (enjoys looking for resources and sharing them – e.g., prescription delivery; works with economically disadvantaged groups)
 - o T1b – manage how the concierge service may work. Dealing with 50+ Centers was a challenge for OOT to set up service before. But OOT would like to coordinate with NeighborRide to manage the concierge side of things (e.g., training, resources, call center, volunteer capacity). NeighborRide’s challenge was funding - so this may be an excellent partnership.
 - o T1c – Single vendor (WinterGrowth) for supplemental paratransit services. Continually working to improve this service.
 - Existing Services (Community Connector) for disabled, older adults which is a partnership between NeighborRide and WinterGrowth. NeighborRide is looking for Leadership Howard County to identify additional opportunities in the community who have an accessible van and drivers to grow service beyond WinterGrowth. NeighborRide could continue to manage the operations but having additional drivers would expand the number of people served.
 - Private accessible rides cost up to \$300 round-trip within Howard County (not NeighborRide, just general service provider). NeighborRide charges double

standard cost plus \$20 van fee right now for these types of rides. Some riders may receive subsidy for rides.

- T1D – Maryland Access Point is the information and referral source for Howard County Office on Aging & Independence for those 50+ and those with disabilities. For anyone younger than that, they can call the CARE line. MAP can direct all calls as appropriate.
 - Business of MAP having the information is great, but other groups should have this kind of information – like The Village in Howard, churches, 211, Maryland Heart-to-Heart (Medicare/Medicaid)
 - This is a Communication & Information exchange – anyone on this Work Group may consider working with the Communication & Information Work Group to operationalize this Action Item. San
 - Sandra and Evelyn volunteered to speak with the Emily (MAP Program Manager). Sandra, Evelyn and Emily will connect to discuss transportation options, what MAP is aware of, and if there is opportunity for training.
- T2 – Goods and services delivered to people (rather than people to services)
 - NeighborRide started doing this during the pandemic and is continuing this service in partnership with the Howard County Food Bank and Howard County Loan Closet. Worked with DCRS for delivery of the congregate meal program. There is a subset of volunteers who prefer to do deliveries.
 - Volunteer training, organizing volunteers, platform for logistics is something that NeighborRide could leverage. Are there other providers we could loop in and expand the delivery options – primarily around food and medical trips.
 - May be worth exploring which pharmacies offer free deliveries – ask your pharmacy IF they provide free delivery or if that is an option. Education component to empower people to ask and advocate for these types of services.
 - Another opportunity to coordinate with Communication & Information.
 - Tie this into conversations with Uber and Lyft, explore their capacity.
 - Brad will be responsible to get in touch with the Communication and Information Work Group Chair – Terri will foster this connection.
- T3a – Transit Development Plan (TDP). There are currently 15 routes in the county. We are looking to expand/add 3 new routes (\$300k to \$700k annually per route, plus cost of bus). This is an OOT-led effort which involves exploring funding options. Expanding a current schedule is sometimes less expensive than creating a brand-new route.
 - Expansion of Catonsville 505 and Ellicott City 405 is planned to expand this summer 2023.
 - Mass transit buses that run once an hour, it is very difficult to use. Judith would be willing to advocate for more buses for the current routes – Bruce G will be in touch with Judith to discuss opportunity to join the Commission of Transportation or other Boards that focus on transportation.
 - Transit Choice vs Transit Dependent riders. Considerations of how to attract Transit Choice riders – in the TDP Survey, let them know what would make a difference for you if you are a Transit Choice rider.
 - OOT is currently analyzing costs for increasing frequency of most popular routes.

- TASK: Complete the TDP Survey – will help us determine/prioritize increased capacity or route expansion.
- T3b – improve older adult and persons with disabilities access to and understanding of tech to access services virtually
 - Progress note from OAI: in October 2022, Senior Planet was launched to enhance tech skills of older adults and ability to use tech devices (for free). Opportunity to work with Senior Planet program manager to incorporate training on transportation technology
- T4a – Design Manual is largely complete. Policy is being score highly and will be featured in the media.
- T4b – when a capital project is added to the OOT plan it is scored, “Age-Friendliness” (level of stress on system, bike-friendly, pedestrian safety, proximity to public places, level of comfort) is considered in prioritization.
- T4c – Bruce G will share CEP link to see what efforts have been adopted
- Remaining action items and sub-items were quickly reviewed, several of which are standard responsibilities of OOT, but please let Morgan know if you are interested in working on these items or have questions about OOT’s efforts. You are invited to check out the OOT website to see what resources and information are already on the website (link).
 - T8a – does the work group have a recommendation on frequency of CarFit training sessions via 50+ Centers? Are there other places you’d like to see these programs implemented (beyond the 50+ Centers).
 - T9a – what does dissemination of this resource look like, could we do better or more effective programming – maybe a hands-on class on new driving tech, driver safety tests, a safety awareness campaign, etc.

TASK LIST

- Complete the TDP Survey – Connor Jett will email the link. This survey helps determine the future of Transportation in Howard County. Your voice matters.
- Let Morgan know which Action Items you want to work on so we can begin developing subgroups and strategies for implementation.
- Check out the Office of Transportation website to learn about what resources and information are already on the website, as well as new and upcoming efforts.
- Brad, Bruce, and Connor will update the Implementation Table.

NEXT MEETING: April 10 2:30-4:00pm via Webex