

# 2017 Coordinated Public Transit/ Human Services Transportation Plan



**NFRMPO**  
NORTH  
FRONT RANGE  
METROPOLITAN  
PLANNING  
ORGANIZATION



## **2017 COORDINATED PUBLIC TRANSIT/HUMAN SERVICES TRANSPORTATION PLAN**

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Dial-A-Ride & Transit Accessibility Committee  
Elderhaus  
Foothills Gateway  
Heart&SOUL Paratransit  
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## List of Acronyms

**AAA** - Area Agency on Aging

**ACS** - American Community Survey

**APCD** - Air Pollution Control Division

**BATS** - Berthoud Area Transportation System

**BRT** - Bus rapid transit

**CASTA** - Colorado Association of Transit Agencies

**CDOT** - Colorado Department of Transportation

**CDPHE** - Colorado Department of Health and Environment

**CO** - Carbon Monoxide

**COLT** - City of Loveland Transit

**CSU** - Colorado State University

**DOLA** - Department of Local Affairs

**EIS** - Environmental Impact Statement

**EPA** - Environmental Protection Agency

**FASTER** - Funding Advancements for Surface Transportation and Economic Recovery Act of 2009

**FTA** - Federal Transit Administration

**GET** - Greeley-Evans Transit

**GOPMT** - Goals, Objectives, Performance Measures, and Targets

**HUD** - Housing and Urban Development

**LCMC** - Larimer County Mobility Committee

**LUAM** - Land Use Allocation Model

**MPO** - Metropolitan Planning Organization

**NEMT** - Non-Emergency Medical Transportation

**NFRMPO** - North Front Range Metropolitan Planning Organization

**NFRT&AQPC** - North Front Range Transportation & Air Quality Planning Council

**RAFT** - Rural Alternative for Transportation

**RAQC** - Regional Air Quality Council

**RTE** - Regional Transit Element

**RTD** - Regional Transportation District (Denver)

**RTP** - Regional Transportation Plan

**PIP** - Public Involvement Plan

**PUC** - Public Utilities Commission

**SAINT** - Senior Alternatives in Transportation

**SRS** - Senior Resource Services

**STC** - Larimer County Senior Transportation Coalition

**TAC** - Technical Advisory Committee  
**TC** - Transportation Commission  
**UC** - Urban Cluster  
**UFRTPR** - Upper Front Range Transportation Planning Region  
**UNC** - University of Northern Colorado  
**UZA** - Urbanized Area  
**WCMC** - Weld County Mobility Committee

## Definitions

**Door through door:** Transportation service between a user's specific origin and destination that offers mobility assistance from the vehicle and into one's destination such as the home or doctor's office.

**Door to door:** Transportation service between the door of a user's home and the door of their destination where mobility assistance is generally not provided any further than the door of the rider's home and destination.

**Fixed route:** Transportation service that operates on a fixed schedule and route, such as Transfort and GET.

**Paratransit:** A special transportation service for those with disabilities or seniors that often serves as a supplement to fixed route transit. Paratransit can vary in its structure from a small bus that runs on a fixed route to an on-demand service provided by a passenger vehicle.

**Ride-hailing:** A form of transportation where a passenger hails a ride, usually through an online platform, and is picked up for the requested ride within hours of the request being made. Synonymous with on-demand.

**Shared rides/ ride-sharing:** When a ride is shared between multiple passengers who do not necessarily know each other; passengers are paired by the service provider and are generally traveling along similar routes to prevent out of direction travel.

**Volunteer driver service:** A transportation service where volunteers are the drivers; drivers do not get paid for their service but may or may not be offered reimbursement for fuel. SAINT and SRS are examples.

## Contents

Acknowledgements.....	ii
List of Acronyms.....	iii
Definitions.....	iv
Executive Summary.....	1
Chapter 1: Introduction.....	2
North Front Range Metropolitan Planning Organization.....	2
Associated Plans.....	3
Mobility Coordination Program.....	4
Purpose.....	5
§5310 Funding.....	5
Outreach Process.....	7
Chapter 2: Current Conditions.....	9
Demographics.....	9
Older Adult Population.....	9
Population with Disabilities.....	13
Veterans.....	15
Low-Income Population.....	16
Zero Car Households.....	18
Employment and Activity Centers.....	19
Transportation System.....	21
Transit.....	21
Volunteer Services.....	26
Human Service Agencies.....	28
Brokered Service.....	28
Commercial Service.....	28
Other Services.....	29
Chapter 3: Transportation Assessment.....	30
Identified Issues.....	30
Funding.....	30
Population Growth and Distribution.....	31
Awareness.....	31
Providers and Training.....	32
Larimer County Senior Transportation Needs Assessment.....	32

Current Efforts .....	33
Chapter 4: Goals, Strategies, and Desired Outcomes .....	34
Goal #1: Inclusion.....	35
Goal #2: Education .....	36
Goal #3: Improvements for Smaller and Rural Communities .....	37
Goal #4: Improvements for Larger and Urban Communities.....	38
Measuring Success .....	39
Funding Opportunities .....	39
Appendices .....	40

**List of Tables**

Table 1-1: Outreach Events and Attendees.....	8
Table 2-1 Percent Older Adult Population.....	11
Table 2-2 Percent of Population with a Disability .....	13
Table 2-3 Veteran Population .....	15
Table 2-4 Veteran Population .....	15
Table 2-5 Number of Vehicles Available .....	18
Table 2-6: Transit Trends, 2012-2016 .....	21

**List of Figures**

Figure 1-1 North Front Range MPO Region.....	2
Figure 1-2 NFRMPO Urbanized Areas.....	7
Figure 2-1 Larimer County Population Over 60 (2015-2040) .....	10
Figure 2-2 Weld County Population Over 60 (2015-2040).....	10
Figure 2-3 Older Adult Population .....	12
Figure 2-4 Population with a Disability.....	14
Figure 2-5 Low Income Population Percentage .....	17
Figure 2-6 Zero Car Households .....	19
Figure 2-7 Employment Density .....	20
Figure 2-8 Transit Systems Map .....	22
Figure 2-9 2017 Transfort Route Map.....	23
Figure 2-10 2017 Greeley-Evans Transit Routes.....	24
Figure 2-11 2017 City of Loveland Transit Routes .....	25
Figure 2-12 BATS Service Area.....	26
Figure 2-13 SAINT Service Area.....	27
Figure 2-14 RAFT Service Area .....	28
Figure 2-15 CDOT Bustang Routes.....	29

## Executive Summary

The purpose of the *2017 Coordinated Public Transit/Human Services Transportation Plan* is to identify transportation issues, service overlaps, and gaps for older adults and individuals with disabilities within the urbanized portions of Larimer and Weld counties as well as goals and strategies to address these identified issues. As a recipient of FTA §5310 funds, the NFRMPO updates the *Coordinated Public Transit/Human Services Transportation Plan* every four years. The need for improved transportation for older adults and individuals with disabilities has been known and continues to be an issue in both large and small communities within the NFRMPO region. Current programs and strategies are not enough to meet this growing demand.

Throughout the *Coordinated Plan* development process, four key areas for improvement and coordination were identified: education; inclusion; improvements in transportation for the rural, suburban, and unincorporated communities; and improvements in transportation within Fort Collins, Greeley, and Loveland.

### ➤ **Goal #1: Inclusion**

The Mobility Coordination Program will provide a safe, accessible forum for residents, advocates, and employees from human service organizations and agencies to discuss the needs of individuals with disabilities, older adults, and low-income individuals. Additionally, these groups will have a safe space to air grievances and suggest potential solutions, including projects and areas to collaborate. The desired outcome of this inclusive program is to create tangible strategies that benefit stakeholders in the region, which can be achieved by expanding participation in the Mobility Committees.

### ➤ **Goal #2: Education**

To have an educated and informed population is an overarching goal for the Mobility Coordination Program. This can be achieved in a variety of ways, but the distribution of information should be a major strategy for the Mobility Coordination Program. Education exists on two fronts: distribution of information about existing transit service and human services transportation, and regional training for transportation providers and future riders.

### ➤ **Goal #3: Improvements in Smaller and Rural Communities**

The NFRMPO Mobility Coordination program should: maintain dialogue with stakeholders in these communities to understand current and future needs; research technology and funding opportunities to be used for improved transportation for older adults and individuals with disabilities; support organizations currently filling this gap, including Senior Resource Services; and be engaged in local planning efforts.

### ➤ **Goal #4: Improvements in Larger and Urban Communities**

The NFRMPO Mobility Coordination Program should: maintain relationships with transit providers and other stakeholders to identify need and support; provide technical support to communities interested in expansion of transit service; invite organizations and agencies to Mobility Committee meetings to ensure consistent outreach and feedback; work with local agencies and organizations to identify and apply for potential grants, funding opportunities, and partnerships; identify barriers to using existing services, including ADA accessibility, sidewalk connectivity, snow removal, etc.





The NFRMPO serves a diverse region in Northern Colorado and is centered on the North Interstate 25 (I-25) corridor. NFRMPO has 15 member governments, including: Berthoud, Eaton, Evans, Fort Collins, Garden City, Greeley, Johnstown, LaSalle, Loveland, Milliken, Severance, Timnath, Windsor, and the urbanized portions of both Larimer and Weld counties. The combined area is over 600 square miles, with a 2015 population of more than 482,144<sup>1</sup>.

The NFRMPO as a whole operates under the guidance of five committees, three for technical input and two for policy input. The Technical Advisory Committee (TAC) consists of staff from each member community who work together to provide technical assistance to the Planning Council. The TAC meets monthly on the third Wednesday of the month at the Windsor Recreation Center. Two Mobility Committees, made up of transit agencies, human service agencies, and other non-profits meet every other month to discuss transportation and mobility issues related to older adults and individuals with disabilities. The 17-member Planning Council is made up of one elected official appointed from that community, as well as a representative **from the Colorado Department of Public Health and Environment's (CDPHE) Air Pollution Control Division (APCD)**, and the State Transportation Commission. The Planning Council meets on the first Thursday of the month at various locations throughout the region, which are posted **on the NFRMPO website and in local newspapers. The Planning Council's purpose is** to provide local governments with the opportunity to direct regional transportation planning efforts and allocate federal funding to regional transportation priorities. Elected officials from the Planning Council form the Finance Committee which provides **input on budgeting and the agency's** finances.

The NFRMPO is tasked with two critical responsibilities for the long-term health and economic vitality of the region:

- Providing transportation planning on a region-wide basis, and
- Working to improve the air quality of the region alongside the RAQC, State Air Pollution Control Division (APCD), and the Environmental Protection Agency (EPA), by aiming to bring emissions in line with federal standards.

### *Associated Plans*

Three plans produced by the NFRMPO have direct impacts on the *2017 Coordinated Plan*. These are:

- **Regional Transportation Plan (RTP)** - the *2040 RTP*, adopted in September 2015, lays the groundwork for regional transportation planning through 2040 in the NFRMPO. As part of the Goals, Objectives, Performance Measures, and Targets (GOPMT) identified in the *2040 RTP*, NFRMPO staff identified the following goal and objectives:
  - Goal 3: Provide a multi-modal system that improves accessibility and transportation system continuity.
    - Objective 7: Support transportation services for all, including the most vulnerable and transit-dependent populations.

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<sup>1</sup>Colorado Department of Local Affairs 2015 population estimate

- Objective 8: Implement Regional Transit Element, Regional Bicycle Plan, and North I-25 Environmental Impact Statement.
  - Objective 9: Develop infrastructure that supports alternate modes and connectivity.
- **Regional Transit Element (RTE)** - the *2040 RTE* was adopted in August 2015 and identifies priorities for transit investment in the NFRMPO region. The 2040 RTE was completed with assistance from COLT, GET, and Transfort. While three transit corridors were identified for investment, overarching goals were set out for improving transit in the region as a whole:
  - Assist smaller communities within the region with senior transit services for essentials, such as medical and grocery trips;
  - Evaluate service between communities and to transit centers considered a priority;
  - Develop service standards for each corridor; and
  - Continue work set out in the previously completed feasibility studies.
- **Public Involvement Plan (PIP)** - the *2015 PIP* identifies the goals and desired outcomes of and the public expectations for **the NFRMPO's** Public Outreach Program. NFRMPO staff should provide a robust outreach program and a variety of feedback mechanisms for transportation issues in the region throughout the planning process.

The *2017 Coordinated Plan* will have a direct impact on the next iteration of each of these plans, expected to be completed by September 2019. Mobility goals will be incorporated into **the RTP's GOPMT, RTE corridors and overall plan**, and PIP activities.

Local communities have also produced plans and documents that are relevant to the Mobility Coordination program. These plans include:

- **Greeley-Evans Transit 5-10 Year Strategic Plan** - the GET Strategic Plan outlines goals, strategies, and performance measures for the transit system. Goals include improving mobility and access to underserved portions of the communities, regional routes to expand the reach of Greeley, Evans, and Garden City residents, and being innovative to better meet the needs of the traveling public.
- **Transfort Route Improvement Program (TRIP)** - Transfort prepared the TRIP as an interim step to updating its long-range strategic plan. By analyzing the existing system, Transfort set a goal to reduce deviations, improve travel times, and attract greater ridership.
- **Loveland Transit Master Plan** - The Loveland Transit Master Plan was adopted in 2009, and set out goals to expand the transit system, and enhance mobility for seniors, youth, disabled, and transit dependent population.

### *Mobility Coordination Program*

The NFRMPO Mobility Coordination Program is part of the Transportation Planning Team at the NFRMPO. By bringing together human service agencies, transit agencies, and staff from the NFRMPO, the Mobility Coordination Program strategizes how to ensure residents of the region have both mobility and access and a voice in regional planning. The Mobility Coordination

Program reports to two committees: the Larimer County Mobility Committee (LCMC) and the Weld County Mobility Committee (WCMC). NFRMPO staff also assists with the Larimer County Senior Transportation Coalition (STC).

## Purpose

To receive Federal Transit Administration (FTA) §5310 funding, the NFRMPO is required to update its *Coordinated Public Transit/Human Services Transportation Plan* every four years. The previous *Coordinated Plan* was adopted in December 2013 by the NFRMPO Planning Council. The 2013 *Coordinated Plan* identified transportation issues, overlaps, and service gaps for older adults and people with disabilities within the urbanized portions of Larimer and Weld counties as well as goals and strategies to address them.

FTA guidance recommends four main features of a Coordinated Plan, which provide guidance for the organization of this *Coordinated Plan*:

- An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
- An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

## §5310 Funding

The FTA §5310 funding program is known as the *Enhanced Mobility of Seniors & Individuals with Disabilities* program. The funding can be used in rural and urban settings to improve the mobility of these target populations. The NFRMPO receives §5310 funding from two sources on behalf of the entire region: the City of Fort Collins is the Direct Recipient of FTA funding for the Fort Collins-Loveland-Berthoud Transportation Management Area; and CDOT, which is the Direct Recipient of FTA funding for the Greeley Urbanized Area and Weld County. GET applies for §5310 on behalf of the Greeley Urbanized Area. An urbanized area is defined by the US Census as:

*“An urban area will comprise a densely settled core of census tracts and/or census blocks that meet minimum population density requirements, along with adjacent territory containing non-residential urban land uses as well as territory with low population density included to link outlying densely settled territory with the densely settled core. To qualify as an urban area, the territory identified according to criteria must encompass at least 2,500 people, at least 1,500 of which reside outside institutional group quarters. The Census Bureau identifies two types of urban areas:*

- *Urbanized Areas (UZAs) of 50,000 or more people;*
- *Urban Clusters (UCs) of at least 2,500 and less than 50,000 people.”<sup>2</sup>*

The Fort Collins Urbanized Area includes portions of Berthoud, Fort Collins, Loveland, and Windsor. The Greeley Urbanized Area includes Greeley, Evans, and Garden City. Johnstown and Milliken, Eaton, and Severance each form a respective Urban Cluster.

Funding from the City of Fort Collins helps fund the activities of the LCMC, while CDOT funding supports the activities of the WCMC. Both funding sources were used to develop this coordinated plan for the region. The urbanized areas and clusters within the NFRMPO region are shown in *Figure 1-2*.

**FTA’s §5310 funding is a population-based funding formula for services for older adults and people with disabilities. According to the FTA, the funding “aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.”<sup>3</sup>** Types of projects eligible for this funding source include:

- Travel training programs, to teach individuals to use transit services in the region;
- Purchase of buses and vans;
- Wheelchair lifts, ramps, and securement devices;
- Transit-related information technology systems, including scheduling/routing/one-call systems;
- Mobility management programs; and
- Acquisition of transportation services under a contract, lease, or other arrangement.

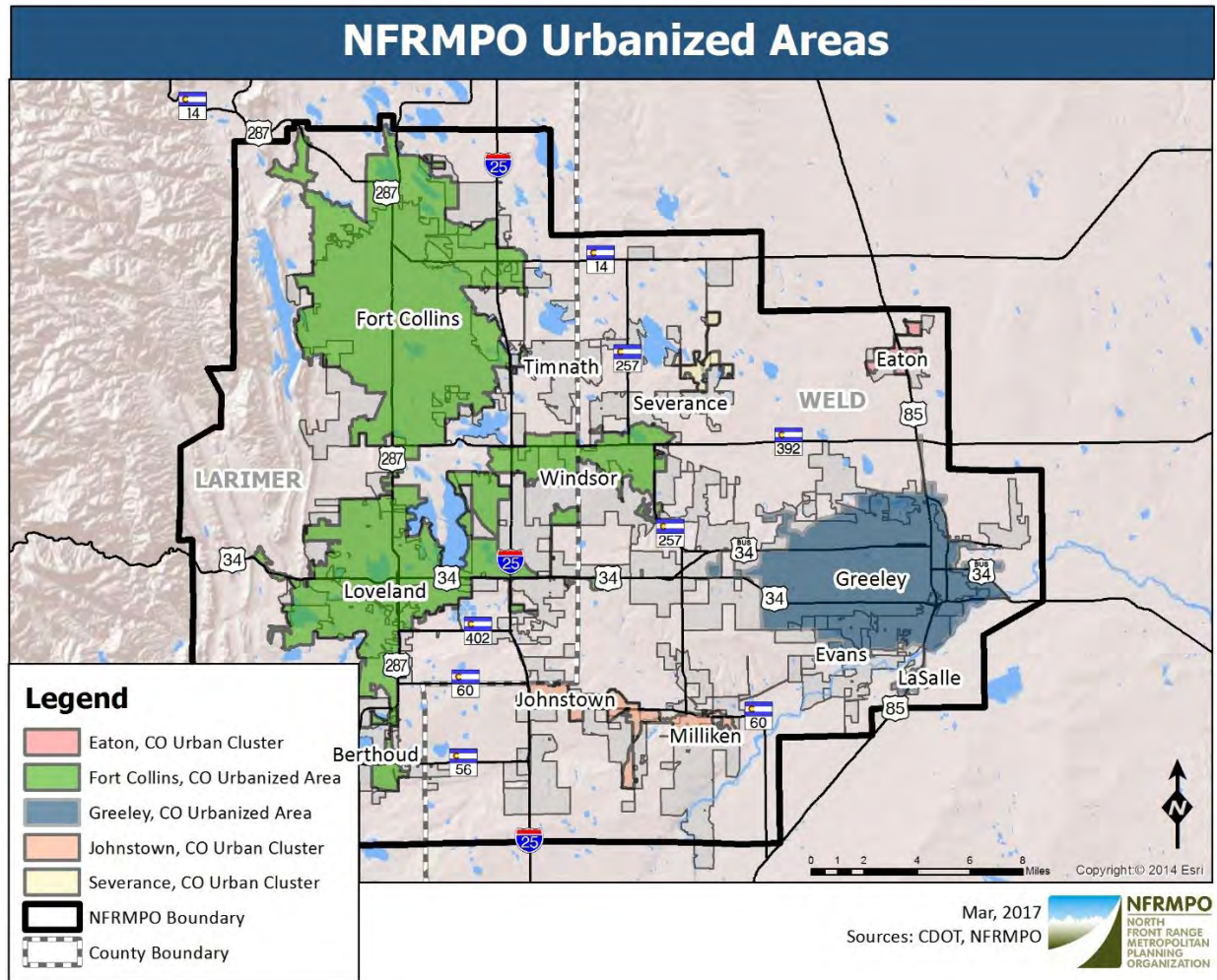
The NFRMPO uses this funding for a variety of purposes, which are further detailed in *Chapter 2*. The Mobility Coordination Program covers the urban and rural portions of the county. To receive funding from the FTA or CDOT, a municipal partner is needed. For human service transportation agencies, non-profits, and other transportation providers, the NFRMPO can assist in applying for grants.

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<sup>2</sup> US Census Bureau, 2010 Census Urban and Rural Classification and Urban Area Criteria. <http://bit.ly/1qtZ9Is>, 2017.

<sup>3</sup> Federal Transit Administration, Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310. <http://bit.ly/2mtjWeT>, 2017.

Figure 1-2 NFRMPO Urbanized Areas



### Outreach Process

A large part of the 2017 *Coordinated Plan* is identifying issues, overlaps, and gaps in the transportation network. To identify these, NFRMPO staff attended a variety of meetings and events for face-to-face interactions with those who use, rely on, and need the services the most. Public outreach, including comments received and materials used, is explained more heavily in *Appendix A*. The following is the list of events and meetings attended by NFRMPO staff throughout 2017:

<b>Table 1-1: Outreach Events and Attendees</b>			
<i>Event</i>	<i>Location</i>	<i>Date</i>	<i>Number of Interactions</i>
Senior Advisory Board	Fort Collins	3/8/2017	11
Commission on Disabilities	Greeley	4/6/2017	6
Senior Advisory Board	Loveland	4/5/2017	10
Senior Transportation Coalition	Fort Collins	4/6/2017	6
Disabilities Advisory Commission	Loveland	4/10/2017	11
Arc of Weld County Community Transition Team	Greeley	4/12/2017	16
Commission on Disabilities	Fort Collins	4/13/2017	8
Transportation Advisory Board	Fort Collins	4/19/2017	8
Fort Collins Earth Day	Fort Collins	4/22/2017	177
Citizens Transportation Advisory Board	Greeley	4/24/2017	8
Johnstown BBQ Day	Johnstown	6/3/2017	43
Berthoud Day	Berthoud	6/3/2017	77
Open Streets	Fort Collins	6/4/2017	76
Eaton Days	Eaton	7/8/2017	83
LaSalle Days	LaSalle	7/15/2017	46
Beef N Bean Day	Milliken	8/12/2017	50
Johnstown Senior Center	Johnstown	8/16/2017	32
Severance Days	Severance	8/19/2017	57
Corn Roast Festival	Loveland	8/25/2017 8/26/2017	236
Windsor Harvest Festival	Windsor	9/3/2017 9/4/2017	367
Heritage Day	Evans	9/16/2017	89
Taste in Timnath	Timnath	10/7/2017	128

## Chapter 2: Current Conditions

The first step in creating the *2017 Coordinated Public Transit/Human Services Transportation Plan* is to identify the existing conditions, including local demographics and the transportation services that exist. FTA §5310 funding is specifically marked for older adults and individuals with disabilities. Funding should also be used to assist low-income populations and children. Through a combination of research and outreach, the existing transit agencies and human service agencies that provide transportation were identified.

### Demographics

The following demographics identify the current older adult and disabled population according to the 2011-2015 5-Year American Community Survey (ACS) estimates. The ACS replaced the US Census long-form survey in 2000, allowing more up-to-date information than the decennial census. Every year, one in 38 US households receive an invitation to participate in the ACS. Using five years of cumulative data provides a more accurate portrayal of current conditions. Projections are from the Colorado Department of Local Affairs (DOLA).

Demographic information is presented at both the municipal and census tract level. The communities comprising the NFRMPO are expected to grow at a steady pace through 2040. Overall, the 15 communities comprising the NFRMPO are expected to grow from 482,144 in 2015 to 814,362 in 2040. This translates to a 68.9 percent growth rate in that 25 year period. Growth will be highest in the older adult population, specifically individuals over the age of 60. This is discussed in the *Older Adult Population* Section of this chapter.

### *Older Adult Population*

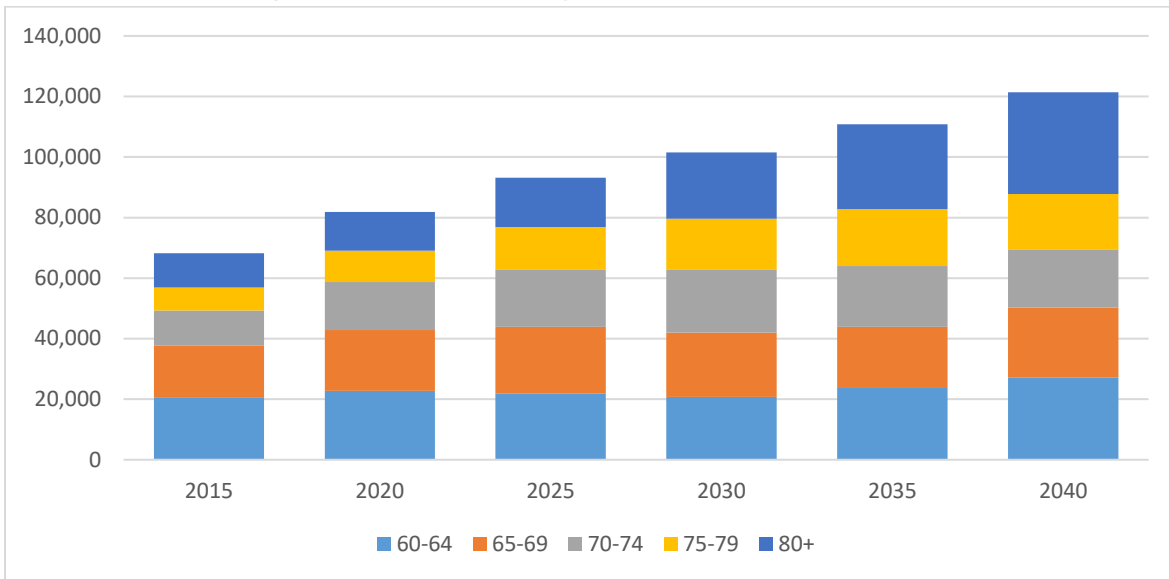
For a variety of reasons, older adults will comprise a larger portion of the population. Trends **include the “Baby boomer” population** (individuals born between 1946 and 1964) hitting retirement age, migration, medical breakthroughs allowing people to live longer, and the desire **to “age in place”**. Data in this Section was obtained from the DOLA, which provides population forecasts by age cohort at the county level.

Regionally, the older adult population is expected to grow at an accelerated rate over the next 25 years. Over the timespan of the *2017 Coordinated Plan*, the region is expected to see a 22 percent increase in the population over 60. By 2040, the same population is expected to grow by more than 100 percent.

As shown in *Figure 2-1*, every age group between 60 and 80 is expected to grow in size between 2015 and 2040 in Larimer County. Larimer County residents aged 60 and above are expected to grow by 78 percent as a whole in this time period. Those 80 and above become the largest population cohort by 2040, showing sustained growth in all years. In this 25-year period, the 80 and above age group will grow by 198 percent. The 75-80 age group also grows substantially in this time frame, growing by 139 percent. The 60-64 and 65-69 age categories grow slightly, at 31 percent and 37 percent respectively.



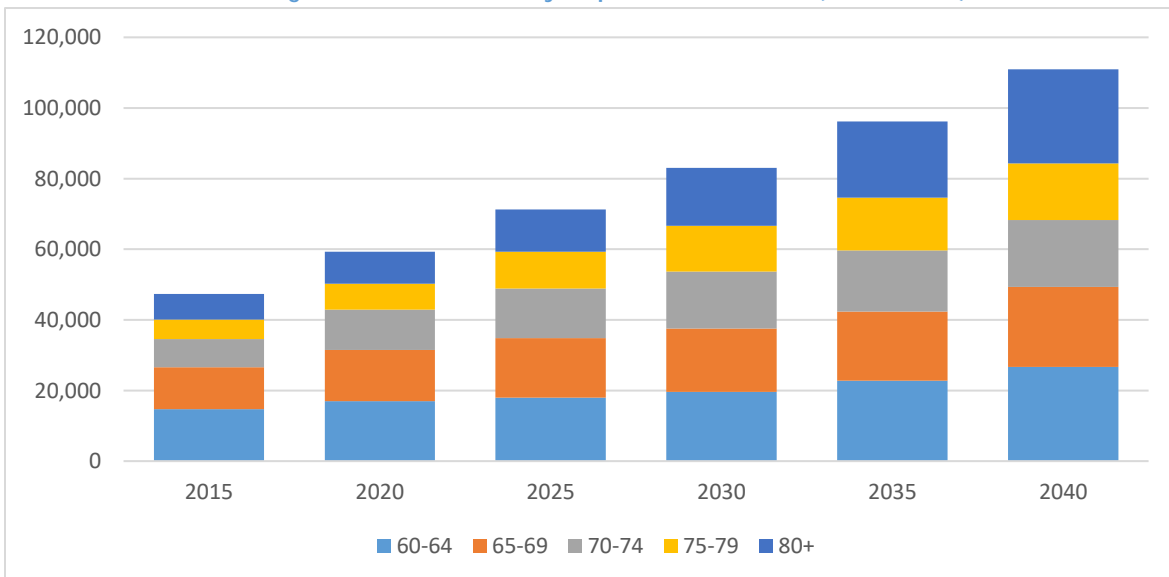
Figure 2-1 Larimer County Population Over 60 (2015-2040)



Source: DOLA, 2017

Weld County’s aging trends are shown in Figure 2-2. Weld County residents over the age of 60 are expected to more than double between 2015 and 2040, growing by 134 percent. Similar to Larimer County, Weld County residents aged 80 and above will grow at the highest rate, increasing by 267 percent. Residents aged 70-74 grow by 136 percent and those aged 75-79 will increase by 192 percent. Residents aged 60-64 and 65-69 grow at a higher rate than their Larimer County counterparts, growing at 81 percent and 91 percent respectively.

Figure 2-2 Weld County Population Over 60 (2015-2040)



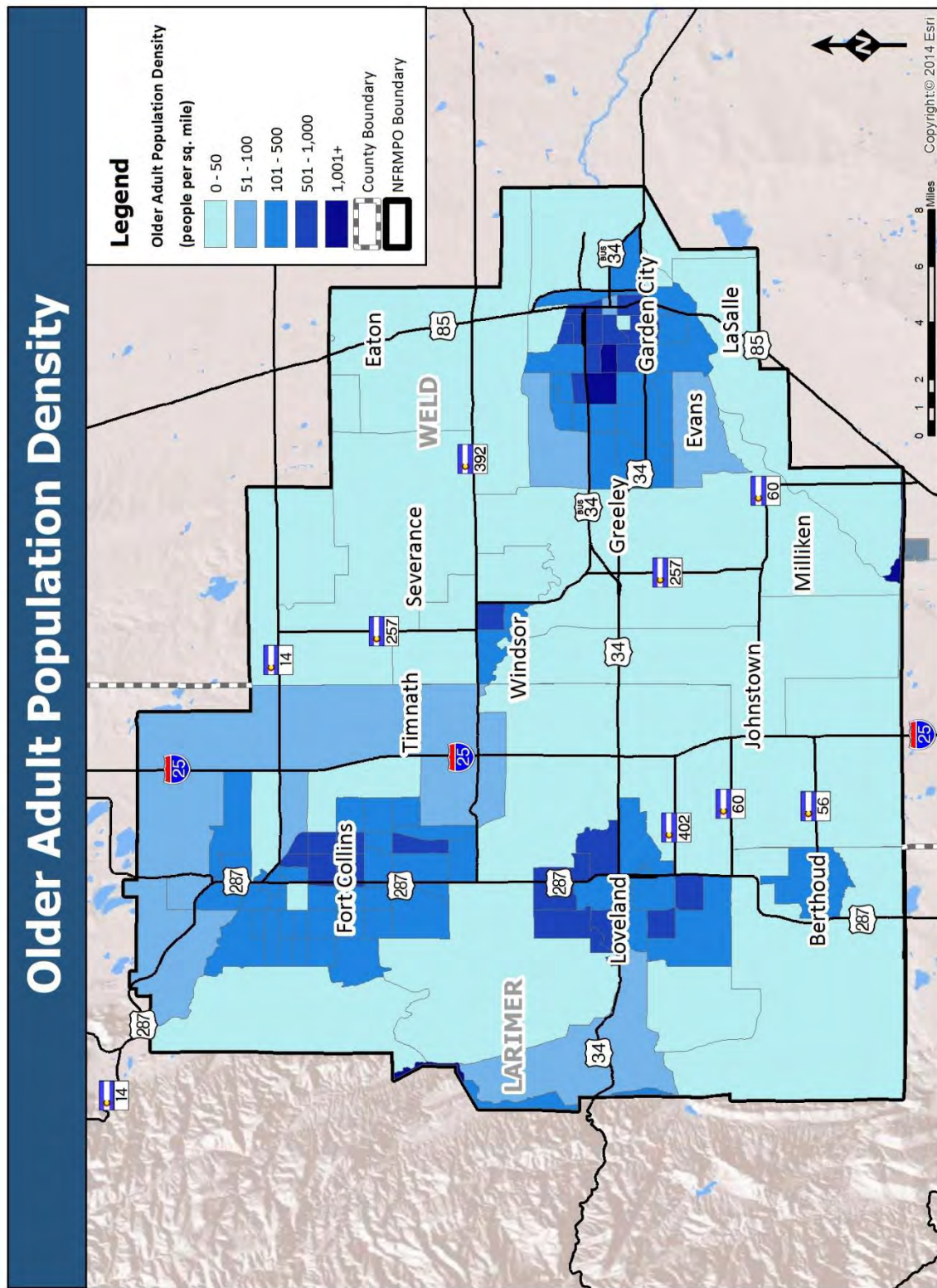
Source: DOLA, 2017

At a municipal level, communities range between 6.7 percent and 15.1 percent for percent of population over the age of 65. When the population is expanded to include the percent of population over the age of 60, percentages increase substantially. The municipal breakdown of percent of the total population over the age of 60 is shown in *Table 2-1*. The increases between age 60 and 65 are important to note so communities can begin to plan for housing, transportation, retirement, and other important needs. The greatest increase is in Windsor, followed by Berthoud and Loveland.

<b>Table 2-1 Percent Older Adult Population</b>					
<i>Community</i>	<i>Over 60</i>		<i>Over 65</i>		<i>Percentage Point difference</i>
	<i>Percent</i>	<i>Actual</i>	<i>Percent</i>	<i>Actual</i>	
Berthoud	20.9	1,149	13.2	788	6.57%
Eaton	17.1	797	13.6	625	3.69%
Evans	9.5	1,922	6.7	1,212	3.50%
Fort Collins	13.7	20,987	8.2	14,368	4.32%
Greeley	16.2	15,689	11.0	11,194	4.63%
Johnstown	16.8	2,151	9.9	1,336	6.36%
Loveland	22.7	16,317	15.1	12,088	5.89%
Milliken	8.9	529	6.3	390	2.33%
Severance	14.1	485	8.7	352	3.86%
Timnath	14.7	177	11.2	133	3.65%
Windsor	18.9	3,874	10.0	2,594	6.26%
<i>Source: 2011-2015 American Community Survey 5-Year Estimates</i>					

Investigation at the municipal level is important, but a closer look is needed to provide information for planning purposes. The Census Tract allows for a closer definition of where the population is densest and where the need may be the highest. *Figure 2-3* shows the older adult population at the Census Tract level using 2011-2015 American Community Survey 5-Year Estimates. The areas with the highest density of older adults (persons over the age of 60 per square mile) are located south of Milliken, in central Greeley, Fort Collins east of US287, in south Fort Collins, and northern Loveland. There are a mixture of senior developments, established residents, and new residential development in these areas.

Figure 2-3 Older Adult Population



Jul, 2017  
 Sources: CDOT, NFRMPO, US Census Bureau

## Population with Disabilities

There are a range of definitions for disabilities, so the *2017 Coordinated Plan* uses the categories identified as part of the ACS<sup>4</sup>:

- Hearing difficulty: defined as deafness or serious difficulty hearing;
- Vision difficulty: defined as blind or serious difficulty seeing;
- Cognitive difficulty: defined as having difficulty remembering, concentrating, or making decisions due to a physical, mental, or emotional problem;
- Ambulatory difficulty: defined as difficulty walking or climbing stairs;
- Self-care difficulty: defined as difficulty bathing or dressing; and
- Independent living difficulty: defined as difficulty doing errands alone due to a physical, mental, or emotional problem.

Table 2-2 shows the 2015 population of each municipality with a disability and the percent of the municipality's population. Projections for the disabled population are not completed by DOLA, but can be assumed based on current percentages multiplied by the future communities' population projections.

Table 2-2 Percent of Population with a Disability		
Community	Percent With a Disability	2015 Population with a Disability
Berthoud	10.4	565
Eaton	13.0	606
Evans	9.1	1,844
Fort Collins	7.7	11,620
Greeley	11.5	10,913
Johnstown	7.5	961
Loveland	11.6	8,283
Milliken	3.4	206
Severance	7.8	270
Timnath	3.3	39
Windsor	7.7	1,561

*Source: 2011-2015 American Community Survey 5-Year Estimates*

Geographically, people with disabilities are distributed throughout the region as shown in Figure 2-4. The areas with the highest density of individuals with disabilities are located in northern Greeley, west Fort Collins, and south Loveland. Much of this tends to be established residential communities, where people may have lived for a number of years.

<sup>4</sup> US Census, American Community Survey (ACS) Disability Methodology. <http://bit.ly/2n141j1>, 2017.



## Veterans

Veterans are not a population specifically identified within **FTA's §5310** guidance, but tend to fit into other identified populations. *Table 2-3* shows the veteran status for the municipal population over the age of 18. Johnstown, Loveland, and Berthoud have the highest percentage of their population with veteran status.

Table 2-3 Veteran Population		
Community	Percent with Veteran Status*	2015 Population* with Veteran Status
Berthoud	10.8	463
Eaton	10.3	331
Evans	6.5	907
Fort Collins	6.3	7,752
Greeley	7.4	5,345
Johnstown	12.9	1,140
Loveland	10.8	5,967
Milliken	8.5	369
Severance	10.5	253
Timnath	4.0	31
Windsor	9.6	1,421

*Source: 2011-2015 American Community Survey 5-Year Estimates*  
*\*The percent and population are for the population over 18 years of age*

In the *2013 Coordinated Plan*, NFRMPO staff studied the veteran population at the county level. *Table 2-4* shows the population, sex, unemployment rate, and disability status for county residents and veterans in 2015. The population for both counties increased by approximately 10,000 people each. Unemployment rates have improved for county residents, specifically for veterans. Veteran unemployment rates are still higher than the civilian population. Larimer County veterans with a disability increased by five percentage points since 2013, while Weld County veterans with a disability decreased by 3.4 percentage points.

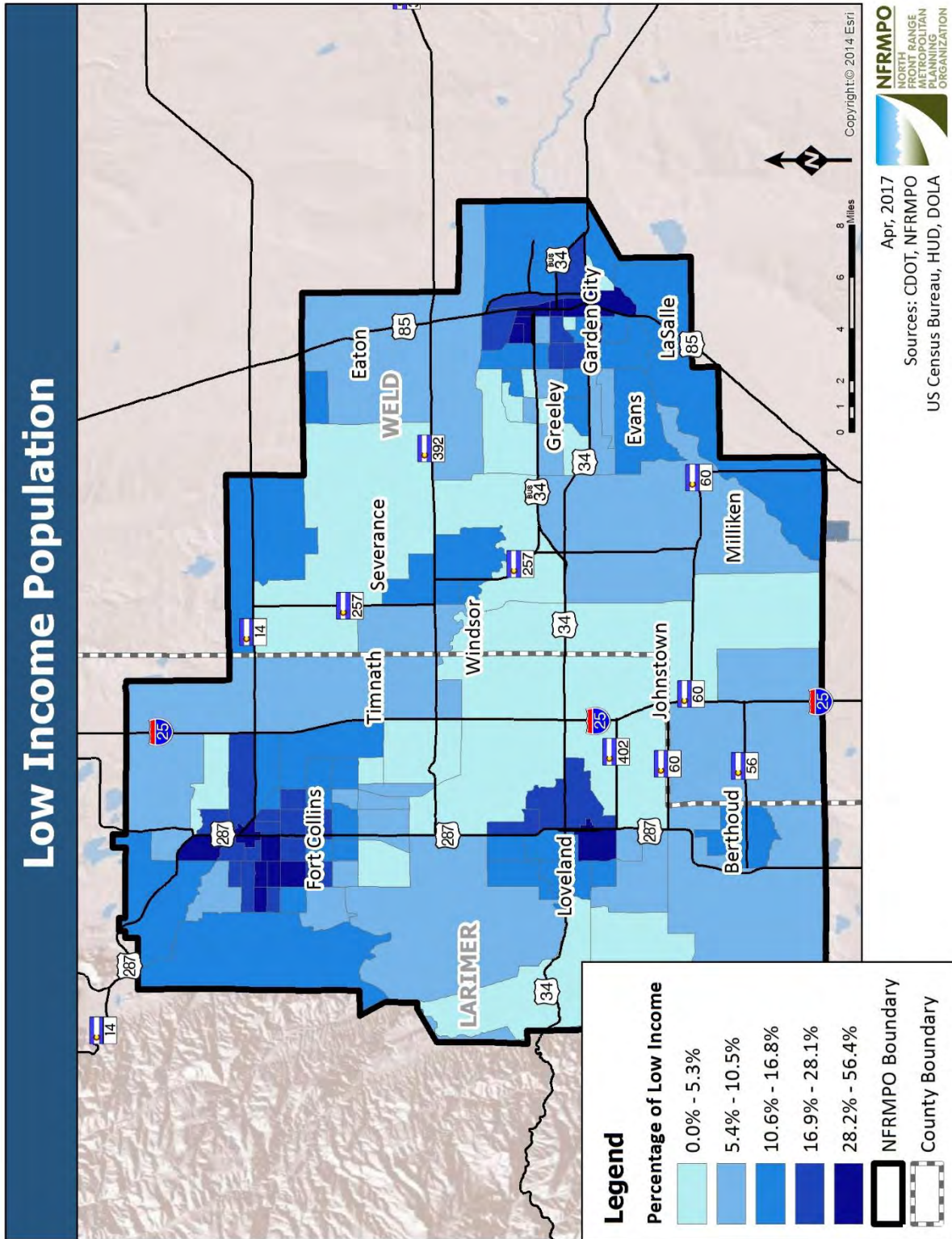
Table 2-4 Veteran Population				
Population	Larimer County		Weld County	
	Total	Veterans	Total	Veterans
Population (18+)	252,158	22,121	197,420	16,510
Male	49.4	92.8	49.9	92.3
Female	50.6	7.2	50.1	7.7
Unemployment Rate	6.5	7.6	6.2	6.9
Disability Status	11.3	25.5	12.8	26.5

*Source: 2011-2015 American Community Survey 5-Year Estimates*

### *Low-Income Population*

Each Census Tract in the region is analyzed based on the extremely low income limit from the Department of Housing and Urban Development (HUD), the average household size from the 2011-2015 ACS, and estimates of household income from the 2011-2015 ACS. *Figure 2-5* displays the percentage of low income households by Census Tract. The highest percentages of low income households are located in Fort Collins, Greeley, and Loveland. On average, low income populations tend to have fewer cars and may be more dependent on other modes of transportation, including transit. In addition to older adults and individuals with disabilities, university students contribute to these demographics. With Colorado State University (CSU) and University of Northern Colorado (UNC) located in Fort Collins and Greeley respectively, these may impact low-income densities.

Figure 2-5 Low Income Population Percentage



**NFRMPO**  
 NORTH FRONT RANGE METROPOLITAN PLANNING ORGANIZATION  
 Apr, 2017  
 Sources: CDOT, NFRMPO  
 US Census Bureau, HUD, DOLA



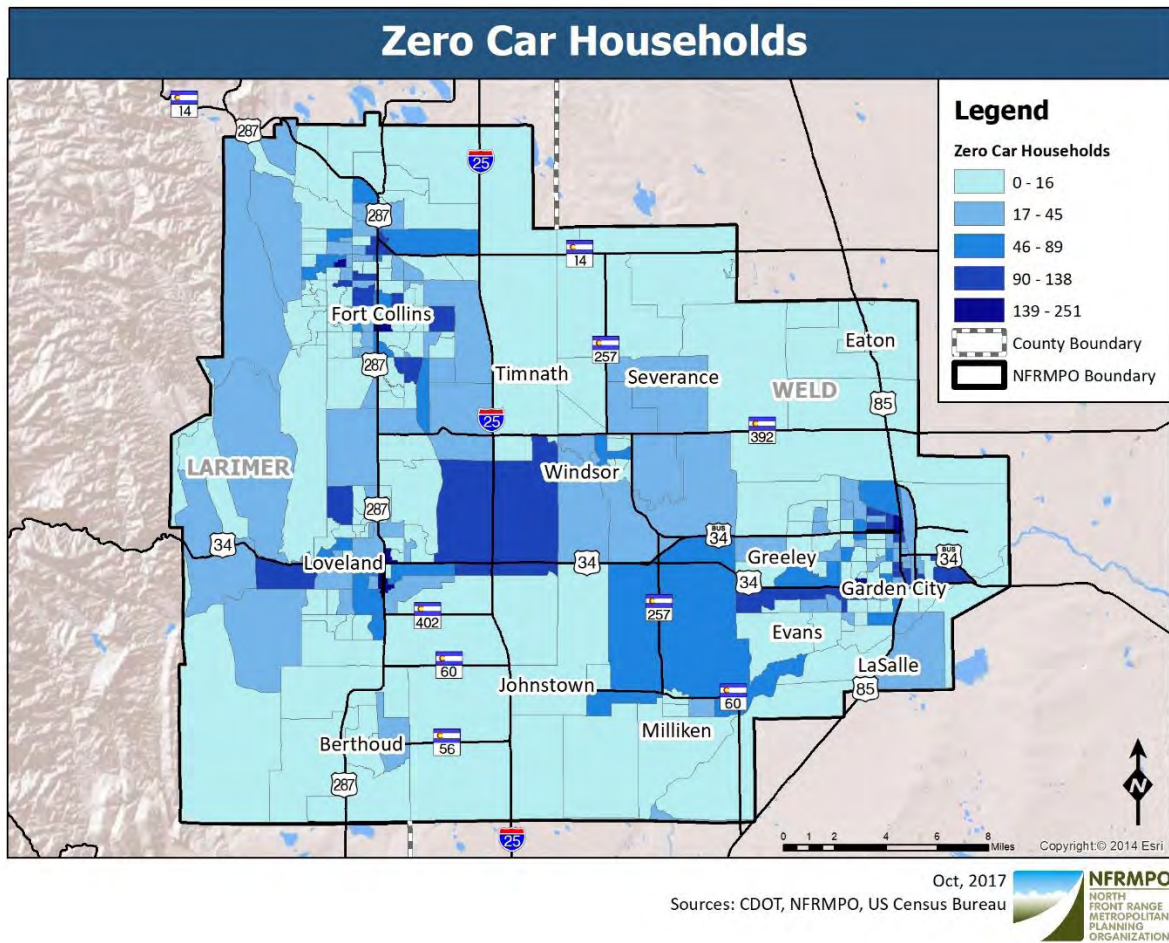
### Zero Car Households

Zero car households are self-reported households which do not currently have a vehicle. It does not acknowledge access to bicycles, work vehicles, or other autos. These are most prevalent in the urban areas of the two counties: Fort Collins, Greeley, Loveland, and Windsor. As a whole, the two counties also have higher percentages of zero car households. More than one-fifth of all households in the North Front Range region have access to at least three cars. More than one-third of all households have access to two vehicles. A breakdown of the number of vehicles available per household in each community is shown in *Table 2-5*.

Table 2-5 Number of Vehicles Available				
Community	Number of Vehicles Available			
	0	1	2	3 or more
Berthoud	1.8%	34.3%	34.3%	29.6%
Eaton	1.9%	19.4%	52.0%	26.6%
Evans	4.8%	28.9%	41.2%	25.0%
Fort Collins	5.2%	30.4%	42.3%	22.1%
Greeley	7.2%	30.7%	39.3%	22.7%
Johnstown	1.8%	18.5%	45.8%	33.9%
Larimer County	4.3%	27.7%	41.9%	26.1%
Loveland	4.7%	30.6%	42.4%	22.2%
Milliken	2.1%	20.9%	41.3%	35.7%
Severance	1.0%	14.5%	47.1%	37.5%
Timnath	0.0%	7.8%	65.6%	26.6%
Weld County	4.4%	24.9%	40.9%	29.9%
Windsor	3.8%	21.9%	43.9%	30.5%
<i>Source: 2011-2015 American Community Survey 5-Year Estimates</i>				

*Figure 2-6* shows zero car households for both renter- and owner-occupied households. The largest number of zero car households are located in Fort Collins, Loveland, and Greeley, and in the area surrounding Centerra. Many of the block groups with zero cars overlap to student areas, such as the area surrounding the Colorado State University campus, low-income areas such as the one in north Loveland, or more commercial areas such as the area near Centerra.

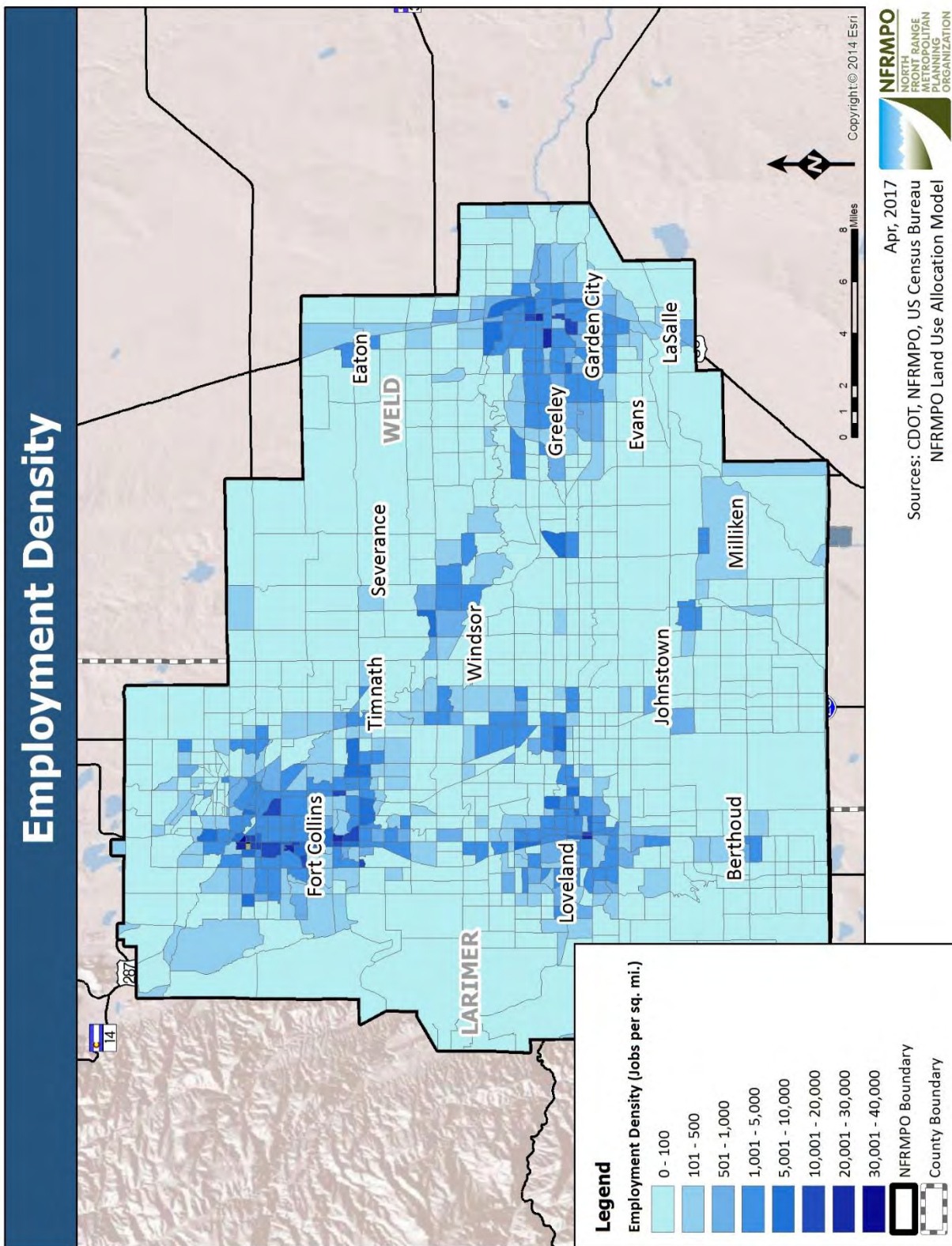
Figure 2-6 Zero Car Households



### Employment and Activity Centers

The North Front Range region has a mix of job centers as shown in *Figure 2-7*, which displays the employment density for 2015 from the NFRMPO Land Use Allocation Model (LUAM). A higher density of jobs is located along US287 and Harmony Road in Fort Collins, along US287 and US34 in Loveland, and near US34/10<sup>th</sup> Street and US85 in Greeley. Other pockets of employment density are located in Eaton, Windsor, and between Johnstown and Milliken. This map can be used as a tool to compare existing transit services to employment locations to ensure there are connections for low-income and zero car households.

Figure 2-7 Employment Density



## Transportation System

### Transit

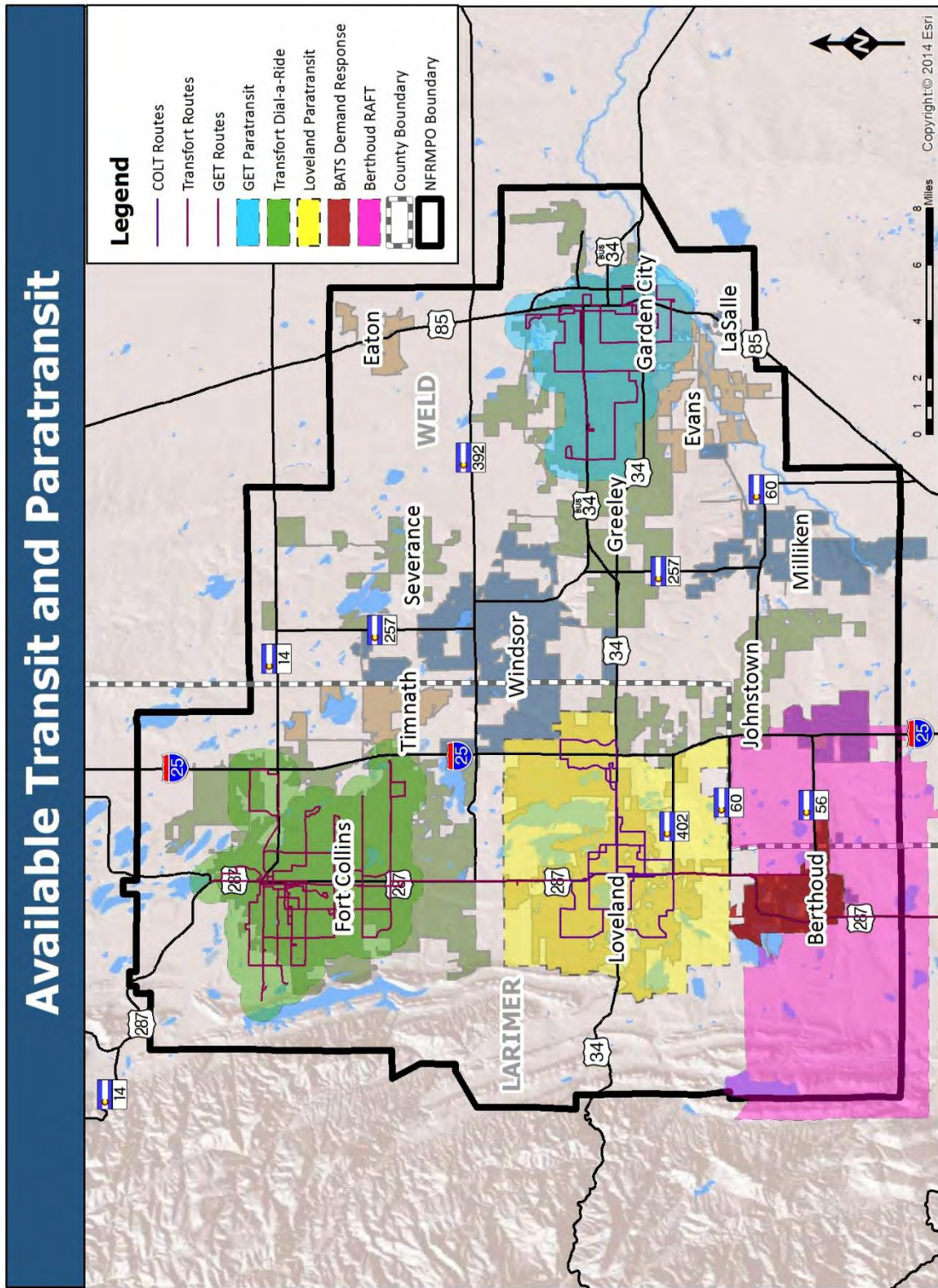
Larimer and Weld counties are home to three municipally-run transit agencies: Transfort in Fort Collins; GET in Greeley; and COLT in Loveland. Additionally, the Colorado Department of Transportation (CDOT) operates the Bustang service between Fort Collins, Loveland, and Denver. Berthoud operates the Berthoud Area Transportation System (BATS), which is a demand-response transit service. A regional map of current municipally-run transit systems is shown in *Figure 2-8*. Each transit system is described briefly in this Section and described more **in depth in the NFRMPO's 2040 Regional Transit Element**. Other services include Senior Alternatives in Transportation (SAINT) and Senior Resource Services (SRS), which provide volunteer transportation to older adults. Agency profiles are available in *Appendix B*.

As *Figure 2-8* shows, there are large gaps in the regional transit system, specifically connecting Fort Collins and Loveland to and from Greeley, and the unincorporated portions of the region. Gaps in the transit system are discussed more in depth in *Chapter 3: Transportation Assessment*. As shown in the figure, a regional transit route connects Fort Collins to Loveland and Berthoud, and farther south to Longmont and Boulder. The FLEX route, as it is known, can act as an example for future regional routes in the region.

The most recent five-year comparison of ridership is shown in *Table 2-6*. Transit ridership in Evans, Fort Collins, Garden City, and Greeley have increased in the 2012-2016 timeframe. Ridership in Berthoud and Loveland decreased during this same time period. Transfort reorganized its routes with the introduction of the MAX Bus Rapid Transit (BRT) route in May 2014 and expanded its partnerships with CSU. Greeley reorganized its routes in January 2016 and added the Ride Free with ID for high school students in 2014. This may account for the increase in transit in those two systems.

	2012	2013	2014	2015	2016	Percent Change
Transfort	2,271,732	2,270,148	2,646,225	3,297,091	4,089,206	+80.0%
GET	538,034	550,193	555,975	616,055	667,537	+24.1%
COLT	142,144	142,803	139,199	130,488	106,983	-24.7%
BATS	9,739	4,715	3,322	4,361	4,700	-51.7%
RAFT*			936	1,663	1,951	+108.4%
SAINT	25,454	26,103	26,737	26,944	28,147	+10.6%
SRS	4,723	5,708	7,118	8,236	10,899	+130.8%
<i>Sources: Transfort, GET, COLT, BATS, SAINT, SRS, NTD</i>						
* RAFT began service in 2014 and therefore does not have data from 2012 or 2013						

Figure 2-8 Transit Systems Map



Jul, 2017  
 Sources: CDOT, NFRMPO, TRANSFORM, City of Loveland,  
 Greeley-Evans Transit, Town of Berthoud, RAFT

### Transfort

Transfort is the local transit provider for the City of Fort Collins. *Figure 2-9* shows the 2017 Transfort routes. Currently, there are 22 transit routes providing service to various neighborhoods throughout the City. The FLEX bus is the only bus to travel beyond the Fort Collins city boundary, connecting to Loveland, Berthoud, Longmont, and Boulder.

Figure 2-9 2017 Transfort Route Map

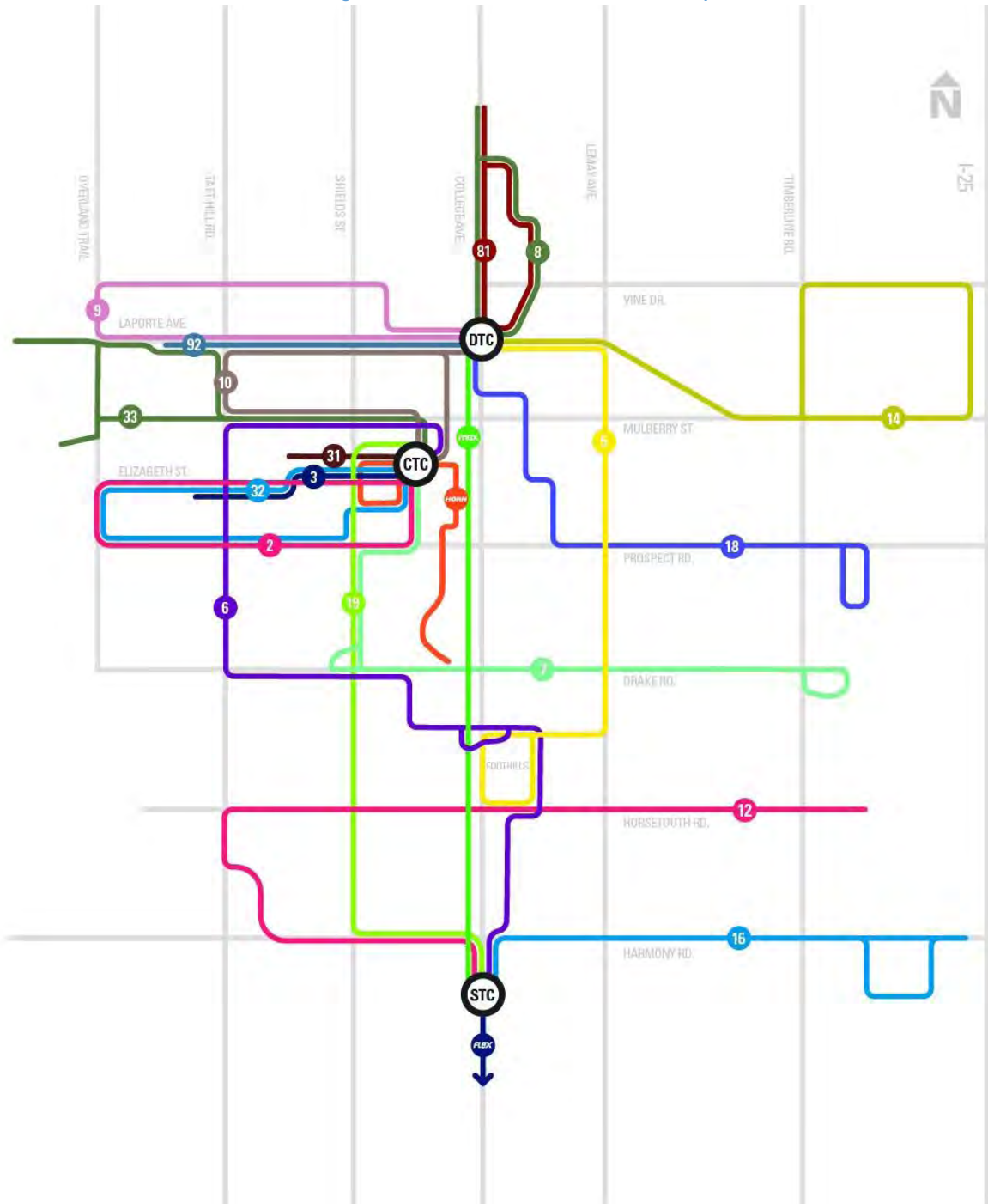


Image credit: Transfort, 2017

GET

GET is the local transit provider for the City of Greeley, City of Evans and the Town of Garden City with the latter provided through purchase of service agreements. Figure 2-10 shows the 2017 GET system. There are six routes in the system, based mostly out of the Transfer Center north of downtown Greeley and one at the Greeley Mall.

Figure 2-10 2017 Greeley-Evans Transit Routes

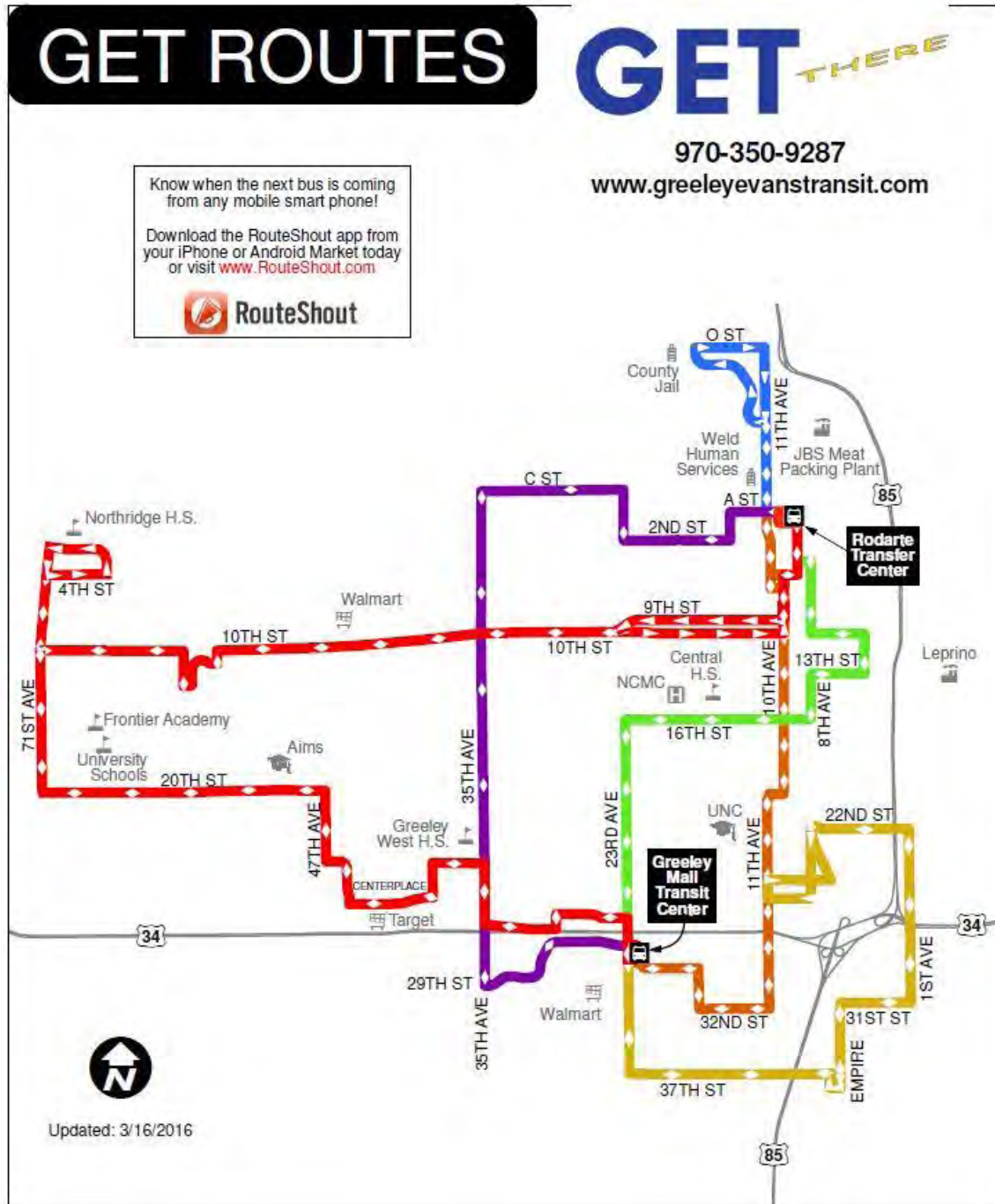


Image credit: Greeley-Evans Transit, 2017

COLT

COLT is the local fixed-route provider in the City of Loveland. Figure 2-11 shows the 2017 COLT routes. COLT operates three routes, each one focusing on a separate section of the city. The routes connect at the North Transfer Station at the Loveland Food Bank and at the South Transfer Station near downtown Loveland.

Figure 2-11 2017 City of Loveland Transit Routes

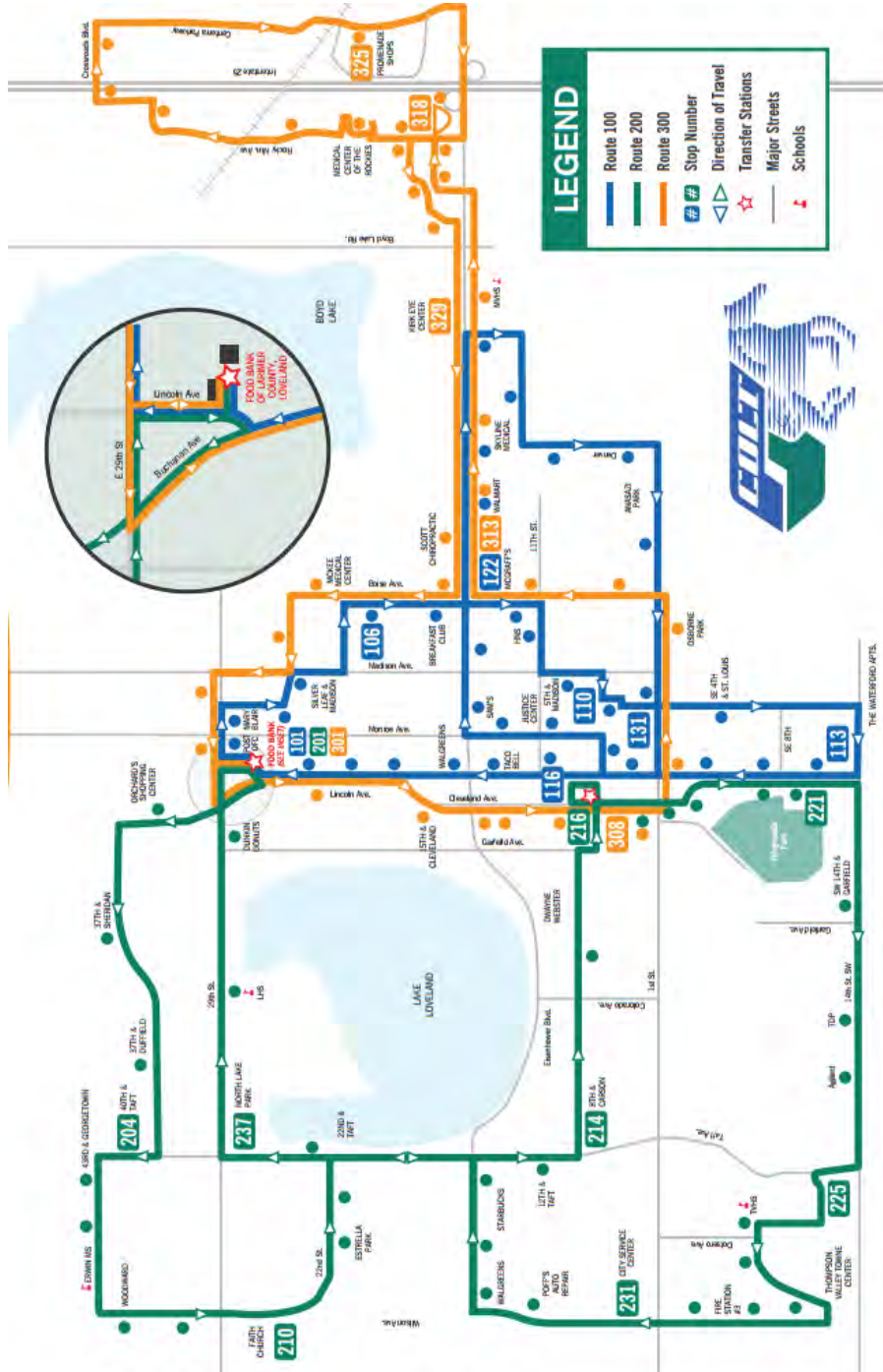


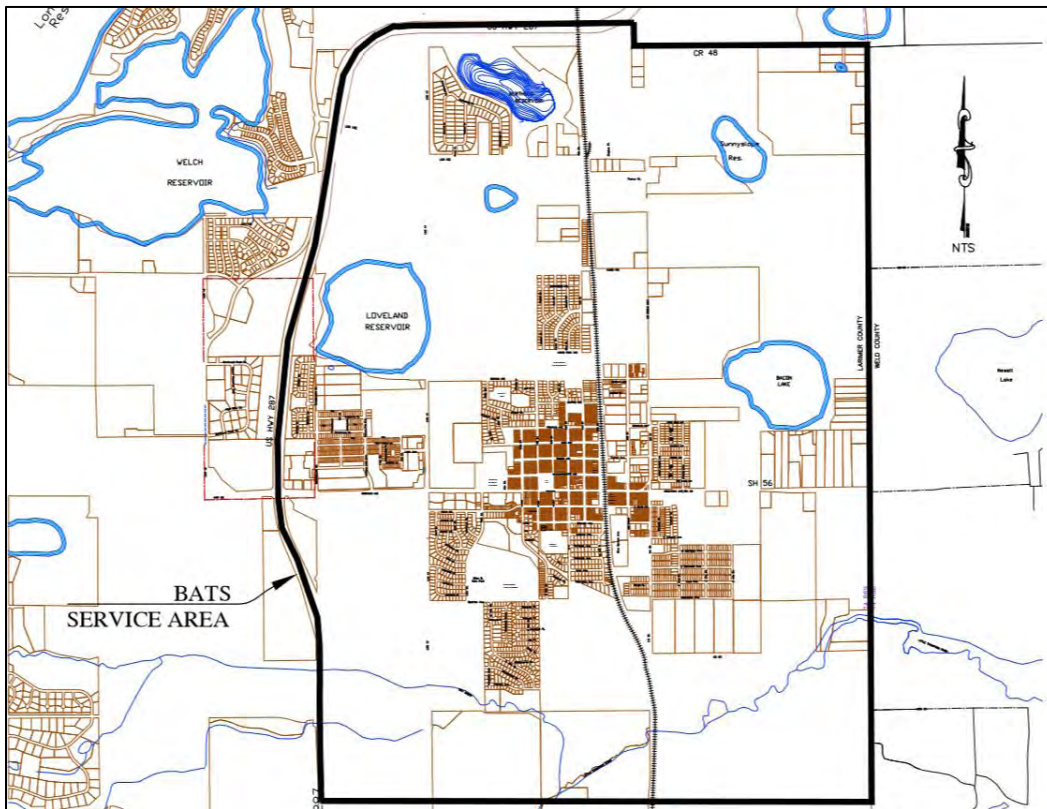
Image credit: City of Loveland Transit, 2017



### BATS

BATS operates within the Town of Berthoud as shown in *Figure 2-12*. The service operates as demand-response shared ride in an approximately eight square mile service area. Medical transportation is the top priority, followed by employment trips and education trips. BATS operates a scheduled route from Berthoud to Loveland four days a week with individual drop-off sites, and from Berthoud to Longmont one day a week.

Figure 2-12 BATS Service Area



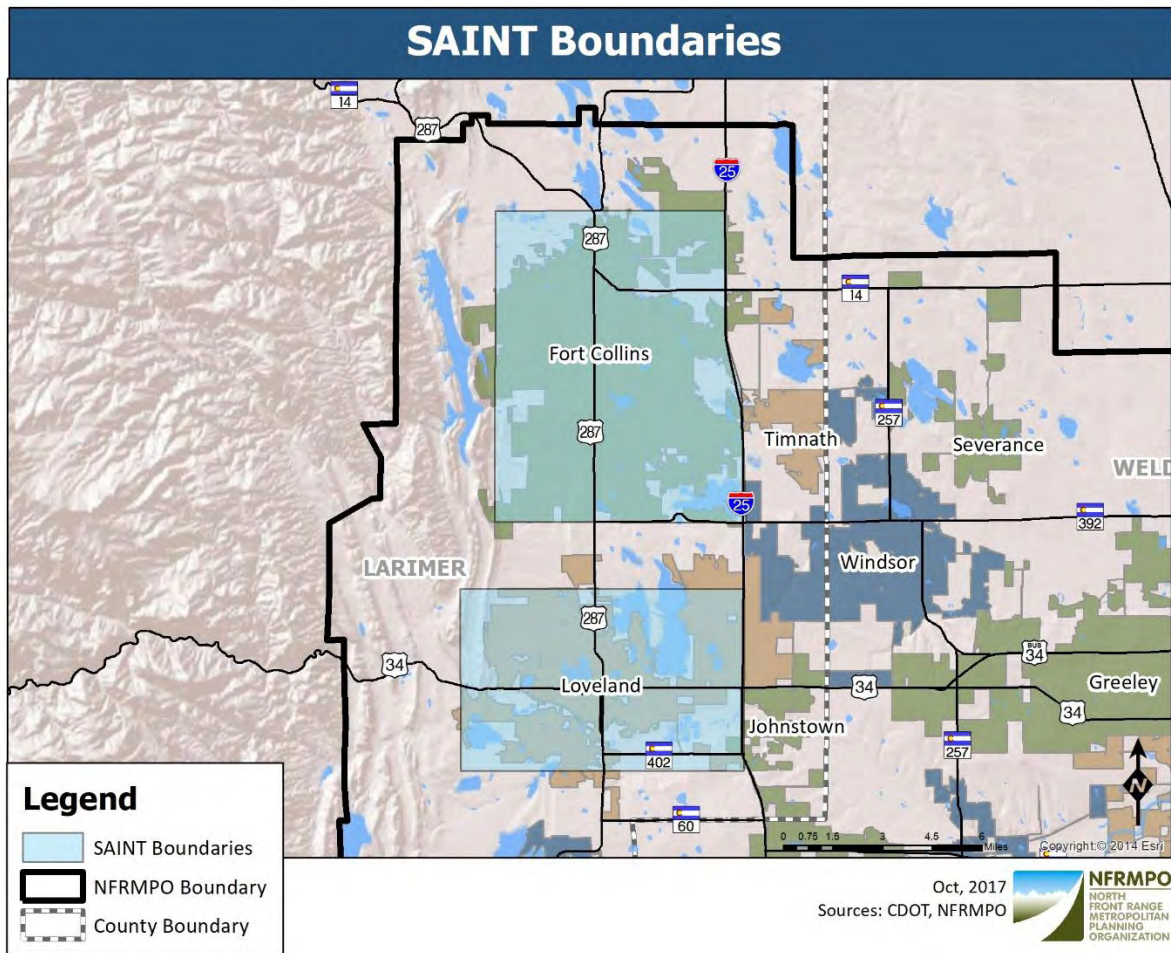
Source: BATS, 2017

### Volunteer Services

#### SAINT

Senior Alternatives in Transportation (SAINT) is a volunteer driver program serving the cities of Fort Collins and Loveland as shown in *Figure 2-13*. SAINT provides service within these two cities, but not between them. The service provides transportation to people over 60 years of age and individuals with disabilities. Drivers are volunteers and use their own vehicles. These vehicles are not ADA-accessible.

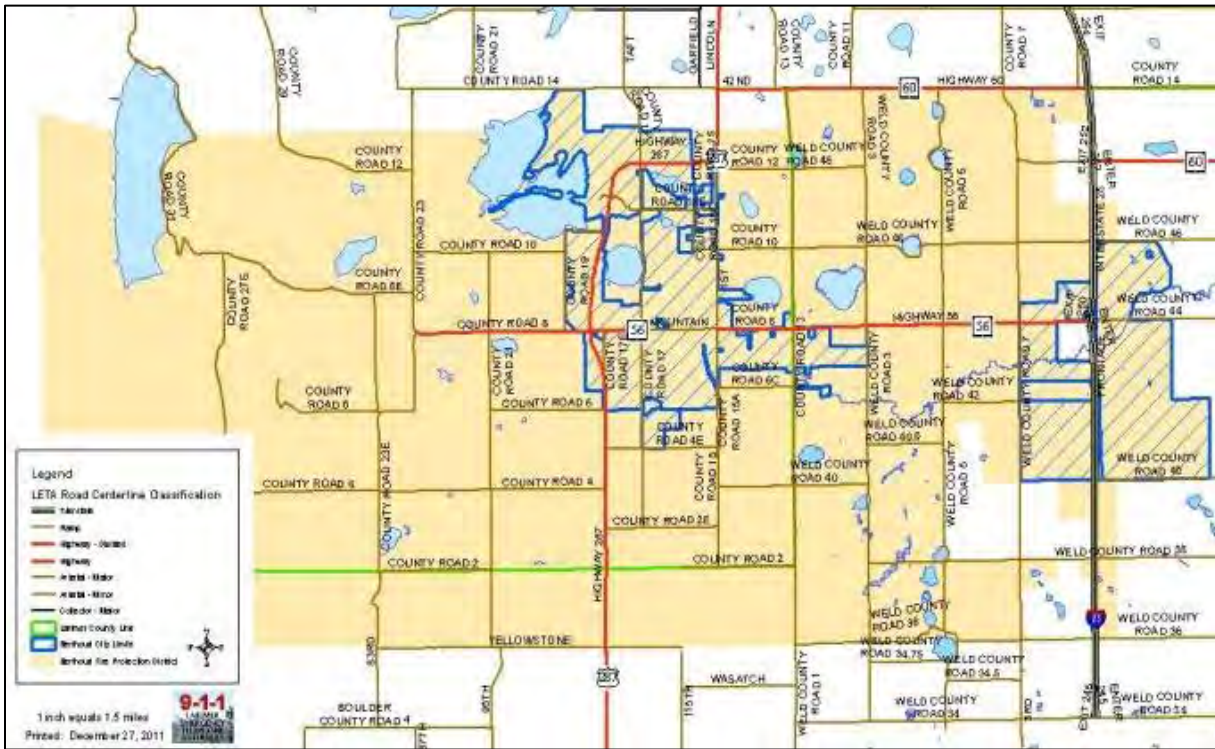
Figure 2-13 SAINT Service Area



**RAFT**

The Rural Alternative for Transportation (RAFT) is a volunteer driver program primarily serving residents in the unincorporated areas of the Berthoud Fire Protection District, providing supplemental service where BATS does not operate. Service is available to people over the age of 65 and adults with disabilities. The service area is shown in *Figure 2-14*. RAFT offers rides into Berthoud, Loveland and Longmont five days a week. By a letter of agreement with the Town of Berthoud. RAFT also supplements in-town resident transportation services into Loveland and Longmont outside of BATS scheduled fixed routes. In-town resident services are limited to medical, educational, or employment purposes only. RAFT has a paratransit vehicle available and serves residents 65+ and adults with disabilities which prevent them from driving.

Figure 2-14 RAFT Service Area



buses, car services, taxis, and ride-hailing companies. These services are designed for ambulatory individuals and may prove difficult for those with mobility needs unless otherwise requested.

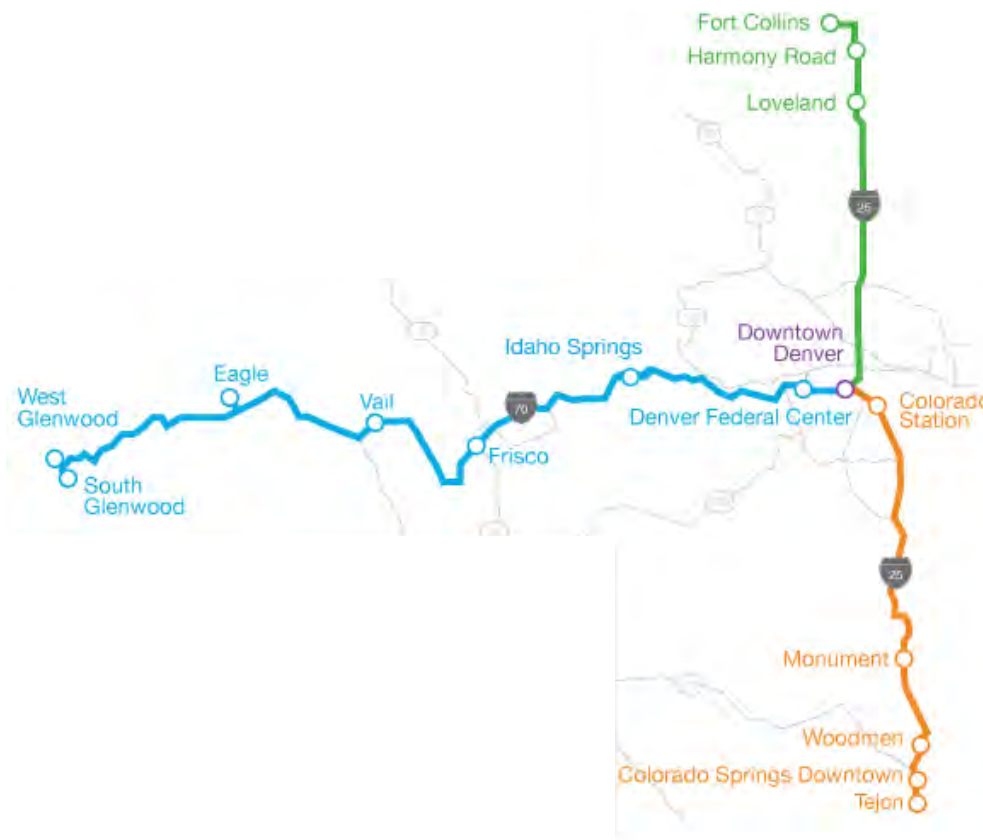
Taxis, including Smart Rides, Yellow Cab of Northern Colorado, and Heart&SOUL Paratransit, provide on-demand service and usually must be ordered in advance. Ride-hailing companies, also known as Transportation Network Companies, offer on-demand rides in the drivers' own vehicles. Vehicles are not usually ADA-accessible and surge pricing may exist if the trip is requested during a heavy-travel period. Examples of ride-hailing services include Uber and Lyft, which operate in the urban portions of Larimer and Weld counties.

Commercial intercity bus service includes Express Arrow, providing trips between Greeley and Denver. Greyhound serves Fort Collins at the Harmony Transfer Center.

### Other Services

The Colorado Department of Transportation (CDOT) operates the Bustang intercity bus between the Downtown Fort Collins Transit Center and Denver Union Station as shown in green in *Figure 2-15*. Other stops include the US34 Park-n-Ride in Loveland and the Denver Bus Station. There are six scheduled services per day, with additional special services including a weekend shuttle between CSU and downtown Denver and service to some Broncos games. Connections are available in downtown Denver to the West Line to Glenwood Springs and the South Line to Colorado Springs and Tejon. There are also connections to the Denver Regional Transportation District (RTD) bus, light rail, and commuter rail routes at Denver Union Station.

Figure 2-15 CDOT Bustang Routes



## Chapter 3: Transportation Assessment

In an overall analysis, fixed-route transit service and paratransit/demand response service was compared to the NFRMPO boundary. As shown in *Figure 2-8*, municipally-run transit is available to varying degrees in Evans, Fort Collins, Garden City, Greeley, and Loveland. Berthoud is served by the FLEX route, between Fort Collins and Boulder County; however, the FLEX route is not eligible for paratransit. Because the transit service is provided at the municipal level, there are few regional connections. Though there are non-profits which aim to serve these gaps, cost, lack of awareness, and other issues may impede older adults and individuals with disabilities from travel.

Through data analysis and the outreach program, the following issues with the transportation system were identified. Many of these are consistent with the issues identified in previous iterations of the *Coordinated Plan*. Successes from previous *Coordinated Plans* and current projects are discussed further in the *Current Efforts* section of this chapter.

Transportation is an important topic for all ages, connecting residents to school, employment, social events, and healthcare appointments. Transportation especially plays an important role in achieving (or at least moving toward) equity for low-income and older adult populations. Transportation should be affordable, convenient, and usable for all users to help populations in need.

### Identified Issues

#### *Funding*

Despite the importance of transportation, funding for it can prove to be elusive. Improvements have been made, but funding still remains an important issue. Transportation is an expected service but can be expensive to provide. Subsidies and grants can make it easier for transit agencies and non-profits to provide service where need outweighs available funding.

For many years, the State of Colorado provided limited funding for transit. In 2009, the Colorado Legislature passed the Funding Advancements for Surface Transportation and Economic Recovery Act of 2009 (FASTER). This bill provided funding for roadway safety, bridge repair, and support and expansion of transit. Local transit grants are eligible for \$5M per year, while statewide projects are eligible for \$10M. Funding is set aside for the Bustang service, which connects Northern Colorado, Colorado Springs, and the I-70 mountain communities to downtown Denver. The additional funding is helpful, but is only a first step to addressing overall transportation needs in the state. Additionally, this funding can be considered at-risk due to elected officials wanting more money for road construction and maintenance.

In 2017, Colorado legislators attempted to pass a bipartisan sales tax increase for transportation but did not muster enough votes to send the bill out of committee. Due to the lobbying efforts of the Colorado Association of Transit Agencies (CASTA) and other organizations, some of the sales tax revenue would have been made available for transportation meant for older adults and individuals with disabilities. The sales tax measure was not successful, despite this lobbying.

In the same 2017 session, the Colorado legislature passed Senate Bill 267, which requires the State to execute lease-purchase agreements for up to \$2B of eligible facilities. Through these lease-purchase agreements, up to \$500M must be issued in FYs 2018-2022 inclusive. At least 10 percent of the proceeds must be expended for transit purposes or for transit-related capital improvements.

Expanded funding for transit can increase the geography of available transit, hours of operation, the reach of paratransit, and allow for the purchase of additional vehicles, among other things. Expanded funding for human service agencies and non-profits could provide specialized services and connect more seniors and people with disabilities to appointments, social events, and connections to other important locations. Without a long term funding source, it is difficult to do long-range plans; this may prove more difficult as the population of the state continues to grow and age.

### *Population Growth and Distribution*

Growth is occurring consistently throughout the North Front Range region, but much of the development is single-family, low-density residential units. Fort Collins is building multifamily dwellings as well, but a majority of the land use is single-family homes. This lower residential density can be difficult for transit agencies and non-profits to serve. Lower density development increases the need to travel between destinations, which raises costs and travel times. This may be underlying the lack of transportation from and within surrounding towns (Severance, Milliken, Johnstown, Windsor, etc.) to Fort Collins, Greeley, and Loveland, where many of the medical and professional services are located as identified in the public outreach process.

In addition to the disconnected development in the region, transit service is currently provided by three separate transit agencies. Each agency has its own fare policy, hours of operation, and paratransit boundary. This can make it difficult for residents who have medical needs in adjacent communities, as there is no guarantee paratransit can take them across the municipal boundary. Some human service transportation agencies can provide this service, but there are other restrictions with these types of services with these types of services. Many human service transportation organizations have restrictions on who they can transport (like clients, age, disability, or veteran status), hours of operation, or jurisdictional boundaries.

Population growth is happening faster than transit agencies are able to expand. For example, residents identified new medical facilities being built in west Greeley, which GET currently does not serve. Such growth may make it more difficult for residents to reach appointments if they do not have alternative transportation options.

### *Awareness*

A major theme of the outreach process was the lack of awareness of existing transit options. In many cases, transportation does exist but awareness of the services is lacking. While there are gaps that exist in the actual transportation service, one of the largest gaps appears to be an understanding of existing services. Additionally, the lack of awareness was consistent throughout providers. If a service was limited or could not provide rides, providers did not know

of alternatives to suggest. This should be remedied through continued outreach to all stakeholders.

Progress has been made to remedy this, but a large geography, influx of new residents, and other issues have made awareness an ongoing problem. **Tools like the NFRMPO's Find My Ride** tool aim to be an interactive tool to expand awareness and help connect riders and providers.

### *Providers and Training*

All drivers must go through training, especially those who work for services funded with FTA grants. This training includes customer service, how to assist passengers, and general customer interaction. A common issue identified was the perceived inconsistency of training for drivers.

Seniors noted there is a misunderstanding of the difference between door-to-door service and door-through-door service. Many seniors were unsure of what their rights were in terms of waiting, appointment times, and missed trips. Ensuring both client and provider are aware of the expectations, rules and regulations, and level of service could potentially improve trust between the two, provide for fewer missed trips, and reduce the number of complaints.

Until the early 2010s, Larimer County and Weld County each provided paratransit services in the respective rural portions of each county. Due to budget cuts, staff turnover, and other issues, the transportation programs were transferred to Veyo, the NEMT provider for Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, and Weld counties. As a result, Veyo now covers a much larger area than the counties previously did. Issues with booking trips, missed rides, and cancellations were brought up consistently. Additionally, this service is only for Medicaid-eligible non-emergency medical trips.

### *Larimer County Senior Transportation Needs Assessment*

In 2017, staff from the Larimer County produced the *Larimer County Senior Transportation Needs Assessment*, which identified transportation issues, limitations, and recommendations for residents in unincorporated Larimer County. The report identified the following issues:

- Services not offered to or from where users want to go
  - Lack of service or service area is inadequate
- Evening and weekend travel not covered
  - Hour of existing service are limited
- Lack of flexibility of existing services
  - Not enough drivers
- Seniors are not fully aware of all transportation options
  - Resources not available
  - Continuing to drive because of habit and familiarity
- Accessing fixed route transit is challenging
- Door-through-door service is often unavailable for those in the greatest need
- Lack of transportation to facilitate social activities
  - Need to rely on single occupancy vehicle
  - Lack of coordinated shared-ride services

## Current Efforts

The NFRMPO adopted its first *Coordinated Public Transit/Human Services Transportation Plan* in 2007 and adopted its second *Coordinated Plan* in 2013. This Section acts as an analysis of the program in its first decade, denoting successes and areas that continue to be an issue.

The following goals and strategies have been accomplished since the *2007 Coordinated Plan*:

- Creation of a Mobility Coordination Program at the NFRMPO
  - Half-time Mobility Coordinator
  - Provide assistance with grants
  - Staff to the Mobility Committees and Larimer County Senior Transportation Coalition
- Implementation of Mobility Committees
  - Brings together transit agencies, human service transportation organizations, the public, and non-profits to coordinate service and raise awareness about transportation issues
  - **One committee to serve each county, achieving each county's individual goals**
    - LCMC holds meetings every other month at the NFRMPO office in Fort Collins
    - WCMC holds meetings every other month in Greeley
- Participation in community outreach events and surveys
  - Staff tables at community events to distribute information and answer questions about regional transportation issues
- Implementation of a multi-agency travel training program
  - Worked with transit agencies and Mobility Committees to coordinate and expand travel training programs
- **Development of the NFRMPO Rider's Guide (with updates in 2010, 2012, 2014, 2016)**
  - Printed in-house for distribution at libraries, transit hubs, community centers, senior centers, and other locations with high traffic
  - Find My Ride, an interactive online tool for trip options



## Chapter 4: Goals, Strategies, and Desired Outcomes

Throughout the outreach process, four key areas for improvement were identified: education; inclusion; improvements in transportation for the rural, suburban, and unincorporated communities; and improvements in transportation within Fort Collins, Greeley, and Loveland. This Chapter identifies specific goals and strategies which target improvements in the gaps identified in *Chapter 3*. Desired outcomes have been identified to provide a means of evaluation of how the Mobility Coordination Program will meet the identified goals.

It is important to note the key to success is creating partnerships and long-lasting relationships between those who need the services, those who fund the services, and those who provide them. Keeping these groups in mind as the Mobility Committees work together will improve quality-of-life, ease unmet transportation needs, and maintain an important dialogue about issues and needs. For the Mobility Coordination Program to be a success, the following stakeholders must be included:

- Transit riders, clients, and funders;
- Transportation providers and purchasers, including transit agencies, non-profits, and human service agencies; and
- Community advocates.

In previous *Coordinated Plans*, goals were separated for each of the two counties. As shown in *Chapter 2*, demographics show the entire region is facing transportation issues and a growing older adult population. During the outreach process, it became clear the goals and needs for each county were similar. As such, the goals and strategies in this *Coordinated Plan* are meant to cover both counties and move toward regional collaboration.

One underlying strategy for the success of the Mobility Coordination Program is the support of a part-time Mobility Coordinator or Manager. This role supports the effort of the Mobility Committees and work to implement the goals and strategies of the *Coordinated Plan*. This can be achieved by applying for funds through the FTA §5310 program.

MAP-21 and the FAST Act required performance-based planning. Based on the goals, strategies, and desired outcomes of this plan, performance monitoring will be established for the Mobility Coordination goal.

## Goal #1: Inclusion

The Mobility Coordination Program will provide a safe, accessible forum for residents, advocates, and employees from organizations and agencies to discuss the needs of individuals with disabilities, older adults, and low-income individuals. Additionally, these groups will have a safe space to air grievances and suggest potential solutions, including projects and areas to collaborate. The desired outcome of the program is to create a tangible plan of action that benefits stakeholders in the region, which can be achieved by expanding participation in the Mobility Committees.

The Larimer and Weld County Mobility Committees will continue to meet at the designated time, location, and according to the bylaws adopted in March 2014. Information will be posted at least one week prior to the meeting on the NFRMPO's website. The public can ask for reasonable accommodations by reaching out to the Mobility Coordinator at least three days in advance. The Mobility Committees should act as the main forum to improve mobility coordination within the North Front Range region. Periodically, the Mobility Coordinator should ensure the proper agencies are represented at each Mobility Committee. Additionally, the Mobility Committees should collaborate either through regional meetings or by sending liaisons to both Committees.

CDOT is currently working on a statewide collaborative effort of Mobility Coordinators and Managers. The Colorado Mobility Action Coalition meets periodically to discuss funding issues, governmental process issues, and to share best practices. The Mobility Coordinator should be actively involved in this group to broaden the knowledge base for the regional Mobility Coordination Program.

Mobility Coordination Program staff should continue to support local efforts to improve transportation for older adults and individuals with disabilities. For example, Mobility Coordination Program staff currently assist the **Larimer County's Partnership for Age-Friendly Communities** and Senior Transportation Coalition. NFRMPO and Mobility Coordination Program staff have assisted with Hill N Park, a neighborhood in Weld County, but this could expand to other Weld County programs as they begin.

With the support of the Mobility Committees, the Mobility Coordination Program should plan events throughout the region to include a diverse group of individuals, organizations, and advocates. Due to the limited resources of many human service agencies, there should be a concerted effort to go to them and ensure their voice is heard throughout the process.

### *Desired Outcomes*

- The Mobility Committees will have at least six meetings each per year, be open and accessible to all members, and create tangible plans to improve mobility in the region
- Mobility Coordination Program staff will be in the communities to ensure there is diverse and consistent feedback into the program

## Goal #2: Education

To have an educated and aware population is an overarching goal for the Mobility Coordination Program. This can be done in a variety of ways, but the distribution of information should be a major strategy for the Mobility Coordination Program. Education exists on two fronts:

- Distribution of information about existing transit service and human services transportation options, and
- Regional driver training for transportation providers.

Transportation options exist throughout the region, but information about them can be difficult to access. Service is provided by a wide array of organizations, agencies, and companies. As a regional effort, the NFRMPO Mobility Coordination program should act as a resource to distribute information about these transportation services.

Currently, the NFRMPO produces the **Rider's Guide** as its main educational resource. **The Rider's Guide** should continue to be updated and distributed to more locations. Both an interactive, online tool as well as a printed brochure are available for this guide. The online tool should be maintained with up-to-date agency information and should be advertised to spread awareness. Interest exists in expanding **the Online Rider's Tool to a more robust system where an individual** has the opportunity to book rides in addition to searching for available options. Staff and the Mobility Committees should research the implementation of a one call/one click booking service for the region as a potential regional service.

In addition to distribution of resources, the NFRMPO Mobility Coordination program should act as a leader by bringing a diverse range of driver trainings to the region. Training topics could include, but are not limited to: customer service; proper care and handling of individuals; understanding the needs of people with mental and/or physical disabilities; and other mobility-related topics for providers and users.

The Mobility Committees should continue to support the efforts of the COLT, GET, and Transfort Travel Training programs. Travel training programs could expand to the Bustang service to Denver, the FLEX to Boulder, and other services as they become active.

### *Desired Outcomes*

- Individuals will have a centralized resource to find appropriate transportation for medical appointments, social events, and other transportation needs in a variety of media
- Individuals will have well-trained, courteous, and understanding drivers who provide the transportation needed and expected

### Goal #3: Improvements for Smaller and Rural Communities

The lack of transportation options within and between the rural, suburban, and unincorporated communities within the NFRMPO region is a consistent theme in public feedback. Without a motor vehicle, transportation options are limited for both ambulatory and non-ambulatory individuals. With the aging population, increasing housing costs, and overall affordability gap, alternative forms of transportation should be researched and new programs implemented. Knowing the need for transportation, a diverse range of options should exist. These options include technology, volunteer organizations, and support for innovation.

The NFRMPO Mobility Coordination program should:

- Maintain dialogue with stakeholders in these communities to understand current and future needs
- Research technology to be used for improved transportation for older adults and individuals with disabilities
  - Interest exists for the Liberty App and social media. The Liberty App, which provides rides similar to Lyft and Uber in more rural areas, could be a long term project, while social media (e.g. posting on Facebook to a community page to inquire about potential rides or riders) could be implemented more quickly.
- Support organizations currently filling this gap, including Senior Resource Services
- Be engaged in the NFRMPO *2045 Regional Transit Element* and *2045 Regional Transportation Plan* and any local transit and transportation plans
- **Support regional transit planning efforts, including GET's *Regional Route Study***
- Assist Larimer County with implementation of recommendations from the *Larimer County Senior Transportation Needs Report*, especially in working toward a more coordinated set of transportation options for those living in unincorporated areas

#### *Desired Outcomes*

- Transportation options will be implemented for both ambulatory and non-ambulatory individuals in the non-urbanized and more rural areas of the North Front Range region
- Support will exist for new and existing organizations helping to provide transportation to individuals with disabilities and older adults
- Seniors and people with disabilities will be able to travel in, around, and between rural and unincorporated areas

## Goal #4: Improvements for Larger and Urban Communities

A majority of the regional population lives within the three larger communities of Fort Collins, Loveland, and Greeley. Other communities with fixed-route service include Berthoud, Evans, and Garden City. Within these six communities transit systems exist, but it does not cover the entirety of these jurisdictions. Focus should be put on expanding service and orienting it to destinations where people plan to live, work, and visit.

The NFRMPO Mobility Coordination Program should:

- Maintain relationships with transit agencies and other stakeholders to identify need and support
- Provide technical support to communities interested in expansion of transit service
- Invite organization and agencies to Mobility Committee meetings to ensure consistent outreach and feedback
- Work with local agencies and organizations to identify and apply for potential grants, funding opportunities, and partnerships
- Identify barriers to using existing services, including ADA accessibility, sidewalk connectivity, snow removal, etc.
- Assist with existing travel trainings through promotion, technical support, etc.
- Increase connectivity between existing transit services
- Work with local communities to ensure bus stops and sidewalks are accessible throughout the year, including during the winter season

COLT, GET, and Transfort each have projects and plans underway to improve service. Other projects may be identified through public outreach or transit plans. Potential projects being discussed as of summer 2017 include:

- ADA Eligibility Center for Fort Collins and Loveland to ease barriers for paratransit
- Expansion of paratransit service in the City of Evans beyond ¾-mile
- Expansion of interregional transit between the larger communities, such as the Greeley-Windsor-Fort Collins Regional Route currently under study
- Dial-a-Taxi voucher program

### *Desired Outcomes*

- Larger communities will maintain and expand transit and paratransit service to benefit residents and visitors, allowing seniors and people with disabilities to travel within and between these communities
- Dense areas of older adults and people with disabilities will be connected to services, medical offices and centers, and social meeting places to ensure quality of life
- Bus stops will be accessible for all users in all weather, including after it snows

## Measuring Success

To ensure federal dollars are being spent efficiently and responsibly, the FTA requires federal grantees to set performance measures. These performance measures should be both quantitative and qualitative. Programmatic performance measures for §5310 should address:

- *Gaps in Service Filled:* Provision of transportation options that would not otherwise be available for seniors and individuals with disabilities measured in numbers of seniors and individuals with disabilities afforded mobility they would not have without program support.
- *Ridership:* Actual or estimated numbers of rides (as measured by one-way trips) provided annually for seniors and individuals with disabilities on Section 5310 supported vehicles and services.
- *Physical improvements:* Additions or changes to environmental infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and vehicles that impact availability of transportation services as a result of projects implemented in the current reporting year.

Additionally, educational and awareness campaigns should track the number of interactions, brochures distributed, and ensuring all populations are engaged in the planning process.

Performance measures are tracked by the NFRMPO for CDOT and FTA reporting. The NFRMPO is **an active partner with CDOT's Division of Transit and Rail (DTR) to ensure continuous monitoring** that is appropriate and beneficial to the public, the agency, and CDOT.

## Funding Opportunities

Though the Mobility Coordination program is funded through the §5310 program, other funding sources and partnerships should be sought. These additional funding sources can expand the scope of projects, bring in additional partnerships, and create a more robust result. Potential funding sources for mobility-related projects include:

- Veterans Transportation and Community Livability Initiative
- American Association of Retired Persons (AARP)
- FTA §5311
- AmeriCorps/Senior Corps
- Transportation Alternatives (TA)
- Older Americans Act

## Appendices

- A. Public Involvement Summary
- B. Agency Profiles

# ***Appendix A: Public Involvement***

NFRMPO staff embarked on a public involvement process to engage individuals with disabilities, older adults, human service transportation agencies, caretakers, and local transit agencies during the *2017 Coordinated Public Transit/Human Services Transportation Plan*. The following tools were used in this process:

## **1) Public meetings**

Public outreach began with a public and combined meeting of the Larimer and Weld county Mobility Committees. At this meeting, staff, members, and the public discussed the successes and issues from the *2013 Coordinated Plan*. From here, initial goals and strategies were set.

Throughout 2017, NFRMPO staff attended ten public meetings, which included presentations and discussions:

- a. Fort Collins Senior Advisory Board
- b. Greeley Commission on Disabilities
- c. Loveland Senior Advisory Board
- d. Fort Collins Senior Transportation Coalition
- e. Loveland Disabilities Advisory Commission
- f. Arc of Weld County Community Transition Team
- g. Fort Collins Commission on Disabilities
- h. Fort Collins Transportation Advisory Board
- i. Greeley Citizens Transportation Advisory Board
- j. Johnstown Senior Center Weekly Lunch

## **2) Public events**

Every summer, the NFRMPO attends events in each of its member communities as a way to spread awareness of transportation progress and to gain valuable feedback from the public about what issues currently exist. The events NFRMPO staff attended included:

- a. Fort Collins Earth Day
- b. Johnstown BBQ Day
- c. Berthoud Days
- d. Fort Collins Bike to Work Day
- e. Eaton Days
- f. LaSalle Days
- g. Milliken Beef N Bean Day
- h. Severance Days
- i. Loveland Corn Roast Festival
- j. Windsor Harvest Festival
- k. Evans Heritage Day
- l. Taste in Timnath



Events like this put NFRMPO staff in each member community to engage community members. At these events, NFRMPO staff distributed **Rider's Guides and promotional materials** to spread awareness about the Coordinated Plan, gain feedback about where the gaps exist, and to answer questions about current activities. **Rider's Guides were** available in English and Spanish and no other languages were requested.

### **3) Mobility Committees**

The Larimer County Mobility Committee and Weld County Mobility Committee are public meetings which is made up of human service agencies and transit agencies. At these meetings, Committee members were able to discuss the change in demographics, the issues their agencies face, the projects the transit agencies are implementing, and to provide feedback to the overall planning process. Mobility Committee members provided feedback on potential projects.

### **4) Vehicle Survey**

A vehicle survey was sent to each agency that had provided vehicle information in the *2013 Coordinated Plan*. The information received is included in *Appendix B*.

# 2017 Coordinated Plan





## What is the *Coordinated Plan*?

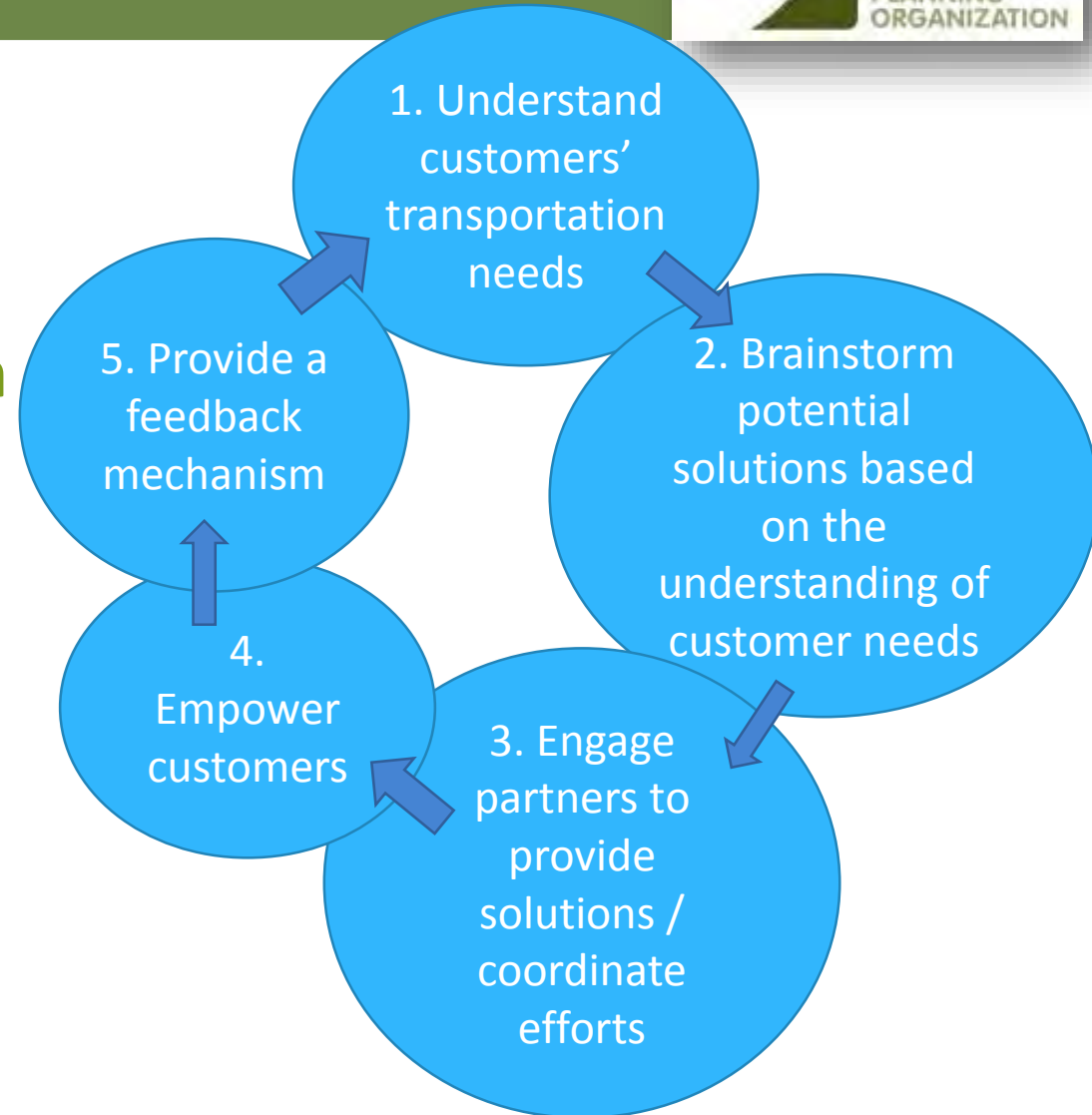
- Identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting these needs; and
- Prioritizes transportation services for funding and implementation
- Current *Coordinated Plan* adopted in December 2013



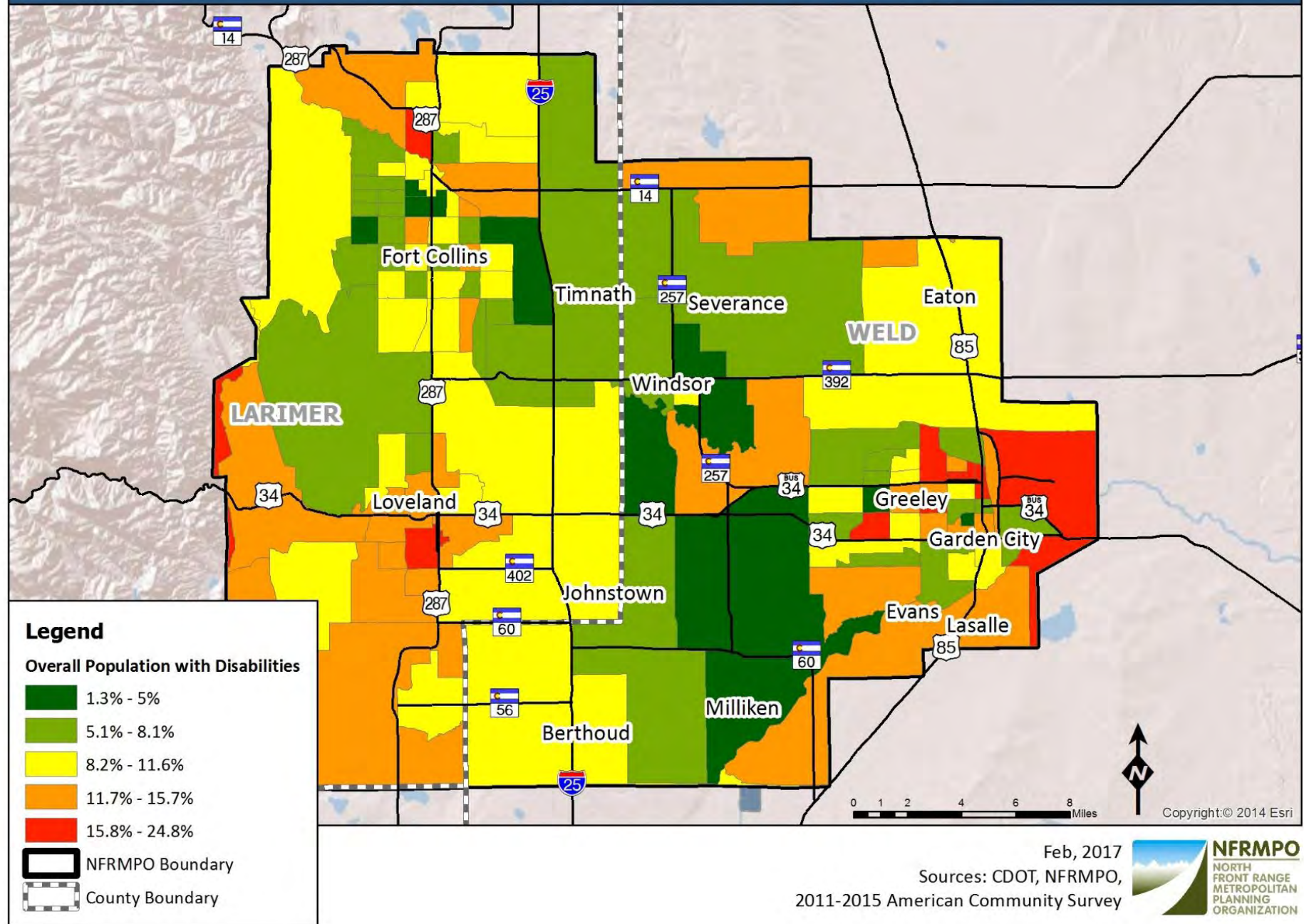
# Features of the Coordinated Plan



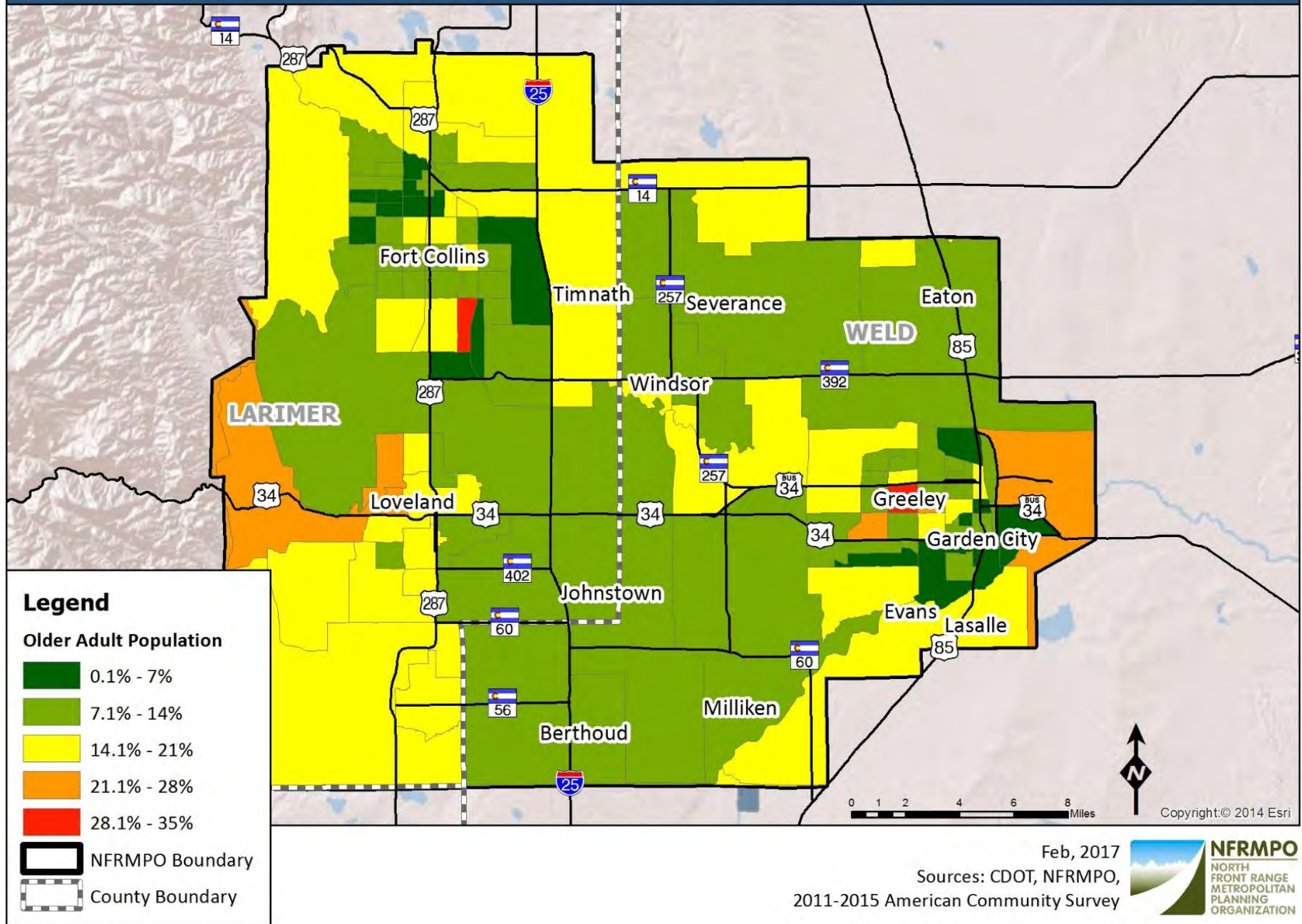
- An assessment of **transportation needs** for individuals with disabilities, seniors, and those with low incomes;
- An assessment of **available transportation services** that identifies current providers;
- Strategies to address the **identified gaps between current services and needs**, as well as opportunities to improve efficiencies in service delivery; and
- **Priorities** for implementing strategies.



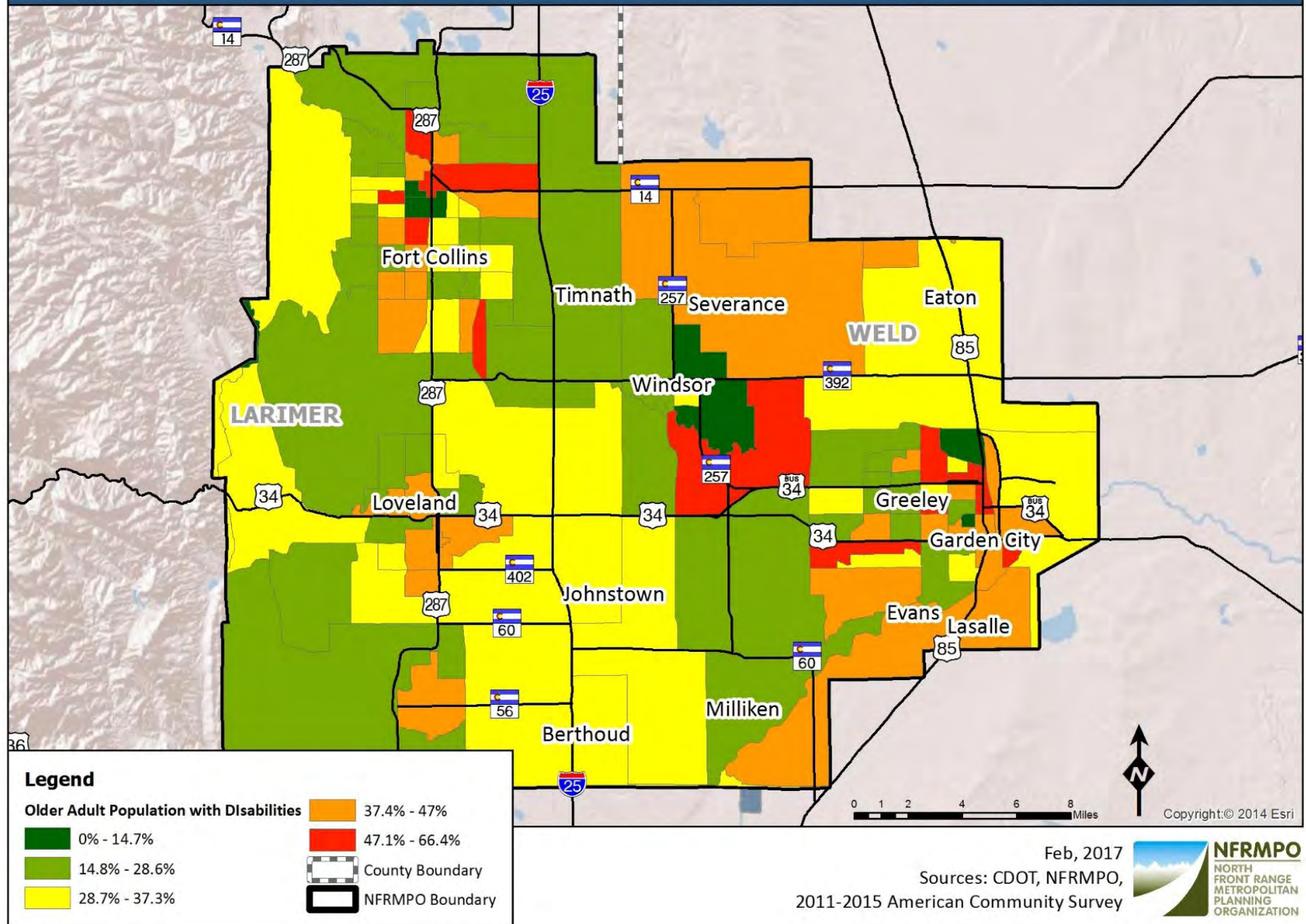
# Total Population with Disabilities



# Older Adult Population



# Older Adult Population with Disabilities





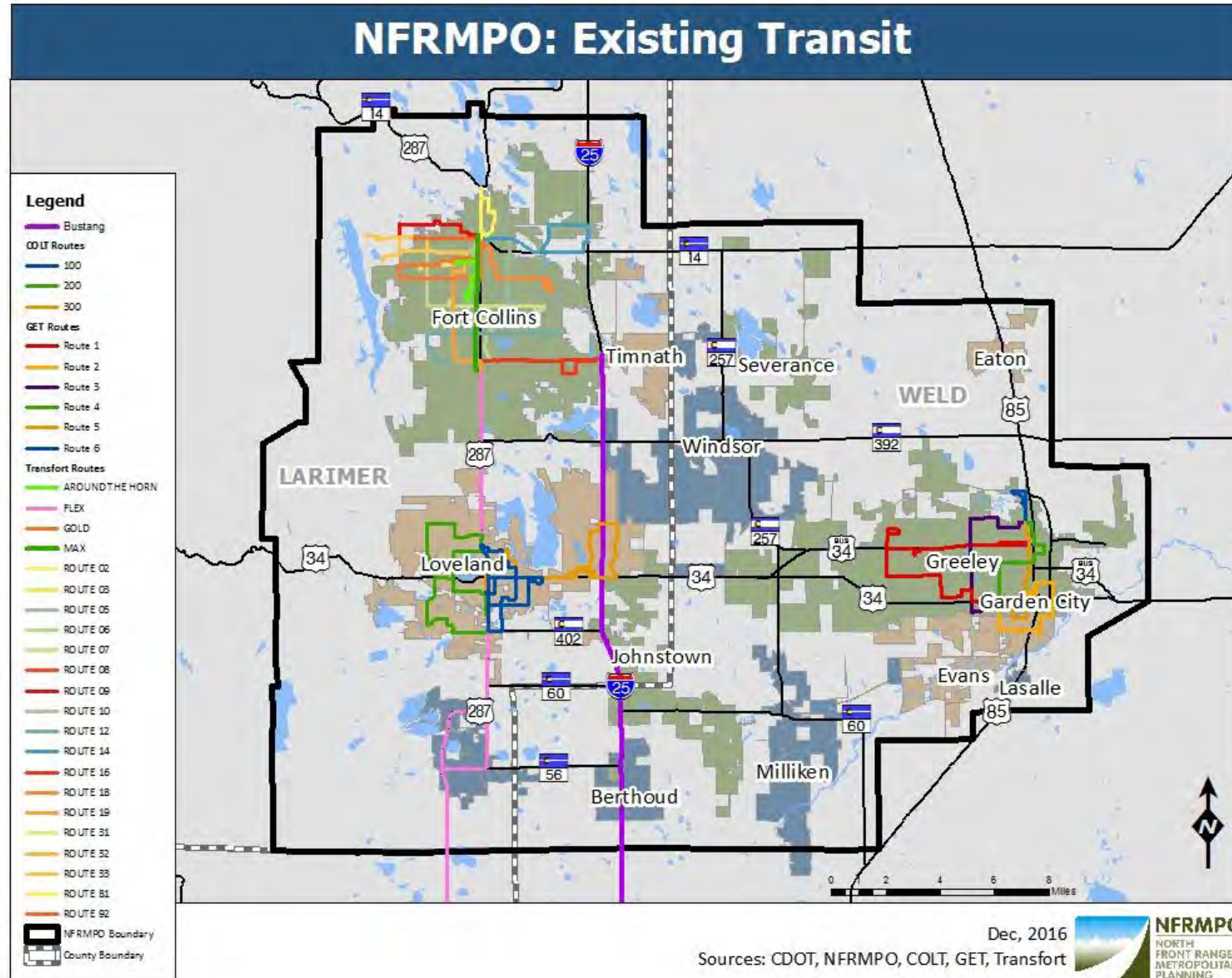
## Transportation needs

- Design outreach program to discuss with all populations, agencies, and providers by:
  - Attending events at activity centers
    - Senior Centers
    - Board Meetings
  - Reaching out to caregivers
  - Meeting with advocacy organizations
    - Suggestions?
  - Survey



# Available Transportation Services

- Identify existing transit options and services

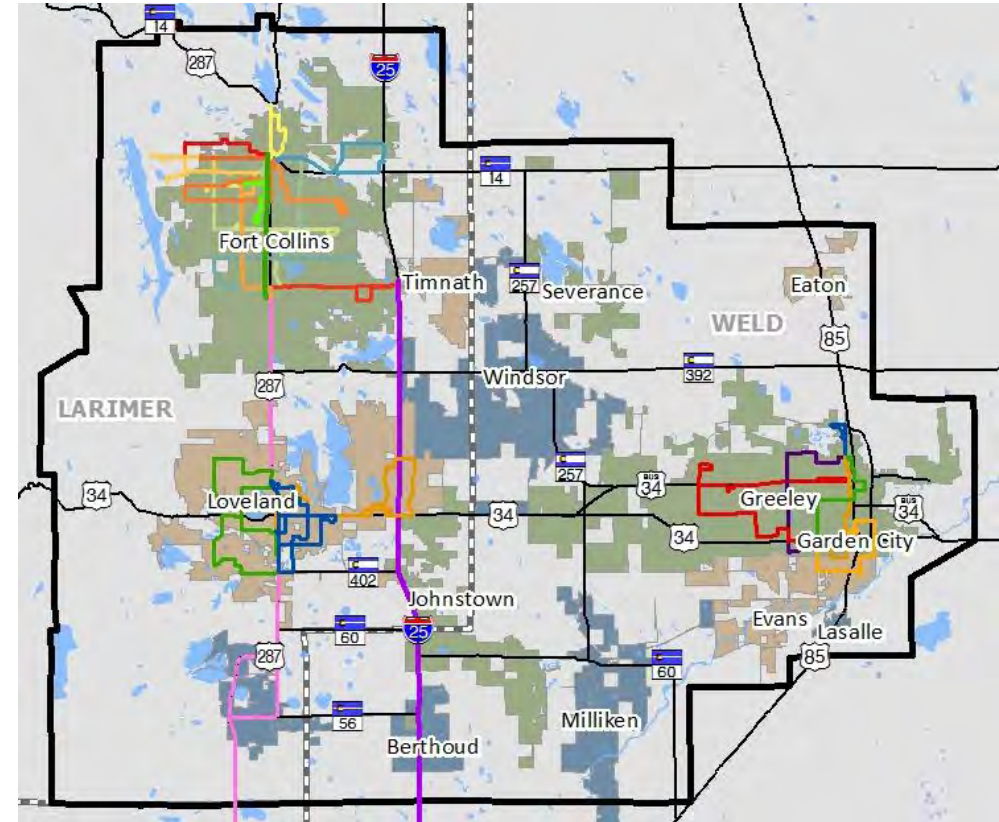


Helping Hands for Seniors



## Identified gaps

- Lack of transportation *from and within* surrounding Towns (Severance, Milliken, Johnstown, Windsor, etc.) to Fort Collins, Greeley, Loveland
- Better and more regionally-coordinated trainings
- No public transit in unincorporated portions of the counties
  - Look at outcomes of Larimer County's *Senior Transportation Needs Report*





## Larimer County SENIOR TRANSPORTATION NEEDS REPORT.

FEHR PEERS



## Strategies for Identified gaps

- *Technology* – Uber, Lyft, social networks
- *Volunteer services* (SAINT, Senior Resource Services, etc.)
- *Region-wide Training* (National Transit Institute, Community Transportation Association of America, Federal Transit Administration, etc.)
- *Partnerships* – e.g. what are the outcomes of the Larimer County's *Senior Transportation Needs Report*?



## For more information:

**Alex Gordon**

Transportation Planner II/Mobility Coordinator

(970) 416-2023

[agordon@nfrmpo.org](mailto:agordon@nfrmpo.org)

## Appendix B

<b>TRANSFORT</b>	
<b>Website</b>	<a href="http://ridetransfort.com/">http://ridetransfort.com/</a>
<b>Phone</b>	(970) 221-6620
<b>Services Provided</b>	Fixed-route, paratransit (Dial-a-Ride), Dial-a-Taxi (voucher program)
<b>Service Area</b>	Fort Collins (FLEX serves Loveland, Berthoud, Longmont, and Boulder)
<b>Counties Served</b>	Larimer County (FLEX serves Boulder County as well)
<b>Transit Centers</b>	<ul style="list-style-type: none"> <li>• Downtown Transit Center: 250 North Mason St, Fort Collins, CO 80524</li> <li>• CSU Transit Center: Lory Student Center, Fort Collins, CO 80521</li> <li>• South Transit Center: 4915 Fossil Boulevard, Fort Collins, CO 80525</li> </ul>
<b>Fares (2017)</b>	<ul style="list-style-type: none"> <li>• Fixed-route: \$1.25 (adult), \$0.60 (disabled and 60+)</li> <li>• Paratransit: \$2.50</li> <li>• Dial-a-Taxi: Up to \$20.00 covered by voucher</li> </ul>
<b>Hours (2017)</b>	<ul style="list-style-type: none"> <li>• MAX BRT: 5:10 am - 12:15 am</li> <li>• Fixed-route (varies by route): 5:14 am - 10:40 pm</li> <li>• Paratransit: 6:00 am - 11:00 pm</li> </ul>
<b>Address</b>	250 North Mason St. Fort Collins, CO 80524

<b>COLT</b>	
<b>Website</b>	<a href="http://cityofloveland.org/colt">http://cityofloveland.org/colt</a>
<b>Phone</b>	(970) 962-80537
<b>Services Provided</b>	Fixed-route, paratransit (Dial-a-Ride), Dial-a-Taxi (voucher program)
<b>Service Area</b>	Loveland
<b>Counties Served</b>	Larimer County
<b>Transit Centers</b>	<ul style="list-style-type: none"> <li>• North Transfer Center: 2600 N Lincoln Ave, Loveland, CO 80538</li> <li>• South Transfer Center: 201-299 East 8<sup>th</sup> St, Loveland, CO 80537</li> </ul>
<b>Fares (2017)</b>	<ul style="list-style-type: none"> <li>• Fixed-route: \$1.25 (adult), \$0.60 (disabled and 60+)</li> <li>• Paratransit: \$2.00</li> <li>• Dial-a-Taxi: Up to \$20.00 covered by voucher</li> </ul>
<b>Hours (2017)</b>	<ul style="list-style-type: none"> <li>• Fixed-route: M-F: 6:38 am-6:40 pm, Sat: 8:48 am-5:40 pm</li> <li>• Paratransit: M-F: 6:45 am-6:40 pm, Sat: 8:45 am-5:40 pm</li> </ul>
<b>Address</b>	105 West 5 <sup>th</sup> Street, Loveland, CO 80537

<b>GET</b>	
<b>Website</b>	<a href="http://greeleyevanstransit.com/">http://greeleyevanstransit.com/</a>
<b>Phone</b>	(970) 350-9287
<b>Services Provided</b>	Fixed-route, paratransit (Dial-a-Ride), Call and Ride
<b>Service Area</b>	Evans, Garden City, Greeley
<b>Counties Served</b>	Weld County
<b>Transit Centers</b>	<ul style="list-style-type: none"> <li>• GET Regional Transportation Center: 101 11<sup>th</sup> Avenue, Greeley, CO 80631</li> </ul>
<b>Fares (2017)</b>	<ul style="list-style-type: none"> <li>• Fixed-route: \$1.50 (adult), \$0.75 (disabled and 60+), &lt;18: free</li> <li>• Paratransit: \$3.00</li> </ul>
<b>Hours (2017)</b>	<ul style="list-style-type: none"> <li>• Fixed-route (varies by route): M-F: 6:00 am-8:17 pm; Sat: 6:45 am-6:27 pm</li> <li>• Paratransit: M-F: 6:00 am-7:00pm; Sat: 7:00 am-5:00 pm</li> <li>• Call-N-Ride: M-Sat: End of fixed-route service thru 9:00 pm; Sun: 7:45 am-1:45 pm</li> </ul>
<b>Address</b>	101 11 <sup>th</sup> Avenue, Greeley, CO 80631

<b>CDOT/BUSTANG</b>	
<b>Website</b>	<a href="http://ridebustang.com">http://ridebustang.com</a>
<b>Phone</b>	(800) 900-3011
<b>Services Provided</b>	Fixed-route
<b>Service Area</b>	Fort Collins, Loveland/Greeley, Denver
<b>Counties Served</b>	Larimer County, Weld County, Denver City/County
<b>Transit Centers</b>	<ul style="list-style-type: none"> <li>• Harmony Transfer Center</li> <li>• US34 Park-n-Ride</li> </ul>
<b>Fares (2017)</b>	<ul style="list-style-type: none"> <li>• Fort Collins to Denver:</li> <li>• Loveland/Greeley to Denver:</li> </ul>
<b>Hours (2017)</b>	<ul style="list-style-type: none"> <li>• M-F: 5:10 am-8:20 pm (7 runs)</li> <li>• Sat-Sun: 7:00 am-8:35 pm (2 runs)</li> <li>• RamsRoute: F: 3:30 pm; Sun: 4:00 pm</li> </ul>
<b>Address</b>	101 11th Avenue, Greeley, CO 80631

**BATS**

<b>Website</b>	<a href="http://www.berthoud.org/departments/berthoud-area-transportation-system-bats">http://www.berthoud.org/departments/berthoud-area-transportation-system-bats</a>
<b>Phone</b>	(970) 532-2643
<b>Services Provided</b>	Demand-response
<b>Service Area</b>	Town of Berthoud
<b>Counties Served</b>	Larimer County, Boulder County
<b>Fares (2017)</b>	<ul style="list-style-type: none"><li>• Riders age sixty (60) and over are not required to pay, but donations are encouraged.</li><li>• Riders fares for those under sixty (60) years of age: In-town trips are \$1.00 for a one-way trip</li><li>• Out-of-town trips are \$4.00 for a one-way trip</li></ul>
<b>Hours (2017)</b>	<ul style="list-style-type: none"><li>• In-town trips - M-F: 8:00 am to 4:00 pm</li><li>• M: 8:00 am to 11:30 am to Longmont</li><li>• T-F: 8:00 am to 11:30 am to Loveland</li><li>• Th: 11:30 am to 3:00 pm to Loveland</li></ul>
<b>Address</b>	807 Mountain Avenue, P.O. Box 1229, Berthoud, Colorado 80513-2229

**RAFT**

<b>Website</b>	<a href="http://www.berthoudraft.org/">http://www.berthoudraft.org/</a>
<b>Phone</b>	(970) 532-0808
<b>Services Provided</b>	Demand-response
<b>Service Area</b>	80513 zip code and the Berthoud Fire Protection District.
<b>Counties Served</b>	Larimer County, Boulder County
<b>Fares (2017)</b>	<ul style="list-style-type: none"><li>• Donation-based</li></ul>
<b>Hours (2017)</b>	<ul style="list-style-type: none"><li>• M-F: 8:00 am-4:00 pm</li></ul>
<b>Address</b>	248 Welch Ave, Berthoud, CO 80513



## SAINT

<b>Website</b>	<a href="http://www.saintvolunteertransportation.org/">http://www.saintvolunteertransportation.org/</a>
<b>Phone</b>	Fort Collins: (970) 223-8604; Loveland: 970-223-8653
<b>Services Provided</b>	Volunteer transportation
<b>Service Area</b>	Fort Collins, Loveland
<b>Counties Served</b>	Larimer County
<b>Fares (2017)</b>	<ul style="list-style-type: none"><li>• Donation-based</li></ul>
<b>Hours (2017)</b>	<ul style="list-style-type: none"><li>• 8:15 am to 4 pm Monday through Friday.</li></ul>
<b>Address</b>	333 West Drake Road, Suite 42, Fort Collins, CO 80526

## SENIOR RESOURCE SERVICES

<b>Website</b>	<a href="http://srsweld.com/">http://srsweld.com/</a>
<b>Phone</b>	(970) 352-9348
<b>Services Provided</b>	Volunteer transportation
<b>Service Area</b>	Weld County
<b>Counties Served</b>	Weld County
<b>Fares (2017)</b>	<ul style="list-style-type: none"><li>• Donation-based</li></ul>
<b>Hours (2017)</b>	<ul style="list-style-type: none"><li>• Based on volunteer availability</li></ul>
<b>Address</b>	800 8th Ave, Suite 229, Greeley, CO 80631

## HEART&SOUL PARATRANSIT

<b>Website</b>	<a href="http://heartandsoulparatransit.com/">http://heartandsoulparatransit.com/</a>
<b>Phone</b>	(970) 690-3338
<b>Services Provided</b>	Paratransit, taxi service
<b>Service Area</b>	Larimer County, Weld County
<b>Counties Served</b>	Larimer County, Weld County
<b>Fares (2017)</b>	<ul style="list-style-type: none"><li>• Sliding scale, call for estimate</li></ul>
<b>Hours (2017)</b>	<ul style="list-style-type: none"><li>• 5:00 am - 12:00am</li></ul>
<b>Address</b>	200 East Swallow Rd, Fort Collins, Colorado

## YELLOW CAB

**Website** <http://www.fortcollinstaxi.com/>

**Phone** (970) 224-2222

**Services Provided** Taxi

**Service Area** Larimer County, Weld County

**Counties Served** Larimer County, Weld County

**Fares (2017)**

- \$3.50 First 1/9 mile or fraction thereof.
- \$2.25 each additional 1 mile.
- \$ .50 each minute of waiting time.
- \$1.00 extra for each passenger beyond the first.

**Hours (2017)** • 24 hours/day

## SMART RIDES

**Website** <http://www.smart-rides.com/>

**Phone** (970) 347-9791

**Services Provided** Taxi

**Service Area** Weld County

**Counties Served** Weld County

**Fares (2017)**

- Flag Drop and first ¼ mile: \$4.00
- Each Additional mile: \$2.00
- Waiting Time: \$0.50 per minute
- Each extra passenger over the age of 12: \$1.00
- Multiple loading discount: 25%

**Hours (2017)** • 24 hours/day

**Address** 2619 11th Street Rd, Greeley, Colorado

## UBER

<b>Website</b>	<a href="http://uber.com/">http://uber.com/</a>
<b>How to Hail</b>	App-based
<b>Services Provided</b>	App-based ride-hailing
<b>Service Area</b>	Larimer County, Weld County
<b>Counties Served</b>	Larimer County, Weld County
<b>Fares (2017)</b>	<ul style="list-style-type: none"><li>• Fare estimator available through the app and on the website</li><li>• Fares may increase as demand increases - warning given beforehand (<b>"Surge"</b>)</li></ul>
<b>Hours (2017)</b>	<ul style="list-style-type: none"><li>• Availability dependent on drivers</li></ul>

## LYFT

<b>Website</b>	<a href="http://www.lyft.com/">http://www.lyft.com/</a>
<b>How to Hail</b>	App-based
<b>Services Provided</b>	App-based ride-hailing
<b>Service Area</b>	Berthoud, Fort Collins, Greeley, Johnstown, Milliken, Evans, Garden City, Timnath, Loveland, Windsor, LaSalle
<b>Counties Served</b>	Larimer County, Weld County
<b>Fares (2017)</b>	<ul style="list-style-type: none"><li>• Fare estimator available through the app and on the website</li><li>• Fares may increase as demand increases - warning given beforehand (<b>"Surge"</b>)</li></ul>
<b>Hours (2017)</b>	<ul style="list-style-type: none"><li>• Availability dependent on drivers</li></ul>

**VEYO****Website** <https://medicaidco.com/>**Phone** (855) 264-6368**Services Provided** Medicaid brokerage**Service Area** Larimer County, Weld County**Counties Served** Larimer County, Weld County**Fares (2017)**

- Dependent on client, coverage, and appointments.

**DAV VAN TRANSPORTATION****Website** <https://www.dav.org/veterans/>**Phone** (307) 433-2752**Services Provided** Van transportation to Cheyenne Veterans Medical Center**Service Area** Larimer County and Weld County**Fares (2017)**

- Free to veterans

**Address** 2360 E Pershing Boulevard, Cheyenne, WY 82001

**Programs Providing Transportation Coordination and Assistance**

Foothills Gateway