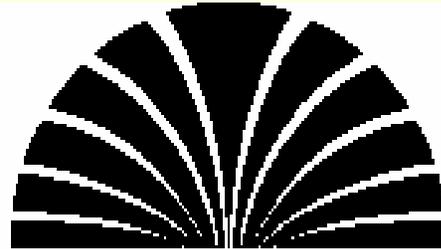

The Virginia Board for People with Disabilities is please to provide information to Disability Commission members on the Board's transportation initiatives and grant project outcomes.



VIRGINIA BOARD FOR
PEOPLE WITH DISABILITIES

Investments

The VBPD invested \$145,000 in two transportation grants, both beginning in July of 2003 and ending in June of 2005.

- **LINKS: Unified Transportation Clearinghouse**
- **Community Transportation Coordination Demonstration Project.**

LINKS: Unified Transportation Clearinghouse

The Board funded the Peninsula Center for independent Living in the amount of \$45,000 to conduct a consumer directed transportation survey, database development and information dissemination program.

Community Transportation Coordination Demonstration Project

Four-County Transit, the transportation department of the Appalachian Area Association for Aging, was funded for \$100,000 to develop a model approach for community-based transportation planning, coordination and deployment as a two year pilot project.

Project Summary: **LINKS: Unified Transportation Clearinghouse**

The LINKS project team developed a survey instrument to capture transportation users' information including mobility needs, demographic information, satisfaction, and barriers to a well coordinated transportation system.

Project Summary: **LINKS: Unified Transportation Clearinghouse**

- 2,500 surveys were distributed by Centers for Independent Living to transportation users throughout Virginia.
- Public forums were conducted in 8 locations in Virginia to capture individual case study evaluations and anecdotal data.

Project Summary: **LINKS: Unified Transportation Clearinghouse**

Noteworthy outcomes of the LINKS project:

- A response rate of 28% to the survey – 695 of the 2,500 surveys sent to transportation users were returned.
- Case study and anecdotal information gathered from the public forums detail real life experiences of people with disabilities using transportation systems.
- A LINKS project final report providing data from survey results, demographics, case study information and recommendations.

Project Summary: **LINKS: Unified Transportation Clearinghouse**

Identified transportation issues and barriers are consistent with those from other reports and surveys. Issues include:

- Lack of transportation has a negative impact on opportunities for employment, socialization and other aspects of full inclusion in community life;
- When fixed-route service gets cut due to lack of funding, people often lose access to paratransit service;
- Some drivers do not secure wheelchair users safely or properly;
- There is a need for sensitivity and customer service training for drivers;
- Lack of evening and weekend service;
- Lack of coordination;
- Bus routes do not connect to all parts of the community or to nearby communities.

Project Summary: Community Transportation Coordination Demonstration Project

Four County Transit is a fully coordinated public transportation system serving a rural four county area. In the organization's seven year history, it has grown from a little known broker of Medicaid Transportation services to a vital community agency with a diverse client base, a focused mission, and multiple funding sources.

Project Summary: **Community Transportation Coordination Demonstration Project**

Two critical factors that impacted their success with achieving coordination:

- Multi-Agency Collaboration & Community Partnerships
- Technology

Project Summary: **Community Transportation Coordination Demonstration Project**

Multi-Agency Collaboration & Community Partnerships

- Four County Transit assumed the lead role in fostering efforts to better coordinate services for people with disabilities.
- They called upon 29 community-based organizations charged with the planning and implementation of a pre-established disability service continuum to provide a representative to guide the coordination process.

Project Summary: **Community Transportation Coordination Demonstration Project**

Multi-Agency Collaboration & Community Partnerships

- **Coordinating Agencies:** Buchanan County Board of Supervisors, Buchanan County Department of Social Services, Buchanan County Disabilities Service Board, Clinch Independent Living Center, Clinch Valley Community Action, Cumberland Mountain Community Services Board, Cumberland Plateau Health District, Cumberland Plateau Planning Commission, Dickenson County Board of Supervisors, Dickenson County Department of Social Services, Dickenson County Disability Services Board, Dickenson County School Board, Generations Adult Day Care, Graham Transit (Town of Bluefield), Lebanon Town Transit, OXBOW Center, Russell County Board of Supervisors, Russell County Department of Social Services, Russell County Disabilities Service Board, Southwest Virginia Community College, Tazewell County Board of Supervisors, Tazewell County Disabilities Service Board, Tazewell County Department of Social Services, Virginia Department for the Blind & Visually Impaired; Virginia Department of Rehabilitative Services, Visually Impaired Support Group (Riders), and Virginia Department of Rail and Public Transportation.

Project Summary: **Community Transportation Coordination Demonstration Project**

Multi-Agency Collaboration & Community Partnerships

A set of guiding principals was agreed upon by the advisory committee, serving as a measure of evaluation for the committee's success. These principles included that the priority setting process:

- be inclusive, building trust and support among stakeholders,
- evolve over time in its complexity and scope,
- have clear and reasonable expectations, and
- provide ongoing communication to all stakeholders in the multi-county service area and beyond when appropriate, by reporting actions taken by the project advisory team

Project Summary: **Community Transportation Coordination Demonstration Project**

Multi-Agency Collaboration & Community Partnerships

During the process to achieve coordination Four County Transit attended Board of Supervisors' meetings in each County to gain local support and funding resources that could be used as match to leverage federal dollars.

They were awarded the VBPD Coordination Grant. How did the grant support their coordination efforts?

Project Summary: **Community Transportation
Coordination Demonstration Project**
Technology

Four County Transit developed a software package titled Cori to support their coordination efforts. This technology played a big role in their ability to become more efficient as a transportation provider and to measure and document success.

(www.coriinc.com)

TRACI: KEY FEATURES

(www.corriinc.com)

Vehicle/Maintenance Management:

- Complete tracking of fuel, maintenance/service and expenses
- Essential inspection & registration renewals
- Disposal/Salvage/Sale information
- Optimal match of van according to maintenance requirements
- Vehicle service forecasting
- Pinpoint underutilized equipment

Advanced Scheduling:

- Schedule trips in real time
- Automatically generate schedules
- Quickly adjust schedules to accommodate detours and cancellations
- Use and track detailed client information including special needs, mobility aids, funding services, trip history and more
- Calculate accurate arrival and delivery times
- Optimize vehicle use with more passengers per hour
- Minimize dead runs
- Create efficient roster lists

TRACI: KEY FEATURES

(www.corriinc.com)

Streamline Management Operations:

- Track grant/funding source by client
- Break down exact transportation cost by expense type
- Check asset utilization
- Forecast performance of future routes and equipment requirements
- **Advanced Personnel Management:**
- Track personnel vehicle assignments, work locations, driver history, certifications, training and employment information
- Track employee accountability
- Track shift, start/stop time and hours worked
- Isolate efficient and problematic drivers

TRACI: KEY FEATURES

(www.corinc.com)

Accurate, Real-time Reporting:

- Numerous industry-specific reports
- Generate reports in user-defined and desired formats
- Reports for internal and external purposes
- Rich customized and integrated reports to meet your needs

Automate Payroll Process

Automate Billing Process

Project Summary: **Community Transportation Coordination Demonstration Project**

Results:

- Four County Transit increased one-way passenger trips by 57% and reduced total mileage required to achieve increase in services by 71%.
- Four County Transit credits their success in large part to the tracking and scheduling software they developed

Project Summary: **Community Transportation Coordination Demonstration Project**

Four County Transit: A Performance Comparison

2001 – Pre-Coordinated System

- **One-way Passenger*
Trips Provided: 25,444**
- **Total Mileage: 1,185,673**
- **Van Drivers: 34**

- **Unduplicated passengers*

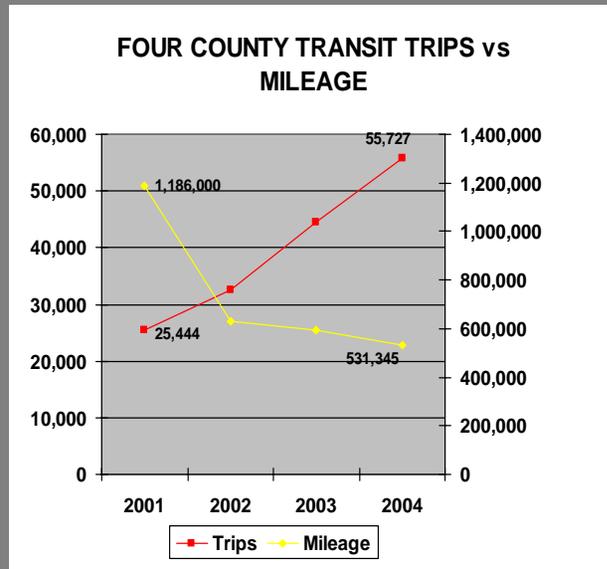
2004- Fully Coordinated System

- **One-way Passenger*
Trips Provided: 55,727**
- **Total Annual Mileage:
531,345**
- **Van Drivers: 35**

- ** Unduplicated passengers*

Project Summary: Community Transportation Coordination Demonstration Project

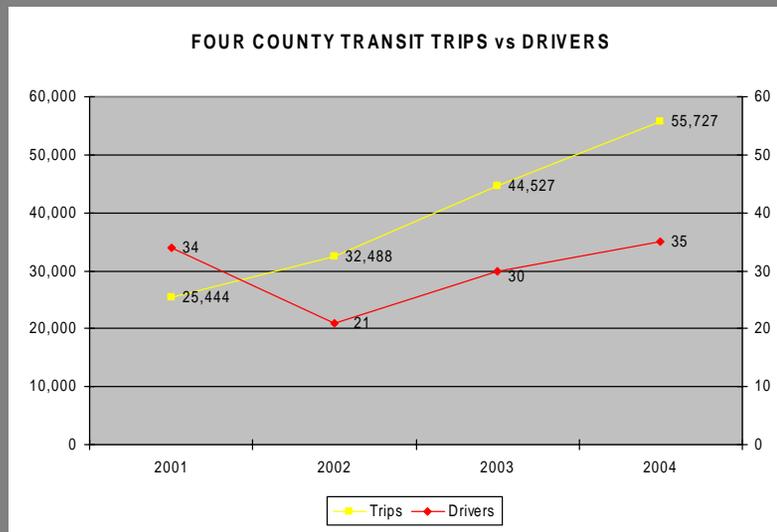
Trips vs. Mileage: The Visible Difference Technology Makes Comparing 2001 to 2003



By 2004, Four County Transit provided 55,727 one-way trips and accrued only 531,346 miles on their fleet.

Project Summary: **Community Transportation Coordination Demonstration Project**

Trips vs. Drivers: The Visible Difference Technology Makes Comparing 2001 to 2003



Following coordination, Four County Transit was able to provide 46% more trips with one more van operator (comparing 2001 to 2004).

Project Summary: **Community Transportation Coordination Demonstration Project**

Current Stats: Data presented is for program year
July 1, 2004 – July 30, 2005:

- Four County Transit is providing seven fixed route services which include service throughout their multi-county area.
- Service Area Size: 1830 sq miles in Buchanan, Dickenson, Russell, and Tazewell Counties
- One-Way Trips Per Year: 94,060
- Annual Expenses: \$1.47 million
- Number of Vehicles: 53

Transportation and Housing Alliance

In July of 2005 the VBPD awarded the Thomas Jefferson Planning District Commission with a \$100,000 18 month grant to develop the **Transportation and Housing Alliance.**

Transportation and Housing Alliance

Goal:

To develop a Transportation and Housing Alliance (THA) that will serve as a conduit of information, resources, technical assistance and education. The THA will make public policy recommendations in the areas of transportation and housing and work to build and improve community infrastructure in localities and statewide.

Transportation and Housing Alliance

The Steering Committee includes representatives from:

Virginia Board for People with Disabilities

Centers for Independent Living

Dept. of Housing and Community Development

Dept. of Rail and Public Transportation

Fair Housing

Commonwealth Transportation Board

VHDA

5 Planning Districts:

Thomas Jefferson PDC

Accomack-Northampton PDC

Northern Virginia RC PDC

Mount Rogers PDC

RADCO PDC 16

Transportation and Housing Alliance

- Objectives
- Outcomes
- Next Steps