



**HAMPTON ROADS AREA PUBLIC TRANSIT –HUMAN SERVICES TRANSPORTATION
COORDINATED PLAN
FINAL REPORT AND PLAN, APRIL 2008
(excerpt, pages 6-7)**

Throughout the discussions, sustainability of programs and funds was identified as a key criterion for project selection. Improvements in mobility and information availability also rated highly. A summary of recommended evaluation criteria, based on community discussions, and formatted to be consistent with DRPT statewide processes, is included in **Appendix H**.

Participants also discussed the extent to which “need versus number” (i.e., magnitude of individual need compared to number of persons that might receive services) should be used as a criterion, and were unable to achieve a consensus, with almost even numbers of preferences for each approach. For this reason, this metric is not intended to be used as a specific evaluation factor, but applicants are encouraged to describe their project in the manner most favorable or important to their desired aims.

Key strategies that have been identified for the Hampton Roads area, both for the urbanized area and for rural communities under the jurisdiction of DRPT for funding, include, but are not limited to:

- Emphasize capital projects (in contrast to operations) in the short term for initial implementation, pending Reauthorization
- Improve interagency and inter-jurisdictional travel and services
- Make use of existing resources, including volunteers
- Improve both information and infrastructure resources (including physical and technology)
- Improve reciprocal agreements and ordinances for use of accessible taxicabs
- Focus on shared-ride services
- Encourage stronger coordination by 5310 recipients through cooperative or interagency agreements for shared use of services (e.g., purchase and/or sale/barter of unused seats).

Types of projects that Stakeholders identified as priorities for implementation include, but are not limited to:

- Mobility management (including expanded information and referral programs, and coordinated call center(s)). Building on the *No Wrong Door* pilot project received strong support and appears cost-effective.
- Improve ADA paratransit programs and information through technology, including GPS, AVL, MDTs, IVR, etc.
- Travel training
- Employee and/or client shuttles (the *C-Van* program in Richmond was identified as a possible model) and transportation for employment support services
- Other infrastructure (e.g., curb ramps, talking signs)
- Voucher programs to provide trip alternatives
- Increases in shared rides.

Stakeholders chose to not prioritize these types of projects on a region-wide basis, although there were sub-regional preferences for certain types of projects.