

# COORDINATED HUMAN SERVICES MOBILITY PLAN

## EXECUTIVE SUMMARY

February 2026



### INTRODUCTION

The Coordinated Human Services Mobility (CHSM) Plan provides an implementation framework for human service transportation delivery in the Commonwealth of Virginia. The plan is a federally required document that assesses the transportation needs of older adults and people with disabilities, as well as veterans and people with low incomes (i.e., human service transportation). It identifies strategies to address service gaps and sets priorities for implementation by statewide, regional, and local agencies. The goal of the CHSM Plan is to improve mobility for the identified populations by removing barriers to transportation and expanding options in the Commonwealth. The Virginia Department of Rail and Public Transportation (DRPT) administers federal and state funding to support the mobility needs of these populations and updates the CHSM Plan every four years to guide funding decisions.

### PLAN DEVELOPMENT AND ORGANIZATION

DRPT developed the 2026 CHSM plan through a robust public engagement process that investigated transportation gaps and needs on a statewide and regional level. The plan is divided into a statewide profile and six regions – Alleghany, Central, Northern, Southwest, Tidewater, and Western – that reflect the specific transportation environments of those geographies. DRPT developed goals and strategies for project implementation that address each of the identified needs.

### TRANSPORTATION GAPS AND NEEDS

On a statewide level, the following gaps and needs in human services transportation were identified:

- Demand for transportation is greater than provider capacity
- Staffing shortages strain providers
- Gaps in funding availability and requirements limit provider growth and reliability
- Coordination among transportation and other human services limit provider efficiency
- Unclear information hinders riders from finding services or understanding how to use them

While the six regions share many of the same issues, geography and population density were found to correlate most strongly with similar gaps. When considering urban versus rural transportation, the following challenges were identified:

**Urban areas are generally facing:**

- Increasing rider needs, particularly for medical assistance during or after the trip
- Public may not be aware of the full range of services available in their area
- Larger regional coordination issues where human service transportation is left out of short- and long-term regional transportation planning

**Rural areas are generally facing:**

- Administrative capacity issues for applying to grants and complying with reporting requirements
- Challenges taking riders across jurisdictional boundaries
- Length and distance of trips; limited service hours and vehicles

## **TRANSPORTATION GOALS AND STRATEGIES**

The following goals were identified as key to addressing the identified gaps and needs in transportation services:

- 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

Each goal is further broken down into strategies with action items that are specific, timebound, outcome-based, and applied to a statewide, regional, and/or local level of implementation.

## **CONCLUSION**

No single solution will be able to solve every transportation need detailed in the CHSM Plan. Closing gaps in the human service transportation system will take a collaborative effort among human service providers, transportation providers, local and regional entities, and state agencies. While several goals can be addressed at the state level, it will also require the concerted effort of regional and local stakeholders to move the needle toward a more coordinated, accessible transportation system.