North Front Range
Metropolitan
Planning
Organization

North Front Range MPO
419 Canyon Ave, Suite 300 Fort Collins, CO 80521

Larimer County Mobility Committee (LCMC)—AGENDA
May 30, 2019
1:30 – 3:00 p.m.

Call-in information:
(844) 844-0414
Code: 274639#
https://join.freeconferencecall.com/nfrmpo

1. **Call Meeting to Order, Welcome, and Introductions**
2. **Review of Agenda**
3. **Public Comment (2 minutes each)**
4. **Approval of March 21, 2019 Meeting Minutes**

PRESENTATIONS

No items this month.

ACTION ITEMS

No items this month.

DISCUSSION ITEMS

1) Larimer County Senior Transportation Implementation Project   TransitPlus
   a. Introduction of TransitPlus team
   b. Presentation: Background information on mobility management/technology
   c. Vision and Goals
   d. Proposed Meeting Schedule
2) NADTC Grant Update   Becker
3) Travel Training Update   Gordon

LCMC MEMBER REPORTS

4. **Final Public Comment (2 minutes each)**
5. **Next Month's Agenda Topic Suggestions**
6. **Next LCMC Meeting: TBD**

Larimer County Mobility Committee (LCMC)—MINUTES
March 21, 2019
1:35 p.m. – 2:36 p.m.

1. **Call Meeting to Order, Welcome and Introductions**
   Attendees: Katy Mason, Larimer County Office on Aging; Anna Russo, Transfort; Cari Brown, Arc of Larimer County; Vera Pruznik, resident; Greg Goettsch, Qualified Listeners; Connie Nelson-Cleverly, SAINT; Michalla Fowler, zTrip; Jason Brabson, Heart&SOUL Paratransit; Darby Remley, Division of Vocation Rehabilitation; Ruth Fletcher-Carter, Berthoud RAFT; Annabelle Phillips, Transfort; Brian Wells, RATP Dev; Paul Rennemeyer, Town of Windsor

   On Phone: Angela Woodall, Foothills Gateway; Lisa Bitzer, Via Mobility Services

2. **Review of Agenda**

3. **Public Comment** *(2 minutes each)*
   No public comment received.

4. **Approval of January 17, 2019 Meeting Minutes**
   Cari moved to approve the meeting minutes. Connie seconded the motion, and it was approved unanimously.

ACTION ITEMS

No items this month.

DISCUSSION ITEMS

1) **Introductions**   **Gordon**
   Alex presented about the Larimer County Senior Transportation project from the beginning to where it currently stands.

2) **Larimer County Senior Transportation Implementation Project Status**   **Gordon**
   Alex stated the Request for Proposals (RFP) for the §5304 grant closed on March 8, 2019 and three consultants proposed projects. A scoring team made up of staff from the Larimer County Office on Aging, Larimer County Community Planning Infrastructure & Resources, Foothills Gateway, Berthoud Rural Alternatives for Transportation (RAFT), and the NFRMPO will interview the potential consultants on Tuesday, March 26, 2019. Katy stated the RFPs mentioned the LCMC will play an important role in the delivery of the project.
   Greg asked how veterans younger than 60 and without disabilities will be addressed. Alex stated it depends on the transportation providers. Katy and Angela clarified the project intends to serve all adults. The project should note how to help veterans regardless of disability status or age.

Cari asked for clarification on whether the Call Center project will also provide service. Alex said it will help create data about what service is not being provided. Katy mentioned the Call Center will not initially provide service but that filling in service gaps is important in the long run.

Anna requested the consultants provide information prior to each LCMC meeting to ensure the group has a chance to read through the material.

Vera stated the project should be accessible to users of all disabilities.

3) **2019 Work Plan and Meeting Dates**   **Gordon**

The group decided it wanted to look at the winning proposal is appropriate. Alex will send out the calendar. The LCMC decided the schedule depends on what the chosen consultant says is needed and their work plan. Alex will let the group know when the consultant is chosen.

LCMC MEMBER REPORTS

Alex provided a draft of an updated NFRMPO Rider's Guide and asked for feedback by April 10, 2019.

Anna – Stuff the Bus is next week and provided informational posters to the group. Anna also provided travel training posters to the group. MAX's five-year anniversary is May 11 from 11 a.m. to 2 p.m. with events and booths at five MAX stations and a cake-cutting by some elected officials.

Cari – Arc of Larimer County received the grant from Comcast and the national Arc for technology to assist individuals with disabilities who work with an occupational therapist. More information is available at arclc.org.

Jason – Veyo did not bid for the new RFP. The new broker is Intelliride who will start July 1. CASTA is researching full risk statewide brokers.

Darby – The Division of Vocational Rehab piloted a payroll software which will go live statewide. The system will open opportunities for internships for clients of DVR.

Paul – Windsor runs the Senior Ride program as part of its Parks and Recreation department. The Senior Ride Program provides transportation assistance to Windsor residents, age 55 and older, who are unable to drive or who do not have alternate transportation. Those younger than 55 who need ride assistance are evaluated on a case-by-case basis. Rides within Windsor cost $4, while out-of-town transportation is $6. Windsor will also be served by the Poudre Express when it begins in 2020.

Lisa – Via added a new part-time vehicle in Estes Park with funding from the Larimer County Office on Aging. The service has been a success, reducing the denial rate for the Estes Valley. Service is provided from 9 a.m. to 2 p.m. on Mondays, Wednesdays, and Fridays.

Brooke from LCDHE sent a report that they are starting the Built Environment Speaker series on March 29th from 11:00 to 1:00 p.m. at the Larimer County Courthouse. LCDHE will host an asset mapping station at the MAX event. LCDHE is working with FC Moves on a survey about biking in Larimer County.

5. **Final Public Comment** *(2 minutes each)*
6. **Next Month's Agenda Topic Suggestions**
   - §5304 consultant presentation
7. **Next LCMC Meeting: May 16, 2019**
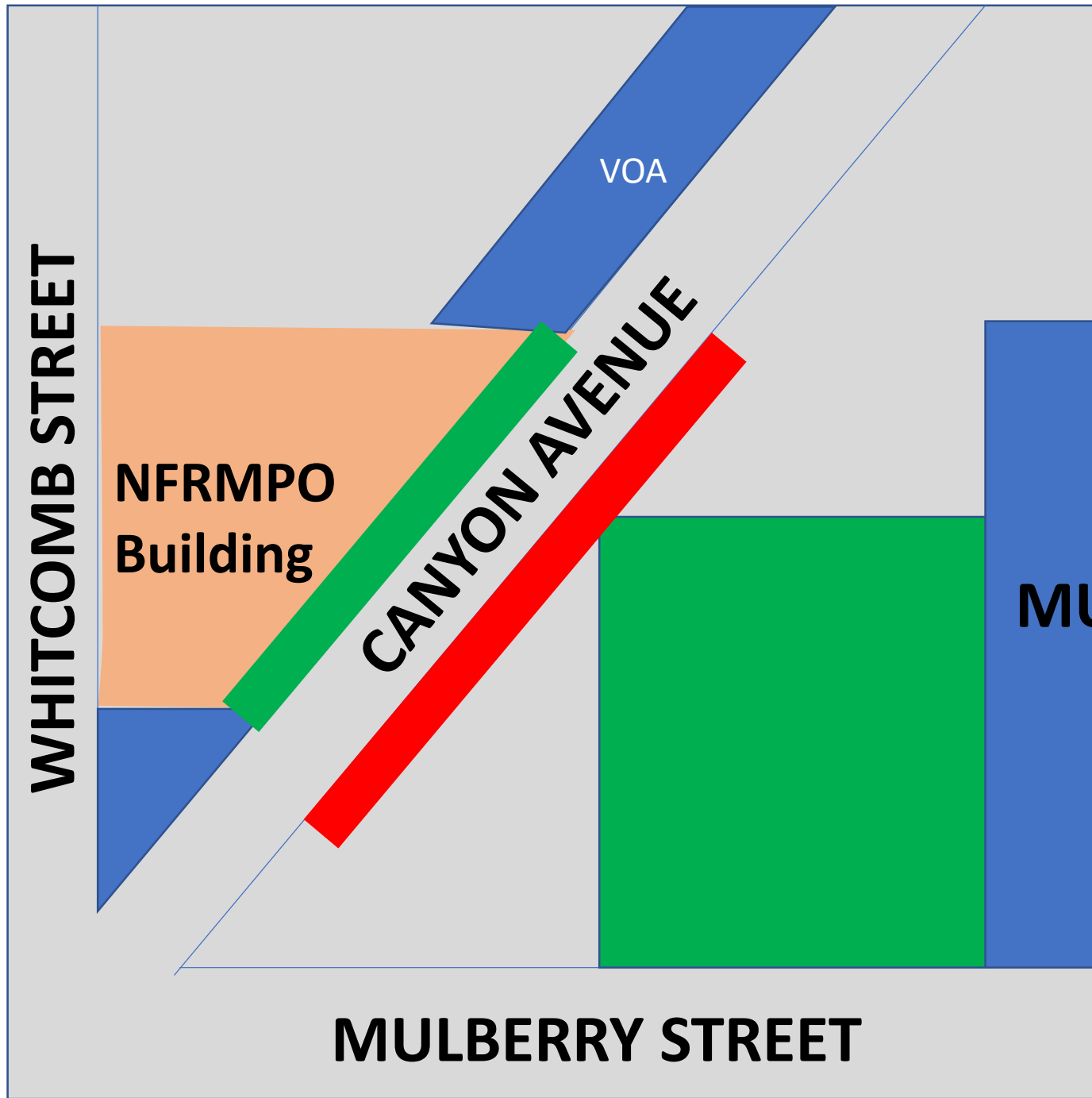
Senior Transportation Implementation Plan
For Larimer County, Colorado

1

Agenda

- Background

- Review of recommendations

- Mobility Management and Technology

- Defining the One Call/One Click center

- Vision and Goals

2

Issues facing Larimer County:

- Increasing population
  - Increasing aging demographic

- Older adults want to age in place
  - To do so, they need services like transportation

- Transportation demand exceeds available resources

- Community not aware of the services available

3

Recommendations from Larimer County Senior Transportation Needs Assessment (2017)

Service Recommendations
- Family and friend subsidy

- On-demand paid services

- Expansion of existing services
  - Service hours
  - Service area
  - Flexibility in booking rides

- Volunteer driver program
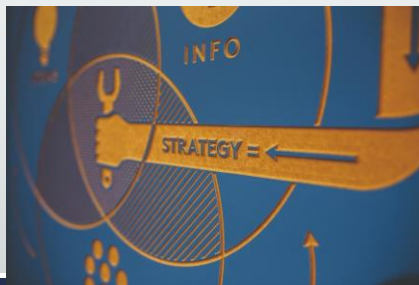
- Fixed route shuttle

4

Recommendations from Larimer County Senior Transportation Needs Assessment (2017)

Programmatic Recommendations

- Education: marketing

- Dispatch: call center

- Education: senior commission/transit ambassador

- Education: travel training

- Dispatch: online platform

5

Project MILES (2019) (**M**obility **I**nclusiveness; **L**ocations **E**verywhere; **S**imple)

Project MILES looked at the centralized call center recommendation from the Larimer County Senior Transportation Needs Assessment.

- Evaluated Software Solutions
  - Reviewed 12 software solutions
  - Narrowed it down to:
    - Proprietary scheduling software
      - RouteMatch
    - Open source solution
      - Cambridge Systematics

6

Project MILES (2019) (**M**obility **I**nclusiveness; **L**ocations **E**verywhere; **S**imple)

Recommendations

- The community should implement a limited proof of concept project prior to investing in a mobility management software system.

- The NFRMPO should submit a response to the NADTC request for proposals (RFP) for implementation funding support.

- The Project MILES Expert Panel should merge with the Larimer County Mobility Committee (LCMC).

7

Mobility Management

National Center for Mobility Management definition:

"Mobility management is an approach to designing and delivering transportation services that starts and ends with the customer. It begins with a community vision in which the entire transportation network—public transit, private operators, cycling and walking, volunteer drivers, and others—works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community's needs."

8

Mobility Management

Mobility management has been an effective way to increase transportation services/efficiencies in rural and small urban areas through:

- Coordination between service providers

- Education

- Marketing

- Leveraging funding

- Case Management, planning, etc.

9

Mobility Management and Technology

Technology can facilitate mobility management coordination.

- Readily share provider information

- Share client information

- Trip scheduling

- Exchanging trips

- Rider access to information through technology
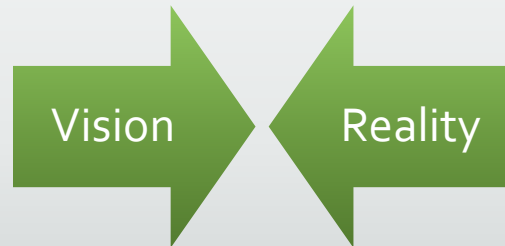
  - Rider can schedule trips

10

Defining the One Call/One Click Center

- The final call center will be defined where vision and reality meet.
- It will evolve over time.

11

Defining the One Call/One Click Center

- What services will be covered?
- What functions will be included?
- What will be the same for each agency and what can be different?
- What processes need to be in place?
- What will be the relationships between the parties?
- What agreements are needed to describe this?

12

What do you want to achieve?

- More rides for more people
- Easy for riders to reserve trips and obtain service information
- Accountability
- Good use of limited resources
- Cost-effectiveness
- More bodies in the buses
- Simple reporting and recordkeeping

13

Some Key Parameters

- Land use patterns and service areas
- A continuum of rider needs
- Agency missions are diverse and all serve multiple purposes
- Funding streams and reporting requirements
- Drivers: some paid, some volunteer
- Policies on level of service to be provided

14

Next steps

- Agree on a shared vision and goals
  - Three main options for One Call/One Click center
    - Information, assistance and referral center
    - Ride scheduling service for one provider
    - A coordinated system scheduling rides for multiple providers

15

Vision and Goals

Possible vision –

The One Call/One Click center enables the Larimer County region to use resources to provide the most effective services to older adults and individuals with disabilities.

16

Vision and Goals

Possible goals –

1. Make it easy for citizens to easily find information about available transportation services and schedule trips.

2. Enable diverse providers to share trips, as appropriate, to make the best use of vehicles and provide more rides for more people.

3. Provide consistent information so network partners can make effective management and policy decisions.

4. Support network partners providing the most cost-effective and efficient service possible with available resources.

17

LCMC Stakeholder Meetings

All meetings will be held at the North Front Range Metropolitan Planning Organization (NFRMPO), 419 Canyon Ave #300, Fort Collins, CO 8052

Monday, June 17, 1:30 p.m.

Tuesday, July 30, 1:30 p.m.

Thursday, September 19, 1:30 p.m.

Wednesday, October 23, 1:30 p.m.

Thursday, November 21, 1:30 p.m.