



## Virginia Department of Rail and Public Transportation

FAST Act Section 3006(b) Innovative Coordinated Access  
and Mobility (ICAM) Pilot Program FY 2021

Final Report for the Federal Transit Administration (FTA)

June 17, 2026

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# Section 1. Identifying Information

## 1.1 Organization Information

|                                                      |                                                              |
|------------------------------------------------------|--------------------------------------------------------------|
| <b>Organization Name</b>                             | Virginia Department of Rail and Public Transportation (DRPT) |
| <b>Organization State</b>                            | Virginia                                                     |
| <b>Organization Project Discretionary ID</b>         | VA-2022-039                                                  |
| <b>Organization Street Address</b>                   | 600 E. Main Street, Suite 2102<br>Richmond, VA 23219         |
| <b>Organization Project Primary Point of Contact</b> | Jessica Maffey                                               |
| <b>Organization Phone Number</b>                     | 804-786-4440                                                 |

## 1.2 Subrecipient Information

|                                                      |  |
|------------------------------------------------------|--|
| <b>Subrecipient Name</b>                             |  |
| <b>Subrecipient State</b>                            |  |
| <b>Subrecipient Street Address</b>                   |  |
| <b>Subrecipient Project Primary Point of Contact</b> |  |
| <b>Subrecipient Phone Number</b>                     |  |

## Section 2. Project Description and Background

### 2.1 Project Description and Background

- **Background information on your organization as the recipient or your subrecipient:**

DRPT's mission is to connect and improve the quality of life for all Virginians with innovative transportation solutions. The agency works with rail and public transportation stakeholders to provide service to people throughout Virginia and promotes transportation options to the general public, businesses, and community decision makers. DRPT oversees 40 transit agencies, over 60 human service providers, and is responsible for the receipt, allocation, and management of Federal Transit Administration (FTA) formula funding programs that flow through Virginia. DRPT maintains the Six-Year Improvement Program (SYIP) which outlines state and federal transit and rail allocations over a six-year horizon. The Fiscal Year 2027-2032 SYIP programmed more than \$7.4 billion in state and federal funds to transit, rail, and transportation demand management projects and programs.

- **Background on the city, town, and/or region your project is located in and the group(s) your project is/are serving. Please include the size of your service area (square miles) and any geographic features affecting travel times, such as a river, interstate, or mountain range:**

The Virginia Navigator 2.0 project serves anyone in the Commonwealth of Virginia looking for transportation availability and trip planning information. Virginia's over 39,000 square miles is home to a varied population of over 8.6 million people. Since 2010, Virginia has grown in population by over 7%. From dense cities to small Appalachian towns, the Commonwealth features a broad range of communities with varying transportation needs.

- **Background on the problem(s) your project is trying to solve:**

Prior to 2019, DRPT identified the need for a standardized statewide directory of transportation resources, as there were many different websites with information in a variety of formats, making it difficult for the public to navigate. In particular, DRPT's statewide coordinated plan identified significant challenges for the public in finding and navigating specialized transportation. DRPT also recognized an opportunity to assist small transit agencies with building out their GTFS feeds to fully capture available transit throughout the state. As Virginia's direct recipient of FTA funding that also oversees the coordinated public transit-human services transportation planning process, DRPT was in the best position to address this challenge, along with a coalition of statewide partners.

In 2019, DRPT was awarded an ICAM grant to develop and implement a one-click directory of public, human service, and specialized transportation providers and supportive programs/services throughout Virginia. The project resulted in the creation of [Virginia's Transportation Navigator](#) which serves as a central database that helps support riders by connecting them to transportation providers to meet their needs.

The Virginia Navigator 2.0 project builds off the work completed under the previous ICAM grant by maintaining the existing Transportation Navigator directory and incorporates trip planning capabilities by adding General Transit Feed Specification (GTFS) and GTFS-Flex data. The [Virginia Trip Planner](#) builds off of the authoritative directory of transportation information in the Virginia Navigator and incorporates all GTFS feeds available in the state, resulting in a platform that tailors trip-specific searches to an individual's needs.

- **Goals of your ICAM project (you may include goals submitted as part of your project's application):**

Project goals are split into short-term, mid-term, and long-term timeframes:

*Short-Term Goals:*

1. Enhance Transportation Navigator, which is intended to be Virginia's authoritative directory of transportation information.
2. Improve transportation resource information on Transportation Navigator.

*Mid-Term Goals:*

3. Improve online trip planning for demand-response public transit agencies through a pilot of GTFS-Flex data in the Commonwealth of Virginia.
4. Through Transportation Navigator 2.0, continue to improve access to information about human services transportation resources for individuals in rural areas, veterans, seniors, and individuals with disabilities.

*Long-Term Goals:*

5. Improve transportation for individuals with specialized needs.

- **Did your project receive any other sources of Federal funding?**  
No.

## Section 3. Implementation Activities

### 3.1 Activity 1: GTFS Feeds Added & Ingested

#### 3.1.1 Description of the Activity

GTFS Static feeds are the foundation of Trip Planning applications as they contain essential service information such as schedule, time, and frequency data. The purpose of this activity is to ensure that accurate, up-to-date transit service data is available to Trip Planner users.

#### 3.1.2. Partnerships

DRPT partnered with Optibus (Trillium) and Agile Mile to complete this activity. Trillium is responsible for maintaining 19 GTFS Static feeds and 16 GTFS-Flex feeds and Agile Mile is responsible for ensuring the feeds were ingested in the Trip Planner application correctly and accurately.

#### 3.1.3. How the Activity was Accomplished

GTFS feeds for every transit agency in Virginia are housed on DRPT's GTFS Clearinghouse site as a stable URL. Over half of the public transportation agencies in Virginia maintain their own GTFS data, but for 19 smaller, rural transit agencies, Trillium provides technical assistance and feed maintenance support. Trillium coordinates with the transit agencies on a quarterly basis to capture any service changes and updates to the GTFS data.

#### 3.1.4 How the Activity was Measured

Invoices from Agile Mile and Trillium include an overview of activities completed over the duration of the billing period and include the number of GTFS Static feeds that are maintained and ingested into the Trip Planner.

### 3.2 Activity 2: GTFS-Flex Feeds Added & Ingested

#### 3.2.1 Description of the Activity

In addition to the GTFS Static feeds, this project also included the creation of GTFS-Flex feeds to display service data for flexible, demand response, and specialized transportation services. Once created, the GTFS-Flex feeds were then incorporated into the Trip Planner to enhance the trip planning capabilities for specialized transportation users.

#### 3.2.2. Partnerships

DRPT partnered with Optibus (Trillium) and Agile Mile to complete this activity. DRPT connected human service and public transportation agencies that have flexible services with Trillium to begin the GTFS-Flex creation process.

#### 3.2.3. How the Activity was Accomplished

DRPT engaged Trillium to build and maintain GTFS-Flex feeds for 16 agencies that provide flexible, demand response service. Trillium was responsible for building and maintaining the 16

GTFS-Flex feeds and Agile Mile was responsible for ensuring the Flex feeds were ingested in the Trip Planner application correctly and accurately.

#### **3.2.4 How the Activity was Measured**

Invoices from Agile Mile and Trillium include an overview of activities completed over the duration of the billing period and include the number of GTFS-Flex feeds that are maintained and ingested into the Trip Planner.

### **3.3 Activity 3: Providers Added to VirginiaNavigator.com**

#### **3.3.1 Description of the Activity**

As part of our contracted agreement with Virginia Navigator, DRPT identified new or revised providers and sent them to Virginia Navigator at the end of each calendar year.

#### **3.3.2. Partnerships**

DRPT coordinated with Virginia Navigator to complete this activity.

#### **3.3.3. How the Activity was Accomplished**

DRPT maintains a contract with Virginia Navigator to add any new providers to the directory. If DRPT becomes aware of a new provider/provider that is not currently listed in the directory, Virginia Navigator is notified.

#### **3.3.4 How the Activity was Measured**

Invoices from Virginia Navigator include an overview of activities completed over the duration of the billing period and DRPT uses this report to verify the number of providers added to the directory.

### **3.4 Activity 4: Providers Updated/Maintained on VirginiaNavigator.com**

#### **3.4.1 Description of the Activity**

To ensure the VirginiaNavigator directory is as accurate and up to date as possible, DRPT reviews a list of providers at the end of each calendar year to add/remove/revise providers currently listed on the directory.

#### **3.4.2. Partnerships**

DRPT coordinated with Virginia Navigator to complete this activity.

#### **3.4.3. How the Activity was Accomplished**

DRPT staff reviewed a list of current providers on Transportation Navigator and revised the list to add providers/remove providers no longer operating and update provider contact information on an annual basis. This activity was completed by combing through several datasets such as the most recent DRPT SYIP and agency websites.

#### **3.4.4 How the Activity was Measured**

Invoices from Virginia Navigator include an overview of activities completed over the duration of the billing period and DRPT uses this report to verify that changes were made to providers listed in the directory.

### **3.5 Activity 5: Launch Interactive Trip Planner Map**

#### **3.5.1 Description of the Activity**

DRPT had already been working with Agile Mile to develop a trip planning platform to help support commuter assistance programs in Virginia. This activity focused on incorporating specialized transportation providers (contact information and service areas from GTFS data) and revising the Trip Planner interface to meet the needs of a wider range of users. Prior to this project, Agile Mile did not have a human services transportation interface. DRPT worked closely with Agile Mile to design and deploy the new interface so that all transportation options can be visualized in a single trip search.

#### **3.5.2. Partnerships**

DRPT partnered with Optibus (Trillium), Agile Mile, and Virginia Navigator to complete this activity.

#### **3.5.3. How the Activity was Accomplished**

Virginia Navigator coordinated with Agile Mile to ensure the public transportation/human services provider information was added to the Trip Planner. Trillium was responsible for building and maintaining the GTFS feeds (Static and Flex) and Agile Mile ensured the GTFS feeds were correctly ingested in the Trip Planner application and the platform operated accurately, reliably, and in a user-friendly way. DRPT acted as the project manager and worked directly with Agile Mile to recommend user interface modifications, with a focus on clarity and increased options for searches for specialized transportation.

#### **3.5.4 How the Activity was Measured**

Leading up to the launch of the Trip Planner, DRPT had bi-weekly check-ins with Agile Mile and monthly check-ins with Optibus (Trillium) to stay on track for the launch of the platform. Once the Trip Planner was launched, invoices from Agile Mile and Trillium included reports with performance metrics and an overview of activities completed over the duration of the billing period.

### **3.6 Activity 6: Custom User Activity Reports Built for the Trip Planner**

#### **3.6.1 Description of the Activity**

Agile Mile developed 32 measures to track search details and user interaction with the Trip Planner.



### **3.6.2. Partnerships**

DRPT coordinated with Agile Mile to complete this activity.

### **3.6.3. How the Activity was Accomplished**

Agile Mile can track a wide range of metrics within the back end of the Trip Planner platform. DRPT collaborated with Agile Mile to determine which measures can be monitored and which are most valuable to DRPT staff and leadership.

### **3.6.4 How the Activity was Measured**

Agile Mile provides ad-hoc user activity reports as requested by DRPT.

## **3.7 Activity 7: Customized Search Functions for the Trip Planner**

### **3.7.1 Description of the Activity**

To enhance the Trip Planner's functionality for users of specialized transportation, the following custom filters and search parameters were added:

1. Trip Type (General or Medical)
2. Rider Type (Older Adults and/or Individuals with a Disability)
3. Fees? (Y/N)
4. Supports Power Wheelchair? (Y/N)
5. Supports Standard Wheelchair? (Y/N)
6. Supports Other Mobility Devices? (Y/N)
7. Supports Service Animals? (Y/N)
8. Supports Travel Aides? (Y/N)

### **3.7.2. Partnerships**

DRPT coordinated with Agile Mile to complete this activity.

### **3.7.3. How the Activity was Accomplished**

DRPT staff reviewed a list of current providers within the Trip Planner and reviewed Virginia Navigator, transit agency, and transportation provider websites to gather service information for the custom search features. DRPT also solicited feedback from project stakeholders (mobility/case managers and human service transportation provider staff) to inform proposed search function enhancements.

### **3.7.4 How the Activity was Measured**

One of Agile Mile's custom user activity measures tracks this activity: "Assisted Ride Filters Applied" which lists all the filters that were applied by users when viewing assisted rides.

## **3.8 Activity 8: Other Metrics Collected – Total Number of Trip Planner Searches**

### **3.8.1 Description of the Activity**

Total Number of Trip Planner Searches

### 3.8.2. Partnerships

DRPT coordinated with Agile Mile to complete this activity.

### 3.8.3. How the Activity was Accomplished

Agile Mile can track the number of total searches within the back end of the Trip Planner platform.

### 3.8.4 How the Activity was Measured

One of Agile Mile's custom user activity measures tracks this activity: "Total Searches" which logs all searches conducted in the Trip Planner.

## Section 4. Performance Measures

### 4.1 Quantitative Measures (Program Outputs)

| Activity            |                  | Output Measures                                                                          | Target Performance Measures | Final Performance Measure Results |
|---------------------|------------------|------------------------------------------------------------------------------------------|-----------------------------|-----------------------------------|
| Mobility Management | Overarching      | Total # of new mobility management programs/initiatives                                  | N/A                         | N/A                               |
|                     |                  | Total # of enhanced mobility management programs/initiatives                             | N/A                         | N/A                               |
|                     |                  | Total # of individuals/inquires fielded through mobility management programs/initiatives | N/A                         | N/A                               |
|                     |                  | # of responses from satisfaction surveys and/or results/ feedback                        | N/A                         | N/A                               |
|                     | Mobility Manager | # of mobility managers hired                                                             | N/A                         | N/A                               |
|                     |                  | # of referrals to other organizations/agencies                                           | N/A                         | N/A                               |

| Activity                                             |                                     | Output Measures                                                  | Target Performance Measures | Final Performance Measure Results |
|------------------------------------------------------|-------------------------------------|------------------------------------------------------------------|-----------------------------|-----------------------------------|
|                                                      |                                     | [If you have a vehicle] # of rides booked via mobility manager   | N/A                         | N/A                               |
|                                                      | Mobility Hub                        | # of mobility hubs established                                   | N/A                         | N/A                               |
|                                                      |                                     | # of modes of transportation involved in mobility hub            | N/A                         | N/A                               |
|                                                      |                                     | # of people/users passing through mobility hub (connected trips) | N/A                         | N/A                               |
|                                                      | Travel Training                     | # of travel trainers                                             | N/A                         | N/A                               |
|                                                      |                                     | # of trainings provided                                          | N/A                         | N/A                               |
|                                                      | One-call/One-click Center           | # of one-call/one-click centers established                      | N/A                         | N/A                               |
|                                                      |                                     | # of calls                                                       | N/A                         | N/A                               |
|                                                      |                                     | # of follow-up calls                                             | N/A                         | N/A                               |
|                                                      |                                     | # of website visits (unique)                                     | N/A                         | N/A                               |
| Committees/Focus Groups                              |                                     | # of participants                                                | N/A                         | N/A                               |
|                                                      |                                     | # of partnerships/participating orgs                             | N/A                         | N/A                               |
|                                                      |                                     | # of committee/focus group convenings                            | N/A                         | N/A                               |
| Non-emergency Medical Transportation (NEMT) Services |                                     | # of rides/trips                                                 | N/A                         | N/A                               |
|                                                      |                                     | # of rides/trips on time                                         | N/A                         | N/A                               |
|                                                      |                                     | % of rides/trips on time                                         | N/A                         | N/A                               |
| Vehicles                                             | Procurement/Purchase and/or Upgrade | # of vehicles procured/purchased                                 | N/A                         | N/A                               |

| Activity                       |                                            | Output Measures                                                                                                                                                             | Target Performance Measures | Final Performance Measure Results |
|--------------------------------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------------|
|                                | Implementation                             | # of completed rides using the new vehicle(s)                                                                                                                               | N/A                         | N/A                               |
|                                |                                            | # of trips involving coordination between multiple orgs/agencies                                                                                                            | N/A                         | N/A                               |
| Software                       | Procurement/<br>Purchase<br>and/or Upgrade | # of software purchases and/or upgrades                                                                                                                                     | N/A                         | N/A                               |
|                                | Implementation                             | # of interactions with software                                                                                                                                             | N/A                         | N/A                               |
|                                |                                            | # of rides booked through software                                                                                                                                          | N/A                         | N/A                               |
|                                |                                            | # of cancellations                                                                                                                                                          | N/A                         | N/A                               |
| Coordination Equipment/Tablets | Procurement/<br>Purchase<br>and/or Upgrade | # of equipment purchases and/or upgrades                                                                                                                                    | N/A                         | N/A                               |
|                                | Implementation                             | # of rides                                                                                                                                                                  | N/A                         | N/A                               |
| Other Activities               |                                            | # of visitors to the Virginia Trip Planner hosted on DRPT's ConnectingVA website and apps.                                                                                  | 300                         | 13,937                            |
|                                |                                            | % of visitors who, upon conducting a search, click on human service/volunteer providers to view available options.                                                          | 30%                         | 7%                                |
|                                |                                            | % of visitors that, after conducting a search, take action to secure a human service/ volunteer provider trip by clicking a link to the service (exiting the trip planner). | 15%                         | 2%                                |

| Activity | Output Measures                                                                                                                              | Target Performance Measures | Final Performance Measure Results |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------------|
|          | # of partnerships/participating organizations in committee groups                                                                            | 30                          | 21                                |
|          | % of mobility managers that say they plan to incorporate the trip planner into their trip coordination and planning work in the coming year. | 40%                         | 80%                               |

## 4.2 Qualitative Measures (Program Outcomes)

### 4.2.1 Increased access to community services and/or appointments

While the Trip Planner does not increase transit service, it is likely that offering a statewide, one-stop transportation resource to the general public has an impact on increasing access through increased awareness of available transportation services. The Trip Planner can also be used by mobility managers, case managers, and others who work with people with transportation needs, to assist in identifying transportation services and helping their clients book trips.

### 4.2.2. Increased awareness of available transportation options

DRPT promoted the Trip Planner application 496 times on the agency's social media platforms (LinkedIn, Twitter, Facebook, and Instagram) between fiscal years 2023 and 2026. In that same time period, nearly 14,000 visitors viewed the Trip Planner on DRPT's ConnectingVA website and application, and between FY25 and FY26, the total searches on the Trip Planner increased by 83%.

### 4.2.3. Increased transportation coordination for the organization's target population

In May 2024, DRPT and Agile Mile held a demonstration and feedback session for project stakeholders, including mobility managers, case managers, and human service transportation provider staff, to provide an overview of the Trip Planner application and gather input on the proposed custom search features. During the session and in subsequent communications, stakeholders praised the Trip Planner and expressed enthusiasm about integrating the platform into their work.

Between fiscal years 2025 and 2026, views of assisted rides providers increased by 81%. While we cannot definitively attribute an increase in coordination solely to the Trip Planner, it is likely that mobility managers and case managers have been using the platform and contributing to greater awareness and utilization of assisted ride options.

#### **4.2.4 Expansion of current services**

N/A

#### **4.2.5 Decreased number of missed community services and/or appointments**

N/A

## **Section 5. Lessons Learned and Project Sustainability**

### **5.1 Lessons Learned**

#### **5.1.1 Overall ICAM Project – Lessons Learned**

##### **Lessons learned, what went well, and what could be improved:**

DRPT received funding to develop and launch a trip planning tool that combines public transportation and specialized transportation resources throughout Virginia in an interactive, map-based platform. The project aimed to make transportation information more accessible and action-oriented for the public and caregivers.

In terms of what went well, a key aspect of this project was DRPT's relationships with our three primary partners – Virginia Navigator, Agile Mile, and Optibus. All three partners were responsive and coordinated well together. In particular, Agile Mile was very receptive to implementing changes to improve the platform. The Agile Mile team was excited to learn about human services transportation and incorporate the new interface so that other clients can take advantage of the new search features. The DRPT and Agile Mile teams worked very closely together and Agile Mile was an excellent partner in terms of communicating what we could and could not do, as well as coming up with creative ideas.

Throughout this first phase of the Trip Planner project, there were two main lessons learned that will guide subsequent work on this project. The first is the importance of having stakeholder buy-in. GTFS-Flex is a very new data specification and during our initial outreach with agencies, there was some hesitation to participate and questions about the value-add of GTFS-Flex. Once we conveyed the value of having dynamic data for their specialized transportation services, agencies were typically eager to participate, but agency buy-in took more time than anticipated.

The second is the importance of having complete and accurate data. The Trip Planner is only as good as the underlying data, so ensuring that the services displayed are accurate is critical to a successful trip planning platform. DRPT will continue to maintain a contract with Virginia Navigator to keep the transportation directory up to date, as well as with Agile Mile to maintain

and update the Trip Planner. As an agency, DRPT must continue to invest in the tools we created to have them be successful over time.

When considering what could be improved, there are still improvements to the Trip Planner interface that can be incorporated. Upon an initial search, the current interface shows human service providers in alphabetical order. While we know there are some providers that are more preferable/accessible to the greatest number of people, there is not currently a way to show “preferred” options first. Over time, we will continue to work with Agile Mile to iterate on the user interface to make it more dynamic and explore how else users might best access the information they are looking for.

Another improvement would be increased marketing and outreach around the tool. While DRPT has promoted the tool on social media and to our grantees and partners, a larger statewide effort to promote general public knowledge of the tool would improve use. At this time, DRPT does not have the resources to engage in a significant statewide effort to promote the tool, but it is something to be considered for the future.

## 5.1.2 Technology Implementation – Lessons Learned

### Technology Use and Implementation:

#### Key Indicators and Lessons Learned:

| Indicator                                                                                                                                                                                                     | Lessons Learned                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Stakeholder Engagement</b><br><i>How were relevant stakeholders (e.g., technology users) engaged during the process to gather information from the people most affected by the implemented technology?</i> | DRPT engaged with mobility/case managers and human services providers throughout Virginia, other state agencies (Department of Aging and Rehabilitative Services, Department of Medical Assistance Services, & Department for the Blind and Visually Impaired), and non-profits throughout the development and launch of the Trip Planner application with overviews of the platform, live demonstrations, and feedback sessions. |
| <b>Stakeholder Usability</b><br><i>What was the feedback from stakeholders (e.g., technology users)? Did they find the technology intuitive and easy to use?</i>                                              | Stakeholders expressed interest in integrating the Trip Planner into their daily work and provided valuable feedback for future enhancements to increase functionality and usability.                                                                                                                                                                                                                                             |
| <b>Risks/Barriers</b><br><i>How did your technology implementation process identify and proactively mitigate risks and limitations that could hinder successful adoption?</i>                                 | Data integrity and accuracy for provider and GTFS data is an ongoing challenge. DRPT staff use their quarterly meetings with transit agencies as a touchpoint to remind agencies to let Trillium know of any service changes so the GTFS feeds are as up-to-date as possible.                                                                                                                                                     |
| <b>Operational/Organizational Efficiency</b><br><i>How did the implemented technology help increase efficiency within its intended purpose/space?</i>                                                         | Combining the transportation resources available in the Virginia Navigator with GTFS data                                                                                                                                                                                                                                                                                                                                         |

|                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                               | increases efficiencies by providing a one-stop shop for users to visualize and plan their trips.                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Impact on Performance Measures</b><br><i>How did the implemented technology contribute to performance measures and project outcomes? Did technology help measure outcomes?</i>                             | As part of the project, DRPT had Agile Mile build out the capability to run reports on a variety of user actions in the tool.                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Cost-Effectiveness</b><br><i>How did the implemented technology achieve its intended goals? Was there maximum impact with minimal expenditure?</i>                                                         | The launch of the Trip Planner was very cost-effective because it leveraged parallel DRPT initiatives and existing contracts. DRPT's ongoing contract with Optibus (Trillium) for GTFS Static maintenance made obtaining technical support for GTFS-Flex creation seamless. Additionally, DRPT's commuter assistance program staff were already collaborating with Agile Mile on the Trip Planner which made the integration of specialized transportation data from Virginia Navigator straightforward and efficient. |
| <b>Innovativeness</b><br><i>How does the implemented technology improve upon the existing practices? Is this a forward-thinking solution that may unlock new capabilities and/or future-proof operations?</i> | The Virginia Trip Planner is one of the only statewide, map-based trip planning platforms in the country and it increases accessibility and awareness of available public and specialized transportation options.                                                                                                                                                                                                                                                                                                      |
| <b>Replicability/Scalability</b><br><i>How can the implemented technology grow and adapt to increasing demands without a significant drop in performance or spike in cost?</i>                                | Long-term, widespread use of the Trip Planner could spur a need for incorporating individual user profiles and/or administrative accounts for key stakeholders. Ongoing maintenance contracts with Optibus (Trillium) and Agile Mile will make any potential enhancements seamless.                                                                                                                                                                                                                                    |
| <b>Lifecycle/ Long Term Sustainability</b><br><i>How can the implemented technology be sustained? Were steps taken to train users? Were maintenance needs considered?</i>                                     | DRPT remains committed to maintaining and improving the Trip Planner, supported by ongoing contracts with Optibus (Trillium), Agile Mile, and Virginia Navigator to ensure its continued operation and potential for future enhancements. DRPT trained mobility managers to use the platform and demonstrated the Trip Planner to partners (including nonprofits, 5310 grantees, and transit agencies) during the most recent statewide coordinated plan outreach.                                                     |



## 5.2 Project Long-Term Sustainability

### 5.2.1 Overall ICAM Project – Long Term Sustainability

#### **ICAM Project Sustainability (Funding and Partnerships):**

DRPT remains committed to maintaining the Trip Planner and has the capacity to support its ongoing operations with state funding.

#### **ICAM Project Sustainability (Barriers and Challenges):**

N/A – DRPT did not face any barriers or challenges regarding the ICAM funding.

### 5.2.1 Technology Implementation – Project Long-Term Sustainability

#### **Project Sustainability -Technology (Implementation/Improvements):**

DRPT is renewing outreach efforts to transit agencies that do not yet have GTFS-Flex feeds and then will begin engaging with human service providers to more accurately capture specialized transportation service areas and eligibility.

Additionally, as the Trip Planner evolves to meet the varied needs of its users, DRPT has begun thinking about two different enhancements for users:

1. User Profiles that store eligibility data that can be transmitted directly to transit agencies
2. Specialized accounts for mobility/case managers, transit agency staff, and state agency staff that can be used for:
  - Creating accounts for users
  - Requesting rides for users
  - Matching users who are seeking information about how to use transit to travel trainers
  - Accessing user information for trip qualification

There are a number of factors to consider when implementing custom user profiles and specialized staff accounts, but DRPT is evaluating all options and will continue working with stakeholders to ensure any enhancements meet the needs of all users.

#### **Project Sustainability -Technology (Adoption):**

Stakeholder Engagement: Mobility/case managers, human service providers, and other stakeholders will continue to be involved by providing input on future enhancements for the Trip Planner to ensure it continues to meet the needs of the platform's users.

Stakeholder Usability: Keeping provider and GTFS data accurate and up-to-date is essential for the Trip Planner to meet continue to meet the needs of all users and stakeholders. DRPT has also begun thinking of potential enhancements to increase stakeholder usability such as user profiles and specialized accounts for administrative access (see above for more information).

Innovativeness: The spatial element that is now possible thanks to the Trip Planner is a big step towards increased accessibility and awareness of available transportation options. Future work includes completing a statewide dataset of GTFS-Flex feeds and potentially engaging with human service providers to build flex feeds to spatially display those services.