



Larimer County Mobility Council  
Symposium Brief &  
**Coordination Survey  
Report**

August 2009



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# Introduction

## Mobility Coordination and the North Front Range MPO

Federal transportation legislation enacted in 2005, mandated that “a plan be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers” to improve coordination of transportation services.

The North Front Range Metropolitan Planning Organization (NFRMPO), an association of 15 local governments working together to improve regional transportation and air quality, developed a Coordinated Public Transit/Human Services Transportation Plan to ensure a consistent and integrated approach across the region.

The planning process included setting goals, identifying outcomes, developing strategies and building a family of transportation services. The Coordinated Plan can be found at [www.nfrmpo.org](http://www.nfrmpo.org)

## Larimer County Mobility Council

The Larimer County Mobility Council (LCMC) was established in March 2008 and represents both transit and human service agencies. Forming a mobility council in Larimer County was a strategy identified in the coordinated plan to ensure agency participation in implementing mobility coordination goals.

The LCMC vision statement is to “Create a safe, customer-focused transportation network that offers seamless opportunities for all individuals in Larimer County.” The LCMC meets monthly to discuss mobility opportunities and is made up of representatives of 16 agencies including three transit providers, two citizen groups and ten human service agencies.

## April 2009 Survey

The survey was conducted to help identify the greatest transportation needs in Larimer County. 68 human service agencies and transit providers responded to the survey and provided basic information about the services they provide along with agency transportation needs.

# Introduction

## April 2009 Survey

The survey provided a picture of transportation need in Larimer County and provides the framework for a database and resource guide of information about transportation and human services available in Larimer County.

The 68 agencies, through their participation in the survey, helped to further the goal of expanded information sharing and agency involvement. The survey results represent an important step towards the goal of better utilization of existing services.

## August 10<sup>th</sup> Symposium

In October 2008, six members of the LCMC attended the Community Transportation Association of America (CTAA) Institute for Transportation Coordination. The Institute was a four-day intensive workshop that helped the six members or team to develop transportation coordination strategies. The team developed an action plan to support coordinated transportation goals and participated in the implementation of plan activities including the planning and hosting of the August 10<sup>th</sup> symposium.

The CTAA, which partners with United We Ride on mobility coordination, provided technical assistance with the one-year plan. This includes the active participation and guidance in implementing the one-year plan of Jeanne Erickson, United We Ride Regional Ambassador. Jeanne has helped the team to refine their goal and successfully implement their plan.

Additionally, Chris Zeilenger, United We Ride Director, National Resource Center for Human Service Transportation Coordination offered symposium planning guidance and traveled from Washington , D.C. to share his thoughts and observations about mobility coordination gained through 25 years of experience in the field.

The symposium was a step forward in mobility coordination in through the sharing of information and opportunity for participants to better understand the challenges and benefits of working together towards improved mobility options for their clients and the general public in Larimer County.



Lorimer County Mobility Council

# August 2009 » Symposium



Larimer County Mobility Council  
**August 2009 Symposium**

The Larimer County Mobility Council (LCMC) held a symposium on August 10, 2009 that brought a wide range of human service and transit providers together to discuss transportation issues and to identify the key needs of these agencies.

Hosted by the North Front Range Metropolitan Planning Organization (NFRMPO) on behalf of the mobility council the symposium was attended by approximately 80 people including elected officials and representatives from human service and transit agencies, citizen interest groups and the general public. The three hour meeting offered participants an overview of mobility coordination both regionally and nationally and provided an opportunity to share ideas on transit and mobility coordination activities.

The symposium featured guest speakers Chris Zeilenger, Director, National Resource Center for Human Service Transportation, United We Ride and Jeanne Erickson, United We Ride Regional Ambassador and Colorado Transportation Commissioner.

Additionally, Kurt Ravenschlag, Transfort Asst. General Manager and Marcy Abreo, COLT Transit Manager presented information on the Transit Strategic Plan.



After the presentations, attendees participating in roundtable discussions that covered five different topics relating to mobility coordination.



Larimer County Mobility Council  
**August 2009 Symposium**



Chris Zeilenger traveled from Washington D.C. to offer some insights on how to make mobility coordination a success in the North Front Range area.

With over 25 years of experience working with human service agencies, Chris gave the audience several examples of success when coordinating services.



Chris talked of the opportunities that are possible in the north front range area and stressed that jurisdictional lines need not be a barrier to successful coordination.

Additionally, he spoke of the need to act now as the demographics in Colorado

dictate that the region address the transportation needs of a fast growing segment of the population that is 65 years or older. Chris also spoke of the possibilities of a one call center and the different ways it could be tailored to the region.

Jeanne Erickson who works on human service transportation coordination issues in seven western states discussed the unique challenges we face and solutions that apply to the geography and challenges in Colorado.

A summary of the Transit Strategic Plan (TSP), which is a collaborative planning effort between the City of Fort Collins, the City of Loveland and the Poudre School District was also presented.

The TSP is designed to enhance transit service in both cities and along the north front range though implementation of three phases of transit system enhancements, a grid system and service to Longmont.





## Larimer County Mobility Council August 2009 Symposium

Following the presentations, the symposium participants reviewed maps of the north front range area of Larimer County.

Participants used dots to mark specific areas on the maps where they felt new transit services are needed or where existing services should be expanded.

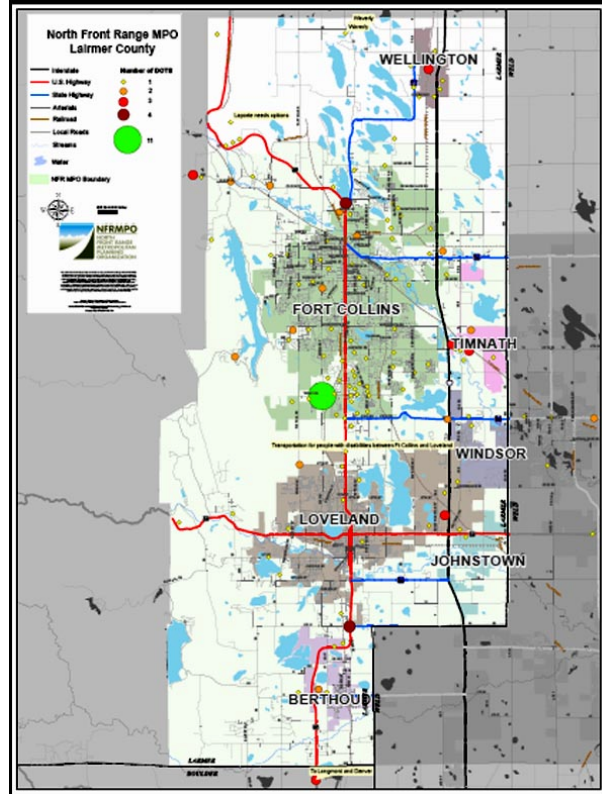
The maps show a wide range of areas where service is desired that are currently not being served. The six maps have been combined and present a picture of need for planners to consider.

The next segment of the symposium offered participants an opportunity to learn more about and comment on five different topics including:

- ▶ A One Call Center
- ▶ Future Transportation Needs
- ▶ Current Transit Services
- ▶ The Transit Strategic Plan
- ▶ How to Better Utilize Funding

The comments collected at the individual roundtable discussions are listed in the appendix of this report on pages 18 - 22.

The comments will provide the mobility council with valuable insight into what needs to be addressed in order to implement effective mobility coordination strategies.





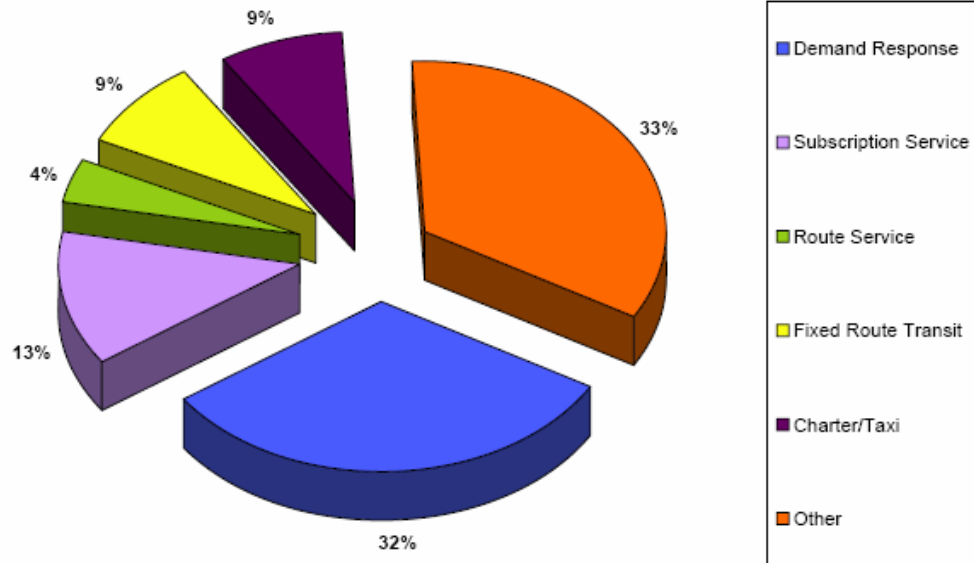


Lairmer County Mobility Council

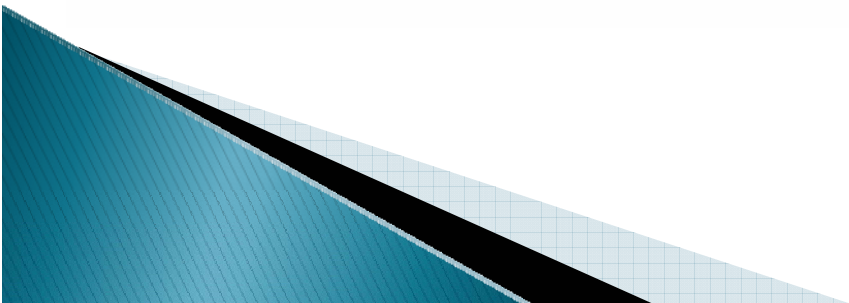
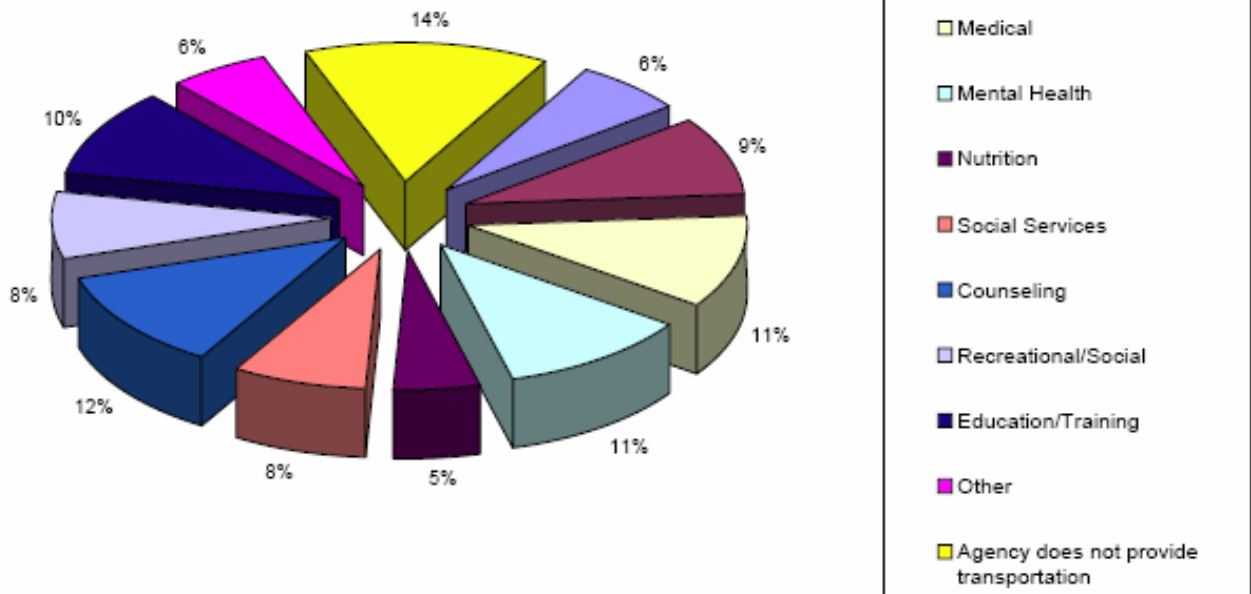
# Coordination » Survey Results

# Larimer County Mobility Council Coordination Survey Results

What type of transportation service(s) do you provide?

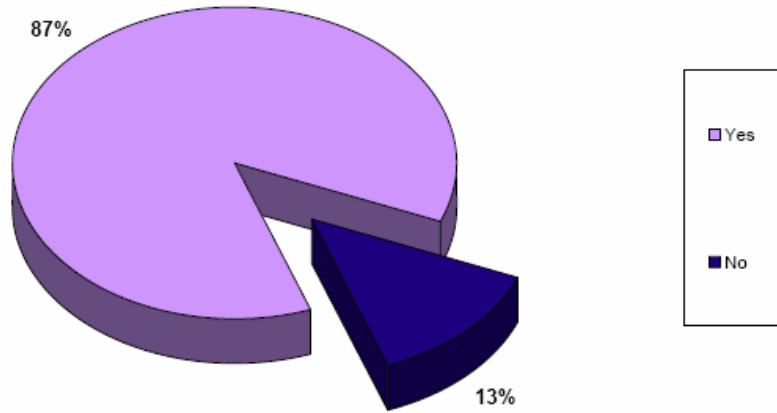


To what activities do you provide, purchase or reimburse for client transportation?

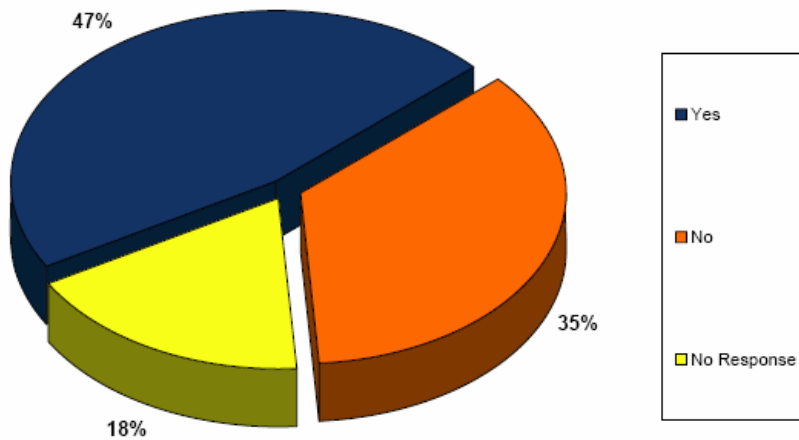


# Larimer County Mobility Council Coordination Survey Results

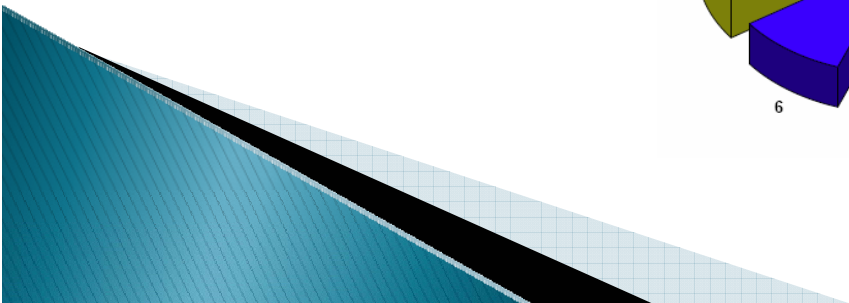
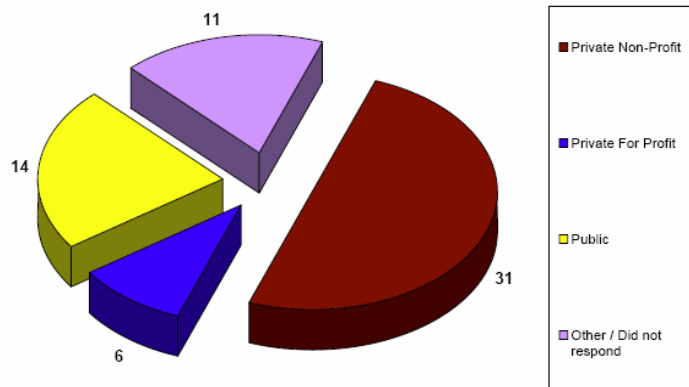
Do you have clients with specialized transportation needs?



Are additional transportation services needed in order for your clients to have full access to the services provided by your agency?



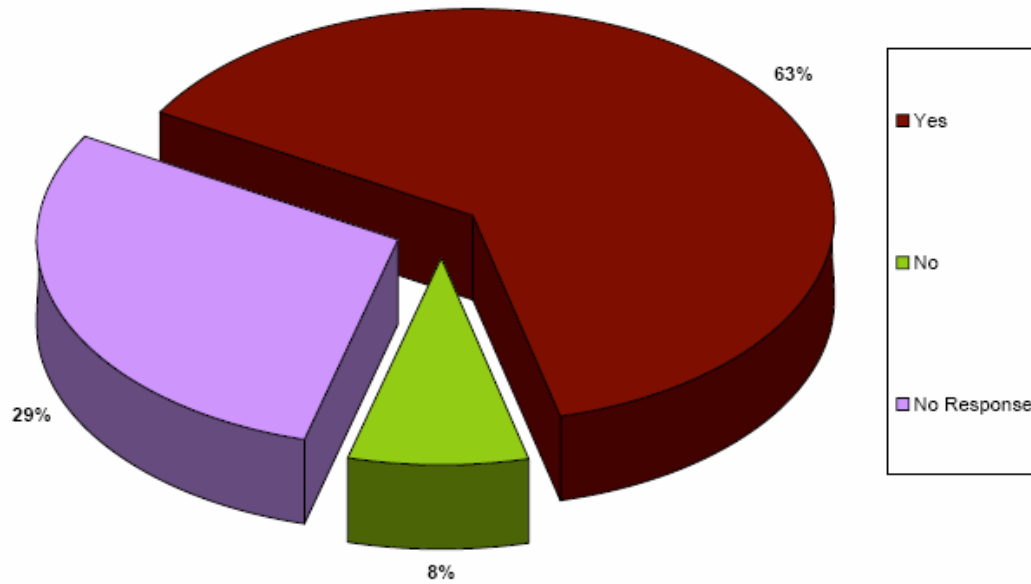
Agency Category



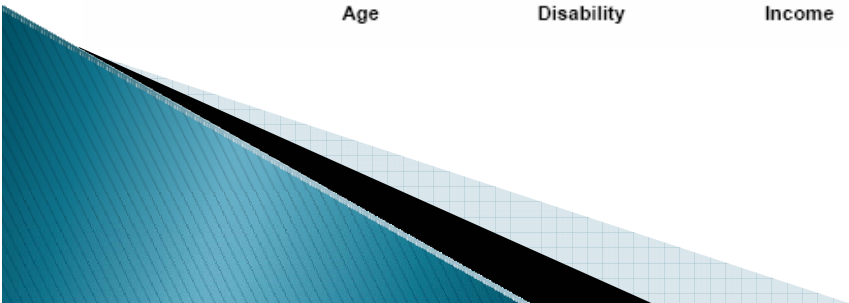
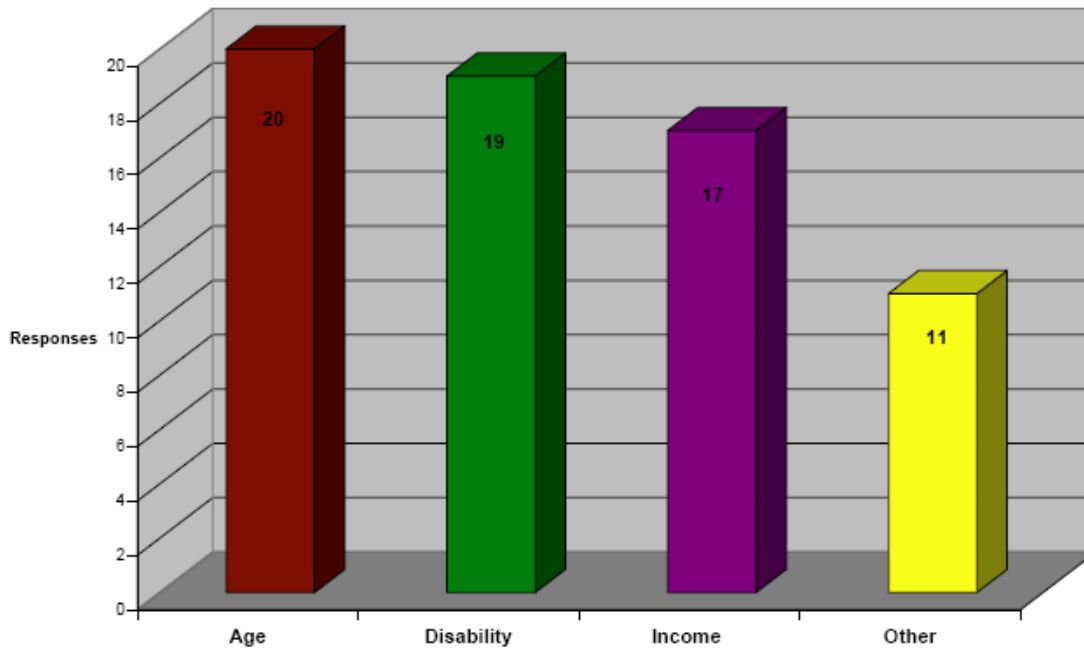


# Larimer County Mobility Council Coordination Survey Results

Would you like to see more agency coordination of client transportation in the County?

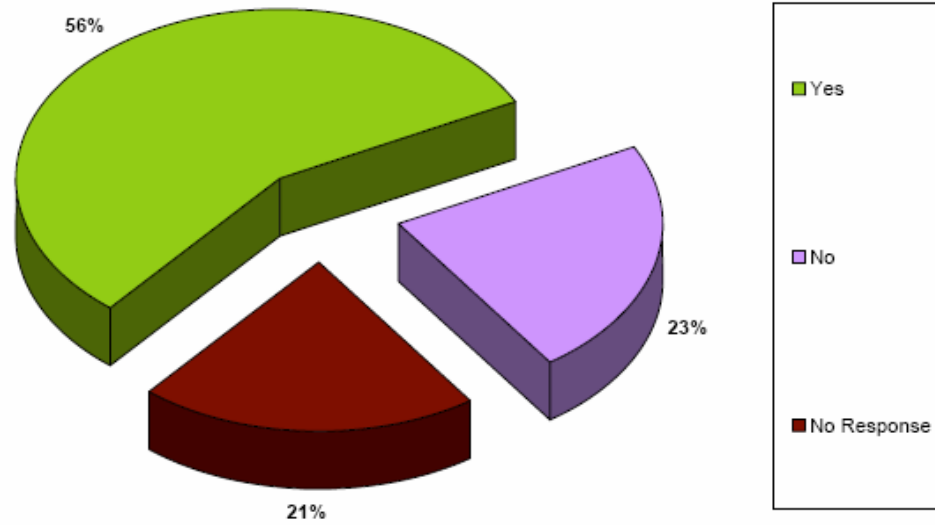


Eligibility Requirement for Services

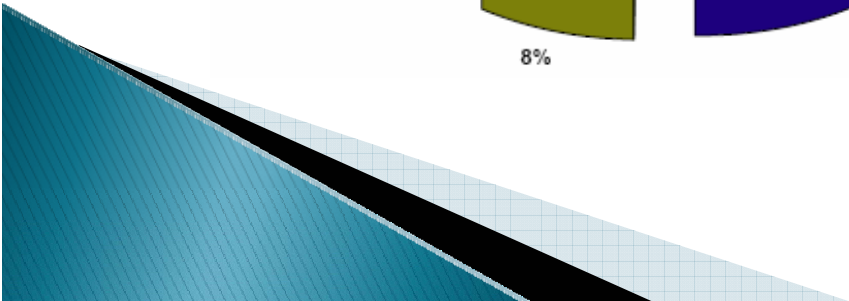
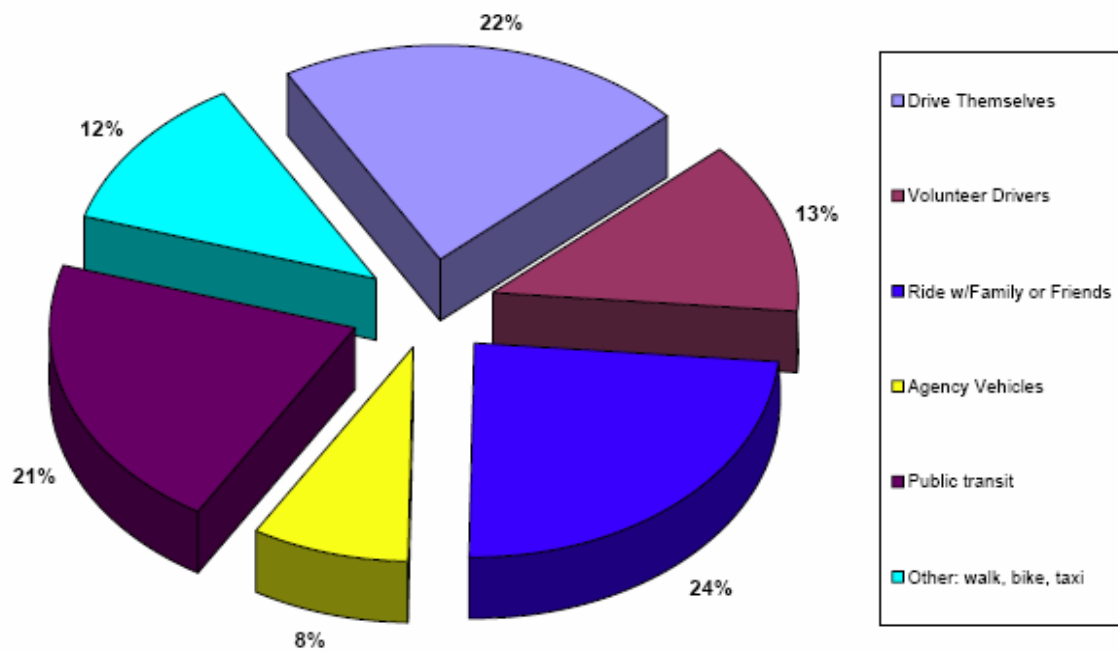


# Larimer County Mobility Council Coordination Survey Results

Are there geographic areas that need more client transportation services?

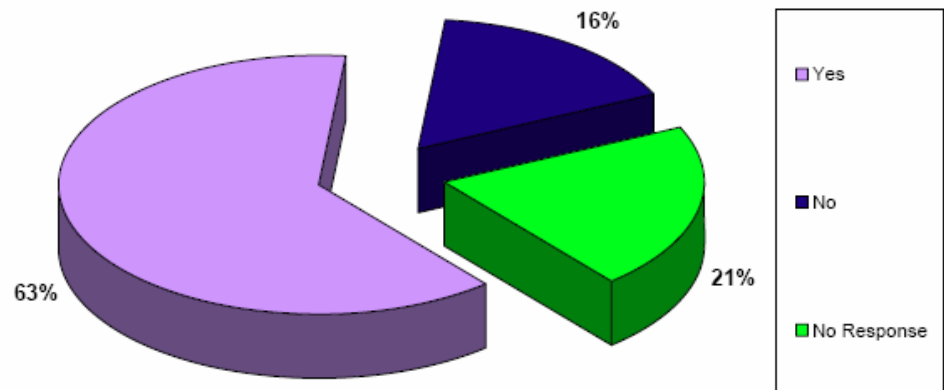


How do clients get to your site?



## Larimer County Mobility Council Coordination Survey Results

Would a single call center assist your agency in providing transportation for your clients?



### Summary

Twenty-eight questions covering client transportation needs, agency transportation services and costs along with future transportation needs were covered in the survey.

Responses indicated that most agencies are unable to provide the range of mobility options needed to accommodate their clients. The majority of respondents have one or more eligibility requirements for their services, cover a large geographic area of Larimer County with their services and over 85% have clients with specialized transportation needs.

A majority of survey respondents expressed a willingness to coordinate with other agencies and explore options including a one-call center for improving transportation services in Larimer County.

Overall, the survey created a picture of transportation need that needs to be explored. A large percentage of agencies are struggling to provide core services and transportation often represents a challenge in service delivery.

The charts and summary in this report are intended to provide a quick overview of the survey responses. The full survey report which includes the survey questions, summary charts and graphs and written comments submitted by respondents is available online at [www.nfrmppo.org](http://www.nfrmppo.org)



# Next Steps

## How to utilize what we have learned

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*The survey and symposium offered the following insights regarding better coordination of services in Larimer County.*

- Need for more transportation services and planning.

More fixed route transit stops and hours were identified as needed services but special transportation services and routes that pinpoint specific destinations are also needed. While an existing inventory of vehicles that could be used for special transportation services are available, funding is lacking.

Creative solutions such as coordinated agency ride sharing and sharing of agency vehicles are two possibilities which incorporate transportation need with existing resources.

Participants also indicated the need for more transit-oriented development (TOD), a shift in funding priorities that would favor a larger percentage of transportation funding for transit and long-range planning solutions that are more inclusive of transit solutions to transportation problems.

- Willingness to collaborate and share resources.

Awareness of the need to combine resources is very high and agencies are ready to move towards the next level of collaboration. This would mean gaining a better understanding of each others scope of services and operating constraints along with receptiveness towards new solutions such as joint transportation projects and a one call center.

- Address concerns that exist regarding a one-call center.

Concerns ranged from staffing and funding issues to the need for the center to be inclusive of all populations with all equity issues addressed. The concerns that were shared need to be fully considered so that implementation of a one-call center represents a workable solution for all transportation customers in Larimer County.



# Next Steps

## How to utilize what we have learned

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### Tools in Development to Help with Mobility Coordination

- Resource Guide

A resource guide is being created for transit and human service providers to better understand the status of transportation services and funding in the Larimer County area is scheduled to be available in January of 2010. The guide will include human service and transit agency primary service information along with state and federal transit funding information.

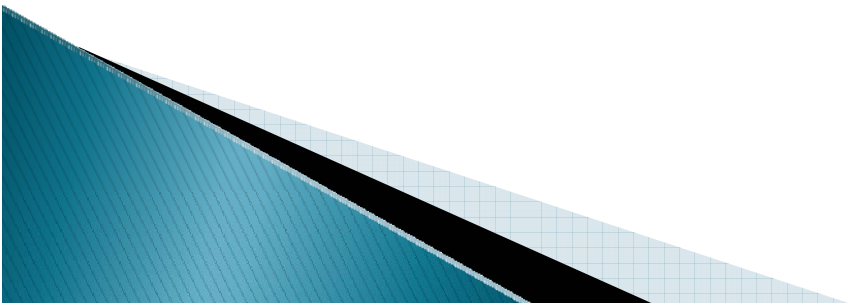
- One Call Center

Reaching implementation of a one-call center includes addressing shared concerns, details of how the call center will work and when it will be feasible to start. Partial funding has been identified but partnerships and willingness to move forward with new solutions are needed to ensure success.

### On-Going Mobility Coordination Activities

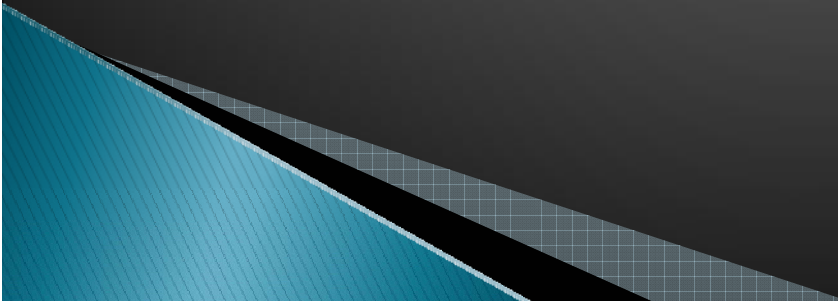
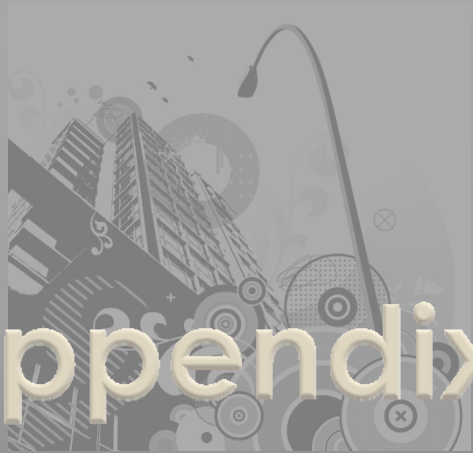
- Outreach to the public - Printed outreach materials, a NFRMPO mobility coordination webpage and presentations to Larimer County boards, commissions, private sector organizations and citizen groups are on-going and kept up to date based on the activities of the Larimer County Mobility Council (LCMC) and the NFRMPO Mobility Coordinator. The input gathered through the survey and at the symposium will be shared during presentations.

- Collaborative projects - The LCMC welcomes partnerships that foster mobility coordination. Currently, work is being done on the transportation goal of the United Way's Pathways Past Poverty Initiative. The work of this project is intended to help low income populations in Larimer County with their transportation needs and represents a step forward in reaching the LCMC vision.





# Appendix





## Larimer County Mobility Council

# Symposium Roundtable Comments

### Roundtable Topic: One-Call Center

To assist new and current riders seeking information on transit rides, routes, times, fares and general information, creation of a call center was discussed. Roundtable participants were encouraged to share their thoughts, pro and con, on the development of a call center. Factors that should be carefully considered before the project is undertaken were expressed.

Several advantages to the formation of a call center were also identified. This group expressed positive comments about having a regional call center. Although there were some in the larger audience who were hesitant to support a call center, the roundtable participants did not express any dissent.

### **C – Denotes concerns (issues to consider to be successful)**

- C – Training (needs to be thorough, complete, consistent, on-going)
- C – Ensure Adequate Staff (to handle calls in a timely manner)
- C – Funding (ensure sufficient funding to sustain the operation and success)
- C – Hours of Operation (determine times and days to adequately serve the community)
- C – IT Software (software needs to meet needs of staff to best assist the caller)
- C – Riders' Personal Issues (staff needs to be sensitive to needs of each caller)
- C – Staff Burnout (management needs to be aware of stress on call center employees so that service does not suffer and turnover is minimized)
- C – Agents Able to Address Rider Priorities (agents can respond calmly and helpfully to caller emergencies)
- C – Inclusive and Equal (training issue: all callers treated in helpful manner)
- C – Establish Accepted Guidelines and Policies (all participating municipalities and jurisdictions have input into the development of guidelines & policies)
- C – Rural Transit Coordination (should be considered to make call center effective)
- C – Prepare Riders for Change (assure clients that their interactions with new, unfamiliar call center personnel will still be able to meet their needs)
- C – Bi-Lingual Issues (call center should have staff who can assist non-English speakers in languages prevalent in Larimer County)
- C – TDY Capability (Should be equipped to assist hard-of-hearing callers)
- C – Offer On-Line Alternative (be able to transfer caller to someone familiar they have dealt with in the past)

# Symposium Roundtable Comments

Roundtable Topic: One-Call Center - *continued*

**A – Denotes advantages (ways a call center would be beneficial to the public)**

A – Call Center Can Offer Consistent and Reliable Service (may be best way to answer all the caller questions)

A – One Call for All the Answers

A – Learn and Adapt Operating Procedures from a Successful Transit Call Centers

A – Opportunity to Maximize Resources

**D – Denotes disadvantages (possible problems that could lead to loss of consumer confidence in the call center)**

D – Impact of Staff Absences (is staffing adequate to cover unexpected absences and to avoid extended caller holding times?)

D – Lack of Control (do contributors to the call center have input and influence in the operation of the call center?)

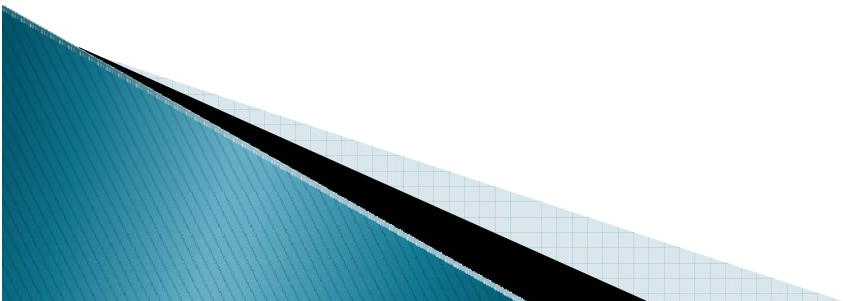
D – Less Rapport (diminished personal service compared to current levels of service)

D – Prepare for Turnover (ensure procedures in place to be able to quickly hire competent staff and able to train in a reasonable time. Maybe have on-call staff already trained and ready to assume positions.)

D – Busy Signal (if calls are not answered within a reasonable amount of time, callers may hang-up and may not call back)

What Would You Like to See in a Call Center?

- Would like to observe a well-run transit call center
- Would want our call center to not give up local contacts (ability to transfer calls to local contacts the caller knows)
- Create efficiency by being redundant



# Larimer County Mobility Council

## Symposium Roundtable Comments

Roundtable Topic: Current Transit Services – Pros & Cons

### **P= Pros – Current Positive Factors**

- P – Service to CSU & Front Range Community College (RTLG?)
- P – Medicaid transportation
- P – Wheelchair accessible cabs
- P – Foxtrot Connection
- P – Partnerships with private sector
- P – Costs are reasonable (passes)
- P – Buses are on time
- P – Travel trainers are a plus
- P – Bus operators knowledgeable and willing to help
- P – Murphy Center provides transportation to Loveland

### **C = Cons – Current Negative Factors**

- C – Childcare issues – too much time and geographic constraints
- C – Strive for person specific services
- C – One call center might equal compromise in service quality
- C – Flexibility for customer is limited
- C – Improvements in partnerships with private sector
- C – Lack of choices for wheelchair users (non-medical, social)
- C – Crossing county lines (Weld & Boulder)
- C – Night Service
- C – Sunday Service
- C – Transferring at transit hubs
- C – Placement of bus stops (need to be accessible and safe)
- C – Greater need for transportation in rural areas
- C – Fear of getting lost/safety concerns
- C – No schedules or maps at Bus stops
- C – Service area not large enough
- C – Some paths to stops not accessible
- C – Need RSVP (volunteers?)
- C – Fixed route requires endurance and cognitive ability
- C – Dial-A-Ride eligibility criteria
- C – Wait times are long

Suggestion – Tap CSU student resources for transit services like travel training

# Larimer County Mobility Council

## Symposium Roundtable Comments

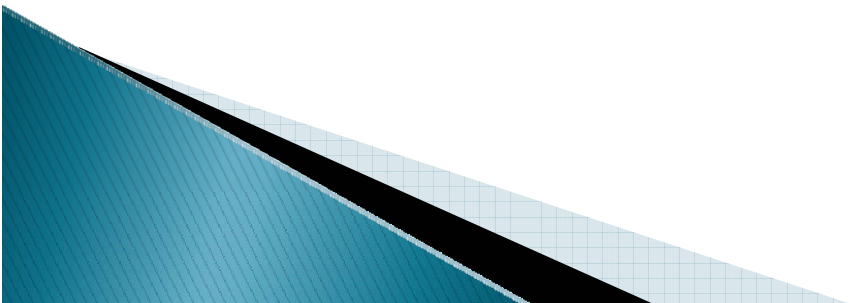
Roundtable Topic: Future Transportation Needs

The following were listed as needs to consider:

|   |                      |                 |
|---|----------------------|-----------------|
| Aging   | Driving safety       | Jobs            |
| Community   | Budget cuts          | Availability    |
| Caregivers  | Elderly day programs | Capacity        |
| Increasing transit need                                     | Geographic limits    | Cost            |
| Rural areas   | Light rail/tram      |                 |
| Schedules/wait times  | Frequency of service | Collaboration   |
| Physically demanding  | Change image         | Reduce fare     |
| Advance scheduling  | Funding restrictions | Independence    |
| Education about transit                                     | Job seekers          | Aging workforce |
| Serving major employers                                     | Inclusiveness        |                 |
| Compatible transit systems & possibly between states        |                      |                 |
| Crossing geographic boundaries                              |                      |                 |
| Small employers not in the loop to negotiate or participate |                      |                 |
| Collaboration with school districts                         |                      |                 |
| Lack of comfort or security with services                   |                      |                 |
| Transporting goods/commerce                                 |                      |                 |
| Access to childcare service                                 |                      |                 |

Trends participants would like to see:

|  |                              |
|--|------------------------------|
| Transit oriented development               | Affordability                |
| Regionalization                            | Government centers           |
| Marketing effort adjusted to all consumers | Enhanced customer service    |
| Light rail                                 | Connect w/ I-25              |
| Paraprofessional on buses                  | Make it "cool"               |
| Become neighborhood on bus                 | Make transit a "choice"      |
| Look at solutions other than bus           | Make it social               |
| More availability                          | Eliminate social stigma      |
| Common state & regional goals              | Development in transit areas |
| Employers offer transit incentives         | Market cost savings          |
| Citizens need to lobby for transit         | Increase operational times   |



# Larimer County Mobility Council

## Symposium Roundtable Comments

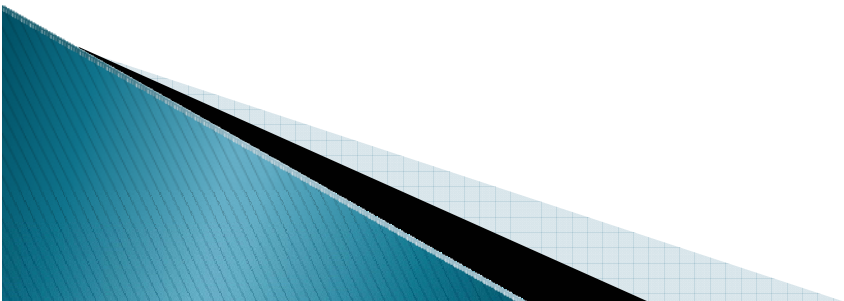
### Roundtable Topic: How to Better Utilize Funding

- Make trips more regional
- Shift funding priorities from road heavy to more transit
- Coordination – Transportation planners need to be part of mobility coordination effort
- Special transit services (ex- special Sunday service for specific groups)
- Have for profit entities contribute to transit
- Implement a transit access fee for new development
- Larger volunteer network for transportation need
- Transportation modeling that includes more variables like the cost of oil and growing senior demand
- Shared maintenance/operational costs between transit agencies
- Apply to modeling process transit alternative versus road alternative
- One-call center – online is needed as well + use volunteers for center
- Be mindful of transit contribution to workforce
- When setting priorities – look at best balance of transportation services
- Deviated fixed route is needed (Wellington has limited example)
- Barriers to best utilization of funding:
  - Jurisdictions – they need to cooperate
  - Federal funding – need to be more flexible in use
  - Single provider – would streamline funding

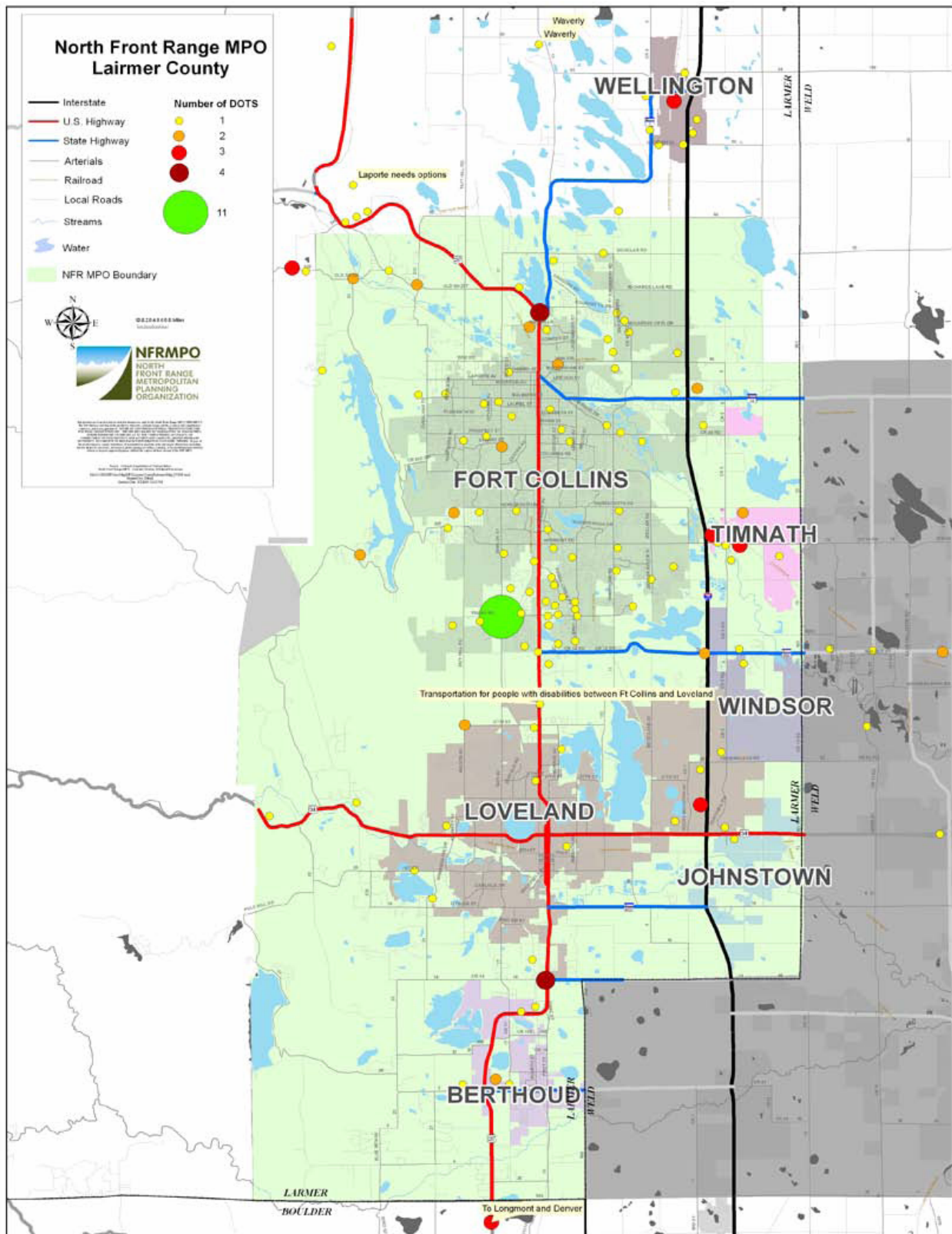
### Roundtable Topic: Transit Strategic Plan

This roundtable featured a question and answer format where participants asked about current services, timetable for enhancements and specifics of the three phase plan.

For further details regarding the Transit Strategic Plan visit [www.fcgov/transfort](http://www.fcgov/transfort) or [www.ci.loveland.ci.us/publicworks](http://www.ci.loveland.ci.us/publicworks)







## Larimer County Mobility Council Symposium Transit Need Map

# Larimer County Mobility Council 2009 Member Roster

## **Berthoud Area Transportation Services**

Eric Boyd

## **Colorado Division of Vocational Rehabilitation**

Rebecca Porter

## **Dial-A-Ride & Transit Accessibility Committee (DARTAC)**

Toni Lueck

## **Foothills Gateway**

Erin Eulenfeld

## **Fort Collins Transfort/Dial-A-Ride**

Craig Dubin

## **Healthier Communities Coalition of Larimer County**

Kim Sharpe

## **Larimer Center for Mental Health**

Jacque Penfold

## **Larimer County Community Corrections/Sheriffs Office**

Linette Schweizer

## **Larimer County Department of Health and Environment**

Averill Strand

## **Larimer County Office on Aging**

Laura Sutherlin, Alt - Margaret Long

## **Larimer County Workforce Center**

Michelle Miller, Alt - Joni Friedman

## **Larimer County Health & Human Services Division/Larimer Lift**

Richard Guest

## **Loveland Transit (COLT)**

Marcy Abreo

## **Loveland Disability Advisory Commission**

Hal Mansfield, Alt - Linda Bennefiel

## **SAINT**

Gary Thomas

## **United Way of Larimer County**

Mary Atchison

For further information regarding mobility coordination in the  
North Front Range MPO visit



[www.nfrmpo.org](http://www.nfrmpo.org)

