

SENATE BILL 891

R2

4lr2778
CF HB 1199

By: **Senator McCray**

Introduced and read first time: February 2, 2024

Assigned to: Finance

Committee Report: Favorable with amendments

Senate action: Adopted

Read second time: March 2, 2024

CHAPTER _____

1 AN ACT concerning

2 **Transportation – MobilityLink Paratransit Service Improvements – Study**

3 FOR the purpose of requiring the Maryland Transportation Institute at the University of
4 Maryland to conduct a study to identify methods to improve the Maryland Transit
5 Administration’s ADA MobilityLink paratransit service; and generally relating to
6 the study to identify methods to improve the Administration’s ADA MobilityLink
7 paratransit service.

8 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
9 That:

10 (a) (1) In this section the following words have the meanings indicated.

11 (2) “ADA” means the federal Americans with Disabilities Act.

12 (3) “Administration” means the Maryland Transit Administration.

13 (b) The Maryland Transportation Institute at the University of Maryland shall
14 conduct a study to identify methods to improve the Maryland Transit Administration’s
15 ADA MobilityLink paratransit service.

16 (c) The study shall:

17 (1) summarize and compare the Administration’s MobilityLink service to
18 similar entities nationwide that provide ADA paratransit services;

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.

Underlining indicates amendments to bill.

~~Strike out~~ indicates matter stricken from the bill by amendment or deleted from the law by amendment.



1 (2) identify the service structure of ADA paratransit services in other
2 service areas nationwide and whether a public entity, private contractor, or hybrid model
3 is used to provide the service, including consideration of how the following services are
4 provided:

5 (i) fleet ownership;

6 (ii) fleet maintenance;

7 (iii) dispatch;

8 (iv) reservations;

9 (v) scheduling;

10 (vi) operators;

11 (vii) mechanics;

12 (viii) customer service;

13 (ix) quality assurance and control; and

14 (x) any other relevant aspects as the Maryland Transportation
15 Institute deems necessary;

16 (3) analyze both the short- and long-term fiscal costs and savings
17 associated with each type of ADA paratransit service model, including a comparison of the
18 quality of service and reliability of each service model;

19 (4) analyze the performance metrics associated with the ADA paratransit
20 services in various service areas nationwide based on the Federal Transit Administration's
21 ADA Guidance for metrics, including:

22 (i) on-time performance for pick-ups and drop-offs;

23 (ii) missed trips;

24 (iii) onboard transit times;

25 (iv) excessive trip lengths;

26 (v) call center hold times and performance;

27 (vi) rate of customer complaints and resolution; and

1 (vii) safety conditions and practices on paratransit vehicles;

2 (5) analyze the workforce metrics among the ADA paratransit services in
3 various service areas nationwide, including:

4 (i) turnover rate;

5 (ii) average length of employment;

6 (iii) absenteeism rate;

7 (iv) accidents and preventable accident rates;

8 (v) workplace injury rates;

9 (vi) workers' compensation claims rates;

10 (vii) career training opportunities;

11 (viii) career advancement opportunities;

12 (ix) average wages and benefits;

13 (x) morale and satisfaction; and

14 (xi) any other relevant aspects as the Maryland Transportation
15 Institute deems necessary;

16 (6) in consultation with the Maryland Commission on Disabilities and the
17 State Coordinating Committee for Human Services Transportation, solicit input and
18 comments from the public and riders of the Administration's MobilityLink paratransit
19 service; ~~and~~

20 (7) develop recommendations for service improvements to the
21 Administration's MobilityLink paratransit service, considering long-term costs and
22 benefits alongside a qualitative analysis to enhance the delivery of high-quality service to
23 MobilityLink riders;

24 (8) develop recommendations for service improvements to individuals
25 located at least three-quarters of a mile from a fixed transportation route; and

26 (9) develop recommendations to address interjurisdictional restrictions to
27 paratransit services, including restrictions relating to medical appointments that cross
28 jurisdictional lines.

1 (d) The Governor may include in the fiscal year 2026 budget bill an appropriation
2 of at least \$150,000 for the purpose of carrying out the study required under subsection (b)
3 of this section.

4 (e) On or before July 1, 2025, the Maryland Transportation Institute shall submit
5 a report on its findings and recommendations to:

6 (1) the Governor;

7 (2) in accordance with § 2-1257 of the State Government Article:

8 (i) the General Assembly;

9 (ii) the members of the Anne Arundel County Delegation to the
10 Maryland General Assembly;

11 (iii) the members of the Baltimore County Delegation to the
12 Maryland General Assembly; and

13 (iv) the members of the Baltimore City Delegation to the Maryland
14 General Assembly;

15 (3) the County Executive and County Council of Anne Arundel County;

16 (4) the County Executive and County Council of Baltimore County; ~~and~~

17 (5) the Maryland Department of Transportation; and

18 ~~(5)~~ (6) the Mayor and City Council of Baltimore City.

19 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect July
20 1, 2024. It shall remain effective for a period of 1 year and 6 months and, at the end of
21 December 31, 2025, this Act, with no further action required by the General Assembly, shall
22 be abrogated and of no further force and effect.