
Coordinated Human Service Mobility Plan

2019 Update

Jennifer DeBruhl, Chief of Public Transportation
Brittany Voll, Transit Program Manager



Federal Requirement

- Required by the FTA for the Section 5310 Program
- DRPT is the lead agency for developing the CHSM plan for most of Virginia
 - The urbanized Northern Virginia area is included in MWCOCG's plan
- A CHSM plan must include input from seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human service providers; and other members of the public

Approach to Plan Development

- Former: CHSM Plans by planning district commission (PDC) region
 - More than 20 plans
 - Dividing plans made them hyper local and relevant, but made it hard to synthesize and address common issues
- Current: One statewide plan with regional elements
 - Many of the challenges that exist in one region exist in another.
 - Identifies statewide gaps and proposes broad solutions
 - The regional elements address the unique challenges, needs, and goals of a single area while building on statewide solutions where appropriate

2019 CHSM Plan

- Recognizes transportation needs of specialized populations and recommends approaches to meetings the needs
 - Seniors
 - Individuals with disabilities
 - Low-income
 - Veterans
 - Homeless/precariously housed
 - Youth

OVERVIEW OF VIRGINIA REGIONS

Figure 1. Overview of Virginia Regions

ALLEGHANY REGION

Population: 544,292
 65+ Population: 108,858 (20.0%)
 Residents with Disability: 75,000 (14.0%)
 Residents in Poverty: 75,000 (14.0%)
 Regional Challenges: Safety of vulnerable populations, lack of quality-of-life trips

SOUTHWEST REGION

Population: 392,112
 65+ Population: 78,422 (20.0%)
 Residents with Disability: X (21.0%)
 Residents in Poverty: 71,000 (18.0%)
 Regional Challenges: Topography, interstate trips, lack of funding alternatives

WESTERN REGION

Population: 881,911
 65+ Population: 149,925 (17.0%)
 Residents with Disability: 119,940 (13.6%)
 Residents in Poverty: 129,641 (14.7%)
 Regional Challenges: Limited service, connectivity between urban areas

NORTHERN REGION

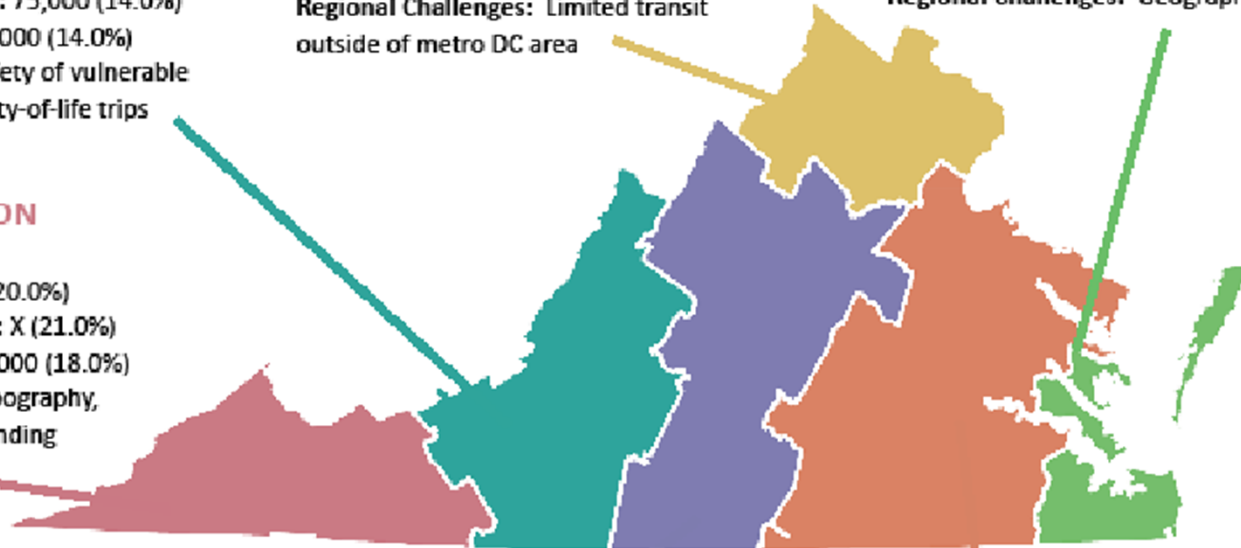
Population: 2.7 million
 65+ Population: 302,400 (11.4%)
 Residents with Disability: 199,800 (7.4%)
 Residents in Poverty: 180,900 (6.7%)
 Regional Challenges: Limited transit outside of metro DC area

TIDEWATER REGION

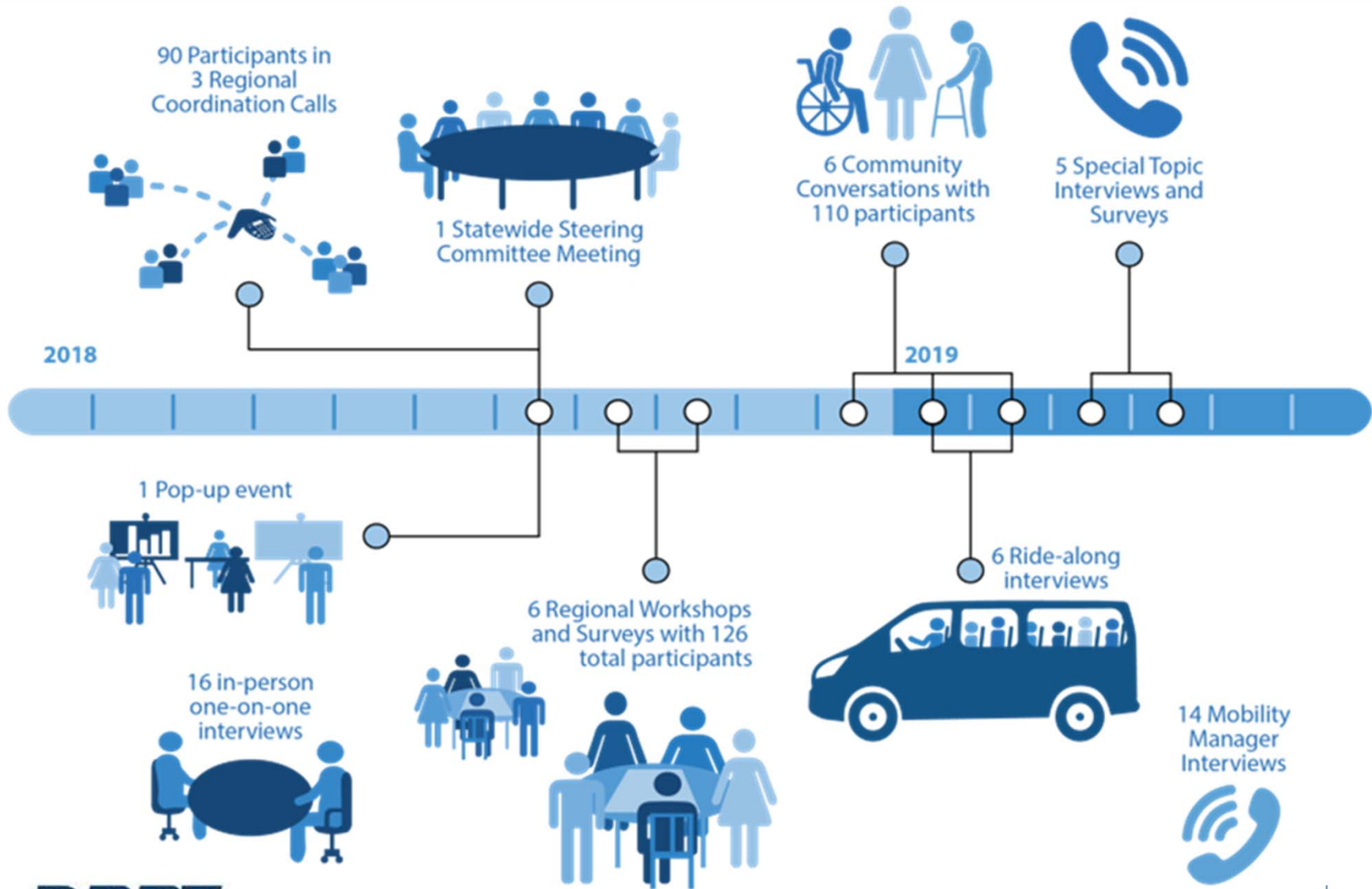
Population: 1.7 million
 65+ Population: 225,000 (13.0%)
 Residents with Disability: 187,000 (11.0%)
 Residents in Poverty: 210,000 (12.0%)
 Regional Challenges: Geography

CENTRAL REGION

Population: 1.8 million
 65+ Population: 270,000 (15%)
 Residents with Disability: 223,200 (12.4%)
 Residents in Poverty: 214,200 (11.9%)
 Regional Challenges: Trips outside of agency service areas



Outreach Timeline



Statewide Opportunities

- Trip Eligibility; Trips in Demand:
 - Recurring medical
 - Location-specific medical
 - Quality-of-life non-medical
 - Essential non-medical
 - Employment
 - After-hours
 - Multi-stop
 - Long-distance
- Education
- Service Alternatives
- Funding

Major Statewide Recommendations

- Develop a Statewide Advisory Committee to identify and address issues that affect transportation at a high level
- Explore additional federal opportunities for funding
- Coordinate funding across state and federal programs
- Continue discussions with transportation network companies and other alternative providers
- Group trip types to maximize ridership
- Public-facing listing of all transportation options

Regional Recommendations

- Develop regional advisory committees to focus on coordination of service providers
- Develop/track a consistent measure of customer satisfaction
- Develop a unified message about the ongoing public need for human services transportation
- Work with community colleges and other educational facilities to develop pilot programs for transportation and mobility programs support workforce development
- Where possible, leverage public transportation providers to meet specialized transportation needs with route modification or other service alterations
- Develop a "one click/one call" approach for human service transportation in entire regions or smaller sub regions

Next Steps

- Finalize CHSM plan by Dec. 1
 - Written feedback will be accepted through Oct. 31
 - Send to brittany.voll@drpt.virginia.gov
- Develop strategies to implement the plan
- Continue to coordinate with other state agencies on path forward