



CHIP + CAA M pact Report:

CHIP Updates + Community Voice in Transit Decision-making

Thursday, March 28, 2024
Jen Fleisher, CHA/CHIP Program Officer, BRHD

UPDATES from 08/24/23-03/28/24 Transportation CHIP Objectives

BETTER TRANSIT, FASTER SERVICE

- Bus Stop Improvements
- Governance Study
- Decrease ride time from medical discharge
- JAUNT rural assessment
- Shared GPS App
- Community Voice in Transit Decision-making
- Microtransit
- Mobility Program

CHIP 2023 Convener Tracker

	A	B	C	D	E	F	G	H	I	J	K	L
	MAPP2Health 2022-2023 Community Health Improvement				Year (1, 2, or 3)	Convener	Lead 2	Contributors	Production Months	Target Completion Date	Revised Completion Date	Status
	Policy target: Transportation											
	GOAL 1: Improve all transit infrastructure				1-3							
	1.0 Obtain approved contract to allow installation of mobility accessible, age-friendly bus shelters where needed				3	CAT	Board of Supervisors	VDOT		12/31/2025		
	Task 1.0.1 Finalize bus shelter design to include mobility accommodations				3	CAT		CAA, VDRPT, VDOT				
	Task 1.0.2 Conduct inventory of which shelters are on VDOT roads and non-VDOT property				3	CAT	TSP Consultant	VDRPT				
	1.1 Produce a governance study for a mechanism to increase funding for regional transit and manage those funds				1	TJPDC (Lucinda)		Local Jurisdictions, AECOM Consulting, Funding Agencies:		12/31/2023		60-79%
	Task 1.1.1 TJPDC reports out publicly on governance study progress				1	TJPDC (Lucinda)				3/23/2023		Compl...
	Task 1.1.2 TJPDC meets with all jurisdictions to discuss funding sources				1	TJPDC (Lucinda)		Local Jurisdictions		9/1/2023		20-39%
	Task 1.1.3 TJPDC hosts steering committee meeting prior to completion of report				1	TJPDC (Lucinda)		Steering Committee: https://tjpd.org/wp-content/uploads/GS-Steering-Committee.pdf		11/30/2023		
	1.2 Improve infrastructure for getting patients to and from health system hospitals and providers				1	BRHD	Sentara MJH and	CAT, Jaunt, UTS		12/31/2024		
	Task 1.2.1 Review needs from UVA on discharge and after-hours discharge at the ED				1	BRHD		UVA ED's Joey Usher and GVA's Morris; UVA's Jaunt		12/31/2023		20-39%
	Task 1.2.2 Assess the need for on-demand rides - particularly from UVA ER after hours				1	Sentara MJH + RM	BRHD					
	Task 1.2.3 Implement, if necessary, on-demand ride service for eligible patients getting discharged from both UVA and SMJH ED				2-3	BRHD	Sentara MJH					
	1.3 Improve scheduling service for Jaunt				1	Jaunt						
	Task 1.3.1 Jaunt Transit Development Plan posted to Jaunt website				1	Jaunt				2/1/2023		Compl...
	Task 1.3.2 Launch passenger portal (app-based response) for scheduling				2	Jaunt				12/31/2023		1-19%
	1.4 Jaunt locality service is sufficient for residents' needs									12/31/2025		
	Task 1.4.1 Conduct rural needs assessment for expanding service in localities				2	Jaunt				7/31/2024		



2022 MAPP2Health PRIORITIES

- Transportation
- Healthcare Workforce
- Digital Access + Skills
- Mental + Behavioral Health

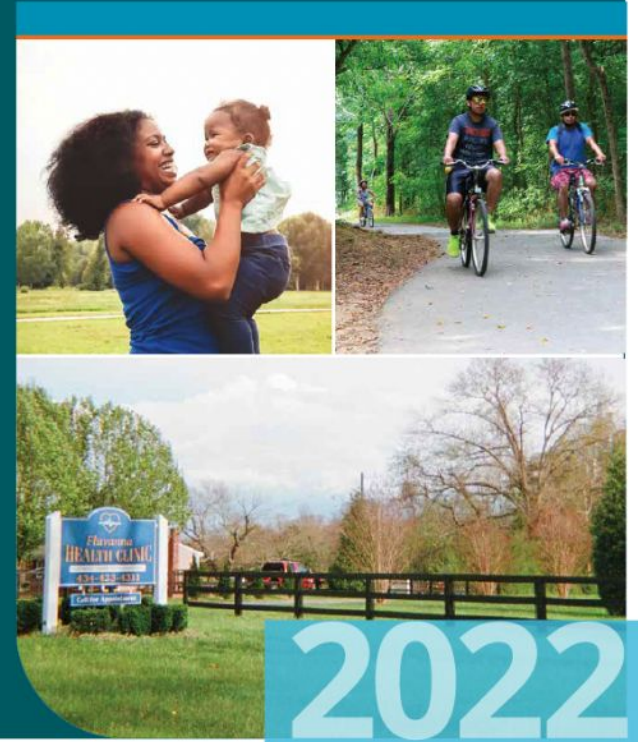
2023-2025 Community Health Improvement Plan

Plan de mejora de la salud comunitaria 2023-2025



Transportation • **Healthcare Workforce**
Digital Access + Skills • **Mental + Behavioral Health**

Transporte • **Personal de atención médica**
Acceso digital + Alfabetización • **Salud mental + conductual**



2022
MAPP2Health

ALBEMARLE • CHARLOTTESVILLE
FLUVANNA • GREENE • LOUISA • NELSON

CHIP Progress as of 03/28/2024



Bus Shelters

Obtain approved contract to allow installation of mobility accessible, age-friendly bus shelters where needed

COMPLETE

JULY 5, 2023- DRPT Bethel Kefyalew confirms that bus shelter upgrades may go beyond ADA requirements as long as the locality has the space, budget + VDOT approval

IN PROGRESS

DRPT to contact CAT to assist in ADA+ plan updates

HB285 - 04/08/2224 Bus shelters under 256 square feet on state property to be exempt from General Services inspection. Governor to sign by midnight 04/08. Good for 1 year

Governance Study

Produce a governance study for a mechanism to increase funding for regional transit and manage those funds

COMPLETE

DEC. 15, 2023- Governance Study complete and reported to localities

IN PROGRESS

FEB 22 – MAR. 2024 - Governance Study consultant presented the final report and recommendations to RTP. In March staff presented the final report and recommendations to the TJPDC Commission for continued support for the recs.

Medical Transport

Improve infrastructure for getting patients to and from health system hospitals and providers

COMPLETE

SEPT. 25, 2023- UVA Health ED tracks rides needed off hours; Jaunt connected to UVA health as a Medicaid transport

IN PROGRESS

UTS, JAUNT + BRHD + MOBILITY MGR - Working to determine matrix of needs and demand. Call with Rappahannock to explore how Jaunt can fill gaps and potentially collaborate with UTS (for ex: fleet) to provide medical center transport

CHIP Progress as of 03/28/2024



Jaunt Improves Locality Service

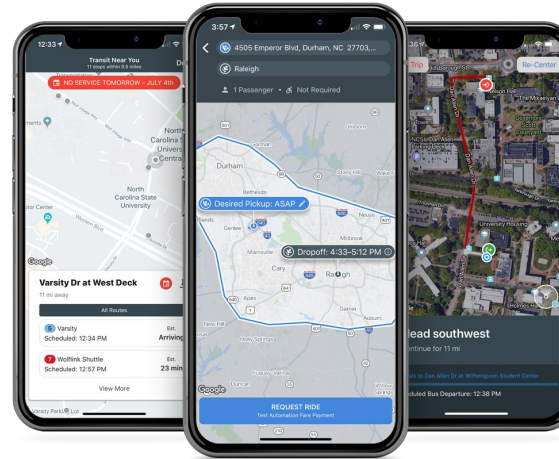
Jaunt improves scheduling service; Jaunt locality service is sufficient for residents' needs

IN PROGRESS

Scheduling Service update began 07/2023.

SEPT. 12 + DEC. 12, 2023 - Rural Transit Needs Assessment

Jaunt convened stakeholders for two meetings with NDSU's Upper Great Plains Transportation Institute. The assessment aims to "Identify service targets; Calculate service gaps; Propose potential service options; Conduct cost analysis"



GPS Service App

Expand GPS tracking app availability for riders

IN PROGRESS

AUG. 24, 2023 - AT RTP meeting and in conversations with CAT, JAUNT and UTS- all agreed to work on a shared platform as best practice. The initiative would be led by CAT. Launch proposed for 2025. This is reiterated with new Jaunt and UTS leadership at RTP January 2025



Community Engagement

Initiate a sustainable mechanism for including community voices in transit decision-making

COMPLETE

SEPT. 21-22, 2023- Workgroups via CAA grant through AARP facilitated by mPact mobility produces initial recommendations

IN PROGRESS

Next steps are to create a community forum for all three transit providers and continue to work with CAA and other partners to potentially tie into further grant opportunities

CHIP Progress as of 03/28/2024



Microtransit

Implement Microtransit Pilot

COMPLETE

OCT. 30, 2023- MicroCAT launches with VIA vendor

Have been 13,324 total ride requests made to the service.

Highest request day was in March with 224 rides in one day; 95.5% met demand.

IN PROGRESS

Aiming for 600 rides per week. Aim to have MicroCAT broadly advertised (on CAT websites, social channels). Launched presence at CHO: advertising and designated pickup area.



Mobility Management Program

Develop a Mobility Management Program to include a one-click-one-call information and referral center

COMPLETE

JAN. 2024- Mobility Management Program launches with JABA as hotline operator

IN PROGRESS

Hired a consultant for brand and marketing; working with UTS and BRHD to explore supporting volunteer driver programs Hear to Stay in Nelson Co. got a vehicle and insurance group to provide grocery shopping trips for members



CAA Mpact Report:

Addressing the Challenge of Community Engagement in Transit Decision-making

Community Voice: Background

- DRPT Virginia Transit Equity and Modernization Study (08/22) Recommendations
- CAA Transportation Workgroup + CHIP
- AARP Grant - 2023 LC-TAP program with CAA



Basic transit infrastructure is inconsistent.

The availability of basic transit infrastructure — such as shelters, seating, and lighting — is inconsistent across Virginia, with few systems providing these necessary features at most or all of their bus stops. For those who rely on transit, the absence of these necessary features leads to uncomfortable conditions, with riders having to wait for their bus in the often-harsh elements of rain, sun, or snow. Key challenges to providing sufficient infrastructure include coordination with property owners, roadway design and space constraints, and current planning policies that dictate where infrastructure is placed based on ridership levels and proximity to development.

Elevating the importance of basic infrastructure within existing funding programs, coupled with resources and design guidance, has the potential to address this issue. This should also be addressed in the SMART SCALE program and during the 2022 review of the MERIT Capital program, in coordination with TSDAC.

Transit riders have limited opportunities to be a part of the decision-making process.

Transit agencies across Virginia recognize and value the importance of engagement with their communities; however, riders currently have a limited voice in decision-making processes. Additionally, guidance that ensures participation from and engagement with underrepresented and underserved communities is missing. Providing consistent methods for formal rider involvement and mechanisms to ensure the voices and needs of our most vulnerable communities are represented will contribute to more equitable outcomes.

Transit agencies of all sizes across the Commonwealth can consider forming rider advisory groups to help inform and advise local transit decision-making. These bodies can be composed of current riders and/or community stakeholders who have an interest in preserving and enhancing transit in their respective communities, including local institutions, major employers, city and/or county leadership or staff, and more.

Transit agencies can establish formal methods to include riders in decision-making processes and ensure that mechanisms are in place to engage riders from underrepresented communities, especially for representation on transit agency boards and advisory bodies. Beyond providing ample opportunities to participate and be heard, it is equally important for these voices to reach transit leadership and key decision-makers.

The Problem



Lack of mechanism for community engagement in transit decision making

The Goal



Establish a pathway for community members to be heard, engaged, and included

Barrier



Uncertainty about a host, and whether the group should have an advocacy vs. advisory role

Mpact Process



DAY #1

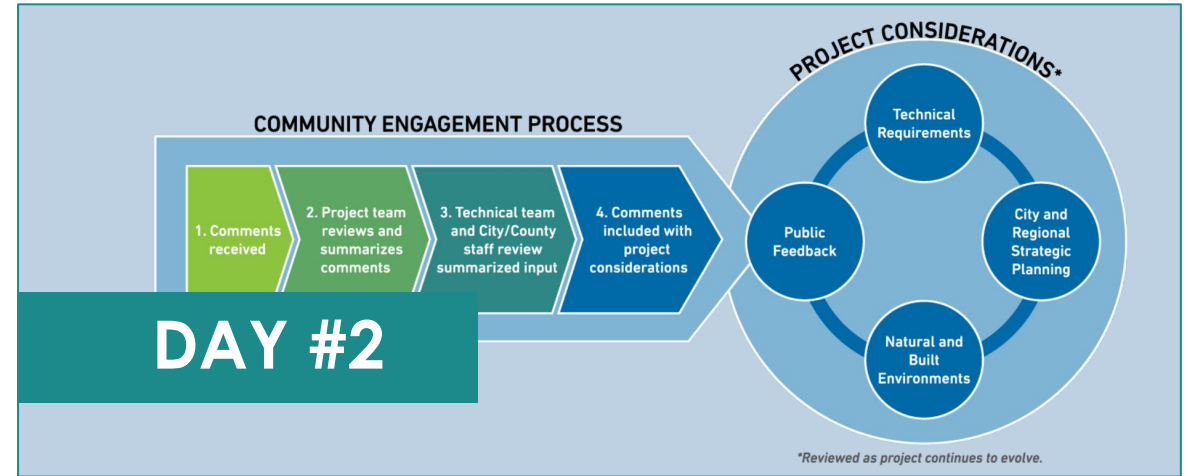
DISCOVERY | September 21, 2023 | 1:00–4:00 p.m.
Why community engagement in the first place?

14 **Participants on Zoom**

Transportation providers, County + City planning employees, riders, nonprofit directors, community advocates

5 **Questions**

1. Why is community voice important?
2. Who thinks it's a good idea to have community voice?
3. What kind of change could/should the voices bring?
4. Who needs to hear the voices from community?
5. Whose voices would be represented?



DAY #2

HOW | September 28, 2023 | 1:00–4:00 p.m.
What structure would best support community engagement?

13 **Participants on Zoom**

Transportation providers, County + City planning employees, riders, nonprofit directors, community advocates

1 **Question**

1. What could/should community engagement solve for?

Results | DAY #1

“ From a [purely] community engagement perspective, it's about responding to the needs of the people rather than the system and **its** needs.”

Who thinks community voice is a good idea?

- People who need transit the most
- Transit decision-makers
- Donors and Philanthropists
- Employers

What kind of change could/should the voices bring?

- Transportation makes it easier to live better
- Community empowerment
- Action and solutions to operational problems
- Build trust between the system and the community

Whose voices would be represented?

- Riders: both everyday and occasional
 - Perspectives from people who do not ride should be weighted differently
- We should ask the riders who else we should ask.
- Ask people who work with PHA, Habitat, lower income, those with disabilities

Who should/needs to hear these voices?

- City council/City management/Deputy city management
- County board of supervisors
- Land use planners/traffic engineers
- Public works
- UVA Board of visitors/administration/student government
- Executive team
- Providers - CAT, Jaunt, UTS
- VDOT
- DRPT

What is the value of participation to those who share their voice?

- Substituting a task - dinner, babysitting
- Long term value - that their voices were heard and changes were made, and it made a difference.
- For the decision makers - reelection
- Proper wholistic compensation - transportation, plus per hour compensation, plus dinner
- Value: ongoing connection, mutual respect and involvement
- Increased civic engagement: if I was taught how to advocate, about government decision making. Community members getting to know the system of how decision-making works and where input is most effective
- Small successes are more valuable than big successes.

Deep Thoughts - Day #1

Parking Lot

- Engagement should have a **clear purpose** and impact should be **communicated back to community**.
- From time to time, there are clear channels for providing feedback...But people **get tired of giving feedback** repeatedly if the previous requests weren't implemented...
- Sometimes transit is too ... persuaded by individuals' needs (**squeaky wheel**) rather than the larger community need.
- Community understands why things are the way they are. If the community voice is heard and their advice implemented, that is **empowering to the community**.
- A system that mimics routes of 30 years ago is not a system that is effective or reflective of how **Charlottesville has changed**.



Results | DAY #2

AT LEAST / AT A BASIC LEVEL: The community needs a public comment forum for all transit and to feel confident they're being heard.

Community Needs

- **Ground level feedback:** CAT/JAUNT/UTS each have their own method/approach
- Macro level/concept/vision: **need a regional forum/opportunity** (long range regional transportation plan is too incremental and is not built to handle big dreams and envisioning)
- **Trip planning tools** and information
- **Citizen academy:** a way for residents to learn more about transit system/decisions that equips them to engage more meaningfully with impact; For example: Travel Trainers

System Needs

- 3 transit providers need a safe place to connect/coordinate (RTP)
- Be responsive: Show the impact of community voice through operational change and communicated to public
- Reinforce the City has competent leadership to rebuild public trust

Proposals from Mpack Sessions

LISTEN

Each transit system develops its own “customer listening” approach

Create pathways within each transit system to respond to customers individually and address themes publically

CLARIFY

Develop a clear statement about what RTP **is and isn't** and broadcast that publicly and widely

Create a forum for public comment that is *not* RTP

*First steps?
Low hanging fruit!*

RELATE

Create a Venn diagram that shows how UTS, CAT and JAUNT relate to one another

STRATEGIZE

Consider how to host a regional forum for a big public strategic dreaming/vision session on the future of transit

Follow the CHIP!

vdh.virginia.gov/blue-ridge/chip

