

Letters of Support
Tompkins MaaS Phase 1
Tompkins County, NY

Tompkins Consolidated Area Transit, Inc (TCAT)
GADABOUT Transportation Services, Inc. (Gadabout)
Center for Community Transportation (CCT)
Human Services Coalition (2-1-1 Tompkins/Cortland)
Cornell Cooperative Extension of Tompkins County (Way2Go)
Schweiger Consulting LLC
Ithaca-Tompkins County Transportation Council (ITCTC)
Urban Mobility, Inc.
Rural Health Network of South Central NY (MMSCNY)
Goin, Inc.



**Tompkins Consolidated
Area Transit, Inc.**
737 Willow Avenue
Ithaca, NY 14850-3214
Phone: 607 277-9388
TDD/TTY: 607 277-9766
Fax: 607 277-9551
E-mail: tcat@tcatmail.com
Web: www.tcatbus.com

July 30, 2019

K. Jane Williams, Acting Administrator
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Subject: Tompkins County, NY IMI Proposal

Dear Ms. Williams:

I'm writing on behalf of Tompkins Consolidated Area Transit, Inc. (TCAT) to express our strong support for Tompkins County's Mobility on Demand Proposal for FTA's Integrated Mobility Innovation Demonstration Program. The county's proposal lays the foundation for developing Mobility-as-a-Service (MaaS) in the future by integrating multimodal trip planning, customer support and developing a rural first/last mile service as a first phase.

We recognize affordable, convenient and reliable transportation is needed by everyone, especially for individuals and families with limited income, seniors, people with disabilities and rural residents with limited affordable housing and transportation choices.

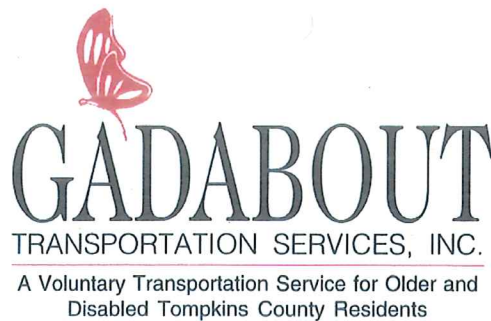
The County's Mobility-as-a-Service project will leverage TCAT's rural First/Last Mile pilot. This pilot was granted \$258,882 in NYSERDA funding this spring and we are currently finalizing all of the contractual documents that will allow us to kick off this exciting project. The First/Last Mile pilot will initially use demand response service to connect people with TCAT rural bus routes. Further, TCAT will evaluate volunteer driver, TNC and taxi options for providing this service.

As a key partner, TCAT will provide support and input throughout the development of the pilot, and will offer data and staff expertise, as available, to aid in the technological development of the app platform. TCAT will also share data gathered and lessons learned from the planning and implementation stages of the First/Last Mile pilot operated by TCAT and Gadabout.

We are committed to collaborating with Tompkins County, other mobility operators, technology providers and community partners to develop pilot projects to test services. We believe this proposal can become the foundation for developing MaaS as an affordable, sustainable, and equitable community mobility system in the near future and for generations to come.

Respectfully yours,

Scot Vanderpool
Scot Vanderpool
General Manager



August 1, 2019

K. Jane Williams, Acting Administrator
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Subject: Tompkins County, NY IMI Proposal

Dear Ms. Williams:

I'm writing on behalf of Gadabout Transportation Services, Inc. to express our strong support for Tompkins County's Mobility on Demand Proposal for FTA's Integrated Mobility Innovation Demonstration Program. The County's proposal lays the foundation for developing Mobility-as-a-Service (MaaS) in the future by integrating multimodal trip planning, customer support and developing a rural first/last mile service as a first phase.

The County's project will integrate trip planning for inter-county bus routes from three neighboring counties and Tompkins County's transit system TCAT, along with TCAT's rural first/last mile pilot, carshare, and LimeBike. The Customer Service program will demonstrate an enhanced 24/7 guaranteed ride program and other services for a sample of people traveling to the County and for County residents. The Rural First/Last Mile Pilot will initially use demand response service to connect people with TCAT rural bus routes. Further, TCAT will evaluate volunteer driver, TNC and taxi options for providing this service.

As a Key Partner, Gadabout, will operate the demand-response service taking members of the public from rural areas to the TCAT bus stops for the First Mile/Last Mile project. Further Gadabout is embarking on a large scale IT project which will transform the way we provide service from scheduling, dispatch, and real time vehicle location information in order to better serve our customers. This will also allow us to align our service with Mobility-as-a-Service.

We are committed to collaborating with Tompkins County, other mobility operators, technology providers and community partners to develop pilot projects to test services. We believe this proposal can become the foundation for developing MaaS as an affordable, sustainable, and equitable community mobility system in the near future and for generations to come.

Respectfully yours,

Kristen Wells
Executive Director

The logo for the Center for Community Transportation is a solid orange square. Inside the square, the words "Center for Community Transportation" are written in white, sans-serif font. "Center for" is on the first line, "Community" is on the second line, and "Transportation" is on the third line, underlined.

Center for Community Transportation

August 1, 2019

K. Jane Williams, Acting Administrator
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Subject: Tompkins County, NY IMI Proposal

Dear Ms. Williams:

I'm writing on behalf of The Center for Community Transportation, Inc. to express our strong support for Tompkins County's Mobility on Demand Proposal for FTA's Integrated Mobility Innovation Demonstration Program. The County's proposal lays the foundation for developing Mobility-as-a-Service (MaaS) in the future by assessing and enhancing available information channels, integrating multimodal trip planning, customer support and developing a rural first/last mile service as a first phase.

The County's project will integrate and smooth trip planning for inter-county bus routes from three neighboring counties and Tompkins County's transit system, TCAT, along with TCAT's rural first/last mile pilot, carshare, local micromobility services (e.g. Lime), with active transportation options. The Customer Service program will demonstrate an enhanced 24/7 guaranteed ride program and other services for a sample of people traveling to the County and for County residents. The Rural First/Last Mile Pilot will initially use demand response service to connect people with TCAT rural bus routes and include evaluation of volunteer driver, TNC and taxi options.

The Center for Community Transportation has been providing locally run station based carsharing (Ithaca Carshare) for over a decade, and recently added a Backup Ride Home service for commuters into the Ithaca urbanized area, brought active transportation advocacy (Bike Walk Tompkins) into our organization, and strengthened our collaboration with the Downtown Ithaca Alliance's TDM/TMA efforts to further our mission of enhancing community access to transportation while reducing its environmental and economic impacts.

CCT looks forward to supporting this project in a variety of ways, including

- leading assessment and ground truthing of existing services and information channels and developing a list of potential improvements thereto,
- leading assessment of technology platforms and/or apps including user feedback mechanisms,
- supporting project evaluation with compilation and analysis of user feedback,
- participating as appropriate in provision of "gap filling" services like carsharing, guaranteed ride home, and other activities that may emerge as the project progresses

We are committed to collaborating with Tompkins County, other mobility operators, technology providers and community partners to develop pilot and demonstrations toward a full implementation of MaaS locally. We believe this proposal can become the foundation for developing MaaS as an affordable, sustainable, and equitable community mobility system in the near future and for generations to come.

A handwritten signature in black ink that reads "Jennifer Dotson". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Jennifer Dotson

Jennifer Dotson
Executive Director

P.O. Box 418, Ithaca, New York 14850-0418
607.277.3210

The Center for Community Transportation includes Ithaca Carshare, Bike Walk Tompkins, Streets Alive!, and Backup Ride Home.



August 2, 2019

K. Jane Williams, Acting Administrator
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Subject: Tompkins County, NY IMI Proposal

Dear Ms. Williams:

I am writing on behalf of the Human Services Coalition of Tompkins County (HSC) and our 2-1-1 Tompkins/Cortland program to express our strong support for Tompkins County's Mobility on Demand Proposal for FTA's Integrated Mobility Innovation Demonstration Program. This proposal lays the foundation for developing Mobility-as-a-Service (MaaS) by integrating multimodal trip planning, customer support and developing a rural first/last mile service.

The mission of the Human Services Coalition is to enhance the delivery of health and human services in the Tompkins County area. Through this work, we interact with a wide range of stakeholders identifying community needs or gaps. Transportation is nearly always highlighted as a priority—particularly affordable and reliable transportation for rural residents, individuals with low to moderate income, older adults, and people with disabilities.

The proposed project will integrate trip planning for inter-county bus routes from three neighboring counties and Tompkins County's transit system (TCAT), along with TCAT's rural first/last mile pilot, Carshare, and LimeBike. The Customer Service program will demonstrate an enhanced 24/7 guaranteed ride program and other services. The Rural First/Last Mile Pilot will initially use demand response service to connect people with TCAT rural bus routes and then explore additional options for this service.

As a Key Partner, the HSC will provide crucial aspects of the Customer Service program. For most of our 45-year history, HSC has provided information and referral services to Tompkins County. Since 2007, we have been part of the 2-1-1 system, the nationwide network of comprehensive information on human and social services. Our contact center can connect with people in many ways: by phone, text message, online chat, email, and through walk-in visits at our office. 2-1-1 Tompkins/Cortland also provides specialized services in support of community initiatives, going beyond traditional information and referral services to provide higher-level customer or client support. In the area of transportation and mobility, we serve as the call center for the Way2Go transportation program. We provide trip scheduling, volunteer scheduling, and administrative support for FISH, a longstanding volunteer medical transportation program. We book transportation for Supports for Health, a voucher program addressing the needs of Medicaid beneficiaries related to social determinants of health. For this IMI proposal, we will bring our contact center capacity, as well as our experience providing transportation and other customer service supports, to the partnership.

We are committed to collaborating with project partners, technology providers and community stakeholders to develop pilot projects to test these services. We believe this proposal can be the foundation for developing MaaS as an affordable, sustainable, and equitable community mobility system to meet the community's pressing need.

Respectfully yours,

A handwritten signature in blue ink that reads "M. Kathleen Schlather".

M. Kathleen Schlather
Executive Director

Cornell Cooperative Extension Tompkins County

615 Willow Avenue, Ithaca, NY 14850-3555
t. 607.272.2292 f. 607.272.7088
tompkins@cornell.edu
www.ccetompkins.org

August 2, 2019

K. Jane Williams, Acting Administrator
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Subject: Tompkins County, NY IMI Proposal

Dear Ms. Williams:

I'm writing on behalf of Cornell Cooperative Extension Tompkins County (CCETC) to express support for Tompkins County's Mobility on Demand Proposal for FTA's Integrated Mobility Innovation Demonstration Program. The County's proposal lays the foundation for developing Mobility-as-a-Service (MaaS) in the future by integrating multimodal trip planning, customer support and a rural first/last mile service as a first phase.

We recognize affordable, convenient and reliable transportation is needed by everyone, especially for individuals and families with limited income, seniors, people with disabilities and rural residents with limited affordable housing and transportation choices.

Way2Go is Tompkins County's community mobility education program with the mission of expanding access to transportation by connecting people to existing options, and helping develop new community solutions.

If funded, CCETC's Way2Go program will provide:

- Support for revising and expanding an existing inventory of all mobility services and operators
- Help facilitate partners working together in a coordinated way for successful MaaS development and implementation
- Provide input and assistance in developing an operational guide, outreach plan, educational materials, participant recruitment plan and rider survey for the First/Last Mile project
- Provide outreach and education on a multi-modal trip planning platform that includes trips into and out of Tompkins County
- Collaborate with 211 and other partners to enhance local call center efforts by utilizing Way2Go transportation education resources

We believe this proposal can become the foundation for developing MaaS as an affordable, sustainable, and equitable community mobility system in the near future and for generations to come.

Sincerely,



Kenneth Schlather
Executive Director

Helping you put knowledge to work.

Cornell Cooperative Extension is an equal opportunity, affirmative action educator and employer.

August 5, 2019

K. Jane Williams, Acting Administrator
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Subject: Tompkins County, NY Federal Transit Administration Integrated Mobility Innovation Demonstration Program Proposal

Dear Ms. Williams:

I'm writing on behalf of Schweiger Consulting to express our strong support for Tompkins County's Mobility on Demand (MOD) Proposal for the Federal Transit Administration's (FTA's) Integrated Mobility Innovation (IMI) Demonstration Program. The County's proposal lays the foundation for developing Mobility-as-a-Service (MaaS) in the future by integrating multimodal trip planning, customer support and developing a rural first/last mile service as a first phase.

We recognize the accessible, affordable, equitable, convenient and reliable transportation is needed by everyone, especially for individuals and families with limited income, seniors, persons with disabilities and rural residents with limited affordable housing and transportation choices.

The County's project will integrate trip planning for inter-county bus routes from three neighboring counties and Tompkins County's transit system, Tompkins Consolidated Area Transit (TCAT), along with TCAT's rural first/last mile pilot, Ithaca Carshare, and LimeBike. The Customer Service program will demonstrate an enhanced 24 hours/7 days guaranteed ride program and other services for a sample of people traveling to the County and for County residents. The Rural First/Last Mile Pilot will initially use demand response service to connect travelers with TCAT rural bus routes. Further, TCAT will evaluate volunteer driver, transportation network company/ridersourcing (e.g., Via, Uber, Lyft) and taxi options for providing this service.

As a consultant to Gadabout, which provides transportation services to the elderly and disabled residents of Tompkins County, I recognize the role that MaaS can play in ensuring the mobility of Gadabout's current riders as well as Gadabout's potential role in MaaS as it looks towards the future. Also, having consulted to the FTA since 2006 on the Mobility Services for All Americans (MSAA) Program, more recently to the National Aging and Disability Transportation Center (NADTC) and current MOD Program, I feel that Tompkins County residents will greatly benefit from MaaS – it will increase the accessibility of transportation services to those who need it the most. Finally, in authoring several papers and presentations about MaaS, and discussing these with both US and international colleagues, the Tompkins County vision for MaaS is one the most innovative and has the potential to revolutionize MaaS in the US, particularly in rural areas.

We are committed to collaborating with Tompkins County, mobility operators, technology providers and community partners to develop pilot projects to test new mobility services. We believe this proposal can become the foundation for developing MaaS in a rural area as an

K. Jane Williams, Acting Administrator
Federal Transit Administration
Tompkins County, NY FTA IMI Demonstration Proposal
Page 2

accessible, affordable, equitable and sustainable community mobility system in the near future
and for generations to come.

Sincerely yours,

A handwritten signature in cursive script, reading "Carol Schweiger". The signature is written in dark ink and is positioned below the "Sincerely yours," text.

Carol Schweiger
President, Schweiger Consulting



Ithaca-Tompkins County Transportation Council

121 East Court Street, Ithaca, New York 14850 • Phone: (607) 274-5570 • Fax: (607) 274 5578 • e-mail: ITCTC@tomkins-co.org
On the web at: www.tomkinscountyny.gov/itctc

Policy Committee:
Bill Goodman, Chair
Don Hartill, Vice Chair
David Smith, Secretary

Executive Director:
Fernando de Aragón, AICP

Planning Committee:
Tim Logue, Chair
Ray Burger, Vice Chair

August 2, 2019

K. Jane Williams, Acting Administrator
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Subject: Tompkins County, NY IMI Proposal

Dear Ms. Williams:

I'm writing on behalf of the Ithaca-Tompkins County Transportation Council (ITCTC) to express our strong support for Tompkins County's Mobility on Demand Proposal for FTA's Integrated Mobility Innovation Demonstration Program. The County's proposal lays the foundation for developing Mobility-as-a-Service (MaaS) in the future by integrating multimodal trip planning, customer support and developing a rural first/last mile service as a first phase.

The proposed project is in complete alignment with the goals and objectives of the ITCTC's Long-Range Transportation Plan. We recognize affordable, convenient and reliable transportation is needed by everyone, especially for individuals and families with limited income, seniors, people with disabilities and rural residents with limited affordable housing and transportation choices.

The County's project will integrate trip planning for inter-county bus routes from three neighboring counties and Tompkins County's transit system TCAT, along with TCAT's rural first/last mile pilot, carshare, and LimeBike. The Customer Service program will demonstrate an enhanced 24/7 guaranteed ride program and other services for a sample of people traveling to the County and for County residents. The Rural First/Last Mile Pilot will initially use a demand response service to connect people with TCAT rural bus routes. Further, TCAT will evaluate volunteer driver, TNC and taxi options for providing this service.

We believe this proposal can become the foundation for developing MaaS as an affordable, sustainable, and equitable community mobility system in the near future and for generations to come.

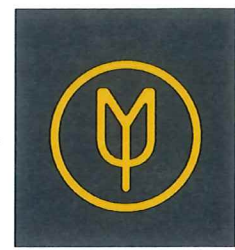
Sincerely,

Fernando de Aragón, AICP, Staff Director
Ithaca-Tompkins County Transportation Council

URBAN MOBILITY INC

+1 (607) 280-6023

237 Kearny Street #9018, San Francisco, CA 94108



Date - August 1, 2019

Mr. Hendrik Opstelten,
Program Manager
Office of Research, Demonstration and Innovation
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Subject: Tompkins County, NY IMI Proposal

Dear Mr. Opstelten,

I'm writing on behalf of Urban Mobility Inc.(HyperCommute®) to express our strong support for Tompkins County's Mobility on Demand Proposal for FTA's Integrated Mobility Innovation Demonstration Program. The County's proposal lays the foundation for developing Mobility-as-a-Service (MaaS) in the future by integrating multimodal trip planning, customer support and developing a rural first/last mile service as a first phase.

We recognize affordable, convenient and reliable transportation is needed by everyone, especially for individuals and families with limited income, seniors, people with disabilities and rural residents with limited affordable housing and transportation choices.

The County's project will integrate trip planning for inter-county bus routes from three neighboring counties and Tompkins County's transit system TCAT, along with TCAT's rural first/last mile pilot, carshare, and LimeBike. The Customer Service program will demonstrate an enhanced 24/7 guaranteed ride program and other services for a sample of people traveling to the County and for County residents. The Rural First/Last Mile Pilot will initially use demand response service to connect people with TCAT rural bus routes. Further, TCAT will evaluate volunteer driver, TNC and taxi options for providing this service.

Urban Mobility's technology - HyperCommute® offers real-time trip planning using multiple carriers with guaranteed transfers. In the First/Last Mile project, we are connecting dynamic shuttle routes and carpools to scheduled TCAT routes.

We believe this proposal can become the foundation for developing MaaS as an affordable, sustainable, and equitable community mobility system in the near future and for generations to come.

Respectfully yours,

Hari P. Udyapuram
CEO
Urban Mobility Inc | Hypercommute®

support@hypercommute.com
www.urbanmobilityinc.com



8/1/2019

Mr. Hendrik Opstelten, Program Manager
Office of Research, Demonstration and Innovation
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Subject: Tompkins County, NY IMI Proposal

Dear Mr. Opstelten:

I'm writing on behalf of Rural Health Network to express our support for Tompkins County's Mobility on Demand Proposal for FTA's Integrated Mobility Innovation Demonstration Program. The County's proposal lays the foundation for developing Mobility-as-a-Service (MaaS) in the future by integrating multimodal trip planning, customer support and developing a rural first/last mile service as a first phase.

We recognize affordable, convenient and reliable transportation is needed by everyone, especially for individuals and families with limited income, seniors, people with disabilities and rural residents with limited affordable housing and transportation choices.

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We believe this proposal can become the foundation for developing MaaS as an affordable, sustainable, and equitable community mobility system in the near future and for generations to come.

Sincerely,

A handwritten signature in black ink, appearing to read "John C. Salo", is written over a light blue horizontal line.

John C. Salo
Executive Director

RURAL HEALTH NETWORK OF SOUTH CENTRAL NEW YORK

455 Court Street, Binghamton, NY 13904
www.rhnsnycny.org

T: (607) 692-7669 Toll Free: 1-888-603-5973
F: (607) 692-7670

K. Jane Williams
Acting Administrator
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
United States

Dear Administrator Williams:

I'm writing on behalf of GOIN to express our strong support for Tompkins County's Mobility on Demand Proposal for FTA's Integrated Mobility Innovation Demonstration Program. The County's proposal lays the foundation for developing Mobility-as-a-Service (MaaS) in the future by integrating multimodal trip planning, customer support and developing a rural first/last mile service as a first phase.

We recognize affordable, convenient and reliable transportation is needed by everyone, especially for individuals and families with limited income, seniors, people with disabilities and rural residents with limited affordable housing and transportation choices.

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We believe this proposal can become the foundation for developing MaaS as an affordable, sustainable, and equitable community mobility system in the near future and for generations to come.

Sincerely,



Justin Bergener, CEO, GOIN.org