

Senior Mobility and Accessibility Needs and Barriers Study

Draft Report

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



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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.

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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

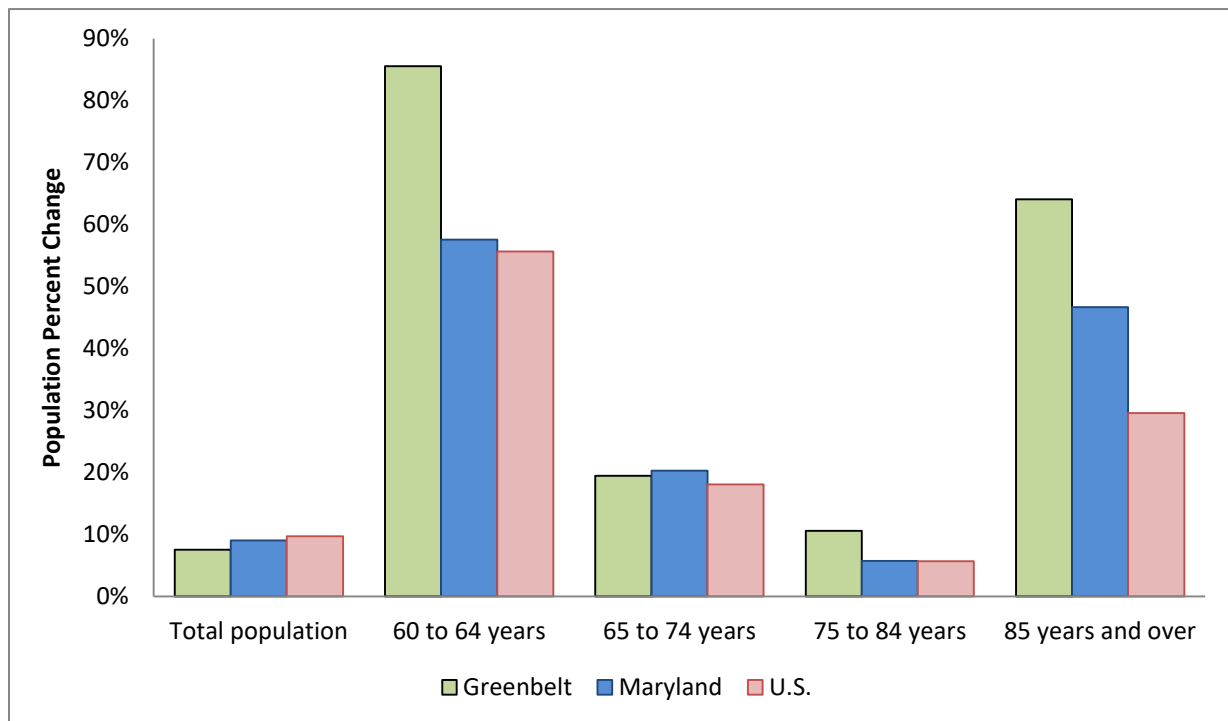
their input and thoughts for transportation services and capital projects to address their needs.

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.

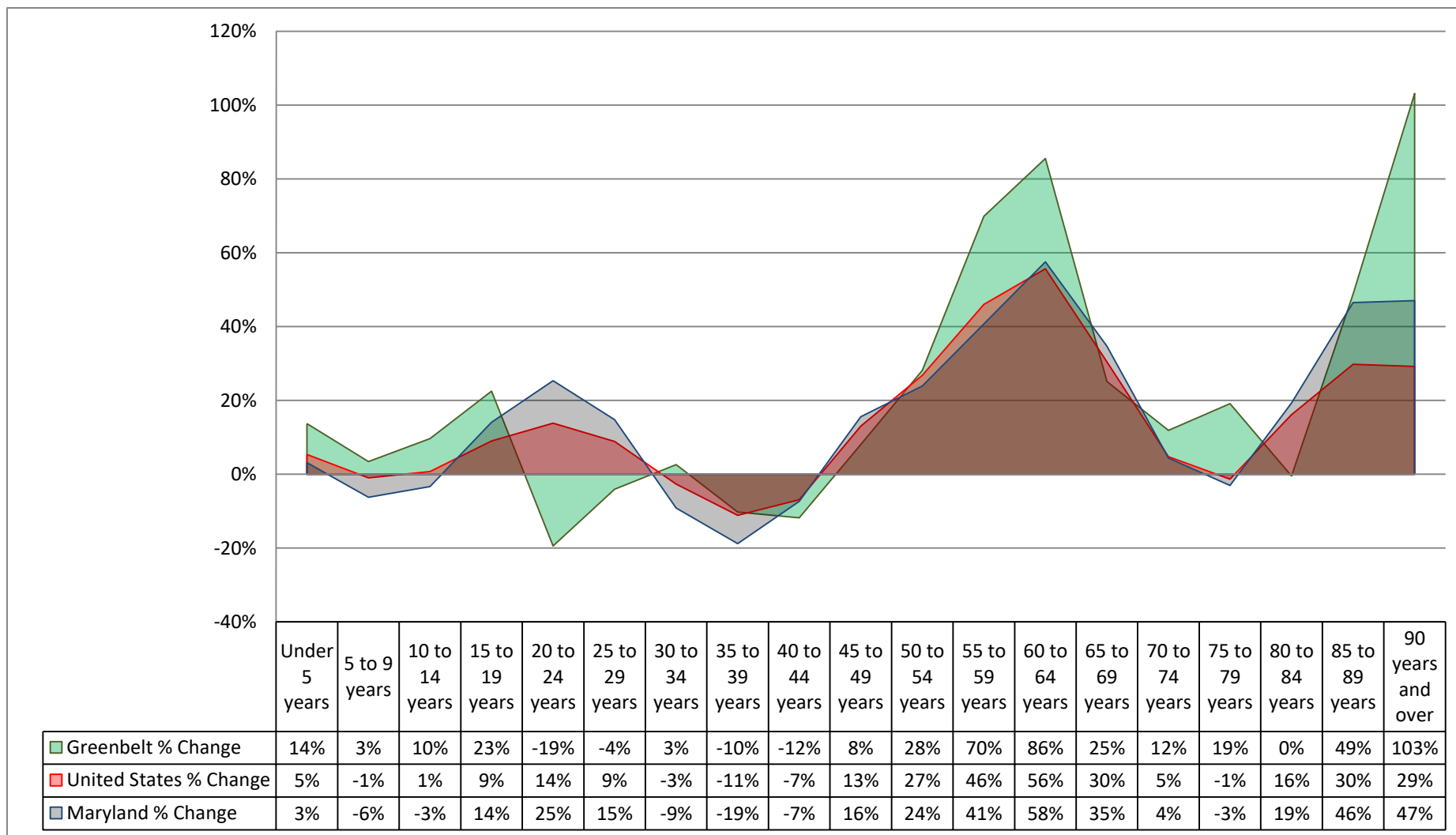
Table 3: Greenbelt Senior Population Change

| 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.

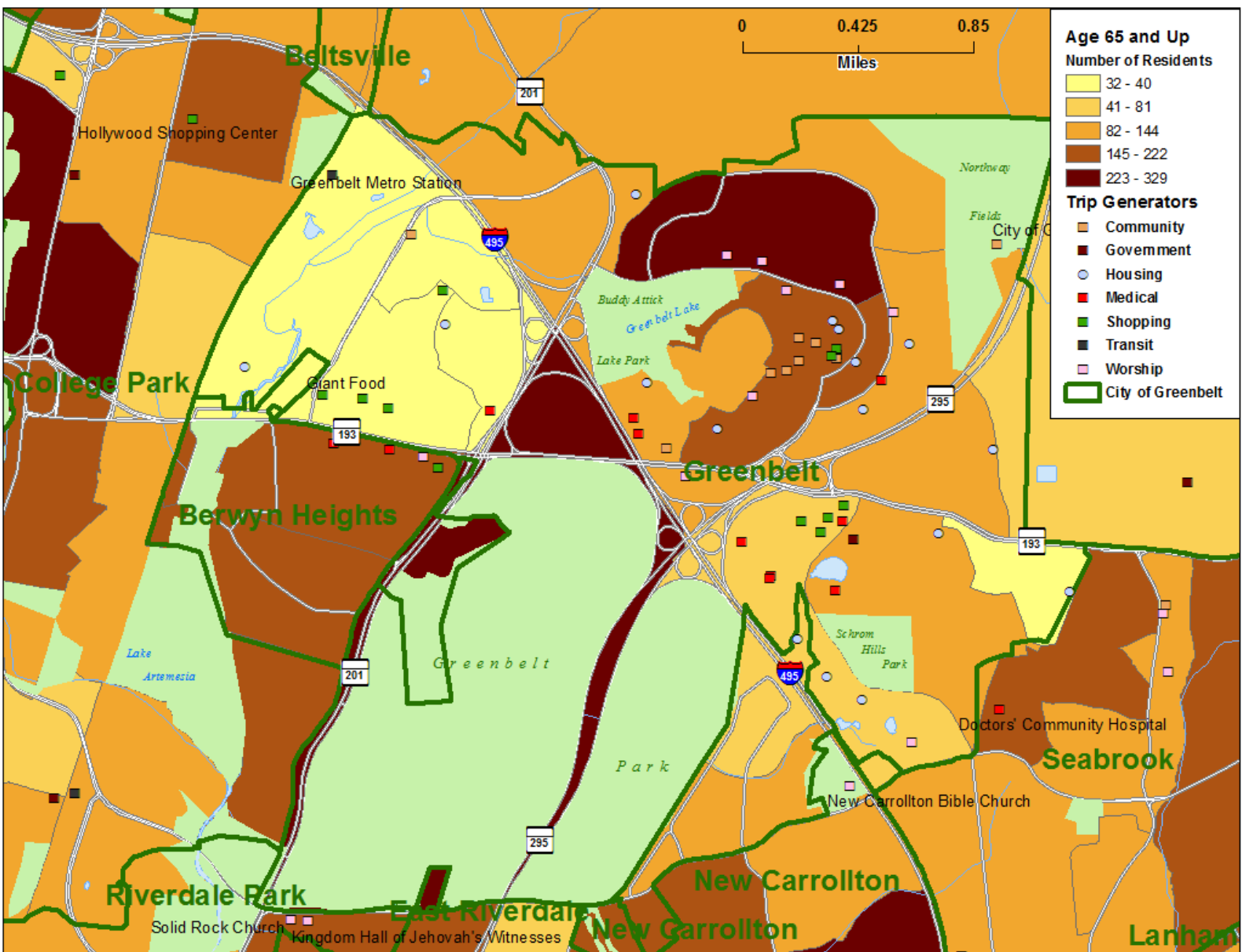
The trip origins are focused in Greenbelt because this study is for the city. The destinations go outside of Greenbelt to places identified by the focus groups as popular destinations for seniors who live in Greenbelt.

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 |

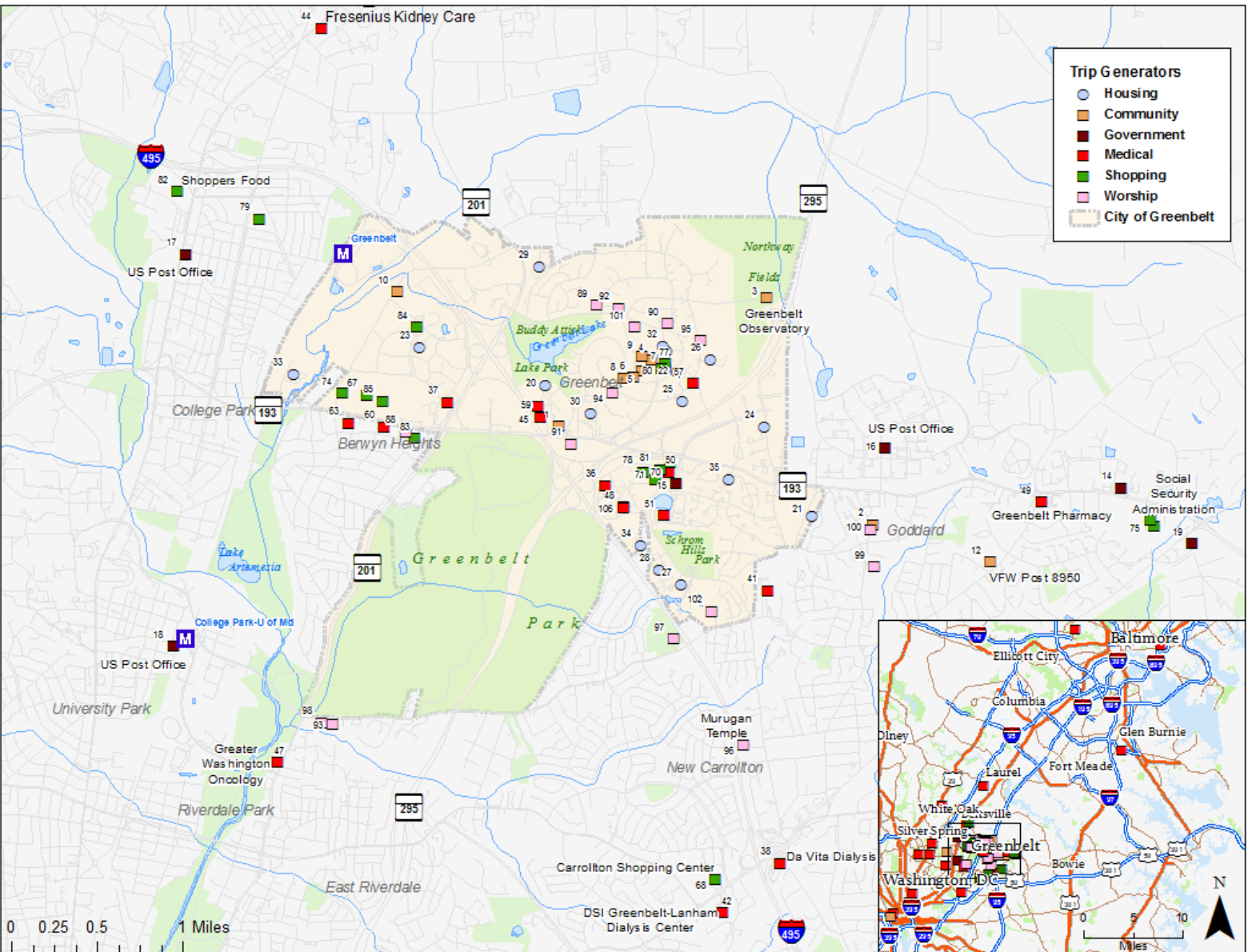
Some destinations are outside Greenbelt city boundaries. This includes major medical centers in Baltimore and Washington, D.C. and the Kennedy Center in Washington, D.C. We included the Johns Hopkins Medical Center and University of Maryland Rehabilitation and Orthopedic Institute in Baltimore because 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.

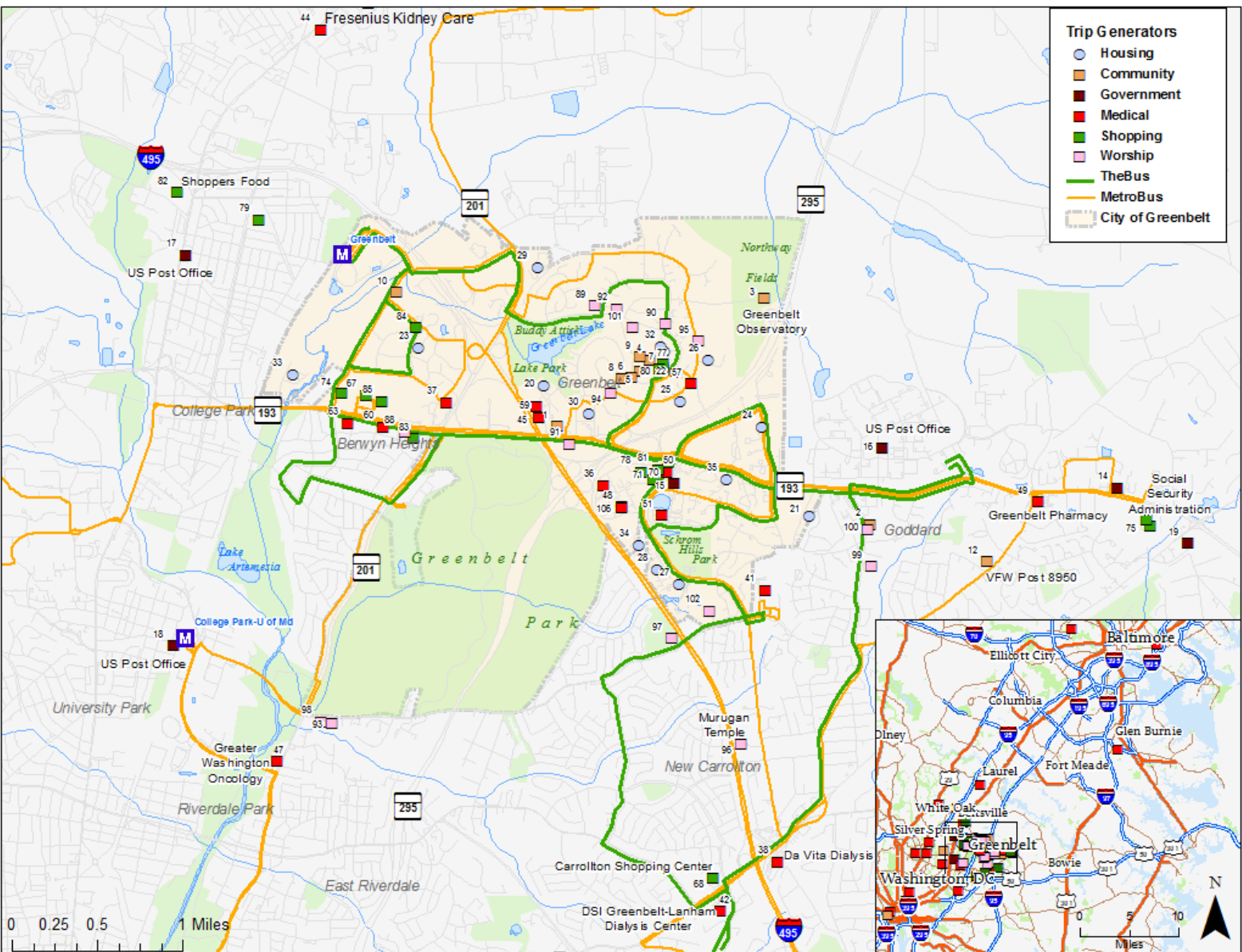
Figure 5 shows this same map of Greenbelt and trip generators with the fixed route bus routes outlined in color. Prince George’s County TheBus service is represented by a green line and WMATA bus routes are represented by an orange line. Americans with Disabilities Act (ADA) paratransit service is available 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,

taxis, 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 | |

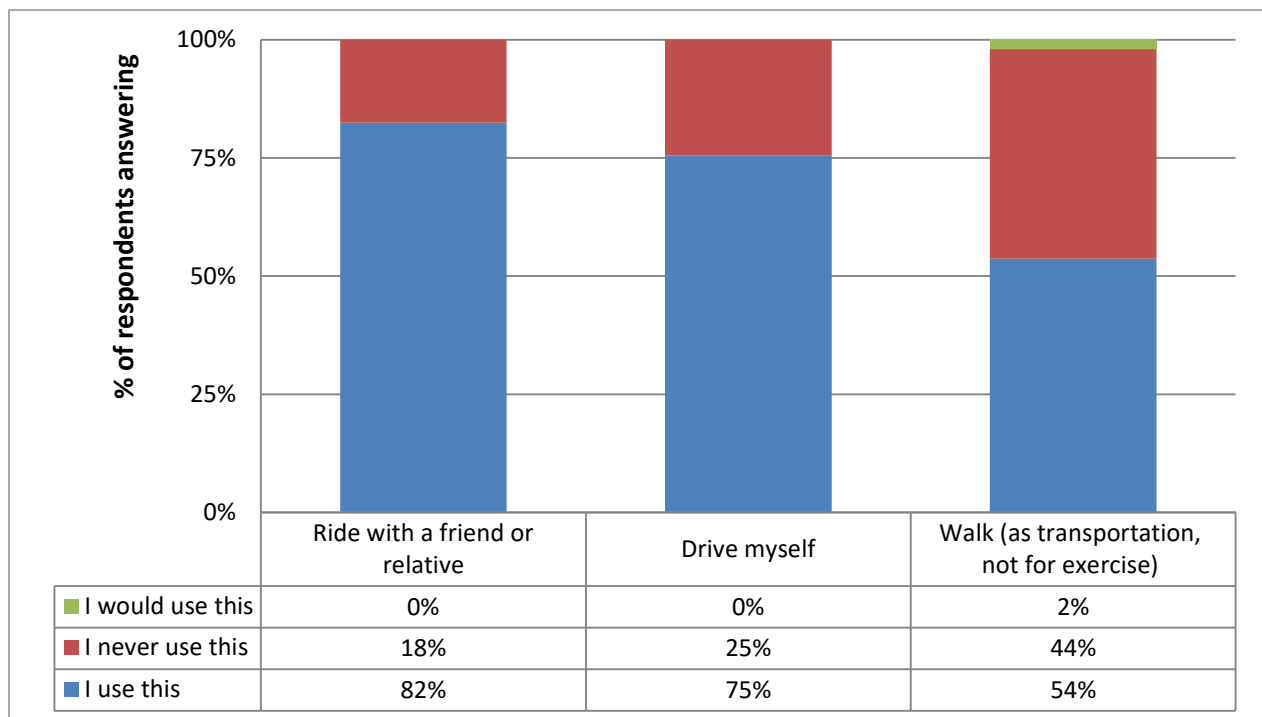
Travel Needs and Methods

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.

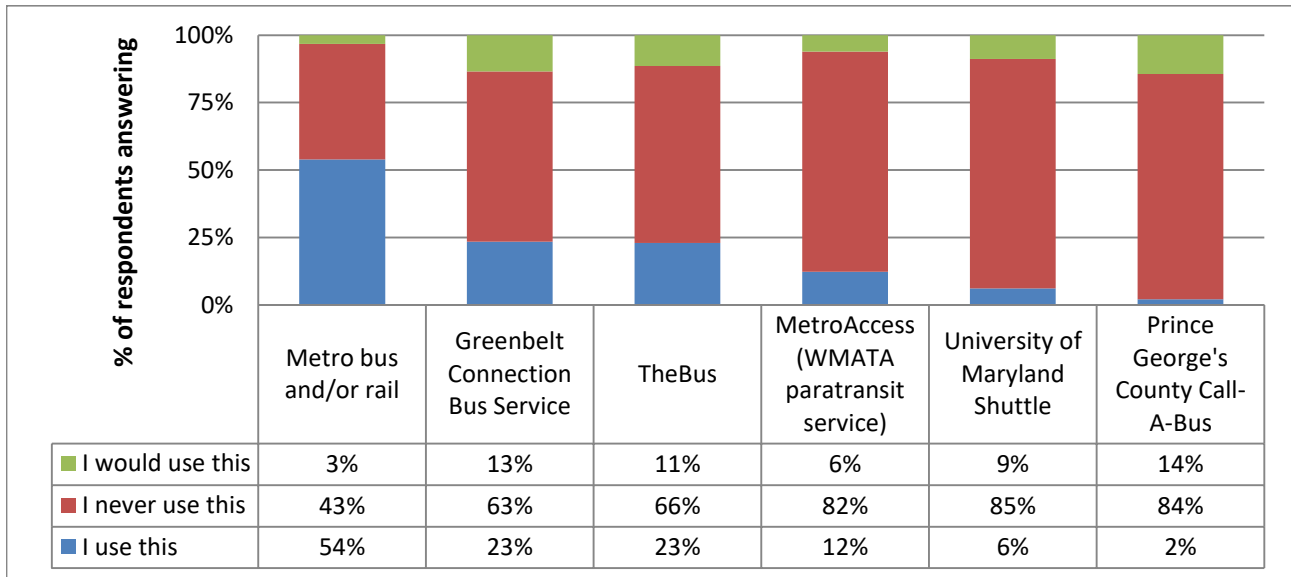
Figure 6: Modes of Transportation



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

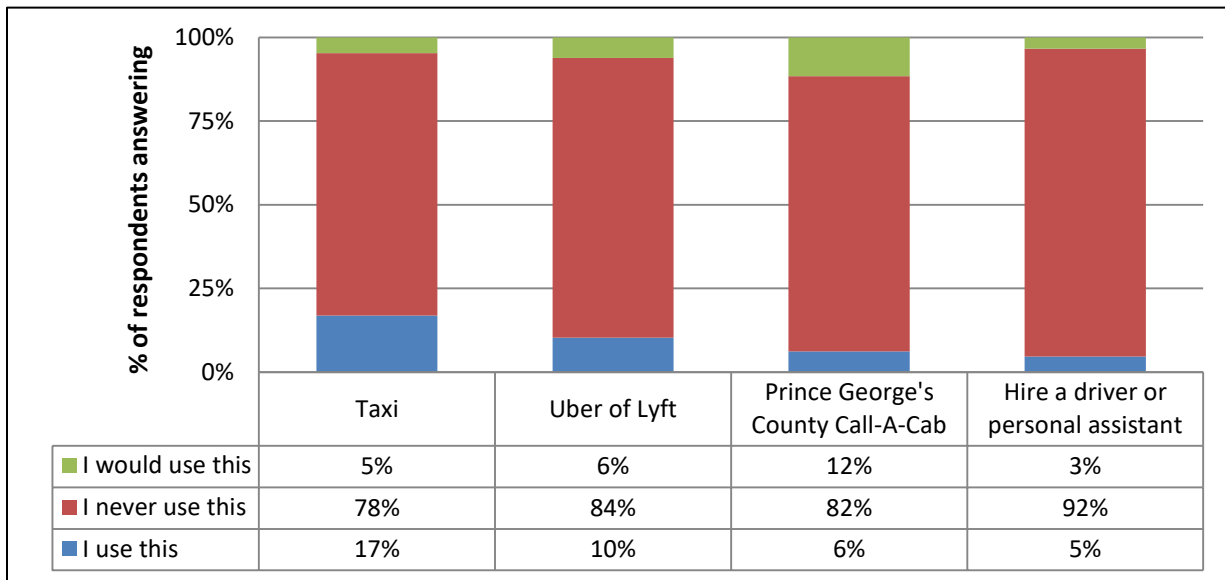


Ninety-seven (66%) indicated they never ride TheBus. Many respondents indicated they would be interested in trying these transit services. The majority were interested in trying Prince George’s County Call-A-Bus and the Greenbelt Connection. Twenty one people (14%) indicated they are interested in learning 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.

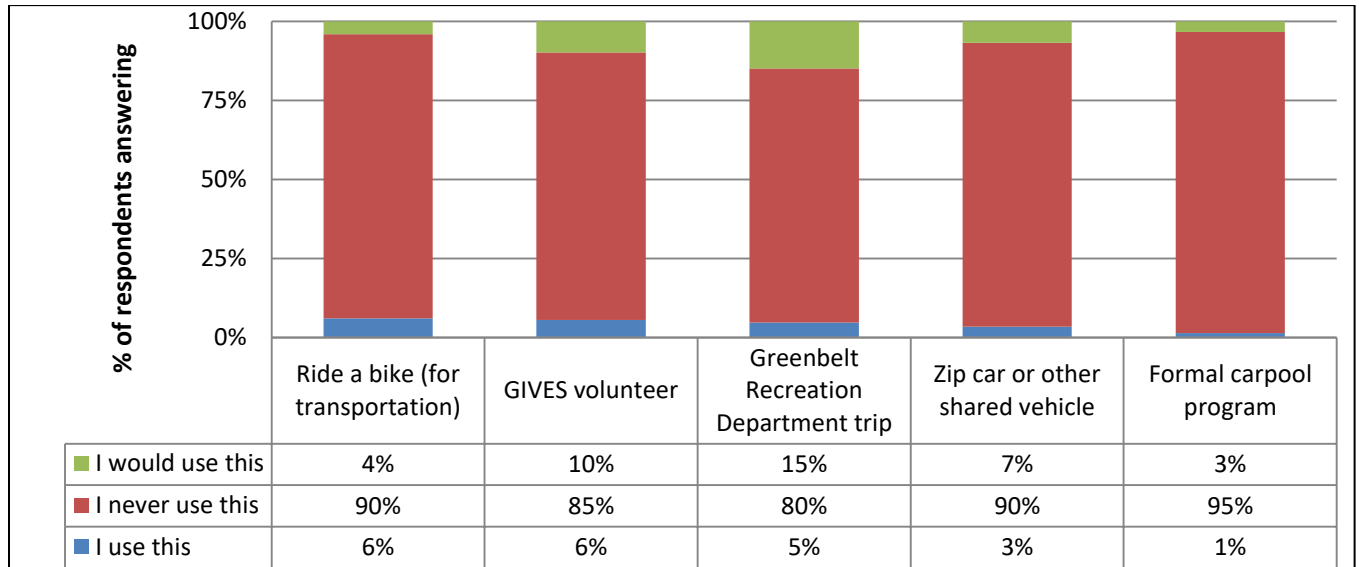
The survey asked participants about their use of taxis, other rides for hire, personal assistants, and Uber and Lyft. A majority of respondents do not regularly use these services. Twenty-five indicated they use a taxi (17%), fifteen use Uber or Lyft (10%), nine use Prince George’s County Call-A-Cab (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:

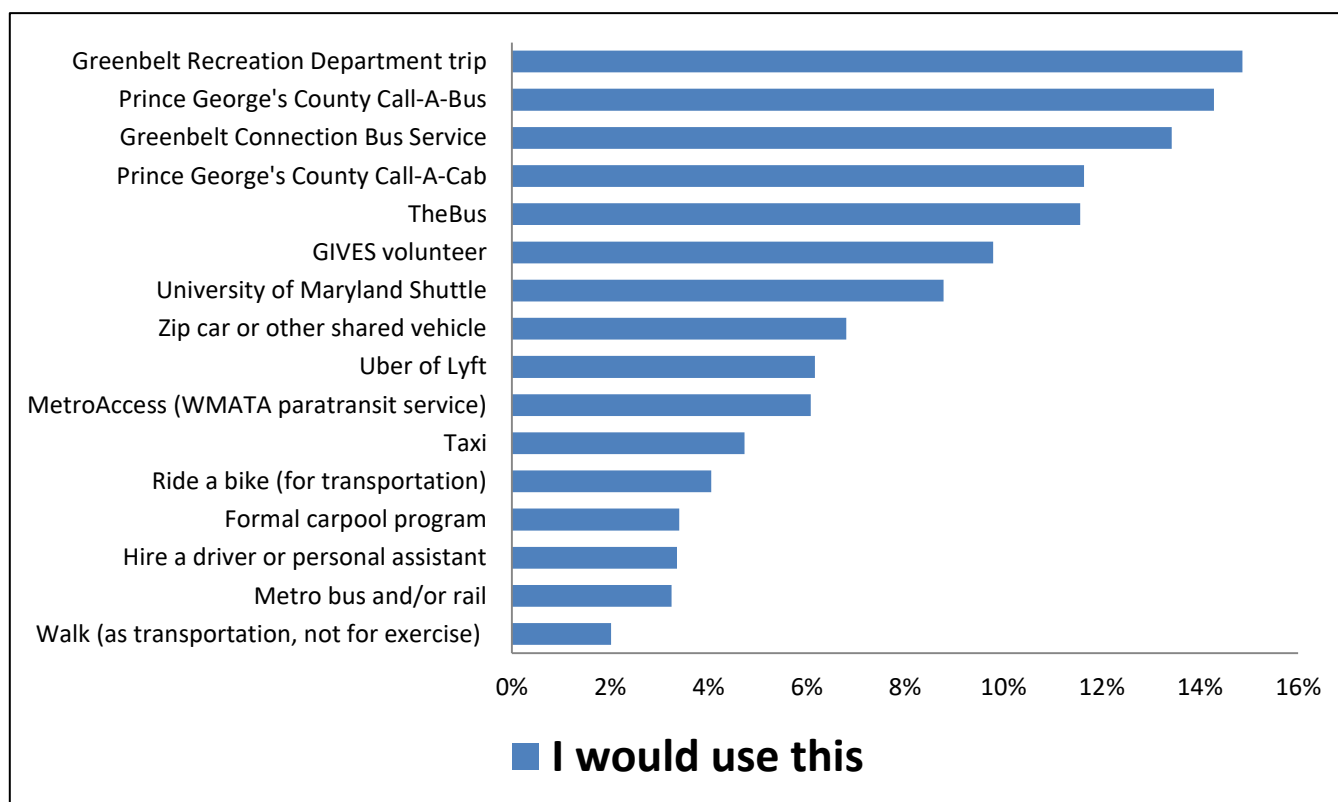
- three percent ride the Greenbelt Connection almost daily
- seven percent ride the Connection several times a week
- 14 percent ride once or twice a month

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



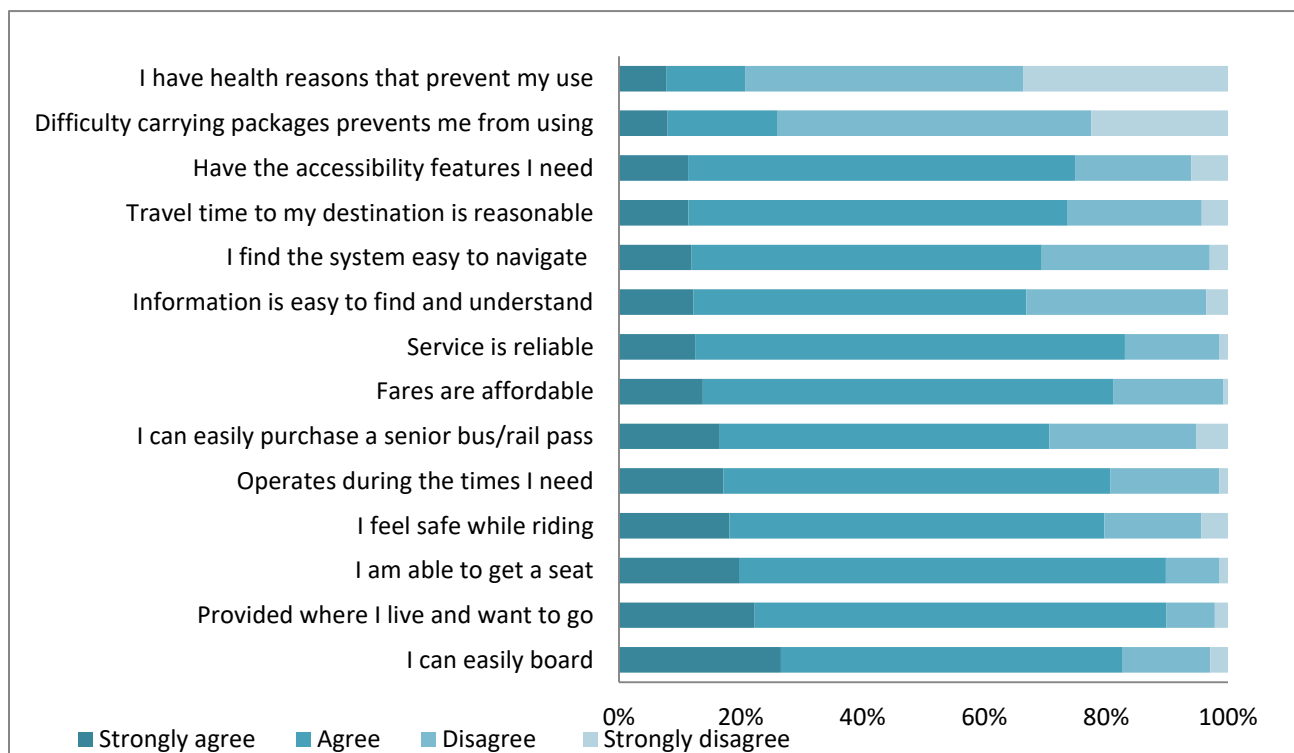
Perceptions about Metro Bus and/or Rail

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.

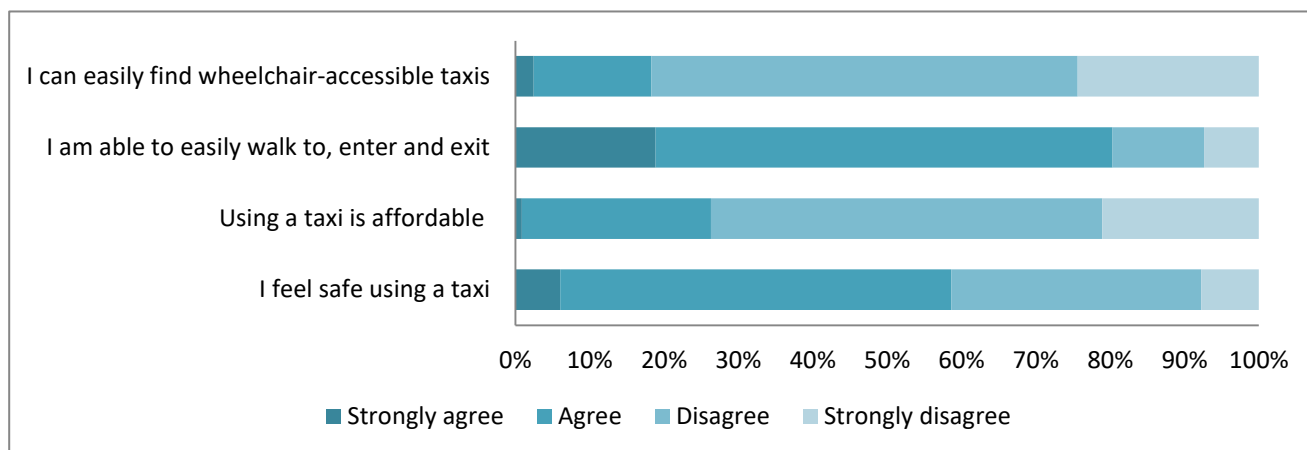
Figure 11: Level of Agreement with Statements about Bus and/or Rail Service



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



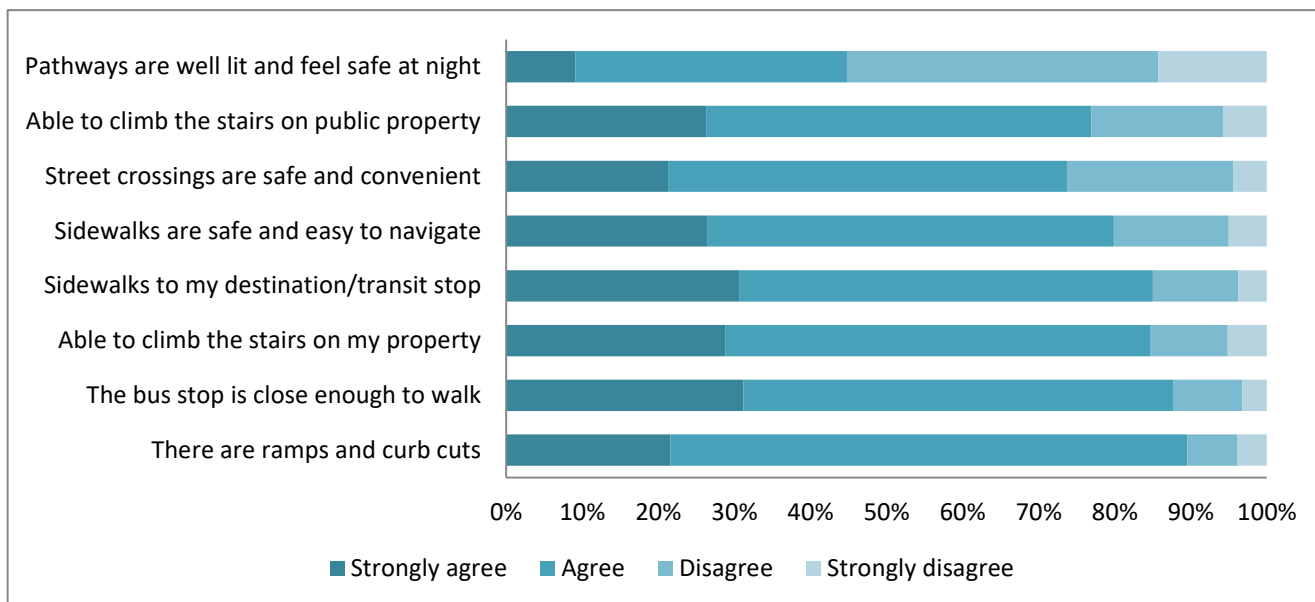
Perceptions about Pathways

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.

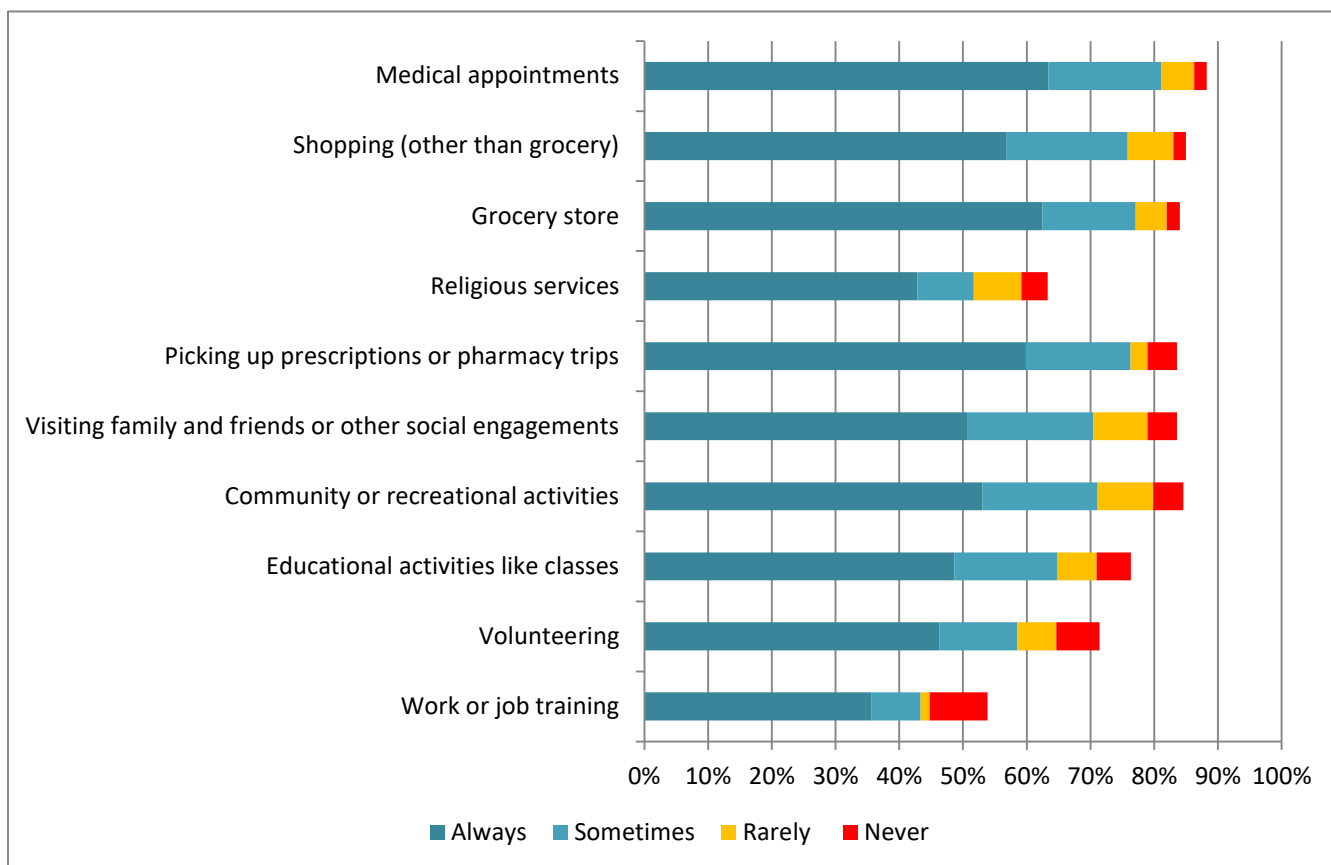
Seventy-six percent of participants reported they could always or sometimes find transportation to the pharmacy during the day; three percent indicated they rarely and five percent indicated that they never could find transportation to pick up prescriptions. Accessing medical appointments, grocery shopping,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

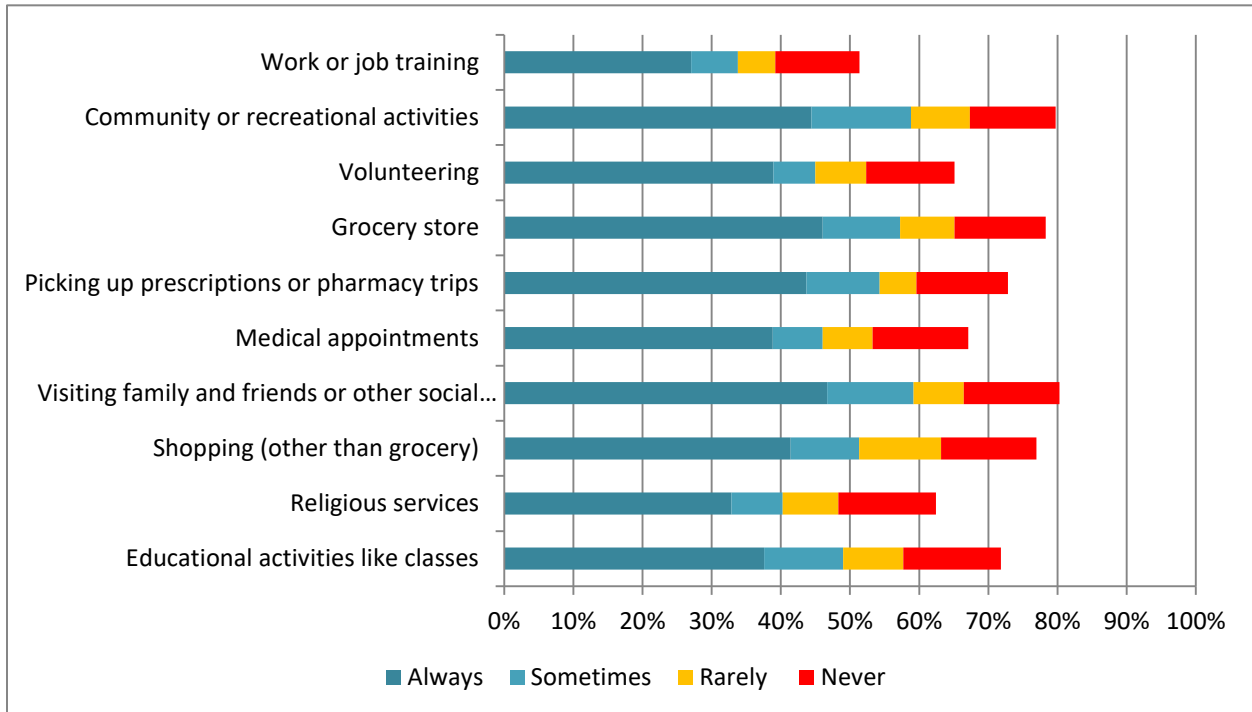
A significantly lower number of respondents travel in the evenings. Overall, there were more *not applicable* answers selected and fewer people reported being able to find rides. For example, 46 percent reported they could always or sometimes find rides to medical appointments in the evenings. Fifty-seven 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

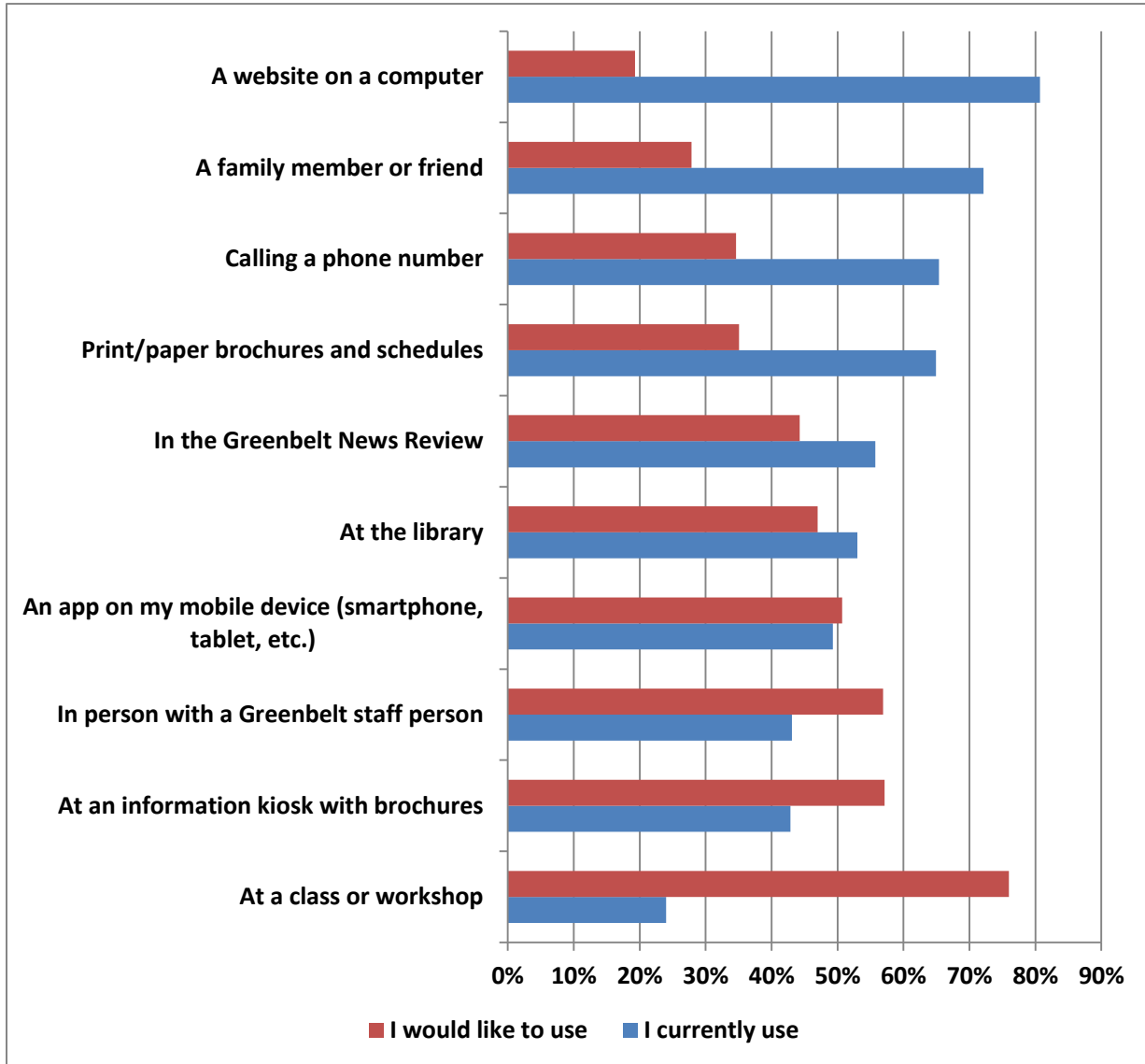


Finding Transportation Information

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.nvrider.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 of public transportation services, improve coordination among service providers and 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.

Appendix A

Trip Generators for Seniors Living in Greenbelt

Appendix A

Trip Generators for Seniors Living in Greenbelt

| Community Destinations | | | |
|--|---|------------------|------------------|
| Name | Address | Location | ID Number on Map |
| The Clarice Smith Performing Arts Center | 8270 Alumni Drive College Park, MD 20742 | College Park | 104 |
| Kennedy Center | 2700 F St NW, Washington, DC 20566 | Washington, D.C. | 103 |
| American Legion Post 172 | 7105 Cipriano Road, Lanham, MD 20706 | Lanham | 2 |
| VFW Post 8950 | 9800 Good Luck Road, Lanham, MD 20706 | Lanham | 12 |
| American Legion Post 136 | 6900 Greenbelt Road, Greenbelt, MD 20770 | Greenbelt | 1 |
| City of Greenbelt Observatory | Northway Road, Greenbelt, MD 20770 | Greenbelt | 3 |
| Greenbelt Aquatic & Fitness Center | 101 Centerway, Greenbelt, MD 20770 | Greenbelt | 4 |
| Greenbelt City Community Center | 15 Crescent Road # 200, Greenbelt, MD 20770 | Greenbelt | 5 |
| Greenbelt Library | 11 Crescent Road, Greenbelt, MD 20770 | Greenbelt | 6 |
| Greenbelt Makerspace | 125 Centerway, Greenbelt MD 20770 | Greenbelt | 7 |
| Greenbelt Museum | 10 Crescent Road b, Greenbelt, MD 20770 | Greenbelt | 8 |
| Greenbelt Recreation Department | 99 Centerway, Greenbelt, MD 20770 | Greenbelt | 9 |
| Springhill Lake Recreation Center | 6101 Cherrywood Lane, Greenbelt, MD 20770 | Greenbelt | 10 |
| The Old Greenbelt Theatre | 129 Centerway, Greenbelt, MD 20770 | Greenbelt | 11 |

| Government Destinations | | | |
|--------------------------------|--|--------------|------------------|
| Name | Address | Location | ID Number on Map |
| Beltsville MVA | 11760 Baltimore Ave, Beltsville, MD 20705 | Beltsville | 13 |
| U.S.P.S. Post Office | 4815 Calvert Road, College Park, MD 20740 | College Park | 18 |
| U.S.P.S. Post Office | 7003 Glenn Dale Road, Glenn Dale, MD 20769 | Glen Dale | 19 |
| Social Security Administration | 7401 Forbes Blvd, Lanham, MD 20706 | Lanham | 14 |
| U.S.P.S. Post Office | 7600 Ora Glen Drive, Greenbelt, MD 20770 | Greenbelt | 15 |
| U.S.P.S. Post Office | 8800 Greenbelt Road, Greenbelt, MD 20771 | Greenbelt | 16 |
| U.S.P.S. Post Office | 9591 Baltimore Ave, College Park, MD 20740 | Greenbelt | 17 |

| Medical Destinations | | | |
|---------------------------------------|---|----------------|------------------|
| Name | Address | Location | ID Number on Map |
| 7474 Greenway Center | 7474 Greenway Center Drive # 730, Greenbelt, MD 20770 | Greenbelt | |
| Community Clinic Inc. | 9001 Edmonston Road Suite 40, Greenbelt, MD 20770 | Greenbelt | |
| Da Vita Dialysis | 4780 Corridor Place, Suite C, Beltsville, MD 20705 | Beltsville | 40 |
| Da Vita Dialysis | 1502 University Blvd E, Hyattsville, MD 20783 | Hyattsville | 39 |
| Da Vita Dialysis | 8855 Annapolis Road, Lanham, MD 20706 | Lanham | |
| Doctors' Community Hospital | 8100 Good Luck Road, Lanham MD 20706 | Lanham | |
| DSI Greenbelt-Lanham Dialysis Center | 8317 Annapolis Road, New Carrollton, MD 20784 | New Carrollton | |
| Fresenius Kidney Care | 10701 Baltimore Ave, Beltsville, MD 20705 | Beltsville | 44 |
| Fresenius Kidney Care | 7558 Annapolis Road, Suite C1, Hyattsville, MD 20784 | Hyattsville | 43 |
| Gaskins & Scott Oncology | 7831 Belle Point Drive, Greenbelt, MD 20770 | Greenbelt | 45 |
| George Washington University Hospital | 900 23rd St NW, Washington, DC 20037 | Washington, DC | 46 |

| Medical Destinations | | | |
|---|---|----------------|------------------|
| Name | Address | Location | ID Number on Map |
| Greater Washington Oncology | 6510 Kenilworth Ave # 2800, Riverdale, MD 20737 | Riverdale | 47 |
| Greenbelt Ambulatory Care Center | 7300 Hanover Drive Greenbelt, MD 20770 | Greenbelt | 48 |
| Greenbelt Pharmacy | 9801 Greenbelt Road # 207, Lanham, MD 20706 | Lanham | 49 |
| Heartland Healthcare Center | 1801 Metzertott Road, Adelphi, MD 20783 | Adelphi | 52 |
| Howard University Hospital | 2041 Georgia Ave NW, Washington DC 20059 | Washington, DC | 53 |
| Johns Hopkins Bayview Medical Center | 4940 Eastern Avenue, Baltimore MD 21224 | Baltimore | 54 |
| Kaiser Permanente | 6525 Belcrest Road #110, Hyattsville MD 20782 | Hyattsville | 105 |
| Laurel Regional Hospital | 7300 Van Dusen Road, Laurel MD 20707 | Laurel | 55 |
| Maryland Oncology Hematology | 12210 Plum Orchard Drive #211, Silver Spring, MD 20904 | Silver Spring | 56 |
| MedStar Washington Hospital Center | 110 Irving Street NW, Washington, DC 20010 | Washington, DC | 58 |
| Premier Medical Center | 6201 Greenbelt Road, Berwyn Heights, MD 20740 | Berwyn Heights | 60 |
| Prince George's Hospital Center | 3001 Hospital Drive, Cheverly MD 20785 | Cheverly | 61 |
| Sibley Memorial Hospital | 5255 Loughboro Road NW, Washington, DC 20016 | Washington, DC | 62 |
| Spine Center | 8824 Cunningham Drive, Berwyn Heights, MD 20740 | Berwyn Heights | 63 |
| University of Maryland Baltimore Washington Medical Center | 301 Hospital Drive, Glen Burnie MD 21061 | Glen Burnie | 64 |
| University of Maryland Rehabilitation & Orthopaedic Institute | 2200 Kernan Drive, Baltimore MD 21207 | Baltimore | 65 |
| Washington Adventist Hospital | 7600 Carroll Ave, Takoma Park MD 20912 | Takoma Park | 66 |
| Greenway Medical Center | 7500 Hanover Pkwy, Greenbelt MD 20770 | Greenbelt | 50 |
| Hanover Office Park | 7201 - 7347 Hanover Pkwy, Greenbelt MD 20770 | Greenbelt | 51 |
| McCarl Dental Group | 28 Ridge Road, Greenbelt, MD 20770 | Greenbelt | 57 |
| Mid Atlantic Urology Associates | 7805 Belle Point Drive, Greenbelt, MD 20770 | Greenbelt | 59 |
| Arthritis and Pain Associates of PG County | 7300 Hanover Pkwy #201, Greenbelt MD 20770 | Greenbelt | 106 |

| Shopping Destinations | | | |
|--|--|----------------|------------------|
| Name | Address | Location | ID Number on Map |
| Beltway Plaza Mall | 6000 Greenbelt Road, Greenbelt, MD 20770 | Greenbelt | 67 |
| Carrollton Shopping Center | 8474 Annapolis Road, New Carrollton, MD 20784 | New Carrollton | 68 |
| Costco | 10925 Baltimore Ave, Beltsville, MD 20705 | Beltsville | 69 |
| CVS Pharmacy | 7607 Greenbelt Road, Greenbelt, MD 20770 | Greenbelt | 70 |
| Dollar Tree | Greenway Center, 7573 Greenbelt Road, Greenbelt, MD 20770 | Greenbelt | 71 |
| Eastgate Shopping Center | 10501 Greenbelt Road, Lanham, MD 20706 | Lanham | 72 |
| Enterprise Plaza | 9347 Annapolis Road, Lanham, MD 20706 | Lanham | 73 |
| Giant Food | 10501 Greenbelt Road, Lanham, MD 20706 | Lanham | 75 |
| Giant Food | Beltway Plaza Mall, 6000 Greenbelt Road # 3, Greenbelt, MD 20770 | Greenbelt | 74 |
| Glenridge Shopping Center | 7546 Annapolis Road, Hyattsville, MD 20784 | Hyattsville | 76 |
| Greenbelt Co-op Supermarket and Pharmacy | 121 Centerway, Greenbelt, MD 20770 | Greenbelt | 77 |
| Greenway Center | 7589 Greenbelt Road, Greenbelt, MD 20770 | Greenbelt | 78 |
| Hollywood Shopping Center | 9801 Rhode Island Ave, College Park, MD 20740 | College Park | 79 |
| Roosevelt Center | Centerway, Greenbelt MD 20770 | Greenbelt | 80 |
| Safeway | Greenway Center, 7595 Greenbelt Road, Greenbelt, MD 20770 | Greenbelt | 81 |
| Shoppers Food | 4720 Cherry Hill Road, College Park, MD 20740 | College Park | 82 |
| Sir Walter Raleigh Inn | 6323 Greenbelt Road, Berwyn Heights, MD 20740 | Berwyn Heights | 83 |
| Springhill Lake Mini Market | 9240 Springhill Lane, Greenbelt, MD 20770 | Greenbelt | 84 |
| Target | Beltway Plaza Mall, 6100 Greenbelt Road, Greenbelt, MD 20770 | Greenbelt | 85 |

| Worship Destinations | | | |
|-------------------------------------|---|--------------|------------------|
| Name | Address | Location | ID Number on Map |
| Berwyn Presbyterian Church | 6301 Greenbelt Road, College Park, MD 20740 | College Park | 88 |
| Greenbelt Baptist Church | 101 Greenhill Road, Greenbelt, MD 20770 | Greenbelt | 89 |
| Greenbelt Community Church | 1 Hillside Road, Greenbelt, MD 20770 | Greenbelt | 90 |
| Holy Cross Lutheran Church | 6905 Greenbelt Road, Greenbelt MD 20770 | Greenbelt | 91 |
| Hope Fellowship | 16 Greendale Place, Greenbelt, MD 20770 | Greenbelt | 92 |
| Kingdom Hall of Jehovah's Witnesses | 5405 Good Luck Road, Riverdale, MD 20737 | Riverdale | 93 |
| Mishkan Torah Synagogue | 10 Ridge Road, Greenbelt, MD 20770 | Greenbelt | 94 |
| Mowatt Memorial United Methodist | 40 Ridge Road, Greenbelt, MD 20770 | Greenbelt | 95 |
| Murugan Temple of North America | 6300 Princess Garden Pkwy, Lanham-Seabrook, MD 20706 | Lanham | 96 |
| New Carrollton Bible Church | 7600 Good Luck Road, Lanham, MD 20706 | Lanham | 97 |
| Solid Rock Church | 5401 Good Luck Road, Riverdale, MD 20737 | Riverdale | 98 |
| Sri Siva Vishnu Temple | 6905 Cipriano Road, Lanham, MD 20706 | Lanham | 99 |
| St Theodore Greek Orthodox Church | 7101 Cipriano Road, Lanham, MD 20706 | Lanham | 100 |
| St. Hugh of Grenoble Church | 135 Crescent Road, Greenbelt, MD 20770 | Greenbelt | 101 |
| Trinity Assembly of God | 7800 Good Luck Road, Lanham, MD 20706 | Lanham | 102 |

Appendix B

Existing Transportation Services

Appendix B

Existing Transportation Services

The following transportation resources are available to residents of Greenbelt. The information was collected via the service providers' websites in April 2017. The transportation provider information is presented so that it could be used by Greenbelt residents to better understand their transportation options. Each transportation option includes cost, hours, and contact information for more information.

METROBUS / METRORAIL

Greenbelt is located within Washington Metropolitan Area Transit's (WMATA) extensive system of bus routes, rail lines, and paratransit services, with many stops serving the Greenbelt area. WMATA's door-to-door paratransit service, MetroAccess, is available throughout Greenbelt and covers most destinations identified in this study outside of Greenbelt.

Visit the website for information (www.wmata.com) or call:

- Metro General Information: 202-962-1234
- Customer Assistance: 202-637-1328
- Customer Information: 202-637-7000 (TTY 638-3780) for Metrobus and rail schedules, fares, parking, Bike-On-Rail program
- MetroAccess 301-562-5360 (TTY: 301-588-7535) and <https://www.wmata.com/service/accessibility/metro-access/customer-guide.cfm>

Metrobus

There are five WMATA Metrobus routes that serve Greenbelt. Except where otherwise noted, the one-way fare to ride Metrobus is \$1.75, reduced to \$0.85 for seniors and people with disabilities.

WMATA Route C2 terminates at the Greenbelt Metro station. Route C2 runs seven days per week, with limited Sunday service. Buses are available from Greenbelt Metro approximately every 30 minutes, with higher frequencies during peak commuting hours. This route connects the Greenbelt and Wheaton Metro stations via US-1 and University Blvd/MD-193.

WMATA Routes G12 and G14 also terminate at Greenbelt Station. These routes connect the Greenbelt and New Carrollton Metro stations and loop through many areas of Greenbelt. Headways range from 30 to 60 minutes. Routes G12 and G14 operate seven days per week, from approximately 5:00 a.m. to 11:30 p.m. weekdays, and 6:30 a.m. to 10:30 p.m. weekends.

WMATA Route B30 connects the Greenbelt Metro with Baltimore-Washington/Thurgood Marshall International Airport (BWI). This route operates seven days per week, 6:00 a.m. to 10:00 p.m. Monday through Saturday and 8:45 a.m. to 10:00 p.m. Sunday. Buses are available every 40 minutes. This is an express line, serving only Greenbelt Metro and BWI Airport. The one-way fare is \$7.00 for the general public and \$3.50 for seniors and people with disabilities.

WMATA Route R12 connects Greenbelt Station and Franklin Park/West Greenbelt to the Deanwood Metro Station in Washington, D.C. The route operates on 30 minute headways Monday through Friday from 5:00 a.m. to 10:00 p.m. and 60 minute headways on Saturdays from 4:30 a.m. to 10:00 p.m.

WMATA Route 87 is a peak-hour only commuter service that connects New Carrollton to Laurel, with a stop at Greenbelt Metro. Headways range from 25 to 40 minutes. Buses are available from Greenbelt Station, Monday through Friday from 5:30 a.m. to 9:17 a.m. and from 3:10 p.m. to 7:45 p.m.

Metrorail Service

Greenbelt has its own station on the Green Line of the Metrorail System. With ample parking (201 metered spaces), bike racks and lockers, car sharing¹ and a location west of Cherrywood Lane, the Greenbelt Metro station is a connection to Washington, D.C. and the metropolitan area. Metrorail opens at 5:00 a.m. weekdays and 7:00 a.m. weekends. Metrorail closes at midnight Sunday through Thursday and 3:00 a.m. on Friday and Saturday nights. When traveling at night, riders are advised to check the last train departure times posted in the stations. Last trains may leave stations before midnight (between 2:30 a.m. and 3:30 a.m. on Friday and Saturday). Metrorail fares are distance-based with peak-hour charges and range from \$1.75 to \$5.90. Seniors, people with disabilities, and Medicare cardholders ride for half the peak fare with a reduced fare SmarTrip® card.

MetroReady Travel Training and System Orientation

Customers with disabilities and older adults, with or without disabilities, can access MetroReady, a short-term, comprehensive, intensive instruction program. MetroReady travel training teaches customers how to travel safely and independently on Metrobus and Metrorail public transportation systems. The [Independence Now Center for Independent Living](#) provides Metro's travel training for Prince George's and Montgomery Counties. Participants

¹ Source: <https://www.wmata.com/rider-guide/stations/greenbelt.cfm?v=15>

in their travel training program must be enrolled in Metro's reduced fare or Metro Access program.

Metro's Senior Outreach and MetroReady Travel Training programs offer:

- Presentations, display tables, and Question & Answers sessions regarding transportation. Presentations are available for staff training, organization meetings, workshops, consumers and caregivers.
- Free individual or group travel training to familiarize people with disabilities and older adults on how to use the Metrobus and Metrorail systems.
- Free tours of a Metro station to promote and identify the accessibility and safety features
- Free bus demonstrations on accessibility (available to groups of 20 or more)
- Free resources upon request to include:
 - Large print pocket guides.
 - Tips for riding Metro for older adults and people with or without disabilities.
 - Accessible options for people with disabilities and older adults
 - Sale of senior SmarTrip® cards.

For more information or to enroll in travel training and or outreach, call 202-962-2703 or email TravelTraining@wmata.com to find out more about the program and/or enroll.

Contact one of Independence Now's four offices - two in Montgomery County and two in Prince George's County via email at info@innow.org.

MetroAccess/Paratransit

- Main Phone Number: 301-562-5360 (TTY: 301-588-7535)
- Website: <https://www.wmata.com/service/accessibility/metro-access/customer-guide.cfm>
- Email: eligibility@wmata.com

MetroAccess is a shared ride public transportation service for people who are unable to use fixed-route public transit due to disability. "Shared ride" means that multiple passengers may ride together in the same vehicle.

The service provides daily trips throughout the District of Columbia, the suburban Maryland counties of Montgomery and Prince George's, the Northern Virginia counties of Arlington and Fairfax, and the cities of Alexandria, Fairfax and Falls Church. Rides are offered in the same service areas and during the same hours of operation as Metrorail and Metrobus. MetroAccess is a service of WMATA, and is the region's complementary paratransit service offered in accordance with the Americans with Disabilities Act (ADA).

MetroAccess provides door-to-door service when possible. Door-to-door service means that MetroAccess drivers escort customers from the outermost exterior door of the customer's pick-up address and onto the vehicle, and from the vehicle to the outermost exterior door of the customer's drop-off address. Door-to-door service is provided wherever it is safe to do so. If your driver is unable to deliver door-to-door service, you will be called to come out to meet the vehicle at the curb. This can occur because of continuously changing conditions, like traffic or construction. Customers should be present at the outermost exterior door with a valid MetroAccess ID Card and exact fare, and be ready to board the vehicle when their pick-up window begins. Upon arrival, if the customer is not present for boarding at the curb, the driver will proceed to the door.

Applying for MetroAccess Service

To determine if you are eligible to use MetroAccess, an application must be completed and certified by a health care professional. You can obtain an application by:

- Website: <https://www.wmata.com/service/accessibility/metro-access/upload/MetroAccess-Application-March-2017.pdf>.
- If you have a visual disability and require a Microsoft Word version or large print version of the application or an application in Spanish, simple Chinese, Korean or French, contact the office for accommodation.
- Phone: 202-962-2700 Option 1 or TTY 202-962-2033
- Email: eligibility@wmata.com
- In writing:
Metro Transit Accessibility Center
600 Fifth Street, NW
Washington, D.C. 20001

Following review of the application, an in-person interview and functional assessment is the final stage in the application process.

Details about MetroAccess eligibility requirements and determination process can be found on the WMATA website at <https://www.wmata.com/service/accessibility/metro-access/eligibility.cfm>.

PRINCE GEORGE'S COUNTY

Prince George's County offers TheBus, Senior Transportation Services, and Call-A-Cab transportation assistance programs, all servicing Greenbelt.

TheBus

Prince George's County's TheBus Transit Services operates 22 bus routes in Prince George's County with three of those routes operating in Greenbelt. TheBus operates Monday through Friday, typically from 6:00 a.m. to 7:30 p.m. The base fare is \$1.25 and is free for seniors and persons with disabilities.

TheBus has three routes serving Greenbelt:

1. Route 11 connects Greenway Center and East Greenbelt with Greenbelt Station via Historic Greenbelt. Route 11 runs every 30 minutes from 5:18 a.m. to 8:30 p.m., Monday through Friday.
2. Route 15X links the New Carrollton and Greenbelt Metro Stations with the NASA Goddard Space Flight Center. Route 15X provides peak-hour service every 40 minutes. Buses are available from 6:00 a.m. to 7:30 p.m. Monday through Friday.
3. Route 16 connects the Greenbelt and New Carrollton Metro Stations via Doctors' Community Hospital, Hanover Parkway and East Greenbelt, Berwyn Heights, and Franklin Park/West Greenbelt. Buses run every 30 minutes from 5:30 a.m. to 8:00 p.m., Monday through Friday.

Additional route and schedule information is available at:

- Phone: 301-324-2877
- Website: <http://www.princegeorgescountymd.gov/1120/TheBus>

Prince George's County Call-A-Bus

Call-A-Bus is the County's specialized curb-to-curb transportation service available to residents who cannot use existing bus or rail services due to a disability. Priority for Call-A-Bus is given to senior citizens and disabled persons.

This service is provided within Prince George's County. Regular one-way fare is \$1.00. Senior citizens ages 60 and older with a disability and Medicare card holders with valid photo ID ride free.

Call-a-Bus operates the Senior Transportation Service (STS). STS provides regularly scheduled curb-to-curb transportation for seniors and persons with disabilities in Prince George's County. The Nutrition Program provides transportation to group lunches and also delivers lunches to homebound residents. The Medical Program provides transportation to medical services, with an emphasis on dialysis trips. Limited transportation to senior activities and shopping centers is also provided.

- Phone: 301-499-8603

Prince George's County Call-A-Cab

Call-A-Cab is the name for the county's transportation assistance program that provides mobility at a reduced cost for senior (age 60 and over) and/or disabled county residents. This program allows eligible residents to purchase coupon books that can be used to pay for rides with participating cab companies.

Senior and/or disabled residents may purchase up to fourteen \$20 coupon books in a six-month period at \$10.00 per book.

- Phone: 301-883-5656

GREENBELT CONNECTION BUS SERVICE

Greenbelt Connection is a dial-a-ride service utilizing a 12-passenger, wheelchair accessible van. Service is available to all residents of Greenbelt. To arrange for transportation, call 301-474-4100 at least 24 hours before you need a ride.

The hours of operation are Monday through Friday from 8:00 a.m. to 3:30 p.m., Saturdays from 9:00 a.m. to 4:30 p.m., and Sundays from 9:00 a.m. to 3:30 p.m.

For seniors, individuals with disabilities, and children (ages 6 to 18) the fare is \$1.00 each way. For all other citizens the fare is \$2.00 each way. The Greenbelt Connection does not operate on holidays observed by the city.

- Phone: 301-474-4100

SHUTTLE-UM

The University of Maryland provides transportation services to students, staff, and faculty (riders must present a University ID upon boarding) when the University is in session. All Greenbelt residents can ride the shuttle with a city-issued transportation ID. Residents can purchase an annual bus pass for \$10.00 at the Aquatic and Fitness Center, 101 Centerway and the Springhill Lake Recreation Center, 6101 Cherrywood Lane. Pass holders can ride any Shuttle-UM route.

Applications are available at the Greenbelt Aquatic & Fitness Center, Greenbelt Youth Center, or the Springhill Lake Recreation Center and must be presented in person with proof of City Residency. Applications received by mail will not be accepted.

Shuttle-UM Route 143 connects the College Park campus with Greenbelt. This fixed route serves Berwyn Heights, Historic Greenbelt (via Ridge Road), and East Greenbelt (via Hanover Parkway, Mandan Road, and Ora Glen Drive). The route operates weekdays during University semesters from 6:00 a.m. to 10:00 p.m.

More information can be found at:

- Website: <http://www.transportation.umd.edu/shuttle.html>
- Email: transportation@umd.edu
- Phone: 301-314-7269 or 301-314-2255
- Spring 2017 Campus Guide:
<http://www.transportation.umd.edu/pdfs/TransitGuide.pdf>

GIVES

Greenbelt Intergenerational Volunteer Exchange Service (GIVES) is a volunteer organization that assists those who need assistance to live independently in their own homes. Volunteers are available to take calls every weekday morning between 10:00am and noon. At other times, you may leave a message and your call will be returned. Drivers and passengers must be GIVES members.

Contact information is as follows:

- Phone: 301-507-6580
- Website: <http://www.greenbelt.com/org/gives/index.htm>
- Email: GreenbeltGIVES@aol.com

CITY OF GREENBELT TRAILS

The City of Greenbelt prides itself on its extensive pathways for pedestrian and biker traffic. A hiker/biker trails map is available at:

- City Offices located at 25 Crescent Road, Greenbelt, Maryland
- Phone: 301-474-8000
- In writing

Appendix C

Senior Transportation Survey

Greenbelt Senior Mobility Survey



The City of Greenbelt is conducting a *Senior Mobility and Accessibility Needs and Barriers Study* to improve mobility options for Greenbelt residents. The ultimate goal of this study is to help seniors and residents with disabilities live longer in their homes by removing barriers to mobility and improving transportation options.

Please take a few moments to complete this survey and share your experience as a senior or a person with a disability living and traveling in Greenbelt.

(If you are filling this survey out on behalf of someone else, please answer the questions from that person's perspective. For example, in question one, check the age of the person you are representing.)

- 1. Please share your age range with us.**
- 59 years or younger 80 to 89 years old
 60 to 69 years old 90 years or older
 70 to 79 years old
- 2. Do you have a disability that affects your mobility?**
- Yes
 No
- 3. If you answered Yes to question number 2, do you use a wheelchair?**
- Yes
 No
- 4. During the past month, were you unable to get to any destinations because you could not find transportation?**
- Yes
 No

If yes, please share the destination/s you were unable to reach, including its purpose and location. (For example, grocery shopping at Safeway in Greenway Center on Greenbelt Rd., or my medical appointment at Doctors Community Hospital on 8118 Good Luck Road.)

- 5. Do your current transportation options allow you to travel outside of Greenbelt when you need to?**
- Yes
 No

Contact Christal Batey at GAIL with questions about this survey, 240-542-2012 or email cbatey@greenbeltmd.gov.

6. How often do you use the following types of transportation?

(Check all that apply.)

| | Almost daily | Several times a week | Occasionally once or twice a month | Never | I would be interested in trying this |
|--|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------------------|
| I drive myself | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I ride with a friend or relative | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I walk (as transportation, not for exercise) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I ride with a GIVES volunteer | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I ride TheBus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I use the Greenbelt Connection Bus Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I take the Greenbelt Recreation Department shopping trip | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I ride the University of Maryland Shuttle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I ride the Prince George's County Call-A-Bus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I use Prince George's County Call-A- Cab | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I use a taxi | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I hire a driver or personal assistant | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I use Uber or Lyft | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I use a Zip car or other shared vehicle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I use a formal carpool program | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I ride a bike (for transportation) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I ride Metro bus and/or rail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I ride MetroAccess (WMATA paratransit service) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other: _____

7. Please rate the following statements about bus and/or rail services in and around Greenbelt. (This includes, TheBus, Greenbelt Connection Bus Service, Metro bus and rail, MetroAccess, and Call-A-Bus.)

| | Strongly Agree | Agree | Disagree | Strongly Disagree |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Bus and/or rail transportation is provided where I live and want to go | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus and/or rail transportation operates during the times I need to travel | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information about bus and/or rail transportation - fares, schedules and routes is easy to find and understand | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The travel time to my destination is reasonable when riding bus and/or rail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The bus and/or rail service is reliable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The bus and/or rail fares are affordable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I can easily purchase a senior or disabled bus/rail pass | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

8. Please rate the following statements about the accessibility of bus and/or rail services. (This includes, TheBus, Greenbelt Connection Bus Service, Metro bus and rail, MetroAccess, and Call-A-Bus.)

| | Strongly Agree | Agree | Disagree | Strongly Disagree |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| I have health reasons that prevent my use of bus and/or rail transportation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I find the bus/rail system easy to navigate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My difficulty in lifting or carrying packages prevents me from using bus and/or rail transportation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Buses/trains have the accessibility features I need such as location announcements, visual displays, and/or a wheelchair ramp or lift | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I can easily board the bus or train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am able to get a seat on the bus or train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I feel safe while riding the bus and/or train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. Please rate the following statements about challenges that may impact your use of *taxi* services, including Call-A-Cab.

| | Strongly Agree | Agree | Disagree | Strongly Disagree |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| I feel safe using a taxi | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Using a taxi for many of my trips is affordable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am able to easily walk to and/or enter and exit the taxi | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I use a mobility device and can easily find accessible taxis to accommodate my wheelchair | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

10. Please rate how each of the following statements about *pathways* in general impacts your ability to travel in Greenbelt.

| | Strongly Agree | Agree | Disagree | Strongly Disagree |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| There are sidewalks or pathways that allow me to walk to my destination and/or a transit stop | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The sidewalks are safe and easy to navigate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The street crossings are safe and convenient | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| There are ramps and curb cuts that allow me to use the sidewalks | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The pathways are well lit and I feel safe using them at night | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The distance from the bus stop is close enough for me to walk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am able to climb the stairs on <i>my property</i> to get to transportation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am able to climb the stairs on <i>public property</i> to get to transportation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Is there a specific sidewalk or street crossing that you think needs to be improved? Please explain where the issue is and the nature of the issue.

11. During the day, how often are you able to find transportation to the following activities?

| | Always | Sometimes | Rarely | Never | N/A |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Shopping (other than grocery) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Grocery store | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Educational activities like classes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Religious services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Medical appointments | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Picking up prescriptions or pharmacy trips | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Visiting family and friends or other social engagements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Community or recreational activities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Work or job training | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Volunteering | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. In the evenings, how often are you able to find transportation to the following activities?

| | Always | Sometimes | Rarely | Never | N/A |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Shopping (other than grocery) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Grocery store | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Educational activities like classes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Religious services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Medical appointments | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Picking up prescriptions or pharmacy trips | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Visiting family and friends or other social engagements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Community or recreational activities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Work or job training | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Volunteering | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

13. How do you find transportation information - schedules, fare information, different transportation options, trip planning? (Select all that apply)

| | I currently use | I would like to use |
|---|--------------------------|--------------------------|
| At an information kiosk with brochures | <input type="checkbox"/> | <input type="checkbox"/> |
| At the library | <input type="checkbox"/> | <input type="checkbox"/> |
| Print/paper brochures and schedules | <input type="checkbox"/> | <input type="checkbox"/> |
| In the Greenbelt News Review | <input type="checkbox"/> | <input type="checkbox"/> |
| An app on my mobile device (smartphone, tablet, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| Calling a phone number | <input type="checkbox"/> | <input type="checkbox"/> |
| A website on a computer | <input type="checkbox"/> | <input type="checkbox"/> |
| A family member or friend | <input type="checkbox"/> | <input type="checkbox"/> |
| In person with a Greenbelt staff person | <input type="checkbox"/> | <input type="checkbox"/> |
| At a class or workshop | <input type="checkbox"/> | <input type="checkbox"/> |

14. What is the single most important enhancement that would improve transportation for seniors and people with disabilities living in Greenbelt?

Please return this survey **by February 10th**.

Addressed to: SURVEY at the Greenbelt Assistance in Living (GAIL) Program,
Municipal Building, 25 Crescent Rd., Greenbelt, MD 20770

Appendix D

Notes from the Council Work Session

December 5, 2016

Notes from the Council Work Session

Meeting Date

December 5, 2016

In Attendance

Emmett V. Jordan, Mayor

Judith F. Davis, Mayor Pro Term

Konrad Herling, Council Member

Leta Mach, Council Member

Silke Pope, Council Member

Edward VJ Putens, Council Member, Rodney M Roberts, Council Member

Cindy Murray, City Clerk

Jessica Bellah, Community Planner

Mike McLaughlin, City Manager

Lucinda Shannon, KFH Group, Inc. Transportation Planner

Members of the general public

Minutes

Topics for the December 5, 2016 work session were Senior Mobility and Economic Development. During the senior mobility section, Lucinda Shannon presented a summary of the Senior Mobility and Accessibility Needs and Barriers Study and asked council members to discuss key issues in transportation for older adults and people with disabilities in Greenbelt.

The council members 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 bus services, and included pedestrian access and creative approaches to transit. They shared that many Greenbelt residents were not aware of all the transportation options available to them and marketing should be part of a plan to improve public transportation. The following comments on senior transportation in Greenbelt were shared by council members and the audience. They are categorized by the following topics:

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

Include All Segments of Greenbelt

- Members of the council shared their concerns about highways bisecting Greenbelt into separate segments. They want to ensure that the survey would address all areas and underserved populations in Greenbelt.
- Different segments might have different needs. The council will be interested in seeing the results.
- Include the homeowner's associations in the survey. A board member from Greenbelt Homes Inc. was in the audience and was excited to hear about this study. Several people from their neighborhood would like to transition from driving to walking and using public transportation but they have found this to be difficult. They would like more transportation services from their neighborhood to central Greenbelt on weekends.
- Transportation is not only an issue for older adults; many people in Greenbelt would like more public transit options.

Marketing

- People don't know what services are available to them and how to use those services. For example, how many Greenbelt residents know about how to ride the University of Maryland Shuttle? Or about WMATA's Sunday services?

Safety

- Nighttime darkness and inclement weather can make travel difficult; the study should take into account lighting and pedestrian safety. For example, removing trip hazards in sidewalks will make nighttime walking safer.
- Walkability should be covered in the survey. Many of the steep slopes in Greenbelt need more railings.
- A pedestrian overpass would help people cross the highways. Installing pedestrian under or overpasses to aid street crossings should be a funding priority. Most of the current underpasses are in the central Greenbelt area, the other segments should have them too.
- Some areas of the city are compact and walkable but there are still barriers like steep slopes and difficult street crossings.
- Lighting will make walking safer.

- Older people continue to drive when they should not because there are not enough viable alternatives and this can be a dangerous situation.

Impact

- The council would like to know more about the impact of not having adequate transportation.
- The people who receive Meals on Wheels services are often homebound and they can feel trapped in their own home or have to move to an assisted living facility. It would be nice to assist those people with transportation that would allow them to continue to participate in activities outside of their homes.

Current Services

- Metro Access has difficult timing for return trips and this makes it difficult to use.
- The current services should be easy to access. For example, people could have a health emergency and need accessible pathways and transportation overnight. We need to be able to accommodate people who need accessible transportation in a short time frame. It should not take months to become eligible for Metro Access or learn how to use the available services.
- Cost is a factor. Taxis can be expensive; Uber is cheaper but people don't know how to use it or if it is available.
- Not all the sidewalks connect to something and some of the neighborhoods don't have sidewalks.
- The bus shelters in the Greenway shopping center are not accessible.

Potential Services

- A circulator bus route around Greenbelt might help connect the segments created by the highways. The circulator bus route might also help with marketing transit services and increasing ridership.
- The study should consider partnerships with businesses and new technology companies like Uber. It should also look at the new sharing economic model for potential service models.
- How do you break down the car culture? Services should be door-to-door and address everyone's special needs. There should be different levels of services to meet different needs.

- Alternatives to driving do not have to be bus centered; the study should consider other types of alternatives too. For example, maybe underserved populations could use golf carts, or an electric shuttle service. Maybe electric charging stations would help, or neighborhood electric vehicles.

Destinations

The council was asked to provide ideas about key destinations for seniors and people with disabilities in Greenbelt. The following destinations were mentioned.

- Medical Services
- Post Office
- Churches
- Community Centers
- Shopping Centers
- District of Columbia
- Baltimore
- University of Maryland
- College Park – the Berwyn Heights dentist

Appendix E
Notes from Senior Transportation Focus
Group Meeting
December 8, 2016

Notes from Senior Transportation Focus Group Meeting

Meeting Date

December 8, 2016

In Attendance

Jessica Bellah, Community Planner

Lucinda Shannon, KFH Group Transportation Planner

Christal Batey, Assistance in Living Advocate

Karen Haseley, Therapeutic Recreational Supervisor

Alexa Lauber, Administrative Associate for The Connection bus service

Bunny, Greenbrier East

Betty, Senior Citizen Advisory Committee (volunteer driver)

Gene, President of GIVES

Bernard, Greenridge House

Frank, Senior Citizen Advisory Committee, Greenbelt Homes Inc.¹

Mary, Greenbelt Homes Inc.

Minutes

The Greenbelt staff selected community members who are involved with transportation services for older adults and people with disabilities either as volunteers or consumers, sometimes both, to participate in this focus group. 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.

During the focus group, we found that information and familiarization was a consistent need across the travel modes. Many of the 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 modes available to them and would like more assistance with familiarization of using new modes. Pedestrian access, lighting, and street crossings were also frequently mentioned across the modes. People were unable to navigate steep slopes or narrow sidewalks alone from their homes. Many of the focus group participants frequently used the Connection and expressed a desire to expand its services, by increasing the hours to include nights and weekends and expanding the boundaries to beyond the city limits.

¹ A housing cooperative of 1,600 homes that promotes member diversity and member and community involvement.

Participants were asked to help identify barriers to each type of transportation mode available to them in Greenbelt. This included driving, taxis, bus, rail and walking. Notes from the meeting are summarized below, by transportation mode.

- Driving
- It is hard for some people to drive at night; this limits people's activities.
- Some of the Zip car parking was removed and this limits access to vehicles for some people.

Taxis and Call-A-Cab

- Taxis are too expensive, especially if you are using them for all your travel needs.
- There was some confusion about how the county taxi voucher program worked and some participants did not know it was available.
- The voucher system is hard to use – you have to mail an application and \$10 to get \$20 worth of vouchers.
- Do the vouchers expire?
- There are limited cab companies that take the vouchers.
- You can only use them in Prince George's County. It was clarified that you can use a voucher to go out of the county but not into the county, so you would have to find an alternative to return or pay full price.
- The focus group participants indicated that they were interested in learning more about Transportation Network Companies (Uber and Lyft). They suggested that Greenbelt sponsor a "training" or workshop on how to use Uber to increase their comfort level.

Bus and Rail Service

- The Connection vehicle breaks down and is sometimes out of service. Sometimes they use a sedan for services and this is difficult to get in and out of and will not accommodate a mobility device like a wheelchair.
- The Connection does not run on weekend or in the evenings.

- The Connection does not go out of Greenbelt.
- Metro Access is hard to join and takes too long to register and be approved to use the services.
- Metro rail can be intimidating and hard for some people to use alone. Sometimes the elevators are not working and the escalators can be difficult for some people to use. Some people are afraid that they will fall and be hurt while using the rail service.
- The fixed route bus does not go a lot of places.

Pedestrian

- Access to buildings can cause barriers. Sometimes doors are too hard to open or there are steps and no accessible entrances. This should be considered too.
- People need help getting from their door to the vehicle; some sidewalks are too narrow, curvy or dark for people to safely travel.
- Sometimes it is hard to try new modes of transportation. If you have not used them before, you might not know how to use them and be afraid to try.
- Some street crossings are dangerous. Cars travel too fast and sight lines are dangerous in some areas.
- There is a fence along East West Highway from the metro into the plaza that makes it impossible to cross the street.
- Snow removal in Greenbelt is excellent.

Appendix F

Comments from the Survey on Finding a Ride

Appendix F

Comments from the Survey on Finding a Ride

Question

During the past month, were you unable to get to any destinations because you could not find transportation?

Yes

No

If yes, please share the destination you were unable to reach, including its purpose and location. (For example, grocery shopping at Safeway in Greenway Center on Greenbelt Road, or my medical appointment at Doctors Community Hospital on 8118 Good Luck Road.)

Destinations people had difficulty accessing 6 comments

I did need to get a ride to and from surgeon, daughter drove me there and back. Colonoscopy has been issue and eye surgery, daughter able to drive me but has 4 children she drives.

Appointment in Laurel

I did get to an appointment at Washington Hospital Center when I needed a driver, thanks to family help. But for those who don't have help -- what to do? Maybe I should help out at GIVES.

Church on Sundays, nights, Crescent Rd., Greenbelt, MD - Holidays and evenings - after 3:00 p.m. Grocery shopping - coop- Roosevelt - Giant - Lanham Safeway - Greenway Metro Access has flaws- they leave you stranded.

Church services at Woodlawn Baptist Church 5001 Church Road, Bowie, MD. The multiple transfers from bus to bus would make me late for services, so I ride the Blue Bus provided by Woodlawn every Sunday morning. The Blue Bus Ministry provides door to door service to and from the church.

Groceries, medical appointments, appointments for my pet at the veterinarian.

Problems with existing services**5 comments**

I have difficulty getting to Beltway Plaza by bus. I live near the Bus-11 but it does not go to Beltway plaza. I am too far from the metro.

Public transportation options currently available for people with electric scooters are too difficult to maneuver or require extremely long wait times.

Bus broken, beltway plaza

Destinations beyond the Greenbelt Connection's 5-mile radius limit, and not located near Metro Bus or Metro Rail stations/stops.

I have Prince George's County Call-A-Cab vouchers that I purchased. I have not been able to use them because I have consistently experienced rude treatment from cab drivers when I ask if they accept the vouchers. The rude behavior includes being told I would need to pay \$20 in vouchers to get a cab ride from Greenbelt Metro rail station to Roosevelt Center. When I said the ride is less in cash and that I was willing to pay \$12 in vouchers, I was denied service. This happened every time I tried to use the cabs waiting in line at greenbelt station. I was also left without a ride from a doctor's office when I arranged for a cab in the voucher system to pick me up. The driver did not show up. After waiting an hour past the arranged time, and no response from the driver when I tried calling, I found someone to provide a ride for me. I would appreciate a published list of specific cab drivers who are interested in politely accepting the vouchers at full value.

On Friday March 24 Greenbelt Connections failed to pick up Randi Laine Anderson a senior resident of Greenbelt living at her GHI residence of 3B Gardenway in Greenbelt to take her to her authorized appointment with Dr. Eric Weichel MD at the Washington Retina Group at 7501 Greenway Center Drive that day. The appointment was scheduled for 10:45 AM. A message had been left on Ms. Anderson's answering machine that that morning the pick would take place at 10:15 AM. However, the bus sped by her house. When Ms. Anderson called to inquire the dispatcher insisted there was never such message or appointment. Ms. Anderson is in sound mind and in fact has a master's degree in Health Administration. Please consider this in your senior mobility study. Randi Laine Anderson, OTR.

Comments on not having difficulty finding transportation
3 comments

I drive and own a car.

None thank goodness

I drive

Appendix G

Pathway Comments

Appendix G

Pathway Comments

Question

The survey asked respondents to please rate how each of the following statements about pathways in general impacts your ability to travel in Greenbelt and provided a place for open ended comments. Participants provided 59 comments, identifying 11 recommendations, 3 comments about street crossings, and 38 pedestrian infrastructure improvement requests.

Pathway Comments in General

11 Comments

Street lights are frequently out around my house.

Pathways are well lit and I feel safe are two separate questions. I marked agree because I feel safe, however, disagree that they are well lit.

When I am in Roosevelt Center, there is no direct sidewalk or pathway to the community center. Marking a path in the parking lot would be helpful if it were clear to drivers.

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.

Please use salt on the sidewalks when weather requires it. Streets fine; sidewalks are not so good.

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.

Sidewalks are a very significant problem in old Greenbelt. A sidewalk is only as useful as its narrowest point. Sidewalks are too narrow. The curb cuts angle pedestrians into the street. There are several curb cuts along Gardenway that cause tripping due to the uneven cut in the middle of the sidewalk. Some sidewalks are in poor repair. The pedestrian crossing at Ridge and Southway is too wide making it a challenge to cross. There are no truncated domes to line a blind person up with the crosswalk at Ridge and Southway.

There are a number of sidewalks and ramps that need improvement. Spots that have uneven joints make it difficult to get over them. There are other areas where the concrete is broken up with a pothole causing difficulty to traverse. The ramps are often cut in such a way that I have to make a very sharp turn from the sidewalk on to the ramp potentially causing a "tip over."

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

Certain ramps are too steep to go up and down in a wheelchair. Ramps meaning sidewalk ramps.

Street Crossing

7 Comments

A few sidewalks on both sides of the street end at a street so there should be crosswalks there, especially where the sidewalks have curb ramps. Are there any pathways that are well lit?

In Greenbelt at large: There REALLY should be a crosswalk between the bus stop on 193 (between Southway and Paint Branch Parkway) and Greenway Shopping Center - as well as anywhere. A sidewalk suddenly ends on one side of a street (for example, facing traffic) only to pick up on the other side of the street (along opposite lane). Without crosswalks, all of these only encourage people to run across the road.

Cars do not stop at stop signs and tend to speed on Crescent and Ridge. The sidewalks and stair questions do not mention snow and ice. I don't use them if there is snow or ice.

All steps in public areas need to be replaced with ramps. Crossings are not well-lit and drivers frequently don't stop.

Not enough designated street crossings, especially from sidewalks. Sidewalks from Hamilton Place to Eastway are not lit. (Lights on opposite side of street.) Sidewalks around 39 Court Ridge too easily fills with water and ice--they don't drain.

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.

Miscellaneous 3 Comments

The Bus #11 does not run on weekends nor does it go to Battery Plaza. The Metro Bus route is too far from my house and does not run on weekends.

No problems here.

Same as last year

Specific sidewalk or street crossing requests 38 Comments

Westway and Crescent - many people do not use underpass and cross at street level. Dangerous to those crossing due to being hit by car traveling up or down Crescent or turning out of Lakeside Drive.

There is a stone pass up to the community center from the swimming pool parking lot, and I hope that side rails should be installed there for safety of seniors.

Sidewalk alongside of Safeway in Greenway Center just ends - no ramp, nowhere to go - just the parking lot road. I know it's probably privately owned, but it's awful - just lift walker down into traffic!

Sidewalk on outer side of Ridge, just past Gardenway, has manhole, One square higher than the other, and broken sidewalks. Unfixed for years?

At the NE corner of 10 Ct. Southways parking lot, a GHI paved path begins, with a step down - where there's plenty of room for a ramp!

The ramp at 3 Eastway has a large hole next to its entrance to the parking lot which makes the ramp hard to use.

It is difficult to cross 201 from Old Greenbelt. I tried to ride my bicycle/walk from Ridge road to the Metro for 6 months. 90% of the route was safe and easy to use with either low traffic volume or bicycle paths/sidewalks. I was almost hit three times despite following traffic rules and wearing reflective gear and lights.

Yes there is 1 - Although the pavement is good at Cherrywood Lane at the bus stop for the R-12 and C-2 bus, when it rains a lot the short-cut - which I use, because I do not walk all the way down where the cars exit from the "Giant" car-park, the short-cut gets very "Muddy" I would appreciate if there is a "concrete pathway"- I do not feel safe walking on the exit of the parking lot- it is not safe.

The sidewalk behind 19 Ridge should be lit because it is dark and there are acorns etc. that you can step on and fracture your ankle if you're not careful.

Crossing to lake off of Crescent road near Lastner Lane needs crosswalk.

The walk way between Greenbriar and Old Greenbelt is scary in the evening and needs to be lit and have security cameras.

Parking is allowed on 22 Ridge Rd. (Green Ridge House), the bus cannot get to the curb to allow exiting the bus, letting you off in the street (hard to step down).

Sidewalk leading from Ridge Rd. to Center is on a steep hill. It is unsafe for me to travel down the hill and to the Center and takes too much of my energy to climb, even if I use the benches along the way. Also, this sidewalk is often too dangerous to use in winter when there is ice and in the fall when wet leaves make surface slick. Also, the crossing paint at all points is slick in the rain and dangerous in ice or snow. Attention needs to be paid to all uneven sidewalks. Also, new sidewalks need to be installed--for example, Crescent Road between Southway intersection and Kenilworth on both sides of Crescent. Many streets have no sidewalks--for example, Woodland Way.

It is very hard to walk to Greenway Plaza, after crossing the light you have to walk over grass plus there is another street to cross that does not have a light.

The crossing by Dr. McCarls office to door: No sidewalk on the other side.

We need signs at the beginning of the parking lot so many people come in the wrong way and can cause accidents.

Crescent Road and Southway intersection. It is difficult for pedestrians to cross, especially at rush hour.

At Dr. McCall's corner - Broken and at a steep decline.

The bus stop at 22 Ridge Rd- parked cars in front of bus stop makes it difficult and risky to access the bus. Also, you must stand between parked cars to flag down the bus.

I live on Jacobs Drive; to reach Greenway Center, I must either walk through the woods or down a steep hill. I would never walk all the way to Frankfort Drive just to U-turn back on Greenbelt Road.

Throughout GHI the walkways are very handy except when we have had rain or snow. Water ponds in many low spots and makes getting by them very wet and messy and sometimes dangerous (falling hazard). Often after snow, they are not cleared early and get frozen tracks, making walking difficult. Similarly, lack of lighting makes these walkways almost useless at night.

In front of my house on Garden way. People drive too fast making crossing difficult. People are allowed to park in front of my walkway to my house and are often blocking it.

Some parts of Hanover Parkway do not have adequate sidewalks.

Crosswalk at Greenridge House. Sometimes people run the light and people speed on Ridge Rd. And it is not well light at nighttime. Am sure there are many!!!

I use an electric scooter when I want to go to the Center or around the lake when the weather is nice. There are areas around the lake that are difficult to negotiate, particularly on my smaller scooter. The crossing at Greenhill has been under construction for quite a while and not available but, when it is, the crossing is difficult to access and often the traffic ignores it. The crossing at the main entrance to the park is even more difficult for traffic reasons.

Crescent road by St Hughs

I would like to walk to Metro from my home in old Greenbelt, but find crossing 201/Kenilworth is daunting.

The sidewalk across the street from Green Ridge House does not extend to the more flatter pathway. There is a ramp in the sidewalk on both sides of the street at that pathway, but that means crossing without a crosswalk.

Path behind the tennis courts that connects to the youth center has many tips which are difficult for my wheelchair

Entrance to Greenway shopping center off Hanover Pkwy.; no sidewalks, can be awkward in bad weather.

This applies to driving more than walking, but Lakecrest Drive, Legion Drive and Greenbelt Road. People turning right off Greenbelt Rd to go on to Legion Drive need to make a full turn rather than cutting across the intersection. (putting a couple of bollards on Lakecrest, like on Cherrywood Lane by CVS might solve this issue.) People waiting to turn from Legion Drive onto Greenbelt should wait for Lakecrest Drive traffic to go first. Some Legion Drive people pull forward into the intersection and block Lakecrest people from turning right on red.

Part of the way between my house at 3G Ridge and "my" bus stop at Westway & Ridge has no sidewalk on either side, though I could use an inner walkway (longer) route for most if not all of this sidewalk-free zone. I understand that there's not always room to install sidewalks, and anyway it's not really a problem for me since there is little traffic on that part of Ridge and I just walk in the street usually. If going as far as Gardenway & Ridge, I'll use the inner walkway even though there are sidewalks most of the way on Ridge simply because the inner walkway is more pleasant. I'm not sure, but I suspect it might also be shorter due to the curvature of Ridge. Better maps of the inner walkways might be helpful, BTW.

Along Hanover Parkway, there is a stretch of road where there is NO sidewalk and one must walk on the shoulder of the road. Many cars come speeding down Hanover Parkway that makes this part of walking feel unsafe.

Walkway along Hanover Parkway presents a danger to walkers. Also Greenbelt Road crossings are dangerous. Bike lanes should be separate from car lanes wherever they are now combined. Two issues: 1) Being hit by a car, 2) Greenbelt did not incorporate walkways/pathways very well as major roads were built and # of lanes increased.

At 26 Ct Ridge -- there are curb cuts, but no markings on the road, and foot traffic from Spellman overpass crosses there

Greenbelt Road outside of Eleanor Roosevelt HS

I walk very little. I can easily get to and from my wonderful door-to-door services--The Greenbelt Connection and MetroAccess. BUT when I did walk--not having a continuous sidewalk on Crescent, especially at the bridge, and unlit inner walkways were two of the problems I encountered.

Greenbelt road turn into Old Greenbelt and Southway has no acceptable sidewalk or path to go from that intersection to the gas station, where the sidewalk begins.

Appendix H

General Comments

Appendix H

General Comments

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 129 comments regarding pedestrian infrastructure, transportation services, innovative solutions, and individual experiences. Pathway improvements were mentioned the most frequently (26 comments). Bus improvements were the second most mentioned topic (24 comments); needing more information and easier access to transportation services were third (21 comments); Greenbelt Connection service was mentioned 15 times, (requests to expand the service area and reduce reservation times); transportation services that took them beyond Greenbelt and county lines was mentioned; reduced costs for transportation services (5 comments); and taxi, Uber, road safety, safety and accessible parking (minimal comments).

Pathway Improvements

26 Comments

Sidewalks and ramps leading directly to proper crosswalks. Especially for the people with impaired vision.

Better sidewalk lighting - visually impaired.

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

For seniors who like to walk to city services, a big difficulty is navigating the hills at various locations.

Provide better crossings/pathways/walkways on and across major roads. Also - Discouraging the use of Greenbelt living areas as shortcuts.

Better lamps and fill the holes.

Staff and council should try to navigate sidewalks and streets day and night in all seasons while using wheel chairs, canes and similar assistance equipment. Staff and council should accompany residents who have mobility problems along the same routes and routes frequently used by same residents. I did not notice the problems with sidewalks until I grew older and until I had surgery that made me unable to walk without assistance.

Install a pedestrian crossing light at all metro roads.

Pathway Improvements

26 Comments

Fix the steep sidewalk ramps.

Build an overpass from Old Greenbelt to the Greenway Center.

Have businesses and Connection buses that can, lower their steps.

(Transportation is not an issue for me. I have a car now, but it is hard to get out. My disability = psychiatric, not mobility related in a physical sense.) Simply from conversations with people with mobility issues, RAMPS (need for more of them) remain a priority! I think some of this is because services, stores, bus stops, etc. Must be approached in a longer, roundabout way for those who are already having a tough time getting around- and then, if they spot the bus approaching early or something, it is not like they can run to catch it in time. Paving ramps where there is already natural foot traffic. Always reduce inconvenience for people who are already inconvenienced constantly in their daily lives.

Drivers go too fast on Ridge Rd.

Need an easy way to cross to Greenway.

I do not feel safe walking around Greenway Center or Beltway Plaza by myself at night. The shopping areas are ok and well lit; it's using the bus when you have to cross the street at night and walk through darkened areas that worries me. I feel safe walking to the Center at night as long as I stay along Crescent and Parkway.

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.

Improve pedestrian crossings on Greenbelt Rd.

Consider a pedestrian/bike overpass over Greenbelt Rd. at Greenway Center.

Continuous sidewalks throughout; perhaps more signage noting pedestrians crossing

If I had to use my scooter to get around I would not want to go at night on the paths from the Center to my home on Fayette Place. They are not that well-lit and I am not sure how safe they would be due to the condition of the pathways. Especially from the crossing at St. Hugh's to Fayette Place.

Being able to travel safely after dark.

Greenbelt was designed as a walking city, but I do notice that not all neighborhoods and areas have

Pathway Improvements

26 Comments

sidewalks. So more sidewalks where that's feasible would be great.

Sidewalks do buckle, and I've seen that the city attempts to lower ridges by buffing away cement; however, several of my friends and I have fallen because of the buckling of sidewalks.

I wouldn't want to pave the lake path, even though that might make it more usable for wheelchair-bound people. Luckily, we have Lake Artemesia as a good alternative lake walk with paved paths.

Sidewalks need to be addressed.

Walkable environment and ramps for wheelchair/scooter users.

Better lighting in interior pathways in GHI.

I don't have a problem with stairs, but if I did I would have to move. I have stairs in the house and stairs between me and the parking lot and between me and the street. This would have to be addressed by our condo association (Charlestowne Village).

Thanks for asking about these issues.

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

Leveling the sidewalks, shave the up upheavals of slabs and or color them.

Safe ways to cross on foot both greenbelt road and route 201.

Bus Improvements

24 Comments

The bus stop at 22 Ridge Rd- parked cars in front of bus stop makes it difficult and risky to access the bus. Also, you must stand between parked cars to flag down the bus. This is definitely the single most important enhancement that would improve transportation for seniors and others, especially those that are wheel-chair bound attempting to board the bus between parked cars. The cars are parked legally in parking spaces where the bus stop is posted.

Bus service around Greenbelt.

Bus Improvements

24 Comments

In my opinion we need scheduled bus/van service between and around Greenbelt Center, East and especially West.

Because I drive, I'm not sure what problems others have, or even what options already exist. If I could not drive, I would like to have access to a local bus with a convenient schedule and reasonable fares, or maybe a number to call in an exceptional case when I needed transportation. That would probably require a volunteer network.

The bus stop at the end of my long road (I live at dead end Laurel Hill Rd to Ridge Road,) cannot take me to the center. Is there a bus that can take me to center?

Bus drivers need to be aware that seniors are waiting at the bus stop not to cross the street. Buses have passed me by when I am at the bus stop not at the crosswalk! This has been a problem at the stop on 22 Ridge Road.

I would like bus service near my house that goes around Greenbelt and includes both Beltway Plaza and Greenway Center. This service should include Saturdays and Sundays. Thanks! I live in Lakewood.

The corner at Plateau Place and Ridge Road needs a bench going towards town. There's no place to sit on one side.

Expand county call-a-bus service, requested and delivered in real time within an hour's window.

More frequent bus trips.

Weekend shuttle to metro. Otherwise, transportation is pretty good

More frequent, including weekend/Sunday bus services to metro station.

More options for transportation.

Transportation options with short wait times. I am unable to sit for long periods of time. I also use an electric scooter or if I can get someone to push me, a transport wheelchair. Metro access is not feasible for me to use because of the extremely long wait times I have seen others experience. I am unable to use taxis because of the scooter. The service coordinator at Green Ridge House was unable to find any other options that met my criteria.

I use Metro Access for 90% of my transportation. I am in an electric wheelchair and I am not able to transfer to a car. The other 10% I use the Greenbelt connection bus

Bus Improvements

24 Comments

For any bus service. Buses being able to pull completely parallel to the curb at the bus stop. Throughout Greenbelt parking is currently permitted up to and in what can be identified as the landing area for buses. Not being able to pull completely parallel to the bus stop means for transit riders that entering and leaving the bus can be a challenge. Wheelchair and those using walkers and canes may have to step off the curb into the roadway to enter or leave the bus. The bus subsequently blocks traffic while passengers enter and exit the bus. Painting curbs, erecting no parking signs and not painting or painting over street markings that indicate parking that prohibits the bus from pulling completely parallel to the roadway will improve the rider experience, increase pedestrian safety, and permit a more continuous flow of traffic in the community.

A Metrorail stop at Roosevelt Center

The call -a-bus program is terribly oversubscribed--if you don't call within 5 minutes of when the phone line opens, all the slots are taken and you can't schedule more than 2 weeks in advance (but MUST do it exactly then).

Having to appear in person to get access to MetroAccess kind of defeats the whole program making it inaccessible.

More frequent metro buses.

Keep the B30 bus.

Continue Metro Bus B30 to BWI from Greenbelt Metro.

Revising Metro bus routes or providing Call A Bus service or a shuttle service, directly between Greenbelt and College Park and between Greenbelt and DC Medical Center/Hospital (VA).

More help with transportation for medical appointments, and most especially, help getting pets to a veterinarian. Also, general shopping.

Need more Information about Services

21 Comments

Giving people who need transportation assistance and assessing their needs and understand what's available to them.

#1 - Have volunteers call seniors and ask.

#2 - Have each Greenbelt Group talk with their members as individuals who need this assessment and recruit volunteers to make calls to the members of that group.

More information about transportation other than Metro bus/rail and how to contact and cost involved.

The only time I asked about using the Greenbelt Connection I was told that I needed to call a week in advance.

A short notice of cancellation if the person is too sick to make an appointment.

Make information available that is easy to find there are people that do not know how to get this information I have not used transportation as yet but might in the future so it's good to know. Thanks.

More outreach information about what is available and how to use it. Maybe call, informed or referral to management that has information about how to access/request transportation services.

A list of all types of transportation and phone numbers and websites.

Public notice of what's available.

To have a central number, perhaps that operated similar to GIVES that could be available around 8:00 a.m. until 8:00 p.m.

Make info on options more available

Have a class on this subject at Green Ridge House

Make Metrobus schedules less confusing and more easy to understand

Simplify the Metrobus process

Have a class on the Metrobus process here at Green Ridge House

Need more Information about Services

21 Comments

I own a car - But I would like to try to get along without an automobile because I believe the public transportation is very good in Greenbelt.

Make it mandatory that bus drivers use the "adjustable steps" to accommodate everyone, not just if the person is overweight or elderly. I am 59 years old and although I look much younger, I still experience occasional challenges when trying to get on Metrobus and The Bus because I am short and the bus steps are too high.

Schedules up to date with user information.

Better publicize information options.

I've never heard of Call-A-Cab.

I wish there were more resources for Seniors and people with disabilities living in East Greenbelt along Hanover Parkway. It feels like a lot of resources are focused more on residents who live in Historic Greenbelt/Greenbelt Homes, Inc. (GHI).

Some central place to be able to go, whether it's a phone number or web site that fully explains all the options, in one place.

Information on the variety of public transportation options that are available. Also having public transportation available on weekends

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, museums as well as for medical appointments.

Communication / Education. An article in the News Review, touting the benefits that are available? (Not just the little fillers ads about The Bus.) An e-blast to all GIVES members (who are online) with the same info? Counter some of the misapprehensions about these services--"they're just for poor people."

I'm so fortunate to have a computer and to have begun years ago to collect information about how to get around and the services available. I'm a big fan of what the City and the County offer.

Greenbelt Connection

14 Comments

More Greenbelt Connection on Sunday.

Evening Greenbelt Connection running until 9 p.m.

One or two more Greenbelt Connection buses, with drivers like Brian, stairs that become ramps, and enough space for walkers and wheel chairs to go past the driver and down the aisle. The 2nd bus is so we can extend the hours into evening, or to run both on busy days. Bus # 3 is to replace either of the others when they break down or need repairs.

The Greenbelt Connection is the only public transportation - except Metro Access - to drive into the Greenbelt Center, to those 3 MD Trade Centers, that have so many medical offices, and the only one that will drive you and your pet to the vet - even in a carrier.

Greenbelt Connection hours could be extended to early evening hours. One time I helped a news review volunteer who had been shopping at Coop get home after 8pm rather than having her wait for a Metro bus to get her there.

If possible extend the hours of the greenbelt connection until 7 p.m. Monday-Friday and until 5 p.m. Saturday-Sunday

Recognize importance of continuing Greenbelt Connection--excellent and helpful service and staff. I feel more independent and safe using the Connection.

You have to call the Greenbelt Connection too far in advance. Can't call Greenbelt Connection the day before for a next day ride, they say they are always full. It seems you have to call a week in advance to get a ride, but sometimes I don't know until usually the day before that I need one. They need to get more vehicles or double-up on people going the same way.

I saw a Metro Bus that lowers the whole bus for people to get on and off.

Extend Connection to have evening hours. Have The Bus stop by Greenridge and Improve bus stop across from Greenridge. Only 1 filthy bench, no trash, no covering, low lighting.

Earlier and later Greenbelt Connection service 7 days a week, requested and delivered in real time within an hour's notice.

We have the Greenbelt bus service. I don't use it so I don't really know how it functions but I see it being used. So keep it and expand it if needed.

Greenbelt Connection**14 Comments**

Greenbelt Connection is very well used and therefore must be reserved very far in advance. When the bus is broken or used for monthly shopping trips a city car is used. It is not wheelchair accessible.

I currently drive, but when I used or needed transportation the Greenbelt Connection Van was most convenient. When the van was out of service it was difficult to ride in the car that was provided. I think if there was a way to have two vans to service the senior citizen community, would helpful. Cost for having two might prohibit this suggestion, the fare seniors pay for the Greenbelt Connection van is MOST reasonable for us who are on a fixed income.

Greenbelt Connection is great but the hours are too limited and it doesn't go outside of Greenbelt.

Satisfied**14 Comments**

I use my car and don't use public transportation.

We have 2 cars and that is what we use now. Wife only drives occasionally now -- in town! We don't use the other services you mention now so I did not comment. But the day is coming ...

Due to my arthritis, I don't travel much, also my age is a factor.

Transportation is wonderful in Greenbelt.

I'm 72 years old and have lived in Greenbelt all my life and have not used public transportation since high school so I can't really answer this question.

No recommendations

Right now I have a vehicle. Just found out for the next 3 months I'll need to slow down on my driving due to a blood clot in my heart. I have used the cab one time since I lived here so I can't really answer these questions correctly. But I will probably start to use some of them. Thank you for all you do.

Satisfied**14 Comments**

Currently, my daughter drives me to all medical appointments and outings; such as visiting family members and going out to dinner, and an occasional shopping (locally).

The reasons:

- 1) I have advanced macular degeneration
- 2) I have arthritis which limits my ability
- 3) I have a knee that is painful and pops out at times
- 4) It is very difficult to negotiate steps etc.

For anyone who is able; transportation and everything else; Greenbelt is great!

I don't know, besides being on time. Thank you!

I don't need to go to the pharmacy because I use a mail order service.

For me no improvements are necessary. I had heart failure about 5 years ago. I easily and gratefully use a walker. My wife Sylvia, bought it - I occasionally use a cane for short walks, I take walks to the co-op or to the library or the senior lounge many days a week. I have no problem - I welcome the challenges of snow and etc. Today it is raining; I'll still walk around our great lake! (the fish pond) But I'm only 85.5! I expect to reach 100 plus! Just log carbs and expensive pills from co-op!

Since I drive I am usually able to get to everywhere I need to go.

At this time I don't have any transportation problems because I'm able to drive.

While I can still drive, I cannot answer this question as I have only minor mobility "issues".
Comment: Since I have only minor mobility challenges, was I supposed to answer this survey?

Suggested Solutions**11 Comments**

A means of hooking up for some kind of ride-sharing.

Since I do not currently rely on public transportation I would like to be able to have rides to and from the Greenbelt Center.

Suggested Solutions**11 Comments**

Inclusive opportunities (with Greenbelt, - East, West, and Central) to participate for common service, cultural, and educational purposes. Programs, support, and transportation to community centers in each section would need to be coordinated.

"Golf carts," or small electric vehicles for use within central Greenbelt (GHI)

Passenger van with wheelchair access for short trips.

Having a wheelchair accessible van for short trips.

I have a car. The problem is being healthy enough to use it. I would get rid of the car and use public transportation 100% of the time but I can't sit up too long. A driver would help a lot.

Rental electric scooters to use when shopping, going to beauty shops, eating, going to the library. I do not need a scooter for all things but I have knees that are painful so that if I could use a scooter in the Center, the Coop, or from the New Deal to getting my nails done, I could "shop" in the Center more easily.

Thank you for caring!
Joan Conway

Put a ZipCar on the Greenridge Housing Apartment property.

Help getting to the bus from the door to door - van aide.

Have someone on the bus that can assist passengers if needed.

Expand Services beyond Greenbelt**7 Comments**

The most important enhancement would be to have transportation outside of Greenbelt. If Greenbelt Connection was traveling to other jurisdiction, I have appointments in Bowie and Lanham.

Rides to go outside Greenbelt.

For the Greenbelt bus (cab), go farther then inside Greenbelt; go to Lanhem, Riverdale, New Carlton.

Doctor appointments in Laurel once a month.

Better transportation connections for longer distances across county. For example, there is a metro stop in front of my daughter's house in Bowie to my house in Greenbelt but it takes hours to get there by metro and I can't drive that far.

While I was sick, I was unable to drive myself. My doctors are not in Greenbelt and not in Prince George's County. I had to rely on friends for transportation.

Having a way to get to doctors' appointments that are outside of P.G. County – in Montgomery County or in Baltimore.

Cost

5 Comments

Free transportation. I live on Social Security retirement which doesn't cover my bills and leaves me with no discretionary income. I can't do anything but sleep or watch TV. My eyes are too bad to read and I cannot afford new glasses. I am Ann Reise at 301-982-4810 - although my phone and electricity are about to be cut off.

The ability to have the freedom to travel either to their destination outside of Greenbelt or be taken to a place that would get them to their destination and the fare would not be expensive.

Free bus service!

Not having to pay

I'm not disabled, transportation is expensive and it's not easy to get a senior METRO pass.

Taxi Improvements

3 Comments

I like Uber, it is cleaner and much nicer than Call-A-Cab program, which I used for years, costs even with the coupons are similar.

I use cross-county taxi service

If there were to be a fully accessible taxi (paratransit) system with price subsidies to needing such.

Lighting on Roads

2 Comments

Difficulty driving at night. Would like more lighting at round-about on Hanover Pkwy. Thank you

I have no idea - I am quite healthy. Could use more lighting at the round-about in Hanover Parkway at night.

Safety

2 Comments

Safety please

Safer choices. Increasing rate of crime scares me and I limit going out especially after dark.

Accessible Parking

1 Comment

More handicapped parking spaces. They exist but are usually filled, at Co-Op, outside Roosevelt Center, even at Safeway, or my Doctor's office, etc. People put in the minimum handicapped designated parking spaces. They are usually taken, causing me to have to park far from the door and walk...