

# **Livingston County Mobility Management Strategy**

## **Scope of Work**

### **A. Objective**

To develop a tool used to analyze existing mobility management in Livingston County, specifically for program level transportation needs and demands through human service agencies. The Strategy will examine demand generated by public programming, the efficiencies, opportunities, public funding sources, contracts, and other transportation related functions across County operations.

By studying the existing operations and the existing transportation demand, the Mobility Management Strategy will be a tool to assist the County in optimizing mobility management operations. The process of creating a Mobility Management Strategy will include working with transportation service providers to achieve recommended changes, strategic investments, and collaborative opportunities within and nearby Livingston County.

Vulnerable populations are served by human service agencies and transit providers alike, including seniors, low-income, public-assistance clients, veterans, vulnerable children, families and probationers or parolees. The Livingston County Mobility Management Strategy will incorporate recommendations for best practices, enhanced effectiveness of operations, consolidation, or further collaboration to better align resources to meet the needs of vulnerable populations.

### **B. Background**

The Livingston County Comprehensive Mobility Management Strategy is needed to implement a holistic mobility management program and improve the transportation options available for human service and non-profit agency clients. The 2013 Transportation Connectivity Plan was not specific to program-demand services, defined as "demand generated by transit ridership to and from specific social service programs" because, as the Plan identified, "demand for program services are adequately met through existing institutional arrangements." This may no longer be the case.

The Livingston County Mobility Management Strategy would examine program-demand services and functions provided by agencies regarding transportation and the existing institutional arrangements. Staff in human service agencies facilitate finding transportation options for clients in their programs and there are opportunities to be more strategic with public resources to meet the needs of vulnerable populations.

The Strategy aligns with the 2016 Addendum of the Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan. Specifically, Recommendation 5 states that a centralized resource directory for mobility management is a near term (immediate) implementation priority. Livingston County has completed this goal with the Ride LivINgston mobility management website, effectively providing a County-level mobility management tool.

Livingston County has organized a group of individuals to provide mobility management functions by the formation of the multi-disciplinary Public Transportation Work Group, who collectively serve as mobility management managers. This work group was born out of the recommendations of the Transportation Connectivity Plan and recommendations included in the Genesee-Finger Lakes Region Coordinated Public Transit-Human Services Transportation Plan. The Public Transportation Work Group promotes the Ride LivINgston, the mobility management trip planning website used as a tool.

The Comprehensive Mobility Management Strategy will assist in further refining the Public Transportation Work group's mission by strategically focusing on the human services transportation needs. The Strategy will also provide insight on existing mobility management in Livingston County by examining the mobility management website (Ride LivINgston) for strengths, weaknesses, opportunities, and threats including how this tool can be better utilized to serve human service agency clients. The Strategy will provide a more in-depth examination of human service agency program demand, which is specific to trips generated to and from specific social service programs, and which has not been completed to date in Livingston County.

## C. Tasks

Anticipated project tasks are as follows:

1. The formation of a Project Advisory Committee (PAC) consisting of identified key stakeholders, likely including, but not limited to the members of the Public Transportation Work Group:
  - a. Livingston County
    - i. Office for the Aging
    - ii. Department of Social Services
    - iii. Probation Department
    - iv. Planning Department
    - v. Veterans Services
    - vi. Center for Nursing and Rehabilitation
    - vii. Workforce Development
  - b. Genesee Transportation Council
  - c. The Arc of Livingston-Wyoming
  - d. Regional Transit Service (RTS) Livingston

- e. Catholic Charities of Livingston County
  - f. Genesee Valley Health Partnership
  - g. Noyes Health
  - h. Livingston County Chamber of Commerce
2. In collaboration with the Genesee Transportation Council, an RFP will be created and advertised publicly. County Planning and select members of the Project Advisory Committee will review the submissions and engage the services of a consultant with expertise in mobility management implementation.
3. Develop a Public Participation Plan likely to primarily include client testimonials and input from agency officials who work in transportation at advisory committee organizations. Activities may include focus groups and/or public surveys.
4. Convene an initial meeting to clarify roles, responsibilities, expectations (scope of work), deliverables, and project schedule between the consultant, project sponsor, and the PAC.
5. Inventory existing and planned mobility conditions and programs within the study area.
  - a. Conduct a brief review of the existing transportation providers inventory and make changes as necessary.
  - b. Evaluate the existing plans and policy documents related to transportation in Livingston County. The Livingston County Transportation Connectivity Plan (2013) should be used as the basis for the investigation.
  - c. Review the existing transportation mobility management operations in Livingston County with relation to the human service agencies: Department of Social Services, Department of Health, Probation Department and Office for the Aging.
  - d. Familiarize and begin to assess the effectiveness of the Ride LivINgston Mobility Management website.
  - e. Identify and compile service contracts for transportation from Livingston County transportation service providers any other existing transportation systems for vulnerable populations in Livingston County.
  - f. Evaluate the current County departmental budgets for transportation related expenses, previous or current service contracts for transportation, existing funding sources, and existing vehicles or equipment.
6. Conduct a meeting to present existing conditions findings to the PAC.
7. Identify needs for mobility management in Livingston County based on best practices for municipal transportation management.

8. Conduct a meeting to present and verify identified needs with the PAC.
9. Develop alternatives for improvement and recommendations for improving mobility for human service agencies. Include changes in programming, funding sources, sustainability of funding sources, and other relevant information based on the previous deliverable.
10. Conduct a PAC meeting to present program recommendations, strategies and other best practices for transportation in Livingston County.
11. Develop and draft a Final Report including narrative, maps, analysis, and other content describing the study process, recommendations, and conclusions. The Final Report should serve as a guiding document for a holistic mobility management strategy in Livingston County.
12. Present the final product to the Public Transportation Work Group.

## **D. Products**

The following are products expected to be delivered as part of this study:

- 1) Intermediate deliverables and Draft Final Report with maps and appendices in electronic Portable Document Format (PDF).
  - a) Existing Conditions Analysis
  - b) Needs Assessment
  - c) Alternatives and Recommendations Matrix
- 2) Electronic copies of all presentations and other materials related to the project
- 3) A standalone, printable executive summary of the project report and its findings and recommendations in PDF format; consultant providing five (5) printed copies
- 4) Final report, incorporating a full-color version of executive summary, with maps, applicable analyses, and appendices in electronic PDF format; consultant providing five (5) printed copies

## **E. Public Participation Plan**

The project will include public outreach in a very specific and targeted manner as the Comprehensive Mobility Management Strategy is an internal needs assessment and recommendation strategies will be primarily focused on human service agency operations, non-profit agencies and transit providers to meet the needs of vulnerable populations. An organized public outreach strategy will be formed that may include client testimonials, focus groups, public surveys, and input from represented agency officials who work in transportation.

Successful partnership with the Public Transportation Work group will rely on the vast set of stakeholders to engage their clients and Boards toward input. Additionally, it is anticipated a feedback mechanism be devised and integrated into the Ride Livingston portal, a tool for mobility management in Livingston County, which will continue beyond the life of this project.

## **F. Schedule**

The anticipated schedule is as follows

Present Scope of Work, Obtain GTC Approval	August 2020
RFP Released	Late August 2020
Consultant Selected	Early October 2020
Contract Completed and Signed	October 2020
Initial Project Meeting	November 2020
Existing Conditions Inventory Finalized	January 2021
Needs Assessment Finalized	February 2021
Alternatives and Recommendations Finalized	April 2021
Draft Final Report	June 2021
Final Report Finalized	July 2021

## G. Project Budget

Sources of Funds		Uses of Funds	
	FY 2020-21		FY 2020-21
<u>Federal Funds</u>		<u>GTC</u>	
FHWA	\$32,500	Staff	\$0
FTA	0	Contractual	0
Subtotal	\$32,500	Subtotal	\$0
<u>Matching Funds</u>		<u>Other Agency</u>	
State (In-kind)	\$0	Staff	\$0
Local (In-kind)	0	Contractual	36,000
Local (Cash)	3,500	In-kind Exp.	0
Subtotal	\$3,500	Subtotal	\$36,000
<u>Total</u>	<u>\$36,000</u>	<u>Total</u>	<u>\$36,000</u>

*(The In-Kind Local Match was decreased to maintain 5% of the overall program. Livingston County is expected to maintain their Local In-Kind Match commitment of \$4,000 as noted in their UPWP application.)*