Mission, Vision, “C” Principles

*Mobility Managers across Virginia manage and implement coordinated transportation services for veterans, low-income individuals, older adults, persons with disabilities, and individuals with transportation needs.*

Vision: Virginia Mobility Managers connecting affordable, effective resources and services that transport people to their destinations.

- **C**hampion better transportation options for Virginians
- **C**reate efficient & cost-effective transportation through partnerships
- **C**ommunicate transportation options on local and state level
- **C**onnect customer to transportation options
- **C**oordinate policy on local and state level
Transportation Navigator
Virginia’s One-Click Transportation Finder System
Project History

- The Virginia Department of Rail and Public Transportation (DRPT) initiated an update to Virginia’s Coordinated Human Services Mobility (CHSM) Plan in 2018-19
  - VAMM began discussions with DRPT about developing a GIS map to illustrate available transit services in Virginia
    - Consultant team developed the GIS map with support from VAMM
    - DRPT realized there was a broader application for the platform, but that it wasn’t user-friendly for the general public
- Mobility for All funding announced in 2020
  - ‘Utilize innovative coordination strategies to enhance mobility and access to services for older adults, individuals with disabilities, and people of low income’
Project Focus

- Develop an online listing of all transportation services in Virginia
  - Utilize existing platform: VirginiaNavigator.org
  - Develop widget for use on state agency and partner sites
- Develop GTFS feeds for existing fixed-route transportation
  - Develop a clearinghouse (website) to host the GTFS feeds
  - Push GTFS feeds to Google Maps
  - Connect Google Maps to VirginiaNavigator
Transportation Resource Pages
Transportation

Transportation helps people get where they need to go. There are a wide variety of transportation services available in the Commonwealth of Virginia, including local public transit and paratransit, long-distance transportation, human services transportation, and transportation provided by private companies such as taxis and ride app services.

Visit our Transportation Guide to read a brief description of the various transportation options available.

Explore the various topics below or search the Virginia Transportation Finder to locate transportation providers near you.

- Public & Commuter
- Human Services Transportation
- Private Providers

Public Transportation
Long-Distance Transportation
Commuting and Ride Sharing
Non-Emergency Medical Transportation
Veterans Transportation
Opioid and Substance Use Transportation

Long-Distance Transportation
Ride App Services
Taxi Services

Virginia Transportation Finder Glossary

Transportation
Transportation helps people get where they need to go. There are a wide variety of transportation services available in the Commonwealth of Virginia, including local public transit and paratransit, long-distance transportation, human services transportation, and transportation provided by private companies such as taxis and ride app services.

Public and Commuter
Public transportation is available to the general public and may be provided by bus, train, or subway. Other public transportation options might address long-distance transportation needs (inter-city) or commuter transportation such as ride sharing.

Public Transportation
Public local and regional transportation services include buses, rail, shuttles, and trolleys. Public transit could follow a fixed route with designated stops, a deviated fixed route, or be provided on demand. All public transit services include accessible transportation options for people with disabilities.

Long-Distance Transportation
Long-distance transportation can be provided between two localities. Long-distance services may be fixed route, scheduled, one-way, open-ended, or round-trip.
LOCAL

Transportation, Public Paratransit & Flexible Schedule

Programs that provide flexibly scheduled transportation for community residents who are unable to use the fixed-route public transportation system. The services may be used by general public or limited to special populations such as older adults and individuals with disability.

Program Transportation for Older Adults and Adults with Disabilities

Appalachian Agency for Senior Citizens (AASC)
216 College Ridge Road, Cedar Bluff, VA 24609
See map: Google Maps
Main: (276) 963-1486
Fax: (276) 963-0130
Toll-Free: (888) 656-2272

Older Adults & Transportation

Older adults need convenient, affordable, and accessible transportation options in their local communities.

Read More

The ADA & Accessible Ground Transportation

The Americans with Disabilities Act (ADA) applies to both public and private ground transportation providers. The ADA rules that apply to transportation are regulated by the U.S. Department of Transportation.

Read More
Transportation Search Filters

Show me programs and services that are:

- Direct Connect Partners
- Low-cost
- Free
- Serving my city/county

Clear Filter

Tips: Click “View All” in search results to reveal all matches. Then use the filters above. Check the box next to Direct Connect providers and click “Request Services” to have them contact you.
Virginia Transportation Finder Widget
GTFS - Google Maps (Transit)
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Project Applicability: Mobility Management
What is Mobility Management?

• An approach to designing and delivering transportation services that starts and ends with the customer
  » It begins with a community vision in which the entire transportation network—public transit, private operators, cycling and walking, volunteer drivers, and others—works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community’s needs.

• Mobility management:
  » Encourages innovation and flexibility to reach the “right fit” solution for customers
  » Plans for sustainability
  » Strives for easy information and referral to assist customers in learning about and using services
  » Continually incorporates customer feedback as services are evaluated and adjusted
Virginia Association of Mobility Managers

VIRGINIA ASSOCIATION OF MOBILITY MANAGERS
Create - Champion - Connect - Communicate - Coordinate

VAmobility.org
Statewide Partnership

Mobility Managers across Virginia manage and implement coordinated transportation services for veterans, low-income individuals, older adults, persons with disabilities, and individuals with transportation needs.
Components of Mobility Management

- One-Call Center
- Volunteer Driver Programs
- RideShare Programs
- Voucher Programs
- Travel Training
- Veterans Transportation Assistance
- Specialized Paratransit Transportation
GTFS and Mobility Management

- Increases efficiency in transit planning for seniors and individuals with disabilities in addition to more efficient technology
- Provides real-time data with Google Maps and a variety of transit options to help assist seniors and individuals with disabilities with transit options
- Provides a centralized and integrated center that will better position our statewide mobility management programs to meet the needs of our growing community and reach inaccessible communities in rural Virginia
GTFS and Mobility Management

• A centralized option to assist with possible collaborations with other transit services
• Will assist in identifying transit providers for possible partnership with Mobility Management programs
• Mobility Managers can use this tool to help overcome transit challenges when crossing areas or jurisdictions
• Empowers individuals to research Virginia’s transit options
Contact Information

Katherine Newman, Mobility Manager, Bay Transit

» knewman@bayaging.org
» 804-824-2543 or 804-445-5422 (cell)

Brittany Voll, Transit Programs Manager, DRPT

» brittany.voll@drpt.virginia.gov
» 571-384-9632 (cell)
Mobility Services - Access On Demand
Mobility Services - History

Access Chesterfield County Resident
- 60 or older; or
- Have a disability; or
- Live in low-income residence

Transportation anywhere within Chesterfield County.
Employment and medical transportation to anywhere in the service area.
Limited access to Colonial Height and Petersburg for people living in S. Chesterfield.
Mobility Services

Participants purchase vouchers

A book of six costs $36

Reservations made by 2 p.m. the prior business day

Hours: Monday-Friday, 5:30 a.m.-7:30 p.m. and Saturday, 7:30 a.m.-7:30 p.m.
Mobility Services

Our customers were asking for more:

• Door to door service
• Shorter ride times
• The ability to pay by credit/debit card
• Same day reservations
• Transportation to jobs outside the county
• Access to employment outside the normal 9 to 5
Mobility Services

Immediate Transportation Needs

- Rise in Opioid overdoses
- Transportation a barrier
- Federal grant through the Virginia Department of Behavioral Health and Developmental Services
Mobility Services

Partnership with Goodwill of Central and Coastal VA and Chesterfield Mental Health Support Service (Chesterfield Community Services Board)

Qualified participant referred by the CCSB

Federal Funding

Goodwill, using the UBER for Business app, served as the “dispatch” center, records the trips and manages payment

- UBER used targeted marketing to recruit new drivers to service the new partnership area
- Goodwill provided its first trip at 5:30 am on 03/11/2018

May 2018 CCSB Substance Abuse Service transitions in-house transportation to the Goodwill-Uber Pilot
Mobility Services

“Access on Demand”

• Same day, door-to-door, point-to-point service
• Choice of four vendors
• Pay with a debit or credit card - Cost is $6 for each one-way trip
• Medical and employment trips: Monday-Sunday, 24/7
• Other services: Monday-Friday, 5:30 a.m.-7:30 p.m. and Saturday, 7:30 a.m.-7:30 p.m.
Mobility Services

Access On Demand Service Area

• Can travel anywhere in Chesterfield County for any reason

• Can travel anywhere in the service area for:
  • Medical
  • Employment
  • People living in South Chesterfield have limited access to Colonial Heights and Petersburg
Mobility Services

Four Vendors Selected

- DependaCare Transportation
- Owl Inc. Transportation
- UZURV Holdings, Inc.
- Ride RoundTrip, Inc.

Meet and Greet
Soft Launch
Full Launch
# Mobility Services

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Program Results

- Provide 662 people with 32,493 one-way trips to work, medical appointments, grocery stores, family visits, etc.
- The more expensive service saw a decrease of 38%
- 22% increase in trips over FY19
- All four-service remained operational during this period despite the pandemic.
- Hanover County DASH
Mobility Services

For more information go to:
www.chesterfield.gov/MobilityServices or
Call the Mobility Services @ 804-706-2796