

Virginia Association of Mobility Managers

An Introduction



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



Virginia Department of Rail and Public Transportation

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

The screenshot displays the SeniorNavigator website interface. At the top right, there are links for 'Login' and 'Register'. The main navigation bar includes categories: Aging Well, Caregiving, Community, Financial, Housing, Legal, and Transportation (which is highlighted). Below the navigation bar is a search bar with the text 'Search local services for older adults and caregivers - in'. It features two input fields: '1 City, County, or Zip' and '2 Popular Topics'. To the right of the search bar is a green 'SEARCH' button. A dropdown menu for the 'Transportation' category is open, listing 'Public & Commuter', 'Human Services Transportation', and 'Private Providers'. Below the search bar is a large banner image of a smiling woman and an older man. Overlaid on the right side of the banner is a box that says 'In partnership with: DRPT Virginia Department of Rail and Public Transportation'. To the right of the banner, there are three informational boxes: 'Can SNAP Food Assistance Benefits Help You?', 'Use Our ServiceNavigator Tool to Find Community Resources', and 'October 23rd is National Prescription Drug Take Back Day'.

Guiding Virginians for 20 Years
2001-2021

SeniorNavigator
A VirginiaNavigator Website

Login Register

Aging Well Caregiving Community Financial Housing Legal **Transportation** Our Websites

Search local services for older adults and caregivers - in

1 City, County, or Zip 2 Popular Topics

Public & Commuter
Human Services Transportation
Private Providers

In partnership with:
DRPT
Virginia Department of Rail and Public Transportation

Can SNAP Food Assistance Benefits Help You?

Use Our ServiceNavigator Tool to Find Community Resources

October 23rd is National Prescription Drug Take Back Day

Transportation information is made possible in partnership with:



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.

Features

- 🛠️ 20 Years of Guiding Virginians
- 🗺️ AARP Getting Around Guide
- 🚗 DRPT Commute VA
- 🚌 How to Ride the Bus (VTA)
- 📍 Virginia Mobility Management Directory

Home / [Transportation](#)

Public & Commuter

Public Transportation

Long-Distance
Transportation

Commuting and Ride
Sharing

Human Services Transportation

Non-Emergency Medical
Transportation

Veterans Transportation

Opioid and Substance Use
Transportation

Private Providers

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.

Programs & Services

Currently showing 247 local programs & services.

Enter a City, County or Zip code and filter the results by location.

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

Programs & Services

Articles

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



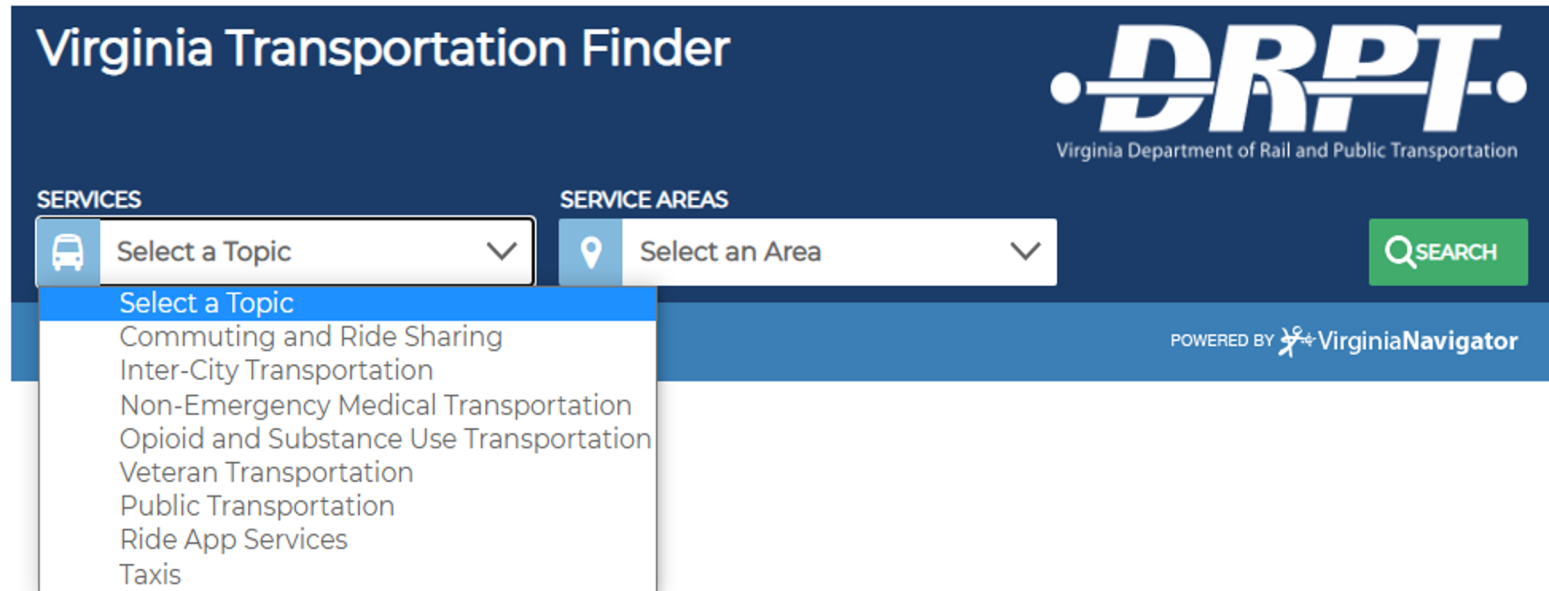
Show me programs and services that are:

- ☐ Direct Connect Partners*?
- ☐ Free ?
- ☐ Low-cost ?
- ☐ 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



The screenshot shows the 'Virginia Transportation Finder' widget. It has a dark blue header with the title 'Virginia Transportation Finder' on the left and the 'DRPT' logo with the text 'Virginia Department of Rail and Public Transportation' on the right. Below the header, there are two main sections: 'SERVICES' and 'SERVICE AREAS'. The 'SERVICES' section has a dropdown menu with a bus icon and the text 'Select a Topic'. The 'SERVICE AREAS' section has a dropdown menu with a location pin icon and the text 'Select an Area'. To the right of these dropdowns is a green 'SEARCH' button with a magnifying glass icon. Below the 'SERVICES' dropdown, a list of transportation services is displayed: 'Select a Topic', 'Commuting and Ride Sharing', 'Inter-City Transportation', 'Non-Emergency Medical Transportation', 'Opioid and Substance Use Transportation', 'Veteran Transportation', 'Public Transportation', 'Ride App Services', and 'Taxis'. At the bottom right of the widget, it says 'POWERED BY VirginiaNavigator' with a small logo.

Virginia Transportation Finder

DRPT
Virginia Department of Rail and Public Transportation

SERVICES

Select a Topic

- Select a Topic
- Commuting and Ride Sharing
- Inter-City Transportation
- Non-Emergency Medical Transportation
- Opioid and Substance Use Transportation
- Veteran Transportation
- Public Transportation
- Ride App Services
- Taxis

SERVICE AREAS

Select an Area

SEARCH

POWERED BY VirginiaNavigator

GTFS - Google Maps (Transit)

The screenshot displays the Google Maps Transit interface. The top blue bar contains navigation icons and a close button. Below it, the start and end points are listed: "Greater Richmond Convention Center, 4" and "Bottoms Up Pizza, 1700 Dock Street Hi". The departure time is set to "10:00 AM" on "Tue, Nov 9". A button labeled "Send directions to your phone" is visible. The main content area shows a transit route starting at 9:59 AM (Tuesday) and ending at 10:11 AM, with a total duration of 12 minutes. The route includes a BRT segment from 10:01 AM from the Convention Center Eastbound Station, with a 4-minute walking segment. A "DETAILS" link is provided. At the bottom, there is a "SCHEDULE EXPLORER" link. The map on the right shows the route through Richmond, Virginia, including the Greater Richmond Convention Center, the Virginia State Capitol, and the Richmond Main Street Station. The route is marked with blue dots and a line, showing the path from the Convention Center to the Main Street Station and then to Bottoms Up Pizza.



from Greater Richmond Convention Center, 403 N 3rd St ...
to Bottoms Up Pizza, 1700 Dock Street Historic, Rich...

9:59 AM (Tuesday) - 10:11
AM (12 min)



10:01 AM from Convention Center Eastbound Station
4 min



ADD TO CALENDAR

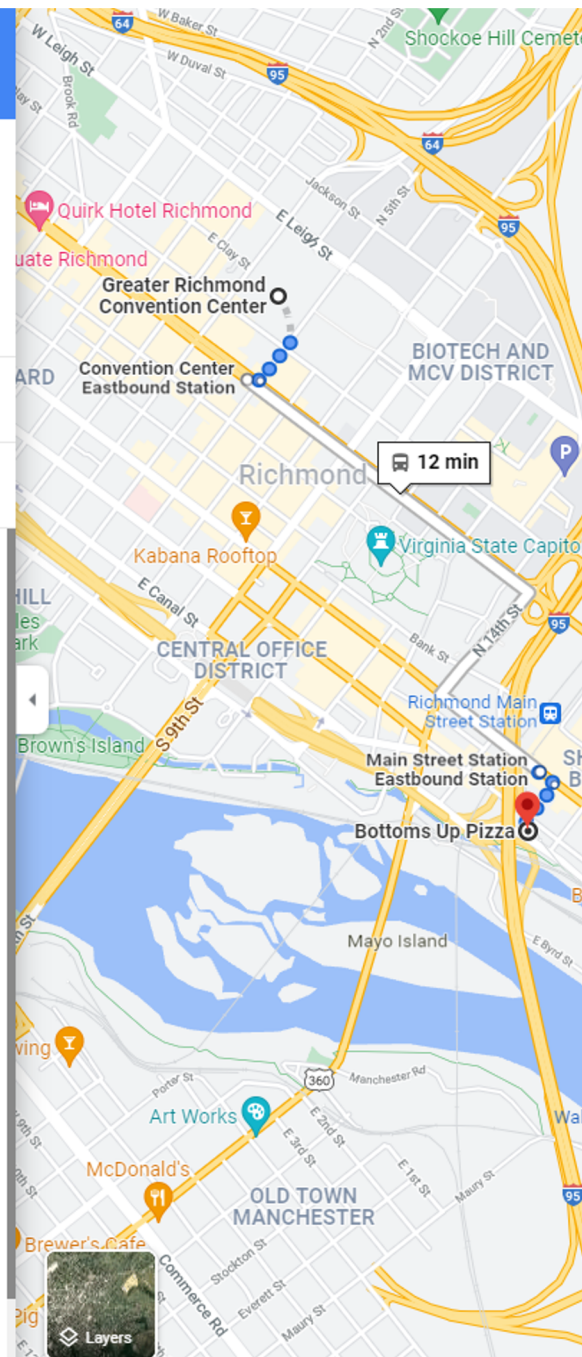


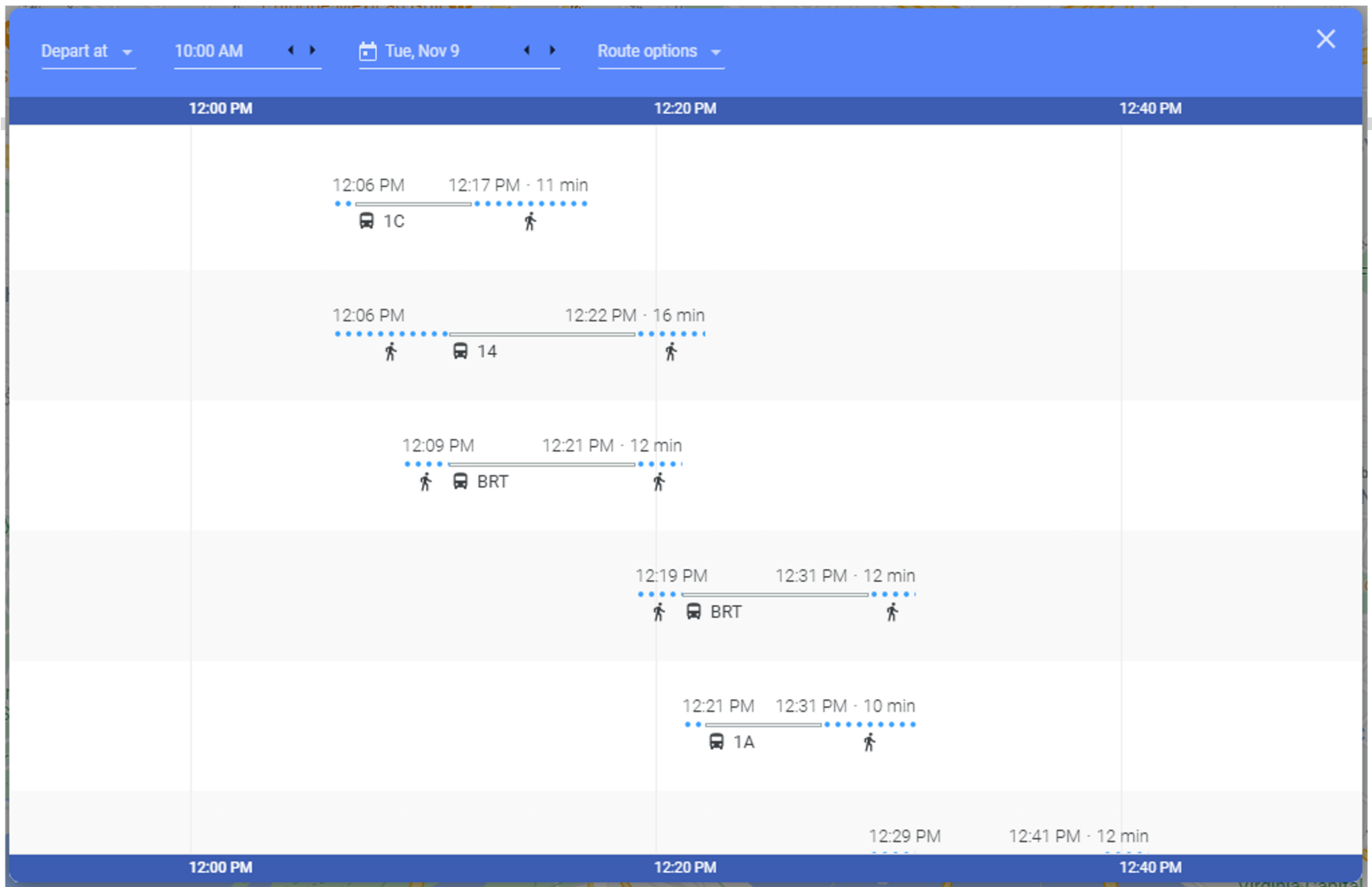
SCHEDULE EXPLORER

- 9:59 AM **Greater Richmond Convention Center**
403 N 3rd St, Richmond, VA 23219
- Walk
✓ About 2 min, 0.1 mi
- 10:01 AM **Convention Center Eastbound Sta...**
 Broad/Main/Rocketts
✓ 8 min (3 stops) · Stop ID: 3514
- 10:09 AM **Main Street Station Eastbound St...**
 Walk
✓ About 2 min, 0.1 mi
- 10:11 AM **Bottoms Up Pizza**
1700 Dock Street Historic, Richmond, VA 23223

Tickets and information

[GRTC Transit System](#) - [Ticket information](#) - 1 (804) 358-4782





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



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)

Chesterfield County Citizen Information and Resources

Mobility Services - Access On Demand



Mobility Services - History

Access Chesterfield

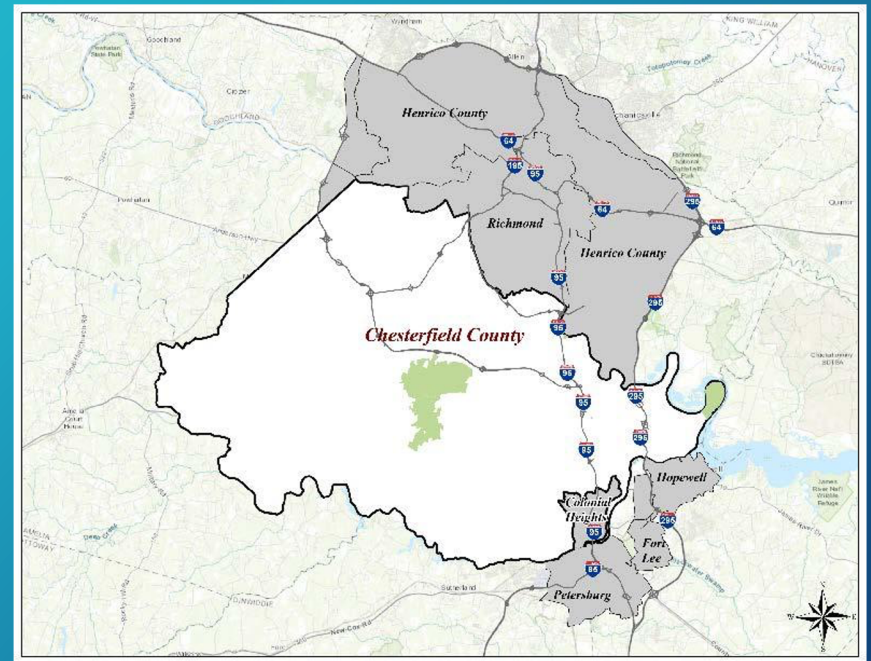
County Resident

- 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.

Access Chesterfield
Chesterfield County
Shared-Ride Transportation Service

VOUCHER 000000

Unauthorized changes may result in voiding of this voucher.

ID # _____
(Must be completed)

*Please fill in the top portion **before** the van arrives.*

Print first name: _____ Last name: _____ Aide ☐ yes ☐ no

Pickup at: _____ Going to: _____

FOR DRIVER USE ONLY			
Trip date: ____/____/____	Arrival time: _____	Drop-off time: _____	<input type="checkbox"/> Late trip
Driver's name: _____		Driver's signature: _____	

 Call Dependacare Transportation at 804-745-1818 to schedule a ride.
One voucher is required for each one-way trip. Please give the voucher to the driver.

ACCESS
CHESTERFIELD

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 inhouse transportation to the Goodwill-Uber Pilot

Mobility Services

“Access on Demand”

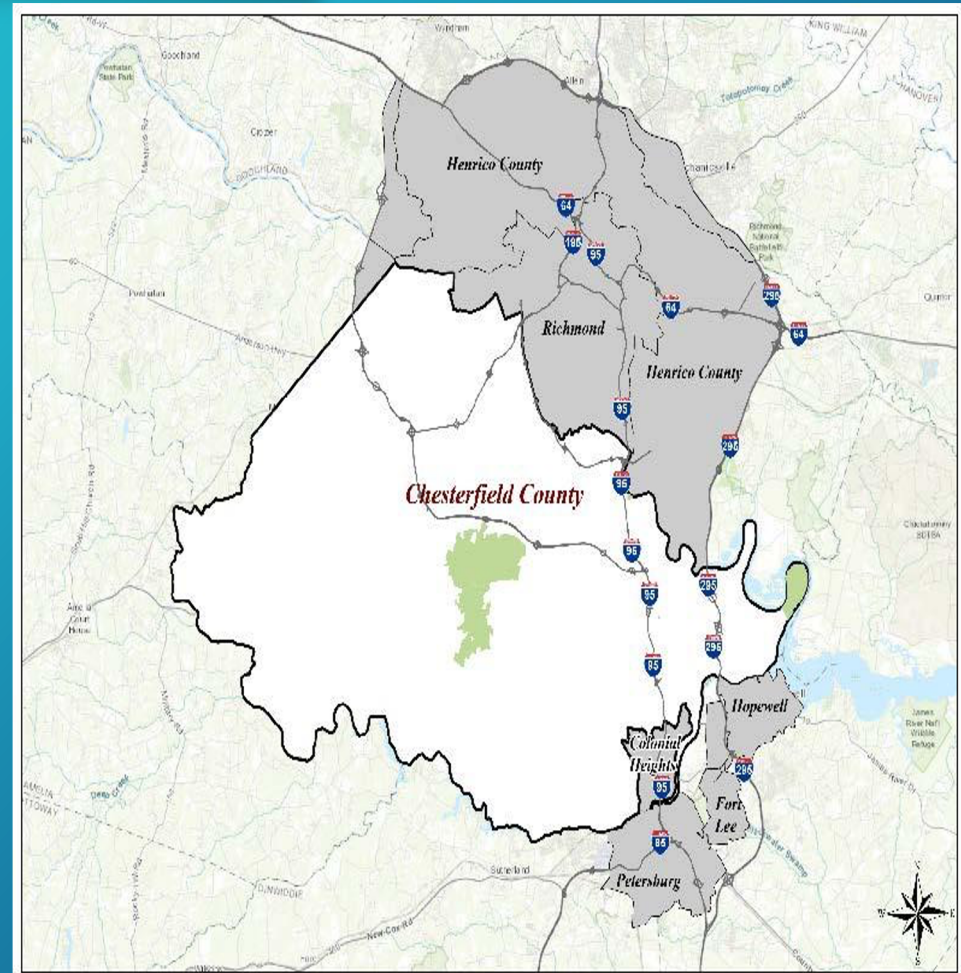
- Same day, door-to-door, point-to-point service
- Choice of four vendors
- Pay with a debit or credit card - Cost is \$6 for each one-way trip
- **Medical and employment trips: Monday-Sunday, 24/7**
- Other services: Monday-Friday, 5:30 a.m.-7:30 p.m. and Saturday, 7:30 a.m.-7:30 p.m.



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

Service	Paid Trips	Total Miles	Avg. Miles	Total Paid to Vendors	Voucher Sales (Revenue)	Average Cost Per Trip
Access Chesterfield	33,075	401,478.37	12.14	\$1,123,960.20	\$242,050.95	\$26.66
Access On Demand	32,493	396,983.62	12.22	\$777,601.50	N/A	\$23.93

Mobility Services

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



Karen Michael
@KMWorkLaw

[@ChesterfieldVa](#) Thank you for serving your citizens with mobility needs. My mother can only be transported via wheelchair van. In past holidays private services promised to come but didn't show up. Your service through Dependacare was amazing & on time! We value this initiative!

7:44 AM · Nov 29, 2019 · [Twitter Web App](#)

Mobility Services

For more information go to:

www.chesterfield.gov/MobilityServices or

Call the Mobility Services @ 804-706-2796