August 28, 2015

Dan Blankenship
Chief Executive Officer
Roaring Fork Transportation Authority
51 Service Center Drive
Aspen, CO 81611-2570

Dear Mr. Blankenship:

The Regional Transportation Coordinating Council (RTCC) would like to thank RFTA for its generous support of and active participation in the regional transportation coordination project for the past four years. In 2015 RFTA generously donated $4,000 in matching funds for this project to create a One Call/One Click center for older adults, people with disabilities, low-income individuals and veterans. I am writing on behalf of the RTCC to request RFTA to once again contribute $4,000 in 2016.

Our achievements in the RFTA service area over the past year include:

- On August 1, 2014 the Mountain Ride Transportation Resource (One Call/ One Click) Center went live. At the one year anniversary earlier this month, the Call Center has coordinated 3,127 trips across the seven county region and to Grand Junction and Denver.

- In Pitkin County we have coordinated 186 primarily Non-Emergent Medical Transportation (NEMT) Medicaid Trips from January to July 31. Beginning in January 2015, the NWCCOG/RTCC contracted with Eagle and Pitkin County's Health and Human Services Departments to provide their Medicaid billing plus transportation coordination. With NEMT there are no Medicaid providers in Pitkin County. Clients use RFTA to travel to Glenwood Springs or Basalt and even Rifle. We assist clients with information on RFTA schedules and routes.

- One of our achievements has been high customer satisfaction with our transportation coordination service and our website. Testimonials can be found on page 4 of the attached RTCC summary document.

- We continue to update the Mountain Ride One Call/One Click Transportation Resource Center website which includes information on transportation services in the region including RFTA and The Traveler. Also a toll free number is available for clients without computer access.

- RFTA still has continued to be an active participant in the Regional Transportation Coordinating Council with participation by Rich Burns from The Traveler, Mildred Alsdorf and Judy Martin from Garfield County Social Services. Their input at the meetings is invaluable. Especially in regard to the use of RouteMatch as the software program.

- The Mountain Ride staff has had a presence in the RFTA service area informing clients of the transportation coordination services provided through the Call Center. On April 22, 2015 the

Mountain Ride Call Center staff gave presentations at Pitkin County Health and Human Services and Valley Life for All plus the Pitkin County Senior Center. On June 23, the staff attended the Caregivers Conference in Glenwood Springs to present information about the Call Center and handed out 100 brochures.

- We have coordinated veterans transportation with the assistance of the Garfield/Pitkin County Veterans Service officer.

- The call center staff has also provided information and referrals to RFTA (and the Traveler) routes and schedules for riders visually impaired and clients with other special needs.

In 2015, the four primary transit providers on the RTCC (RFTA, ECO Transit, Steamboat Springs Transit and Summit Stage) each generously contributed $4,000 in matching funds for the FTA 5310 Mobility Manager grant. I am writing on behalf of the RTCC to request RFTA to once again contribute $4,000 in 2016.

We appreciate RFTA's financial support over the past few years in developing this program and we hope you will continue to participate to ensure that this program meets the needs of RFTA. Please contact me at 970-468-0295 ext. 110 if you would like to discuss this request or the work of the RTCC.

Thank you for considering this request.

Sincerely,

Susan Juergensmeier
Mobility Manager

Enclosure: RTCC Summary

The Regional Transportation Coordinating Council

Northwest Colorado Council of Governments

August 28, 2015

Mission

The mission of the Regional Transportation Coordinating Council (RTCC) is to coordinate, manage, consolidate, educate, promote, enhance, and facilitate a seamless access to transportation services for the veteran, disabled, older, and low-income adult populations in the geographic region composed Garfield, Pitkin, Eagle, Summit, Grand, Jackson, and Routt Counties.

The Regional Transportation Coordinating Council is the local coordinating council for the seven county rural area of northwest Colorado. RTCC efforts are focused on coordinating existing public and private transit providers with other human services providers by promoting, enhancing and facilitiating access to transportation services through a coordinated system that is easily available to customers from anywhere in the region.

History

The Regional Transportation Coordinating Council (RTCC) was formed in 2010 as a result of Rural Resort Region's focus - *Seniors in Our Mountain Communities: challenges and opportunities*. This project collected data on the growing senior population in our region and identified the gaps in services. One of the priority gaps was transportation, not just within a particular county, but in the public transportation options available to travel across county boundaries to access healthcare facilities and other services.

In 2011 a Local Coordinating Council (LCC) grant from the Colorado Department of Transportation (CDOT) was received to hire a consultant to aid in the development of the RTCC. In 2012 a regional Mobility Manager was hired to staff the RTCC and to work within the CDOT Intermountain and Northwest TPR regions. The Mobility Manager worked on the creation of the Mountain Ride Transportation Resource (One Call/One Click) Center and developed a regional billing mechanism for Non-Emergent Medicaid Transportation. The Mountain Ride Transportation Center website was created to provide one call one click ride scheduling and includes a regional transportation services inventory of both human services agencies and transit providers. A toll free number was selected. The Mountain Ride Transportation Resource Center began operation on August 1, 2014. In the first year of operaton the call center has coordinated over 3000 rides across the region and to Grand Junction and Denver.

Grants - Current

2015 CDOT LCC Continuation Grant $25,000 to support the RTCC Call Center operation
2015 FTA $70,000 for 2015 for Mobility Management
2012-15 FTA $321,600 from the Veterans Transportation and Community Living Initiative (VTCLI-1) and $50,000 in CDOT FASTER funds to develop a regional One Click/One Call center to coordinate transportation for veterans, senior citizens and people with disabilities.
2012-15 FTA $50,000 Veterans Transportation and Community Living Initiative (VTCLI-2) for marketing

In 2012, 2013 and 2014 and 2015 the four major transit agencies on the RTCC contributed match for the Mobility Manager grant. Funds are being requested for 2016. NWCCOG staff is working to identify the remaining funds needed to match the grants for the hardware and software needed to establish the regional call center. The expectation is that the Mobility Manager position and the call center will become self-sustaining.

Regional Transportation Coordinating Council Members as of 8/28/2015

Transportation Service Providers: (one agency per county)
Summit County - Summit Stage-Jim Andrew
Routt County - Steamboat Springs Transit - Jonathan Flint
Eagle County Regional Transportation Authority – Jeff Wetzel
Pitkin/Garfield - Roaring Fork Transportation Authority - Dave Johnson
Garfield County - The Traveler – Rich Burns, Mildred Alsdorf
Grand County Council on Aging – Lisa Jonas
Jackson County Council on Aging - Tim Demoret

County Departments of Human Services (one representative per County)
Garfield County Dept. of Human Services - Judy Martin
Routt County Department of Human Services - Vickie Clark
Summit County Department of Social Services - Joanne Sprouse
Grand County Social Services (serves both Grand and Jackson counties)-Glen Chambers
Eagle County Health & Human Services Kathy Lyons (serves both Eagle and Pitkin Counties)

Local Government Officials: (two representatives)
Town Council Carbondale - John Hoffmann
Mayor of Kremmling - Thomas Clark

Veterans Service Officers: (one representative)
Eagle County - Pat Hammon

Disability Community: (two representatives)
Mountain Valley Developmental Services - Bruce Christiansen
Business Outreach Specialist, Frisco Workforce Center - Amelia Anderson

Older Americans Agencies *(one representative)*
Alpine Area Agency on Aging - Jean Hammes

Volunteer Drivers (one representative)
Summit Seniors – Luisa Stafford

Hospital Systems/Discharge Planners – (one representative)
Valley View Hospital - Catherine Mlnarik

VA Medical Centers *(one representative)*
Grand Junction VA Medical Center - Dave Dunnagan

Workforce Center (one representative)
Veteran Employment Specialist, Frisco Workforce Center - TBD

Single Entry Point (one representative)
Garfield County - Linda Byers

Consumer (one representative)
Steamboat Springs- Jim Cartwright

State Wide Collaboration

Colorado Department of Transportation (CDOT) -All state and federal funds are channeled through CDOT.
State Coordinating Council (SCC) meets bimonthly to address multi agency transportation needs and issues.
Veterans Transportation and Community Living Initiative (VTCLI-1) partner projects:

- Silver Key, Colorado Springs,
- Denver Regional Mobility and Access Council (DRMAC)
- All Points Transit, Montrose

Additional Participants

Following is a list of additional stakeholders who have expressed interest in transportation coordination in our region:

Veterans Organizations:
Veterans Service officers in all seven counties
Veterans Medical Center - Grand Junction and Denver
State Veterans Board

Senior Center Transportation providers:
Pitkin County Seniors
Summit Seniors
Routt County Council on Aging
Eagle County Department of Human Services
    El Jebel Seniors
    Golden Eagle Senior Center
    Minturn Seniors

Other Transportation Providers
Greyhound
Amtrak
Breckenridge Free Ride
Northwest Colorado Center for Independence

Value of the Mountain Ride Transportation Resource Center - Testimonials

Following are three recent testimonials of users of the Mountain Ride Transportation Resource Center

“The support we received from the NWCCOG Foundation and Mountain Ride Transportation Resource Center during the treatment schedule with our daughter was an unforeseen necessity that enabled us to provide the consistent transportation needed. Above and beyond the services provided, the staff members who assisted us along the way are invaluable! We are grateful for the efforts provided by Mountain Ride and the relief felt by our family in our process with pediatric cancer in our daughter”. ~The Hope Family

“I called and left you a message today about researching fares for senior rides. I got everything I needed from your wonderful website. Thank you for providing such great resources! “ Sarah C.

"Mountain Ride has provided our clients with an efficient way to get to their medical destination. Prior to this service being available, our clients had to find their own transportation which was often a difficult task. With the coordination of Mountain Ride our clients now have a seamless avenue, so that an appointment is never missed. " Michael W, Self Sufficiency Manager, Department of Social Services, Summit County

Photos courtesy Pitkin County Senior Center, Grand County Council on Aging and John Hoffmann

Susan Juergensmeier
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