5,200+ Incoming Calls
2,300+ Follow-Up Outgoing Calls
900+ Unique Clients

33% Male
67% Female

Average of 75 New Customers Each Month;
Origin of Customers: Culpeper 38%, Fauquier 31%, Madison 7%, Orange 17%, Rappahannock 7%

56% Elderly
28% Disabled
2% Veterans

REASON
Volunteer Ride: 56%
Information: 19%
Gas Voucher: 12%
Other: 6%
Public Transit: 5%
Bus Token: 2%

OUTCOME
Info Given: 47%
Volunteer Driver: 36%
Gas Card Given: 7%
Public Transit Route: 5%
Bus Token Given: 1%
Other: 4%

FLIP for RIDE DATA

Foothills Area Mobility System
One-Click/One-Call Center
2019 Data Report

www.fams.org / 540.829.5300 / Program Administration through Rappahannock-Rapidan Regional Commission
1,300+ VOLUNTEER RIDES GIVEN
Culpeper 23%, Fauquier 46%,
Madison 1%, Orange 4%,
Rappahannock 1%, Charlottesville
10%, Prince William 7%, Other 8%
DESTINATION OF RIDES

65K Miles Driven
8K Hours Given

$150K in Community Savings

$12K+ Given in Gas Card, Passes & Tokens
5% FHE, 8% TOKENS, 87% GAS CARDS

RIDE REQUEST OUTCOMES

Reasons for Ride

- Medical 71%
- Social 10%
- Critical Need 9%
- Other 7%
- Employment 3%

Medical Breakdown

- Other 74%
- Therapy 13%
- Mental Health 5%
- Eye Doctor 4%
- Dental 3%
- Cancer 1%

Volunteer Rides Given
1,300+

Destination of Rides

- Culpeper 23%
- Fauquier 46%
- Madison 1%
- Orange 4%
- Rappahannock 1%
- Charlottesville 10%
- Prince William 7%
- Other 8%

Ride Request Outcomes

- Met 54%
- Unmet 24%
- Cancelled 22%

Ride Request Outcome

- Ride Request Outcome
- Updated Feb. 2020
- Given in Gas Card, Passes & Tokens
- Medical Breakdown
- Other 74%
- Therapy 13%
- Mental Health 5%
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- Dental 3%
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