



**VIRGINIA**  
Coordinated Human  
Services Mobility



# VIRGINIA COORDINATED HUMAN SERVICES MOBILITY PLAN UPDATE 2018

# AGENDA

## THE PLAN FOR TODAY

- Welcome and Introduction
- Background and Purpose - What is a CHSM plan?
- Small Group Exercises
  - Values
  - Identifying Needs, Obstacles, and Strategies
- Plenary Report-Out
- Summary & Next Steps

# AGENDA

## WORKSHOP OUTCOMES

- Updated list of services and resources
- Updated list of unmet needs or gaps in service
- Understand the obstacles preventing success
- Revised set of strategies for the region
- List of priority projects to move forward





# WHAT IS A CHSM PLAN?

A COORDINATED PLAN WHICH:

- Seeks to “identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding implementation.” (FTA, 2106)
- Is required to receive federal funding

# WHAT IS A CHSM PLAN?

A COORDINATED PLAN MUST BE:

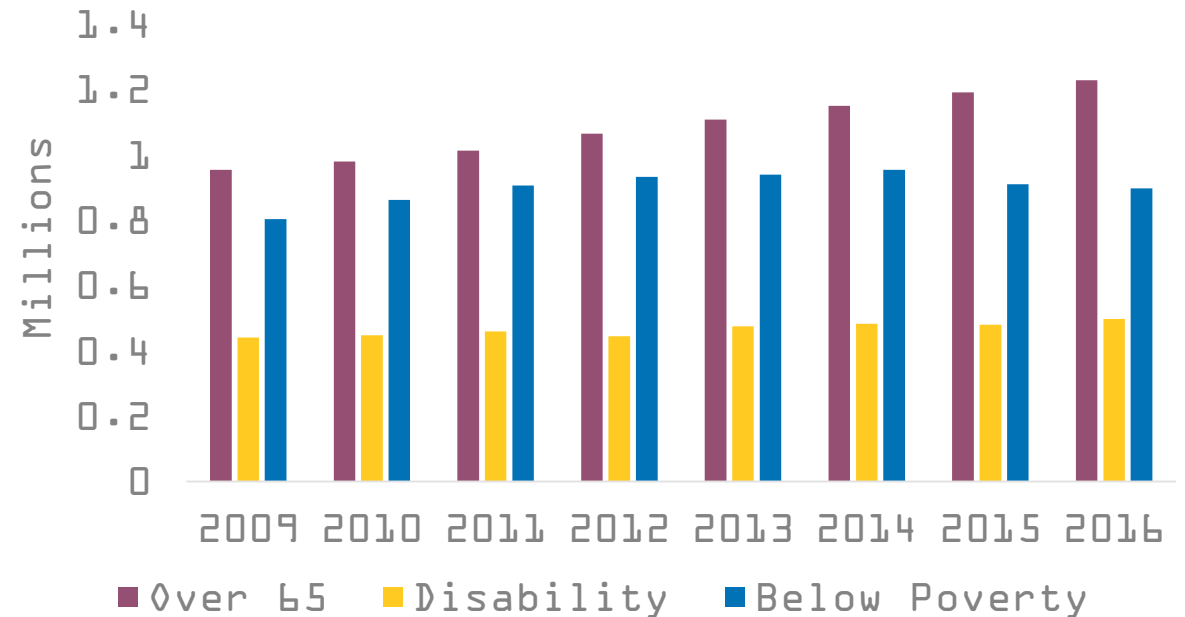
- Locally developed
- Include participation by:
  - Seniors
  - Individuals with disabilities
  - public-, private-, and nonprofit-transportation providers
  - Members of the public

# MOBILITY IN VIRGINIA

## VIRGINIA BY THE NUMBERS (2016)

- Total Population: 8,301,301
- 65 and Over: 1,144,817
- With a disability: 915,366
- Below the Poverty Line: 896,440

Change in Population 2009 - 2016

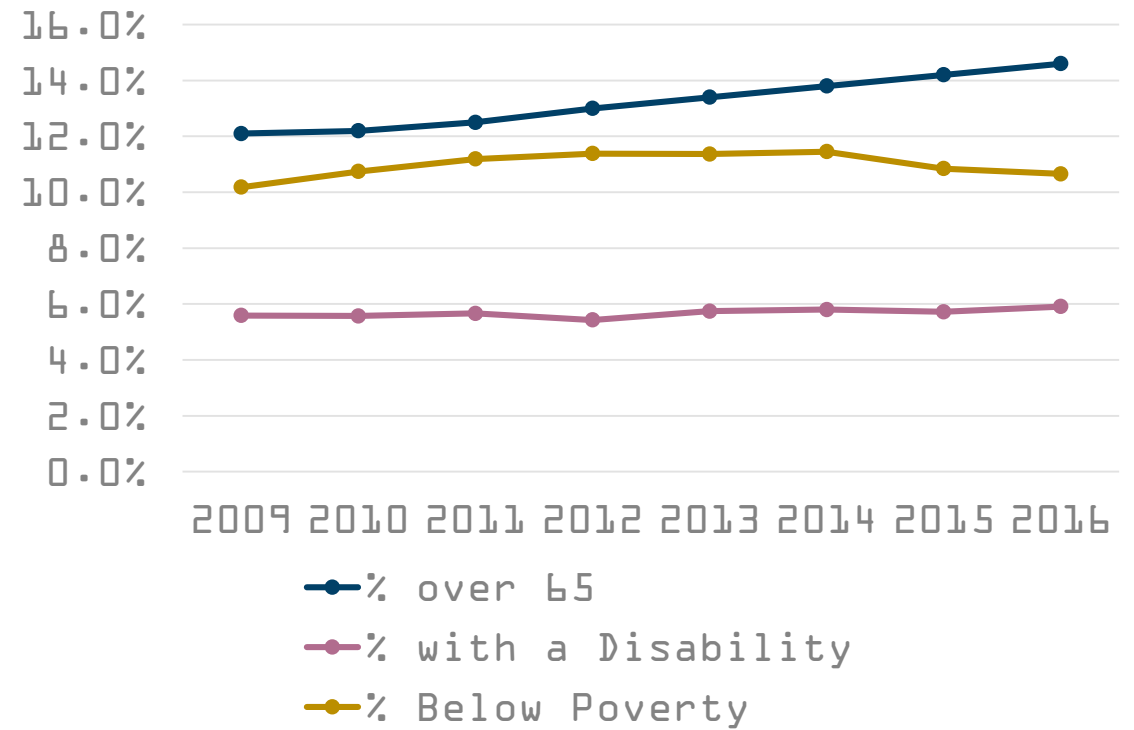


# MOBILITY IN VIRGINIA

## VIRGINIA BY THE NUMBERS (2016)

- Total Population: 8,301,301
- 65 and Over: 14.6%
- With a disability: 5.9%
- Below the Poverty Line: 10.7%

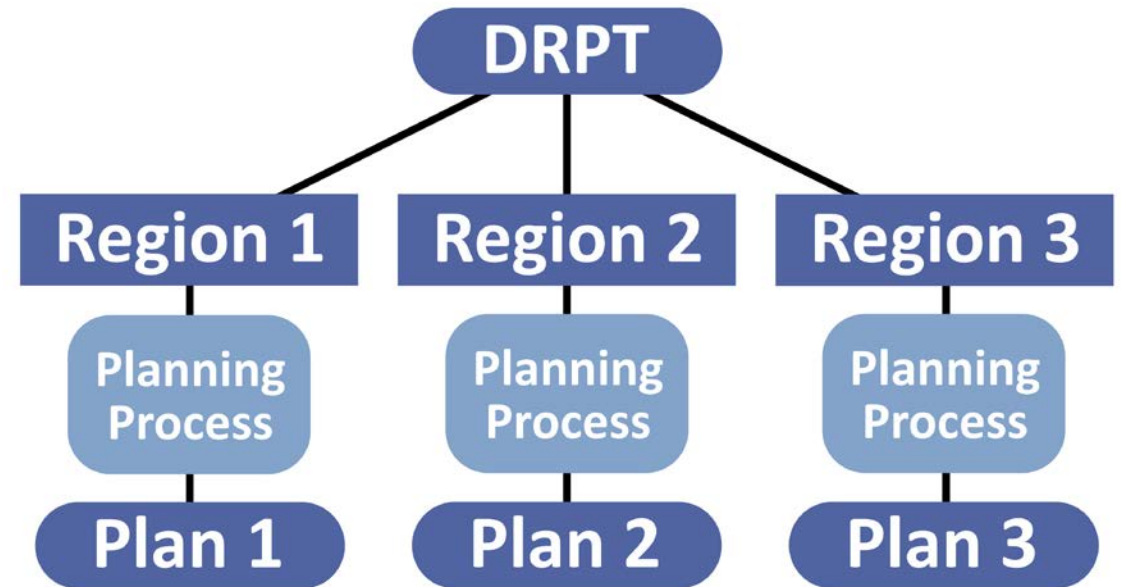
% of Total Population 2009 - 2016



# PREVIOUS APPROACH

DRPT FUNDED 19 INDIVIDUAL STUDIES  
IN REGIONS ACROSS THE  
COMMONWEALTH

- Successes:
  - Diversity in Feedback
  - Created high localized solutions
- Drawbacks:
  - Limited coordination between regions
  - Similar recommendations - redundancy

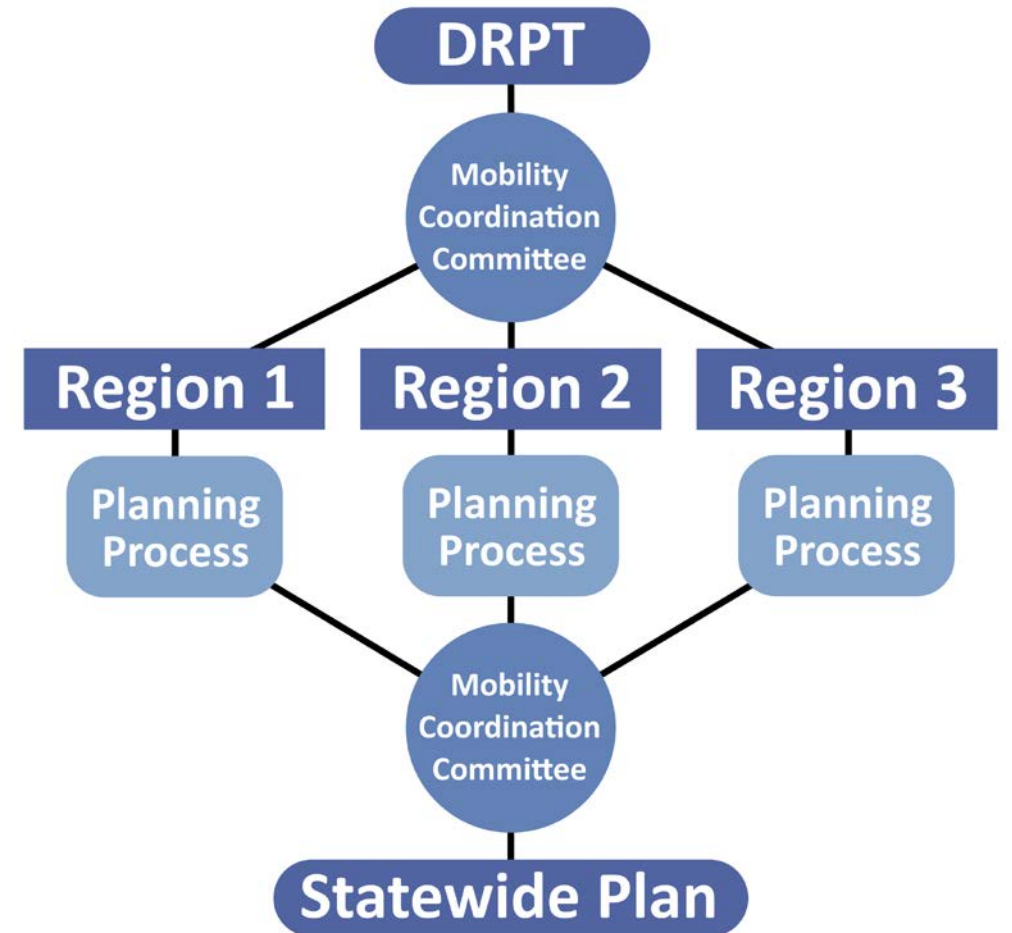




# NEW APPROACH

A SINGLE, COMPREHENSIVE PLAN WITH REGION ELEMENTS

- Advantages:
  - Maintains ability to highlight region-specific issues
  - Allows focus on larger, statewide issues
  - Promotes coordination between regions and between agencies statewide
  - Better aligned with existing statewide service delivery mechanisms and systems



# MOBILITY IN VIRGINIA

## KEY THEMES

- Aging Population
- Rural Mobility
- ADD MORE...

# CHSM REGIONAL MAP

# WORK APPROACH

## TIMELINE

- **Socio-economic and Demographic Analysis:** June - August, 2018
  - Geographic and Trend Analysis
- **Public Outreach:** July - November, 2018
- **Interactive Mapping Tool:** June - February, 2019
- **Statewide Plan with Regional Elements:** March - December, 2018
- **Interagency Coordination Framework:** December - February, 2019A





# WORK APPROACH

## PUBLIC OUTREACH STRATEGY

- Statewide Mobility Coordination Committee
- Regional Conference Calls and Workshops (Providers)
- Statewide Focus Groups - Topics
- Community Conversations (Users)
- On-Board Surveys (Users)

# WHAT WE'VE HEARD

## STATEWIDE ISSUES

- Statewide funding mechanisms and eligibility
- Long distance and cross jurisdictional service provision
- Long-term or chronic illness care
- Daily transportation needs
- Limited cooperation from private sector



# VISION

COMPLETE THE SENTENCE:

“Human services mobility is important to me because...”

“At the end of the planning process I would like to see a plan that...”





# WOSP ANALYSIS

## IDENTIFYING GAPS, OBSTACLES, STRATEGIES & PROJECTS

### 1. WHO, WHAT, WHERE (GAPS)

- Who in the region is not being sufficiently served?
- What types of trips and destinations are most difficult to provide?
- Where in the region is service insufficient or is it difficult to provide trips?

### 2. OBSTACLES

- What are the obstacles or barriers to service provision for these groups, destinations and geographic areas?

### 3. STRATEGIES

- What general strategies can be implemented to overcome obstacles. Use the list of strategies from the 2013 CHSM Plan as a starting point.

### 4. PRIORITY PROJECTS

- What specific projects can be launched that would help move the strategies forward and directly address obstacles to success? Use the list of projects from the 2013 Plan as a starting point.





# NEXT STEPS

- **Public Outreach: July - November, 2018**
  - Regional Workshops (Providers)
  - Statewide Focus Groups - Topics
  - Community Conversations (Users)
  - On-Board Surveys (Users)
- Detailed Online Survey
- Interactive Mapping Tool: June - February, 2019
- Statewide Plan with Regional Elements: March - December, 2018
- Interagency Coordination Framework: December - February, 2019A



- Neil Sherman
- Director of Statewide Transit Programs
- [Neil.Sherman@drpt.virginia.gov](mailto:Neil.Sherman@drpt.virginia.gov)
  
- Brittany Voll
- Program Transit Manager
- [Brittany.Voll@drpt.virginia.gov](mailto:Brittany.Voll@drpt.virginia.gov)