

Larimer County Mobility Committee (LCMC)–AGENDA
October 23, 2019
1:30 – 3:30 p.m.

Call-in information:
(844) 844-0414
Code: 274639#

<https://join.freeconferencecall.com/nfrmpo>

1. **Call Meeting to Order, Welcome**
 2. **Review of Agenda**
 3. **Public Comment (2 minutes each)**
 4. **Approval of September 19, 2019 Meeting Minutes**
-

PRESENTATIONS

No items this month.

ACTION ITEMS

No items this month.

DISCUSSION ITEMS

- 1) Introductions
- 2) 2017 Coordinated Plan Amendment
- 3) Larimer County Senior Transportation Implementation Plan
 - Early Adopters
 - Alternatives Feedback
 - TransitPlus recommendations
 - Timelines (expedited and phased)
 - Provider Meeting Feedback
 - Rider Feedback
- 4) 2020 Meeting Schedule

LCMC MEMBER REPORTS

5. **Final Public Comment (2 minutes each)**
6. **Next Month's Agenda Topic Suggestions**
7. **Next LCMC Meeting: November 21, 2019**

Larimer County Mobility Committee (LCMC)—MINUTES

September 19, 2019

1:35 p.m. – 3:29 p.m.

1. Call Meeting to Order, Welcome and Introductions

Attendees: Jill Couch, Pro-31 Safe Driving LLC; Cari Brown, Arc of Larimer County; Jim Becker, PAFC; Suzette Mallette, NFRMPO; Alex Gordon, NFRMPO; AnnaRose Cunningham, NFRMPO; Erica Hamilton, TransitPlus; Kathy Murphey, TransitPlus; Connie Nelson-Cleverley, SAINT; Lisa Bitzer, Via; Ruth Fletcher-Carter, RAFT; Walt Elish, Town of Berthoud; Will Karspeck, Town of Berthoud, Pam Marcus-Bause, Larimer County Community Development, Jason Brabson, Heart&SOUL Paratransit; Katy Mason, Larimer County Office on Aging

Call in: Darby Remley, CO Division of Vocational Rehab

2. Review of Agenda

3. Public Comment (2 minutes each)

No public comment received.

4. Approval of July 30, 2019 Meeting Minutes

Fletcher-Carter moved to approve the meeting minutes. Brown seconded the motion, which was approved unanimously.

DISCUSSION ITEMS

1) Introductions

2) Understanding Alternatives

Hamilton presented on the potential alternatives for the One Call/One Click Center project. These alternatives include a low staffing option, a medium staffing option, and a high staffing option at a center hosted by the NFRMPO, a third party (based on Via Mobility), or as a standalone third party. The options came with estimates based on staffing costs, capital investments, and other input.

Hamilton reviewed the draft report that was sent to the group including the low, medium, and high alternatives, phasing options, and the role of the Mobility Manager. Mallette asked for clarification about what the first step would be in a phased approach and Hamilton responded that the first step would need to be hiring a Mobility Manager to start building the program and the relationships needed to get the program started. Fletcher-Carter noted the providers feel they are currently rider centric and they want to ensure this mentality carries over into the OCOC. Hamilton noted the possibility of agreeing on customer service standards.

The group continued the conversation about hosting options presented at the previous meeting including hosting organization options being the NFRMPO or VIA Mobility out of Boulder, and different cost possibilities associated with each option. The group discussed the benefits, disadvantages, and concerns associated with each option. Mallette noted issues with the option of the NFRMPO only having limited oversight, stating if the NFRMPO was overseeing the funds, they would need to have a larger role in the overall process. LCMC members preferred a Mobility Manager who is familiar with Larimer County, because relationship-building will be one of



the biggest responsibilities for the new position. There was less concern about where the call center is hosted, just that staff would need to be familiar with options.

Hamilton presented trip discovery and scheduling software, including purchasing and cost options. The group discussed how the different options met or did not meet the expectations of the group. Hamilton noted the importance of including into contract agreements how price increases may be implemented as the program grows and over time. Hamilton noted the larger transit agencies wanted to choose a wait-and-see approach before joining the program.

Mason stated including specific time frames into the plan may be limiting when it comes to implementation and suggested using phasing language as opposed to specific year time frames. The group discussed using phasing language and years as only examples for there to be more flexibility in implementation.

Mallette informed the group there are several elected officials in the area who are excited about the OCOC project, positioning the group to seek funding. She also noted the Multimodal Options Fund (MMOF), which could help fund the project if approved. The MMOF is funded through SB1 funds specifically for non-motorized and transit projects.

The group was given an evaluation worksheet by the consultants to gauge feedback on the program so far. Hamilton and Murphey will present the findings at the next meeting.

MEMBER REPORTS

Brown stated the Arc of Larimer County is teaming with Foothills Gateway and Spirit Crossing Clubhouse to host a Town Hall Breakfast on October 15, 2019 at 7:00 a.m. at the Drake Center. Registration is requested and information is available on the Arc of Larimer County website.

Becker noted the NADTC Proof-of-Concept project is coming to an end. He will be working with providers to wrap up the grant via a survey.

Brabson asked how Weld County could be involved in this process because there was representation at the Northern Colorado Transportation Discussion. Gordon noted there is interest from Weld County to join the project.

- 5. Final Public Comment (2 minutes each)**
- 6. Next Month's Agenda Topic Suggestions**
- 7. Next LCMC Meeting: Wednesday, October 23, 2019**

MEMORANDUM

To: Larimer County Mobility Committee

From: Alex Gordon

Date: October 23, 2019

Re: 2017 Coordinated Plan Amendment

Background

In fall 2017, the Larimer County Mobility Committee and Weld County Mobility Committee recommended Planning Council approval of the 2017 Coordinated Public Transit/Human Services Transportation Plan (“Coordinated Plan”), which was approved in December 2017. Since then, work has been done on the creation of a One Call/One Click Center Project for the NFRMPO region. Although the project is related to much of what is already included in the Coordinated Plan, it was advised as part of the National Aging and Disability Transportation Center (NADTC) grant to amend the project into the Coordinated Plan.

Action

NFRMPO staff is requesting Larimer County Mobility Committee members read the amendment before it is discussed at the Planning Council meeting on November 7, 2019.

Goal #5: Regional One Call/One Click Center

The Larimer County Office on Aging, the Larimer County Engineering Department, and the Larimer County Senior Transportation Coalition worked on the Larimer County Senior Transportation Needs Assessment throughout 2017. Ten recommendations focused on programmatic, systemic, and educational efforts which could improve mobility for older adults living in rural Larimer County. These 10 recommendations led to an NFRMPO-led Larimer County Senior Transportation Implementation Plan, which recommends a regional One Call/One Click Center serving Larimer County, with expansion into Weld County as funding and support allows.

The One Call/One Click Center should:

- Hire a Mobility Manager to focus on building efficiencies and partnerships, applying for funds, and developing the program
- Provide a one-stop shop for information, referrals, and eventually booking of rides within Larimer and Weld counties
- Collaborate with the Larimer County and Weld County Mobility Committees to ensure communication between regional stakeholders and the program
- Work collaboratively with ride providers

The Mobility Manager should:

- Purchase software to support trip-sharing and behind-the-scenes improvements for small and large transit providers to deliver more rides
- Develop Trip Discovery software application for use by the public
- Invite healthcare professionals into the planning process to ensure communication and inclusion, reducing no-shows and adding capacity
- Identify funding for the long-term operation of the Call Center
- Invite and include riders in the transportation planning process and in the continued operation of the Call Center
- Explore funding options to provide additional rides throughout the region, especially in rural areas

Desired Outcomes

- Urban and rural residents will have additional access to resources to discover transit providers, ride subsidies or funding, and trip planning
- Transit providers will build partnerships and share rides to provide seamless trips across boundaries
- The Call Center will be a regional resource supported by local communities, providers, advocates, riders, and other stakeholders

Chapter 7: Recommended Alternative

The Mobility Manager and One-Call/One-Click Center program host, trip discovery software, and trip scheduling software options were presented at the September 19 LCMC meeting for discussion and review. Cost estimates were presented which helped stakeholders build on the information they learned from the Project Miles task force.

Evaluation Criteria

Stakeholders were reminded of the project vision: to develop a coordinated system that schedules rides across multiple providers with seamless and accessible options for users. Stakeholders were asked to consider multiple perspectives when considering the alternatives including riders, funders, providers and advocates.

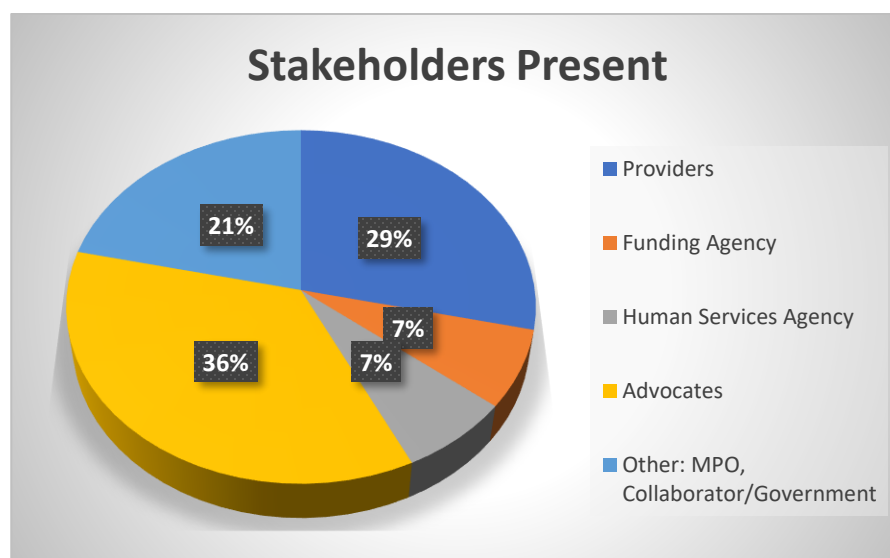
Stakeholders were then given the following evaluation criteria to consider as they reviewed and selected alternatives:

- Logical sequence for building a foundation
- Support among funding agencies
- Support among transportation providers
- Ability to implement
- Flexibility to expand to reflect the long-term vision
- Value of investment in activity

Stakeholder Feedback

Twelve stakeholders provided feedback at the September 19 LCMC meeting, representing various agencies and interests. Figure 7-1 shows the breakdown of stakeholders.

Figure 7-1: LCMC Stakeholder Representation



Hosting

Of the twelve responses, stakeholders unanimously agreed that the MPO should host the One-Call/One-Click Center in some capacity. All stakeholders want the Mobility Manager to be an employee of the North Front Range Metropolitan Planning Organization (MPO). The stakeholders were pretty evenly divided on whether the MPO should also have full responsibility for the One-Call/One-Click Center or whether they should serve in an oversight capacity and subcontract the One-Call/One-Click Center to a third-party agency.

I think it makes sense to host the program at the agency that's done the planning, built support, etc.

-LCMC Stakeholder Comment

MPO can bring other support like grants, IT, etc. Also has short-term funding ideas/solutions. Has ear of elected officials that could help advocate and fund. May not stay at the MPO long term but good place to start.

-LCMC Stakeholder Comment

Trip Discovery Software

Stakeholders were split as to the phasing of trip discovery software. Some thought the One-Call/One-Click Center software should start with a low technology option (like spreadsheets and an updated website) and

(1-Click | CS software is the) best long-term sustainable option; less functional options will have greater long-term costs in time, fixes, less efficiency and delivery. And there would be less success in the initial years to build form and to secure longer-term funding.

-LCMC Stakeholder Comment

move to a more robust technology system as time and funding allow (mobile application second, and 1-Click | CS software third). Stakeholders were excited about the idea of developing a mobile application for riders and felt that was important to the success of the program. The 1-Click | CS software option received the most responses from single-selection respondents.

Demand Responsive Technology Software (Scheduling Software)

Three main alternatives were presented (low cost option that could include spreadsheet scheduling or a lower cost/lower functionality scheduling system, open source, and proprietary). Within those alternatives, several cost estimates were provided to give stakeholders a more comprehensive idea of the associated costs. Overall, stakeholders liked the flexibility and lower cost of the open source software option.

I think (open-source) will be most flexible and cost-effective long-term options for Larimer County and allows leadership for regional solutions.

-LCMC Stakeholder Comment

TransitPlus Recommendations

Taking account the stakeholder feedback and past project experience, the TransitPlus team recommends the following alternatives in each category, along with two implementation schedule options.

Recommendations by Category

Mobility Manager and Program Hosting

We recommend that the NFRMPO host the Mobility Manager and the One-Call/One-Click Center. While the One-Call/One-Click Center could be hosted by a third party, the preference for open-source technology will make it much more difficult for a third party to operate the One-Call/One-Click Center as most of the third party options are already using a proprietary software system. The MPO provides an independent option with substantial knowledge of funding options and grant requirements, including FTA, CDOT, and FHWA requirements. Additionally, the MPO has been instrumental in the coordination efforts; hosting the LCMC meetings, facilitating discussions and building relationships with providers, funding and government agencies, elected officials, advocates, and other human service agencies.

Trip Discovery Software

Depending on funding availability, **we recommend 1-Click | CS trip discovery software.** 1-Click | CS provides One-Call/One-Click Center website development and hosting, and provides riders with interactive scheduling options that align with the Vision of this project. Additionally, 1-Click | CS provides a solution that is scalable to expand to Weld and/or Boulder counties and covers fixed route and demand responses services. Since 1-Click | CS already has API's for Trapeze and Ride Pilot, riders will be able to schedule rides with multiple providers currently serving Larimer County.

Demand Responsive Technology Software (Scheduling Software)

TransitPlus recommends open source software for trip scheduling software. An open source solution enables small providers to utilize technology in a cost effective manner that will enhance their service and allow for easy coordination. Open source software provides the flexibility to expand the One-Call/One-Click Center efforts to include NEMT trips, other counties and other providers with ease. These expansion efforts will also help spread the cost, increasing the cost-effectiveness, through economies of scale allowing for a fiscally sound solution.

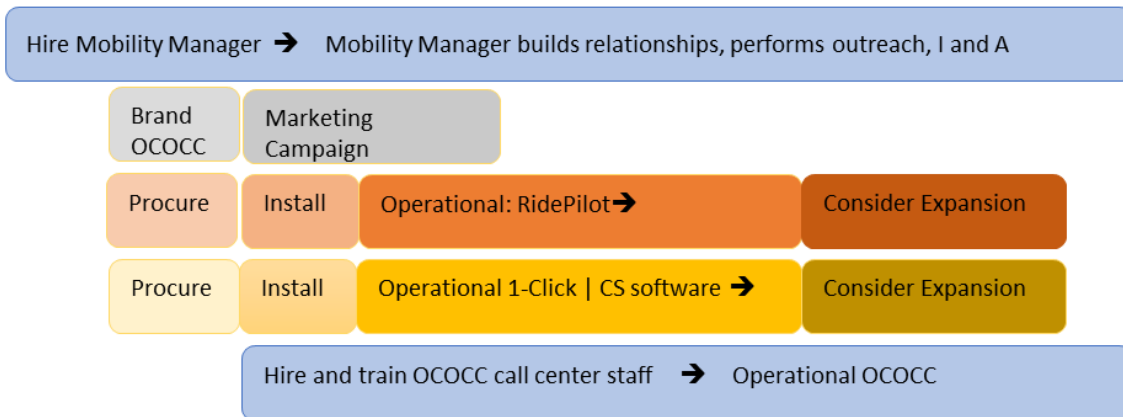
Implementation Scheduling Options

Stakeholders at the LCMC meeting asked for both an expedited timeline and a moderate phased approach to development. The availability of funding will be a key factor in the speed of development, but the two options also vary in that the phased approach takes intermediate steps rather than going directly to the implementation of 1-Click |CS software and an electronic scheduling system capable of direct scheduling through the 1-Click |CS software. The intermediate steps are needed to enhance the platforms available for riders to learn about transit options.

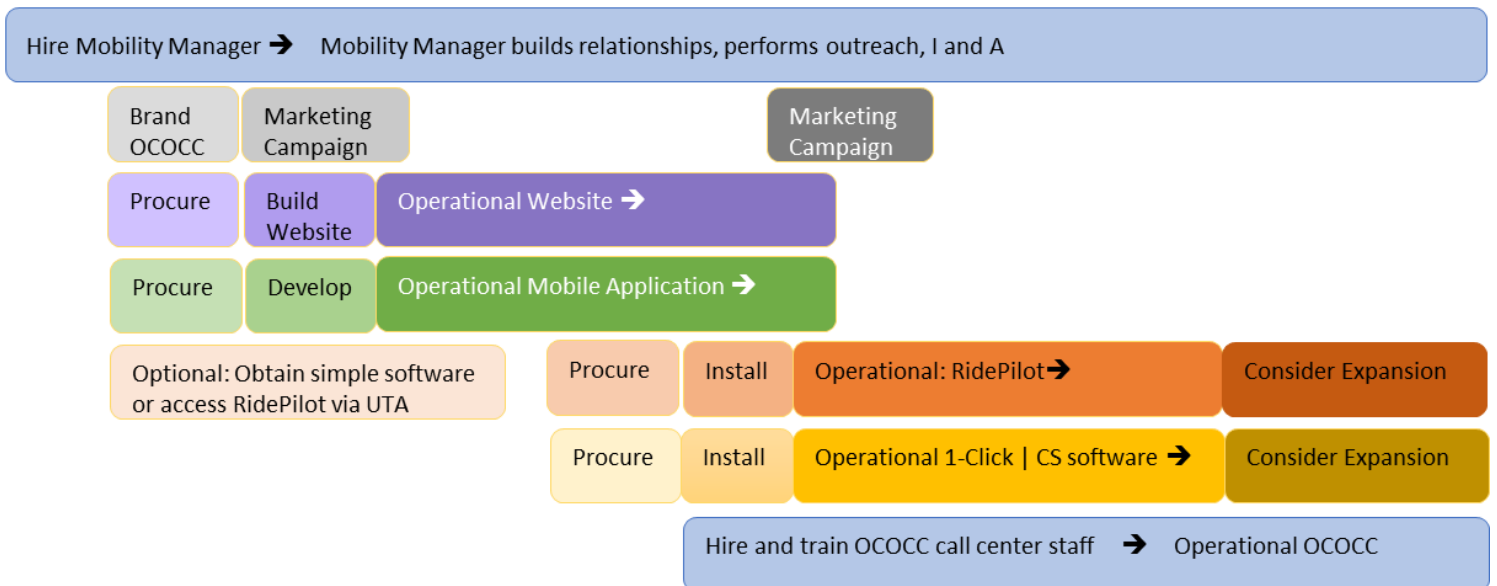
Figure 7-2 illustrates the two basic options. In both cases, the procurements are scheduled sometime after the program begins. This assumes that NFRMPO would initially fund the Mobility Manager but would wait for grant funding for software development. It is possible to wait for grant funding to hire the Mobility Manager; that just extends the timeline. In both examples, the development of the 1-Click |CS and RidePilot software systems are undertaken at the same time. That is because the procurement will be for a vendor to install, tailor, and maintain the software. The phased option goes slower, includes some additional steps, but also allows for more flexibility.

Figure 7-2: Expedited and Phased Implementation Schedules




Expedited Implementation



Phased Implementation



2020

-  Weld County Mobility Committee
-  Larimer County Mobility Committee
-  Larimer County Senior Transportation Coalition

January

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