

CAR FREE LIVING GROUP MEETING

The Meeting was held on June 20, 2026 in the Chesapeake Room at 2pm and was attended by approximately 75 residents.

Meeting Agenda

- Introduce the Group's Purpose
- List activities completed over the past year
- Provide an overview of the document *Transportation Options for Car Free Living at Riderwood.*
- Questions, concerns, and suggestions

Jennie Lane started the meeting by explaining Group's purpose and the various activities that the Group had done over the last year, including:

providing speakers about UBER, LYFT and Metro Access, establishing a Website, putting together a handbook of Transportation Options and conducting a survey of Group members.

Chuck Cohen then went over the updated *Transportation Options Document* and described information he recently received from Bob Porterfield, Transportation Manager regarding Riderwood's Shuttle service.

Overall Summary

Residents raised several concerns about the shuttle service including accessibility, bus design, rollator storage, scheduling, communication, and transportation alternatives. The discussion also included practical suggestions for improving safety, expanding service usefulness, and helping residents better understand available transportation options. Residents expressed strong appreciation for shuttle drivers and described them as “saints.”

Key Concerns

- Many residents expressed concerns about the current shuttle buses:
 - Residents noted they need driver assistance to get safely on and off the bus.
 - Bus steps are difficult for some residents because they are too high, even with a stool; the fourth step is especially challenging.
 - They mentioned some buses have limited capacity for all residents wanting to board and most shuttles do not have adequate space for residents using wheelchairs and walkers

(rollators). NOTE: Chuck learned from transportation that Riderwood does have one bus that is large enough to handle these items; unfortunately, commercial truck and personal cars parking on the route that the shuttles take to/from and by the clubhouses cause the larger buses to have safety problems getting in and out of these locations.

- Tracking and communication about shuttle location and schedule could be improved.
- The following comments were made about shuttle destinations and scheduling:

- It is unclear when or if the Tuesday, Thursday, and Friday shopping shuttle will stop by the White Oak Medical Center (WOMC).
- Morning shuttle times do not always work for residents, and there is interest in expanding destinations such as the library.
- MetroAccess response to applications has been very slow.
- Residents continue to experience challenges with Lyft/Uber, dead zones, insurance awareness, and costs for services such as Lyft Senior.

Suggested Solutions and Ideas

- Regarding shuttles:
 - Consider low-floor vehicles or buses with better wheelchair and rollator access.
 - Continue using stools where helpful and share safe boarding tips, such as stepping up sideways.
 - Riderwood administration needs to assess how many Riderwood residents use wheelchairs (scooters) and walkers (rollators); this information could help the Transportation Department/OGS make better

- purchasing decisions including when it comes to vehicle size and the number of wheelchair and walker positions needed on new buses
- Encourage residents to use lightweight rollators on the bus and remove personal items from rollator pockets before boarding.
 - Regarding shuttle routes and scheduling:
 - Shopping shuttles should include stops at WOMC on every trip regardless of whether there are customers on the shuttles going to the Hospital as there may be customers

- waiting at WOMC for the bus; NOTE:
Just to be sure, it might be best for residents to contact transportation services as soon as appointments are scheduled.
- Improve the shuttle tracker and communication about shuttle arrival times.
 - Explore expanded shuttle destinations and more flexible service times.
 - Rather than traveling to get supplies (i.e., groceries), residents can consider delivery options such as Amazon, Instacart, and DoorDash.

- Invite MetroAccess speakers again and consider presentations from taxi service providers.
- Repeat Lyft/Uber training. Consider a presentation by a taxi service provider.
- Consider other options such as public transit (six busses have bus stops near the WOMC), GoGo Grandparent are available and that there are private transportation services such as Affinity Limousine Service.

Follow-Up Questions

- How many rollators are currently allowed on each bus?

- Would residents do more off-campus shopping if shuttle service improved?
- Who in the administration represents residents who are car-free or want to drive less?
- How can Transportation Services and General Services improve communication with residents?
- How can applications to MetroAccess be improved? NOTE: Chuck will bring this question up when he contacts MetroAccess about presenting.

- . What role can Car Free Living play in building momentum for transportation improvements?