

Pilot-End Performance Evaluation for 5310 Mobility for All

'Coordinating Transportation Efforts to Serve the Disabled Community in Cecil County, Maryland'

Grant Period: June 5th, 2020-September 30th, 2023

Executive Summary

Bayside Community Network, Inc., in partnership with Cecil County Transit, received financial assistance towards hiring a Mobility Manager to increase the coordination of transportation efforts to better serve the disabled community in Cecil County, Maryland.

Bayside Community Network (BCN/Bayside), incorporated in 1972 as Cecil County Activity Center, Inc. through the efforts of a group of parents, is a non-profit human services agency licensed and funded by the State of Maryland Department of Health and Mental Hygiene, Developmental Disabilities Administration. Our agency is considered a rural area in Elkton, Maryland and serves the disabled community in Cecil County, Maryland.

Bayside Community Network, Inc. was formed in 1998, through the merger of Cecil County Activity Centers, Inc., Cecil County Training Center, Inc., Cecil County Group Residences, Inc., and Sunny Acres, Inc. After 26 years of working together as separate agencies, the merger has resulted in a more efficient and coordinated delivery of services to meet the needs of the community. In 2005, Bayside added Camp C.A.R.E. to its family of services.

It is the goal of Bayside to help persons with disabilities, mainly developmental impairments, to learn to live their lives as normally and independently as their capabilities will allow. We work diligently to see that each person can develop personal competence and maximum independence in the community.

This goal is accomplished through the Client's participation in a continuum of vocational, educational, volunteer, social and residential programs. Agency services reflect a philosophy that embraces person directed outcomes for each person with respect and dignity for individual needs and choices.

Cecil County Transit (Cecil Transit) is a public transit service agency providing bus service in Cecil County, Maryland. The agency which is owned by Cecil County, operates a fixed-route bus service along five routes serving the Cecil County towns of Elkton, North East and Perryville along with service to Glasgow and Newark in Delaware. Cecil Transit offers connections to Harford Transit bus service and MARC's Penn Line service in Perryville. DART First State bus service in Glasgow and Newark allows for deviations of up to ¾ mile through advance reservations. The agency also operates a door-to-door demand responsive transport service called Demand Response for the general public, senior citizens, and disabled people.

Program Description

During the 18-month grant period of the Mobility for All pilot project titled 'Coordinating Transportation Efforts to Serve the Disabled Community in Cecil County, Maryland', Bayside partnered with our local transit, Cecil County Transit (Cecil Transit) with the ultimate common goal being to better serve our community's transportation needs, especially in the elderly and/or disabled population. Specifically, these performance measured goals included:

1. Hiring a full-time Mobility Manager to be based at Bayside Community Network, Inc.
2. Identify three (3) Bayside Consumers to participate in Cecil Transit's 'Travel Training Program' so that these individuals may utilize their local Transit system as well as other alternative forms of transportation including, but not limited to, Uber, Lyft and local taxis.
3. Offer NEMT gap-filling rides, on a direct referral basis and when appropriate/available, to Cecil Transit Customers with the goal to complete two (2) rides monthly.

It is important to note that our original timeline submitted in our original grant application was completely re-vamped due to the Covid-19 health pandemic, further details regarding this and the cumulative effects it had on our project are forthcoming in this final report.

Introduction:

Bayside Community Network, Inc. and Cecil County Transit have long enjoyed a community partnership spanning several years that has allowed us to assist each other with various projects. Cecil County Transit organizes and hosts quarterly Cecil County Transportation Coordination Council meetings in which our local community organizations discuss transportation needs, barriers, successes and pose issues and ideas to produce effective outcomes that benefit Cecil County as it relates to transportation.

The following organizations are members of the Transportation Coordination Council:

Cecil County Transit	Town of Elkton
Bayside Community Network, Inc.	Town of North East
Cecil County Health Department	Town of Perryville
Cecil County Department of Social Services	Town of Chesapeake City
United Way of Cecil County	Town of Rising Sun
D.A.R.T. (Delaware Authority for Regional Transit)	Town of Port Deposit
Cecil County Chamber of Commerce	Pearl Transit
Cecil County Department of Community Services	MDOT
Cecil County Office on Aging	On Our Own
Getting There Ride Share	Meeting Ground
WILMAPCO	Kent County Housing and Transportation
Chesapeake Care Resources	
Kent Center	

Bayside has traditionally provided transportation to the disabled Consumers enrolled in our service programs. These services include: Day Program, Employment, Volunteering, NEMT, Community Living/Personal Supports as well as recreational and leisure activities. Each of our 14 Residential Homes has it's own vehicle that is tailored to each house's transportation needs. Our transportation services run 24 hours a day, 365 days per year. (Attachment1)

In addition to its traditional transit bus service, Cecil County Transit operates a door-to-door demand response service called 'Demand Response' for the general public, senior citizens and disabled people including destinations outside and within Cecil County. The service is available on a first come, first service basis through a reservation process. Cecil Transit also coordinates directly with the Cecil County Health Department when overbooked or understaffed for NEMT transportation. This coordination effort happens in both directions and is primarily done for Dialysis patients.

Cecil County Transit offers a 'Travel Training Program' which supports individuals who require additional assistance and training to utilize our local transit. The Travel Training Program consists of three phases: Read, Ride, Watch. Training begins with rider education, followed by completing a trip with transit staff and culminating in the participant completing a shadowed trip to ensure that they have the knowledge and confidence to ride independently. Cecil Transit may do additional trainings as needed and provide resources and materials reinforcing the lessons learned.

Background:

It was at the Cecil County Transportation Coordination Council meetings that we found, consistently, individuals who required transportation assistance who did not fit easily into any category. These individuals were often (a) elderly and/or disabled (b) in the process of being deemed disabled (c) have chronic medical conditions (d) receive regular medical treatments (e) require specialized transportation (ie: wheelchair lift, physical assistance with entering/exiting) (f) do not have the financial means to privately pay for specialized transportation (g) do not have friends/family that are able to meet their transportation needs on a consistent basis (h) are not eligible for services through providers such as Bayside Community Network, Inc.

For example, if a Customer requests transportation to and from kidney dialysis treatments via Cecil Transit, the local transit will offer at-door pick up and drop off. However, kidney dialysis treatments often leave Patients tired, uncomfortable and with grueling muscle cramping. Those Customers who utilized Cecil Transit to get to their treatments were having an extremely difficult time with their return trip home due to the side effects of kidney dialysis treatments. Cecil Transit Drivers were doing everything within their power to assist these individuals, however, this was well out of the scope of their traditional training and stressed their fixed route schedule.

Other area transportation providers were also seeing similar situations as described above but were also witnessing individuals who were being released from Rehabilitation Centers, doctors appointments and various other medical treatments and/or appointments who needed transportation to/from home but also required various levels of assistance that transit drivers are not equipped to manage, especially when driving on a fixed route schedule.

Our non-profit has the second largest vehicle fleet in Cecil County, the largest vehicle fleet belonging to our community partners at Cecil Transit. Bayside's Transportation Program Drivers are all required to take specialized trainings in order to serve our Consumers. Their trainings are taken on an annual or bi-annual basis, depending on the specific training, and our Employees are mandated to maintain compliance in each area before they are able to work with our Consumers or transport the individuals we serve. These trainings include:

First Aid

C.P.R.

Certified Medical Technician (to be able to administer medications)

Seizure Management

Nursing 101

Blood Borne Pathogens

Choking and Dysphagia

M.A.N.D.T. (behavioral management training)

Abuse and Neglect Prevention

Introduction to Developmental Disabilities Administration

P.A.S.S. (Passenger Assistance Safety and Sensitivity)

The concerns that our collective Transportation Council had regarding the noted examples extended to not only the Customer and community members but for the transit drivers as well. The Transportation Council diligently posed different solutions and ideas that might help to solve this specific issue in order to ensure the health and safety of the rider but also the driver.

At this point Bayside and Cecil Transit developed what began as a 'big idea' that then became a more cohesive strategy to better serve our community's transportation needs. Generally, our team hypothesized that if Bayside's Transportation Program were able to run in a more efficient manner this would allow for more vehicle availability. More vehicle availability could allow our trained, qualified employees to offer gap-filling NEMT rides for Cecil Transit Customers.

In partnership with Cecil Transit, Bayside Community Network, Inc. applied and was selected to receive, funding through the Mobility for All Grant. This funding allowed our agency to hire a Mobility Manager whose ultimate goal is to manage our vehicle fleet in the most efficient manner possible. The Mobility Manager's position also required that they explore alternative transportation options for identified Consumers who would first learn and independently utilize our local Transit and then expand on this to incorporate travel options such as Uber, Lyft and local taxis. Cecil Transit would also, on a direct referral basis, request assistance for Cecil Transit Customers requiring more specialized transportation in, what we hoped would be, to offer a gap-filling ride service.

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The identified Bayside Consumers would complete the use of alternative transportation in stages:

1. Bayside Consumer and Employee would attend Cecil Transit's Travel Training Program.
2. Once Travel Training completed, Bayside Consumer and Staff would navigate the local transit system together in a 1:1 ratio to observe and ensure Bayside Consumer's safety.
3. Bayside Employee would then, when appropriate, scale back Employee presence until eliminated entirely once the Bayside Consumer demonstrated their understanding of Cecil Transit.
4. The Mobility Manager will expand on their understanding of using Cecil Transit to assist the identified Consumers to be able to independently use additional forms of transportation including, but not limited to, Uber, Lyft and local taxis.

Implementation:

The planning phase of the Mobility for All project began with the engagement of Bayside's Executive Director, Assistant Executive Director, Grant and Fundraising Coordinator, Cecil County Transit Coordinator and Cecil Transit Chief. The team was able to meet, virtually, throughout the height of the Covid-19 health pandemic to develop the Mobility Manager's job description.

It is certain that the effects of the Covid-19 health pandemic are still being managed, especially in regards to the disabled population who are among the most vulnerable to the effects of the virus. To summarize, as briefly as possible, in March 2020 both Bayside and Cecil Transit were deemed 'Essential Healthcare Providers' and 'Essential Services' by the Governor of Maryland. Both Bayside and Cecil Transit continued to operate throughout the entirety of the pandemic.

The Covid-19 health pandemic caused adverse affects to our project in numerous ways but chief among them include, but are certainly not limited to:

1. Bayside and Cecil Transit Staffing and/or Driver shortages.
2. Bayside's Day Program was closed for our Consumer's and Employee's safety and our Residential Consumers were under strict shelter in place mandates during the following dates:
March 16th, 2020-July 5th, 2020
August 6th, 2020-September 8th, 2020
December 3rd, 2020-March 1st, 2021
August 2nd, 2021-August 16th, 2021
3. Due to Covid-19, Bayside Consumers were not participating in outings, volunteer activities which prevented our identified Consumers from participating in Cecil Transit's Travel Training Program.

Despite the setbacks our project faced during the health pandemic, Bayside and Cecil Transit continued to move forward with our Mobility for All project as safely as we could.

Upon the completion of the Mobility Manager's job description, our team outlined a general referral process for Cecil Transit Customers to be referred for Bayside NEMT transportation services. While creating a referral process both Bayside and Cecil Transit were fully aware that this process would need to be flexible and, most likely, would evolve as this project progressed. As previously noted, the established relationship and prior experience working together on various projects was an essential element in our project success.

Bayside carefully selected it's Mobility Manager as someone whose dedication to the community and understanding of transportaiton systems was well established. It was also paramount that the Mobility Manager, being based at Bayside Community Network, Inc., had an understanding and familiarity of working with the intellectually/developmentally delayed (I/DD) population. Fortunatly, we were able to find and hire such an individual, even during the height of Covid-19, who met and exceeded our expectations.

The Mobility Manager, first, worked in conjunction with Cecil Transit to determine how best to identify three (3) Bayside Consumers who would be appropriate to participate in Cecil Transit's Travel Training Program. Second, completed several ridealongs with Cecil Transit Administration, and third, identified areas of the program that needed modification to accommodate Bayside Consumers, which our local Transit was more than happy to do.

Results

Bayside and Cecil Transit worked together to develop a cohesive job description for a full time Mobility Manager. Bayside formally hired and implemented the Mobility Manager position effective July 1st, 2021. (Attachment 2)

Beginning in their month of hire, the Mobility Manager was able to develop a direct referral process with Cecil Transit to offer gap-filling NEMT rides to Customers who needed a more specialized transportation service and/or vehicle. The initial referral process was not without flaws, however, having an established relationship and clear communication throughout this project allowed us to navigate as a team with positive results.

The Mobility Manager was also able to identify three (3) Bayside Consumers that if given the proper tools, resources and assistance, be able to navigate and utilize Cecil Transit through their 'Travel Training Program'. Our Mobility Manager is continuing to work within our partnership to modify each 'Travel Training' experience specific to the individual.

Bayside and Cecil Transit were invited to present the Mobility for All project at the 2021 Transportation Association of Maryland (TAM)'s Annual Conference held annually in Annapolis, Maryland. Bayside was also invited to speak at the Department of Disability and Human Development College of Applied Health and Sciences in Chicago, Illinois: Approaches to Increasing Independence within Transportation for Individuals with Intellectual Disabilities. (Attachment 3)

Lessons Learned

The referral process, which refers riders to Bayside for specialized transportation, continues to be a work in progress. Cadence for ride requests, needed data collection and service parameters are all details that we, collectively, continue to evaluate as our project continues. 'Travel Training' for Bayside Consumers was delayed due to the Covid-19 health pandemic as well as ongoing staffing shortages (for both Cecil Transit and Bayside). Collectively, we also learned that each 'Travel Training' experience for Bayside Consumers will need to be modified to the specific individual, and, our Mobility Manager has volunteered to assist our Consumers as well as our partners at Cecil Transit in any way she is able, including riding with our Consumers.

With each lesson learned, we improved both separately and as partners! A vital piece of making this project a success was the prior and continuing working relationship and open communication between Cecil Transit and Bayside. Fortunately, Bayside and Cecil Transit already had the foundation of a good working relationship. Had a partnership not previously existed, this project may not have been as successful as it was. We learned, and have recommended to other non-profits and local transits considering a project similar to this, to consider your past collaborations, working relationship, style of communication and operational methods with each other.

Moving Forward

Bayside and Cecil Transit are both committed to sustaining the Mobility for All project, and, are in fact expanding upon it. Bayside continues to employ our Mobility Manager and Bayside has applied for Mobility Manger funding through the most recent 5310 grant.

Bayside has maintained it's capacity to assist Cecil Transit with NEMT transportation and our referral process continues to be modified as the project continues evolving. We anticipate that Bayside will be able to accommodate 92% of referrals from Cecil Transit for NEMT rides in the next calander year.

The success of our Mobilty for All project prompted us to, in partnership with Cecil Transit, review additional transportation needs in our community. With this in mind, both Bayside and Cecil Transit has expanded the current project to offer elderly and/or disabled seniors, who require specialized transportation, transportation to the local Senior Center.

Bayside Consumers visit the Cecil County Senior Center twice weekly. Our Mobility Manager has arranged that, upon receiving a direct referal from Cecil Transit, our driver may deviate their route up to a 10 mile radius to pick up and drop off seniors wishing to visit the Senior Center. This provides assistance to the seniors in our community while also offering community integration for our Bayside Consumers. Presently, Bayside has been able to assist 89% of Cecil Transit's referrals since November 2022.



Bayside Community Network

Programs and Services

Camp C.A.R.E.

Serving Kids! Seeing Smiles!

<http://www.thevalueofcommunity.org>

Bayside offers all the following services to all of our elderly & differently-abled community:

- * **Camp C.A.R.E.:** A Summer day camp held annually for children with special needs for ages between 5-20 years old.
- **Residential Program:** We offer community living arrangements for adults with developmental disabilities tailored to their level of independence and supervision needs.
- **Personal Supports/ Supported Living:** Allows for greater flexibility to an individual plan. These services are customized to meet an individual's specific needs and preferences that include, but are not limited to: homemaking, personal care assistance, transportation and recreational activities.
- **Nursing Services:** Full time registered nurses on site and specialty consultations with psychiatrists, physical therapists and nutritionists are available onsite as well.
- * **Educational & Social Programs:** Our Day Program prepares adults with mental and physical disabilities for independent community living and competitive employment. Bayside offers enrichment classes that include Horticulture, Art, Communications and more!
- * **Volunteer Program:** Collaborating with local businesses, churches and agencies this program assists Individuals with exploring their expressed interests and, when applicable, to facilitate further the job exploration process.
- * **Employment Program:** A comprehensive program encompassing vocational assessment, personal and work adjustment training, job development services and job placement services. Vocational services are an in-depth process of evaluating an individual's physical, mental and emotional abilities, gifts, limitations, and tolerance as they relate to work.
- * **Transportation Services:** Bayside provides daily transportation for all clients, including those who need lift equipped vehicles. Our drivers are CPR, first aid and passenger assistance trained. Drivers provide transportation to and from community activities, medical appointments, work sites, residential homes and Bayside's Activity Center.
- * **Community Development Services:** focuses on community-based engagement and activities, in groups of four or less, to enhance social skills, employment, recreation, personal development and independence.

For More Information

P.O Box 9, 1290 W. Pulaski Highway, Elkton, MD 21921

Call: 410-398-6394

Fax: 410-620-0645

POLICY & PROCEDURE -

SUBJECT: Job Description – Mobility Manager

Reports To: Executive Director

FLSA Status: Exempt

Prepared Date: 10/12/2020

Summary

The Mobility Manager coordinates transportation for agency services including: Vocational, Day, Personal Supports and Residential Programs.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Evaluate and identify innovative and creative approaches to maximize efficiency in agency's transportation program.

Schedule and assign vehicle use for agency programs.

Track and monitor vehicle data including preventative maintenance, vehicle and Consumer trips, mileage, gas usage, and gps routes monthly.

Supervises agency Mechanic and Maintenance staff.

Perform emergency duties as requested in the best interest of Bayside Community Network, Inc. and the health and welfare of its consumers and employees.

Work with Cecil Transit, and other transportation community resources, to identify individuals that could utilize public transportation.

Teach driver's safety to agency drivers.

Act as primary contact for transportation scheduling and route change with availability to be involved in agency transportation on-call phone rotation.

Supervisory Responsibilities

This position supervises: Agency Mechanic, Mechanic Assistant and Maintenance Staff.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Collect and compile various categories of transportation data for reporting purposes.

Design - Generates creative solutions; Uses feedback to modify programs; Demonstrates attention to detail.

Problem Solving – Identifying any inefficiencies in agency's transportation program and offering solutions to maximize vehicle usage, routes, Staff time and reporting processes.

Project Management – Innovate and manage projects associated with the successful implementation of agency's transportation program.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service – Develop and maintain community relationships with transportation resources in the community. Responds promptly to consumer needs; Solicits consumer/family feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Makes self-available to staff, Consumers, and families. Provides regular performance feedback; Solicits and applies feedback (internal and external).

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Includes appropriate people in decision-making process.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Asks for and offers help when needed.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or GED.

Language Skills

Ability to read, analyze, and interpret behavior plans, psychological reports, vocational assessments, individual plans and governmental regulations. Ability to write reports, business correspondence. Ability to effectively present transportation information and respond to questions from staff, consumers, and families. Ability to develop and collaborate plans with community resources effectively.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Word Processing software, Excel, Access, mapping/routing internet applications and mapping/tracking software.

Certificates, Licenses, Registrations

Employment is contingent upon possessing and maintaining a valid driver's license and a satisfactory driving record.

Other Qualifications

Must be able to successfully complete First Aid/CPR and Medication Administration Training Program.

Employment is contingent upon passing a criminal background check and maintaining a clean criminal record.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

General Sign-off: The employee is expected to adhere to all company policies.

I have read and understand this explanation and job description.

Signature: _____ Date: _____

NON-PROFITS AND LOTS: COORDINATION AND COOPERATION



Bayside Community
Network, Inc.





WHO WE ARE....

- Cecil Transit, a division of the Cecil County Department of Community Services
- Operates 3 Fixed Routes, Demand Response, Volunteer Out-of-County NEMT, and a Taxi Voucher Program
- Currently piloting a Mobility-on-Demand system targeted at the local Substance Abuse Recovery Community
- Holds a quarterly Coordination Council Meeting with local transportation providers
- Coordinates with the Cecil County Health Department primarily for dialysis transportation
- Learn more at www.ceciltransit.com



WHO WE ARE...

- Bayside Community Network, Inc.
- A registered 501(c)3 non-profit organization serving the disabled community in Cecil County, Maryland.
- We offer Residential, Day, Community Supported Living, Personal Supports, Vocational, Volunteer and Transportation Programs to adults with developmental disabilities.
- Camp C.A.R.E., a three-week day camp experience for children with disabilities-our community partners at Cecil Transit provide transportation for our campers.
- To learn more about us, please visit our website at: www.thevalueofcommunity.org



BAYSIDE AND CECIL TRANSIT HISTORY

- Bayside and Cecil Transit have a long-established relationship.
- Cecil Transit provides transportation for our campers during Camp C.A.R.E. which is held annually for three weeks in July.
- Bayside is a member of the Cecil County Transportation Coordination Council which is hosted by Cecil Transit.
- Additional Council Members: Cecil County Health Department, Social Services, MTA, DART, Getting There Ride Share, United Way and Chesapeake Care Resources.
- Currently partnering on the NADTC funded Mobility for All Grant project titled: 'Coordinating Transportation Efforts to Serve the Disabled Community in Cecil County, Maryland.'



- Bayside Community Network, Inc., in partnership with Cecil County Transit, received financial assistance towards hiring a Mobility Manager to connect local transit resources.
- Project Goals:
 1. More efficient transportation within Bayside will allow our organization to offer gap-filling, NEMT rides to Cecil Transit Customers via direct referral.
 2. Identified Bayside Consumers will participate in Cecil Transit's Travel Training Program to increase their independence.

MOBILITY FOR ALL PROJECT



THE COVID FACTOR AND OTHER STORIES...

- Bayside Consumers are among the most vulnerable to Covid-19. Due to this, our Consumers have not been able to participate in the Travel Training Program.
- Staff shortage have prevented Bayside from being able to accept all referrals from Cecil Transit.
- Limited seating available on Cecil County Fixed Route Buses for a span of time



WHERE ARE WE NOW?

- We are still figuring things out!
- Referral process – Cadence for ride requests, needed data collection, service parameters
- Transportation Training for Bayside Consumers-when is a safe time to start? Are adjustments to the Travel Training process needed?
- Expanding our project to coordinate Senior Center rides to referred Cecil Transit Customers.

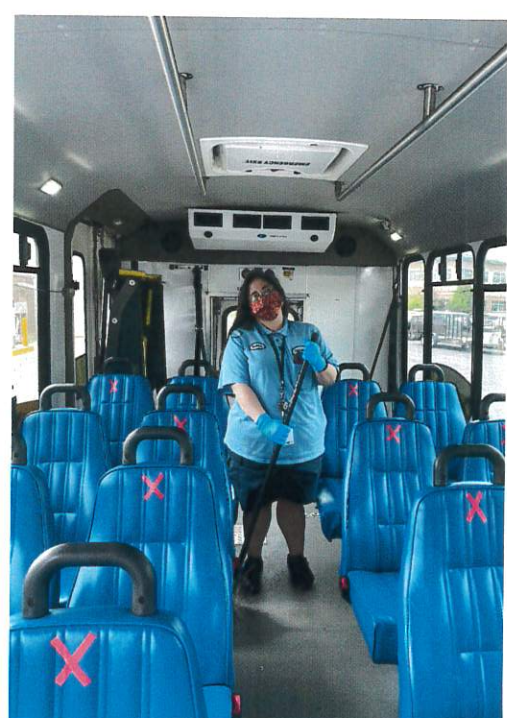
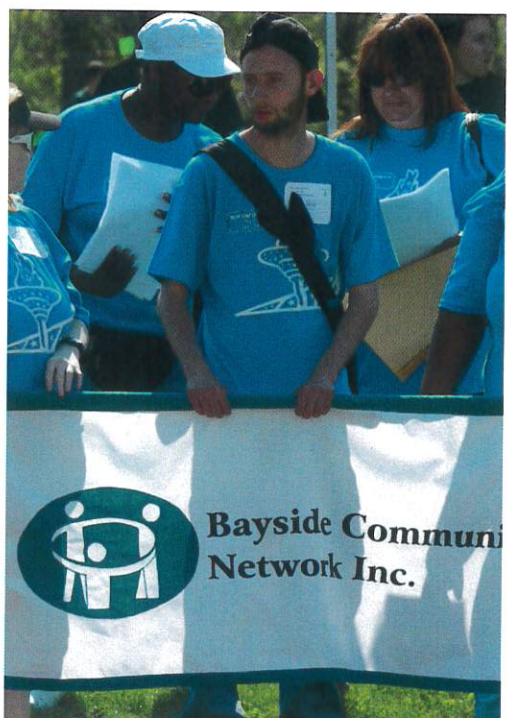




WHERE ARE WE GOING?

- Anticipating the success of our Bayside Consumers who complete Cecil Transit's 'Travel Training' program, we expect an increase in the numbers of new participants and riders!
- Increasing the availability of gap-filling rides to Cecil Transit.
- Developing a fine-tuned referral process and procedure.
- Expanding to include more of our partner organizations.





QUESTIONS???





CONTACT INFORMATION:

Jonathan Creamer, Transit Coordinator
Cecil Transit

jcreamer@ccgov.org

410.996.8420-office

Jessica Johnson
Bayside Community Network, Inc.

jjohnson@baysidenetwork.org

443.245.3575-office