

Date: February 25, 2026
To: Senator Pamela Beidle, Chair, Senate Finance Committee
From: Crystal Ali, Employment Specialist, The Arc Prince George's County
Re: Support - SB786 Transportation of Persons With Disabilities - Transportation Network Companies – Requirements

Chair Beidle and committee members:

I serve as an Employment Specialist at The Arc Prince George's County. I am writing to express my strong support for **SB786**. As a concerned advocate and family member, I know how the lack of accountability and flexibility in **public managed transportation services** creates dangerous and unsustainable situations for the disability community.

Reliable transportation is not just a convenience; it is a fundamental right. For many, it is the difference between health and crisis. This bill establishes the necessary service requirements to ensure that persons with disabilities can travel safely and with dignity, closing the gaps left by current public transit failures.

To illustrate why this legislation is urgent, I wish to share the following real-life concerns:

- **Medical Necessity & Health Risks:** For individuals with disabilities, paratransit uncertainty can be a direct trigger for medical or mental health crises. Many cannot simply wait indefinitely for a late vehicle without a crisis occurring. No person should have their health jeopardized by a dispatch delay or a "no-show."
- **Safety & Security:** When a **managed transportation** provider fails to arrive, it creates an immediate safety concern. Leaving a vulnerable individual stranded—often in areas that become unsafe after business hours—is unacceptable.
- **Employment Stability:** Workers with disabilities are frequently late or unable to reach their jobs because their paratransit provider claims an area is outside their restricted service zone. Access to a livelihood should not be dictated by arbitrary boundaries or inefficient routing.
- **Caregiver Crisis:** When parents and caregivers face their own emergencies, the unreliability of government transit becomes a massive burden, making it nearly impossible to coordinate essential transportation for their loved ones.

By passing **SB786**, we can bridge the gap in our transit system and provide inclusive, accountable options for those who rely on these services for their survival and independence. I urge a **favorable report** on this bill.

Sincerely,

Crystal