

Join Us

FAMS is a regional partnership whose purpose is to increase quality mobility options for residents of the Rappahannock Rapidan Region and promote efficiency of transportation services through coordination and innovation. FAMS serves residents of Culpeper, Fauquier, Madison, Orange and Rappahannock Counties in Virginia. FAMS meets bimonthly at the RRRC in Culpeper. Everyone is encouraged to attend. For more information visit www.rrregion.org/chsm or call (540) 829-7450.



Transportation Solutions Specialist

**RRCSB-AAA
1568 Bradford Road
PO Box 1568
Culpeper, VA 22701
Phone: 540-445-1VAN
Fax: 540-829-7452
www.rrregion.org/chsm**

Transportation Solutions Specialist

One Call Transportation Center



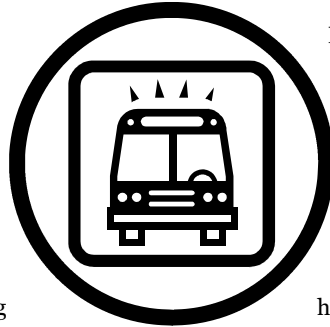
Improving transportation choices in the Foothills

www.rrregion.org/chsm

(540) 829-7450

Mobility Management Program

Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes. There are many factors that can affect transportation, including changes in demographics, shifts in land use patterns, and the job market. Mobility management focuses on meeting individual customer service needs through a wide range of transportation options and service providers. In addition, it coordinates



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these services and providers to achieve a more efficient transportation service delivery system for public policy makers. Mobility management seeks to optimize all transportation resources in a community. Looking beyond a single transportation service or solution, **FAMS** looks to create a “family of services” philosophy that can offer a wide range of services and options. Utilizing partners Rappahannock-Rapidan Regional Commission (**RRRC**) and the Rappahannock-Rapidan Community Services Board-Area Agency on Aging (**RRCSB-AAA**), **FAMS** has at its centerpiece a

dual Mobility Management program that maximizes its reach by combining the experience and strength of these two organizations. **RRRC** oversees the coordination and planning, keeping stakeholders engaged and committed to the implementation of the Mobility Plan. **RRRC** is responsible for project management and sustainability planning. **RRCSB-AAA** works directly with the elderly and disabled persons in need of transportation assistance by offering a *Transportation Solutions Specialist*. Their extensive knowledge of the elderly and disabled population and the services available to them benefits each

One-Call Transportation Center

The one-call center is designed to provide information on all travel modes and directly assist the targeted population with travel arrangements and training. Citizens of the Planning District 9 (Culpeper, Madison, Orange, Fauquier & Rappahannock Counties) can call **(540) 445-1VAN** to get connected to transportation options serving our region. There is no charge for this service.

Transportation Solutions Specialist

The *Transportation Solutions Specialist* provides travel training and helps elderly and/or disabled individuals find transportation resources throughout the region. Using a Transportation Resource Guide developed by the **RRCSB-AAA**, the *Transportation Solutions Specialist* stays current on all the transportation services available

in the community and works with individuals to help them get their transportation needs met. This includes assistance with appointment scheduling, trip planning, and travel training. Travel training involves helping individuals learn how to use transportation resources effectively; the *Transportation Solutions Specialist* can even ride along on public transportation (if available) to assist individuals using it for the first time. Telephone consultation and written materials area are also provided. There is no charge for this service.

Customer First Focus

Both the One-Call Transportation Center and the Specialized Transportation Services practice a **Customer First** philosophy. Educating and assisting each rider in obtaining their transportation needs while striving for complete customer satisfaction is our main goal. *Let us help you today!*



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