

Greenbelt City Council
Work Session

Senior Mobility and
Accessibility Study Report

October 2, 2017

8:00 PM

Municipal Building

Senior Mobility and Accessibility Needs and Barriers Study

Draft Report

June 7, 2017

Prepared for
National Capital Region Transportation Planning Board
Transportation/Land-Use Connections (TLC)
Technical Assistance Program and the
City of Greenbelt



Photo credit: www.pedbikeimages.org / Laura Sandt (2009)



EXECUTIVE SUMMARY

The Senior Mobility and Accessibility Needs and Barriers Study, funded through the National Capital Region Transportation Planning Board Transportation/Land-Use Connections (TLC) Technical Assistance Program, brought together stakeholders in the Greenbelt community and solicited residents' input to:

- Identify key areas where Greenbelt's older adult and disabled populations are underserved, and
- Recommend transportation projects to best serve these populations.

To accomplish this, a Needs and Barriers Assessment was conducted to identify transportation needs and barriers for older adults and people with disabilities living in Greenbelt. The assessment includes a review of demographic and land use data, outreach to the community through a survey and meetings with stakeholders in the Greenbelt community. Following these efforts, options were developed to address the needs and barriers identified.

The Needs and Barriers Assessment found that the majority of older adults live in the northwest section of Greenbelt. The percent increase in population for the age 90 and over group from 2000 to 2010 is significantly higher for Greenbelt (103%) than the United States (29%) and Maryland (47%), predicting an increasing need for transportation services for older adults. Focus group meetings and survey results found that 75 percent of respondents currently drive themselves, 82 percent ride with friends and a little over 50 percent walk and/or ride Metro bus and rail.¹

While Greenbelt has several types of transportation services for older adults and people with disabilities, comments from the survey and focus groups revealed that many people adapt their travel behavior and do not travel as often as they would if it was easier. Comments from the survey and focus groups also revealed that people wanted to learn more about transportation options available to them.

The transportation barriers identified through the Needs and Barriers Assessment are listed below.

- Limited access to information
- Transportation services that do not have enough capacity to accommodate demand (requiring that trips be scheduled far in advance)

¹ This does not add up to 100% because survey participants could select more than one mode of transportation for this question.

- Transportation systems with difficult processes (having to go to WMATA for Metro ACCESS qualifications)
- Restrictive hours and service areas
- Pathways that need maintenance and improved street crossings
- Shortage of wheelchair-accessible taxi service

The Recommendations section of the report describes options to address these barriers. These options include examples of practices communities use to:

- Increase knowledge about and access to public transportation services
- Improve collaboration with transportation service providers to improve services and increase capacity
- Address the built environment and improve pathways to and for transportation

Many of the options are complementary and can be implemented together as a package. For example, Mobility Management, Travel Training, One-Call-Center, Senior Travel Clubs and Volunteer Travel Ambassadors could all be implemented under one program. Each option lists a description, examples, benefits, challenges, and resources for implementation.

There are funding resources presented for some of the options in the Recommendations section. For example, the Metropolitan Washington Council of Governments' Enhanced Mobility of Seniors and Individuals with Disabilities Program funds (Section 5310) offers limited funding to qualifying organizations to enhance mobility for seniors and persons with disabilities by providing matching grants. This type of funding could be used to implement many of the mobility management and travel training related options.

TABLE OF CONTENTS

Introduction	1
Needs and Barriers Assessment	1
<i>Demographic Analysis of the Senior Population in Greenbelt</i>	2
<i>Existing Transportation Services</i>	11
<i>Senior Transportation Survey</i>	11
<i>Survey Results</i>	15
<i>Summary of Survey Findings</i>	31
Recommendations	34
<i>Mobility Management</i>	34
<i>Travel Training</i>	36
<i>Volunteer Driving Programs</i>	39
<i>Greenbelt Connection Service</i>	40
<i>One-Call Center</i>	42
<i>Senior Travel Clubs (Peer Support Groups)</i>	43
<i>Volunteer Travel Ambassadors</i>	45
<i>Greenbelt Parks and Recreation Class</i>	45
<i>Voucher Program</i>	47
<i>The Built Environment</i>	48
Summary	52
Appendix A: Trip Generators for Seniors Living in Greenbelt	A-1
Appendix B: Existing Transportation Services	B-1
Appendix C: Senior Transportation Survey	C-1
Appendix D: Notes from the Council Work Session	D-1
Appendix E: Notes from Senior Transportation Focus Group Meeting	E-1
Appendix F: Comments from the Survey on Finding a Ride	F-1
Appendix G: Pathway Comments	G-1
Appendix H: General Comments	H-1

INTRODUCTION

The Senior Mobility and Accessibility Needs and Barriers Study, funded through the National Capital Region Transportation Planning Board Transportation/Land-Use Connections (TLC) Technical Assistance Program, brought together stakeholders in the Greenbelt community to identify key areas where Greenbelt's senior and disabled populations are underserved and to work to recommend and prioritize transportation projects to best serve these populations. This report has two main sections, a Needs and Barriers Assessment and Recommendations.

The Needs and Barriers Assessment section of this study encompasses:

- A demographic analysis, identifying population trends and key destinations in Greenbelt, and
- A senior transportation survey, gathering stakeholder input through focus groups and surveys.

The Recommendations section of this report provides options that the city of Greenbelt can employ to address the needs and barriers identified during the first section of this report. There are ten options that provide a brief overview, examples, benefits, challenges, and resources for each option. Many of the options can be implemented in part or combined with other options.

NEEDS AND BARRIERS ASSESSMENT

This section encompasses a demographic analysis, focus group meetings, and senior transportation survey to identify barriers to senior transportation. This section also identifies key destinations and gathers stakeholder input through focus groups and surveys.

The demographic analysis uses United State Census Data and geographic information system tools to predict the amount and location of demand for transportation services for older adults and people with disabilities who live in the City of Greenbelt. The demographic analysis demonstrates Greenbelt's increasing need for transportation services that meet the needs of older adults. A geographic origin and destination analysis provides insight into key destinations for older adults. The geographic analysis also graphically represents the Prince George's County TheBus and WMATA fixed route bus service.

The survey instrument measures current satisfaction levels of seniors and people with disabilities with the existing built environment and transportation services, and gathers

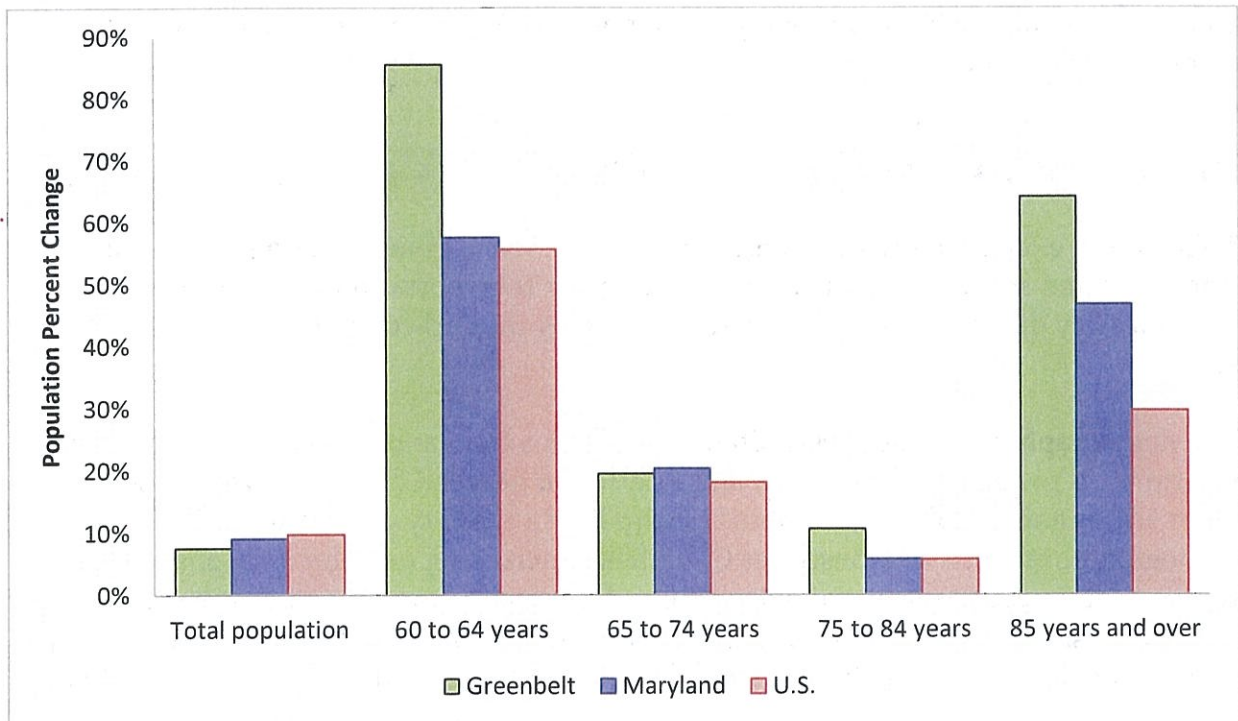
their input and thoughts for transportation services and capital projects to address their needs.

Demographic Analysis of the Senior Population in Greenbelt

With the aging of the baby boomers, the percent of the total population that is over 60 is increasing across the United States. The senior population in Maryland, and even more so in Greenbelt, is increasing at an even higher rate. As illustrated in Figure 1, the U.S. Census reports that the number of 60 to 64 year olds in Greenbelt increased by 86 percent from 2000 to 2010. The number of people ages 85 and older increased by 64 percent in Greenbelt, compared with 47 percent for Maryland and 30 percent in the U.S.

The population percent change, seen in the last column of Tables 1, 2, and 3, is calculated by dividing the difference in the population from 2000 to 2010 by the population of 2000. It represents the percent the population has increased from 2000 to 2010. This number can be used to compare population increases between geographic locations that have different population levels.

Figure 1: Population Percent Change for Greenbelt, Maryland, and the United States –2000 to 2010



Source: U.S. Census Bureau, 2000 and 2010 Census

The U.S. Census Bureau reports that while the total population for the U.S. increased 10 percent between 2000 and 2010, the 60 to 64 years and older population increased 56

percent across the U.S. for the same time period. Table 1 shows the population changes for the older adult population in the United States from 2000 to 2010, the latest U.S. Census data available.

Table 1: United States Senior Population Change

United States of America						
Population Age	2000		2010		Change	
	Number	Percent	Number	Percent	Number	Percent
Total Population	281,421,906	100%	308,746,065	100%	27,324,159	10%
60 to 64	10,805,447	3.84%	16,817,924	5.45%	6,012,477	56%
65 to 74	18,390,986	6.54%	21,713,429	7.03%	3,322,443	18%
75 to 84	12,361,180	4.39%	13,061,122	4.23%	699,942	6%
85+	4,239,587	1.51%	5,493,433	1.78%	1,253,846	30%
Median Age	35.3		37.2			

Source: U.S. Census Bureau, 2000 and 2010 Census

In the State of Maryland, the total population from 2000 to 2010 increased by nine percent, one percent less than the U.S. The population increase in 60 to 64 year olds (58%) was slightly higher than the U.S. (56%). Similarly, Maryland's percent increase for the 85 years and older population (47%) was higher than the U.S. (30%). Table 2 compares the older adult population for the State of Maryland for 2000 and 2010 from U.S. Census data.

Table 2: Maryland Senior Population Change

Maryland						
Population Age	2000		2010		Change	
	Number	Percent	Number	Percent	Number	Percent
Total Population	5,296,486	100%	5,773,552	100%	477,066	9%
60 to 64	201,729	3.81%	317,779	5.50%	116,050	58%
65 to 74	321,285	6.07%	386,357	6.69%	65,072	20%
75 to 84	211,120	3.99%	223,159	3.87%	12,039	6%
85+	66,902	1.26%	98,126	1.70%	31,224	47%
Median Age	36		38			

Source: U.S. Census Bureau, 2000 and 2010 Census

In Greenbelt, the senior population percent is increasing at a much higher rate than the national and state populations. The U.S. Census reports the total population of Greenbelt increasing from 21,456 in 2000 to 23,068 in 2010 (8% increase). For those same years, the 60 to 64 year old population increased 86 percent and the 85 years and older population increased 64 percent. Table 3 represents the U.S. Census population for Greenbelt in 2000 and 2010 for older adults.

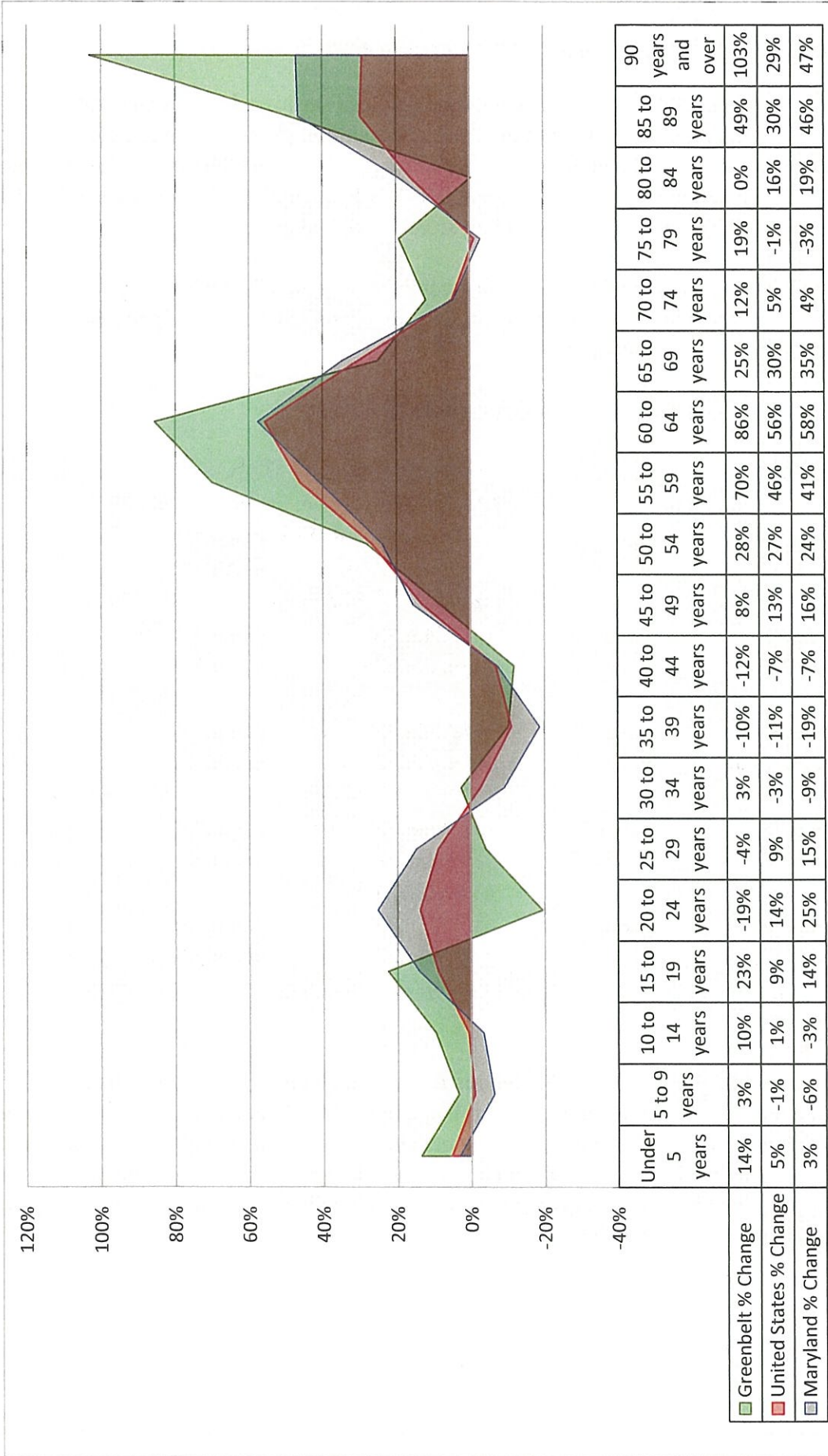
Table 3: Greenbelt Senior Population Change

Greenbelt City, Maryland						
Population Age	2000		2010		Change	
	Number	Percent	Number	Percent	Number	Percent
Total Population	21,456	100%	23,068	100%	1,612	8%
60 to 64	594	2.77%	1,102	4.78%	508	86%
65 to 74	848	3.95%	1,013	4.39%	165	19%
75 to 84	482	2.25%	533	2.31%	51	11%
85+	114	0.53%	187	0.81%	73	64%
Median Age	31.9		33.7			

Source: U.S. Census Bureau, 2000 and 2010 Census

Figure 2 compares the percent change in population for the United States, Maryland, and Greenbelt from 2000 to 2010, using U.S. Census data for all age groups. As can be seen, while Greenbelt's population change follows a similar path as the United States and Maryland, its increases are more significant in the 50 to 64 ages and the 85 to 90 years and older ages. The percent change for the 90 years and over age group is significantly higher for Greenbelt (103%) than the U.S. (29%) and Maryland (47%).

Figure 2: Greenbelt, Maryland, and the United States Percent Change in Population - 2000 to 2010



Key Destinations for Greenbelt Senior Population

Part of the demographic analysis is identifying where senior adults in Greenbelt live and where they want to go. The study team used senior housing sites and the number of people who are older than age 65 in census block groups to understand where older adults in Greenbelt are starting their trips. Table 4 lists the locations identified in the maps in Figures 3 and 4 as senior housing sites for this study.

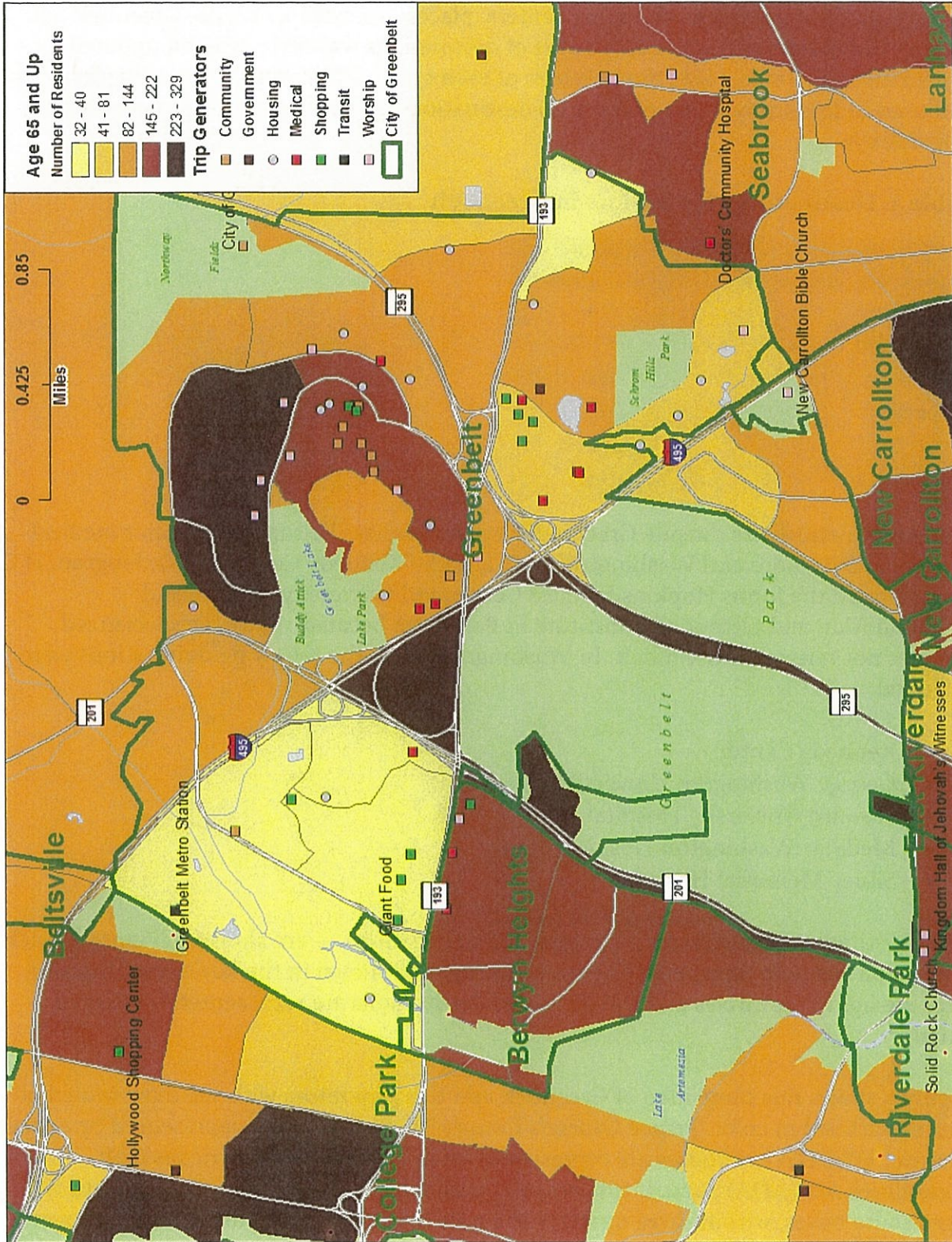
The trip origins are focused in Greenbelt because this study is for the city. The destinations go outside of Greenbelt to places identified by the focus groups as popular destinations for seniors who live in Greenbelt.

Table 4: Senior Housing Sites in Greenbelt

Senior Housing	Address
Charlestowne North	8150 Lakecrest Drive, Greenbelt, MD 20770
Chelsea Woods Condominiums	8445 Greenbelt Road, Greenbelt, MD 20770
Crescent Square Apartments	54 Crescent Road, Greenbelt MD 20770
Franklin Park	6220 Springhill Drive, Greenbelt MD 20770
Glen Oaks Apartments	7509 Mandan Road, Greenbelt MD 20770
Green Ridge House	22 Ridge Road, Greenbelt, MD 20770
Greenbelt Homes	1 Hamilton Place, Greenbelt, MD 20770
Greenbelt Lake Village	6640 Lake Park Drive, Greenbelt, MD 20770
Hunting Ridge Condominiums	6914 Hanover Pkwy, Greenbelt, MD 20770
Lakeside North	430 Ridge Rd, Greenbelt, MD 20770
Lerner University Square	157 Westway, Greenbelt, MD 20770
Park Crescent	53C Crescent Road # 102, Greenbelt, MD 20770
Parkway Gardens	4 Parkway, Greenbelt, MD 20770
Ryan Homes at Greenbelt Station	8101 S Channel Drive, Greenbelt, MD 20770
The Hanover Apartments	7232 Hanover Parkway, Greenbelt, MD 20770
Windsor Green	7474 Frankfort Drive, Greenbelt, MD 20770

The map in Figure 3 uses 2010 U.S. Census block group data to show the number of people who are ages 65 and older in each block group in Greenbelt. As shown in Figure 3, a high concentration of seniors live in the center and northwest sections of Greenbelt. There is a lower number of seniors in the northeast section and a moderate number in the southwest section. This helps identify areas that will need higher levels of accessible transportation for older adults.

Figure 3: Number of People Who Are Ages 65 and Older by Block Group



Source: U.S. Census 2010, KFH Group

Meetings with stakeholders and focus groups helped identify key destinations for older adults living in Greenbelt. These destinations include community and government service centers, medical providers, shopping centers, places of worship, and the Greenbelt and College Park Metro rail stations. The list of destinations was reviewed and updated by Greenbelt staff. Table 5 lists the numbers of each type of destination that were identified and used in this study. A list of these 90 destinations and their locations are provided in Appendix A.

Table 5: Destinations for Seniors in Greenbelt

Destination Type	Number Identified
Community	14
Government	7
Medical	33
Shopping	19
Transit	2
Worship	15

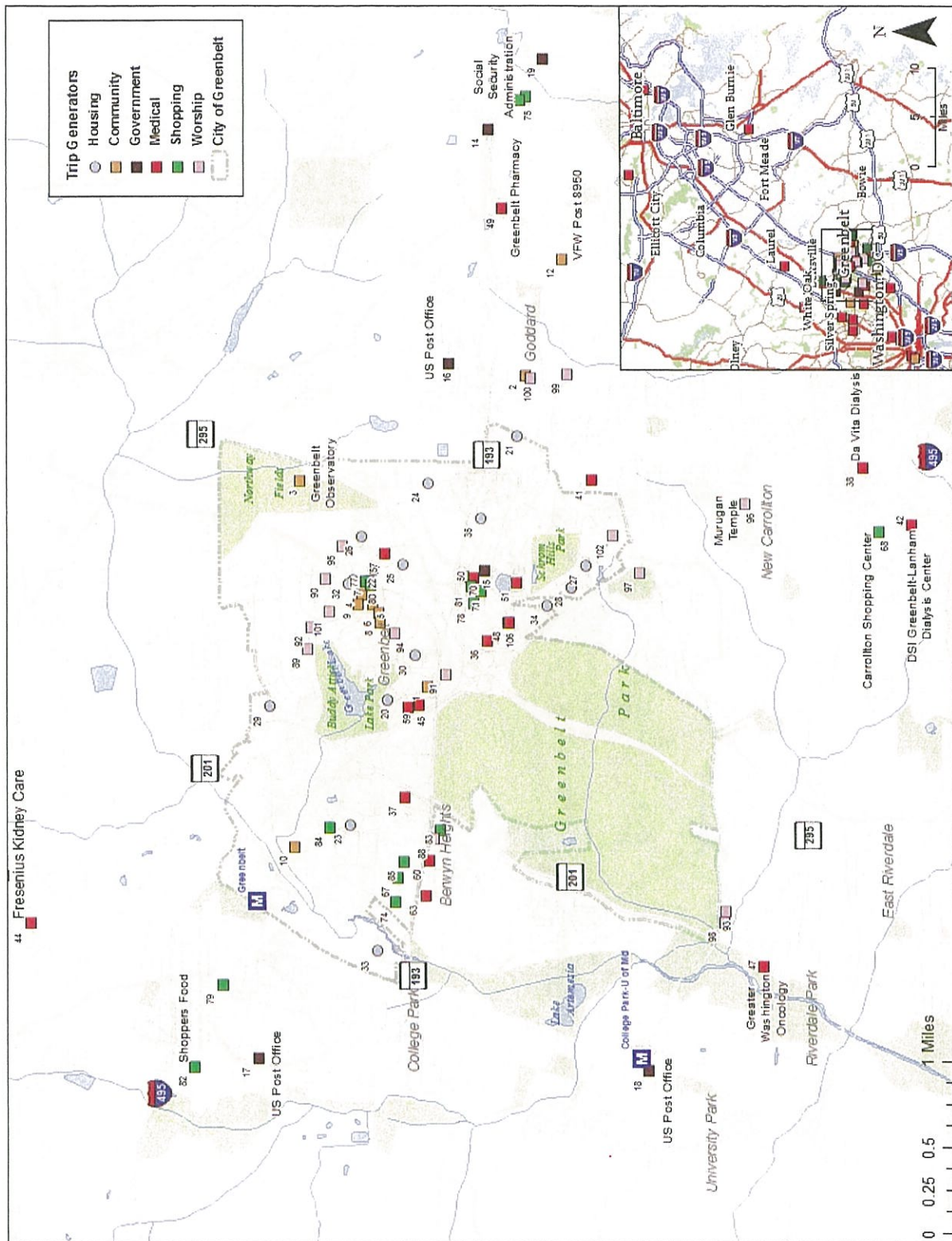
Some destinations are outside Greenbelt city boundaries. This includes major medical centers in Baltimore and Washington, D.C. and the Kennedy Center in Washington, D.C. We included the Johns Hopkins Medical Center and University of Maryland Rehabilitation and Orthopedic Institute in Baltimore because they have specialized services not offered in Greenbelt. In Washington, D.C., the following destinations were included:

- Kennedy Center
- George Washington University Hospital
- Howard University Hospital
- MedStar Washington Hospital Center
- Sibley Memorial Hospital

The identified trip generators — origins and destinations — are shown in Figure 4. Each symbol on the map represents one trip generator. As shown in the key, senior housing sites are light blue circles and the identified destinations are represented by colored squares.

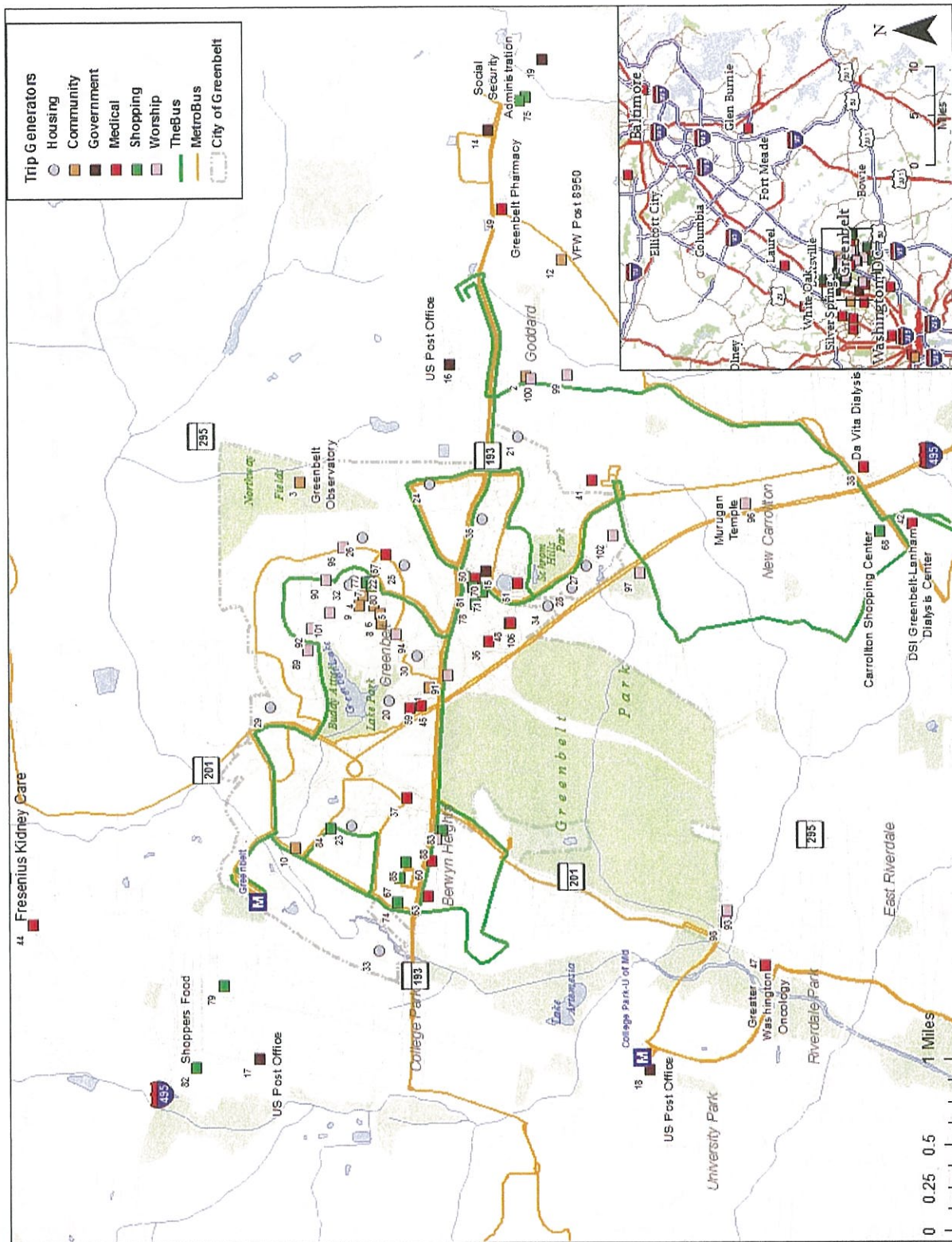
Figure 5 shows this same map of Greenbelt and trip generators with the fixed route bus routes outlined in color. Prince George's County TheBus service is represented by a green line and WMATA bus routes are represented by an orange line. Americans with Disabilities Act (ADA) paratransit service is available for people who are unable to ride fixed route buses, within three quarters of a mile from the fixed route. This area covers most of Greenbelt.

Figure 4: Map of Senior Trip Generators in Greenbelt



Source: KFH Group, Inc.

Figure 5: Map of Senior Trip Generators in Greenbelt with Bus Routes



Source: KFH Group

Existing Transportation Services

Greenbelt has multiple public transportation services available to its residents, described in detail in Appendix B. There are fixed route services offered by multiple jurisdictions, subsidized taxi service, free volunteer driver services and the Greenbelt Connection dial-a-ride service.

There are three fixed route bus service providers, one Metro rail station, and the Greenbelt Connection and taxi voucher programs. Metro has five bus routes in Greenbelt; Prince George's County (TheBus) has three routes in Greenbelt; and the University of Maryland Shuttle-UM has one route serving Greenbelt. ADA accessible service is available for the Metro and TheBus service areas, providing door-to-door service to eligible residents in Greenbelt.

In addition to fixed route services in Greenbelt, there is also the county Call-A-Cab program and Greenbelt Intergenerational Volunteer Exchange Service (GIVES) volunteer transportation services. Prince George's County Call-A-Cab provides taxi vouchers at a 50 percent reduced rate for seniors and people with disabilities through a network of taxicabs that accept discount vouchers. GIVES is a volunteer organization that assists people who need assistance to live independently in their own homes in Greenbelt. Transportation is one of the services they offer.

The Greenbelt Connection dial-a-ride service is open to all Greenbelt residents. The Connection uses a wheelchair accessible 12-passenger van to provide rides within the city. Passengers must call 24 hours in advance to make reservations. There are limitations on availability, depending on the number of requests received.

Senior Transportation Survey

Along with the demographic and destination analysis, the project team conducted a Senior Transportation Survey to assess the satisfaction levels of the existing built environment and transportation services for Greenbelt residents who are older and/or living with a disability. The topics addressed in the survey included pedestrian access, transit and paratransit services, transportation alternatives (taxis, Uber, Lyft) and services that address mobility and accessibility issues. The following steps were used to implement the survey.

1. Interview stakeholders to identify key elements for the survey
2. Conduct two focus group meetings to gather input on the survey questions
3. Review the draft survey with the stakeholder group
4. Distribute and collect the survey
5. Analyze and review the results

Survey Design

During the November 2, 2016 project kick-off meeting, the stakeholder group which included representatives from Greenbelt Planning and Community Development, Greenbelt Assistance in Living Program (GAIL) and Recreational Programs staff, indicated that the survey should include the following key objectives.

- Not be restricted to city residents, many people come from outside Greenbelt, e.g., for classes, church
- Find out how seniors traverse jurisdictional boundaries
- Learn how non-residents get to Greenbelt
- Learn how fare changes affect seniors, e.g. senior passes no longer obtainable through the library
- Be refined in a focus group
- Look at TNCs and how people are using transit

A draft survey was shared with Greenbelt staff on November 9, 2016 and revised over the following weeks. Several stakeholders participated in the review which considered the survey design, audience, desired results, and the key elements listed above. Stakeholders contributing to the survey included representatives from Greenbelt Planning and Community Development, Recreational Programs, GAIL, KFH subject matter experts, and focus group participants. The survey instrument is shown in Appendix C. It was distributed both in electronic and paper format, and was available in English and Spanish languages.

Focus Groups

In addition to feedback from Greenbelt staff, two focus group meetings helped design the survey and provide context for the project: the Greenbelt Council and a group of older adults who are experienced senior transportation users in Greenbelt. Notes from both of these meetings are detailed in Appendices D and E.

The Greenbelt Council offered time on its December 5, 2016 work session agenda to review the Senior Mobility and Accessibility Needs and Barriers Study and discuss key issues in transportation for seniors and people with disabilities in Greenbelt. The council members indicated they are supportive of the study and improving transportation services for underserved populations in Greenbelt. They wanted to ensure that the study was inclusive to all segments of Greenbelt, addressed more than just bus services, and

included pedestrian access and creative approaches to transit. They shared that many Greenbelt residents were not aware of all transportation options available to them and marketing should be part of a plan to improve public transportation awareness.

Council members and the audience shared comments on the following topics on senior transportation in Greenbelt.

- Include all segments of Greenbelt
- Marketing
- Safety
- Impact
- Current Services
- Potential Services
- Destinations

A full summary of the comments from the meeting are in Appendix D.

The Senior Transportation Focus Group Meeting was held on December 8, 2016. The Greenbelt staff selected community members who are involved with transportation services for older adults and people with disabilities either as volunteers or consumers, and sometimes both, to participate in this focus group. Participants included staff from Greenbelt Department of Planning and Community Development, GAIL, The Connection bus service, and Recreational Programs. Also in attendance were selected community members, including representatives from Greenbrier East, Senior Citizen Advisory Committee to the City Council, GIVES, Green Ridge House, and Greenbelt Homes. Participants were mostly seniors and included people with visual and mobility disabilities. It also included people who used a diverse set of transportation options in Greenbelt. The transportation options stakeholders used included:

- Driving
- Volunteer rides
- Rides with friends
- The Connection bus service
- Zipcar
- Metro Access
- Call-A-Cab
- Metro rail and bus

The meeting was conducted in a group interview style. Participants were asked about their familiarity with the different modes of transportation available in Greenbelt and to help identify barriers to those modes of transportation. These modes included, driving,

taxi, bus, rail and walking. A summary of public transportation services offered in Greenbelt is available in Appendix B.

During the focus group, information and familiarization were identified as a consistent need across travel modes. Many participants were only aware of or accustomed to one method of travel and either unaware or unfamiliar with the other modes. They expressed an interest in learning more about transportation options available to them and would like assistance with familiarization of using new modes.

Pedestrian access, lighting, and street crossings were also frequently mentioned. People were unable to navigate steep slopes or narrow sidewalks alone from their homes. Many focus group participants frequently used the Connection and expressed a desire to expand its services, by increasing hours to include nights and expanding boundaries to beyond the city limits. Notes from the meeting are summarized in Appendix E.

Dissemination and Collection

The finalized survey was available early January through the end of March 2017, in English and Spanish, and distributed electronically and on paper. About half of the surveys were collected electronically and half paper copies. The Greenbelt staff disseminated the survey through their networks. The survey was advertised on the city's website, in the *Greenbelt News Review*, on the city's Facebook page, in the GAIL newsletter, and sent to senior housing communities. Surveys were available at the GAIL office, during Greenbelt recreational events, through GRACE volunteers, on the Connection bus, and at the Greenbelt Library.

By the February 10, 2017 deadline, about 90 surveys were returned. With the 2010 U.S. Census population of people in Greenbelt ages 65 and older at 1,733, the returned surveys represented about five percent. The study team decided to extend the deadline to March 30, 2017 and extend the outreach to the community. Another batch of almost 90 surveys came in, resulting in a total of 178 surveys collected, representing ten percent of the age 65 and older population in Greenbelt. Some survey respondents were younger than 65 (21 were 59 years or younger) and some fell within a range from 60 to 69 years (63 participants). Comparing the percent of participants ages 60 and older in the survey (158) to the Greenbelt U.S. Census population (2010) who are ages 60 and older (2,835), the survey represents six percent. There was an assumption that younger people who responded to this survey did so in consideration of senior transportation.

Survey Results

The survey instrument measured current satisfaction levels of seniors and people with disabilities with the existing built environment and transportation services, and gathered their input and thoughts for transportation services and capital projects to address their transportation needs.

Characteristics of Survey Respondents

The majority of participants were between the ages of 60 and 79 (75%). Thirty six percent reported that they were 60 to 69 years old and 39 percent reported being 70 to 79 years old. Table 6 represents the age groups selected by 177 survey respondents; one respondent did not answer this question.

When asked if they have a disability that affects their mobility, 63 answered yes and 12 respondents reported that they use a wheelchair.

Table 6: Age of Survey Participants

Age of Respondents	Number of Responses	Percent of Responses
59 or younger	21	12%
60 to 69	63	36%
70 to 79	69	39%
80 to 89	21	12%
90 or older	5	3%
Total Number of Responses	177	

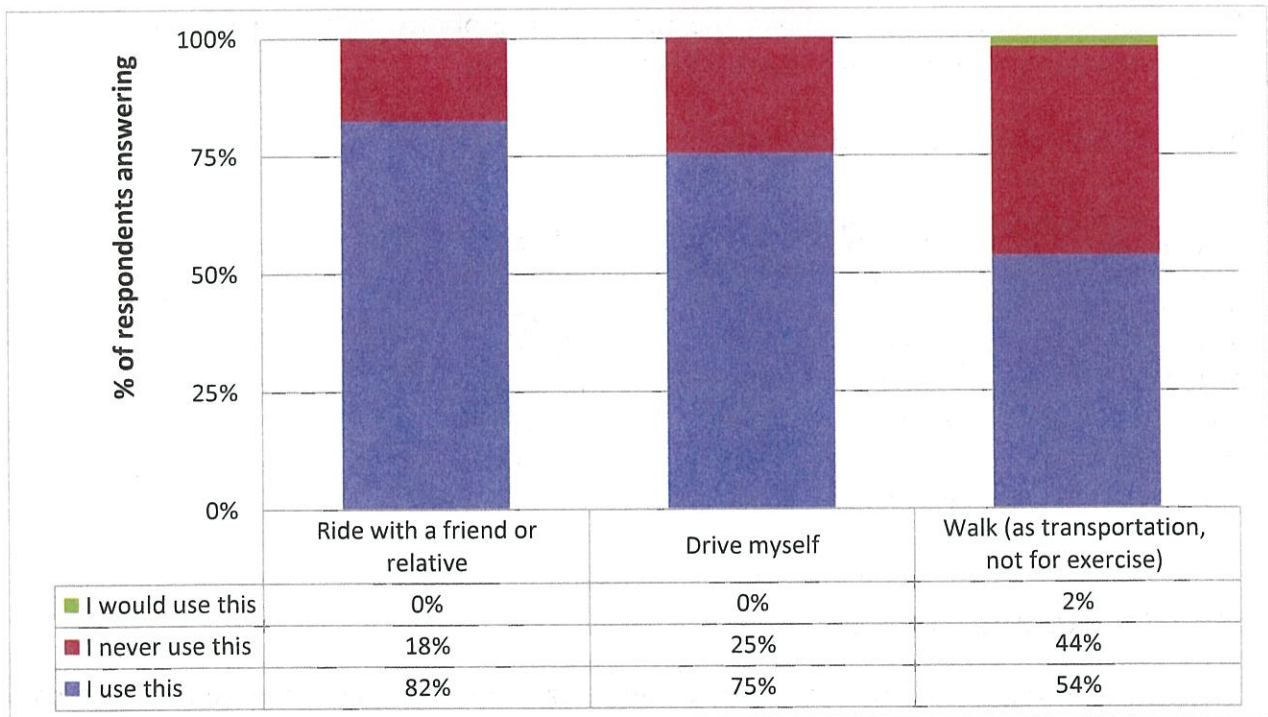
Travel Needs and Methods

The survey asked questions about participant's travel needs and the methods they used to travel both inside and outside of Greenbelt. When asked if they were unable to reach their destinations during the past month, 98 percent (143 participants) indicated that they were able to reach destinations. Three respondents (2%) responded that they were not able to find transportation in the past month. Six participants did not answer this question. In addition, 26 respondents provided comments about their experience. A majority of comments were about destinations that people had difficulty accessing (6 comments) and challenges with using existing transportation options (5 comments). Three people commented that they did not have difficulty finding transportation. All of the comments on residents' ability to find transportation can be found in Appendix F.

Types and Frequency of Transportation Methods

When asked how often they use different types of transportation, respondents mostly drive, walk or ride with a friend. This question allowed respondents to select multiple responses and some respondents skipped some of the questions. One hundred and twenty-three (75 percent) of the 163 respondents who answered the question indicated that they drive themselves. Figure 6 provides more details on how often survey respondents drive themselves. Forty respondents (25 percent of the people answering this question) indicated that they never drive. Seventy respondents (82 percent) indicated that they ride with friends or relatives and 80 respondents (54 percent) indicated that they walk as a form of transportation. Figure 6 indicates how often survey participants drive, ride, or walk to meet their transportation needs.

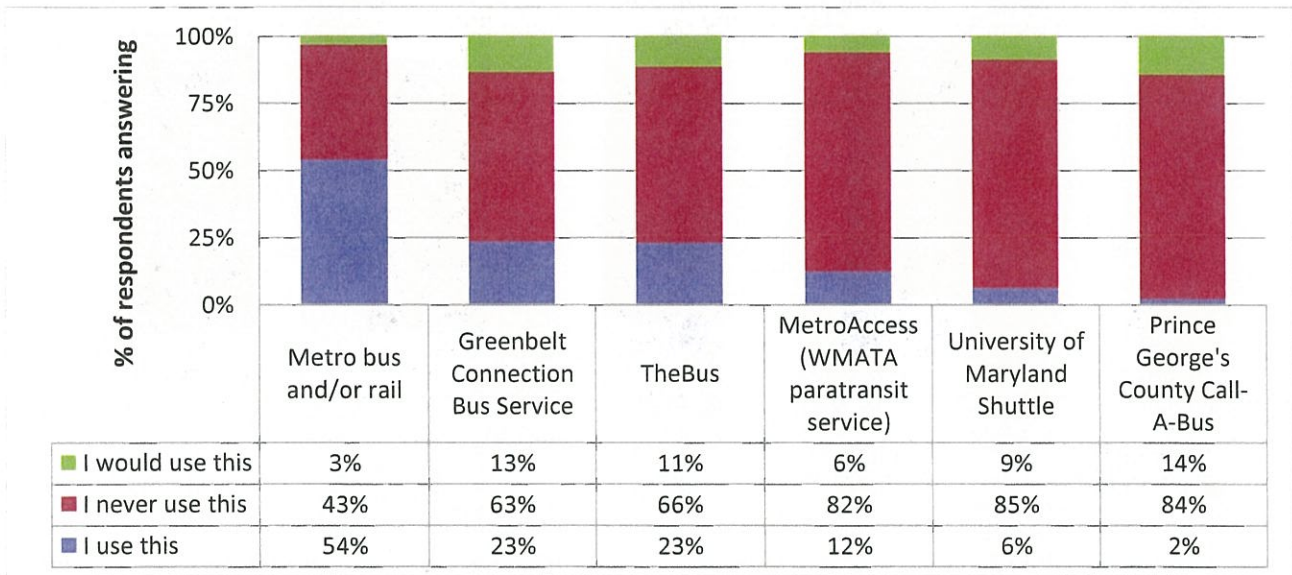
Figure 6: Modes of Transportation



When asked about the frequency that they rode a fixed route or paratransit service, including the Greenbelt Connection, most respondents indicated that they used Metro bus and/or rail and the Greenbelt Connection for transportation. Figure 7 shows the number and frequency that Metro bus/rail, Greenbelt Connection, TheBus, MetroAccess, University of Maryland Shuttle-UM, and Call-A-Bus services are used by survey respondents. Only three people responding to this question indicated they used Prince George’s County Call-A-Bus services once or twice a month.

Eighty three respondents (54%) indicated they use Metro rail or bus. Eight respondents indicated they use it almost daily, ten use it several times a week, 65 people use it once or twice a month, and 66 indicated they never use it. Thirty five people (23%) indicated they use the Greenbelt Connection, four people use it almost daily, ten people use it several times a week, and 21 people reported using it once or twice a month. Ninety-four respondents (63%) indicated that they never use the Greenbelt Connection. TheBus had slightly less usage than the Connection, with 34 total users (23%); three riders almost daily, 6 using it several times a week, and 25 riding once or twice a month.

Figure 7: Public Transit Usage

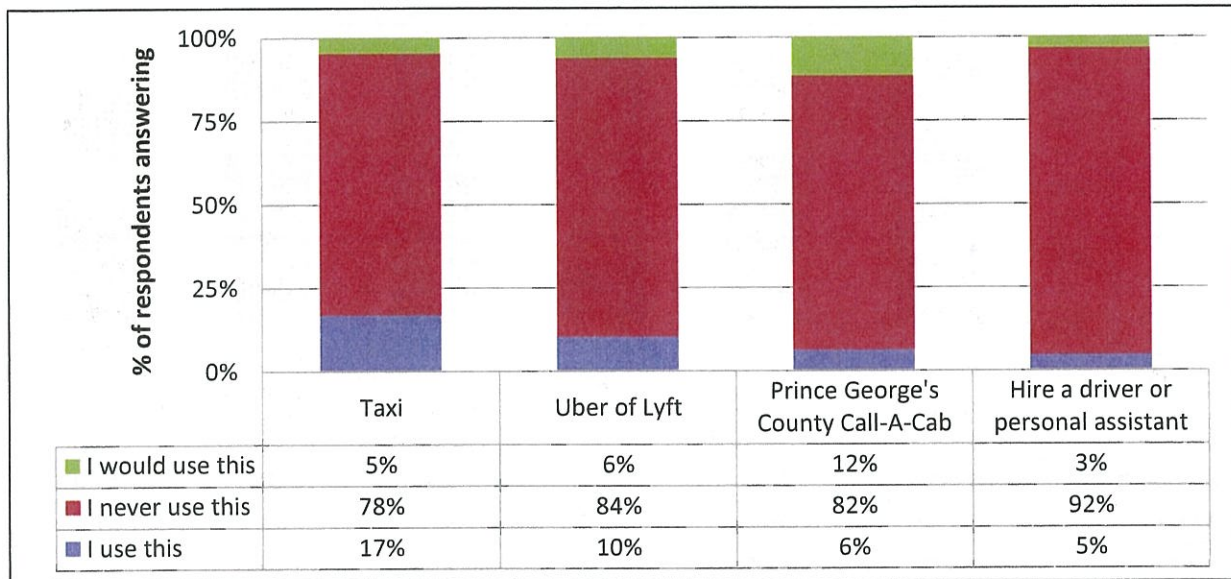


Ninety-seven (66%) indicated they never ride TheBus. Many respondents indicated they would be interested in trying these transit services. The majority were interested in trying Prince George’s County Call-A-Bus and the Greenbelt Connection. Twenty one people (14%) indicated they are interested in learning more about using Prince George’s County Call-A-Bus and 20 people (13%) wanted to learn about using Greenbelt Connection. Anecdotal evidence and some survey comments suggest that some door-to-door bus services are oversubscribed and require advanced reservations.

TheBus, Prince George’s fixed route service, had 17 respondents (12%) interested in trying it and University of Maryland Shuttle-UM had 13 respondents (9%) interested. Only five respondents (3%) indicated they were interested in trying the Metro bus and/or rail and nine indicated an interest in using Metro Access. Many participants are already using Metro’s fixed route and paratransit services, 101 combined.

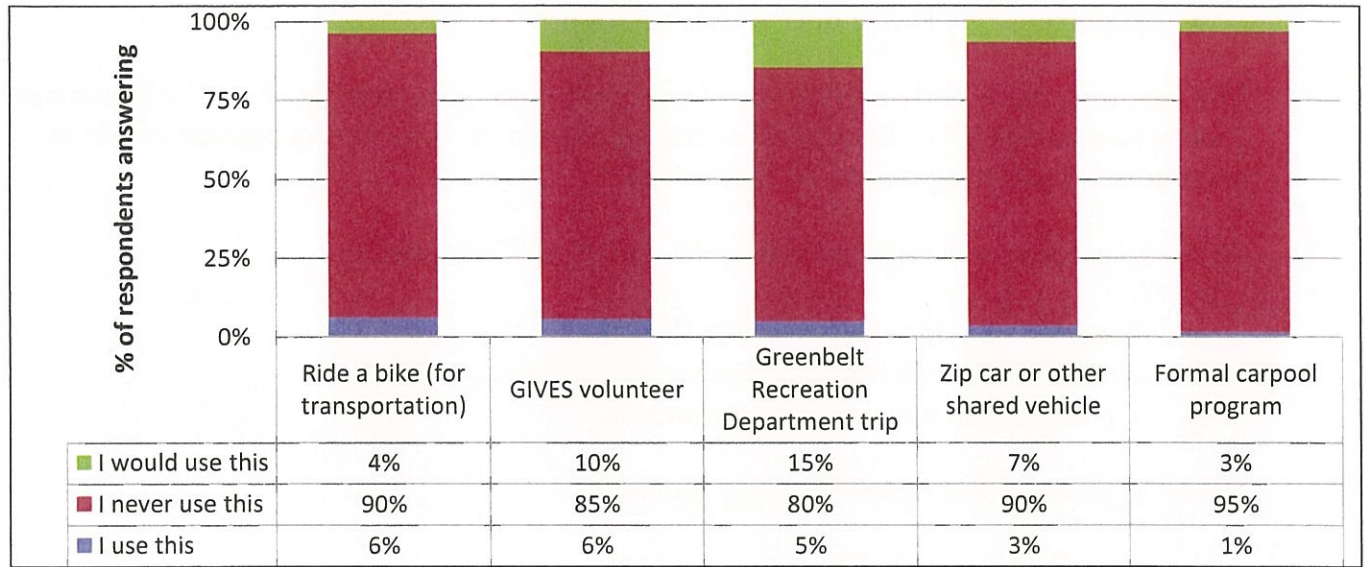
The survey asked participants about their use of taxis, other rides for hire, personal assistants, and Uber and Lyft. A majority of respondents do not regularly use these services. Twenty-five indicated they use a taxi (17%), fifteen use Uber or Lyft (10%), nine use Prince George’s County Call-A-Cab (6%) and seven hire a driver or personal assistant (5%). Seventeen respondents (12%) indicated they would like to try using Prince George’s County Call-A-Cab and nine (6%) indicated they would like to try using Uber or Lyft. Figure 8 illustrates the frequency that respondents use personal driving services and their interest in trying for-hire services.

Figure 8: Taxi and For-Hire Service Usage



There were five other types of transportation options respondents reported about their frequency of use: riding a bike, formal carpools, GIVES volunteers, Zip car, and Greenbelt recreational trips. Six percent of respondents answering this question indicated they ride with a GIVES volunteer and 15 percent wanted to try riding with a GIVES volunteer. Six percent indicated they ride bikes for transportation and five percent take Greenbelt Recreation Department Trips while, three percent used Zip car and only one percent used a formal carpool program. Of note is that while five percent said they ride Greenbelt Recreation Department trips, 15 percent wanted to learn more about taking the trips. It is also interesting that nine people who took the survey (6%) indicated that they use a bike for transportation. Figure 9 illustrates the percent of respondents who indicated how often they used a bike, GIVES volunteers, Greenbelt recreational trips, Zip cars, and formal carpools as a form of transportation. Figure 9 illustrates the frequency that respondents report using these other form of transportation.

Figure 9: Other Transportation Options Usage



Overall, the quantitative survey responses indicated that most of the respondents ride with friends or drive themselves and are able to reach services they need. When asked about their method of travel, the majority, 82 percent, said that they ride with a friend. Of those 82 percent who rode with a friend:

- five percent indicated they ride with a friend almost daily
- 28 percent ride several times a week
- 50 percent ride once or twice a month

Seventy-five percent of survey participants drive themselves. Of those 75 percent:

- 42 percent drive almost daily
- 21 percent drive several times a week
- 12 percent drive once or twice a month

Fifty-four percent of participants indicated that they walk. Of those 54 percent:

- 11 percent walk almost daily
- 18 percent walk several times a week
- 25 percent walk once or twice a month

Fifty-four percent of survey participants indicated that they ride the Metro:

- five percent ride Metro almost daily
- six percent ride Metro several times a week
- 42 percent ride Metro once or twice a month

The next most frequently used forms of transportation, at 23 percent, were the Greenbelt Connection and TheBus. Both of these transportation services had 23 percent of survey respondents indicating they used this service.

Of the 23 percent that reported riding the Greenbelt Connection:

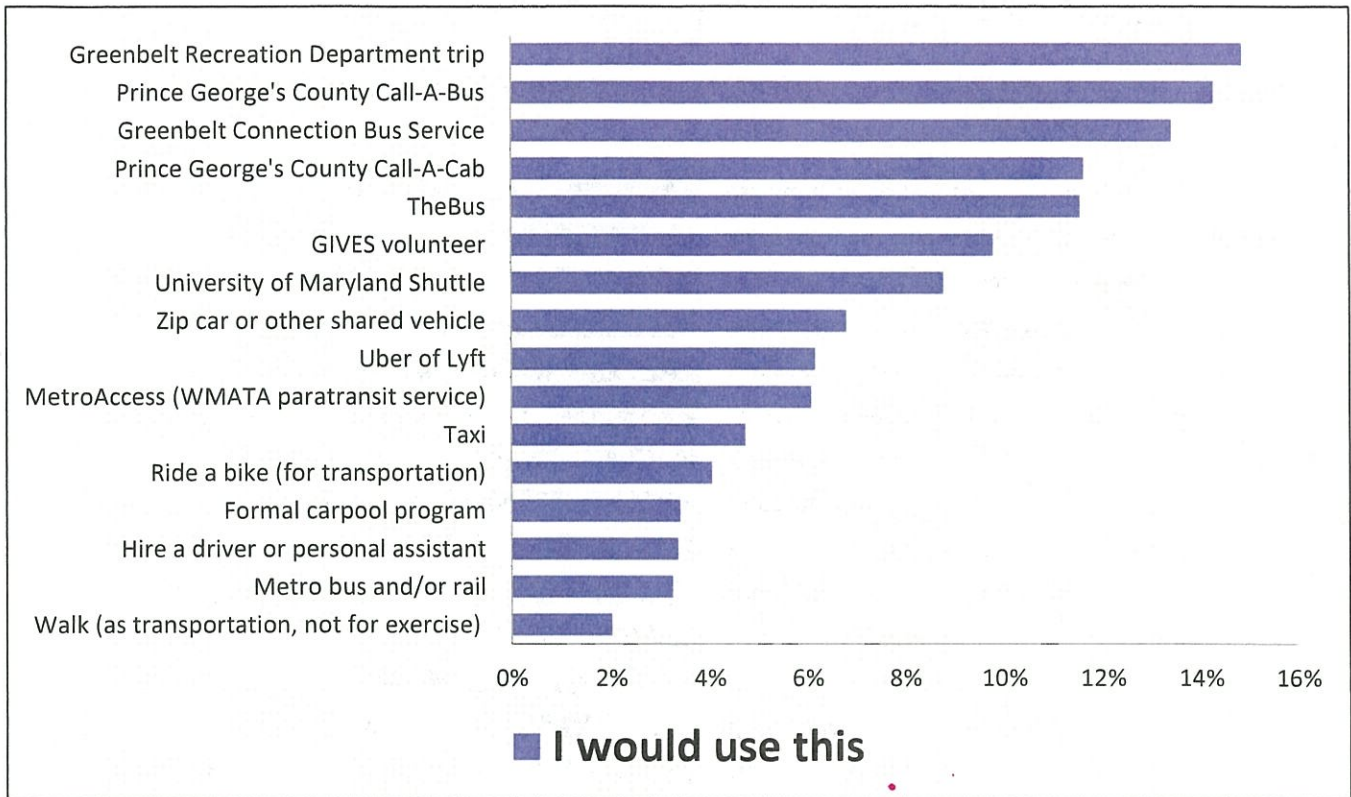
- three percent ride the Greenbelt Connection almost daily
- seven percent ride the Connection several times a week
- 14 percent ride once or twice a month

Of the 23 percent that reported riding TheBus:

- Two percent ride TheBus almost daily
- four percent ride TheBus several times a week
- 17 percent ride once or twice a month

Survey respondents indicated that they would be interested in trying many of the transportation options available. The Greenbelt Recreation Department trip was the most popular option that people would be interested in trying (15 percent). Respondents would also be interested in trying Prince George's Call-A-Cab (14 percent) and the Greenbelt Connection Bus service (13 percent). Figure 10 lists all the transportation options that respondents would be interested in trying.

Figure 10: Transportation Options Respondents Would Like to Try



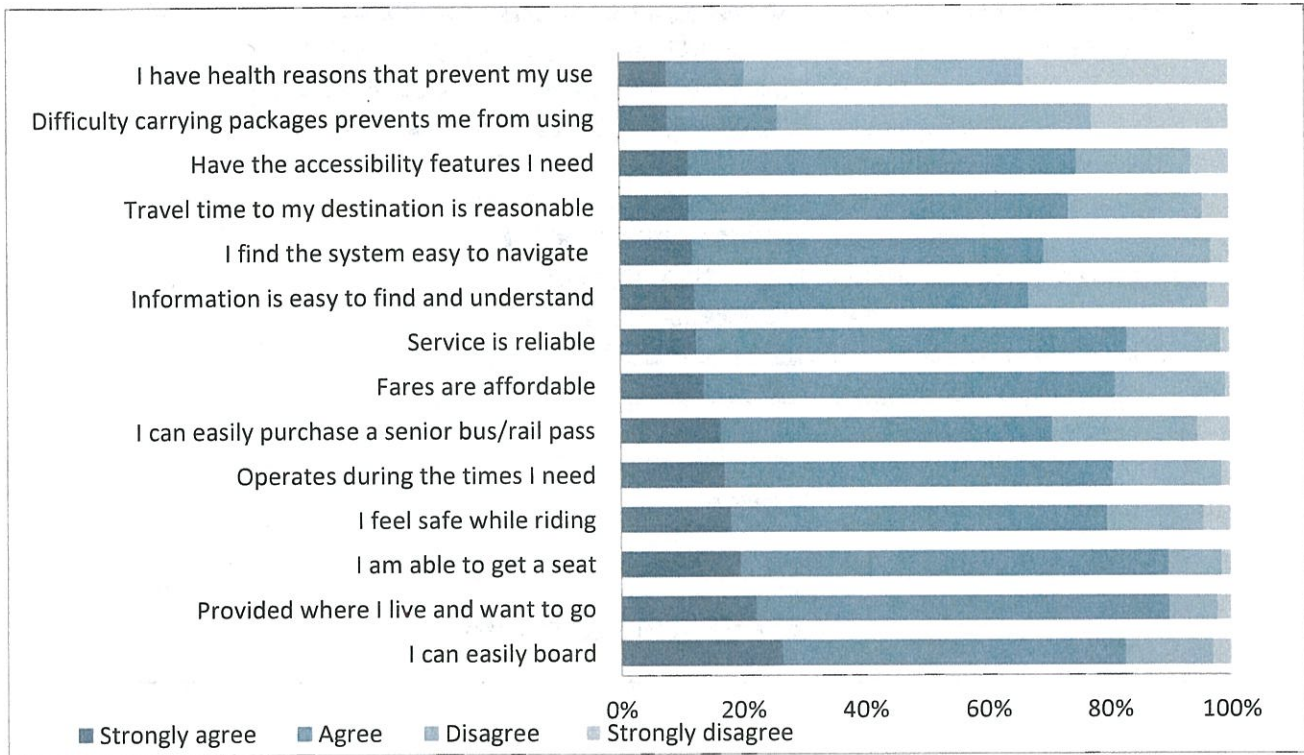
Perceptions about Metro Bus and/or Rail

After riding with a friend or relative and driving, riding Metro bus and/or rail was the most popular form of transportation. Greenbelt is served by three fixed route bus systems, Metrorail, and three paratransit or on-demand types of bus service.¹ The survey asked participants about their perceptions of the bus and rail services in Greenbelt. The majority of the results were favorable. Respondents reported that bus service is provided where they live and want to go, they are able to get a seat, it is reliable and affordable, and it has the accessibility features they need. Figure 11 shows how respondents rated statements about bus and/or rail service in and around Greenbelt. The two least favorably ranked statements were about finding information and navigating the system.

¹ Metro has five bus routes in Greenbelt; Prince George's County (TheBus) has three routes in Greenbelt; and the University of Maryland Shuttle-UM has one route serving Greenbelt. ADA paratransit service is available for the Metro and TheBus service areas, providing door-to-door service to eligible residents in Greenbelt. The Greenbelt Connection also provides accessible on-demand service in Greenbelt. Appendix B provides detailed transportation information about these services.

Twenty-nine percent of respondents disagreed and four percent strongly disagreed with the statement that *information is easy to find and understand*. The second least popular statement about bus/rail service in Greenbelt was *I find the system easy to navigate*, 28 percent disagreed and three percent strongly disagreed with this statement.

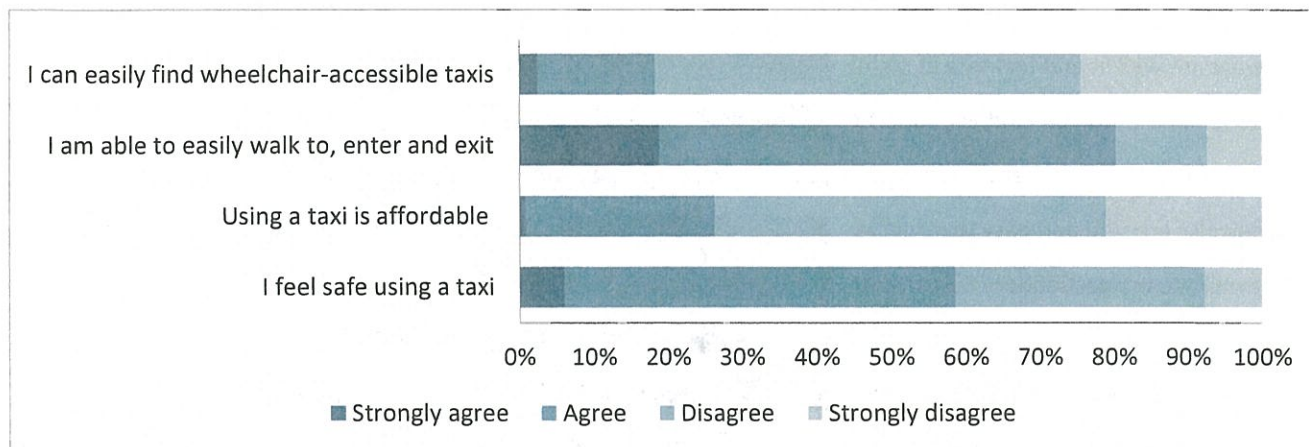
Figure 11: Level of Agreement with Statements about Bus and/or Rail Service



Perceptions about Taxi Service

When asked about the usability of taxis, including Call-A-Cab vouchers, respondents indicated they felt safe using taxis and are able to enter and exit the vehicles. Nineteen percent strongly agreed and 57 percent agreed with the statement *I am able to easily walk to and/or enter and exit the taxi*. When asked about the statement *I know the driver and feel safe using a taxi*, 53 percent agreed and six percent strongly agreed. In comparison, more respondents agreed and strongly agreed that they felt safe while riding the bus and that it is affordable. When asked about taxis, respondents indicated that taxis are not affordable and it is difficult to find accessible taxis for wheelchairs. Figure 12 shows how respondents rated statements about taxi service in and around Greenbelt.

Figure 12: Level of Agreement with Statements about Challenges of Taxi Services, Including Call-A-Cab



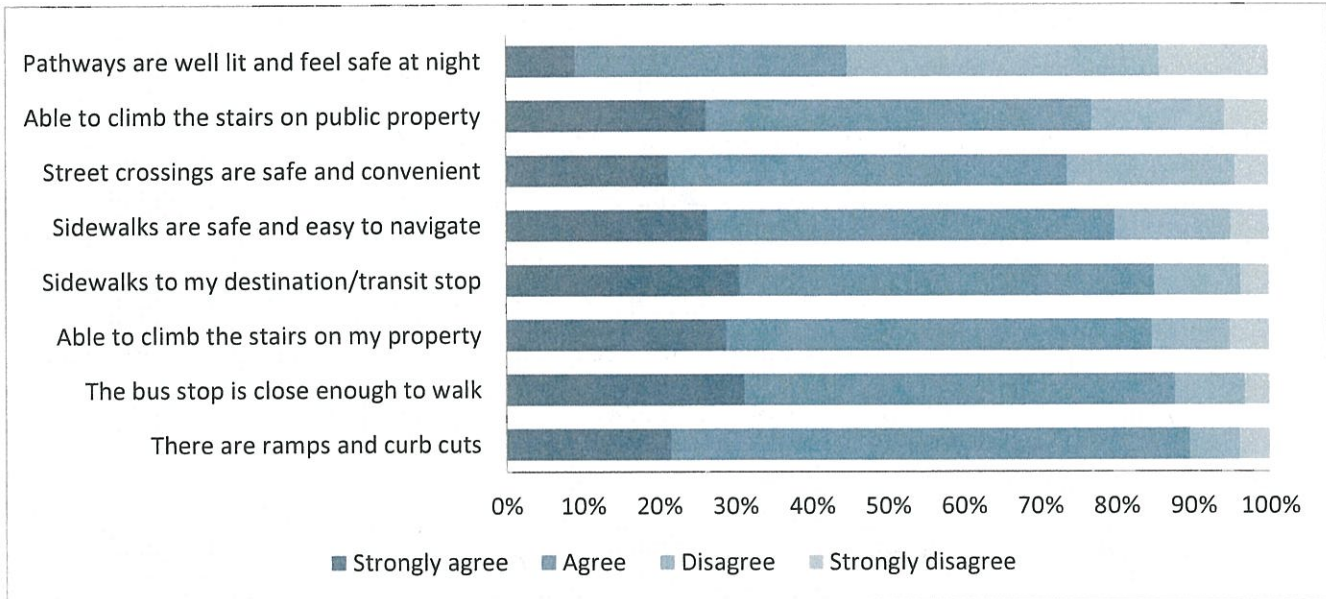
Perceptions about Pathways

Pathways were mentioned as priorities during focus groups, by Greenbelt staff and in the general comments by survey participants. Without accessible pathways to and from fixed route transportation, people will not be able to use those transportation services. Fifty-four percent of survey respondents indicated they walk as a form of transportation and two percent said they would like to try walking for transportation. After driving, walking was tied with using Metro bus/rail in terms of use.

Survey respondents rated pathways in Greenbelt favorably. As shown in Figure 13, 80 to 90 percent agreed or strongly agreed with the following statements about pathways and their impact on the ability to travel in Greenbelt:

- *There are ramps and curb cuts that allow me to use the sidewalks – 90%*
- *The distance to and from the bus stop is close enough for me to walk – 88%*
- *I am able to climb the stairs on my property to get to transportation – 85%*
- *There are sidewalks or pathways that allow me to walk to my destination and/or a transit stop – 85%*
- *The sidewalks are safe and easy to navigate – 80%*

Figure 13: Level of Agreement with Statements about Pathways Impacts on Ability to Travel in Greenbelt



In the survey rating question and the comments, street crossings, stairs on public property, and lighting at night were identified as possible barriers to transportation in Greenbelt. The final question in the survey was open ended, allowing for comments, asking what the *single most important improvement for senior transportation in Greenbelt would be*. Twenty percent, the highest number of general comments were about pathway improvements.

Less than half (45%) of respondents agreed or strongly agreed with the statement, *The pathways are well lit and I feel safe using them at night*. There were a few comments about the **lighting** on pathways and street crossings from the survey. There were also a few comments on the survey about better lighting for drivers on the road, especially at intersections.

Street crossings were the second least agreed with statement; 74 percent of participants agreed that *street crossings are safe and convenient*. There were also several comments from the survey and focus groups on street crossings. Here are a few quotes from the survey comments about street crossings.

Crossings are not well-lit and drivers frequently don't stop.

I think stopping at corner stop signs needs to be reinforced. Many cars do not stop, or make rolling stops.

GHI has excellent walking paths to my destinations. I feel safe at all times, day and night. I find Route 201 at Crescent Road too dangerous to cross at night. I find Greenbelt Road too dangerous to cross at any intersection any time of the day.

When asked about climbing **stairs** on public property, 77 percent of respondents agreed or strongly agreed with the following statement: *I am able to climb the stairs on public property to get to transportation.* There were few comments about stairs as barriers in the survey, most were about stairs on private property.

Participants shared several comments about the **general condition of the sidewalk** and areas that could use paving. The quotes below about sidewalk conditions are from the survey comments. Full portrayals of these comments are in Appendices G and H.

Ridge and Crescent - No sidewalks have to walk in street to get out.

Many Greenbelt sidewalks have been undercut by tree roots, are buckled, etc. Another problem is the poison oak twining up fences.

Repair sidewalks and redesign the ramps so that mobility scooters can more easily maneuver around.

There are any number of sidewalks in Greenbelt that end inconveniently and require me to cross the street, walk on dirt sections or walk in the street for a while.

Sidewalk cracks need to be monitored so that people do not catch a toe in them and fall.

If we ever get all those old GB paths widened and smoothed out, every mobility-impaired person here will be so grateful.

Build an overpass from Old Greenbelt to the Greenway Center.

I walk to most places I need to go. I don't walk at night. Please light and salt and remove snow from the walkways.

Comments from the survey will also help identify specific pedestrian barriers. There were some comments shared by participants about specific locations that need improvements. Appendix G, Pathway Comments, has a section listing specific sidewalk and street crossing areas that need improvements and the general comments about transportation improvements in Greenbelt, Appendix H, also has pathway comments. The City of Greenbelt 2014 *Pedestrian and Bicyclist Master Plan* and the 2013 *Greenbelt Bus Stop and Safety and Accessibility Study* identified specific pathways and bus stops that need to be improved.

The survey provided a place for open-ended comments on pathways. Respondents provided 59 individual comments, including eleven recommendations, three comments

about street crossings, and 38 pedestrian infrastructure improvement requests. A full list of these comments is presented in Appendix G.

Accessing Transportation

The next questions in the survey asked participants about their ability to find transportation to different types of activities during the day and also during the evening. The focus groups and Greenbelt staff both expressed concerns that people are not able to travel in the evenings and are missing out on evening activities. The survey asked participants how often they are able to find transportation to specific activities. This question had a *not applicable* option, in case respondents do not participate in that activity. For example, many (46%) responded *not applicable* to the questions about finding transportation to *work or job training* during the day. The *not applicable* answers are not included in the graphs for this category; therefore, the responses do not add up to one-hundred percent.

As seen in Figure 14, during the day, 81 percent of participants could always or sometimes find transportation to medical appointments, while five percent could rarely and two percent never found transportation to medical appointments. Seventy-seven percent of participants could always or sometimes find transportation to the grocery store, and five percent could rarely find transportation, and two percent could never find transportation to the grocery store during the day.

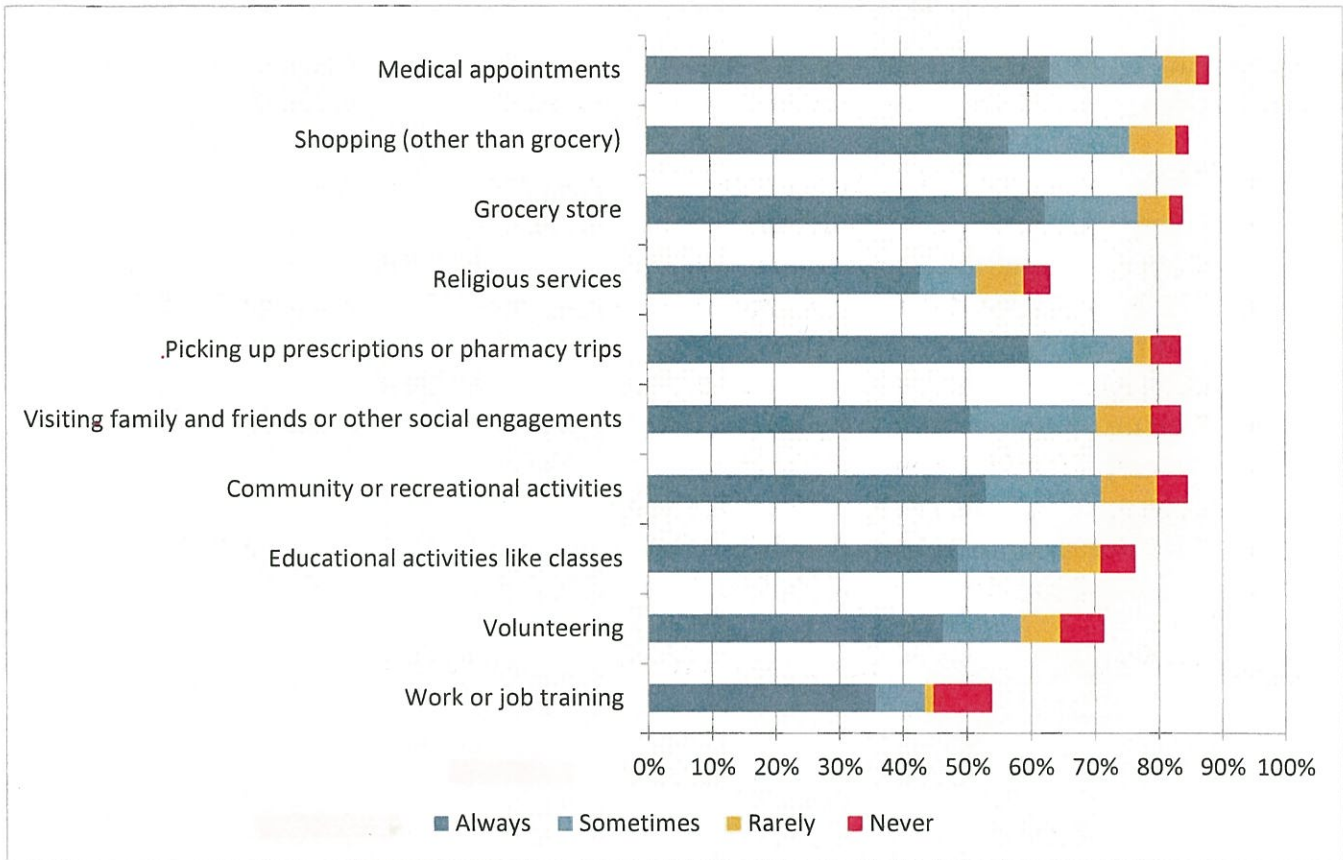
Seventy-six percent of participants reported they could always or sometimes find transportation to the pharmacy during the day; three percent indicated they rarely and five percent indicated that they never could find transportation to pick up prescriptions. Accessing medical appointments, grocery shopping, and picking up prescriptions are essential activities.

As seen in the list below, approximately ten percent of respondents could rarely or never find rides to any activities listed in the survey during the day.

- Work or job training (10% could rarely or never find rides)
- Volunteering (13% could rarely or never find rides)
- Educational activities like classes (11% could rarely or never find rides)
- Community or recreational activities (13% could rarely or never find rides)
- Visiting family and friends or other social engagements (13% could rarely or never find rides)
- Picking up prescriptions or pharmacy trips (7% could rarely or never find rides)
- Religious services (12% could rarely or never find rides)
- Grocery store (7% could rarely or never find rides)
- Shopping (other than grocery) (9% could rarely or never find rides)

- Medical appointments (7% could rarely or never find rides)

Figure 14: Ability to Find Transportation to Daytime Activities



More than 50 percent of respondents indicated they could always or sometimes find transportation to most activities. Forty-three percent indicated they always or sometimes could find transportation to work or job training during the day. This activity, work or job training, was not popular among the survey respondents, with 46 percent indicating that this was not applicable.

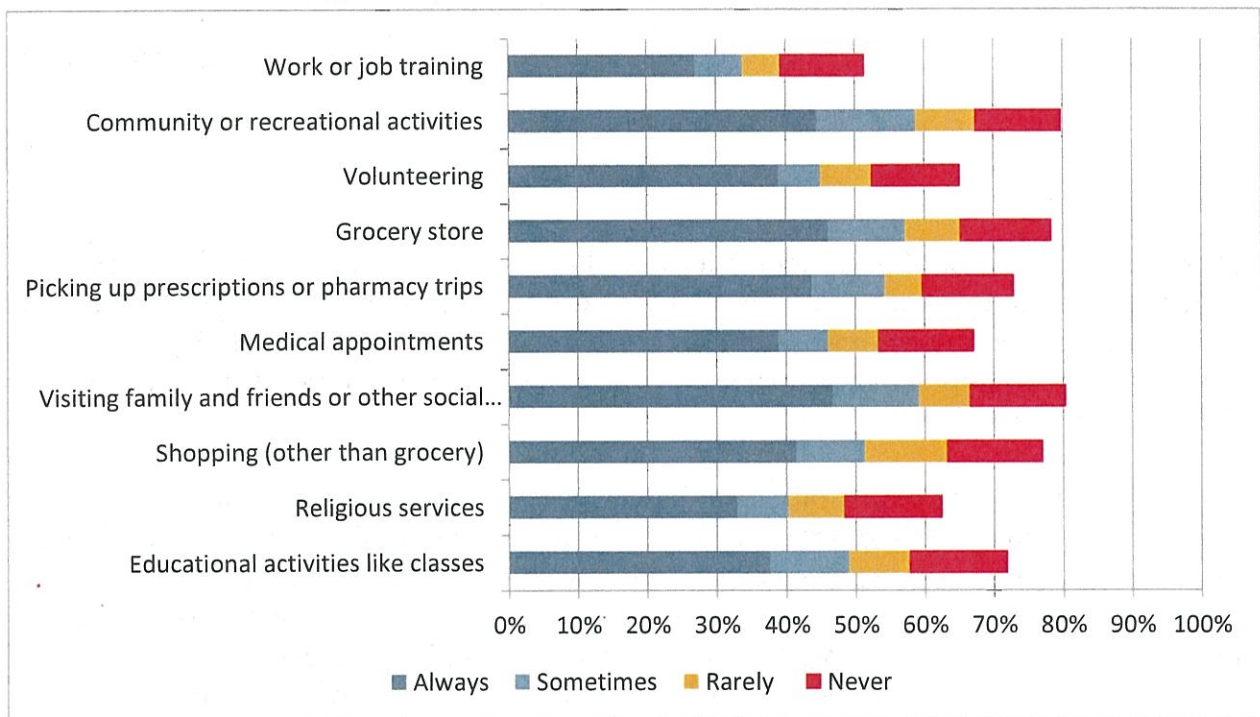
A significantly lower number of respondents travel in the evenings. Overall, there were more *not applicable* answers selected and fewer people reported being able to find rides. For example, 46 percent reported they could always or sometimes find rides to medical appointments in the evenings. Fifty-seven percent of participants reported they could always or sometimes find transportation to grocery shopping in the evenings and 54 percent could always or sometimes find transportation to pick up prescriptions in the evenings. While expected for medical appointments, since most medical offices are open during the daytime, 13 percent could never find a ride to the pharmacy in the evening, compared to five percent in the daytime. Finding rides to grocery shopping during the

evening had eight percent rarely and 13 percent never finding rides to the grocery store while in the daytime, five percent could rarely and two percent could never find transportation. The comments indicate that many people adjust their travel times and travel less during the evenings.

As seen in Figure 15 and the bulleted list below, about 20 percent of respondents could rarely or never find rides to any activities listed in the survey in the evenings.

- Educational activities (23% could rarely or never find rides)
- Religious services (22% could rarely or never find rides)
- Shopping (other than grocery) (26% could rarely or never find rides)
- Visiting family and friends or other social engagements (21% could rarely or never find rides)
- Medical appointments (21% could rarely or never find rides)
- Picking up prescriptions or pharmacy trips (19% could rarely or never find rides)
- Grocery store (21% could rarely or never find rides)
- Volunteering (20% could rarely or never find rides)
- Community or recreational activities (21% could rarely or never find rides)
- Work or job training (18% could rarely or never find rides)

Figure 15: Ability to Find Transportation to Evening Activities

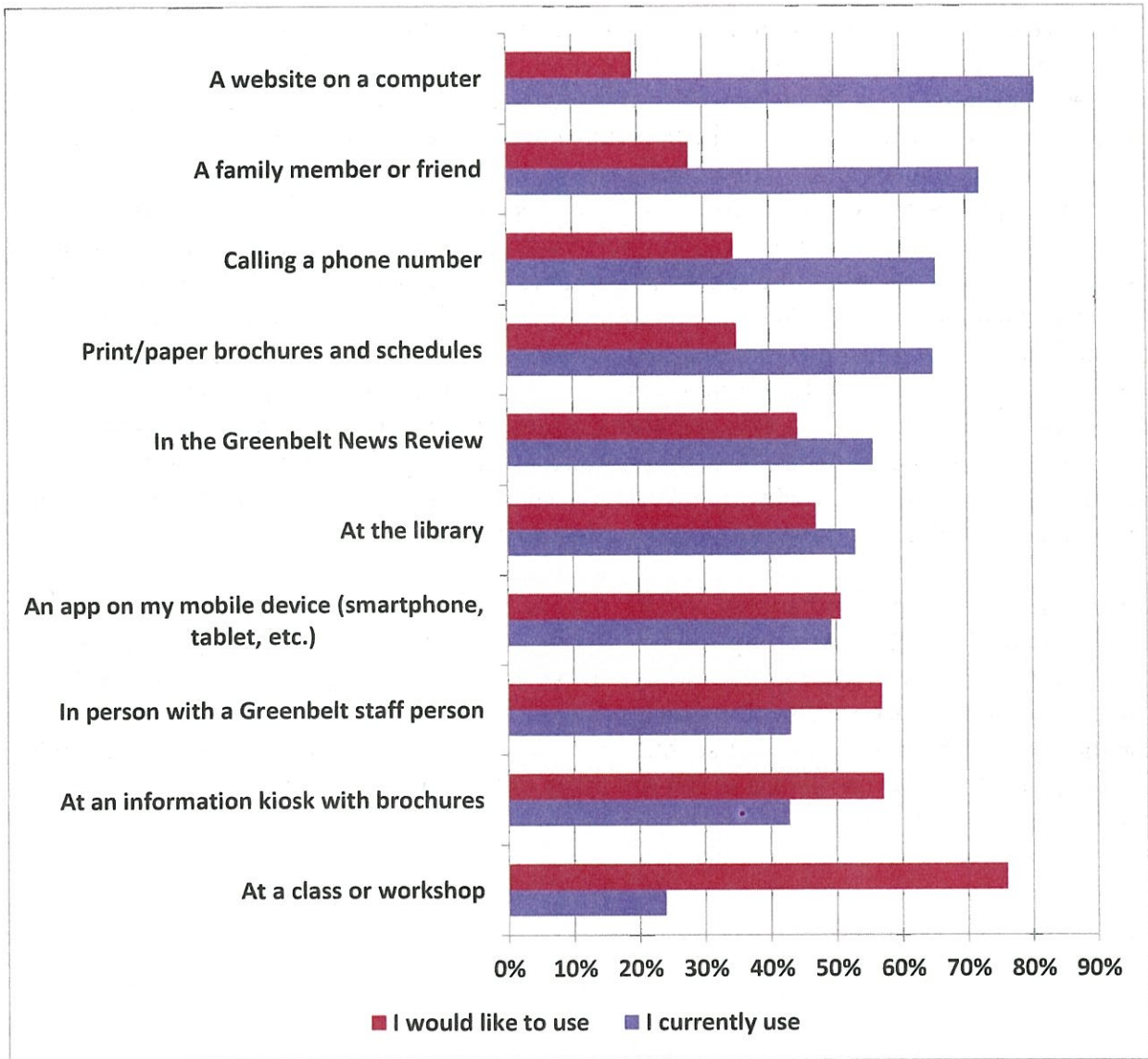


Finding Transportation Information

The survey asked how people obtained transportation information such as schedules, fares, options, and trip planning. The purpose of this survey question was to understand the best methods to use to convey information about transportation options. Participants were given options and asked to check if they currently used or would like to use the option. The results are summarized in Figure 16. Since people were asked to check only options they used or would like to use and not check any if they do not use them or do not want to use them, the information option with the most checks for both *would like to use* and *currently use* would be the most popular. A website on a computer is the most frequently used method (81%), and 19 percent indicated they would like to use this method. Similarly, getting transportation information from a family member or friend was the second most popular method, with 72 percent currently using and 28 percent saying they would like to use this method. Calling a phone number and using print/paper brochures and schedules were next in popularity. Learning about transportation information in a class or workshop was the method of finding transportation information in which respondents indicated the most interest (76%).

From the focus groups and survey results, it appears that many Greenbelt seniors do not know about *all* transportation options available, and have difficulty finding information about options and navigating transportation systems. For example, participants in the focus group of experienced senior transportation users were unaware of some options brought up during discussions. It seems that many people are experts in their one mode of transportation but not aware of the full array of transportation options in the community.

Figure 16: How Respondents Find Transportation Information



General Comments on Transportation Enhancements

The survey provided an opportunity for participants to share ideas about transportation barriers by asking: *What is the single most important enhancement that would improve transportation for seniors and people with disabilities living in Greenbelt?*

Respondents provided a total of 129 comments focusing on pedestrian infrastructure, transportation services, innovative solutions, and their individual experience traveling in Greenbelt. Pathway improvements were mentioned the most frequently, with 26 comments. Bus improvements were the second most mentioned topic, with 24 comments. Needing more information and easier access to transportation services was

the third most popular topic, with 21 comments. The Greenbelt Connection service was mentioned 15 times, with requests to expand the service area and reduce the amount of time required to call ahead to make reservations. Several participants commented on their desire to have transportation services that took them beyond Greenbelt and across county lines. Five participants requested reduced costs for transportation services. Taxi, Uber, road safety, general safety and accessible parking were topics mentioned in the general comments. Appendix H provides a detailed list of the comments provided in the general ideas question.

Summary of Survey Findings

One hundred and seventy-eight people answered the survey, with 75 percent being between the ages of 60 and 79 and 36 percent reporting having a disability that affects their mobility. When asked if they used a wheelchair, 13 percent answered yes. With the 2010 U.S. Census reporting the senior population (ages 60 and older) of Greenbelt at 2,835, this sampling represents about six percent of the senior population in Greenbelt. The survey found that overall, most respondents (98%), representing older adults and people with disabilities living in Greenbelt, are able to reach most of their destinations. The survey also revealed that 75 percent drive themselves, 82 percent ride with friends and a little over 50 percent walk and/or ride Metro bus and rail.²

While Greenbelt has several types of transportation options, and people reported the ability to reach their destinations, comments from the survey and focus groups revealed that many people adapt their travel behavior to resources available to them and do not travel as often as they would if it was easier. The focus group participants and Greenbelt staff support this study and want to improve transportation services for older adults in Greenbelt. They indicated that there are people who are not able to reach their destinations. While the question in the survey asking if people could reach their destinations in the past month showed that a large majority can reach their destinations, there were several comments about the difficulty people experienced trying to reach those destinations. For example, survey participants provided the following comments:

- *I avoid going places and stay at home rather than risking public transportation, or I drive.*
- *The most important enhancement would be to have transportation outside of Greenbelt. If Greenbelt Connection was traveling to other jurisdictions it would be good because I have appointments in Bowie and Lanham.*

Eighteen percent of survey participants reported that their current transportation options do not allow them to travel outside of Greenbelt when they need to.

² Survey participants could select more than one mode of transportation for this question.

When survey participants were asked about the frequency of their ability to find transportation to specific activities, fewer people were able to find transportation than the previous question, asking about their ability to reach destinations. As noted previously, 98 percent of respondents indicated they are able to reach most of their destinations. This leaves the impression that only two percent are not able to reach their destinations. However, when asked if they are able to find transportation to medical appointments or pick up prescriptions, seven percent could rarely or never find transportation. When asked if they could find transportation to shopping (other than grocery) in the evenings, 26 percent could rarely or never find transportation and more than 20 percent of respondents indicated they could rarely or never find transportation in the evenings to:

- Shopping (other than grocery)
- Educational activities like classes
- Religious services
- Visiting family and friends or other social engagements
- Medical appointments
- Grocery store
- Community or recreational activities

During the day, more than ten percent of survey participants could rarely or never find transportation to:

- Community or recreational activities
- Visiting family and friends or other social engagements
- Volunteering
- Religious services
- Educational activities like classes

The discrepancy between the impression that only two percent of survey participants were unable to reach a destination and 26 percent not finding transportation for shopping in the evenings could be that people know that it is more difficult to find transportation for certain activities, destinations and times of the day and they do not try.

The comments from the survey and focus groups revealed that people wanted to learn more about transportation options available to them. During the focus group meeting with community members who are involved with transportation services for older adults and people with disabilities either as volunteers or consumers, the study team found that information and familiarization was a consistent need across travel modes. Many participants were only aware of or accustomed to one method of travel, and either unaware or unfamiliar with other transportation options. They expressed an interest in

learning more about options available to them and would like more assistance with familiarization of using new modes.

In addition to the focus group participants, the survey participants also consistently expressed a desire to better understand and try new transportation options. For example, 15 percent of survey participants indicated they would like to try taking a Greenbelt Recreation Department shopping trip and 14 percent indicated they would like to try riding the Prince George's County Call-A-Bus.

When asked what they thought the single most important enhancement to improve transportation for seniors and people living with disabilities in Greenbelt is, 16 percent of the comments were about improving information on transportation services. Some comments are listed below.

- *Some central place to be able to go, whether it is a phone number or web site that fully explains all the options, in one place.*
- *I'm always surprised when I meet people who don't know about The Greenbelt Connection or MetroAccess or the half-price taxi coupons. And I didn't know until I qualified that I can use MetroAccess for fun— social events, movies, and museums as well as for medical appointments.*
- *More information about transportation other than Metro bus/rail and how to contact and cost involved.*
- *Have a class on this subject at Green Ridge House.*

Transportation barriers identified through the focus groups and survey are:

- Limited access to information
- Transportation services that do not have enough capacity to accommodate demand (requiring that trips be scheduled far in advance)
- Transportation systems with difficult processes (having to go to WMATA for Metro ACCESS qualifications)
- Restrictive hours and service areas
- Pathways that need maintenance and better street crossings
- Shortage of wheelchair-accessible taxi service

RECOMMENDATIONS

The Needs and Barriers section of the *Senior Mobility and Accessibility Needs and Barriers Study* identified key trip generators, reviewed current transportation options and identified barriers for seniors and people with disabilities. Stakeholder interviews and survey responses both revealed that most people in Greenbelt do not fully understand all of the transportation options available to them. The barrier analysis found that some transportation options in Greenbelt and Prince George's County are difficult for older adults to access.

This section describes recommendations or options that the City could use to address the barriers identified in the previous section. These options include suggestions to improve transportation for older adults by sharing techniques other communities have used to:

- Increase knowledge about and access to public transportation services information
- Improve collaboration with transportation service providers to improve services and increase capacity
- Address the built environment and improve pathways to and for transportation

Each option has a brief description, community example, reviews the benefits and challenges of this option and provides resources for implementation. Many of the options shared below can be implemented together as a package. Some of the resources listed apply to many of the options and should be considered for more than one.

Mobility Management

Mobility management is a new type of social service that focuses on individuals' needs and manages a coordinated community-wide transportation service network of multiple transportation providers in partnership with each other. There are many types of mobility management models, which communities develop to meet the needs of people who cannot drive and/or choose not to drive. Typically, this involves one or two staff people who assess the community transportation needs and work with community partners to meet each person's individual transportation needs.

Mobility management activities can include travel training, transportation coordination among multiple agencies, advocating for transportation services, providing a one-call center, information and referral, coordinating volunteer rides, and coordinating van service.

Example

The Arc of Schuyler is a chapter of the New York State Chapter of The Arc, which is the largest non-profit organization working with and for people with developmental disabilities in New York. Schuyler County is in the western part of New York State, west of Ithaca at the south end of Seneca Lake.

Starting with the need to coordinate transportation efforts and non-emergency medical transportation (NEMT) rides in 2010, The Arc of Schuyler mobility manager assisted with the startup of transit in the county. The mobility management service has developed into a one-call center; coordinating transit, volunteer transportation, and a county van operated by the Office for the Aging. The mobility management program has grown into a regional effort and the mobility manager has been working with a neighboring county to assist with various projects.

In 2017, The Arc of Schuyler mobility management service involves one full-time mobility manager and one part-time coordinator. The mobility manager supervises a one-call center and works to address unmet transportation needs and educate target populations about available transportation services. She spends about 25 percent of her time working on regional transportation projects that are dedicated to improving cross-county transportation for employment and medical appointments. The part-time coordinator handles the daily operation of the one-call center.

Benefits

The mobility management approach would address the need for a centralized information resource on transportation options and help people learn how to use the services. It would not require capital investment and the program is flexible and able to respond to the needs of the community.

Challenges

Implementing a mobility management approach would require the right staff person and knowledge of mobility management techniques. It would also require collaboration from community partners and transportation service providers.

Resources

The National Center for Mobility Management (NCMM) has resource documents on mobility management and provides grants and technical assistance to communities. (<http://nationalcenterformobilitymanagement.org>)

NCMM Regional Liaisons provides states and territories with hands-on technical assistance in the development and implementation of transportation coordination, one call-one click, and mobility management practices. The liaisons also work to build awareness among decision-makers, service providers, and consumers on strategies, promising practices, and key issues. Greenbelt's liaison is Rich Weaver, who can be contacted at rweaver@apta.com and 202-496-4809.

(<http://nationalcenterformobilitymanagement.org/ncmm-regional-liaisons>)

Coordination plans for all jurisdictions in Maryland can be found at the Maryland Coordinated Community Transportation website:

<http://www.kfhgroup.com/Regional%20Plans.htm>. The Metropolitan Washington Council of Governments (MWCOC) Regional Public Transportation Committee provides a process for the coordination of public transportation planning throughout the Washington, D.C. region, including Prince George's County.

(<https://www.mwcog.org/committees/regional-public-transportation-subcommittee>)

The MWCOC Access for All Advisory Committee (AFA) advises the Transportation Planning Board (TPB) on transportation issues, programs, policies, and services important to traditionally underserved communities, including low-income communities, minority communities, people with limited English proficiency, people with disabilities, and older adults. The committee identifies issues of concern to traditionally underserved populations in order to determine whether and how these issues might be addressed within the TPB process (<https://www.mwcog.org/tpbafa>).

The MWCOC Program Management Plan for Enhanced Mobility of Seniors and Individuals with Disabilities funds (Section 5310) outlines the policies and procedures the MWCOC uses in the management and administration of the Enhanced Mobility of Seniors and Individuals with Disabilities Program. This program offers limited funding to certain qualifying organizations to enhance mobility for seniors and persons with disabilities by providing matching grants for programs to serve the special needs of transit-dependent populations above traditional public transportation services and ADA complementary paratransit service. The next request for proposals will be issued in August 2017. (<http://www1.mwcog.org/tpbcoordination/application/instructions.asp>) (This resource can be used for most of the recommendations in this section.)

Travel Training

The Association of Travel Instruction (ATI) defines the purpose of travel training as the provision of instructional services and supports to persons with disabilities, seniors, and other individuals who need assistance to use transportation independently. Typically this is one-on-one or group training that is individually customized to the participant's needs. Travel trainers assess each individual and aim to help them learn to ride fixed routes

buses and trains. However, if the individual is not able to ride fixed route, they will try to find another alternative. For example, if a person has difficulty remembering which stop to exit the vehicle, the instructor will develop tools and methods the person can use to aid them in remembering. Typically the travel trainer rides the bus or train with their client until they feel comfortable that the client can ride independently and safely.

Greenbelt may want to consider encouraging the use of MetroReady services or employing their own travel trainer to assist residents with using transportation options available to them.

Example

Metro offers free travel training and system orientation, called MetroReady, to people with disabilities and seniors who are enrolled in the reduced fare or Metro Access program. The Independence Now Center for Independent Living offers one-on-one travel training for residents of Prince George's and Montgomery Counties through the Metro Access program. This is a short-term, comprehensive, intensive instruction program designed to teach customers how to travel safely and independently on the accessible Metrobus and Metrorail public transportation systems.

Benefits

A common theme in the barriers to transportation in Greenbelt uncovered by this study was the knowledge of existing resources. A travel trainer typically has knowledge of all available systems and will orient each person with options that will work best for them. This method is individually tailored to meet each person's unique needs. Travel trainers often identify systemic issues with transportation services and either advocate for solutions and/or coach their clients on how to advocate for service improvements.

By assisting people with utilizing existing resources, there will be less need to supply extra capacity to auxiliary transportation services. On an individual level, travel training allows people to learn to travel more independently and spontaneously. Greenbelt has three fixed routes services:

- 1) Metro bus and rail
- 2) TheBus
- 3) University of Maryland Shuttle-UM

If Greenbelt residents are using one of these three fixed route systems, then they do not need to schedule rides ahead of time or depend on others. Aging and living with disabilities can limit people's individual choices and independence. Being able to travel

independently, safely and spontaneously can be revitalizing for people as they are aging in place.

Challenges

Since travel trainers typically work one-on-one, they will only be able to assist a small number of people, compared to other recommendations. Metro's MetroReady staff may not be able to address all Greenbelt residents that need travel training. Participants must be enrolled in Metro's reduced fare or Metro Access program.

Hiring, supervising and training a travel trainer on the city staff will have cost implications. However, this could be a part-time position or additional responsibilities for current staff.

Resources

MetroReady Travel Training and System Orientation is provided by Metro for people with disabilities and older adults. Call 202-962-2703 or email TravelTraining@wmata.com. (<https://www.wmata.com/rider-guide/new-riders/Travel-Training.cfm>)

Independence Now is a nonprofit organization designed, governed and staffed by people with disabilities, with offices in Montgomery and Prince George's Counties. Call 301-277-2839 or email info@innow.org. (<http://www.innow.org/travel.html>)

The Center for Mobility Equity (formerly Central Maryland Regional Transit), based in Laurel, provides travel training throughout Central Maryland including Prince George's County. This organization maintains the Transportation Resource Information Point (TRIP) website. Call (240) 581-5800 or email Alexandra.Dupree@cmrtransit.org. (<http://www.cmrtransit.org/travel-training>)

The Association of Travel Instruction (ATI) is an organization founded to promote travel instruction for individuals with disabilities and seniors, and to offer educational and professional development to practitioners of travel instruction. Email info@travelinstruction.org. (<http://www.travelinstruction.org/travel-training>)

Travel Training for Older Adults Part II: Research Report and Case Studies, by the Transportation Research Board's Transit Cooperative Research Program (Report 168), offers best practices and examples of success travel training programs. (<https://www.nap.edu/read/22298/chapter/4>)

Volunteer Driving Programs

Volunteer driver programs are often used to address mobility needs of seniors and people with disabilities. They typically pair a volunteer driver and their vehicle with someone who needs a ride for each round trip. This provides door-to-door service, sometimes with an escort, in a private vehicle.

The Greenbelt Intergenerational Volunteer Exchange Service (GIVES) uses volunteers to provide rides to other GIVES members. On average they provide 15 rides per month. Typically trips are within five miles of Greenbelt. While there are no restrictions on trip purpose, the majority of rides are for medical appointments.

Additional capacity could be added to the existing GIVES volunteer driving service or an organization specifically dedicated to volunteer driving could be started or partnered with to increase the availability of volunteer rides to the populations in need in Greenbelt.

Example

An example of a volunteer driving program in Maryland is Partners in Care. Located in Pasadena, they serve Anne Arundel, Calvert, and Frederick Counties. They use a unique concept of time-banking to support aging in place. Since 1993, Partners in Care's members have been picking up members needing rides at their homes, transporting them to a desired location and accompanying them when necessary, then returning them safely to their homes. In FY2013, Partners in Care's volunteer drivers made 8,674 trips for a total of 103,391 miles. Partners in Care also operates a Mobility Bus, for members who use wheelchairs or need an escort, which provided 4,593 one-way trips. (www.partnersincare.org)

Benefits

Volunteer transportation programs provide more than just a ride. Socialization and more personalized service such as assistance carrying bags make this senior transportation option an attractive choice for many seniors. The relationship that may develop between a rider and volunteer driver is important. Drivers may become advocates for riders they assist, serve as an extra set of eyes and ears to recognize other areas of need or declining health, and may even help relay a doctor's orders.

Challenges

Recruiting and retaining volunteers can be challenging, especially when people are asked to use their personal vehicle for services. There are often questions about liability and

insurance. Often the vehicles used are sedans and are not wheelchair accessible and some people find them difficult to get in and out of.

Resources

The Community Transportation Association's Volunteer Driver Transportation Program offers resources and information on managing volunteer driver programs. (<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=776>)

Volunteer transportation programs are often operated using a patchwork of funding sources. Some examples include Federal Transit Administration Section 5310 funds, Older Americans Act dollars, state and local taxes, ride fares, and donations from philanthropic organizations, riders, and others.

The Maryland Transit Administration (MTA) offers funding specifically for volunteer senior transportation operated by nonprofit organizations through its Senior Rides grant program. The FY2019 application package will likely be issued early in 2018. Contact Monica White, MTA Regional Planner, Human Services, at MWhite2@mta.maryland.gov.

NV Rides, a partnership with Fairfax County and Jewish Council for the Aging and with additional support from Community Foundation of Northern Virginia, the Jewish Community Center of Northern Virginia (the J) administers NV Rides, a platform supporting volunteer driver programs. NV Rides supports a network of community-based organizations that administer volunteer transportation programs for non-driving adults aged 55+. NV Rides' model and resources may help with the implementation of a volunteer driving program in Greenbelt and/or Prince George's County. (<http://www.nvrides.org/>)

Greenbelt Connection Service

The Greenbelt Connection dial-a-ride van service received high reviews in both survey comments and focus group comments. Twenty-three percent of survey participants indicated they use Greenbelt Connection Service and 13 percent indicated they would like to try using the service. In both the survey and focus group comments, participants requested that Connection services be expanded to:

- Cover more night and weekend hours
- Expand service area
- Add additional accessible vehicles
- Reduce the amount of time reservations have to be made in advance

In order to do this, additional staff and vehicles will have to be added to the Connection program.

Example

Arlington County's public transit system paratransit service, Specialized Transit for Arlington Residents (STAR), serves Arlington residents who have difficulty using fixed route service. STAR is a shared ride system that requires reservations, similar to The Connection. All rides are arranged in advance through the STAR Call Center or through STAR on the web or STAR interactive voice response (IVR). STAR riders must pre-plan activities and schedule STAR trips in advance as same day service is generally not available. Passengers are picked up at their door and dropped off at the door of their destination. STAR riders share trips if they are generally traveling in the same direction at the same time. Eligibility is determined through Metro Access, and all Metro Access customers are eligible for STAR services in Arlington. All rides must either originate or end in Arlington County. STAR rides are available between 5:30 a.m. and midnight, seven days a week, and STAR has no restrictions on trip purpose. (<http://www.arlingtontransit.com/pages/star/star-rider-guide>)

Benefits

The Greenbelt Connection is an existing system and many people know how to use it and depend on its services. Expanding the program would increase the capacity to serve more Greenbelt residents. An MWCOG Program Management Plan for Enhanced Mobility of Seniors and Individuals with Disabilities funds (Section 5310) grant may be able to help fund these activities.

Challenges

Expanding connection service would require acquiring additional staff and vehicles and would require ongoing additional funding to cover increased operating expenses. This option does not utilize or coordinate with other transportation providers in the region.

Resources

More information about Arlington's specialized transit service, STAR, can be found on their website at www.ArlingtonSTAR.com, or by calling the STAR business and scheduling office at 703-892-8747 (press "2" for administration department) or email at STAR@arlingtonstar.com.

The MWCOG Program Management Plan for Enhanced Mobility of Seniors and Individuals with Disabilities funds (Section 5310), outlines policies and procedures the MWCOG uses in management and administration of the Enhanced Mobility of Seniors and Individuals with Disabilities Program. This program offers limited funding to certain qualifying organizations to enhance mobility for seniors and persons with disabilities by providing matching grants for programs to serve the special needs of transit-dependent populations above traditional public transportation services and ADA complementary paratransit service. The next request for proposals will be issued in August 2017. Visit the TPB Enhanced Mobility Program at <http://www1.mwcog.org/tpbcoordination/application/instructions.asp> for application information. (<https://www.mwcog.org/documents/2016/10/21/program-management-plan-for-enhanced-mobility-of-seniors-and-individuals-with-disabilities-funds-section-5310>)

One-Call Center

One-call centers help provide residents with information about all available travel options. They are often run by social service agencies who are experienced working with people to help them find solutions that work to meet their individual needs. One-call centers are based on the premise that you can call one place to learn about *all* the different transportation options available.

Example

The Jewish Council for the Aging of Greater Washington (JCA) in Rockville, Maryland helps seniors find transportation through their Connect-A-Ride Transportation Resource Center. This is a free service that helps seniors and disabled adults of all ages to find the transportation they need. Seniors and people with disabilities can call a certified information and mobility specialist who helps them navigate through the transportation options available. They help riders understand transportation schedules, benefits and eligibility requirements in Montgomery County, Maryland; Arlington and Fairfax Counties, Virginia; and in the Cities of Alexandria, Fairfax and Falls Church, Virginia. (<https://www.accessjca.org/programs/transportation>)

Benefits

A one-call center is a relatively low cost investment, requiring only one or two staff positions to provide information and make referrals. Having one place to answer all transportation requests provides a centralized resource to answer questions, find transportation, and encourage people to use the transportation options available to them.

Challenges

This seems like it could be a low investment option; however, transportation resources and services change and the one-call center's database needs to be updated regularly to provide callers with current information. Also, many people need more than being referred to a phone number or website. They need someone to explain how the transportation system works and know about the eligibility requirements for each service. Staff must be able to work with each individual to help them navigate sometimes complicated systems.

Resources

The Community Transportation Association's One Call-One Click Toolkit provides information for communities interested working to develop a one-call or one-click service. (<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2428>)

Reach A Ride is an online search engine showing the multitude of transportation options for people with disabilities, seniors, persons with limited English proficiency and low-income commuters in the Washington, D.C. metropolitan area. (<http://www.reacharide.org>)

The Maryland Transportation Resource Information Point (TRIP) website provides information and contact information for a wide array of transportation options in the Central Maryland area and beyond, including Prince George's County. Listings can be filtered by county. Information about travel training, reduced fare policies, accessibility, and rider tools are posted on the TRIP website. Trip planning assistance is available by calling 1-877-331-TRIP (<http://www.mdtrip.org/>).

Senior Travel Clubs (Peer Support Groups)

Senior travel clubs or formal peer support groups focused on helping people learn to navigate and use existing transportation services are effective ways to address transportation issues and empower seniors. This could take on many different forms. It could be a group activity lead by an experienced transit rider that guides a group of seniors through trip planning and taking the trip on a bus or rail system. Often destinations are fun attractions like artistic performances or shopping. Senior travel clubs are often run or hosted through senior centers and transit agencies.

Another example is a senior center that takes group field trips using public transit with an experienced guide. One example in Prince William County, Virginia included an intergenerational program that paired college student volunteers with groups of seniors

to plan and execute trips to destinations on public transit. The group would meet at a senior center to plan the trip and the next meeting they would take the trip.

Example

Ride Connection in Portland, Oregon offers a full menu of transportation solutions, including group transit trips through their Riders' Clubs. Ride Connection is a private, non-profit agency dedicated to coordinating and providing transportation services to people with limited options in Clackamas, Multnomah and Washington Counties. Ride Connection's RideWise travel training programs use a customer-directed service model that builds upon existing skills and assets while keeping independent mobility as the desired outcome. Their Riders' Clubs offer seniors recurring trips on public transit that are coordinated by activity directors and residents at senior housing and senior centers. Activities are designed to familiarize groups in community transition programs and residents at senior sites with the use of transit.

Benefits

Peer support groups help people learn at their own pace and empowers participants to learn new things in a safe environment. Group trips will help people feel safe and comfortable with transit systems in a social and relaxed environment.

The financial investment is lower than other options. This approach can be implemented with only additional staff time.

Challenges

Cooperation of partnerships with transit providers and human service providers is required. Existing transit options might not meet all transportation needs of the populations the program is trying to serve. Some advocacy may be required to help transportation services meet the needs of the populations the program is trying to serve and improve services.

Resources

Ride Connection's Travel Training program, RideWise, offers an array of travel training models, including group trips and travel ambassadors.
(<https://rideconnection.org/services/travel-training>)

See the Travel Trainer resources section of this chapter for additional resources.

Volunteer Travel Ambassadors

A volunteer travel ambassador or senior mentor is an experienced bus rider who volunteers, through a support agency, to help their peers learn to travel independently on public transit. The ambassador or mentor typically helps with trip planning, bus information, and often travels with the rider a few times if needed. This is usually supported through a transit or human service agency that will recruit, train and connect ambassadors with riders. Often, both ambassador and rider are provided with free bus passes from the transit agency.

Example

The Rapid, an Interurban Transit Partnership in Michigan that operates the public transit system in the Grand Rapids metro area, runs a volunteer senior mentor program. This program utilizes volunteers to help seniors learn to ride their bus system. Seniors are paired with a peer volunteer and given a 10-ride pass to assist with orienting them with the transit system. They also have group travel training, one-on-one travel training and vehicle familiarization.

Benefits

This is an easy add-on to other services and requires little investment besides staff time and bus passes. As mentioned in the Travel Training benefits, empowering people to use public transit increases their independence and uses available community resources.

Challenges

This option will work best if it utilizes partnerships with transit providers in the area. Transit options need to be able to meet the needs of the program's target population.

Resources

See the Travel Trainer resources section of this chapter for additional resources.

Greenbelt Parks and Recreation Class

During the survey and focus groups, participants expressed an interest in taking a class at the Greenbelt Parks and Recreation Department on local transportation options. Appendix B, *Existing Transportation Services*, could be used as a resource on available transportation options for Greenbelt residents. Some communities host workshops and events and invite local transportation providers to present and answer questions about

services they provide. Sometimes, the public transportation organization will bring a bus for people to tour to become familiar with the fare payment system and accessibility features.

Example

Fairfax County has a Mobile Accessible Travel Training (MATT) bus that staff uses to lead travel training trips in which seniors will travel by bus and rail to and from a destination of their choice. During the bus ride, travelers-in-training learn to:

- Identify a bus stop near their residence
- Read bus schedules and maps
- Pay fares
- Signal the driver to stop
- Other bus travel skills

The Hunters Woods Community Center, in Fairfax County, offers “How to Ride the Bus” classes on the MATT bus through their classes and activities. They also run a volunteer driving program, RCC Rides, which offers free rides for adults over age 55. (<http://www.restoncommunitycenter.com/about-reston/rcc-rides/become-a-driver>)

Benefits

Offering a class would be a low cost alternative, requiring only staff time and no capital investment. It would offer an opportunity to collaborate with regional transportation service providers.

Challenges

It would require coordination with local transportation providers.

Resources

The Reston Community Center provides a list of mobility resources for seniors in the community (<http://www.restoncommunitycenter.com/about-reston/rcc-rides/mobility-resources>).

Reston Community Center Rides offers rides to seniors by volunteers from the community (<http://www.restoncommunitycenter.com/about-reston/rcc-rides/become-a-rider>).

Fairfax County Mobile Accessible Travel Training Bus offers classes on how to use Fairfax County and Metro buses and rail systems (<http://www.fairfaxcounty.gov/ncs/transportation/traveltraining>).

MetroReady Travel Training and System Orientation for people with disabilities and seniors call 202-962-2703 or email TravelTraining@wmata.com to find out more about the program. (<https://www.wmata.com/rider-guide/new-riders/Travel-Training.cfm>).

Voucher Program

Voucher programs are good complements to other public transportation systems. They can be used to cover times and locations not covered by other public transit options, like the Greenbelt Connection. They allow seniors to use taxis or other car services participating in the program at a subsidized rate. Taxi and transportation network company services are designed to provide on-demand services so clients using vouchers do not have to schedule ahead. This makes them good options for unexpected events.

Voucher programs are typically a public-private partnership between a local government or transit agency and a private transportation company. They can be managed in many different forms and often are measured via transportation cost. However, they can also measure and discount miles instead of cost or hours. Typically, underserved populations, like low income seniors and people with disabilities, are offered the option to buy coupons that subsidize the cost of a taxi service. Taxis provide services as if they are regular paying customers and the partner agency reimburses the taxi company for part of the trip.

Greenbelt could consider starting their own voucher program or working with Prince George's County to see if the Call-A-Cab service could better meet the needs of their senior residents. There are other agencies who might be interested in partnering with the City of Greenbelt to administer a voucher program. Rapidly advancing technologies are creating new transportation options, like the transportation network companies (TNCs), Uber and Lyft. While the regulatory environment is still forming around the use of TNCs for public and accessible transportation, some entities are employing this option.

Examples

Prince George's County has a voucher system called Call-A-Cab. People in the county ages 60 and older or with a disability are able to get vouchers for a 50 percent discount on taxi services. Eligible participants can purchase up to fourteen \$20 coupon books for \$10 per book in a six month period. Taxi rides are limited to originating from within the county.

An example of a TNC and city partnership to meet senior transportation needs is the City of Gainesville, Florida's Freedom in Motion program.³ The City of Gainesville, Eldercare of Alachua County, and Gainesville Area Chamber of Commerce partnered with Uber to provide on-demand transportation for senior residents. Seniors were offered lessons on how to use the Uber app to order rides and paid a small fee, up to \$5 per ride, Freedom in Motion covered the cost for the rest of the ride.

Benefits

This offers more flexibility for seniors and people with disabilities. Rides are available on demand and during time periods that regular transportation options are not available, like weekends and evenings. This helps support taxi and transportation businesses. It does not require capital investment in vehicles. There are multiple transportation service providers to partner with in the Greenbelt area.

Challenges

Funding and partnerships will take time to pursue. While there are several available partners, developing a working relationship will take time. Regulatory challenges exist when using federal transportation funding with TNCs. TNCs are not always fully accessible.

Resources

The Atlanta Regional Commission Transportation Voucher Toolkit (<http://atlantaregional.org/aging-health-planning/>)

The Built Environment

The City of Greenbelt, located in the suburbs of Washington, D.C., is home to over 23,000 residents. Several major roads divide Greenbelt into sections that are difficult to cross by foot and bike. The development pattern has caused a demographic divide as well, with most of the senior population living in the northeast section that was built earlier than other sections. The City of Greenbelt 2014 *Pedestrian and Bicyclist Master Plan* and the 2013 *Greenbelt Bus Stop and Safety and Accessibility Study* identify specific pathways and bus stops that need to be improved. Comments from the survey helped identify specific pedestrian barriers to be addressed. The survey found that Greenbelt residents value

³ UBER Newsroom website, Freedom In Motion: More Options for Senior Mobility, <https://newsroom.uber.com/us-florida/freedom-in-motion/>

pedestrian access and walk as a form of transportation. Some of the pedestrian barriers identified in the survey relate to:

- Pathway maintenance
- Visibility at street crossings
- Narrow or steep ramps

Improvements to the built environment include building new sidewalks (or upgrading old ones), improving curb ramps, designating crosswalks, installing traffic controls at crosswalks (which can include signage, stop signs, warning lights and full traffic signals), audible pedestrian signal crossings, bicycle lanes and bicycle storage, passenger shelters and seating at bus stops, improving lighting along walk paths and at bus stops, and posting information about transit services at bus stops. Each element in the built environment needs to be maintained in a safe and functional condition, including trimming overgrown grass and shrubs that encroach on sidewalks, cleaning transit shelters, repairing damaged curb ramps and sidewalks, keeping crosswalk paint visible, and clearing bicycle lanes of debris.

Examples

In 2006, Montgomery County, Maryland launched a comprehensive bus stop safety and accessibility improvement program, beginning with an assessment of the county's more than 5,300 bus stops for location, pedestrian accessibility and connection, signage information, and safety and security and amenities. Approximately 3,400 stops were identified as needing improvements. For the past decade, the county has proactively been addressing these improvements and is approaching completion.

The City of Greenbelt's *Bus Stop and Safety and Accessibility Study* identified needed bus stop improvements. Completed in 2013, this study assessed and ranked the nearly 200 bus stops within the city. The city's FY2017 budget includes \$20,000 to begin implementing this plan, as well as an additional \$20,000 for pedestrian and bicycle improvements. The county's proposed FY2018 budget currently includes these projects as well.

In 2012, a TLC project conducted by Arlington County, Virginia, provides an example of a jurisdiction that assessed its pathways for accessibility. Pedestrian pathways within the Rosslyn and Buckingham Transit Oriented Development (TOD) corridors were assessed, including more than 1,600 curb ramps, 1,100 pathway segments, and 900 intersections, barriers and impediments to pedestrian mobility along the TOD corridor. The improvement needs identified were prioritized and incorporated into the county's update to their ADA Transition Plan.

Benefits

Improving the walking, transit, and bicycling infrastructure provides more mobility options and quality of life for the entire community, not just seniors and people with disabilities. School children, parents pushing strollers, bicycle- and transit-riding commuters, and residents out for a stroll or ride for exercise will benefit, as will local businesses to which residents can safely and easily walk and ride. Safer and accessible sidewalks can result in fewer pedestrian and traffic accidents. Transit and pedestrian infrastructure improvements can make fixed route transit usable by a larger percentage of people with disabilities, thus reducing demand for costly ADA paratransit service such as Metro Access. Local governments have a legal obligation to plan and install curb ramps and detectable warnings on existing sidewalks in the public right-of-way, and proactively addressing this requirement can be accomplished through an ADA transition plan.

Challenges

Limited right-of-way, steep terrain, and adjacent land use patterns can impact the effectiveness of some improvements. There can be a significant up-front costs to identify and construct needed improvements, as well as ongoing maintenance costs. Improvements can be phased in, spreading the cost over multiple years, addressing the highest-priority needs or corridors first. Funding sources for pedestrian infrastructure improvements can include:

- Pavement resurfacing projects (including sidewalk and crosswalk construction or improvements as part of a larger roadway project)
- Public-private partnerships
- Impact fees on developers
- Requiring developers to make sidewalk and transit stop improvements in right-of-ways adjacent to their land use development
- U.S. Department of Housing and Urban Development Community Development Block Grants
- U.S. Department of Transportation grants from:
 - Congestion Mitigation and Air Quality Improvement (CMAQ) Program
 - Surface Transportation Block Grant Program
 - Transportation Investment Generating Economic Recovery (TIGER) Grant Program
 - FTA Section 5339 Buses and Bus Facilities Formula Program

- Municipal or infrastructure bonds
- Surcharges or sales taxes added to transportation user fees (such as parking)
- Neighborhood cost sharing (with potential participation from local businesses, homeowners associations, and neighborhood associations)

Resources

The Federal Highway Administration (FHWA) Bicycle and Pedestrian Program web page provides numerous resources (https://www.fhwa.dot.gov/environment/bicycle_pedestrian/).

FHWA Designing Sidewalks and Trails for Access includes a Best Practices Design Guide (https://www.fhwa.dot.gov/environment/bicycle_pedestrian/publications/sidewalk2/).

FHWA Accessibility Resource Library provides links to organizations and numerous downloadable resources related to accessible sidewalks and intersections (<https://www.fhwa.dot.gov/accessibility/>).

FHWA A Guide for Maintaining Pedestrian Facilities for Enhanced Safety provides guidance on common sidewalk maintenance issues (https://safety.fhwa.dot.gov/ped_bike/tools_solve/fhwas13037/) (https://safety.fhwa.dot.gov/ped_bike/tools_solve/fhwas13037/chap3.cfm).

The Civil Rights section of the FHWA website provides guidance on ADA legal obligations regarding sidewalks and curb cuts (https://www.fhwa.dot.gov/civilrights/programs/ada_sect504qa.cfm).

Guidelines for Design and Placement of Transit Stops for the Washington Metropolitan Area Transit Authority (WMATA) provides recommendations for Metrobus stop locations and enhancements (<https://www.wmata.com/initiatives/plans/upload/WMATA-Guidelines-Design-and-Placement-of-Transit-Stops.pdf>).

Toolkit for the Assessment of Bus Stop Accessibility and Safety provides detailed guidance on assessing pedestrian access to bus stops (<http://www.nadtc.org/resources-publications/toolkit-for-the-assessment-of-bus-stop-accessibility-and-safety/>).

The Pedestrian and Bicycle Information Center helps communities increase safe walking and bicycling as a viable means of transportation and physical activity. They provide technical expertise, guides, case studies and other resources (<http://www.pedbikeinfo.org/>).

SUMMARY

The *Senior Mobility and Accessibility Needs and Barriers Study* brings together stakeholders in the Greenbelt community to prioritize and implement strategies to support the city's aging population. This study identified key areas where Greenbelt seniors and disabled populations are underserved and provides examples of options to best serve these populations and the Greenbelt community. The Needs and Barriers section of this study provided a demographic analysis, identified key destinations, and provided stakeholder input through focus groups and surveys.

The demographic analysis shows the trend towards an increasing senior population which suggests a related need for transportation services that meets the needs of older adults. A geographic origin and destination analysis provides insight into key destinations for seniors and identifies where most of the older population resides. While all sections of the City should be included in transportation improvements and services, a large proportion of the age 65 and older population live in the northwest section of Greenbelt.

The survey and focus groups measured current satisfaction levels of seniors and people with disabilities with the existing built environment and transportation services, and gathered recommendations for transportation services and capital projects to address the needs identified in the first two components. The transportation barriers identified through focus groups and the survey include:

- Limited access to information
- Transportation services that do not have enough capacity to accommodate demand (requiring that trips be scheduled far in advance)
- Transportation systems with difficult processes (having to go to WMATA for Metro ACCESS qualifications)
- Restrictive hours and service areas
- Walk pathways that do not feel safe at night
- Shortage of wheelchair-accessible taxi service

The options provided in the Recommendations section are strategies used by similar communities to address the barriers identified in the Needs and Barriers Assessment. They provide strategies that Greenbelt can implement or lobby for to increase the senior population's knowledge and understanding or public transportation services, improve coordination among service providers and the increase the capacity of public transportation services for older adults and people with disabilities. Many of the options

in the Recommendations section, like mobility management and travel training, address a need for increased access to information about public transportation services for older adults in Greenbelt. Appendix B, Existing Transportation Services, will also help provide information about available transportation services.

Many of the options presented include peer supports, like senior travel clubs and travel ambassadors, empower older adults and staff to advocate for improved transportation services.

