



HUMAN SERVICES TRANSPORTATION COORDINATION ENTITY

PURPOSES OF THE HSTCE

- Carry forward Work Plan as adopted and amended by HSTCE Steering Committee
- Provide a forum for communication and discussion,
- Facilitate the sharing of information,
- *Inspire* community stakeholders who are involved in providing transportation options to their clients.

TIMELINE

- In 2018, SC/CAAA accepted the invitation from PlanRVA to become the designated the human services transportation coordination entity for PSA 15.
- SC/CAAA hosted public transportation symposiums in 2018 and 2019.
- Knowledge Advisory Group assisted us in developing a draft for a preliminary work plan beginning in July 2019.
- The Work Plan was adopted with input by the HSTCE Steering Committee at the first meeting on 2/5/20 (40 participants attended).
- Particular items on the work plan have been moved out further into the future due to conditions brought about by the pandemic.
- The core team of the Entity: Patrick Hickey (No Wrong Door Services Director), Colleen Wilhelm (No Wrong Door Outreach and Operations Manager), Tony Williams (Mobility Manager)

ORGANIZATIONS REPRESENTED ON THE HSTCE STEERING COMMITTEE

TSCOR (The Shepherd Center of Richmond)

Hanover County Resources

Partnership for Housing Affordability

RVA Rapid Transit

VCU Urban & Regional Studies & Planning Program

Van Go, Inc. of Richmond

Goodwill Industries

Resources for Independent Living

Chickahomny Health District VDH

Peter Paul/Red Wagon

Charles City County, SC/CAAA Board

PlanRVA

AARP

HumanKind/Ways to Work

Henrico Co. Advocate for the Aging

VCU Department of Gerontology

Greater Richmond Age Wave

Hanover County Resources

VirginiaNavigator

Alzheimers Association

Greater Richmond Transit Company

Chesterfield Mobility Services

CA Human Services

Department of Rail & Public Transportation

Family Lifeline

DMAS

Longevity Project for a Greater Richmond

HSTCE WORK GROUPS

- **Inventory/Assets** - What's available, what's working, what's not working
- **Public Information, Education, Marketing & Advocacy** - How do we communicate with the public about transportation options, how do we include them in the process of the SP, how do we advocate to our public officials and representatives?
- **Strategic Planning/Asset Development/Funding & Resources** - Generate Strategic Plan, Project budget and Development, Strategic Plan Funding
- **Technology** - Communication among providers, investigation of universal technology to make transportation accessible and affordable

GET INVOLVED

We invite interested persons to be a part of this important effort. If you are interested in participating in the HSTCE Steering Committee, please contact Tony Williams, Senior Connections Mobility Manager at twilliams@youraaa.org.



HUMAN SERVICES TRANSPORTATION COORDINATION ENTITY WORK PLAN 2019-2020 EXECUTIVE SUMMARY

Human Services Transportation Coordination Entity

The HSTCE is a joint endeavor by Senior Connections, Plan RVA and Community Stakeholders to promote, facilitate, educate, and help to coordinate regional transportation efforts to improve the quality of life in the Greater RVA.

May 2019 Transportation Symposium

Community partners, consumers, advocates, service providers, and other transportation stakeholders met to complete A Framework for Action, a self-assessment tool for communities working towards a coordinated human services transportation system.

Primary Focus Areas Determined at the Transportation Summit

1. Strategic plan development which will include marketing
2. Needs assessment and inventory and/or list of assets in the region
3. Person centered approach

2019-2020 Work Plan Summary of Goals and Timeline

1. *Jul 2019-Feb 2020:* Compose and Launch Steering Committee
 - a. Select members for core work groups: strategic plan, marketing, assessment and inventory of assets
 - b. Finalize draft mission and vision statement
 - c. Identify needs for continued technical/consultation support
 - d. Provide guidance for core work groups
2. *Feb 2020 – June 2020:* Pre-Work for Strategic Planning Process
 - a. Identify target populations, geographic area, systems
 - b. Create a glossary of terms – shared language
 - c. As work completed provide educational opportunities for learning with symposium members, key partners, public
 - d. Create opportunities for person centered thinking training
3. *Apr 2020 – Sept 2020:* Develop a Strategic Plan
 - a. Review existing plans and establish guiding principles
 - b. Develop goals, strategies, and priorities
 - c. Develop project budget, funding needs,
 - d. Goals for centralizing transportation resource information
 - e. Marketing plan and public education plan
4. *Ongoing Work:* Continuation of Ongoing Coordination Activities:
 - a. Streamline Ride Connection process through technology
 - b. Expand existing volunteer programs and work to developing new
 - c. Expand Ride Connection program to include non-medical transportation
 - d. Continue to collaboration and opportunities for funding for project sustainability

Guiding Principles and Fundamental Beliefs

Diversity
Inclusiveness
Person-centered
Language matters
Inclusive of all people
Inclusive of need
Universal design

Commitment to Mandate

Older adults
Persons with disabilities
Persons who have a
lower income

Transportation “A’s”

Availability
Awareness
Accessibility
Affordability

Want to get involved?
Join a work group?
Provide input on plan?
Have thoughts mission
or vision statements?

Contact Tony Williams
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(804) 822-3068

MISSION

Improve connection
within the community for
people of all ages and
abilities by expanding
safe, reliable, accessible,
and affordable
transportation options.

VISION

All residents in the region
enjoy an enhanced
quality of life due to
improved access to
transportation options.

