

RAPPAHANNOCK-RAPIDAN  
COORDINATED HUMAN SERVICES MOBILITY (CHSM) PLAN

Advisory Group Meeting  
January 7, 2008  
2:00 pm – 4:00 pm

Rappahannock Rapidan Community Services Board/Area Agency on Aging (RRCBSB/AAA)

MEETING SUMMARY

Attending: Patrick Mauney (RRRC), Judy Seale (RRCBSB/AAA), Linda Gigel (Madison DSS), Lisa Peacock (Culpeper Human Services), Bev Dunford (Rappahannock County DSS), Jane Burnette (Independence Empowerment Center), Lisa Houck (Culpeper Career Resource Center), Greg McGowan (Virginia Regional Transit), Cynthia Hair (Fauquier DSB), Jill Skelton (Piedmont United Way/Piedmont Volunteer Center), Lola Walker (RRCBSB/AAA), Chris Miller (Aging Together), Ray Parks (RRCBSB/AAA), Sallie Morgan (RRCBSB/AAA), Russell James (Germanna Community College), Caroline Graham (Culpeper DSB), Cathy Zielinski (R-R Regional Commission)

**MEETING PURPOSE:** Report progress on CHSM planning effort and receive reactions and input from stakeholders on planning direction and proposed short-term activities

**OUTPUTS:** Suggested additions/changes to outlined goals and strategies; endorsement of proposed grant requests; corrections and additions to Statement of Needs; establishment of on-going advisory group

Introductions – The meeting was called to order by Cathy Zielinski, who explained the meeting purpose and intended outputs. Participants introduced themselves.

Background on CHSM Planning – Cathy summarized background of human service mobility planning in the Rappahannock-Rapidan region for the benefit of participants who had not attended earlier workshops. She introduced the Steering Committee members who have been working on CHSM planning for the past year. These members are Ray Parks, Patrick Mauney, Chris Miller, Greg McGowan and Sallie Morgan. She explained that the projected timeline for CHSM planning includes a draft of goals and strategies in January 2008, a complete plan draft by April 2008, public participation workshops in the spring (May and June), and a final draft by fall, for distribution to various review groups, including local governing bodies. The final plan will be ready for incorporation into the Regional Long-range Transportation Plan in 2009.

Presentation and Discussion of Draft Outline of Goals and Strategies – The draft outline (attached) was distributed and explained by Steering Committee members. Discussion included the following comments and threads:

- The first goal is to support existing transportation programs to maintain service and quality. This recognizes importance of services provided by RRCSB/AAA, Virginia Regional Transit (VRT), RSVP and others.
- Volunteer transportation, under Goal II, may use VolTran in Fauquier County as a model to replicate in other counties. This program is based on extensive research into national best practices and models for volunteer transportation programs.
- There was extensive discussion about VRT plans to establish a pilot route from Orange to connect with JAUNT in Gordonsville, and offer transportation into Charlottesville. Greg McGowan reported on progress of this idea, which arose from an earlier CHSM planning session. The pilot will operate one day each week and is expected to start within the next two weeks. UVA Hospital may be a main destination. There was a suggestion to work with local clinics (e.g. dialysis) that schedule their patients for appointments in Charlottesville. The pilot arrangement will be done with no additional cost to the local jurisdiction. It may take 3 to 4 months to get word out about a new route. If it is used, it could be expanded to more days per week. Greg said he would like to see a VRT connection between Culpeper and Orange. There were questions about the type of service on JAUNT – how many stops, how direct a route, etc. These still need to be answered.
- There also was extensive discussion about the need for transportation to employment for residents without personal transportation. Lisa Houck mentioned some larger employers, with shift work, such as the Wal-Mart distribution center in Zion Crossroads and MPS in Orange County, that offer attractive employment opportunities for their clients, but transportation is an issue. Participants agreed that it would be beneficial to explore options for shuttle service between Culpeper and Orange to these employment sites.
- It was reiterated that low-income residents have transportation needs beyond employment.
- Greg said VRT operates at a cost of \$55 per hour. The locality pays 32 percent of this and the rest is paid by State and Federal funding. A shuttle service, such as the one mentioned, may be difficult because of different shifts and inability to find drivers for such a fragmented schedule. He mentioned DRPT demonstration grants, designed to help start-up projects. These grants require a five percent local match. JARC may be another source of funding for employment-related projects.
- Russell James reported that Germanna Center for Advanced Technology in Culpeper is seeing about getting Culpeper Connector to add a stop at its facility.
- There was a suggestion to explore possibilities of using school buses for transportation for riders other than students, since the busses travel nearly every road in their counties on a daily basis. There are many obstacles to this idea, but it was agreed it is worthwhile to explore it.
- Information and referral and outreach, under Goal III, were discussed. There was agreement that complete information about all transportation resources, on a central website, is a high priority. Outreach needs to go beyond the internet. Finding disabled and elderly populations is difficult, may require going door-to-door. Elderly and disabled may need training on how to use available transportation. Service dependability is important part of gaining trust and encouraging riders. One of the best outreach methods is still provided one-on-one, by case managers and social workers. Networking among providers is critical to maintaining knowledge of available resources.

- Goal IV focus on Mobility Management and collaboration led to discussion of the proposed “Foothills Area Mobility System”.

### Foothills Area Mobility System (FAMS)

Cathy Zielinski explained the proposed partnership, which would be centered around a Mobility Manager at the Rappahannock Rapidan Regional Commission. The Mobility Manager’s roles will be to coordinate and facilitate collaborative activities related to Human Services Transportation, provide on-going planning, and be responsible for continuing data collection to evaluate progress of the CHSM plan and monitor unmet need. Other components of FAMS are a structured volunteer network, coordinated by Aging Together; public transit provided by VRT; a network of private providers; coordinated and shared support programs; and other demand-response services offered by partner human service organizations.

This proposed system is structured in a module fashion that will allow independent development of separate components.

Chris Miller explained plans for the Volunteer Network, which expects to use VolTran as a model that can be replicated in other counties. RRCSB/AAA will offer training for volunteer drivers. The Piedmont Volunteer Center will offer its support to help train program managers.

### Current Funding Opportunities

Several funding opportunities to support CHSM efforts are being explored by various stakeholders:

*Transportation and Housing Alliance (THA) Toolkit* – The Regional Commission was successful in securing a THA Toolkit Grant from the Thomas Jefferson Planning District Commission. The grant will allow the CHSM planning process to incorporate various planning tools to promote the participation and interests of disabled populations. These include GIS mapping, a regional checklist that will provide baseline and ongoing evaluation of community effectiveness in meeting the needs of residents of all abilities and incomes in areas of housing and transportation, and structured public participation in the CHSM planning process.

*Section 5310* – Ray Parks explained the RRCSB/AAA transportation program and presented their proposed application to DRPT for capital assistance funds from the Federal Transit administration Section 5310 grant program, which supports transportation programs for elderly and disabled population. A draft copy of the application was circulated for review. Ray explained that RRCSB/AAA provided more than 75,000 passenger trips last year and that half of their existing fleet has over 100,000 miles. This grant is used for vehicle replacement and to support transportation for new programs. Funds are being requested this year for six new vehicles – two 9-passenger vans, two 10-passenger and two 14-passenger body-on-chassis vehicles. All six would be wheelchair lift-equipped.

*National Center for Senior Transportation (NCST)* – Chris Miller reported that Aging Together has submitted an application to NCST for a grant that would help establish the Volunteer Network and the Mobility Manager position, as first steps in creating FAMS. This is a national grant program and only a few grants will be awarded.

*New Freedom (Section 5317)* – Cathy Zielinski reported that the Regional Commission will submit a grant to DRPT for funding under the FTA New Freedom program, which is designed for new transportation service “beyond ADA”. Mobility management is an allowed activity under this program and the Regional Commission will request funds to support regional mobility management activities, as outlined in the CHSM plan.

Meeting participants were supportive of the activities and ideas included in described grant applications. No opposition or concerns were expressed.

Cynthia Hair mentioned that Fauquier Disability Services Board has used a Rehabilitative Services Incentive Fund (RSIF) grant in the past to provide transportation vouchers to the disabled to use VRT services. She posed the question to representatives of the other two DSBs if there is interest in submitting a joint grant application this year. There was agreement that this idea should be explored.

#### Wrap up and next steps

Cathy Zielinski proposed the creation of an on-going advisory group to support the CHSM planning effort. She will contact participants individually to determine interest. She also requested that any suggestions about other participants for the advisory group be submitted to her via email. Further comments on the Outline Of Goals and Strategies or Statement of Needs should also be forwarded to her.

Participants were referred to the Regional Commission website, [www.rregion.org/chsm](http://www.rregion.org/chsm), for access to all CHSM planning materials, including DRPT reports.

Participants will be kept informed about CHSM activities and grant requests.

ATTACHMENT

RAPPAHANNOCK RAPIDAN REGIONAL COMMISSION  
 CHSM Plan Outline of Goals and Strategies

GOAL	STRATEGIES
<p>I. Support existing transit and human service transportation providers in their efforts to continue and improve their services</p>	<p>a. Support capital and operational funding requests of human service and public transportation providers that are needed to maintain quality service. Includes vehicles and technology for dispatch and communication, as well as operating expenses.</p> <ul style="list-style-type: none"> <li>i. Maintain information about unmet need and keep CHSM Plan up to date with regional priorities</li> <li>ii. Give other partner agencies the opportunity to offer support for funding requests</li> </ul>
	<p>b. Explore potential cooperative efforts that will improve the efficiency and expand the capacity of individual providers. Includes sharing data, vehicles, facilities, training, etc.</p> <ul style="list-style-type: none"> <li>i. Conduct regular meetings of providers for the purpose of networking and discussing mutual needs. Meetings may include speakers and educational opportunities</li> </ul>
<p>II. Identify and implement new and expanded transportation services to meet identified needs</p>	<p>a. Promote development of new volunteer programs, with purpose of providing flexible transportation options and specialized services.</p> <ul style="list-style-type: none"> <li>i. Develop Volunteer Transportation Network (or Partnership). Network central office provides templates, training, seed money, liability insurance opportunities, background checks of volunteers, outreach and advertising help, and networking groups for administrators. Sponsoring partner provides office space, phone, computer, acts as fiscal agent. Volunteer program shares ridership and 'turn down' data with the Network.</li> </ul>

GOAL	STRATEGIES
<p>Goal II continued – Identify and implement new and expanded transportation services to meet identified needs</p>	<p>b. Develop opportunities for private human service transportation providers to enter the market. May be taxi or car service. May include companion services. i. Invite interested transportation providers or aspiring entrepreneurs to workshops and meetings ii. Share needs data with potential providers</p>
	<p>c. Support initiation of new VRT routes, or expansion of current routes. Includes inter-county connections. i. Share ridership and requested ride data provided by Volunteer Network. ii. Support, where appropriate, proposals to local governments</p>
	<p>d. Work with area employers to identify transportation solutions for their workforce</p>
	<p>e. Expand demand-response and specialized transportation services.</p>
	<p>f. Explore new programs, such as ride banking, senior transition from driving, voucher programs</p>
	<p>g. Use technology to support dispatching and scheduling. Includes use of GIS and GPS (Should this be under Goal I?)</p>
	<p>III. Provide effective information and referral (I&amp;R) and outreach to ensure that target populations can and will access transportation services</p>
<p>b. Staff one or more Information &amp; Referral (I&amp;R) points, which will be advertised to the public as providing assistance with transportation. Ultimate goal: one point of contact; 24/7 service i. Short-term – need local contact number</p>	

GOAL	STRATEGIES
	c. Use technology to reach public, including website and email contact; customer on-line ride request; telephone networking, invisible to consumer.
IV. Establish formal regional cooperative and collaborative partnerships and programs to promote effectiveness and efficiency of human service mobility	a. Create Mobility Manager Position to oversee current and future human service transportation planning and coordination.
	b. Bring new funding partners to public transit/ human service transportation. Includes partnerships with employers and retailers.
	c. Explore potential for creating regional transportation entity
	d. Develop on-going data collection mechanism to track CHSM effectiveness and need