
Tompkins County

Mobility-as-a-Service (MaaS) Phase 1

Integrated Mobility Innovation (IMI) Demonstration Program Statement of Work Framework for Project Award

OVERVIEW

Tompkins County's Mobility-as-a-Service (MaaS) Phase 1 project will establish a call-center and develop an app to expand access to mobility information and multi-modal trip planning; improve customer service including recovery from trip failures; and demonstrate first-mile/last-mile and mobility-on-demand services in underserved suburban and rural communities.

Funding: Federal Share \$820,000 (49 U.S.C. § 5312)

Goals: The goals of the MaaS Phase 1 project are to expand public access to information of all mobility services, to improve safety and customer service, and to improve mobility for all, particularly for persons with low income, people with disabilities, seniors and underserved communities.

Objectives:

- Create a call center and smartphone app to connect users to all transportation services, answer questions and provide multi-modal trip planning.
- Develop a ride recovery program to assist users experiencing trip failures.
- Demonstrate a first-mile/last-mile service and on-demand service in underserved communities.

Benefits:

- Provide a single point of contact for members of the public to connect with all transportation services and have questions answered by phone, messaging, email and app. This benefit is enhanced by the Tompkins County's current community mobility education program covering all mobility services.
 - Develop and demonstrate a program to assist users when they experience trip failures.
 - Develop and demonstrate a program to provide residents of underserved communities with on-demand and enhanced access to public transit service.
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Project Participants

Organization	Role	Contact
Tompkins County Dept. of Social Services - Transportation Planning	County Project Manager/ FTA Grant Manager	Dwight Mengel
Tompkins Consolidated Area Transit, Inc.	Transportation Provider (Small Urban/Rural)	Scot Vanderpool
Gadabout Transportation Services, Inc.	Paratransit Transportation Provider (Small Urban/Rural)	Kristen Wells
Center for Community Transportation, Inc.	Carshare Provider, Bikeshare/ Pedestrian Advocacy	Jennifer Dotson
Cornell Cooperative Extension of Tompkins County	Mobility Manager (County & Regional)	Dawn Montagne
Human Services Coalition of Tompkins County Inc.	2-1-1 Information & Referral	Nicole Roulstin
Ithaca Downtown Alliance.	Transportation Demand Management	Lauren Gabuzzi
Ithaca-Tompkins County Transportation Council	Metropolitan Planning Organization	Fernando deAragon

Full Statement of Work

The Project Team will develop, after award of the cooperative agreement, a full Statement of Work, to include:

Task 1: Project Management (Development of Project Management Plan, Project Progress Reporting to FTA via meetings, and quarterly reports)
Task 2: Evaluation, Data Collection and Coordination with the Independent Evaluator
Task 3: Data Management Plan
Task 4: Accessibility & Equity Plan
Task 5: Knowledge Transfer
Task 6: Call Center Development, Pilot
Task 7: App Development, Project Management, Pilot
Task 8: Customer Service Development, Pilot
Task 9: First/Last Mile Service Development, Pilot
Task 10: Project Report

Tompkins County, NY, will conduct the project in accordance with the FTA Master Agreement <https://www.transit.dot.gov/funding/grantee-resources/sample-fta-agreements/fta-master-agreement-fiscal-year-2020> and Circular 6100.1E (<https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/research-technical-assistance-and-training-program>).

BUDGET

Below is the budget for the project, by task.

Tasks and Other Activities	Federal	Local	Total
Task 1: Project Management (Development of Project Management Plan, Project Progress Reporting to FTA via meetings, and quarterly reports)	\$35,000	\$8,750	\$43,750
Task 2: Evaluation, Data Collection and Coordination with the Independent Evaluator	\$40,000	\$10,000	\$50,000
Task 3: Data Management Plan	\$30,000	\$7,500	\$37,500
Task 4: Accessibility & Equity Plan	\$2,000	\$500	\$2,500
Task 5: Knowledge Transfer	\$3,000	\$750	\$3,750
Task 6: Call Center Development, Pilot	\$250,000	\$62,500	\$312,500
Task 7: App Development, Project Management, Pilot	\$250,000	\$62,500	\$312,500
Task 8: Customer Service Development, Pilot	\$100,000	\$25,000	\$125,000
Task 9: First/Last Mile Service Development, Pilot	\$100,000	\$25,000	\$125,000
Task 10: Project Report	\$10,000	\$2,500	\$12,500
Total	\$820,000	\$205,000	\$1,025,000

SCHEDULE

Award Start Date: Same as the date of the project's execution in TrAMS.

Award End Date: September 30, 2022 (demonstration to conclude June 30, 2022 + three months of float)