

# RAPPAHANNOCK-RAPIDAN COORDINATED HUMAN SERVICES MOBILITY PLAN

## EXECUTIVE SUMMARY

Prepared by  
the Rappahannock-Rapidan Regional Commission and  
the Foothills Area Mobility System



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## FAMS STEERING COMMITTEE MEMBERS

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Aging Together



Disability Services Boards (Culpeper, Fauquier and Rappahannock-Rapidan)

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



Rappahannock-Rapidan Regional Commission (RRRC)



Virginia Regional Transit (VRT)



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The Rappahannock-Rapidan Coordinated Human Service Mobility (CHSM) Plan is the product of a collaborative effort to develop a unified, comprehensive strategy for transportation service delivery in the Rappahannock-Rapidan Region (Planning District 9). The plan is focused on unmet transportation needs of seniors, people with disabilities, and people with low incomes.

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## CHSM PLAN PURPOSE AND PROCESS

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The planning process, which began in 2007, has four primary purposes:

- Create a vision for human services mobility that can be shared with and embraced by the residents of the region
- Identify innovative short-, medium-, and long-term strategies to solve the mobility problems of older adults, disabled and low-income residents of the region
- Establish consensus about short-term priority strategies, document need and define implementation steps to enable immediate action to implement priority strategies
- Produce a written plan that reflects needs and priorities of all regional stakeholder groups, as well as the requirements of federal legislation and Virginia's Department of Rail and Public Transportation (DRPT) and Department of Transportation long-range planning processes.

A Steering Committee, chaired by the Rappahannock-Rapidan Regional Commission, assumed responsibility for the development of the regional plan. Other members of the Steering Committee are the Rappahannock-Rapidan Community Services Board and Area Agency on Aging, Virginia Regional Transit, Aging Together, the Virginia Employment Commission and representatives of local Disability Services Boards.

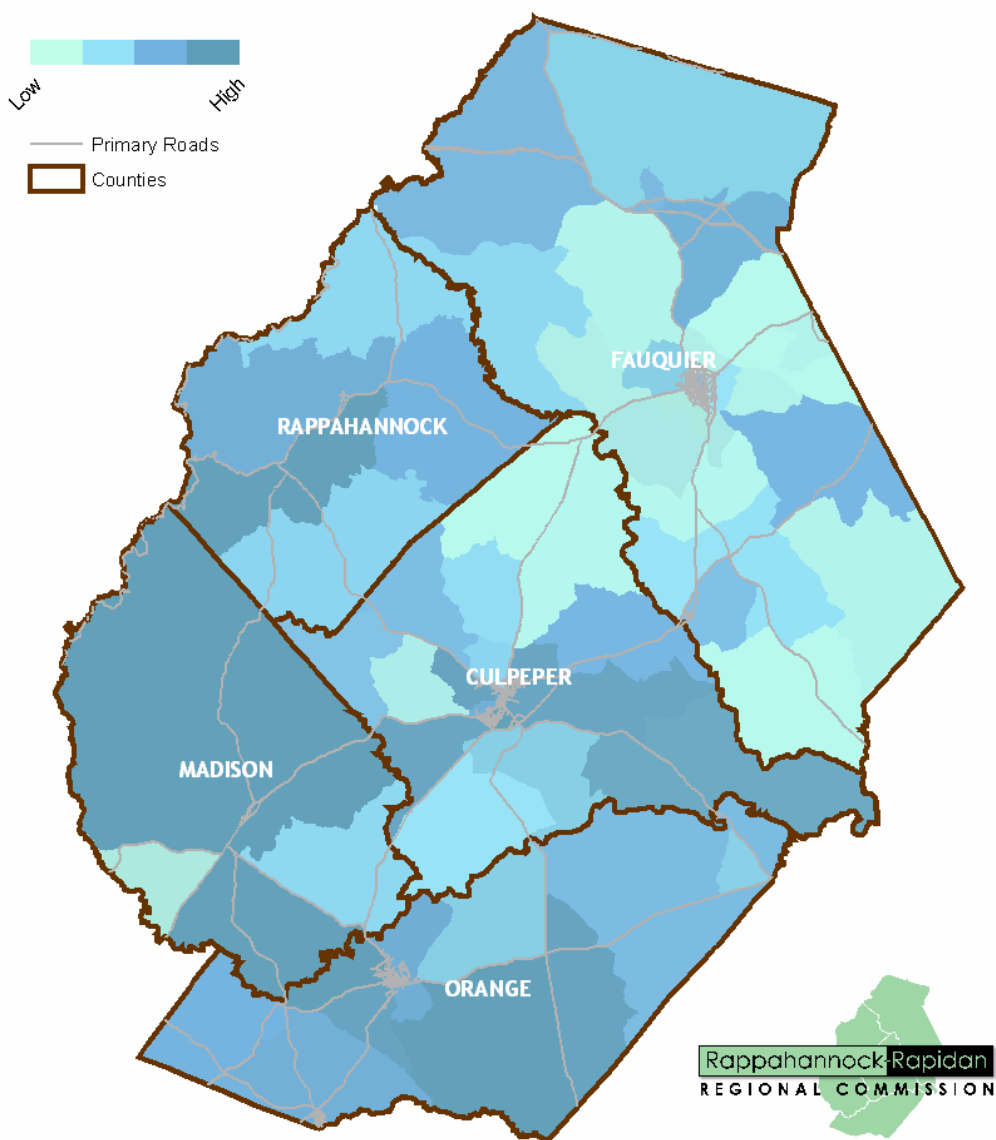
DRPT provided direction for the planning process by sponsoring regional workshops, developing statewide standardized plan templates, and offering consulting services for regional efforts.

A regional advisory committee was established to provide additional input and review recommendations. This committee includes additional stakeholders, including Piedmont United Way, Departments of Social Services, employment services organizations and Germanna Community College.

Draft conclusions and recommendations were presented at Community Conversations on Aging in each of the five counties, to all Disability Services Boards representing the region, the Rural Transportation Technical Committee, at local and regional workshops targeted toward people with disabilities, and to various boards and committees of stakeholder organizations.

The Steering Committee was able to provide special attention to the needs of people with disabilities because of a grant from the Thomas Jefferson Planning District Commission through funding from the Virginia Board for People with Disabilities, which allowed application of the Transportation and Housing Alliance (THA) Toolkit to the CHSM planning process.

## CONCENTRATION OF AGING, LOW-INCOME AND PERSONS WITH DISABILITIES



Data source: 2000 U.S. Census.

This map is a composite of several layers. Darker areas show where there is a greater portion of persons with disabilities, elderly age 65 and over, and households with income less than \$35,000.

Many of the areas with the highest proportion of transit-dependent populations are located in the most rural parts of the region, without access to public transit.

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## CHSM PLAN CONTENT

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The full CHSM Plan details the coordinated transportation planning process for PDC 9, and includes the following four elements:

1. An inventory of available services identifying current providers, both public and private
2. An assessment of transportation needs of individuals with disabilities, older adults, and people with low incomes
3. Strategies, activities and projects to address identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery
4. Priorities for implementation based on resources, time, and feasibility for implementing specific strategies and activities identified

In addition, this plan includes information on an ongoing structure for leading CHSM Plan updates and facilitating coordination activities in the region.

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## GOALS AND INITIAL STRATEGIES

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Based on the assessment of demographics and potential destinations, and especially the unmet transportation needs obtained from public participation events and key local stakeholders in the region, five goals and related priority strategies, outlined on the following pages, were identified by the CHSM planning effort. Priority strategies for implementation are based on the need to establish an infrastructure for further action and to ensure sustainability of regional human services mobility action. In addition, identification of priorities takes into account the feasibility of implementing the specific strategies. Please note that this list will continually evolve and that other activities that meet CHSM goals are also under development by various partner organizations.

## GOAL 1

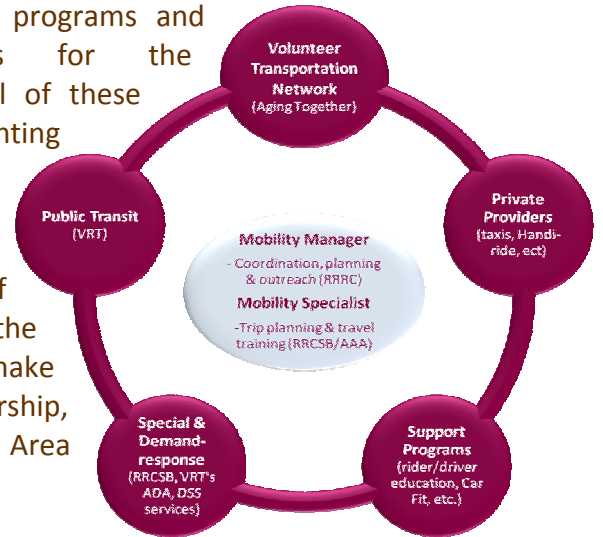
### ESTABLISH A FORMAL REGIONAL PARTNERSHIP AND PROGRAMS TO PROMOTE COLLABORATION, EFFECTIVENESS AND EFFICIENCY OF HUMAN SERVICES MOBILITY

#### STRATEGY 1.A

### ESTABLISH FOOTHILLS AREA MOBILITY SYSTEM (FAMS)

The CHSM planning process concluded that solving the human services transportation needs in the Rappahannock-Rapidan region is a long-term proposition that requires collaboration with local governments, transit and human services providers, consumers and advocates for all of the demographic groups that rely on special transportation. The ultimate solution is envisioned as a family of programs and services that provides for the transportation needs of all of these populations, while presenting itself as a unified service with easy access. The first priority of the CHSM Plan is to consolidate the efforts of

many partners and stakeholders, and establish the infrastructure needed for a sustainable system that can make this vision become reality. This proposed partnership, illustrated here, has been designated the Foothills Area Mobility System (FAMS).



#### Strategy 1.B

### DEVELOP AND IMPLEMENT MOBILITY MANAGEMENT PROGRAM

The centerpiece of FAMS is a dual Mobility Management program, which has been initiated with funding from a *New Freedom Grant* from DRPT. The dual nature of this program maximizes the reach and impact of services by combining the experience and strengths of two key steering committee members: Rappahannock-Rapidan Regional Commission (RRRC) and Rappahannock Rapidan Community Services Board and Area Agency on Aging (RRCSB/AAA).

*RRRC* is responsible for coordination and planning to keep stakeholders engaged and committed to the implementation of the CHSM Plan and to bring in new partners and resources for the FAMS Partnership. *RRRC* also has the lead role in designing and implementing a one-call travel center, building on 25 years of experience in operating its *Commuter Services Program*, and for project management and sustainability planning.

*RRCSB/AAA*, through the position of Mobility Specialist, works directly with elderly and disabled persons who need assistance in arranging appropriate transportation. The Mobility Specialist is well-versed in the services that are available and their eligibility requirements, as well as the needs of older adults and persons with various types of disabilities. The Mobility Specialist also provides travel training for targeted consumers.

**GOAL 2**

**PROVIDE EFFECTIVE INFORMATION AND REFERRAL (I&R) AND OUTREACH TO ENSURE THAT TARGET POPULATIONS CAN AND WILL ACCESS TRANSPORTATION SERVICES**

*Strategy*

**ONE-CALL TRAVEL CENTER**

The Mobility Management program will establish a one-call center to provide information on all travel modes and directly assist the targeted populations with travel arrangements and training. This center will be a cooperative effort of RRRC, RRCSB/AAA and Virginia Regional Transit, assisted with funding from the New Freedom grant.

**GOAL 3**

**PROVIDE FLEXIBLE QUALITY TRANSPORTATION OPTIONS AND MORE SPECIALIZED ONE-TO-ONE SERVICES THROUGH EXPANDED USE OF VOLUNTEERS**

*Strategy*

**VOLUNTEER TRANSPORTATION NETWORK**

Volunteer programs are another key component of the new Mobility System. They provide the best opportunity for short-term solutions for the transportation needs of older adults, and will continue to provide flexible on-demand service in the long-term. Aging Together, in partnership with RRCSB/AAA's *Retired and Senior Volunteer Program (RSVP)*, is working to develop a regional Volunteer Network to create incentives for county volunteer transportation programs and offer centralized supports that will improve program quality and transportation access. Through these collaborations existing volunteer transportation networks such as Rappahannock County's Med Rides have been supported and new services

such as VolTran have been developed. Aging Together's efforts have been supported by grants from DRPT and Virginia Department for Aging.

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**GOAL 4**

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**SUPPORT EXISTING TRANSIT AND HUMAN SERVICE TRANSPORTATION PROVIDERS IN THEIR EFFORTS TO CONTINUE AND IMPROVE THEIR SERVICES**

*Strategy*

**SUPPORT EXISTING TRANSPORTATION PROVIDERS**

FAMS supports existing transit and human services transportation providers in their efforts to continue, expand and improve their services. Our largest regional transit operators – Virginia Regional Transit and the Rappahannock Rapidan Community Services Board and Area Agency on Aging – are actively collaborating with one another and with other area stakeholders to improve the reach and efficiency of their programs. FAMS offers forums for this type of exchange and support.

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**GOAL 5**

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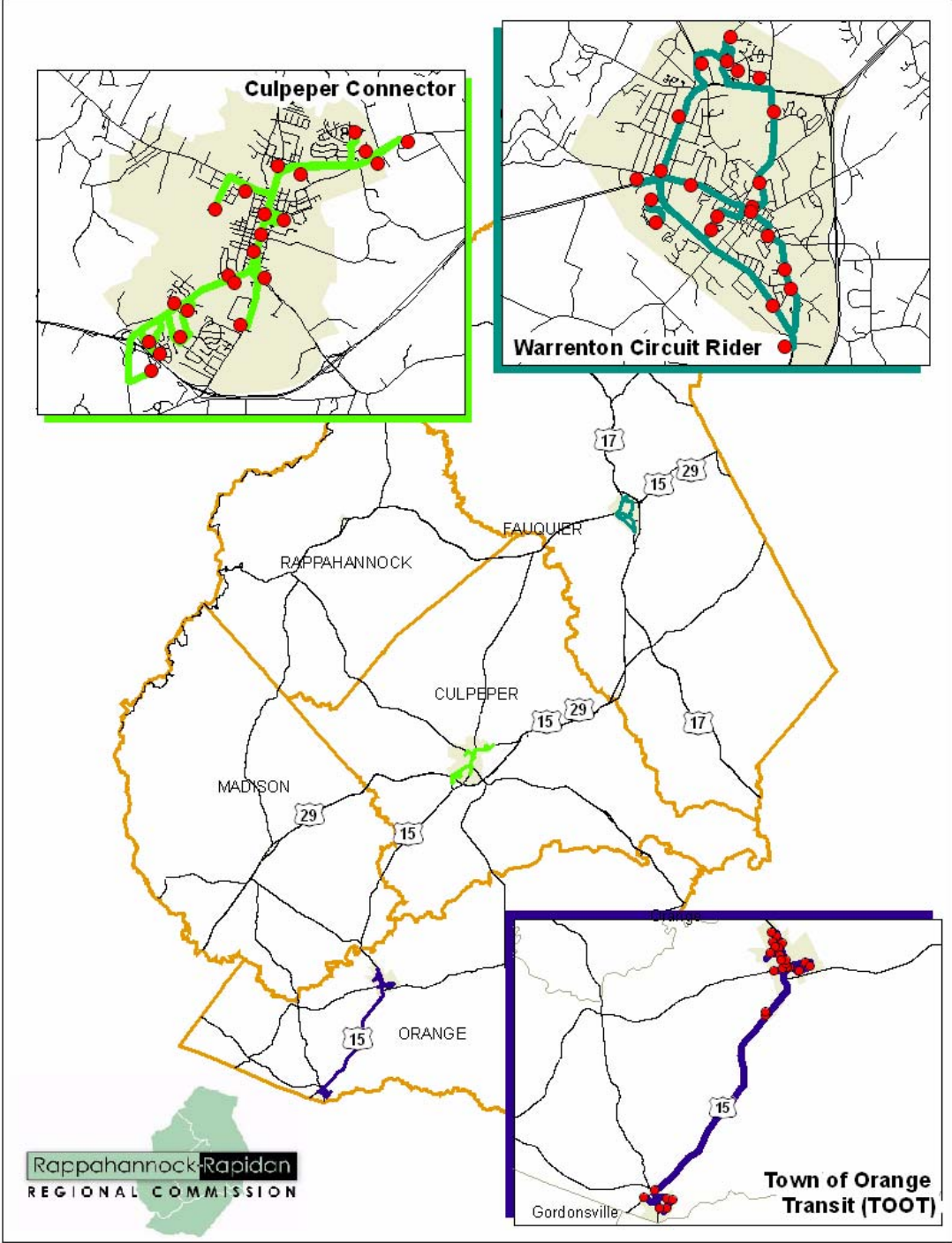
**IDENTIFY AND SUPPORT IMPLEMENTATION OF NEW AND EXPANDED TRANSPORTATION SERVICES, OTHER THAN VOLUNTEER PROGRAMS, TO MEET IDENTIFIED NEED**

*Strategy*

**INTER-COUNTY AND INTER-REGION TRANSIT**

Currently, public transit in the Rappahannock-Rapidan Region is limited almost entirely to single-jurisdiction fixed routes and on-demand service. A new pilot service is proposed to transport local residents to Charlottesville for medical appointments and treatment. It is anticipated that this will be the first step in establishing regular fixed-route service between jurisdictions.

**EXISTING FIXED TRANSIT ROUTES IN THE  
RAPPAHANNOCK-RAPIDAN REGION**



All fixed route transit operated by Virginia Regional Transit ([www.vatransit.org](http://www.vatransit.org))



A Project of the  
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