



**Joint Regional Mobility Meeting —AGENDA**

**August 24, 2021**

**1:00 – 4:00 p.m.**

**Windsor-Severance Library (720 3<sup>rd</sup> St. Windsor, CO 80550)**

**Call-in information:**

To be shared with virtual attendees prior to meeting

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**WELCOME + INTRODUCTIONS (1:00-1:30PM)**

- |                              |         |
|------------------------------|---------|
| <b>1) Overview of Agenda</b> | Schmitt |
| <b>2) Ice Breaker</b>        | All     |

**COORDINATED PLAN (1:30-3:00PM)**

- |  |                    |
|--|--------------------|
| <b>1) Boulder County Coordinated Plan Presentation</b> | Pincus-Roth/Greene |
| <b>2) NFRMPO Coordinated Plan Presentation</b>         | Johnson            |
| <b>3) Small Group Breakout Activity + Report Out</b>   | All                |

**BREAK (3:00-3:10PM)**

**Snacks and refreshments to be provided**

**ONE CALL/ONE CLICK CENTER (3:10-3:45PM)**

- |   |                 |
|---|-----------------|
| <b>1) RideNoCo Roll Out Update</b>                              | Schmitt/Johnson |
| <b>2) Envida One Call/One Click Center Project Presentation</b> | Van Horn        |

**WRAP UP + NEXT STEPS (3:45-4:00PM)**

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**Next Meetings:**

- **Larimer County Mobility Committee:** November 18, 2021
- **Weld County Mobility Committee:** October 26, 2021



North Front Range  
Metropolitan  
Planning  
Organization





# North Front Range Metropolitan Planning Organization

**DRAFT**

## **2021 COORDINATED PUBLIC TRANSIT/HUMAN SERVICES TRANSPORTATION PLAN**

EFFECTIVE DATE: December 2021 – December 2025

**Prepared by:**

**NFRMPO**

419 Canyon Avenue, Suite 300  
Fort Collins, CO 80521

December 2021

Preparation of this document has been financed in part through grants from the Federal Transit Administration, the Colorado Department of Transportation, and the local member communities of the North Front Range MPO.

## LIST OF ACRONYMS

<b>AAA</b>	– Area Agency on Aging
<b>ACS</b>	– American Community Survey
<b>APCD</b>	– Air Pollution Control Division
<b>BATS</b>	– Berthoud Area Transportation System
<b>BRT</b>	– Bus rapid transit
<b>CASTA</b>	– Colorado Association of Transit Agencies
<b>CDOT</b>	– Colorado Department of Transportation
<b>CDPHE</b>	– Colorado Department of Health and Environment
<b>CO</b>	– Carbon Monoxide
<b>COLT</b>	– City of Loveland Transit
<b>CSU</b>	– Colorado State University
<b>DOLA</b>	– Department of Local Affairs
<b>EIS</b>	– Environmental Impact Statement
<b>EPA</b>	– Environmental Protection Agency
<b>FASTER</b>	– Funding Advancements for Surface Transportation and Economic Recovery Act of 2009
<b>FTA</b>	– Federal Transit Administration
<b>GET</b>	– Greeley-Evans Transit
<b>GOPMT</b>	– Goals, Objectives, Performance Measures, and Targets
<b>HUD</b>	– Housing and Urban Development
<b>LCMC</b>	– Larimer County Mobility Committee
<b>LUAM</b>	– Land Use Allocation Model
<b>MPO</b>	– Metropolitan Planning Organization
<b>NEMT</b>	– Non-Emergency Medical Transportation
<b>NFRMPO</b>	– North Front Range Metropolitan Planning Organization
<b>NFRT&amp;AQPC</b>	– North Front Range Transportation & Air Quality Planning Council
<b>RAFT</b>	– Rural Alternative for Transportation
<b>RAQC</b>	– Regional Air Quality Council
<b>RTE</b>	– Regional Transit Element
<b>RTD</b>	– Regional Transportation District (Denver)
<b>RTP</b>	– Regional Transportation Plan
<b>PIP</b>	– Public Involvement Plan
<b>PUC</b>	– Public Utilities Commission
<b>SAINT</b>	– 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.

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## EXECUTIVE SUMMARY



*60+ Ride driver and passenger. Image Credit: 60+ Ride*



## BACKGROUND

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The purpose of the **2017 Coordinated Public Transit/Human Services Transportation Plan (Coordinated 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 Plan** every four years

with guidance from the Larimer and Weld County Mobility Committees, local stakeholders, transportation providers, and other members of the public. 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.

## RECOMMENDED STRATEGIES

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Throughout the **Coordinated Plan** development process, stakeholders identified issues with transportation availability, specifically for trips that cross municipal or county boundaries; transportation affordability for rural areas, if transportation options exist; a lack of awareness about what services exist; and finding enough transit drivers to maintain levels of service. The following recommended strategies were drafted to address these concerns.

### Strategy 1: Coordination

Local transportation providers, human service agencies, stakeholders, and other community groups will work together to reduce barriers for access to transportation. An example of this strategy is RideNoCo, the NFRMPO's One Call/One Click Center program.

### Strategy 2: Education

Disparate programs exist for vulnerable populations to meet their basic needs, so there should be an investment in travel training, cross-promotion, and proactive educational campaigns like the Rider's Guides.

### Strategy 3: Collaboration

Similar to coordination, transportation providers, human service agencies, stakeholders, and other community groups work best when they work together. These face-to-face or digital networks can make it easier to share strategies. Examples include the Larimer County and Weld County Mobility Committees, which meet bi-monthly.

### Strategy 4: Infrastructure and Funding

Additional funding and service is important to addressing goals. Programs like Dial-a-Taxi, new and replacement vehicles, and local assistance to apply for new grants can be useful tools to improve service for vulnerable populations.

### Strategy 5: Non-Transportation improvements

Funding guidelines can limit cross-sector strategies, but transportation and mobility are related to many day-to-day activities. Addressing transportation access during zoning, identifying options for active transportation to address public health concerns, and other non-transportation focused strategies can help reduce demand for specialized services.

# 1

## CHAPTER 1: PLAN CONTEXT



*Rural Alternative for Transportation van. Image Credit: NFRMPO staff*

## NORTH FRONT RANGE MPO

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The North Front Range Metropolitan Planning Organization (NFRMPO) is the designated metropolitan planning organization (MPO) for the area of Northern Colorado roughly bound by Fort Collins, Berthoud, LaSalle, and Eaton. Within this

area, the NFRMPO manages the federal transportation planning process for 13 communities, two counties, and roughly 525,000 people. The NFRMPO region, including the two urbanized areas, is shown in

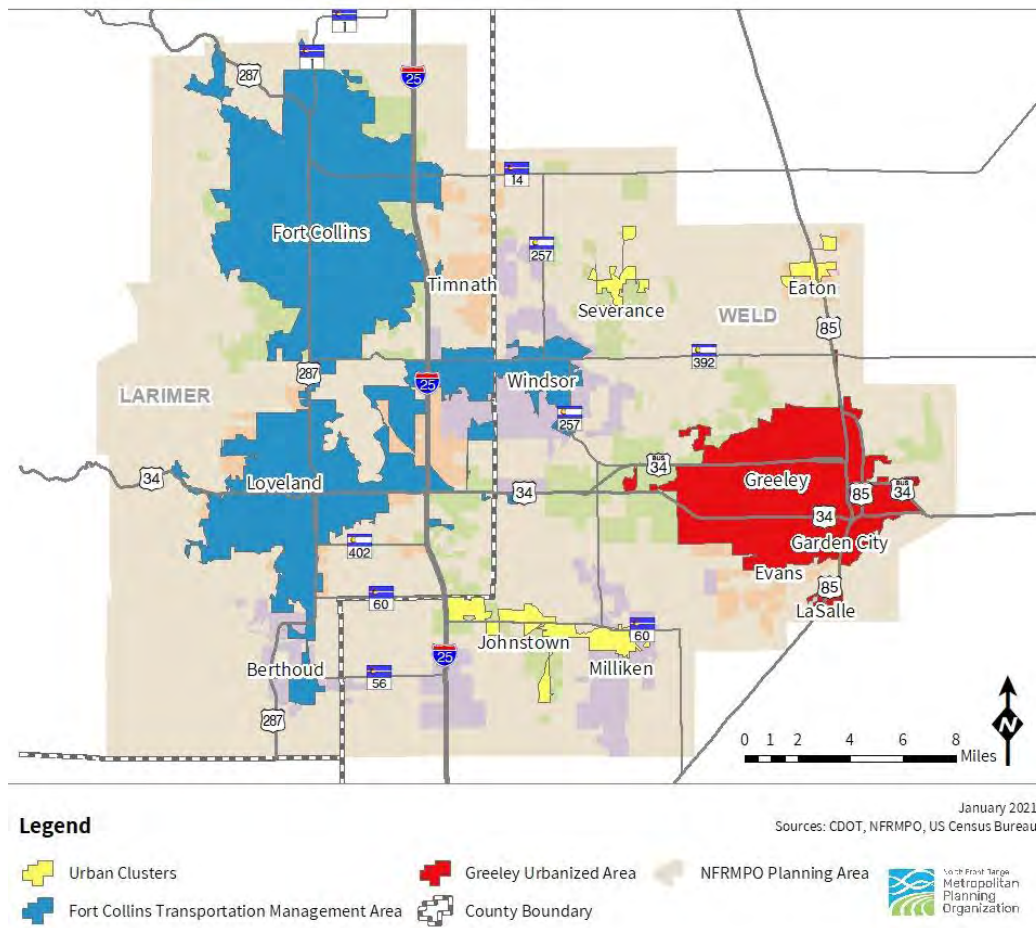
### **Figure 1:** NFRMPO Urbanized Areas.

Elected officials from each community comprise the Planning Council, which sets transportation policy for the region. Planners, engineers, and transit staff comprise the Technical Advisory Committee (TAC) and use their technical expertise

to make recommendations to the Planning Council. Each county also has a local coordinating council, known as Mobility Committees, that bring together human service agencies and transit agencies to improve mobility for older adults, people with disabilities, and people with lower income.

Demographics of the region are discussed more in **Chapter 2**.

**Figure 1: NFRMPO Urbanized Areas**





## PURPOSE OF THE COORDINATED PLAN

Projects funded through the Federal Transit Administration (FTA) §5310 Enhanced Mobility for Seniors and People with Disabilities program must be included in a locally developed coordinated plan. The plan must be the result of an inclusive planning process made up of older adults, individuals with disabilities, people with low incomes, public and private providers, and other stakeholders. The first Coordinated Public Transit/Human Services Transportation Plan (Coordinated Plan) was adopted in 2007, with a minor update in 2011 and major updates in 2013 and 2017 (**Figure 2**).

The NFRMPO completes the Coordinated Plan on behalf of the three large transit agencies in the region. The Coordinated Plan identifies the transportation and mobility needs of individuals with disabilities, older adults, and people with low incomes and consists of three distinct sections:

- Analysis of existing conditions, including demographics and providers
- Analysis of transportation needs for individuals with disabilities and older adults, including gaps in service

- Strategies, activities, and/or projects to address the identified gaps between services and needs

Using this information, the NFRMPO recommends a prioritized list of strategies for implementation based on resources, time, and feasibility for implementation. This list of strategies will be in effect from December 2021 to December 2025.

The Coordinated Plan builds on the mobility management efforts laid out in the previous Coordinated Plans. FTA defines mobility management as “focus[ing] on meeting individual customer needs through a wide range of transportation options and service providers” and “on coordinating these services and providers to achieve a more efficient transportation service delivery system for public policy makers and taxpayers who underwrite the cost of service delivery.”<sup>1</sup> Examples of mobility management include transportation brokerages, coordinated transportation services, building and supporting local partnerships, travel training and trip planning, one call/one click centers, and investing in technology like intelligent transportation systems (ITS).

**Figure 2: Covers of Previous Coordinated Plans**



<sup>1</sup> Definition taken from the [FTA Mobility Management brochure](#).

## VISION AND GOALS

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### Vision

Implementing the **2021 Coordinated Plan** will improve regional mobility for all residents through effective coordination, planning, and delivery of transit services.

### Plan Goals

To be consistent with the **Statewide Transit Plan**, the **2021 Coordinated Plan** sets the following goals:

- **Mobility:** A modally integrated transit system that provides local, regional, and interregional connectivity and is affordable, efficient, and easy to use.
- **Safety:** A resilient transit network that makes travelers feel safe and secure.
- **Asset Management:** A high-quality transit system that is financially sustainable and operates in a state of good repair.

## §5310 FUNDING

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The FTA §5310 funding program is known as Enhanced Mobility of Seniors & Individuals with Disabilities. The funding can be used in rural and urban settings to improve the mobility of these target populations as well as low income individuals. Funding is allocated based on population. The NFRMPO region accesses §5310 funding from two sources: the City of Fort Collins/Transfort is the Designated Recipient of FTA funding for the Fort Collins-Loveland-Berthoud Transportation Management Area (TMA); and CDOT, which is the Direct Recipient of FTA funding for the Greeley Urbanized Area and Weld County. These urbanized areas were shown in **Figure 1**.

An urbanized area is defined by the US Census as “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.” Urbanized areas contain at least 2,500 and fall into three categories. Urban clusters contain between 2,500 and 49,999

individuals, urbanized areas contain between 50,000 and 199,999 individuals, and TMAs include more than 200,000.

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.

Types of projects eligible for §5310 funds 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
- Acquisition of transportation services under a contract, lease, or other arrangement

### What is human service transportation?

Transportation service options designed to meet the needs of transportation disadvantaged populations including older adults, disabled persons and/or those with lower income. Can include: dial-a-ride, subsidized transit passes, taxi vouchers and/or mileage reimbursement to volunteers and participants.

## HUMAN SERVICE TRANSPORTATION FUNDING

### Older Americans Act Funds

The North Front Range is served by two area agencies on aging (AAA): the [Larimer County Office on Aging](#) (LCOA), housed within the Larimer County Department of Human Services, and the [Weld County Area Agency on Aging](#) (Weld County AAA), housed within the Weld County Department of Human Services. AAAs are mandated under the Older Americans Act to fund community partners

and provide direct services such as congregate meals, transportation, legal assistance, and caregiver support. AAAs also receive funding from the Older Coloradans Act, which provides state funds from the State to assist with program delivery. Each AAA provides funding assistance to human service transportation agencies in the region, including 60+ Ride, SAINT, RAFT, and BATS.

### Medicaid Services

[Centers for Medicare & Medicaid Services](#) (CMS) covers the cost of emergency medical transportation (EMT) for eligible individuals as well as for non-emergent medical transportation (NEMT). These programs are handled by caseworkers and enrollees will generally receive instructions about when a ride is necessary and how to schedule the ride.

EMT covers immediate medical needs and does not require pre-approval. NEMT rides are available for

most Medicaid recipients, including those without a car or drivers' license or with a disability, to Medicaid-approved care. Friends and family can also be reimbursed for driving by filling out a form and being approved by IntelliRide. NEMT services are explored more in-depth in **Chapter 2**. Certain Medicaid recipients may receive waivers for non-medical transportation. This program is administered by [Health First Colorado](#).

### Federal Transportation Braiding

The Coordinating Council on Access and Mobility (CCAM) is a federal interagency group made up of the Departments of Agriculture, Education, Health and Human Services, Housing and Urban Development, Interior, Justice, Labor, Transportation, and Veterans Affairs to address barriers faced when coordinating transportation.

In 2019, the group published a program inventory of 130 federal programs which may be used to provide funding for human service transportation or people with disabilities, older adults, and/or

individuals with low incomes. These federal programs can be matched together ("braided"), expanding the potential funding that can be used to support vulnerable populations. This inventory is available on the [FTA website](#). CCAM has also prepared a [Federal Fund Braiding Guide](#).

In addition to federal fund braiding, CCAM promotes vehicle and ride sharing. To assist in this endeavor, CCAM created a [Cost Allocation Handbook](#). A revised [Cost Sharing Policy statement](#) was published in August 2020.

## REGIONAL PLANS

The NFRMPO undertakes a variety of plans and projects that impact the 2021 Coordinated Plan. These plans include:

### 2045 Regional Transportation Plan (RTP)

The 2045 RTP identifies the long-range outlook for transportation in the region, including fiscally constrained transit, roadway, and non-motorized transportation projects. The vision for transportation in the region as set out in the 2045 RTP reads: “*we seek to provide a multi-modal transportation system that is safe, as well as socially and environmentally sensitive for all users that protects and enhances the region’s quality of life and economic vitality.*”

The 2045 RTP is a performance-based plan, with the following relevant performance measures and targets.

- Regional Performance Measures and Targets
  - Population within publicly operated paratransit and demand response service area within the NFRMPO boundary ( $\geq 75$  percent)
  - Fixed-route revenue hours per capita within service areas
- Transit Asset Management Measures and Targets
  - Percent revenue vehicles meeting or exceeding Useful Life Benchmarks (ULB)
  - Percent service vehicles meeting or exceeding ULB
  - Percent passenger and maintenance facilities rated below condition 3 (according to FTA standards)



### 2045 Regional Transit Element (RTE)

As part of the 2045 RTP process, NFRMPO staff and stakeholders identified priority corridors for regional transit as well as recommendations for improving transit in the region. Relevant recommendations from the 2045 RTE include:

- Coordinate with local human services providers to identify transit need for vulnerable populations
- Coordinate with local transit providers to address identified paratransit needs
- Work with local transit providers to increase fixed-route transit accessibility to vulnerable populations
- Study the feasibility of Universal Pass accepted by all major transit providers
- Develop a regional transit app
- Develop a regional transit education program
- Expand the existing Travel Training Program





## 2019 Public Involvement Plan (PIP)

The 2019 PIP identifies strategies NFRMPO staff will undertake to include members of the public in the transportation planning process. The 2019 PIP focuses on strategies to include harder-to-reach populations and a bigger push to evaluate strategies for success.

## Environmental Justice (EJ) Plan

The EJ Plan builds off the strategies and goals identified in the *2019 PIP*. The EJ Plan identifies strategies, recommendations, and partnerships to better include low income, minority, and other communities of concern within the planning process. Recommendations from that process were used in the creation of the 2021 Coordinated Plan.

## Active Transportation Plan

Starting with the 2017 Non-Motorized Plan, the NFRMPO has worked to incorporate the positive impacts of better bicycle and pedestrian infrastructure on transit riders, older adults, individuals with disabilities, and other vulnerable populations. The Active Transportation Plan takes a proactive role in the built environment to make it easier for all users of bicycle and pedestrian infrastructure to be mobile.

## Partner Agency Plans

Partner agencies within and adjacent to the NFRMPO region have also produced plans and documents that will impact the 2021 Coordinated Plan. The following is a list that provided context for the creation of this plan.

- Boulder County Mobility & Access for all Ages & Abilities (Coordinated) Plan
- Connect Loveland
- DRCOG Regional Transit Plan
- Evans Multimodal Transportation Plan
- Greeley on the Go/Transportation Master Plan
- Larimer County Transportation Plan
- Severance Transportation Plan
- Statewide Transportation Plan
- Transfort Transit Master Plan
- Upper Front Range Transportation Planning Region (UFRTPR) Coordinated Public Transit/Human Services Transportation Plan
- Weld County Transportation Plan
- Windsor Transportation Master Plan

## CASOAs

The Colorado Association of Area Agencies on Aging (C4A) sponsored the Community Assessment Survey of Older Adults (CASOA) in 2018 for the LCOA and Weld County Area AAA. Transportation-related results are shown in **Table 1**. Based on these results, it is clear there is a need to invest in transportation for older adults, especially as housing affordability/cost of living becomes a more prevalent concern.



**Table 1: CASOA Responses, 2010-2018**

Community Quality	Larimer County			Weld County	
	2010	2014	2018	2010	2018
<b>Overall quality of life</b>	88%	87%	89%	83%	81%
<b>Ease of travel by public transportation (bus, rail, subway)</b>	No data	33%	29%	No data	25%
<b>Ease of travel by car</b>	76%	62%	64%	70%	62%
<b>Ease of walking</b>	79%	68%	72%	66%	54%
<b>Ease of getting to the places visited in community</b>	77%	70%	72%	71%	58%
<b>Cost of living in community</b>	No data	25%	23%	No data	33%
<b>Having safe and affordable transportation available</b>	24%	23%	21%	25%	26%
<b>Used bus, rail, subway, or other public transportation instead of driving</b>	8%	15%	14%	9%	10%

## UPDATES SINCE *2017 COORDINATED PLAN*

No major changes to the federal §5310 program have occurred since the [2017 Coordinated Plan](#). The Fixing America's Surface Transportation (FAST) Act expired in September 2020 and was extended for one year through 2021.

The NFRMPO and its partners have been involved in the Colorado Mobility and Access Coalition (CMAC), which is a collection of mobility managers and related positions led by the Colorado Association of Transit Agencies (CASTA) and the Colorado Department of Transportation (CDOT)

- Larimer County Mobility Committee and Weld County Mobility Committee
- Partnership for Age-Friendly Community's Mobility and Access Priority Group (PAFC)
- Rocky Mountain ADA Transportation & COVID-19 training
- Dementia Together training
- Bustang travel training
- **Larimer County Senior Transportation Implementation Plan**

Division of Transit and Rail (DTR). CMAC remains active, providing training and discussion opportunities to address issues like the COVID-19 Pandemic, funding, and coordination between services.

Within the NFRMPO region, the NFRMPO Mobility Program, Transfort, City of Loveland Transit (COLT) and Greeley Evans Transit (GET) invested §5310 funds in the following programs and efforts since the [2017 Coordinated Plan](#).

- Wheelchair-accessible vehicles for Adeo (formerly Greeley Center for Independence), Envision, and Milliken Senior Center
- Transfort travel training program
- Dial-a-Taxi (Fort Collins and Loveland)
- Vehicle replacement
- ADA sidewalk program

## RideNoCo

In January 2020, the NFRMPO Planning Council approved \$1.2M in Multimodal Options Funds (MMOF) and VanGo™ sales tax exchange funds to develop a [One Call/One Click Center \(OCOCC\)](#). The OCOCC will integrate technology with an expanded coordination effort to create a centralized location for information, assistance, and dispatching throughout Larimer and Weld counties.

The program, called RideNoCo, will benefit human service and transit agencies by removing some administrative burdens. Riders, caretakers, and other stakeholders benefit by removing obstacles to finding appropriate and affordable transportation. These funds will be used to develop a regional transportation website, provide technical

assistance to local communities and human service agencies, and purchase software to integrate dispatching.

RideNoCo had a soft launch in early 2021 as support for Larimer and Weld counties' efforts to vaccinate older adults and individuals with disabilities during the COVID-19 pandemic. In addition to setting up a central phone number for transportation questions, the NFRMPO Mobility Manager liaised between healthcare and transportation providers, taking a burden off people in need. The program received community support for its ability to help find rides for vulnerable populations. The transportation itself was supported by the providers, with funding from the LCOA and Weld County AAA.



**RIDE**  
**NOCO**

 **CONNECTING YOU & NORTHERN COLORADO**

# 2

## CHAPTER 2: MOBILITY CONTEXT



*Adeo van. Image credit: Adeo staff*



## TRANSIT PROVIDERS

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The NFRMPO region has a growing list of transit agencies, ranging from municipally run systems to volunteer services, paratransit and taxi service, and small services run by different organizations. Below is a summary of each service and their service areas. This list is valid as of **March 25, 2021**. A copy of the most recent Rider's Guide is available in **Appendix (letter)**. The Rider's Guide provides information about hours, fares, specific requirements, and wheelchair accessibility.

### Municipal Transit

The NFRMPO region has three transit agencies and one demand-response service. These services are operated by the three largest cities and a fast-growing town. **Figure 4** shows the regional transit context, including park-n-ride lots.





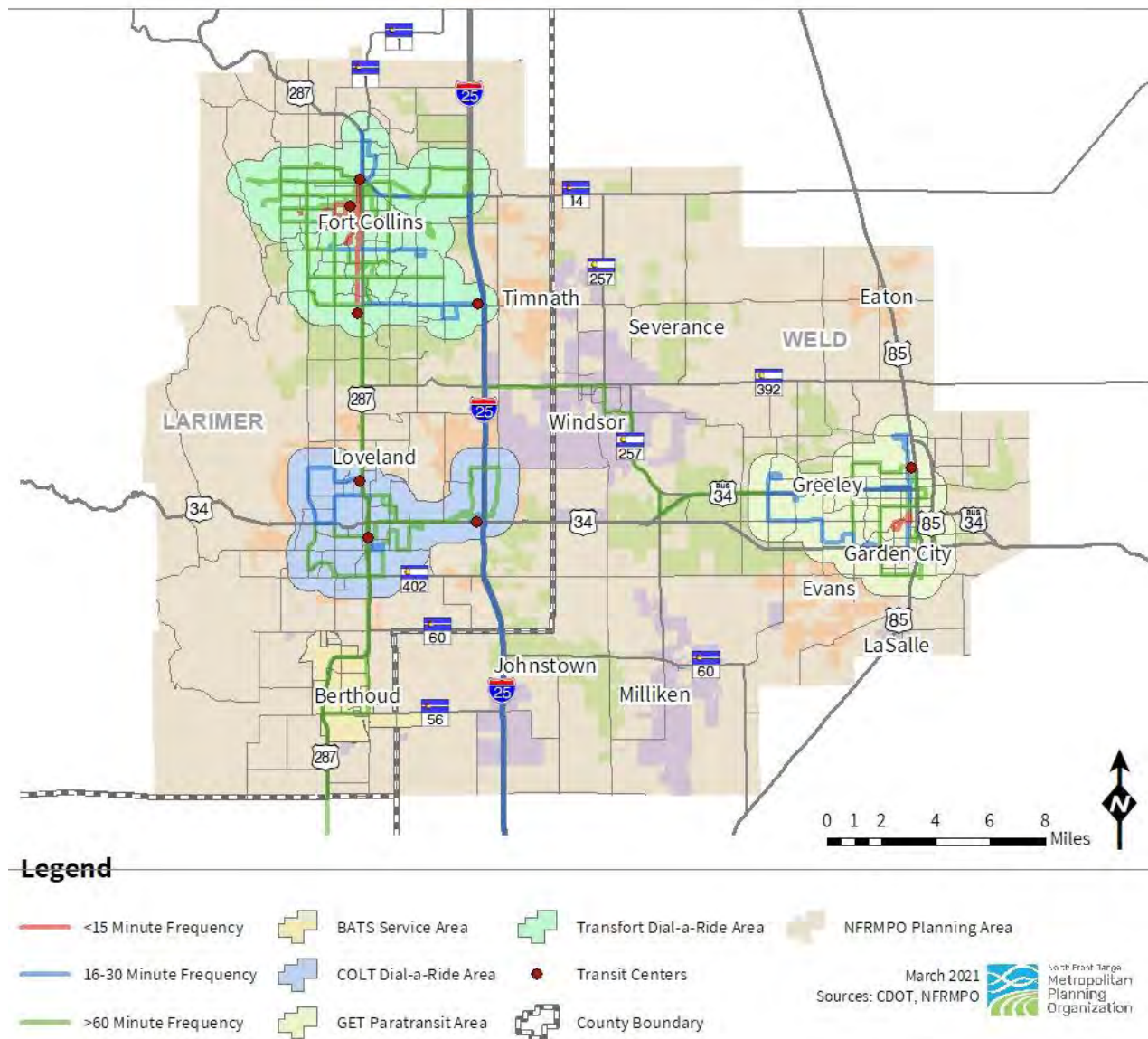
- **Transfort** is a department of the City of Fort Collins, serving the Fort Collins area. Prior to service changes related to the COVID-19 pandemic, Transfort operated 23 fixed-route services, including the MAX Bus Rapid Transit (BRT), and complementary ADA paratransit. In addition, Transfort operates the regional FLEX route from Fort Collins to Loveland, Berthoud, Longmont, and Boulder. Service is generally provided between 6:00 a.m. and 10:00 p.m. Monday through Saturday. Sunday and holiday service was added prior to the COVID-19 pandemic. Transfort operates three transit centers: the Downtown Transit Center (DTC); the Colorado State University (CSU) Transit Center; and the South Transit Center.
- **City of Loveland Transit (COLT)** is a division of Loveland Public Works, providing fixed-route and complementary ADA paratransit service within Loveland. COLT operates five routes generally between 6:30 a.m. and 8:00 p.m. Monday through Saturday. Two transfer stations currently operate, called the North Transfer Point and the South Transfer Point.
- **Greeley Evans Transit (GET)** is a division of Greeley Public Works and provides fixed-route, complementary ADA paratransit, and a Call-n-Ride service in Evans, Garden City, and Greeley. GET operates seven routes generally between 7:00 a.m. and 5:30 p.m. Monday through Saturday. GET also operates the Poudre Express regional route between Greeley, Windsor, and Fort Collins.
- The Town of Berthoud operates **Berthoud Area Transportation System (BATS)**, which is a demand-response service operating Monday through Friday. BATS operates in-town, while also providing regional connections to Loveland and Longmont. In-town service is generally available from 8:00 a.m. to 4:00 p.m.

Figure 3: Municipal Transit Systems



## Senior/Recreation Center Transportation

Some local community and senior centers offer transportation to residents for community needs.



The **Windsor Recreation Center** operates the Windsor Senior Rides program, which provides trips to Windsor residents over the age of 50. The service offers in-town and community trips on an as-needed basis.



The **Milliken Senior Center** offers senior residents with in-town, nearby community, and community trips on an as-needed basis. Community educational trips, and field trips, are also planned throughout the year.



### Johnstown Senior Center

## Volunteer Providers

Four non-profits provide volunteer transportation services within the NFRMPO region. **Figure 5** shows the volunteer transportation services available within the NFRMPO region.



**60+ Ride** is a service of Senior Resource Services in Weld County and provides no-cost volunteer transportation. The service is available to adults 60 and older. Volunteers use their own vehicles for trips. 60+ Ride has a non-wheelchair accessible van, which it uses to provide trips to medical appointments in Greeley.



**A Little Help** has offices in Fort Collins, Loveland, and Berthoud as well as volunteers in Windsor, Timnath, and Greeley. A Little Help provides volunteer transportation as part of its network of caring for neighbors.



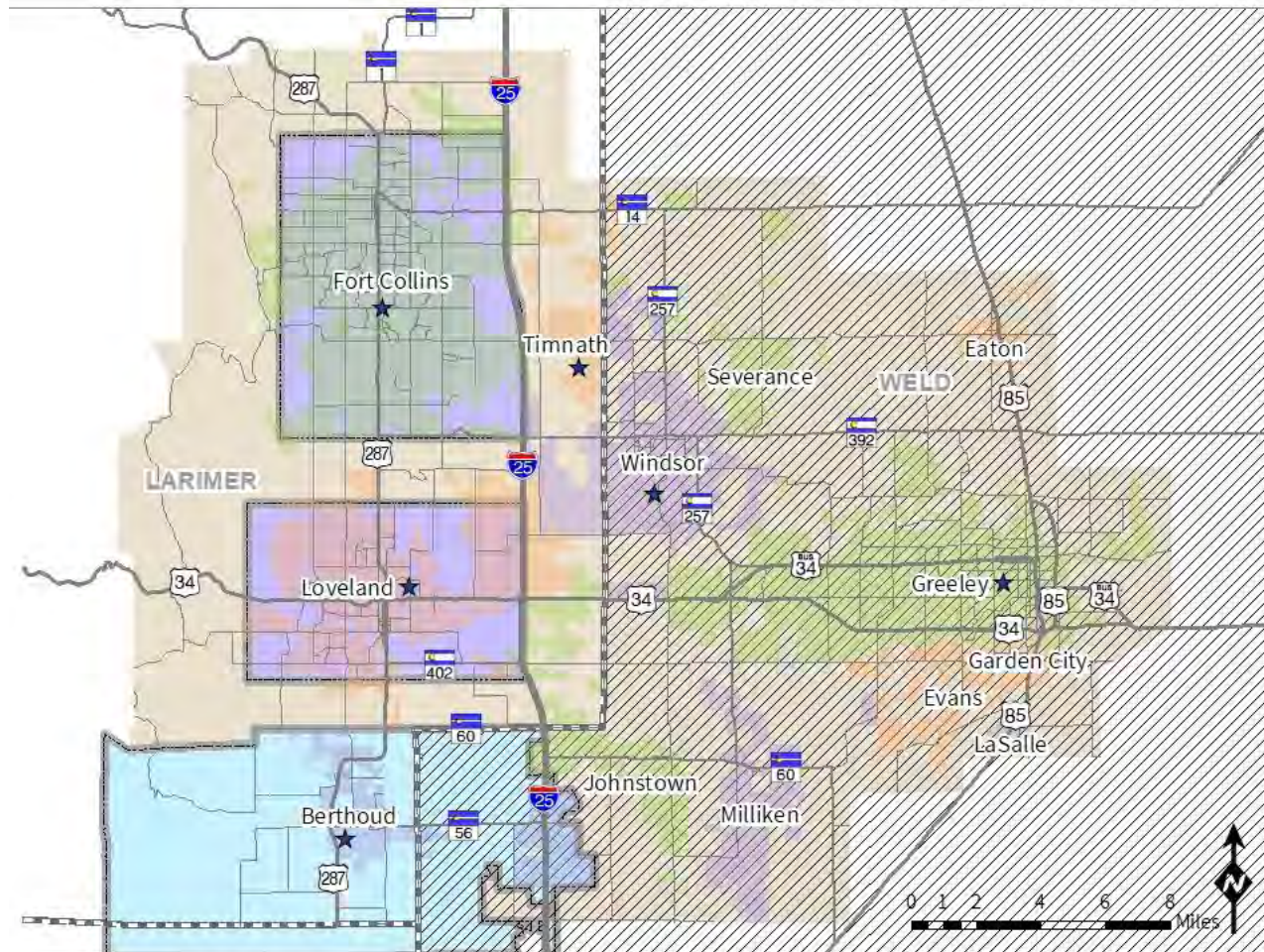
**Rural Alternative for Transportation (RAFT)** in the Berthoud Fire Protection District provides volunteer transportation to adults over the age of 60 and ambulatory adults over the age of 18 with a disability. RAFT offers rides into Berthoud, Loveland, and Longmont five days a week. RAFT has a paratransit vehicle available and serves residents 60+ and adults with disabilities which prevent them from driving.



**Senior Alternatives in Transportation (SAINT)** in Fort Collins and Loveland provides no-cost volunteer transportation. The service is available to adults over the age of 60 and ambulatory adults over the age of 18 with a disability. SAINT provides service within these two cities, but not between them. Drivers are volunteers and use their own vehicles, which are not ADA-accessible.



Figure 4: Volunteer Transportation Service Areas



**Legend**

- ★ A Little Help Locations
-  SAINT Service Area
-  County Boundary
-  60+ Ride Service Area
-  RAFT Service Area
-  NFRMPO Planning Area

March 2021  
Sources: CDOT, NFRMPO





## Taxi/For-Profit Transportation



**Heart&SOUL Paratransit** serves Larimer and Weld counties with service that runs between cities and most locations in between. Heart&SOUL provides customized transportation, including door-through-door service. They can provide transportation to and from procedures requiring anesthesia and a reliable escort.

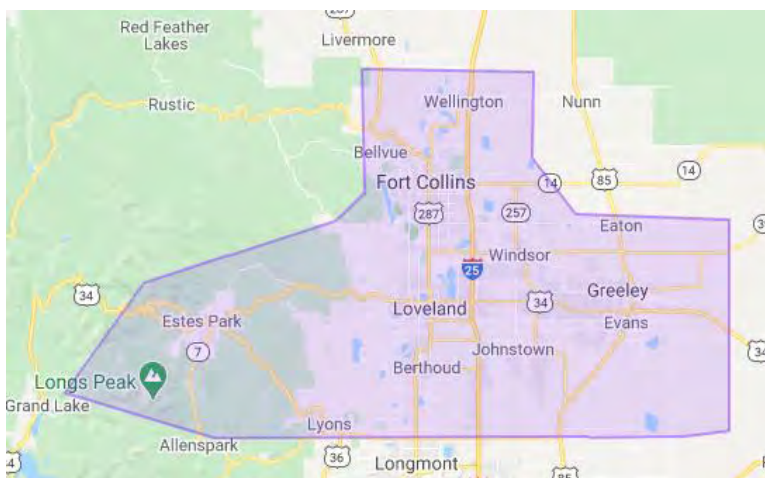


**zTrip** is the predominant taxicab service in Northern Colorado, serving Larimer, Weld, and Boulder counties. zTrip offers wheelchair-accessible vehicles for medical patients, elderly passengers, and individuals with disabilities.

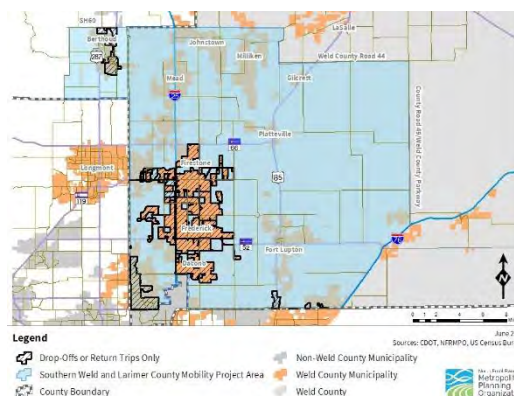


**Uber** is available throughout Larimer and Weld counties, and **Lyft** is available within the area shown in **Figure 6**. Both services are dependent on the availability of drivers and are not wheelchair-accessible. Services like GoGoGrandparent and Smart Ride are available services to make it easier for older adults to use on-demand transportation.

**Figure 5: Lyft Service Area**



**Figure 6: South Larimer and Weld County Pilot Service Area**



## Pilot Service

Starting in summer 2021, Via Mobility Services will offer service in the area roughly bounded by SH60, I-76, and the Weld County/Boulder County boundary. This service will be free and available to all users. The service is funded using FTA \$5311 funds with no match required and complements Via's existing service in Firestone and Dacono. Because the service uses rural transit funds, the service must have one end of a trip within a rural area, as shown in blue on the map in **Figure 7**.

## Interregional Services

In 2015, CDOT introduced the **Bustang** intercity bus service, connecting a central hub at Denver Union Station to Fort Collins via Loveland, Colorado Springs via Monument, and Grand Junction via Glenwood Springs and the mountain communities. The Bustang North Line serves Fort Collins the Downtown Transit Center and Harmony Transfer Center, and Loveland at the US34 Park-n-Ride. Service is also provided at the CSU Transit Center for RamsRoute service. Bustang will service the new

Kendall Parkway Park-n-Ride in **(date)** and Berthoud at SH56 in the coming years.

The service has gradually grown, and now includes Bustang Outrider services. Bustang Outrider connects rural and small towns to larger communities. CDOT introduced the Sterling to Greeley/Denver Outrider route in **summer 2021**.

**Figure 7** shows the Bustang and Bustang Outrider services as of March 2021.

**Figure 7: Bustang and Bustang Outrider Routes**

**ALL ROUTES | NORTH LINE**  
FORT COLLINS ↔ DENVER

**ALL ROUTES | WEST LINE**  
GRAND JUNCTION ↔ DENVER BUS CENTER

**ALL ROUTES | SOUTH LINE**  
COLORADO SPRINGS ↔ DENVER

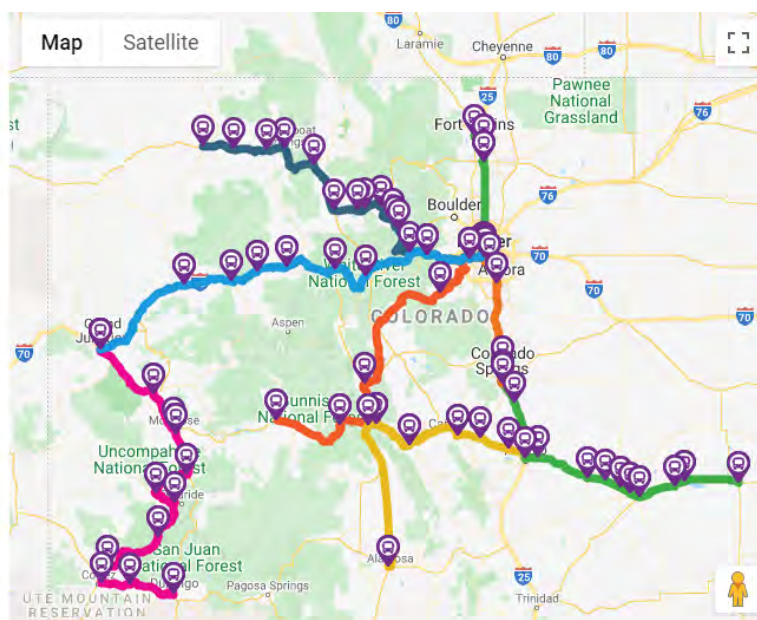
**LAMAR - COLORADO SPRINGS**  
LAMAR ↔ COLORADO SPRINGS

**ALAMOSA - PUEBLO**  
ALAMOSA ↔ PUEBLO

**DURANGO - GRAND JUNCTION**  
DURANGO ↔ GRAND JUNCTION

**GUNNISON - DENVER**  
GUNNISON ↔ DENVER

**CRAIG - DENVER**  
CRAIG ↔ DENVER



**Express Arrow** operates a once-a-day service between Denver and Casper and Buffalo, WY via the Greeley Regional Transportation Center. Travel accommodations can be made for passengers requiring additional help or boarding assistance. Passengers are requested to notify Express Arrow 48 hours in advance. The passenger and mobility device must have a combined weight of no more than 600 pounds and be within 30 inches wide and 48 inches long.



## Non-Emergent Medical Transportation

Non-Emergent Medical Transportation (NEMT) is a Health First Colorado benefit for members who do not have transportation to medical appointments. The Colorado Department of Healthcare Policy and Finance (HCPF) contracts NEMT to a transportation broker, IntelliRide, in the Denver-North Front Range region. Transportation providers must enroll in the Colorado InterChange system as an NEMT or Urgent Transportation Provider then obtain a Medicaid Client Transportation Permit through the Public Utilities Commission, then submit a form to IntelliRide. Rides must be scheduled two business days in advance.



## RIDERSHIP DATA AND TRENDS

Each year, BATS, COLT, GET, and Transfort report data to the National Transit Database (NTD). According to FTA, data reporting has been a requirement since 1974, and NTD was formed to track financial, operating, and asset condition of transit systems. FTA uses NTD data to apportion funding to urbanized and rural areas in the United States, which means accurate data is important to ensure the region receives its funding.

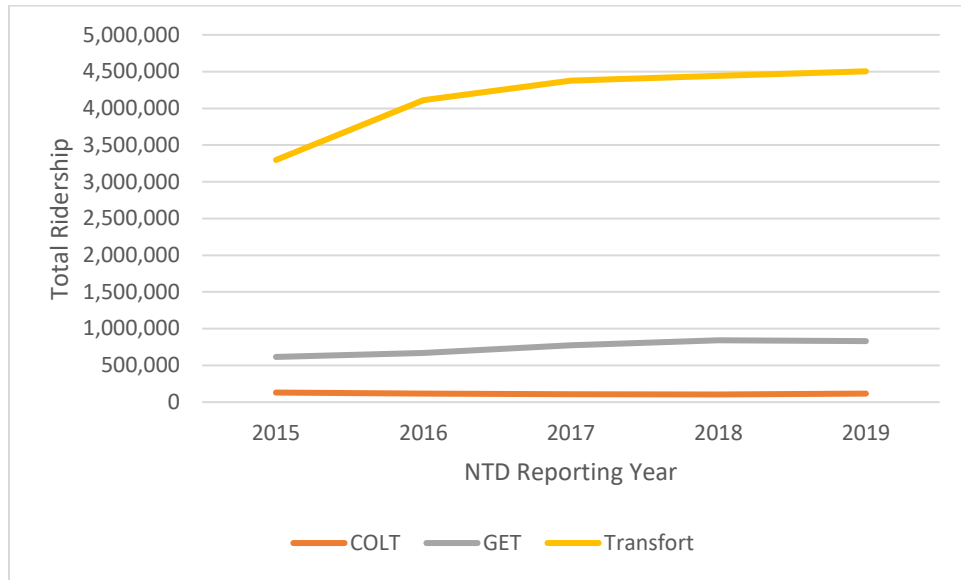
A selection of data from the 2019 NTD reports are shown in **Table 2**, including vehicles in service, ridership, operating expense, and fare revenue by mode. Data is separated out by mode, which for the NFRMPO region includes paratransit and Dial-a-Ride services, Dial-a-Taxi, buses, and BRT. Understanding the different modes can give a snapshot of the full network.

**Table 2: 2019 NTD Reporting Statistics by Agency**

Agency	Mode	Vehicles in Service	Ridership	Operating Expense	Fare Revenue
<b>BATS</b>	Demand Response	2	4,891	\$118,859	\$5,475
<b>Transfort</b>	Dial-a-Ride	2	7,970	\$105,198	\$19,915
	Dial-a-Taxi	13	30,885	\$1,236,362	\$73,550
	Bus	34	3,019,417	\$12,342,588	\$1,758,791
	BRT (MAX)	6	1,445,344	\$3,402,342	\$846,626
	<b>Total</b>	<b>55</b>	<b>4,503,616</b>	<b>\$17,086,490</b>	<b>\$2,698,882</b>
<b>COLT</b>	Dial-a-Taxi	3	7,923	\$352,677	\$19,552
	Bus	5	110,313	\$2,056,347	\$79,643
	<b>Total</b>	<b>8</b>	<b>118,236</b>	<b>\$2,409,024</b>	<b>\$98,195</b>
<b>GET</b>	Paratransit	7	21,501	\$989,487	\$47,329
	Bus	14	807,836	\$3,710,029	\$397,733
	<b>Total</b>	<b>21</b>	<b>829,337</b>	<b>\$4,699,516</b>	<b>\$445,062</b>

Trends between 2015 and 2019 are shown in **Figures 8 through 10** for the three large agencies. **Figure 8** shows total ridership in the region generally increased year-over-year before plateauing by 2019. Transfort, GET, and COLT have all restructured their route systems and have added additional service. This ridership data is prior to the COVID-19 pandemic. Operating expenses have generally risen year over year (**Figure 9**), while fare revenue has stayed relatively consistent (**Figure 10**). Fare revenue is generally a small portion of transit funding for the region.

**Figure 8: Total Ridership by Agency, 2015-2019**



**Figure 9: Operating Expense by Agency, 2015-2019**

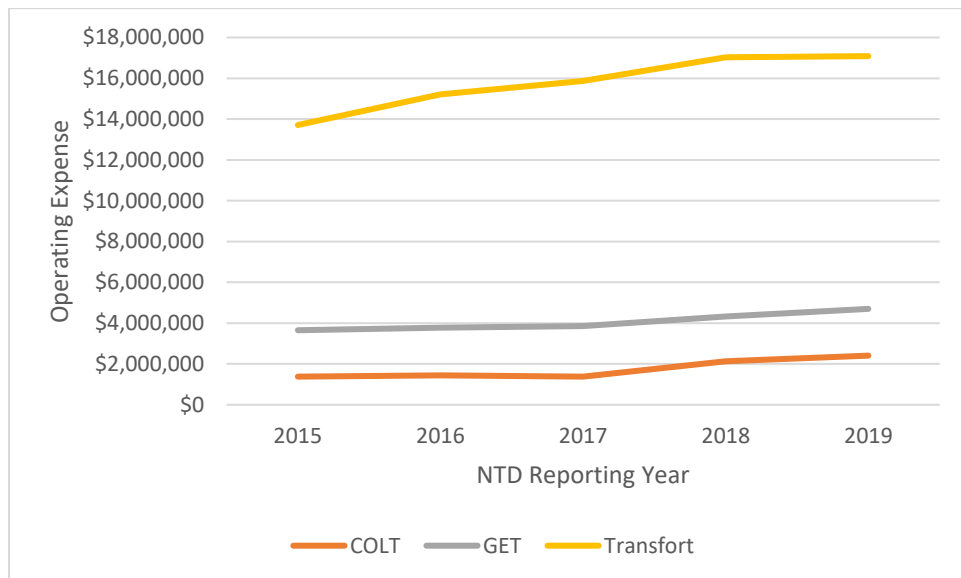




Figure 10: Fare Revenue by Agency, 2015-2019

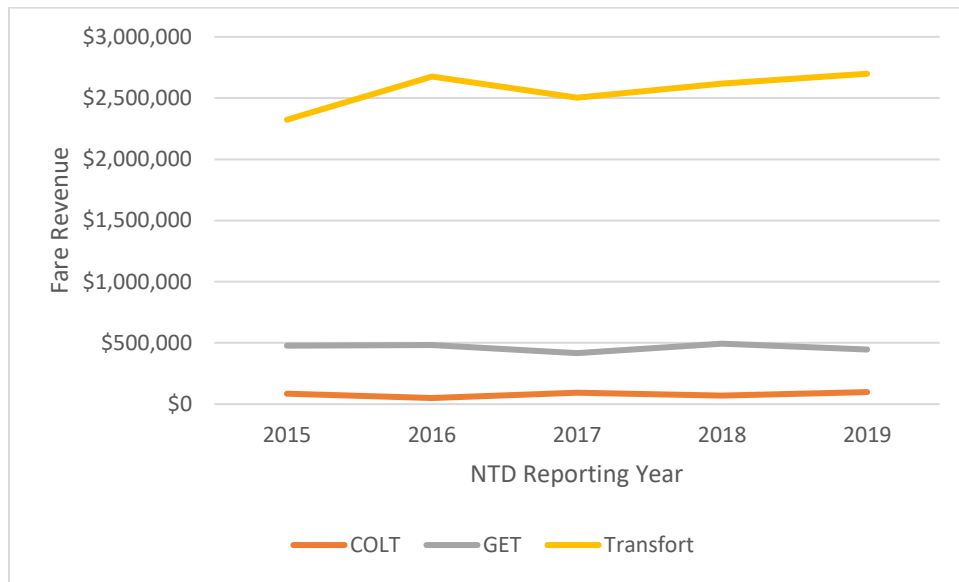


Image credit: [City of Fort Collins Flickr](#), 2021



## DEMOGRAPHIC CONTEXT

### Regional Context

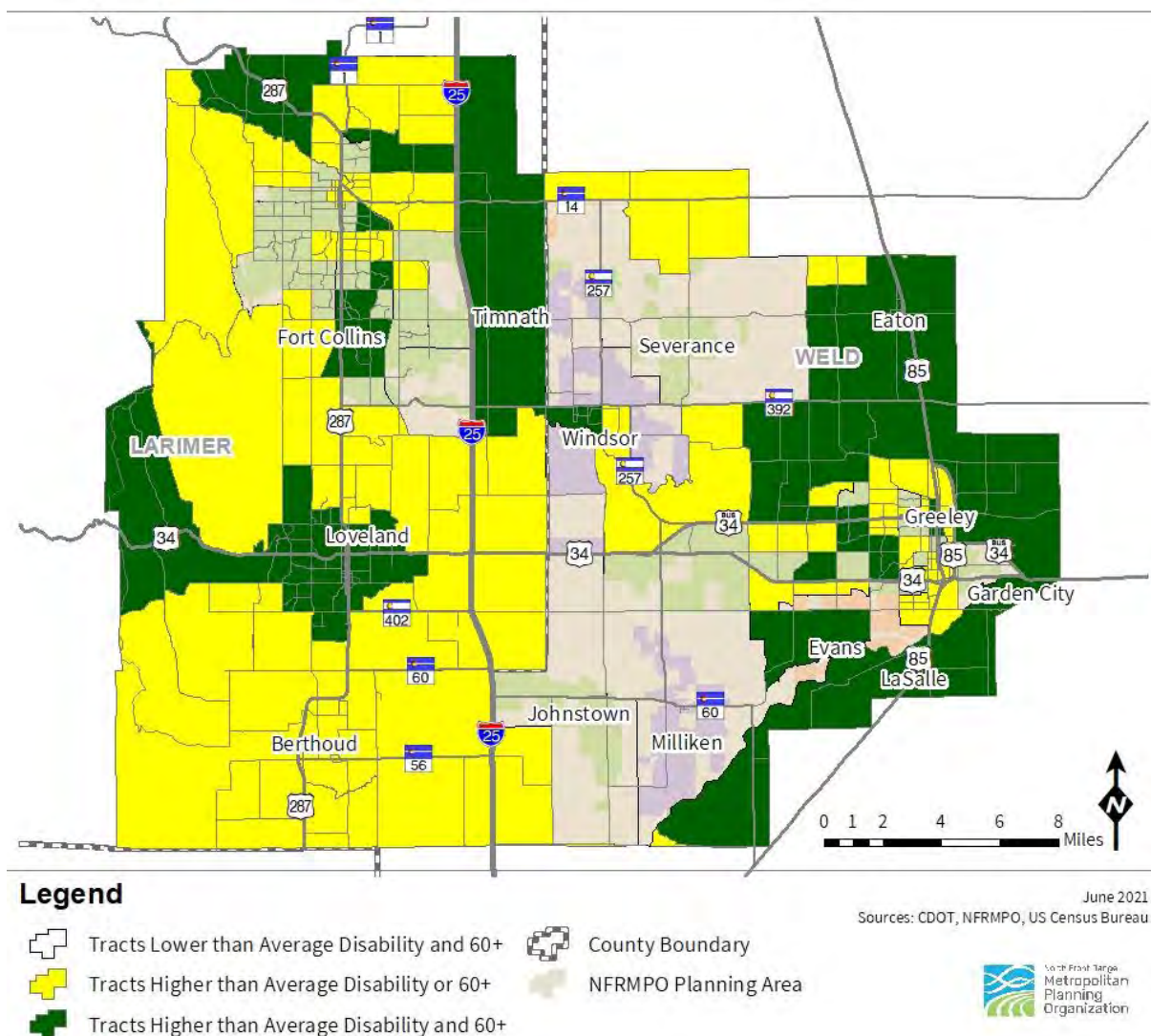
The NFRMPO is a large and diverse area. To provide better context to where populations of older adults and individuals with disabilities live in Northern Colorado, **Figure 11** shows how each Census Tract compared to the average of all Census Tracts for adults over the age of 60 and the population with disabilities.

The Census Tracts which have a higher average for both populations with a disability and over the age of 60 are in east and south Fort Collins, central Loveland, and along the US85/east Weld County

area. Much of Larimer County has a population that is either higher than average with a disability or 60+.

This context can help NFRMPO Mobility and Planning staff analyze where gaps are. For example, the Poudre Express travels along a corridor that connects many of these Census Tracts together. In addition, the FLEX corridor along US287 also connects many of these Census Tracts to services.

**Figure 11: Tract Average of Population with Disability and 60+, 2019**



## Older Adults

The State Demographer's Office annually updates county population forecasts by age. These forecasts account for updated local, state, and federal trends. This data is available by year and by Census age cohort, meaning which age group the Census aggregates together.

**Figures 11 and 12** show population estimates by age cohort in 2020, 2030, 2040, and 2050 in Larimer County and Weld County, respectively. The population under 60 is shown as one group, but adults over 60 are grouped in four-year cohorts. In 2020, for each county, the largest older adult group is aged 60 to 64. The aging of this group in subsequent decades grows each subsequent age cohort.

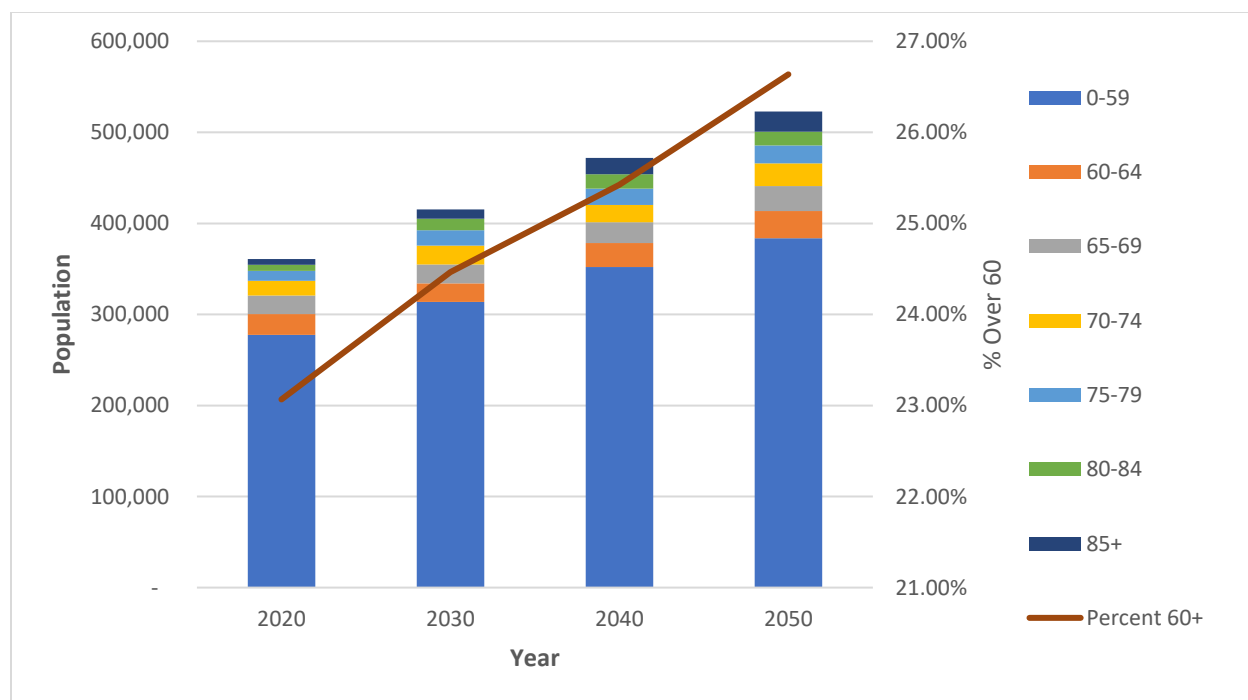
In addition to the data shown in the bar charts, a line on each chart shows the growth of the percent

of the population over 60 in each reported year. Based on this data, it is apparent the proportion of older adults is growing, especially the group over 85. Adults aged 85 and above may need additional services, assistance with transportation, and may face more financial difficulty due to limited incomes.

Based on these data, Larimer County will have a larger proportion of its population over the age of 60, though Weld County will have a larger absolute number of older adults. The growth in Larimer County appears gradual and consistent. In Weld County, the growth seems steady until 2040, when it is expected to increase more rapidly.

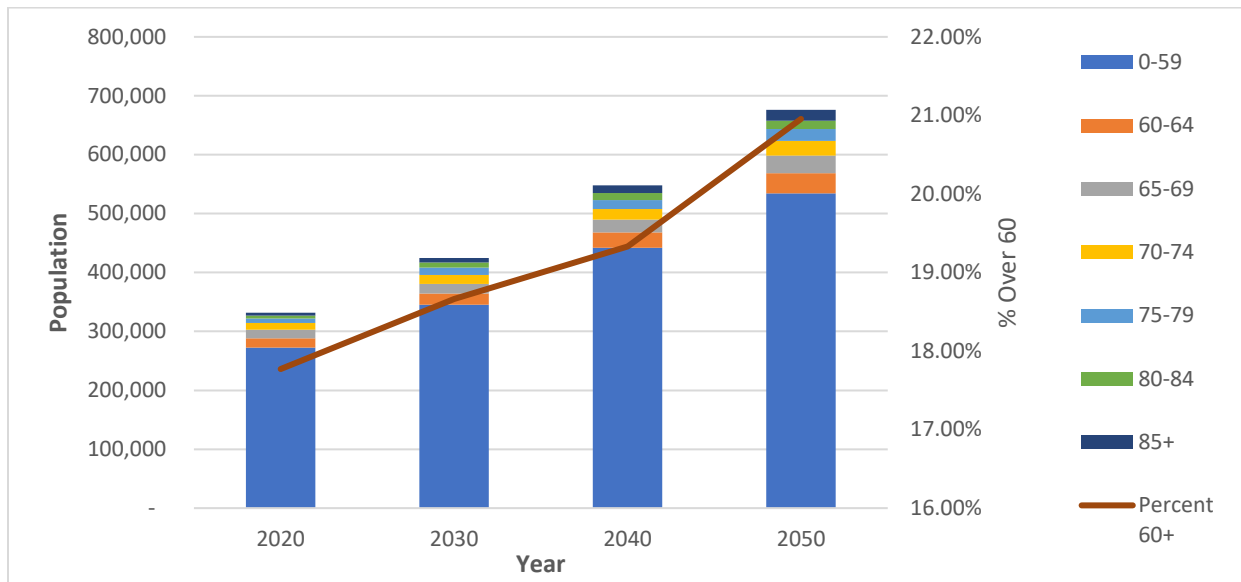
[DOLA data](#) is available on their website and is reviewed periodically.

**Figure 12: Population in Larimer County by Age Cohort, 2020-2050**



Source: DOLA Single Year of Age Data, 2021

**Figure 13: Population in Weld County by Age Cohort, 2020-2050**



Source: DOLA Single Year of Age Data, 2021

**Table 3** shows a breakdown of the population over 60 by NFRMPO community based on data from the 2015-2019 ACS. This age cohort averages about 17.2 percent of a community's population. Timnath and Evans have the smallest percentage of adults over the age of 60 while Eaton, Loveland, and Windsor all are significantly above the regional average. In

terms of absolute number, Fort Collins, Greeley, and Loveland have the largest population over the age of 60. This follows because they have the largest populations in the region.

Population forecasts are not available for each community by age cohort.

**Table 3: Population Over 60 by Community, 2019**

Community	Total Population	Population over 60	Percent
Berthoud	7,191	1,262	17.55%
Eaton	5,317	1,290	24.26%
Evans	20,533	2,057	10.02%
Fort Collins	165,609	25,276	15.26%
Garden City	214	37	17.29%
Greeley	105,888	18,059	17.05%
Johnstown	14,910	2,517	16.88%
Loveland	76,972	19,829	25.76%
Milliken	7,185	1,172	16.31%
Severance	4,745	753	15.87%
Timnath	3,476	330	9.49%
Windsor	26,806	5,496	20.50%

Source: 2015-2019 5-Year American Community Survey

## Individuals with Disabilities

The NFRMPO uses the Census categories and definitions for disabilities.

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

**Table 4** shows the 2019 population of each municipality with a disability and the percent of the municipality's population. Communities average about 9.9 percent of their population having a disability. Timnath has the lowest ratio of individuals with disabilities, while Garden City has the highest. Eaton, Greeley, and Loveland have higher than regional average ratios of people with disabilities. Fort Collins and Greeley have the

highest absolute number of individuals with disabilities as they are the largest communities and provide the most services.

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 4: Disability by Community, 2019**

Community	Total Population	Population with a Disability	Percent
Berthoud	7,118	716	10.1%
Eaton	5,317	619	11.6%
Evans	20,526	1,973	9.6%
Fort Collins	163,662	12,978	7.9%
Garden City	214	42	19.6%
Greeley	103,637	11,605	11.2%
Johnstown	14,910	992	6.7%
LaSalle	2,697	202	7.5%
Loveland	76,513	9,118	11.9%
Milliken	7,185	729	10.1%
Severance	4,739	413	8.7%
Timnath	3,464	176	5.1%
Windsor	26,697	2,143	8.0%

Source: 2015-2019 5-Year American Community Survey

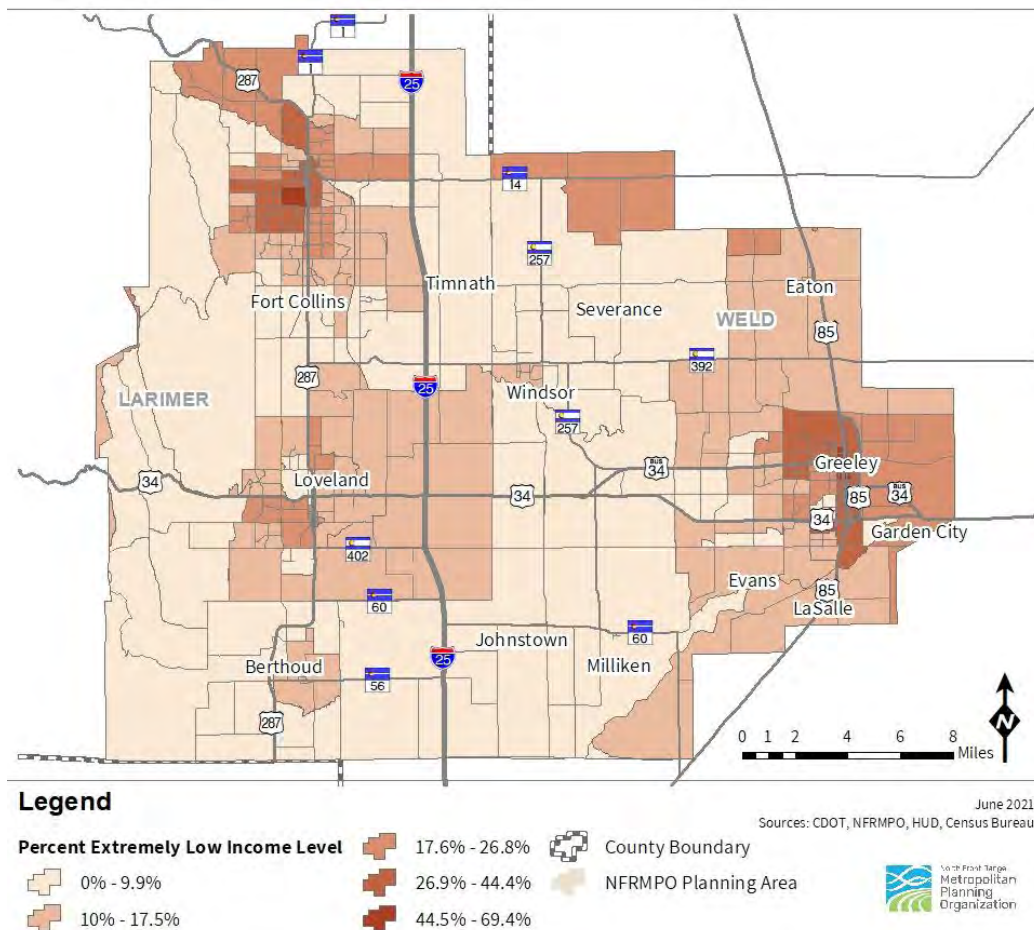
## Low Income

The low-income population is considered integral to the NFRMPO and municipalities' Environmental Justice Plan. Low-income thresholds are identified each year according to CDOT's NEPA manual.

**Figure 14** highlights low-income tracts in the NFRMPO region, which are predominantly focused

around Colorado State University (CSU), north and central Greeley, and along SH14. These different areas highlight the diversity in low-income populations around the region: students, those employed in the region's agriculture sector, and minority populations.

**Figure 14: Low Income Populations by Census Tracts, 2019**





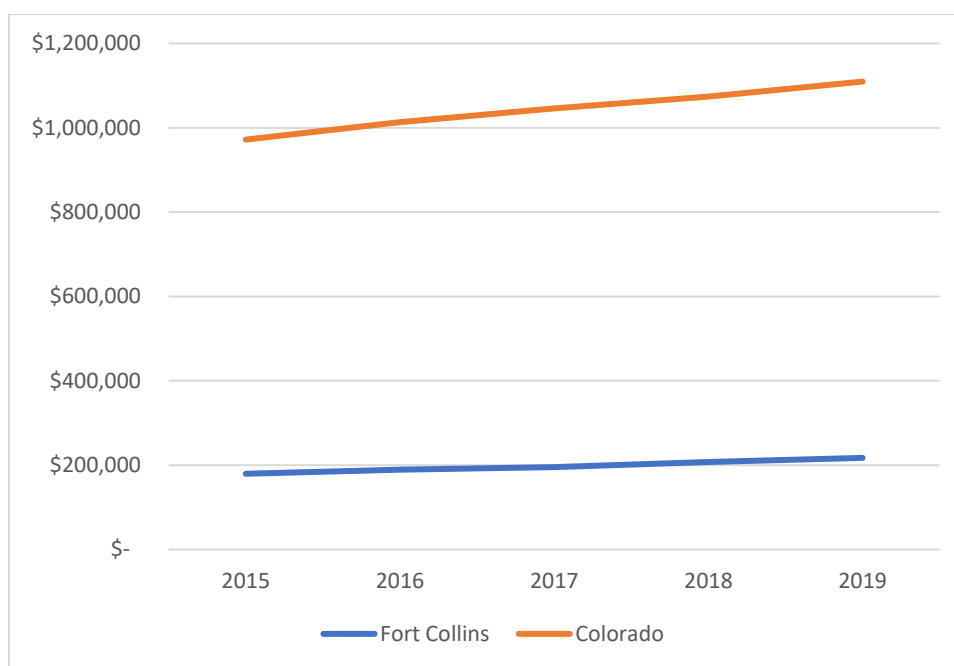
## FUNDING CONTEXT

FTA \$5310 is the predominant funding source for mobility management activities in the region.

**Figure 15** shows the amounts apportioned to the Fort Collins TMA and Colorado Small Urban Areas between 2015 and 2019. The amount represented

by Colorado includes the Greeley UZA. CDOT handles Small Urban 5310 funds on behalf of UZAs under 200,000. Funding from \$5310 funds has generally increased each year, albeit at a low percentage.

**Figure 15: 5310 Funding Trends, 2015-2019**



Source: FTA Apportionments, 2021

Other sources of funding include fares, Older American Act funds, Medicaid and Medicare funds, and donations. Federal and State recovery and stimulus funds have also been invested in the region during and after the COVID-19 pandemic. These funding sources are not reported to NTD or FTA. Excluding the stimulus funds, funding has

generally remained stagnant, not representing the full need of transportation in the region.

As discussed in the next section, agencies are increasingly seeing the benefits of working together and braiding various funding sources to expand service and reach. A list of unfunded projects is included in **Chapter 3**.

### Pandemic Funding

The COVID-19 pandemic led to additional transit funding across the country. In the first set of CARES Act funding, \$5310-funded programs did not receive additional funds.

To mitigate the impacts of the pandemic on the non-profits who provide transportation to older

adults and individuals with disabilities, the Colorado Legislature created a \$1M statewide fund called Transportation Services for Vulnerable Populations, including Seniors (TSV). These funds could be used for operating and mobility management activities. Of the \$1M statewide funds, \$115,000 was allotted to the NFRMPO region.

Through a survey, Envision, 60+ Ride, and the NFRMPO were identified as eligible and in need of the funds. In addition, Larimer County set aside funding for non-profit transportation providers as part of its local CARES Act funding, which supported SAINT, RAFT, Via, and Heart&SOUL Paratransit. As part of the American Rescue Plan Act, funding was included for \$5310 recipients.

In total, the region received more than \$150,000 in direct funding, a portion of Colorado's \$200,000 CARES Act Small Urban funding, and additional local CARES Act funds. Additional funds are not guaranteed in the future, but potential projects and needs should be identified in the Coordinated Plan process in case additional funds are programmed. See the Transit Project list in **Chapter 3** for additional information.

## REGIONAL COORDINATION

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In the last few years, agencies throughout Larimer and Weld counties have initiated and grown partnerships throughout the region. Especially during the pandemic where staff and financial resources were limited, partnerships helped maintain levels of service for individuals in need.

A few high-level coordination case studies are explained in more detail in this section to reinforce the benefits of collaboration and sharing resources. This is not an exhaustive list but rather highlights of regional mobility collaboration examples.

### Northern Colorado Vaccination Collaboration

The NFRMPO fast-tracked key components of its One Call/One Click Center, RideNoCo, in early 2021 to assist regional partners in facilitating access to COVID-19 vaccines across Larimer and Weld counties. Through partnerships with the Larimer County Office on Aging and the Weld County Area Agency on Aging, individuals aged 60 and over and/or 18 and over with a disability were able to receive transportation to and from their vaccinations free of charge. An additional partnership with the Larimer County Office of Emergency Management made transportation available to the entire adult (18+) population of Larimer County at no cost. RideNoCo served as a central hub to field requests for transportation from healthcare providers and the public and connect the individual to transportation providers such as SAINT, A Little Help, 60+ Ride, zTrip, and the Greeley chapter of the Salvation Army.

### United Way Aging Well Collective Impact Group

Led by the United Way of Weld County, the Aging Well Collective Impact Group brings together well over 40 human and social service agencies, advocacy groups, and transportation agencies focused on improving the lives of older adults in Weld County. Because of the work undertaken by the group in its first two years, Evans, Garden City, and Greeley applied for and joined the AARP Age-Friendly Communities Network in 2021. Another major success is the creation and funding of a full time Volunteer Recruiter position at the United Way of Weld County for the purpose of increasing the number of volunteers at agencies which serve the aging population, such as 60+ Ride.

## Larimer and Weld County Mobility Committees

The Larimer and Weld County Mobility Committees have been around for about a decade-and-a-half. A major success of the Mobility Committees is the absorption of the Expert Panel created during the first National Aging and Disability Transportation Center (NADTC) grant. The Expert Panel gained momentum for the One Call/One Click Center program, and members wanted to keep the group. The LCMC agreed to take on the Expert Panel as it had a structure, bylaws, and the ability to make recommendations to the Planning Council.

## 60+ Grocery

As people stayed home during the pandemic, the needs of older adults had to be considered. Through partnerships with Weld County AAA, United Way of Weld County, Weld Community Foundation, and the Weld Food Bank, 60+ Ride was able to shift its responsibilities to grocery [ordering](#), [pick-up](#), and delivery for its clients. This allowed one of the most vulnerable populations to stay quarantined during the pandemic while ensuring their nutritional needs were being met.



*Expert Panel kickoff meeting. Image credit: NFRMPO staff, PAFC*

# 3

## CHAPTER 3: GAP ANALYSIS



*Poudre Express preview ride. Image credit: GET*

## OUTREACH

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During the development of the Coordinated Plan, NFRMPO staff reached out to a variety of organizations and stakeholders for feedback on mobility issues in Larimer and Weld counties. NFRMPO staff met with the following organizations and stakeholder groups:

- Weld County AAA Advisory Board
- LCOA Advisory Council
- Fort Collins Senior Advisory Board
- Loveland Senior Advisory Board
- Fort Collins Commission on Disabilities
- Greeley Commission on Disabilities
- Loveland Commission on Disabilities
- Larimer County Mobility Committee
- Weld County Mobility Committee
- Boulder County Mobility and Access Coalition

In addition to in-person meetings, a recorded version was uploaded to YouTube, and posted on the NFRMPO's website and distributed in the NFRMPO's newsletter, Mobility newsletter, and social media. A short survey was included in the descriptions and posts. The video was watched # times, and the survey received # responses.

The following list summarizes the themes based on those meetings and interviews.

**Limited service outside of fixed-route catchment area, especially rural areas**

**Lack of awareness of existing programs**

**Drivers and Driver Retention**

**Funding and Cost**

## TRANSIT PROJECT LIST

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Throughout 2020, CDOT developed a Strategic List of Projects, meant to identify potential projects if funding became available in the future. As part of the Coordinated Plan update, NFRMPO staff requested projects from transit agencies, human service agencies, and other stakeholders about the need for new corridor connections/services, vehicle replacements, or infrastructure improvements. This project list, updated as of (DATE), is included in **Appendix \_\_\_**.

## SIDEWALK ACCESSIBILITY

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As part of the NFRMPO's Active Transportation Plan, an analysis of the accessibility of the sidewalk network to the transit network was completed. Multimodal accessibility can have a major impact on mobility, specifically for use of transit. The NACTO Transit Street Design Guide highlights a transit trip is door-to-door, not stop-to-stop,"

meaning the entire trip goes beyond just riding the bus. People must be able to connect from their origin to the bus stop and from the bus stop to their destination. A safe and connected sidewalk network improves access to transit, providing an alternative to single-occupant vehicle travel (SOV).



NFRMPO member communities are investing in making streets more multimodal. For example, Transfort continues to invest in its American with Disabilities (ADA) Bus Stops Upgrade program, acknowledging transit and walkability are mutually beneficial in improving the mobility of people of all abilities and ages. In 2020, Transfort upgraded 72 bus stops in Fort Collins. Bus stop upgrades are funded through a Federal Transit Administration (FTA) grant and the City’s Community Capital Improvement Program (CCIP).

In the North Front Range, the average paratransit trip is \$39, while the average fixed-route trip is \$3.99 based on 2019 NTD data. Converting some paratransit trips to fixed-route trips can save communities and transit agencies funding, and can be accomplished by addressing some of the following issues:

- Lack of curb ramps or a reasonable alternative accessible path of travel
- Lack of sidewalks or alternative safe accessible path of travel
- Snow and/or ice
- Major intersections or other difficult-to-negotiate street crossings
- Temporary construction projects

**Figure 15** shows the connectivity of Transfort, City of Loveland Transit (COLT), Greeley Evans Transit (GET), and Bustang bus stops to the regional sidewalk network. Bus stops are represented as connected to the sidewalk network, have sidewalk infrastructure at the bus stop, but are disconnected from the larger sidewalk network, or have no sidewalk infrastructure. Connected bus stops connect into the municipal network at multiple points, while disconnected bus stops may have a portion of a sidewalk but it does not connect into the larger network. Based on the map, areas in need to sidewalk upgrades include northwest Fort Collins, northeast Fort Collins, and along US287 between Fort Collins and Loveland. Some of these

stops will be addressed by the Transfort ADA Bus Stop Upgrade program.

Overall, there were 893 bus stops in the NFRMPO region as of December 2020.

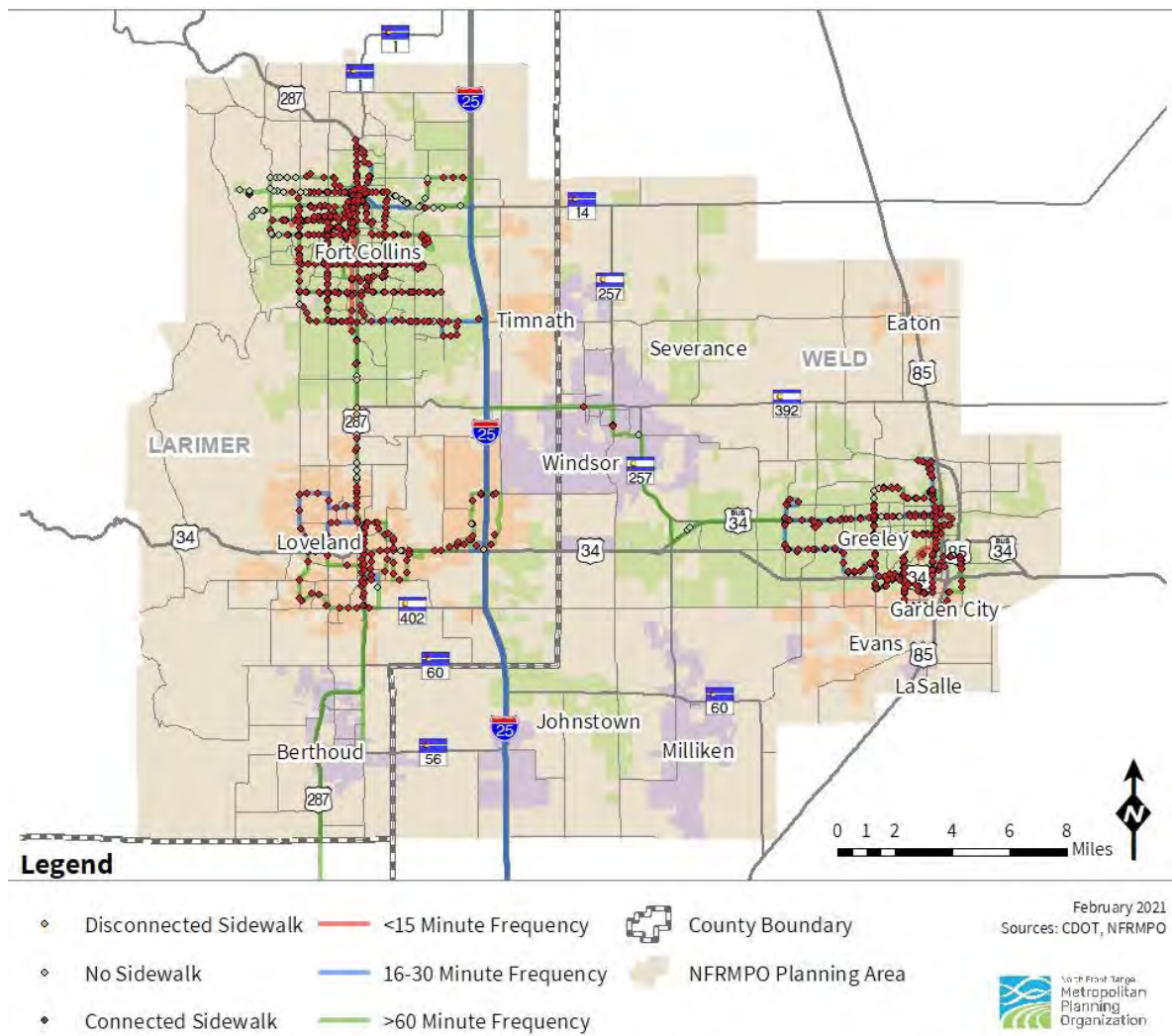
- Overall, 824 (92.3%) bus stops are connected; 14 (1.6%) have sidewalk infrastructure at the bus stop but are disconnected; and 55 (6.2%) have no sidewalk infrastructure.
- Transfort has 476 bus stops, 425 (89.3%) are connected, 7 (1.5%) have sidewalk infrastructure at the bus stop, but are disconnected, and 44 (9.2%) have no sidewalk infrastructure.
- GET has 303 bus stops, 293 (96.7%) are connected, 5 (1.7%) have sidewalk infrastructure at the bus stop, but are disconnected, and 5 (1.7%) have no sidewalk infrastructure.
- COLT has 103 bus stops, 100 (97.1%) are connected, 1 (1.0%) have sidewalk infrastructure at the bus stop, but are disconnected, and 2 (1.9%) have no sidewalk infrastructure.

Some transit funds may be used to support the buildout of sidewalk networks, including FTA Section 5310 funds. According to FTA, “building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals, or other accessible features...[and] improving signage, or way-finding technology” are nontraditional eligible projects.

Non-traditional funding braiding based on the CCAM Program Inventory can help address some issues in addressing these gaps. For example, combining Recreational Trails Program funds, FTA Section 5310 funds, and local funding could help connect a Regional Active Transportation Corridor (RATC) to the sidewalk network and the transit network. In doing so, a person could ride their bicycle along the Poudre Trail, then connect to a Poudre Express stop, and take their bicycle on the

bus back to their trip origin. This can expand the reach of the trail and create a more seamless regional multimodal network.

**Figure 16: Bus Stop/Sidewalk Connectivity Analysis, 2021**



# 4

## CHAPTER 4: STRATEGIES



*Envision van. Image credit: NFRMPO staff*

## STRATEGY 1: COORDINATION

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### Goal:

Additional transportation and mobility services can be provided due to a coordinated effort.

### Method:

- Mobility Manager and Mobility Coordinator
- RideNoCo
  - Trip dispatch software

### Performance Measures:

## STRATEGY 2: EDUCATION

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### Goal:

Older adults and individuals with disabilities will be aware of services that increase and improve their mobility and access.

### Methods:

- Travel trainings
  - Regional travel trainings on FLEX, Poudre Express, and Bustang
  - Local travel trainings in Fort Collins, Greeley, Loveland, and other
- Rider's Guides, available in English, Spanish, large text, and other languages as needed
- Trip discovery website

### Performance Measures:

- Number of travel trainings performed in the region
- Number of travel training attendees
- Number of Rider's Guides distributed, by language
- Number of visits to RideNoCo website

## STRATEGY 3: COLLABORATION

---

### Goal:

Transportation and human service providers will feel supported and work together to improve service delivery.

### Methods:

- Larimer County Mobility Committee
- Weld County Mobility Committee
- Mobility and Access Priority Group
- United Way of Weld County Aging Weld Collective Impact group

### Performance Measures:

-



## STRATEGY 4: INFRASTRUCTURE AND FUNDING

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### Goal:

Older adults and individuals with disabilities will be aware of services that increase and improve their mobility and access.

### Methods:

- Dial-a-Taxi program

### Performance Measures:

- 

## STRATEGY 5: NON-TRANSPORTATION IMPROVEMENTS

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### Goal:

Areas not directly related to transportation will be addressed to benefit mobility of older adults and individuals with disabilities.

### Methods:

### Performance Measures: