

One Call/One Click Center

LCMC



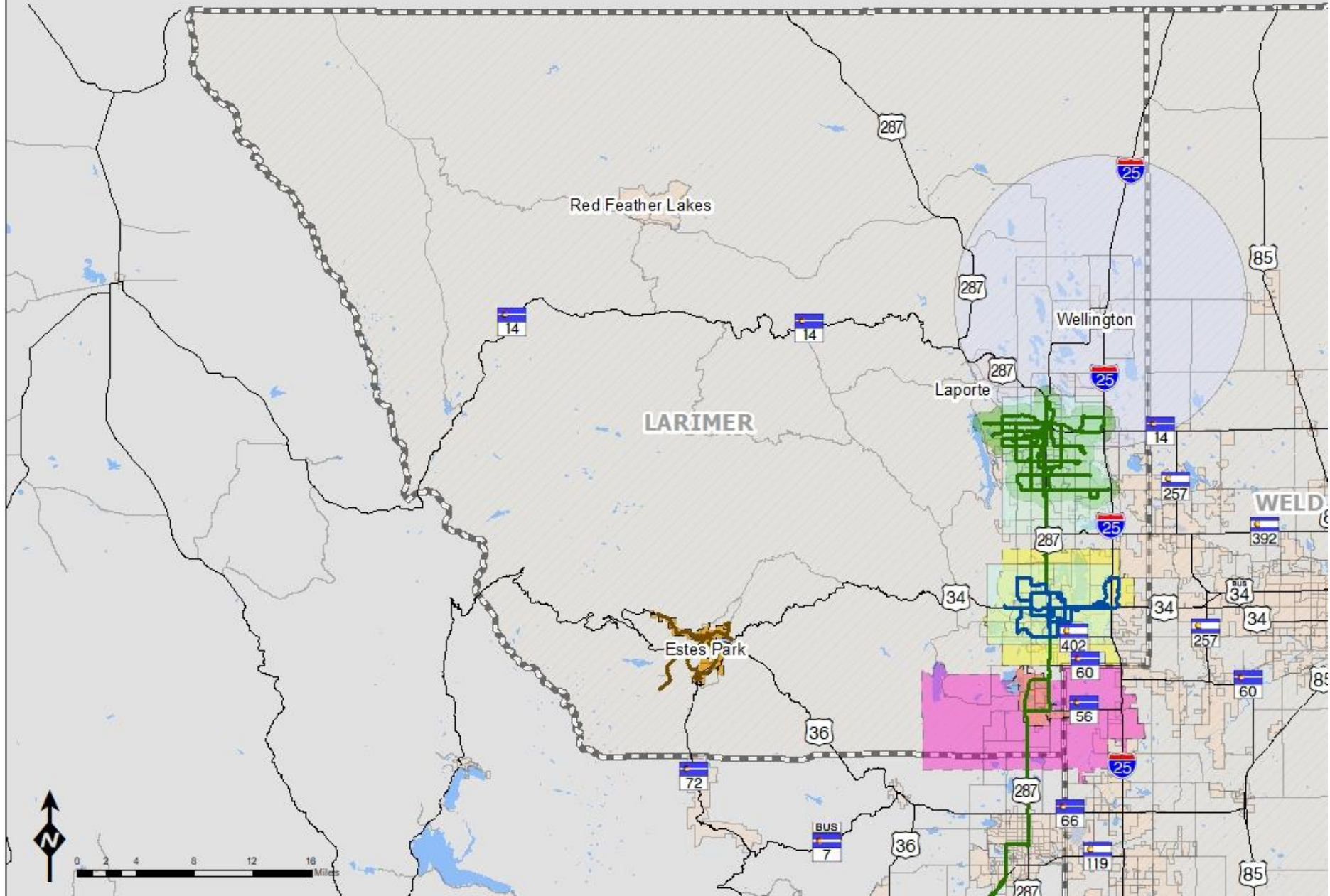
North Front Range
Metropolitan
Planning
Organization

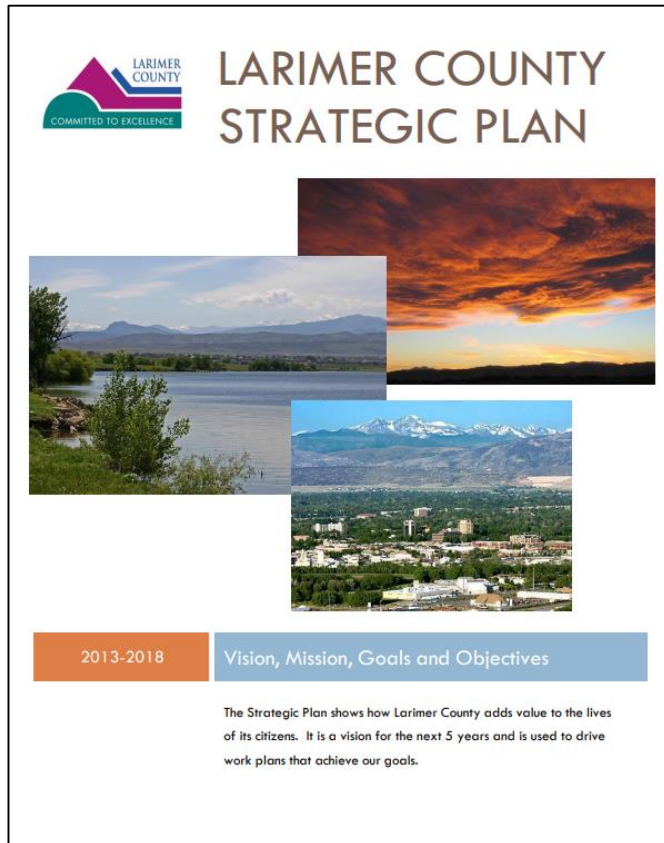
LARIMER

Estes Park

WELD

March 21, 2019





2013-2018 Larimer County Strategic Plan Goal

“By the end of 2016, an evaluation of the transportation needs and challenges for **seniors living in unincorporated Larimer County** will be completed. Existing and new options for **addressing those needs and challenges** will be identified, prioritized, and implemented.”

Larimer County Senior Transportation Needs Assessment

- Completed July 2017
- 4 focus groups, statistically-valid survey
- Senior Transportation Coalition – Steering Committee
- Identified existing services, needs and concerns
- 10 recommended actions

Available for Download: <https://bit.ly/2FCD8UI>



Prepared by
FEHR & PEERS
Improving Communities Since 1983
621 17th Street, Suite 2301
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Larimer County Senior Transportation Needs Assessment

Prepared for Larimer County through the
Larimer County Office on Aging

July 2017



Needs Assessment Recommendations

1. On-demand paid services
2. Volunteer driver program
3. Expansion of existing services
4. Family and friend subsidy
5. Fixed route shuttle
6. Education and marketing
7. Dispatch/Call Center
8. Senior Commission and Transit Ambassadors
9. Travel Trainings
10. Online Platform



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Larimer County Senior Transportation Work Group

- Berthoud Rural Alternative for Transportation
- Larimer County Office on Aging
- Larimer County Engineering Department
- Larimer County Community Development
- Larimer County Dept. of Public Health and Environment
- North Front Range Metropolitan Planning Organization
- Partnership for Age-Friendly Communities

Where are we now?

- NFRMPO taking on project management
 - Expand beyond Larimer County boundaries
 - Larimer County does not want to operate transportation
 - Planning Council approved Executive Director goal to pursue project
- Applied for and successful with three grants
- Building relationships with providers, elected officials, non-profits, etc.



Project MILES



- National Aging and Disability Transportation Center (NADTC) Getting Ready to Innovate grant
 - \$20,000 grant
 - \$5,000 local match from Larimer County
 - Project managed and administered by the NFRMPO
- Create Expert Panel
- Pilot two One Call/One Click Center softwares
- Completed, January 2019

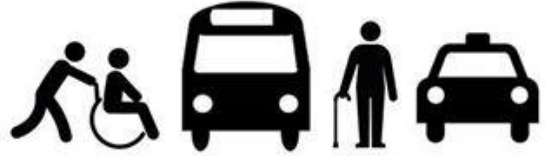




- NADTC Innovations in Accessible Mobility Implementation Grant
 - \$70,000 grant
 - Administered by the NFRMPO, project managed by PAFC and Larimer County Office on Aging
- Six month implementation project (August 2019)
- Subsidized expansion of existing Via Mobility call center and rides for south Larimer County (Estes Park, Berthoud)



Implementation Plan



- \$40,000 grant, \$16,000 local match from Larimer County
- Expected December 2019
- Project managed and administered by NFRMPO
- Identify partnerships, market research, and outreach
- Design services to be implemented
- Develop business and financial plan
- Synthesize strategies into an *Implementation Plan*
- Absorb Expert Panel into Larimer County Mobility Committee

Questions?



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