Senior Transportation Implementation Plan
For Larimer County, Colorado

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Agenda

- Background

- Review of recommendations

- Mobility Management and Technology

- Defining the One Call/One Click center

- Vision and Goals

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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

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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

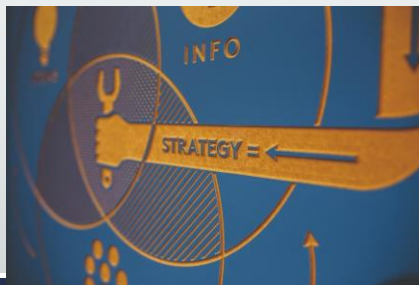 - Volunteer driver program

  - Fixed route shuttle

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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

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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

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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).

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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."

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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.

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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
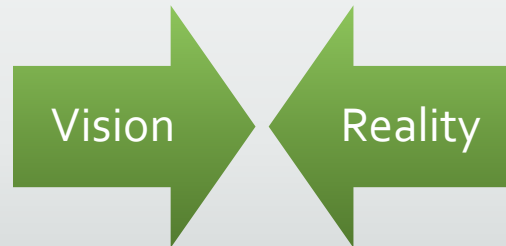
  - Rider can schedule trips

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Defining the One Call/One Click Center

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

Vision → ← Reality

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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?

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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

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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

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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

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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.

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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.

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