



# Expanding Access to All

Insights from the 2026 Coordinated  
Human Service Mobility Plan

Jess Maffey, Statewide Transit Program Manager  
Evan Tuten, AICP, Statewide Transit Planner



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# Agenda

- Overview of Human Service Transportation
- Statewide Demographics
- Gaps and Needs
- Recommended Strategies
- Keeping Momentum

# What is Human Services Transportation?

**Transportation options designed to meet the needs of transportation disadvantaged populations including older adults, people with disabilities, and individuals with lower incomes.**

## **Human Services Transportation Includes:**

- Public Transportation
- Paratransit
- Dial-A-Ride
- Non-Emergency Medical Transportation
- Door-to-Door or Curb-to-Curb services

## **Services can be provided by:**

- Public Transportation Agencies
- Area Agencies on Aging
- Local or regional government bodies
- Private Nonprofit Organizations
- Volunteer Driver Networks

# FTA Section 5310 Program Overview

- **Program Purpose**

- To improve mobility for **seniors (65+)** and **individuals with disabilities** by removing barriers to transportation and expanding the available transportation options

- **Eligible Activities**

1. **Capital – Vehicle**

Replacement or expansion vehicles for transportation to the eligible population

2. **Other Capital**

Mobility management (one call/one click, travel training, trip coordination, planning); contracted transportation; other capital purchases, such as software

3. **Operating**

Direct transportation expenses for the approved project, or reimbursements for volunteer drivers or vouchers for clients



# FTA Section 5310 Program Overview

- **Eligible Applicants**
  - Private nonprofit organizations
  - State or local governments
  - Public transportation operators
- **Funding**
  - DRPT receives all the 5310 funding for the Commonwealth, with the exception of DC Metro area (MWCOCG)
  - Approx. \$10M federal, \$3M state match
- **Planning**
  - Projects selected for funding must be consistent with and included in **regional plans or a state-level coordinated plan**



# What is the Coordinated Human Service Mobility Plan?



- March 2025-February 2026: DRPT completed statewide plan
- Identifies transportation needs of individuals with disabilities, older adults, veterans, and people with low incomes.
- Provides strategies for meeting transportation needs and creates prioritization for funding and implementing transportation services.
- 5310 program requirement.

# Accessible Engagement is Core to the CHSM

CHSM team collected input from riders and providers on mobility needs, service gaps, and priorities through several means:

- Surveys
- Digital Convenings
- Physical Convenings
- Pop-Up Events

**650+**

SURVEY  
RESPONSES

**400+**

POP-UP EVENT  
PARTICIPANTS



- **10%** of provider respondents were transit agencies.
- **30%** of provider respondents were AAAs or CSBs

# Ongoing Engagement is Core to the CHSM

## Interagency Advisory Group (IAG)

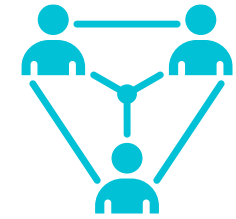
- Included state agencies, human service and transportation providers, nonprofit organizations.
- Highlighted needs around funding, local trip accessibility, partnerships, and technical assistance.

## Mobility/Case Manager Advisory Group

- Identified regional challenges: driver shortages, limited non-medical trips, jurisdictional travel barriers, volunteer capacity, and rural/urban access gaps.



**Interagency  
Advisory Group**



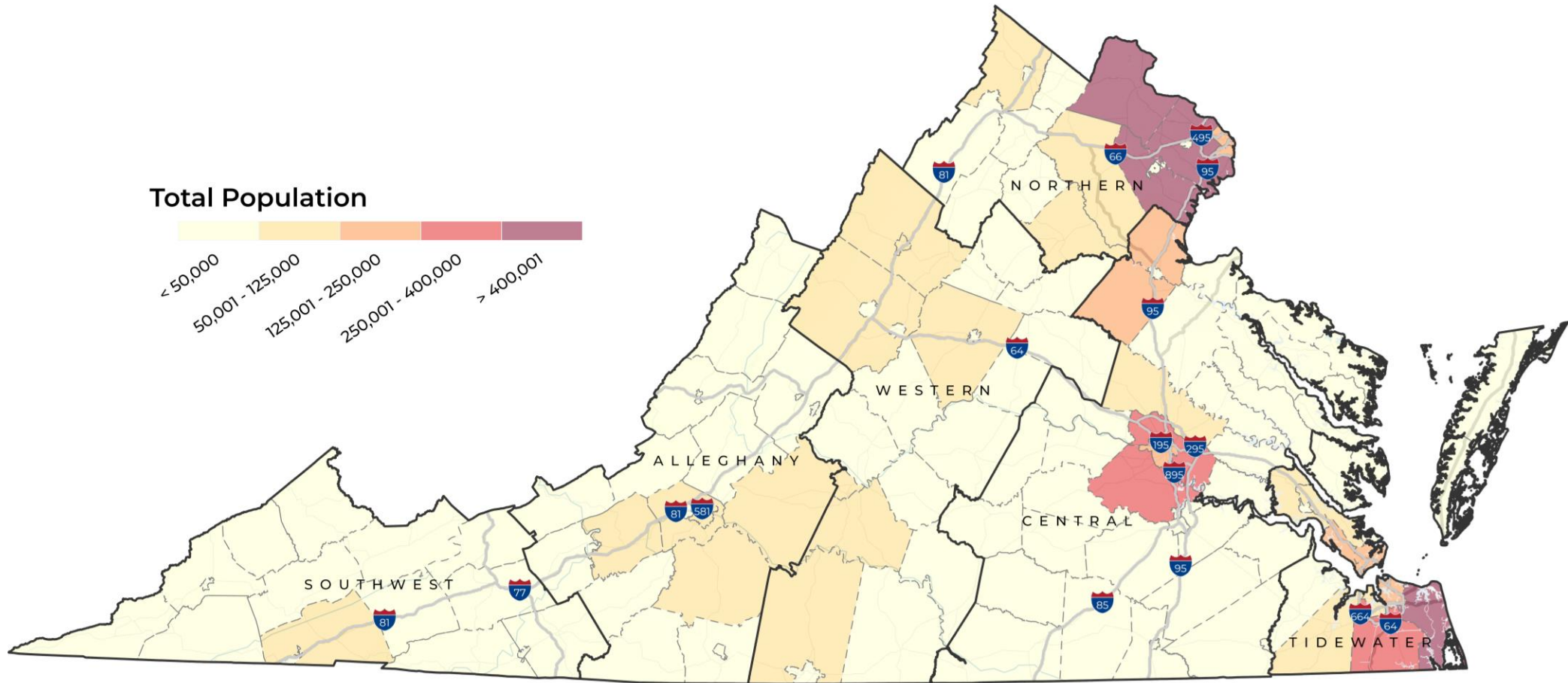
**Mobility/Case  
Manager  
Advisory Group**



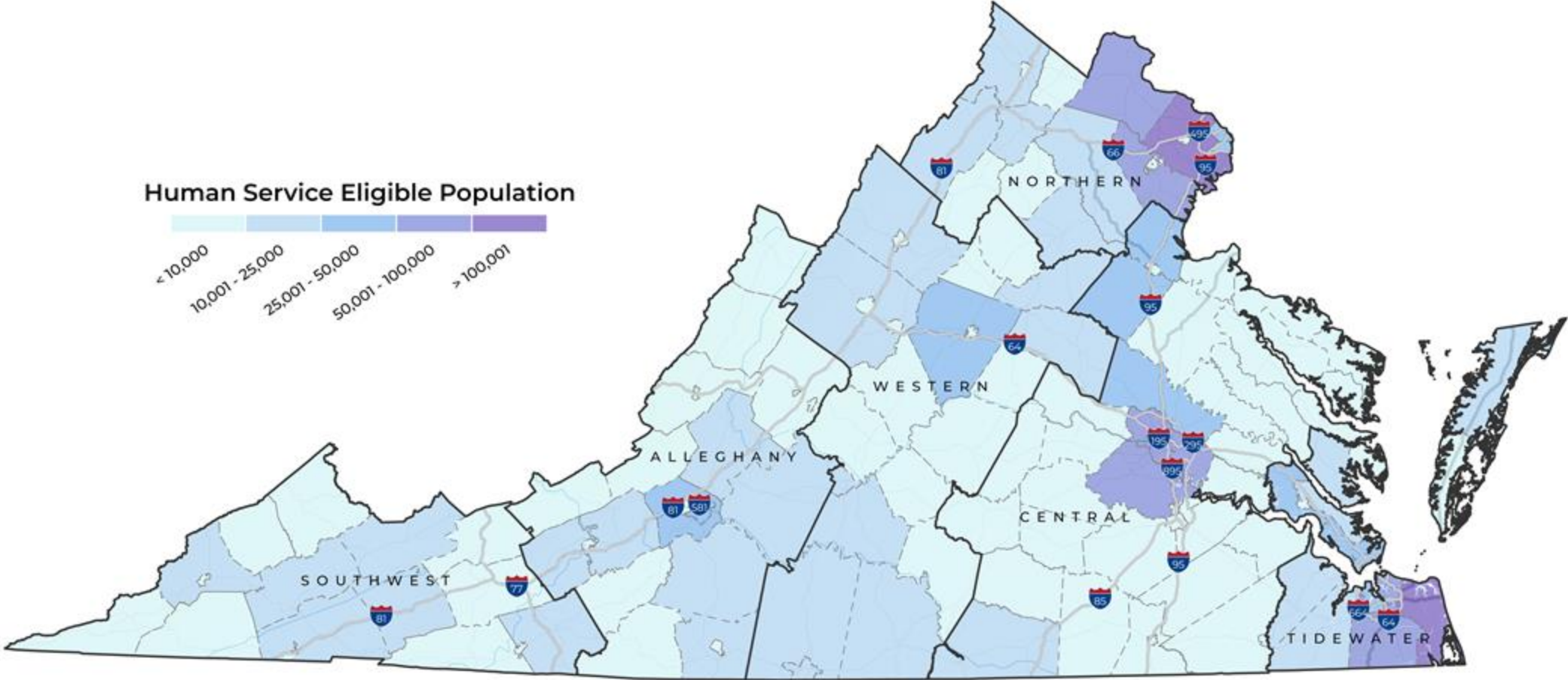
# Statewide Demographics

*Who relies on human services  
transportation and where do they live?*

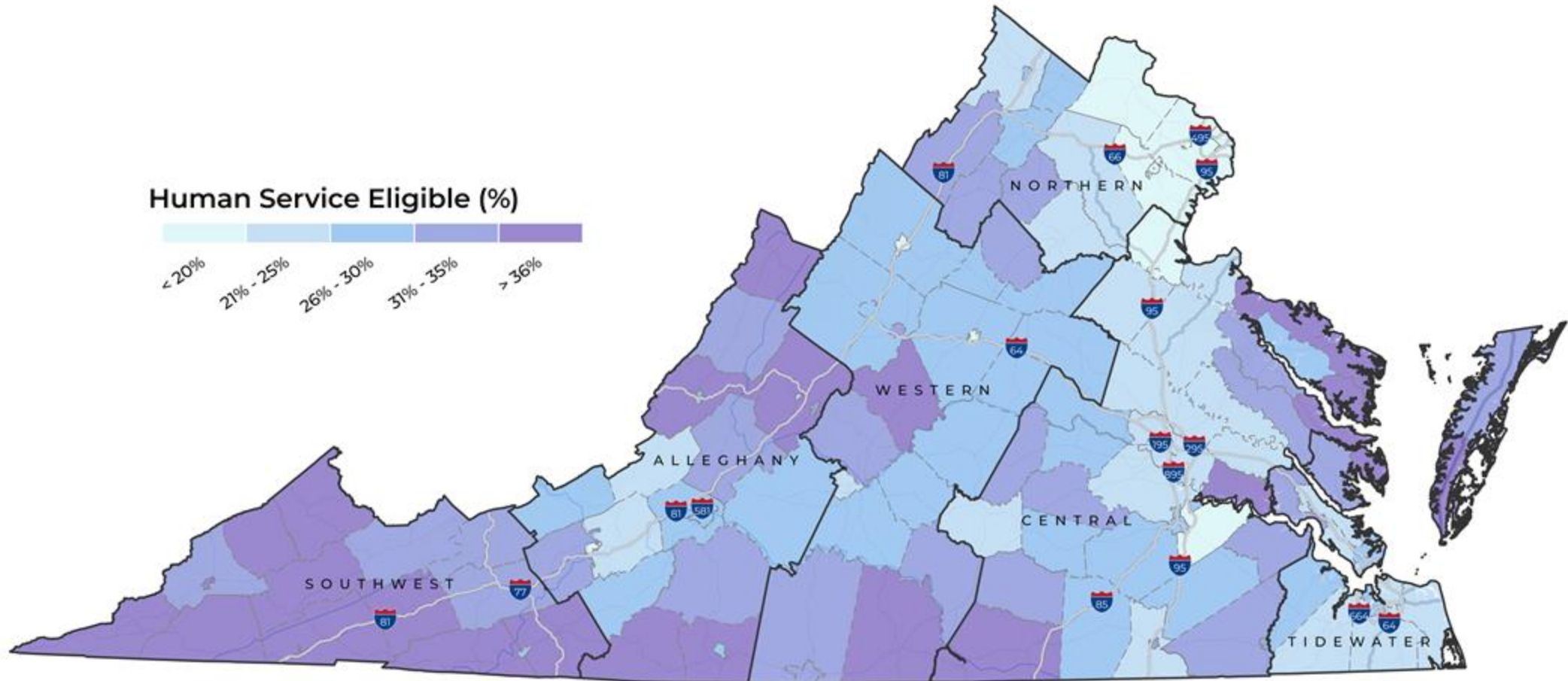
# Almost 9 million people live in Virginia



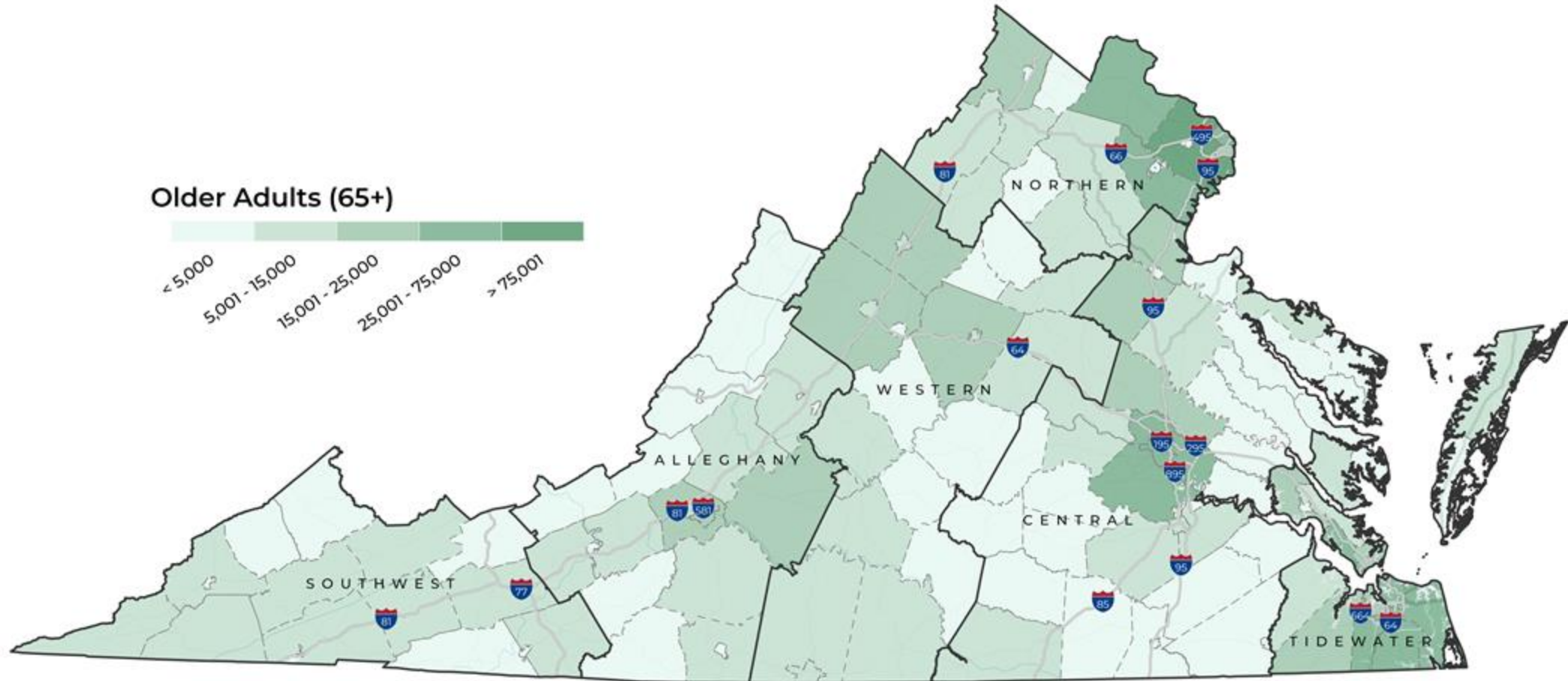
# 2 million Virginians have a disability or are older than 65



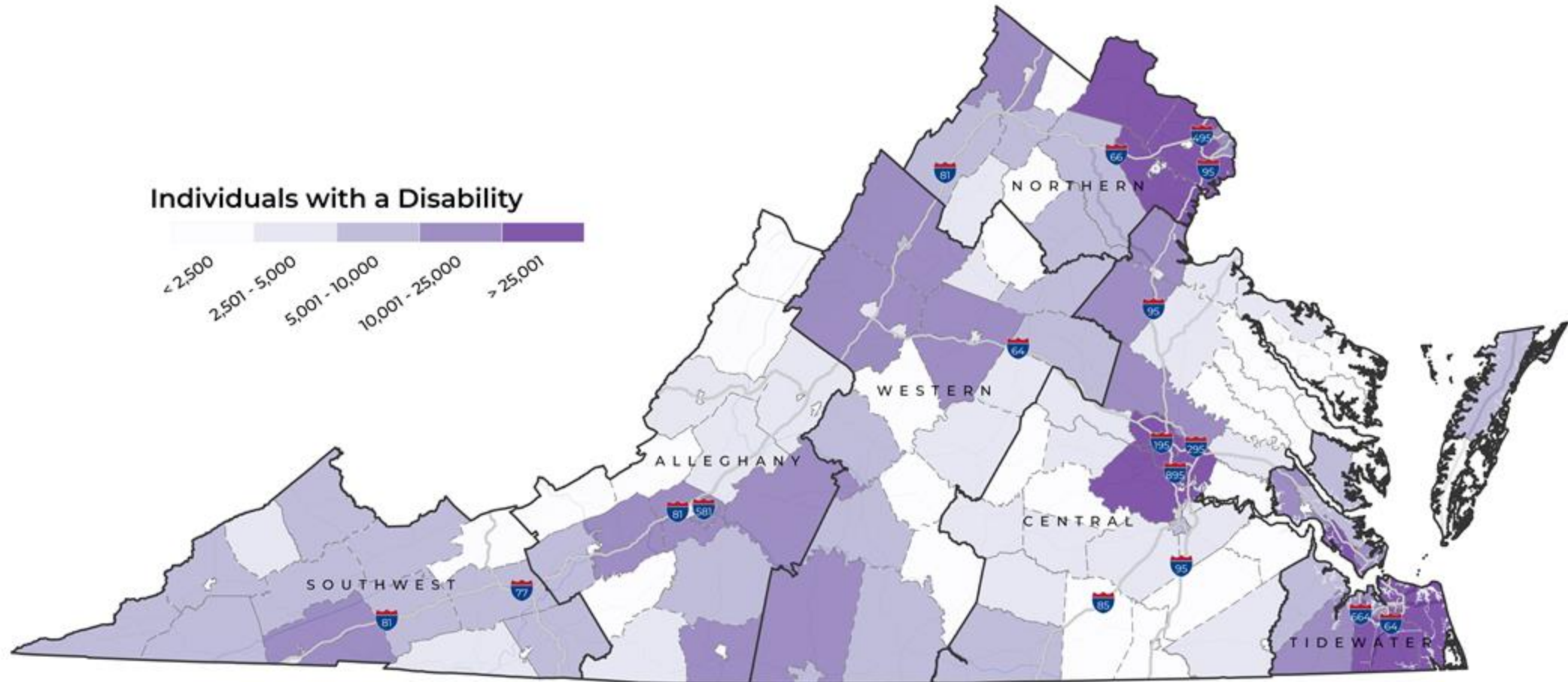
# Over 1/4 of Virginians may be eligible for HST



# 1.5 million Virginians are older than 65

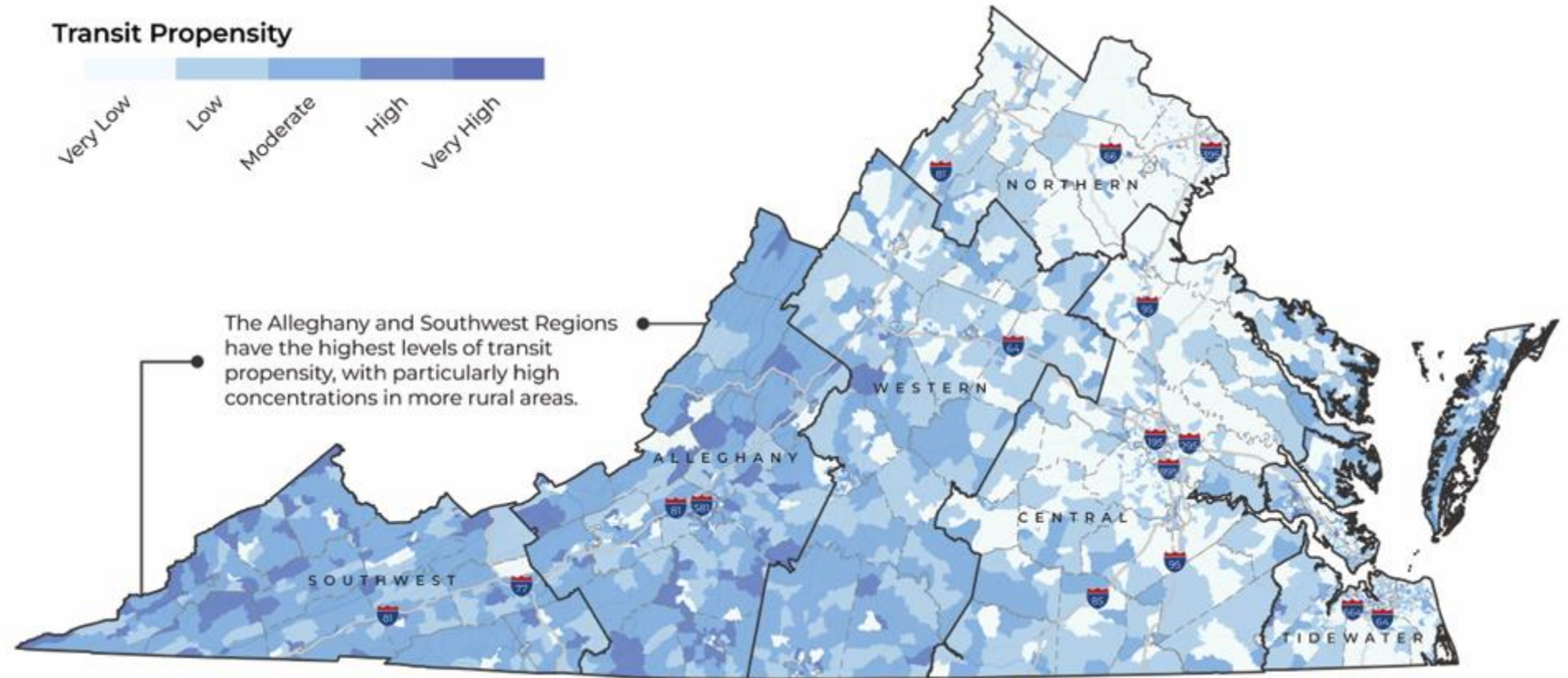


# 0.9 million Virginians have a disability

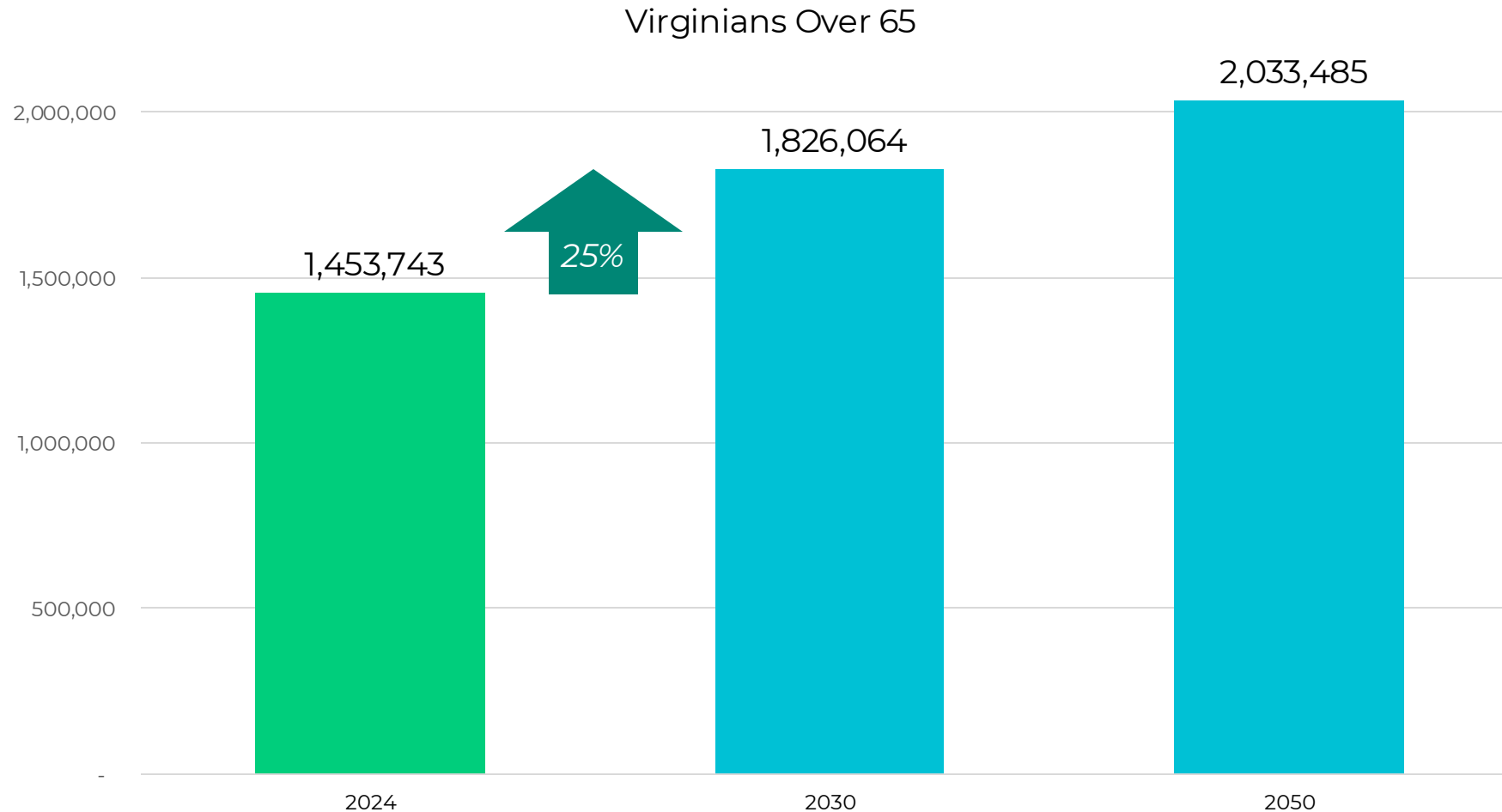


# Other factors also influence need for human services transportation

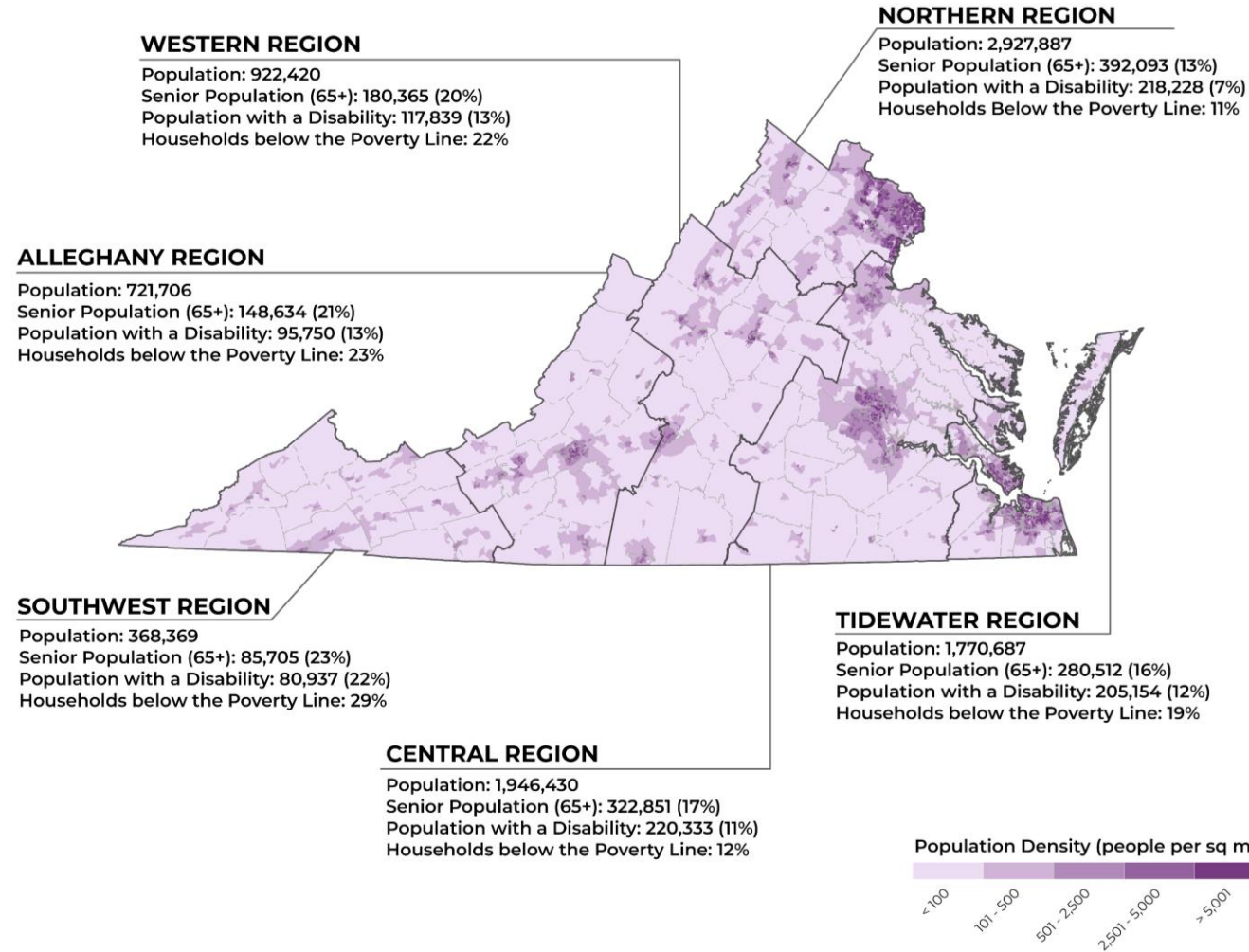
Zero-car households  
Low-income  
Population density



# Demand is expected to increase as Virginia ages



# See the CHSM plan or StoryMap for more detailed demographics by region.



# Gaps and Needs

*What we heard from riders and providers.*

# Demand Outpaces Capacity



**“Transportation service (such as buses) that travel outside of our service area ... is sorely needed. The number of aging citizens who are unable to drive long distances is growing.”**

- Existing transportation services can be limited in terms of days operating, service hours, cost, and travel distance.
- Limited capacity restricts independence, access to medical care, and employment opportunities.
- Rural areas face less transit coverage and frequency, some without any providers.

# Staffing Shortages Strain Provider Capacity

- Providers struggle to recruit and retain drivers and support staff.
- Limited staff availability for additional coordination meetings or activities.
- Turnover leads to institutional knowledge loss, further reducing capacity.



“Difficulty in **recruiting dedicated workforce**. Time needed to implement and **maintain a volunteer driver program.**”

# Coordination Challenges Limit Efficiency



**“Better training of transportation employees** in properly assisting those who are challenged and safe access to vehicles of transport.”

- Human service providers do much more than provide transportation:
  - Case management, day programming, operate residential facilities, employment services, recreation opportunities, nutrition assistance
- Roles and responsibilities may be unclear at different points.
- Providers may provide additional case management for their riders, reducing capacity for core functions.

# Unclear Information Hinders Riders

- Riders or caregivers are unaware of available transportation options, particularly for human service transportation.
- Riders are unsure of how to make regional connections or statewide trips.
- Riders and organizations struggle to find consistent information across transportation providers.



**“More visible public information presence.** I get the feeling that there are services offered but I'm not sure if my wife can take advantage of them with mobility problems.”

# Funding Gaps Limit Growth and Reliability



**“Financial limitations** are the primary barriers to expanding services.”

- Limited funding prevents expansion to meet established and growing needs.
- Single-year and competitive funding sources undermine reliability.
- Smaller providers can struggle to meet reporting or other administrative requirements.
- Local transportation funding structures can limit regional options.

# Major Outreach Themes

## Capacity and Accessibility

“Drivers need to have some training so that they can effectively interact with people who might have varied social-interaction needs.”

## Frequency and Reliability

“Reliable services that are on time picking you up so you can be on time. Clean & Safe vehicles with vetted drivers.”

## Cost and Affordability

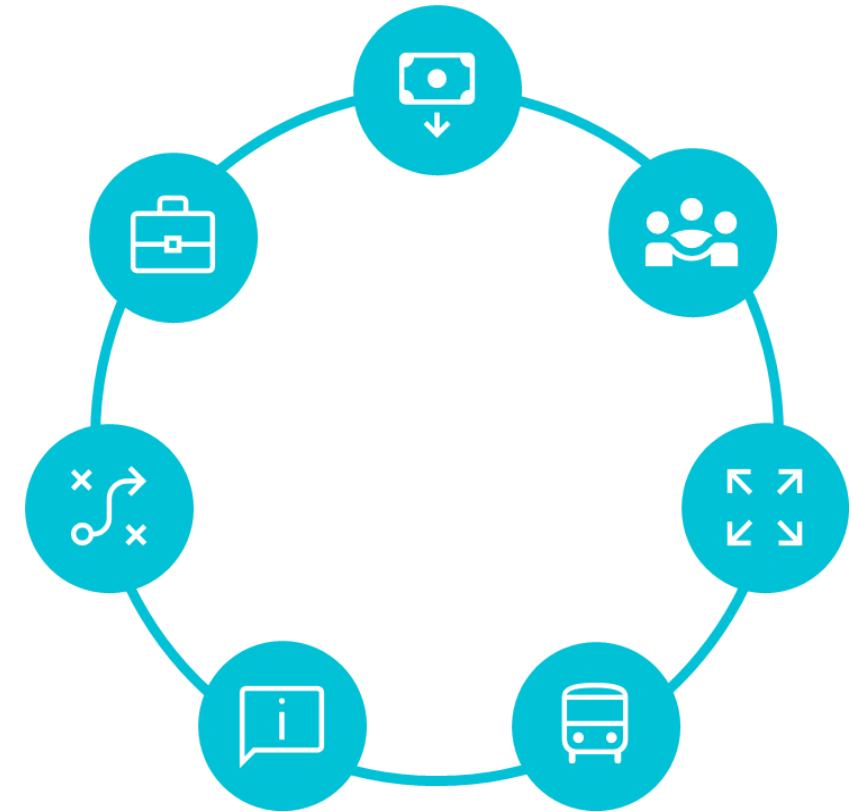
“There aren’t many accessible options for a person who is unable to drive, but also low income and can’t afford to uber everywhere.”

# Recommended Strategies

*Where do human services transportation  
and public transportation overlap?*

# Six CHSM Goals

- Diversify **funding sources** for human service transportation
- Create additional capacity for and expand **existing services**
- Expand **beyond** existing services
- Increased **support** for riders over the complete trip
- **Consistent information** and streamlined distribution
- Bring human service transportation into the **broader planning conversation**
- Structured and consistent **technical support** for riders and providers



# Coordination

## Transportation coordination according to the FTA:

"...multiple entities working together to deliver one or more components of a transportation service so they can increase their capacity to provide trips.

Coordination activities can include:

- sharing passenger trips and vehicles;
- co-location of facilities, programs or services;

Collaborating on-

- grant applications,
- state/local plans,
- training,
- vehicle purchasing or maintenance;
- joint hiring of mobility manager(s);
- federal fund braiding; and more."

Everyone operates with limited resources; FTA encourages and has mechanisms for coordination to improve provider capacity

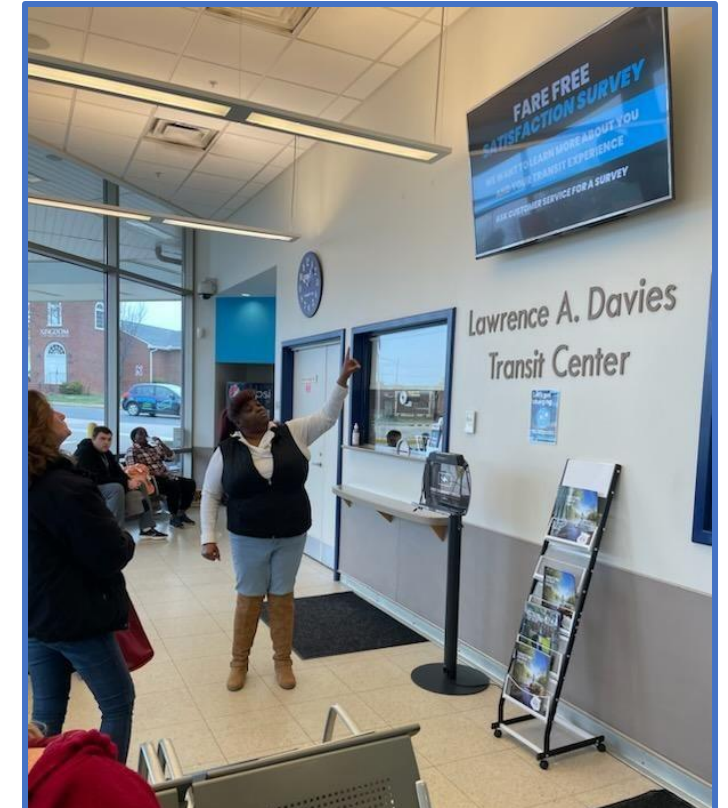
# Coordination revolves around sharing resources



# What can this actually look like for transit agencies?

## Travel Training/Mobility Management

- Healthy Generations Area Agency on Aging (5310) and FXBGO! (5311) in Fredericksburg region
- HGAAA:
  - Refers older adults and people with disabilities to the transportation service(s) that best suit their needs
  - Certified Travel Trainer on staff; she performs travel training for the FXBGO! System
  - Builds relationships with community partners that can benefit from riding transit
  - Participates on FXBGO!'s Public Transit Advisory Board and Services for Underserved Committee
  - Offers FXBGO! the perspective of the community and individualized support for riders



TaMara training students with disabilities who are transitioning out of high school

# What can this actually look like for transit agencies?

## Travel Training/Mobility Management

- PATH program in Charlottesville (TJPDC), Jaunt, and CAT
- PATH:
  - Operates as the mobility management hub, located in the regional planning district commission
  - Offers travel training on transit systems
  - Collects information about what services are missing or most requested; as a result Jaunt is piloting a mid-day service for specific counties (funded by DRPT)
  - Partnering with Jaunt and CAT to launch a "Try Transit" marketing campaign aimed at older adults across the three agencies



PATH partnering with Jaunt for travel training

# Through-Lines

- Partnerships between experts in population needs and experts in transit result in better services
- Measuring and sharing outcomes for all parties to benefit from
- Building technical capacity and relationships across agencies
- Seeking local/regional funding to support shared services
- Establishing relationships and building trust!

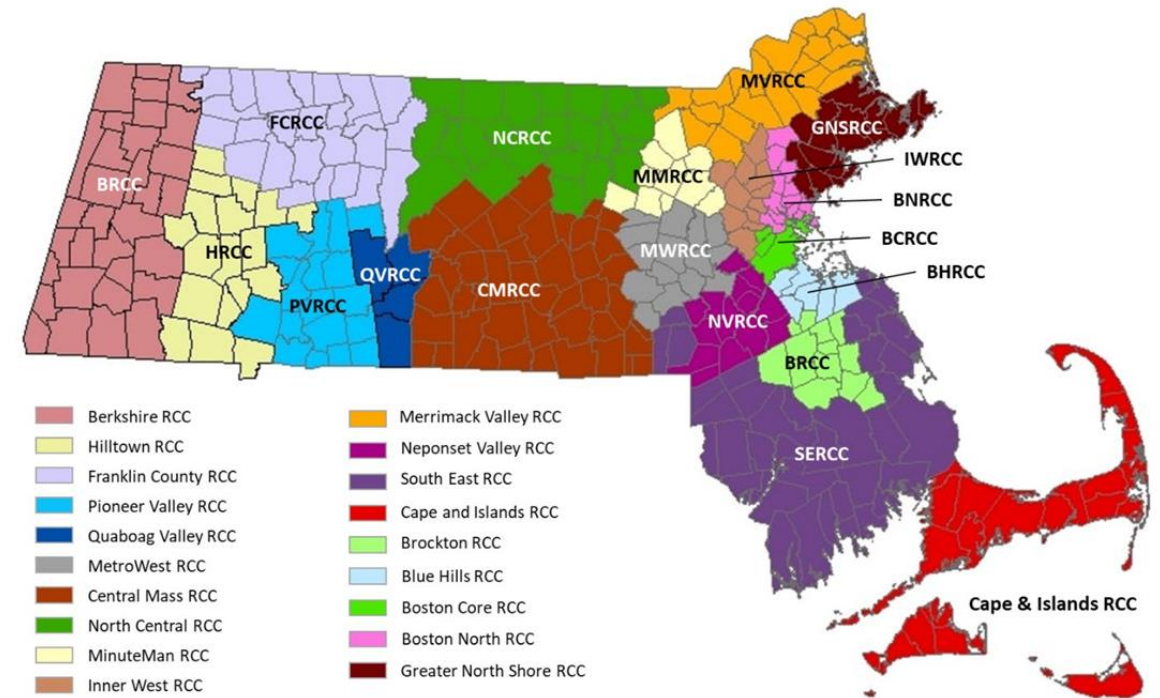
# How can DRPT assist?

- Mobility Management + Travel Training funding
- Shared vehicles/incidental use guidance\*
- Funding for contracted transportation
- Guidance on MOUs and contracting among multiple providers\*
- Funding for volunteer drivers/volunteer driver reimbursements
- Funding for regional planning efforts for human services transportation\*
- Technical assistance on federal fund braiding\*

# How can DRPT assist?

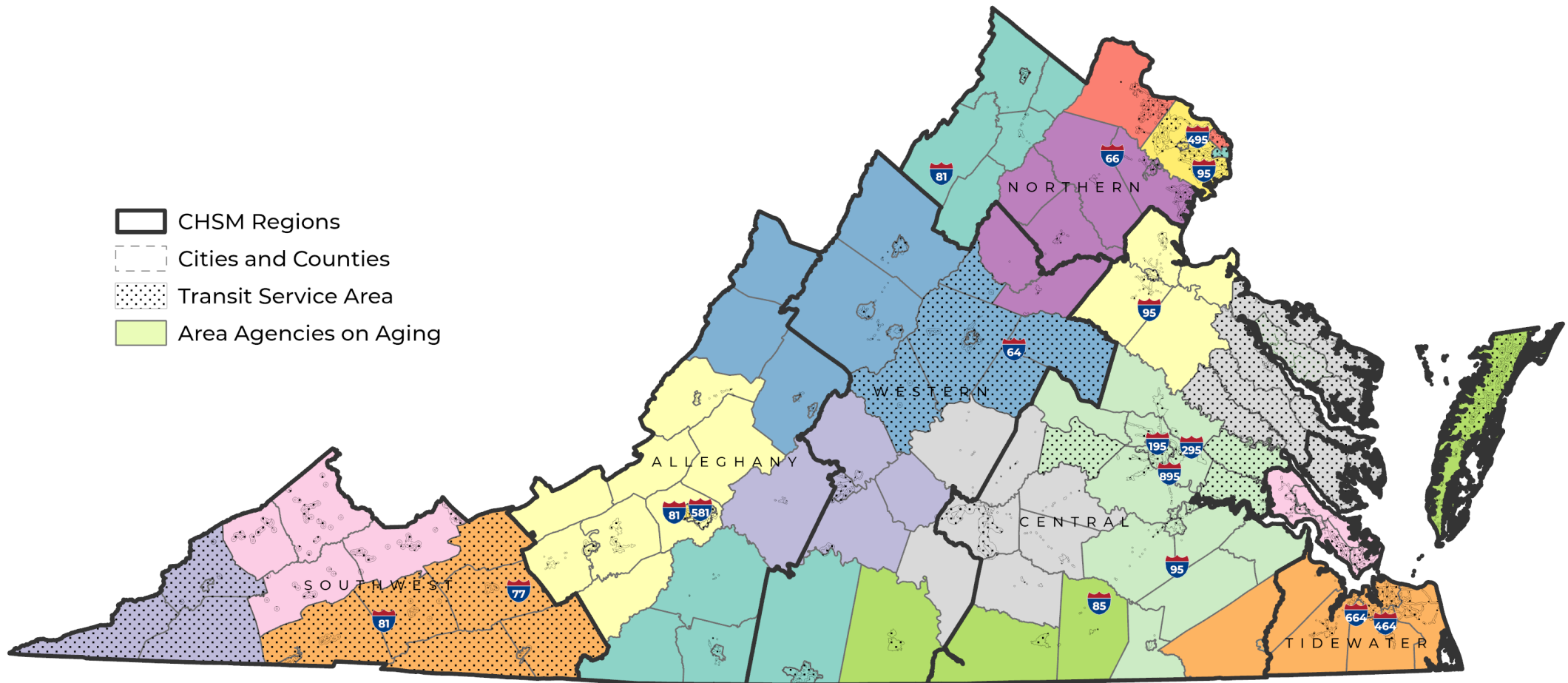
- Statewide, Regional Mobility Management
- "Mobility hubs"/one-call, one-click centers placed in regional entities (PDCS/AAAs..)
- Purpose is to assist riders understanding and accessing all transportation options; strategizing and funding for new or expanded services

Figure 2. Regional Coordinating Councils in Massachusetts



MassDOT, NHDOT, Oklahoma DOT, Ohio DOT:  
Undergone planning efforts to identify regions and  
host organizations for mobility managers

# Regional entities with shared service areas



# Keeping Momentum

*Beyond mobility management and travel training*

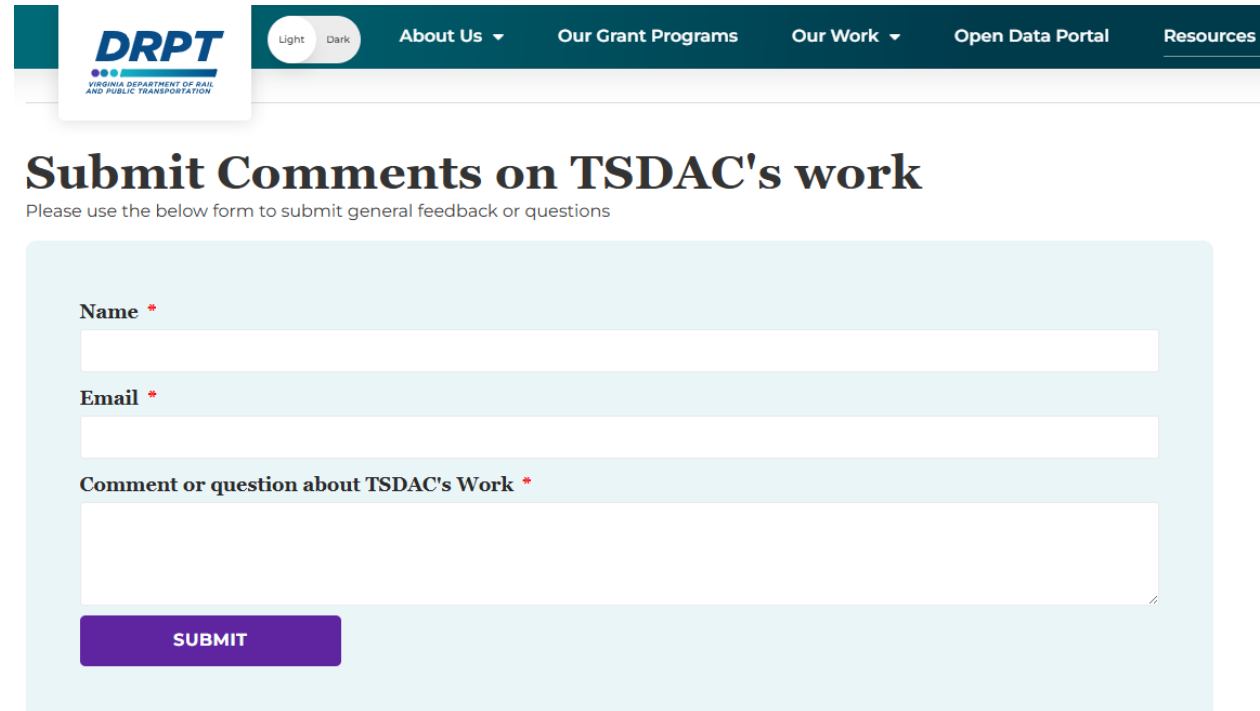
# Keeping Momentum

- DRPT will continue to partner with providers, and state and regional organizations to move the CHSM strategies and actions forward.
- The next comprehensive CHSM update will be in 2029.



# Enhanced Mobility Innovation

- The General Assembly recently amended TRIP to include “innovative approaches to micromobility, specialized transportation, and paratransit.”
- What types of programs or projects would you like to be eligible under this concept?
  - First/Last Mile Connections
  - Curb to Door Support Services



The screenshot shows the top navigation bar of the Virginia Department of Rail and Public Transportation (DRPT) website. The navigation bar includes the DRPT logo, a theme toggle (Light/Dark), and menu items for 'About Us', 'Our Grant Programs', 'Our Work', 'Open Data Portal', and 'Resources'. Below the navigation bar is a section titled 'Submit Comments on TSDAC's work' with a subtext: 'Please use the below form to submit general feedback or questions'. The form contains three input fields: 'Name \*', 'Email \*', and 'Comment or question about TSDAC's Work \*'. A purple 'SUBMIT' button is located at the bottom of the form.

Questions?



*Thank you!*