

Upper Front Range Transit Working Group Meeting #2

Date: January 30, 2014

Time: 1:30 PM – 3:30 PM

Location: Fort Morgan City Hall
110 Main Street
Fort Morgan, CO

Meeting Goals:

- Finalize vision and goals
- Prioritize projects and coordination strategies

Agenda

- 1) Welcome and Introductions
- 2) Finalize Regions Transit Vision and Goals
- 3) Coordination Plans and Coordination Strategies
- 4) Upper Front Range Growth Projections
- 5) Projects and Prioritization
- 6) Adjourn

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UPPER FRONT RANGE PLANNING REGION

Draft Vision and Goal Statements

VISION

The Upper Front Range's vision is to improve regional mobility for all residents and visitors through the effective coordination, planning, and delivery of sustainable transit services.

SUPPORTING GOALS

Goal 1: Preservation and Expansion of Existing Systems and Infrastructure

- ▶ Maintain capital to meet service needs for NECALG, Town of Estes Park and VIA.
- ▶ Maintain existing levels of service and infrastructure. NECALG, the Town of Estes Park and VIA seeks to maintain existing levels of service in Estes Park, Greeley, and surrounding areas.
- ▶ NECALG, the Town of Estes Park and VIA seeks to expand service if funding is increased in 2014 and beyond.

Goal 2: Regional Connections

- ▶ Colorado Highway 85 corridor service connecting Greeley, Fort Collins, and Loveland.
- ▶ US Highway 34 service connecting Estes Park with I-25 and Greeley.
- ▶ US Interstate 76 service connecting Fort Morgan with Denver.
- ▶ Explore the need and feasibility of other regional connections; coordinate with the Intercity Bus Plan.

Goal 3: Improve Regional Coordination

- ▶ Identify grant and other funding opportunities to maximize regional financial resources and coordination opportunities.
- ▶ Integrate private transportation providers into the regional transit network.
- ▶ Improve connectivity between local, intercity and regional transit services and other modes through better sharing of information and schedules.

Goal 4: Coordinate with Rail

- ▶ Begin discussions with railroads to identify opportunities for coordination.

What is a Coordinated Transit Plan?

Transportation coordination is a process between transportation organizations and providers to maximize the use of transportation resources through shared responsibility, management and funding of transportation services.

The purpose of this coordinated plan will be to:

- ▶ Provide a process where transit and human service providers can discuss issues
- ▶ Identify areas where enhanced coordination between transit and human services might be beneficial
- ▶ Establish a set of priorities and projects to improve mobility and access
- ▶ Move some priorities and projects into the larger regional and statewide planning processes to gain state assistance and/or funding; and
- ▶ Satisfy the requirements for a coordinated transit and human services transportation plan under MAP 21.

Why do we need to coordinate transit services?

In times of limited funding options, coordinated planning is one way to create added capacity and free up funding resources for baseline or enhanced transit services.

In addition, there may be changes in conditions, programs, and transit needs. Your region may benefit from a readjustment of services to help use resources most effectively.

As with any business or organization, it is helpful periodically to review processes and identify areas for greater efficiency. Your region may consider the following:

- ▶ A level of transportation service well below the level of need;
- ▶ Vehicles and other resources not utilized to capacity;
- ▶ Duplicative services in some areas of the community and little or no service in other areas;
- ▶ Variations in service quality among providers, including safety standards;
- ▶ A lack of overall information for consumers, planners and providers about available services and costs; and
- ▶ Multiple transportation providers, each with its own mission, equipment, eligibility criteria, funding sources, and institutional objectives, resulting in duplication of expenditures and services

If so, there is an opportunity to use this transit process to create dialog and work on strategies and actions that can make a difference to daily operations and, in turn, to the customers who are served.

What will this plan do?

Some of the objectives of this plan include:

- ▶ Review of the demographic profile and transit services within the region for any changes in recent years
- ▶ Establish a transit-human service coordination vision and subsequent goals and objectives
- ▶ Provide a prioritized list of goals that can be used to prioritize strategies and projects
- ▶ Move from a list of issues to action strategies that would enhance mobility and access

What value does transit coordination bring to the region?

There are several positive outcomes achieved through transit coordination that add value to a region, including:

- ▶ **Reduces Cost Inefficiencies** - Higher quality and more cost-effective services can result from more centralized control and management of resources; reduced cost of capital and better use of capital investments ; and matching customers with the least restrictive and least costly service that best meets their needs for a particular trip.
- ▶ **Improves Cost Efficiency**, leading to reduced costs per trip - Coordinated transportation services often have access to more funds and thus are better able to achieve economies of scale. They also have more sources of funds and other resources, thus creating organizations that are more stable because they are not highly dependent on only one funding source.
- ▶ **Improves quality of life and cost savings** – Coordinated services can offer more visible transportation services for consumers and less confusion about how to access services. It can also provide more trips at lower cost. This improved mobility can enable people to live independently at home for a longer period of time.
- ▶ **Promotes diverse travel options** - For many people, receiving transportation services such as taxis, vans, buses or other options is not a choice, but rather a necessity. Coordinated transportation services can often provide the most number of choices from which a traveler can choose.

Coordination Strategies

1. **Centralized Call Center** – a centralized call center puts information access for all county or regional transportation operations in one place, with one phone number for residents to call to schedule a ride. In communities where there are several transportation service providers, a centralized call center can be very valuable to assign service requests to the most appropriate provider.

Expected Benefits/Needs Addressed

- Can create cost efficiencies by consolidated trip reservations and scheduling staff
- Maximizes opportunities for ride sharing
- Improves service delivery and customer satisfaction
- Provides one number for clients to call to access service

Potential Obstacles and Challenges

- Requires allocation/reimbursement models and service delivery standards
- Requires champion agency to take on consolidation and support idea
- Once implemented, requires leadership, on-going attention and committed staff
- Existing providers may not want to outsource reservation function

2. **Mobility Managers/ Mobility Management Organizations** – A mobility manager could be an individual, a group of individuals or an organization that provides a wide variety of mobility management functions for consumers, human service agency staffs, and/or for community transportation providers. A mobility manager could be an individual, a group of individuals or an organization that provides mobility management functions for consumers and provide a range of services.

Expected Benefits/Needs Addressed

- Ensures staff resources are available to implement mobility and coordination strategies
- Creates community resource to promote existing and available resources

Potential Obstacles and Challenges

- Individual will need to be well supported by key institutions and organizations to be effective
- Individuals will likely need training and support

3. **Centralized Resource Directory** – Centralized resource directories are very helpful to consumers, human service agency staff, and advocates who need to find and/or arrange transportation for members of the target populations (low income, seniors, and persons with disabilities) online.

Expected Benefits/Needs Addressed

- Provide a “one-stop” resource for all public and private transit services and human service agency transportation
- Provide easy contact and eligibility information enabling consumers and advocates alike to identify potential service providers for specific members of the target populations
- Particularly useful in larger communities with a large number of public and private sector transportation resources

Potential Obstacles and Challenges

- Requires a comprehensive data collection effort to create the directory
- Keeping the directory up-to-date has proven problematic in other areas
- Consumers must be aware that the directory exists in order to be useful

4. **New Partnerships** – Partnerships with private or other nonprofit organizations can increase ridership as well as provide sponsorship for transit routes and services. Partnerships with private employers and retailers could include schools and colleges, employers, social service agencies, etc.

Expected Benefits/Needs Addressed

- Potential to subsidize routes and/or services with private funding
- Increased/guaranteed ridership on some routes and /or services

Potential Obstacles and Challenges

- Some businesses are unwilling to participate

5. **Marketing and Information Campaigns** – In many areas there is a lack of awareness and/or a negative perception of available public transportation services. In conjunction with a directory of services (#3), a marketing campaign can begin to change awareness and attitudes.

Expected Benefits/Needs Addressed

- Creates awareness of services for eligible clients
- Can shift perceptions to transit as a community resource

Potential Obstacles and Challenges

- Needs continuous updating if detailed service information (i.e., schedules) is included
- Sophisticated, comprehensive marketing campaigns can be costly

6. **Regional and County Coordinating Councils** – Create focal points for coordination and mobility management activities. Regional and County coordinating councils could assist in implementing the regional and county-scale coordination strategies and assist and encourage the implementation of local initiatives.

Expected Benefits/Needs Addressed

- Ensures that one body is responsible for addressing transportation needs in the community or region
- Enhances local/regional awareness of transportation needs and mobility issues
- Provides a vehicle for implementing strategies, facilitating grants and educating the public and professionals

Potential Obstacles and Challenges

- Maintaining momentum with an ad-hoc group, prior to the hiring of a mobility manager, can be challenging

7. **Taxi Subsidy Programs** – Provide reduced fare vouchers to older adults, persons with disabilities and persons with low incomes to allow for more trip flexibility and increased travel coverage as needed. Encourages use of lower-cost travel modes and supports expansion of accessible and community car fleet. Typically, human service agencies that employ this strategy generally limits taxi subsidies to agency clientele or program participants.

Expected Benefits/Needs Addressed

- Provide same-day if not immediate service
- Effective for unanticipated travel and evening and weekend hours
- Effective for trips outside of service area or “under-served” areas
- Effective way to “divert” more expensive paratransit trips to a less expensive mode
- Can set/control subsidy per trip and/or overall budget

Potential Obstacles and Challenges

- Requires well-managed/controlled taxi car companies
- Few accessible taxicabs
- Requires good communication among all parties
- Need to establish fraud-protection mechanisms

8. **Travel Training** – Programs designed to train individuals to use fixed-route and/or dial-a-ride public transit. Travel training may be promoted as a marketing strategy to encourage key consumer groups (i.e., older adults) to use public transit; or it may be targeted towards frequent users of paratransit to encourage individuals to use lower-cost fixed route services, as appropriate to the individual’s circumstances.

Expected Benefits/Needs Addressed

- Encourage and support use of local fixed-route services
- May reduce demand for paratransit services
- Increase awareness and use of a variety of community transportation services
- May support other regional priorities, such as workforce development
- Build good community will through the establishment of a corps of volunteers who act as advocates for the transit system

Potential Obstacles and Challenges

- Some audiences and individuals may require specialized training
- Requires multiple-agency cooperation to identify training opportunities
- Training may require support from agencies that perceive no, or minimal, long-term gain
- Volunteer retention can be an issue, creating an ongoing need to train new volunteers

9. **Volunteer Driver Program** – Volunteer drivers are individuals who volunteer to drive people who lack other mobility options. A sponsoring organization, such as a transportation provider, human service agency or other entity often helps match volunteer drivers with individuals who need rides. A volunteer driver will typically use their private vehicle but will be reimbursed, usually based on mileage driven, by the sponsoring agency. Sponsoring agencies may also arrange for insurance coverage. Volunteer driver programs have proven to be an effective and important resource to help supplement community transportation programs.

Expected Benefits/Needs Addressed

- Provide low cost transportation option
- Some programs will reimburse friends or family members for providing rides
- Volunteers can provide a flexible source of transportation that can be useful for longer distance, out of area trips

Potential Obstacles and Challenges

- Setting up a volunteer driver network requires time and effort to recruit, screen, train, and reward volunteer drivers
- Riders need to be introduced to and appreciate concept of volunteer drivers
- Real or perceived driver liability and insurance issues

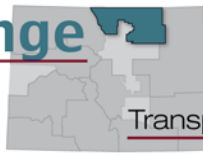
10. **Joint Procurement of Vehicles and Equipment and Insurance** – This is a strategy for agencies to coordinate on purchasing capital equipment and insurance coverage. For overall coordination, there is value in procuring vehicles, insurance and equipment as part of a joint effort because it encourages transportation providers to work together and potentially achieve some resource savings (in direct costs and staff time).

Expected Benefits/Needs Addressed

- Potential to reduce unit costs and speed up process for procuring vehicles, equipment and insurance
- Reduces duplication in preparing vehicle specifications
- Allows “piggybacking” on existing programs

Potential Obstacles and Challenges

- Agencies may have difficulty on agreeing on same vehicle specifications
- May need “high level” assistance in preparing bid specifications

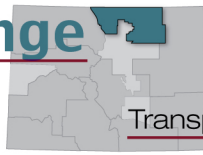


Regional Growth Projections

To estimate future transit demand the following table provides regional growth projections as described by the State Demographers Office. These growth projections can be used to infer transit needs in the future.

County	General Population				Elderly Population (65+)			
	2013	2019	2023	2040	2013	2019	2023	2040
Larimer	316,031	354,152	381,078	481,193	41,473	55,427	65,428	88,741
Weld	268,639	318,412	361,768	567,218	28,982	40,092	48,618	81,336
TPR Total	584,670	672,564	742,846	1,048,411	70,455	95,519	114,046	170,077

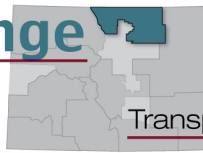
County	Population Growth from 2013				Elderly Growth from 2013			
		6 Year	10 Year	By 2040		6 Year	10 Year	By 2040
Larimer		12.1%	20.6%	52.3%		33.6%	57.8%	114.0%
Weld		18.5%	34.7%	111.1%		38.3%	67.8%	180.6%
TPR Overall		15.0%	27.1%	79.3%		35.6%	61.9%	141.4%



Upper Front Range Transit Projects

Agency	Project Description	Cost	Horizon	Priority	Category
2008 – Larimer County	Develop a rural service	\$650,000/yr.	Short		Access to Human Services
Town of Estes Park	Purchase a new trolley	\$43,000/used	Short		Capital/Facilities
Town of Estes Park	Lease additional buses for more routes or shorten wait time	\$4,000/bus	Short		Capital/Facilities
Town of Estes Park	Bikes racks for shuttles and certain stops				Capital/Facilities
Town of Estes Park	Electronic information kiosks for shuttle routes and stops		Mid		Capital/Facilities
Town of Estes Park	Information monitors on buses (with or without audio)		Mid		Capital/Facilities
Town of Estes Park	Sheltered bus stops/benches at all stops	\$6,000	Mid		Capital/Facilities
Town of Estes Park	All buses ADA equipped	\$4,500/bus	Mid		Capital/Facilities
Town of Estes Park	More buses/shuttles		Long		Capital/Facilities
NECALG – County Express	7 accessible buses	\$354,124	Short		Capital/Facilities
NECALG – County Express	7 minivans	\$179,678	Short		Capital/Facilities
NECALG – County Express	4 accessible minivans	\$213,673	Short		Capital/Facilities
NECALG – County Express	Scheduling Software	\$30,000	Short		Capital/Facilities
NECALG – County Express	Hardware/Computers	\$6,000	Short		Capital/Facilities
NECALG – County	Continue to upgrade software/hardware packages to operate more efficiency, time, money, and resources		Long		Capital/Facilities
2008 – Larimer Lift	Purchase one replacement bus		Short		Capital/Facilities
2008 – Larimer Lift	Purchase three replacement vehicles for rural service		Long		Capital/Facilities
NECALG – County Express	Maintain current vehicle inventory at 60		Mid		Capital/Maintaining Service
2008 – Transportation Plan	Create a Coordination Council				Coordination Strategies

Upper Front Range



Transportation Planning Region

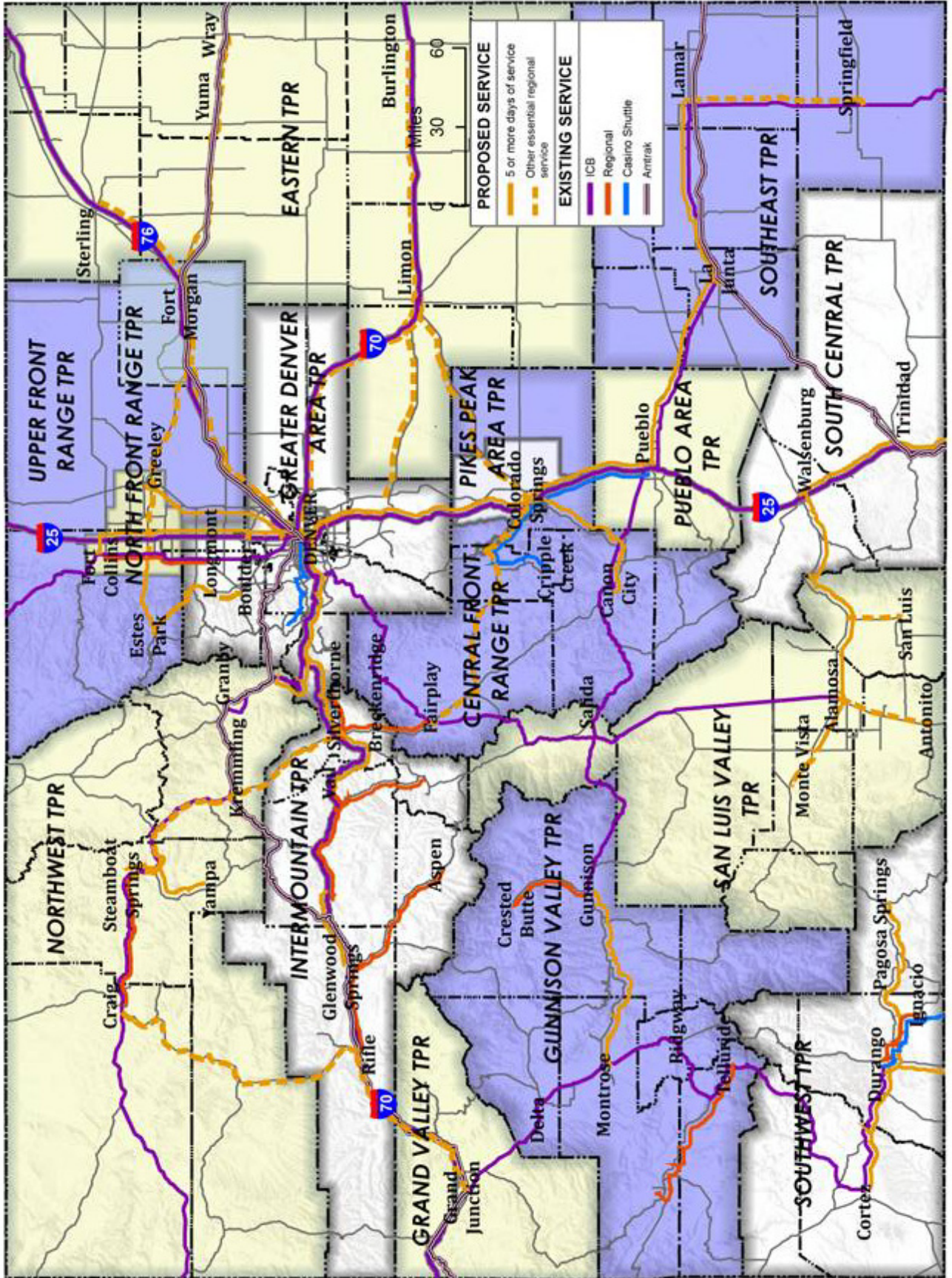
Agency	Project Description	Cost	Horizon	Priority	Category
2008 – Transportation Plan	Vehicle sharing for regional service to urban areas for medical and employment trips until new service is started				Coordination Strategies
2008 – Transportation Plan	Develop contract service between human service providers				Coordination Strategies
Town of Estes Park	Coordinate routes with other services to Front Range communities		Long		Coordination Strategies
Town of Estes Park	Expand service through October 15 th	\$150,000	Short		Expansion of Current Service
Town of Estes Park	More service days/buses to include weekends in fall/winter/spring service and special events	\$200,000	Mid		Expansion of Current Service
Town of Estes Park	More service days to include year-round service		Long		Expansion of Current Service
2008 – Larimer County	Purchase two new buses		Short		Facilities
2008 – Berthoud Area Transit System (BATS)	Invest \$400,000 for new bus facility		Short		Facilities
2008 - BATS	Three vehicle replacements		Short		Facilities
2008 – BATS	Purchase new vans to help support new rural service		Long		Facilities
Town of Estes Park	Develop Shuttle mobile tracking application				Miscellaneous
NECALG – County Express	Continue to grow ridership as funding will allow		Mid		Miscellaneous
NECALG – County Express	Increase ridership by 3% each year		Long		Miscellaneous
2008 – Larimer Lift	Increase peak service for regional links to Fort Collins and Greeley for medical and employment to 4,000 revenue-hours	\$254,700	Long		Regional Connectivity
2008 – Larimer Lift	Increase link to Denver on a multi-day basis of an estimated 1,500 – 2,000 revenue-hours	\$127,000	Long		Regional Connectivity

Intercity and Regional Bus Service

What is Intercity Bus Service? What is Regional Bus Service? There is overlap between these two terms and their common definitions have changed over time. Thirty years ago Greyhound and other intercity carriers operated a comprehensive network of services but today they focus only on connecting key cities. Regional services have developed to provide connections that are no longer provided by private intercity carriers.

The FTA defines Intercity Bus Service as regularly scheduled bus service that connects two or more urban areas, serves passengers traveling long distances, serves the general public, can transport passengers' baggage, and makes meaningful connections with national intercity bus service to more distant points. Intercity bus generally operates with only a few trips each day, but usually operates every day. Greyhound is a major provider of intercity services.

Regional Bus Service also crosses jurisdictional lines, but may operate within rural regions or connect to an urban area. Regional services are generally 20 - 60 miles in length. Regional services are often geared around certain markets (e.g., workers or airport shuttles) and operate on schedules geared to these markets. Regional services may also be designed to serve people who need to travel long distances to access government services, medical trips, or other destinations. Some regional services only operate 1-2 trips each day while others have robust schedules.





High Priority Regional Transit Projects

Project Description	Details (e.g., hours of service, number of trips daily, clientele served, etc.)	Project Champion	Match Available? Source?	Overall Cost