



North Front Range
Metropolitan
Planning
Organization



North Front Range Metropolitan Planning Organization

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

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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

AAA – Area Agency on Aging

ACS – American Community Survey

ADA – Americans with Disabilities Act

BATS – Berthoud Area Transportation System

BRT – Bus rapid transit

C4A – Colorado Association of Area Agencies on Aging

CASOA – Community Assessment Survey of Older Adults

CASTA – Colorado Association of Transit Agencies

CCIP – Community Capital Improvement Program

CDOT – Colorado Department of Transportation

CMAC – Colorado Mobility and Access Coalition

CMS – Centers of Medicare and Medicaid Services

COLT – City of Loveland Transit

CSU – Colorado State University

DTC – (Fort Collins) Downtown Transit Center

DTR – CDOT Division of Transit and Rail

EJ – Environmental Justice

EMT – Emergency Medical Transportation

FAST Act – Fixing America’s Surface Transportation Act

FTA – Federal Transit Administration

GET – Greeley Evans Transit

HCPF – Colorado Department of Healthcare Policy and Finance

ITS – Intelligent Transportation Systems

LCMC – Larimer County Mobility Committee

LCOA – Larimer County Office on Aging

MMOF – Multimodal Options Funds

NACTO – National Association of City Transportation Organizations

NADTC – National Aging and Disability Transportation Center

NEMT – Non-Emergency Medical Transportation

NFRMPO – North Front Range Metropolitan Planning Organization

NTD – National Transit Database

OCOCC – One Call/One Click Center

RAFT – Rural Alternative for Transportation

RATC – Regional Active Transportation Corridor

RTE – Regional Transit Element

RTP – Regional Transportation Plan

PAFC – Partnership for Age-Friendly Communities

PIP – Public Involvement Plan

SAINT – Senior Alternatives in Transportation

SOV – Single-Occupancy Vehicle

TAC – Technical Advisory Committee

TMA – Transportation Management Area

TSV – Transportation Services for Vulnerable Populations

UFRTPR – Upper Front Range Transportation Planning Region

ULB – Useful Life Benchmark

UZA – Urbanized Area

WCMC – Weld County Mobility Committee



RESOLUTION NO. 2021-24
OF THE NORTH FRONT RANGE TRANSPORTATION & AIR QUALITY PLANNING COUNCIL
ADOPTING THE 2021 COORDINATED PUBLIC TRANSIT/HUMAN SERVICES TRANSPORTATION PLAN

WHEREAS, the North Front Range Transportation & Air Quality Planning Council (NFRMPO) is designated as the Metropolitan Planning Organization (MPO) in cooperation with local elected officials; authorized to carry out the continuing, cooperative, and comprehensive transportation planning process resulting in plans and programs that consider all transportation modes and supports community development, the local economy, and social goals; and

WHEREAS, 49 U.S.C. Chapter 5310 requires each grant recipient of FTA \$5310 funding to adopt a locally developed, coordinated public transit-human services transportation plan; and


WHEREAS, the *2021 Coordinated Public Transit/Human Services Transportation Plan* was developed through a public outreach process, which included government agencies, local transit agencies, non-profit organizations, local public committees, and in partnership with the Larimer County Mobility Committee and the Weld County Mobility Committee; and

WHEREAS, the Weld County Mobility Committee at their October 26, 2021 meeting and the Larimer County Mobility Committee at their November 18, 2021 meeting recommended the Planning Council adopt the *2021 Coordinated Public Transit/Human Services Transportation Plan*; and

WHEREAS, the North Front Range Transportation & Air Quality Planning Council as the MPO is the agency responsible for approving the *2021 Coordinated Public Transit/Human Services Transportation Plan* for the North Front Range Metropolitan Planning Area;

NOW, THEREFORE, BE IT RESOLVED, the North Front Range Transportation & Air Quality Planning Council hereby adopts the *2021 Coordinated Public Transit/Human Services Transportation Plan*.

Passed and approved at the regular meeting of the North Front Range Transportation & Air Quality Planning Council held this 2nd day of December 2021.


William Karspeck (Dec 3, 2021 13:23 MST)
William Karspeck, Chair

ATTEST:


Suzette Mallette (Dec 3, 2021 13:30 MST)
Suzette Mallette, Executive Director

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EXECUTIVE SUMMARY



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

BACKGROUND

The purpose of the **2017 Coordinated Public Transit/Human Services Transportation Plan (Coordinated Plan)** is to identify transportation issues, service overlaps, and gaps for vulnerable populations including older adults, individuals with disabilities, and low income individuals 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 and require additional support.

RECOMMENDED STRATEGIES

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 to help educate the community on potential transportation options.

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 and address regional needs. Examples include the Larimer

County and Weld County Mobility Committees, which each 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-Mobility improvements

Bureaucracy can stand in the way of best addressing the needs of vulnerable populations. Strategies like 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.

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CHAPTER 1: PLAN CONTEXT



Rural Alternative for Transportation van. Image Credit: NFRMPO staff

NORTH FRONT RANGE MPO

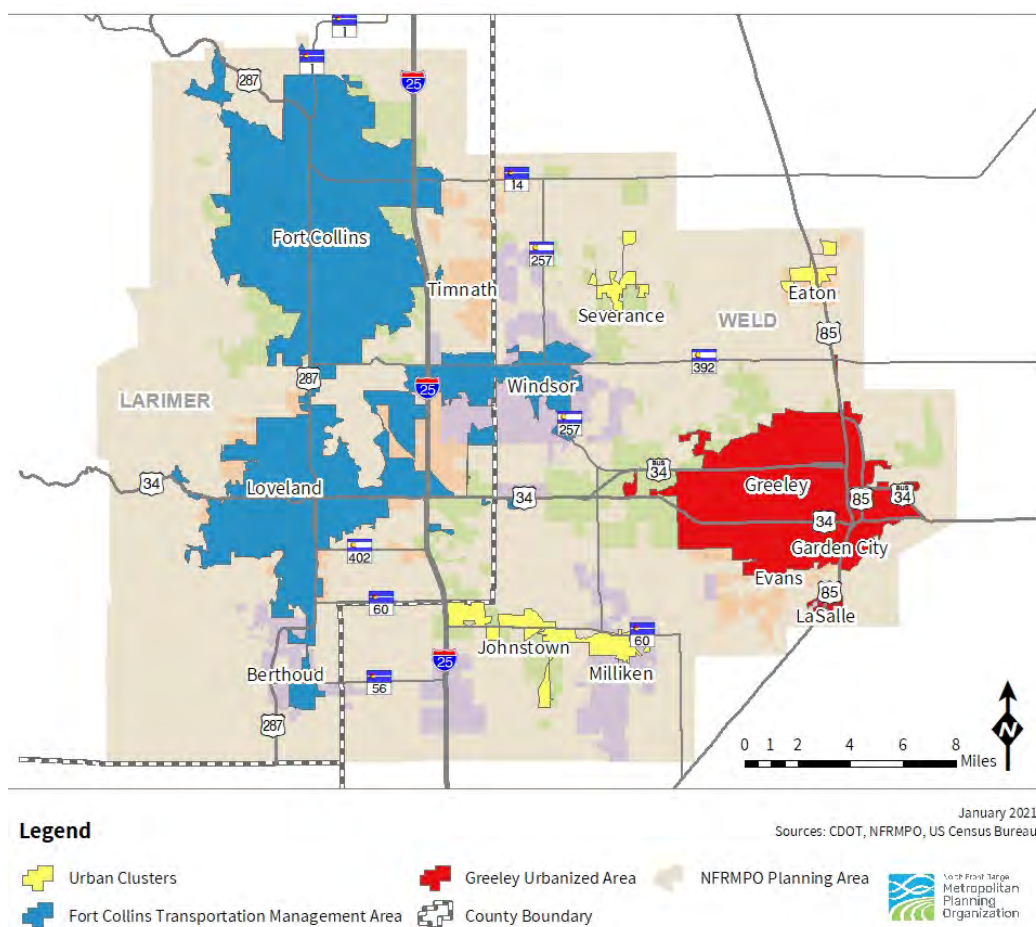
The North Front Range Metropolitan Planning Organization (NFRMPO) is the designated metropolitan planning organization (MPO) for the area of Northern Colorado roughly bound by Fort Collins, Berthoud, LaSalle, and Eaton. Within this area, the NFRMPO manages the federal transportation planning process for 13 communities, portions of two counties, and roughly 525,000 people. The NFRMPO region, including the two urbanized areas, is shown in **Figure 1**.

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 incomes.

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 transportation 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.”¹ 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



¹ Definition taken from the [FTA Mobility Management brochure](#).

VISION AND GOALS

Vision

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

Plan Goals

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

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

FUNDING

\$5310 Funding

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 residents 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 have 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, individuals with disabilities and/or those with lower incomes. 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 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, Senior Alternatives in Transportation (SAINT), Rural Alternative for Transportation (RAFT), and Berthoud Area Transportation System (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

for 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. CCAM prepared an [inventory](#) and a [Federal Fund Braiding Guide](#).

CCAM also 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 (Targets)
 - Population within publicly operated paratransit and demand response service area within the NFRMPO boundary (At least 75 percent)
 - Fixed-route revenue hours per capita within service areas (Increase by 10 percent)
- Transit Asset Management Measures (varies by transit agency)
 - 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 [2016 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 [2021 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 \(Coordinated\) 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
Overall quality of life	88%	87%	89%	83%	81%
Ease of travel by public transportation (bus, rail, subway)	No data	33%	29%	No data	25%
Ease of travel by car	76%	62%	64%	70%	62%
Ease of walking	79%	68%	72%	66%	54%
Ease of getting to the places visited in community	77%	70%	72%	71%	58%
Cost of living in community	No data	25%	23%	No data	33%
Having safe and affordable transportation available	24%	23%	21%	25%	26%
Used bus, rail, subway, or other public transportation instead of driving	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) 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.

- 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
- 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, caregivers, and other stakeholders benefit by removing obstacles to finding appropriate and affordable transportation options. 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.



AMENDMENT PROCESS

The **2021 Coordinated Plan** can be amended based on the recommendation of both Mobility Committees and the NFRMPO Planning Council. Amendment requests can be made to the NFRMPO Mobility Manager and Mobility Coordinator who will coordinate the process. It is not expected there will be more than two amendments to this Plan.

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CHAPTER 2: MOBILITY CONTEXT



Adeo van. Image credit: Adeo staff

TRANSIT PROVIDERS

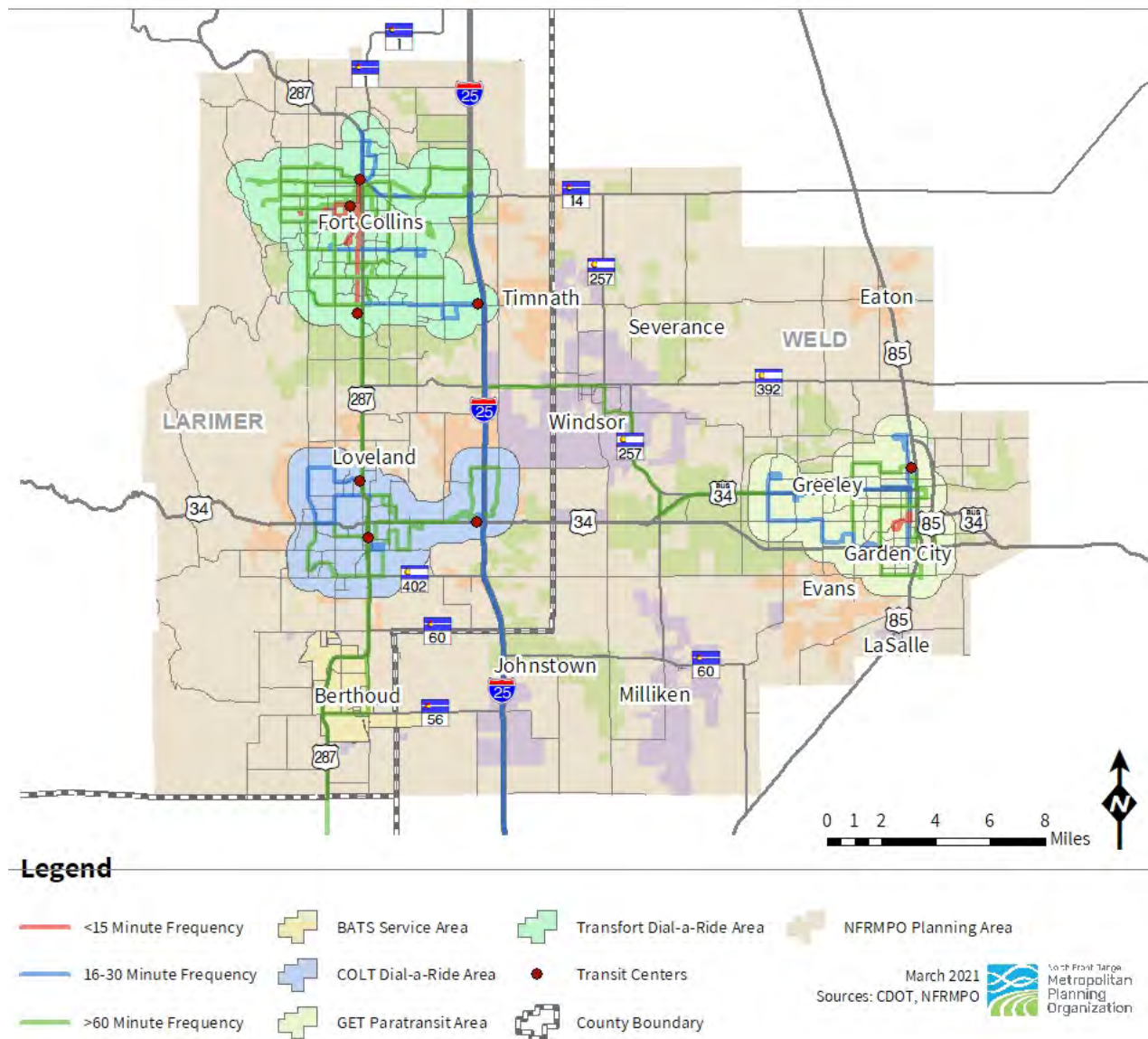
The NFRMPO region has a growing list of transit agencies, ranging from municipally run systems to volunteer services, paratransit and taxi service, and small services run by different organizations. Below is a summary of each service and their service areas. This list is valid as of **March 25, 2021**.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

Municipal Transit

The NFRMPO region has three transit agencies that provide fixed-route and paratransit service and one agency that provides demand-response service. These services are operated by the three largest cities and a fast-growing town. **Figure 3** 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 6:00 a.m. and 7:00 p.m. Monday through Saturday. Call-n-Ride service is offered after fixed-route service ends until 9 p.m. Monday through Saturday and Sunday from 7 AM to 2 PM. 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 maintains a vehicle to offer field trip opportunities to residents aged 55 and older in the Town.

Volunteer Providers

Four non-profits provide volunteer transportation services within the NFRMPO region. **Figure 4** shows the volunteer transportation services available within the NFRMPO region.



60+ Ride is a service in Weld County and provides no-cost volunteer transportation. The service is available to adults aged 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 serves members aged 55 and above from 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. Members pay what they are able.

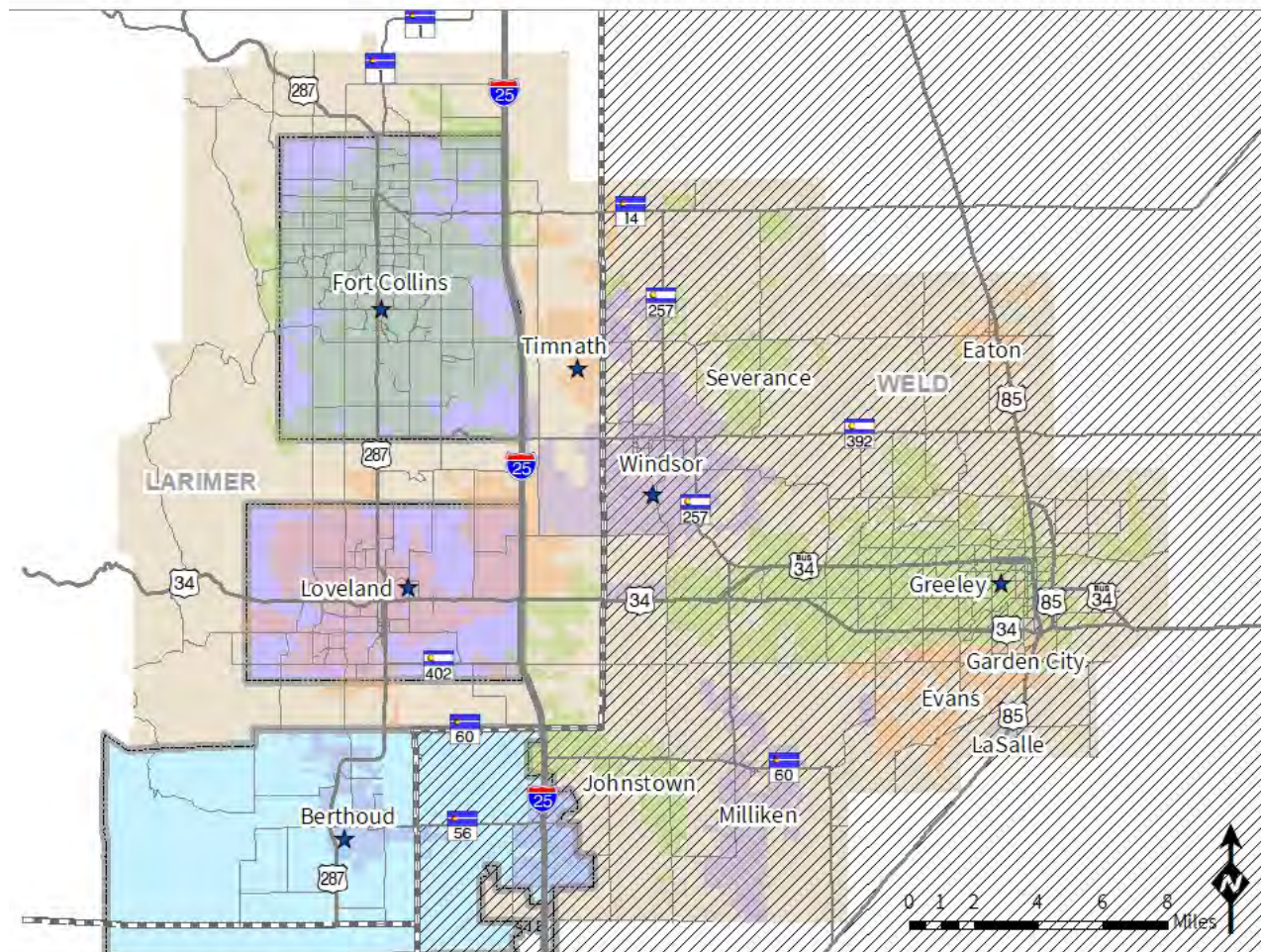


Rural Alternative for Transportation (RAFT) in the Berthoud Fire Protection District provides volunteer transportation to adults over the age of 60 and ambulatory adults over the age of 18 with a disability. RAFT offers rides into Berthoud, Loveland, and Longmont five days a week. RAFT has a paratransit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

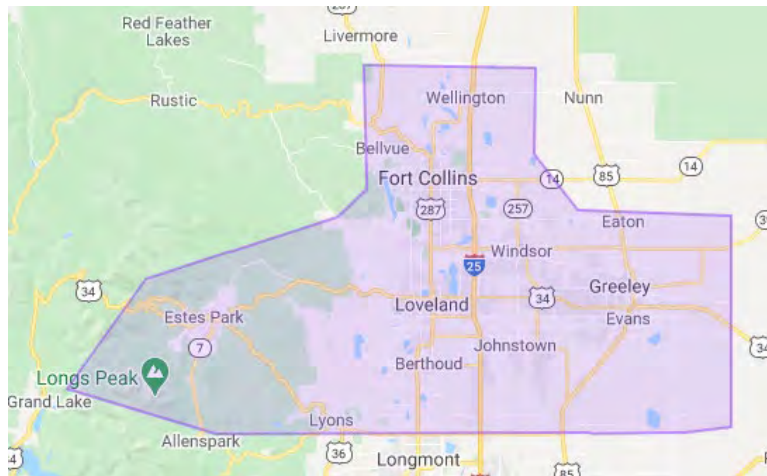


zTrip is the predominant taxicab service in Northern Colorado, serving Larimer, Weld, and Boulder counties. zTrip offers wheelchair-accessible vehicles for medical patients, elderly passengers, and individuals with disabilities. zTrip operates the Dial-a-Ride and Dial-a-Taxi programs for Transfort and COLT.



Uber is available throughout Larimer and Weld counties, and **Lyft** is available within the area shown in **Figure 5**. 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.

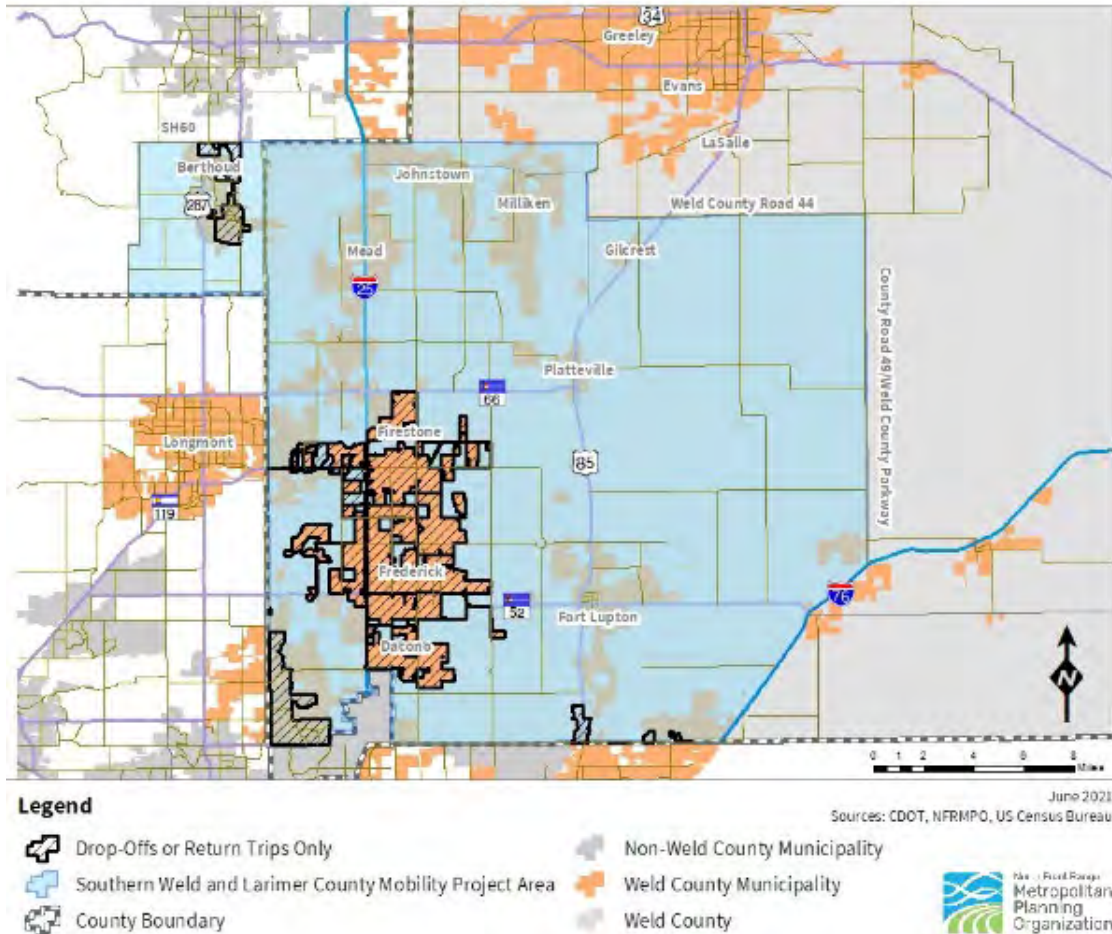
Figure 5: Lyft Service Area



Pilot Service

In August 2021, Via Mobility Services began offering service in the area roughly bounded by SH60, I-76, and the Weld County/Larimer County/Boulder County boundary on a pilot basis. This service is 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 trip must originate within a rural area, shown in blue on the map in **Figure 6**.

Figure 6: Via Southern Larimer and Weld County Pilot Project Area



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 via 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 2023 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 plans to introduce the Sterling to Greeley/Denver Outrider route in October 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

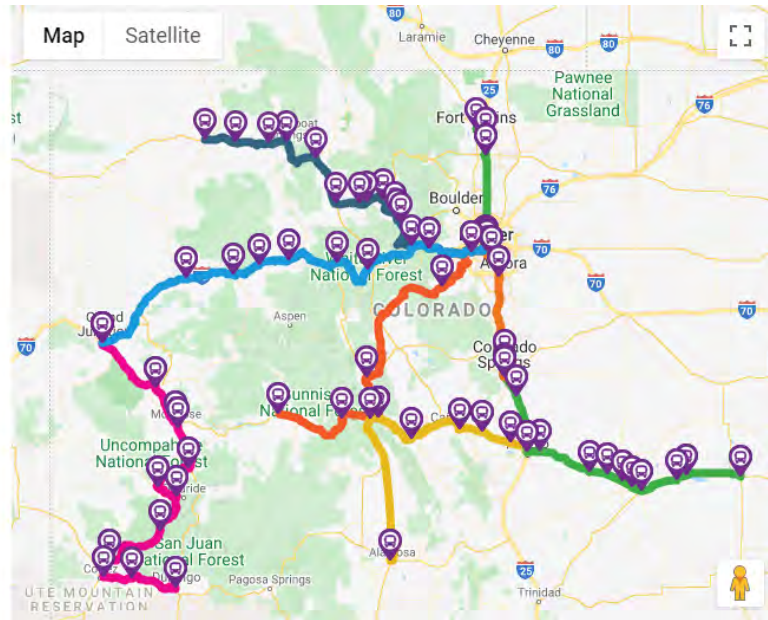
LAMAR - COLORADO SPRINGS
LAMAR ↔ COLORADO SPRINGS

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
BATS	Demand Response	2	4,891	\$118,859	\$5,475
Transfort	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
	Total	55	4,503,616	\$17,086,490	\$2,698,882
COLT	Dial-a-Taxi	3	7,923	\$352,677	\$19,552
	Bus	5	110,313	\$2,056,347	\$79,643
	Total	8	118,236	\$2,409,024	\$98,195
GET	Paratransit	7	21,501	\$989,487	\$47,329
	Bus	14	807,836	\$3,710,029	\$397,733
	Total	21	829,337	\$4,699,516	\$445,062

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

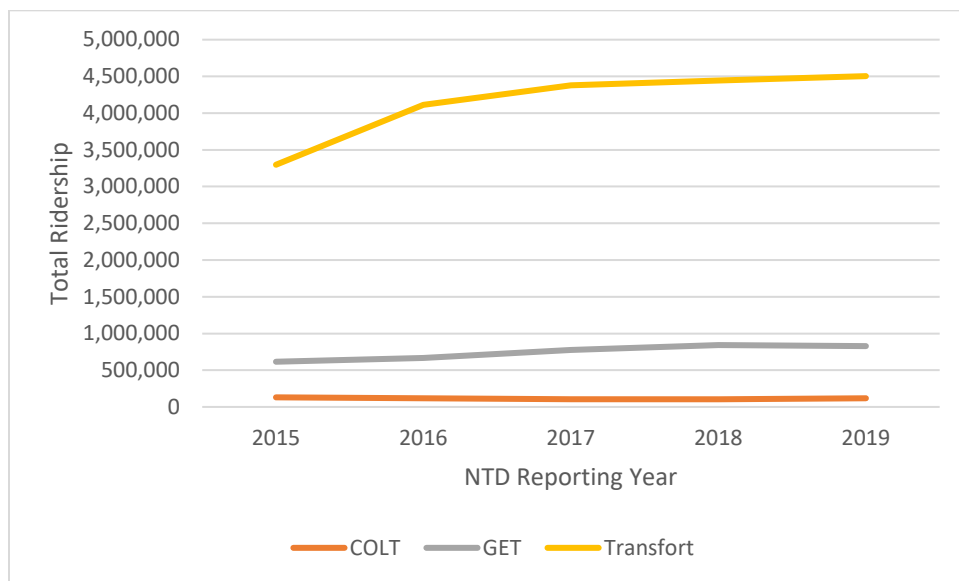


Figure 9: Operating Expense by Agency, 2015-2019

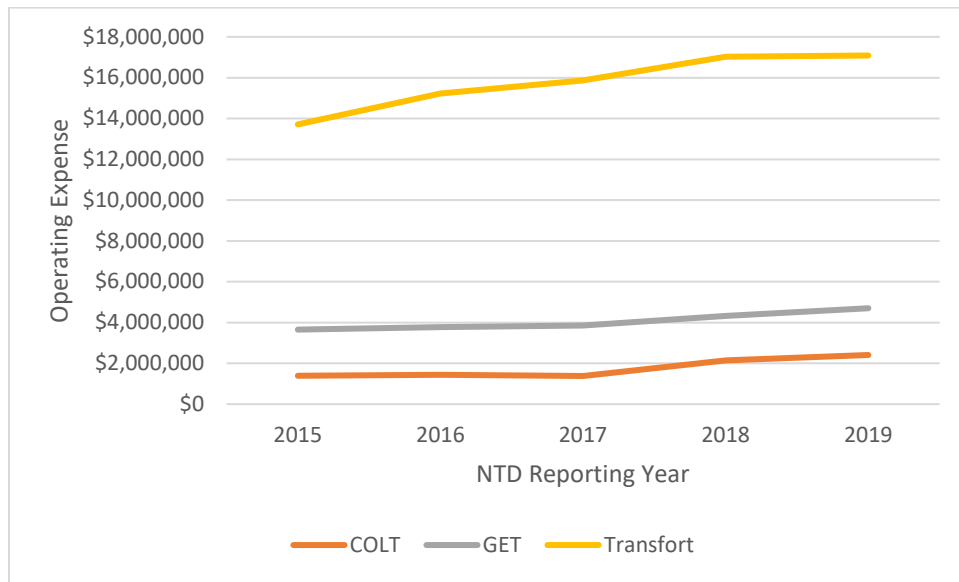
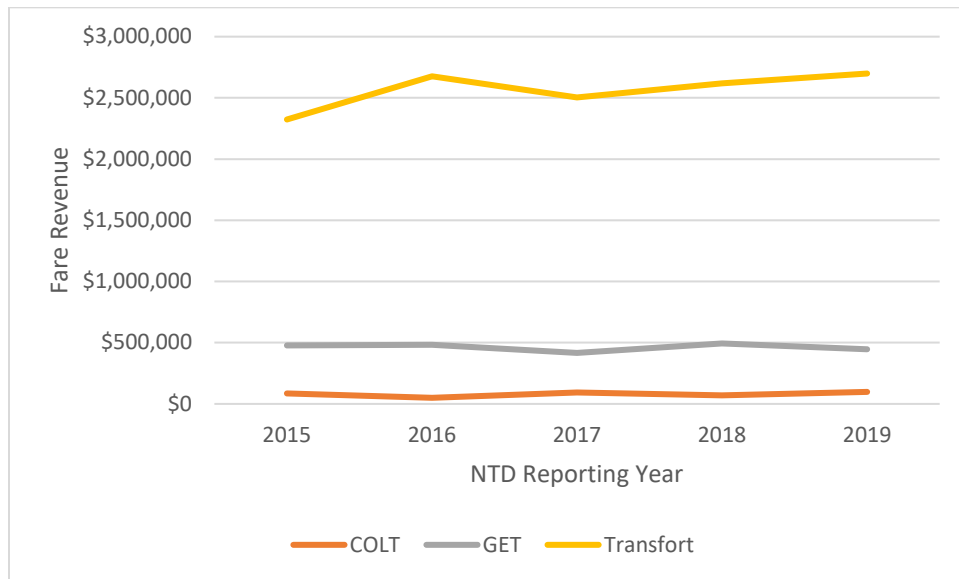


Figure 10: Fare Revenue by Agency, 2015-2019



DEMOGRAPHIC CONTEXT

Regional Context

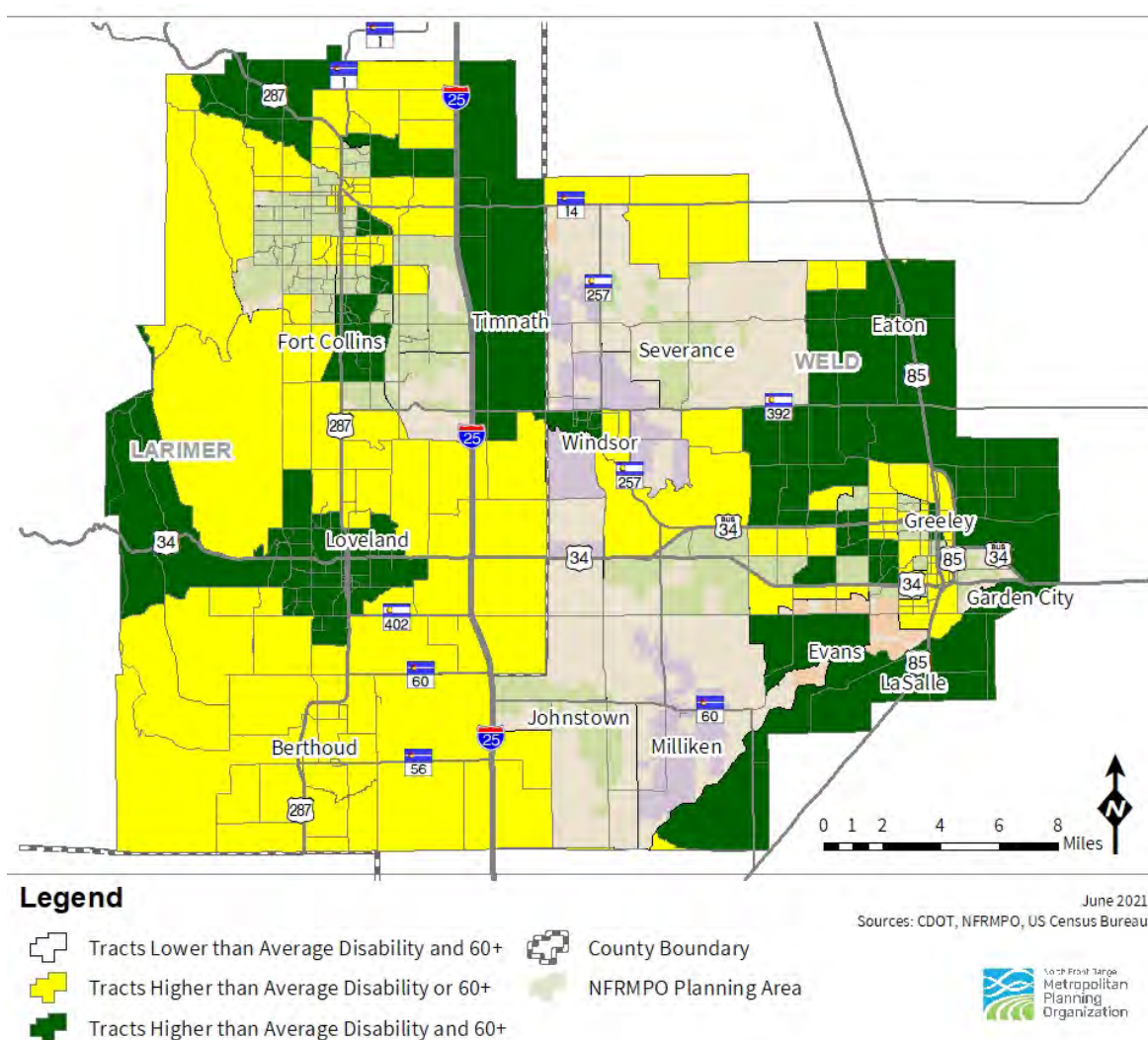
The NFRMPO is a large and diverse area. To provide better context to where populations of older adults and individuals with disabilities live in Northern Colorado, **Figure 11** shows how each Census Tract compared to the average of all Census Tracts for adults over the age of 60 and the population with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

As shown in the green areas in **Figure 11**, 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. Larimer County communities in our region tend to have 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 12 and 13 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.

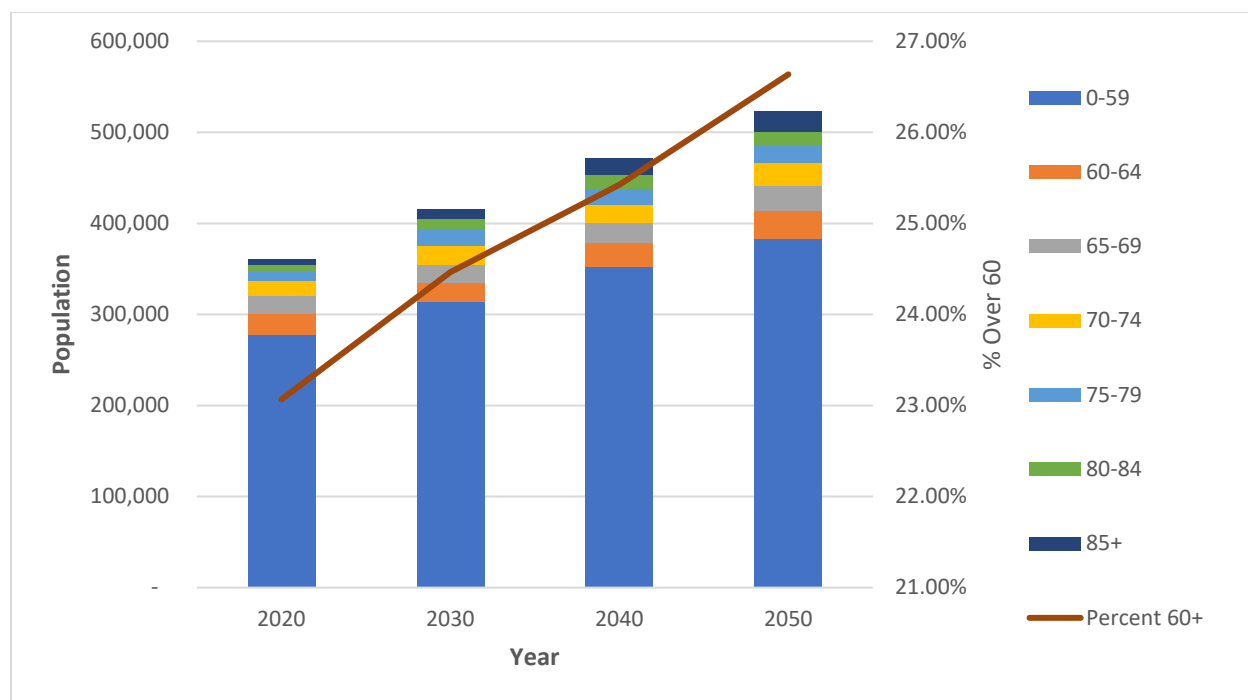
In addition to the data shown in the bar charts, a line on each chart shows the growth of the percent

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.

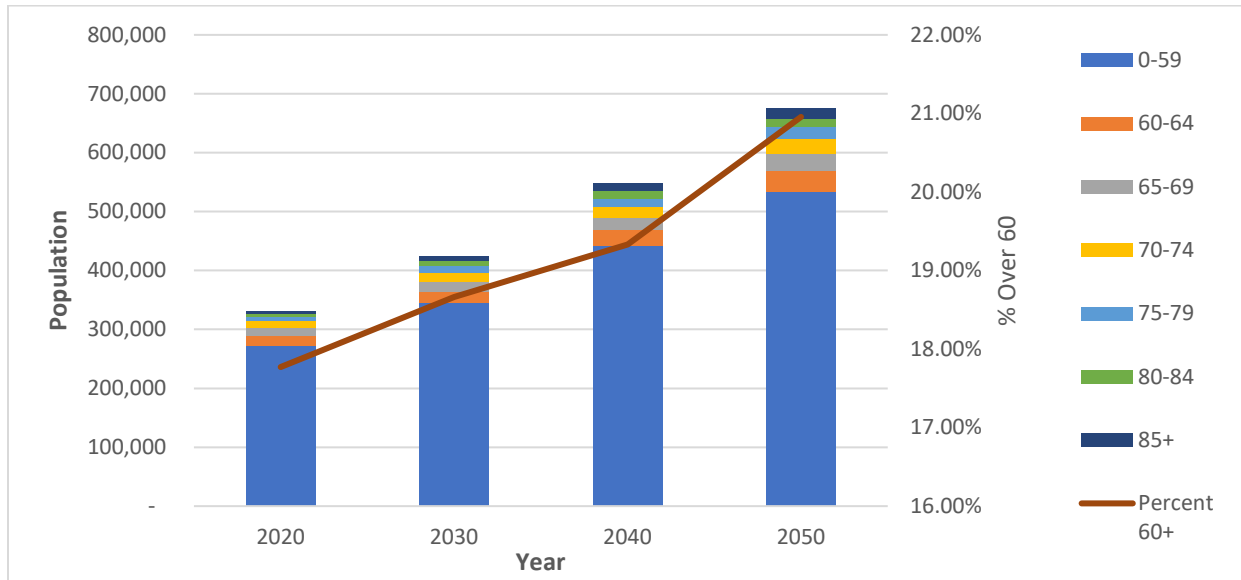
[DOLA data](#) is available on their website and is reviewed periodically.

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 American Community Survey (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 percent and total population of each municipality with a disability. 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%

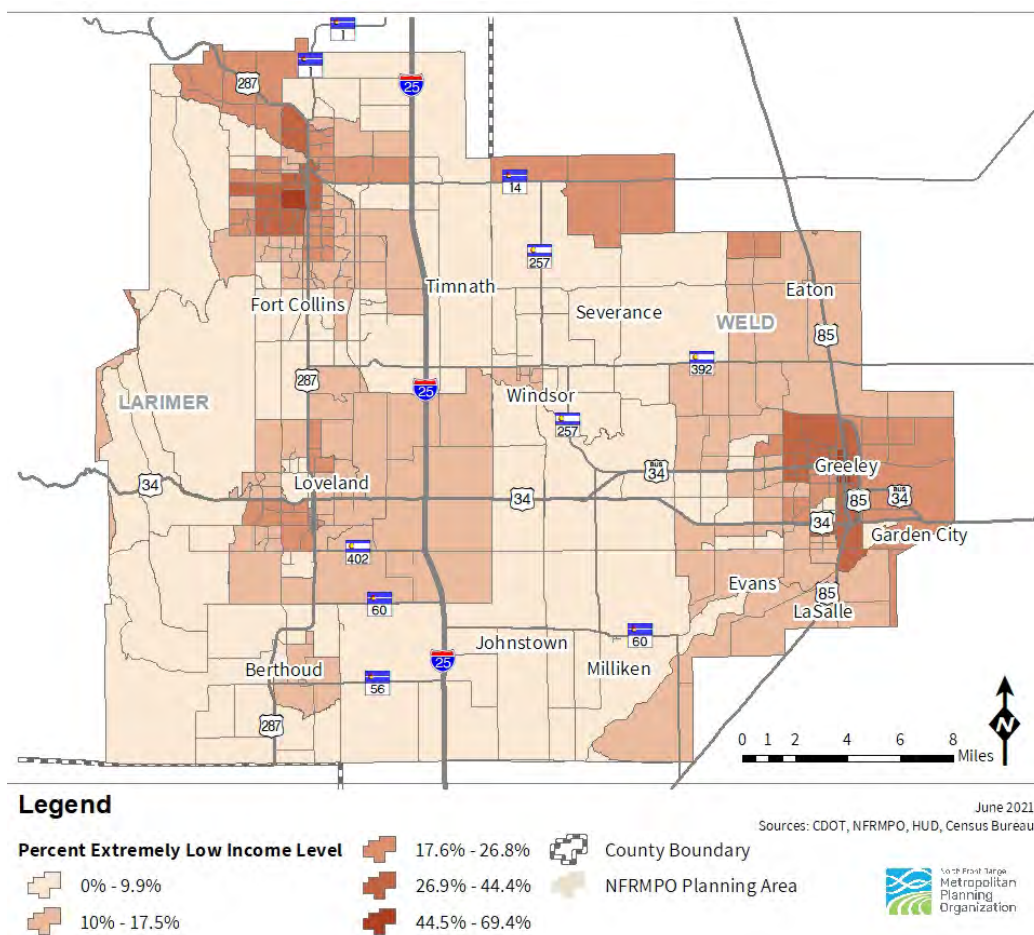
Source: 2015-2019 5-Year American Community Survey

Low Income

The low income population is considered a vulnerably population to the NFRMPO as highlighted in the region's Environmental Justice (EJ) Plan adopted in 2021. 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 concentrated 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. Housing affordability plays a major role in people deciding where to live, and may necessitate additional transportation services.

Figure 14: Low Income Populations by Census Tracts, 2019



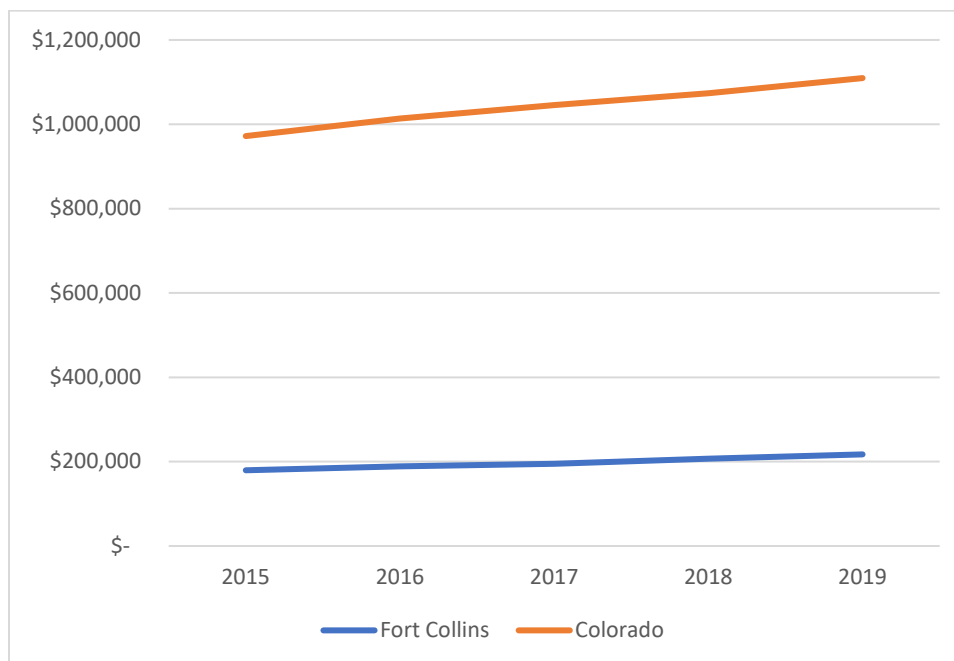
FUNDING CONTEXT

FTA \$5310 has been the predominant funding source for mobility management activities in the region, with recent funding coming through the Multimodal Options Funds (MMOF) program.

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 Urbanized Area (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.

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

In the last few years, agencies throughout Larimer and Weld counties have initiated and grown partnerships across 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 coordinated regional mobility 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 15 years. 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 Larimer County Mobility Committee (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

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 of the presentation 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 more than 115 times, and the survey received four responses.

The Larimer County Mobility Committee (LCMC) and Weld County Mobility Committee (WCMC) hosted a hybrid Joint Mobility Committee meeting on August 24, 2021, with people attending in person and via Microsoft Teams. At this meeting, 35 members of the Mobility Committees and their invitees discussed the **Coordinated Plan**, regional mobility issues, and potential strategies to address those issues. The discussions from this meeting are incorporated into the **Coordinated Plan**.

Unaggregated outreach is shown in **Appendix C**.

TRANSIT PROJECT LIST

Throughout 2020, CDOT developed a 10-Year 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. The project list included in **Appendix A** will be updated with the **2050 Regional Transportation Plan (RTP)**.

SIDEWALK ACCESSIBILITY

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 National Association of City Transportation Organizations (NACTO) [Transit Street Design Guide](#) highlights a transit trip as 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 to 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. Using fixed-route services can empower people to participate in activities more fully.

- 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 link into the municipal network at multiple points, while disconnected bus stops may have a portion of a sidewalk but it does not connect to 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.

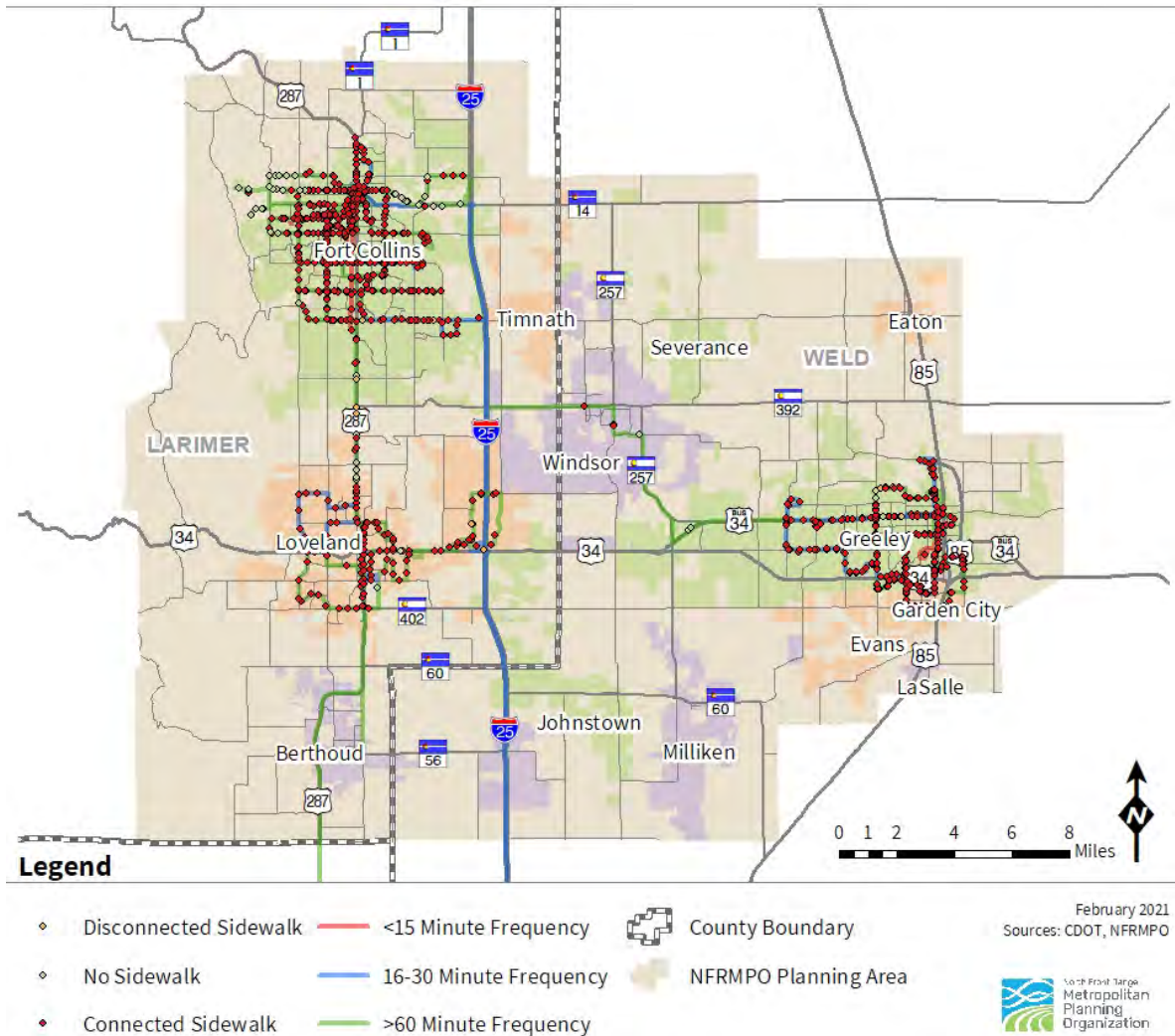
Overall, there were 893 bus stops in the NFRMPO region as of December 2020.

- 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, seven (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, five (1.7%) have sidewalk infrastructure at the bus stop, but are disconnected, and five (1.7%) have no sidewalk infrastructure.
- COLT has 103 bus stops, 100 (97.1%) are connected, one (1.0%) has sidewalk infrastructure at the bus stop, but are disconnected, and two (1.9%) have no sidewalk infrastructure.

Some transit funds may be used to support the buildout of sidewalk networks, including FTA \$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 \$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



ANALYSIS

Based on the data discussed in this chapter, the following themes were identified as gaps that exist in the transportation system for older adults and people with disabilities. Many of these gaps overlap with gaps identified in the **2017 Coordinated Plan**. Strategies to address these gaps are discussed in **Chapter 4**.

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

- Services connecting between communities are limited, including between the three largest cities in the region
- Rural and fringe neighborhoods either have no service or rely on less-affordable options
- Connecting between communities can require multiple services, which can be confusing, intimidating, and time-consuming

Lack of awareness of existing programs

- Many services exist to help older adults and people with disabilities, but people do not know about them until they are needed
- Need better communication with providers, including healthcare providers

Drivers and Driver Retention

- Transportation providers, both paid and volunteer, are short on drivers
- Hiring and training new drivers can be time-consuming and resource-intensive

Funding and Cost

- Specialized transportation can be expensive to operate
- Agencies need to balance operating and capital expenses, facing an issue between adding programming and maintaining a state of good repair
- Rural residents may have to pay high fares on taxis or private transportation to get to appointments, social events, or to get groceries
- Need to identify specific gaps to identify where the largest funding needs are

4

CHAPTER 4: STRATEGIES



Envision van. Image credit: NFRMPO staff

STRATEGIES

Chapter 4 identifies goals, methods, and performance measures for five strategies based on feedback from the public and the Joint Mobility Committee meeting. These strategies are applicable to the project list in **Appendix A** and can also be used to identify new projects that implement these strategies.

These strategies include **Coordination, Education and Communication, Collaboration, Infrastructure and Funding**, and **Non-Mobility Improvements**.

STRATEGY 1: COORDINATION

Goal:

Provide additional transportation and mobility services through a coordinated effort

Methods:

- Support the NFRMPO Mobility Manager and Mobility Coordinator on regional coordination efforts
- Develop reciprocity agreements among providers for common eligibility criteria
- Coordinate with healthcare providers
- Develop shared database to track customers across providers
- Pool funds for trips taken on multiple providers
- Develop shared service standards to ensure common customer experience across providers
- Identify gaps in available services and seek funding to address gaps
- Coordinate applications for funding and grant opportunities
- Establish means for cross-jurisdictional service and transfer points for providers
- Develop public relations strategy for RideNoCo with providers and stakeholders

Performance Measures:

- Number of shared trips and transfers between providers
- Customer satisfaction survey response
- Healthcare stakeholder participation in Mobility Committees
- Number of providers using regional database
- The decreased number of denials for long distance trips
- The amount of money for pooled flexible funds
- The number of trips paid for with funding pool

STRATEGY 2: EDUCATION AND COMMUNICATION

Goal:

Increase awareness of services that increase and improve mobility and access for older adults and individuals with disabilities

Methods:

- Host travel trainings at least semi-annually
 - Regional travel trainings on FLEX, Poudre Express, and Bustang
 - Local travel trainings in Fort Collins, Greeley, Loveland, and other municipalities
- Update Rider's Guides, available in English, Spanish, large text, and other languages as needed
- Develop trip discovery website

- Diversify educational tools by creating other pamphlets and guides and using different media
- Distribute educational materials to new and different partner agencies
- Attend community events, including Weld Project Connect and town festivals

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:

Support transportation and human service providers to improve service delivery

Methods:

- Support and expand the Larimer County Mobility Committee, Weld County Mobility Committee, and Mobility and Access Priority Group
- Host Joint/Regional Mobility Committee meetings to ensure cross-County collaboration
- Provide networking opportunities when available
- Create resource library to support the Mobility Committees
- Participate in local, regional, and state-level transit, transportation, and mobility committees

Performance Measures:

- Number of Mobility Committee meetings per year
- Attendance at Mobility Committee meetings

STRATEGY 4: INFRASTRUCTURE AND FUNDING

Goal:

Address backlog of infrastructure upgrades, expansion, and state-of-good-repair

Methods:

- Inventory current infrastructure to identify needs, including vehicles and drivers
- Support the Dial-a-Taxi program
- Identify new and potential funding sources, including privation foundation grant funding and funding from health organizations
- Identify local, regional, nonprofit, and other partners to increase collaboration and reduce stress on individual agencies and organizations
- Address maintenance listed in **Appendices A and B**

Performance Measures:

- Development of project list
- Number of new/replacement vehicles each funding cycle
- Number of new volunteer drivers per year
- Number of rural clients receiving service
- Total number of riders

STRATEGY 5: NON-MOBILITY IMPROVEMENTS

Goal:

Address gaps not related to provision of transportation

Methods:

- Integrate land use and transportation planning
- Provide equity and customer service training to transportation providers
- Address environmental resiliency and sustainability
- Connect transit and local trails/active transportation infrastructure and programs

Performance Measures:

- Number of denied rides
- Customer satisfaction surveys
- Number of staff trainings each year
- Number of travel trainings each year

A

APPENDICES



Berthoud Walk Audit. Image credit: NFRMPO staff

APPENDIX A: TRANSIT PROJECT LIST

Table 5: Transit Project List

Sponsor	Project Title and Description	Project Status
Fort Collins/ Loveland	Dial-a-Taxi Program Provide vouchers for Dial-a-Ride customers to subsidize taxi rides	Ongoing
NFRMPO	Mobility Program Support the implementation of the Coordinated Plan	Ongoing
NFRMPO / Via	Via Transit Service – Southern Larimer and Weld counties Enhance current pilot transit service in southern Larimer and Weld counties	Ongoing
Red Feather Lakes (Larimer County)	Red Feather Lakes Program Provide transportation for rural residents around Red Feather Lakes	In Development
TBD	Loveland to Greeley Transit Service Provide fixed-route transit service along the US34 Corridor	In 10-Year Project List
TBD	Eaton to Denver Transit Service Provide fixed-route transit service along the US85 Corridor	In 10-Year Project List
TBD	Fort Collins to Longmont and Boulder Enhance existing service along the US287 Corridor	In 10-Year Project List
City of Loveland Transit (COLT)	Purchase buses Purchase additional buses for expansion of service and state-of-good-repair	In Connect Loveland
COLT	ADA Bus Stop Upgrades Upgrade bus stops to be ADA-accessible	In Connect Loveland
COLT	Bus Maintenance Expansion Expand existing bus maintenance facility	In Connect Loveland
Transfort	Purchase buses Purchase additional buses for expansion of service and state-of-good-repair	In Fort Collins Transit Master Plan
Transfort	Bus Maintenance Expansion Expand existing bus maintenance facility	In Fort Collins Transit Master Plan
Transfort	North College BRT Extend MAX service along North College Ave	In Design
Transfort	West Elizabeth BRT Extend MAX service along West Elizabeth St	In Design
Transfort	Harmony Road BRT Extend MAX service along Harmony Road	In Design

GET	West Side Transfer Facility Build a new bus transfer center in west Greeley	In 5-10 Year Strategic Plan
GET	West Side Transit Service Extend GET service to serve West Greeley area	In 5-10 Year Strategic Plan
60+ Ride	Purchase vehicles Purchase a wheelchair-accessible vehicle	In Planning
60+ Ride	Operating funds Receive additional funds to expand service, including paid drivers	In Planning
Envision	Facility Improvements Upgrade transportation drop-off/pick-up areas to improve service	In Planning
Envision	Operating funds Receive additional funds to expand service, including paid drivers	In Planning

APPENDIX B: VEHICLE INVENTORY

Table 6: Vehicle Inventory

Agency	Year	Vehicle Make/Model	Condition (E - G - F - P)	Mileage
60+ Ride	2020	Subaru Ascent	Good	10,000
BATS	2008	Ford E250 / Braun Century 2	Good	75,900
BATS	2010	Ford E350 / Star Craft /Allstar	Good	122,250
BATS	2010	Fort E350 / Turtle Top Van Terra	Good	156,200
Envision	1998	Ford Club Wagon S	Poor	161,268
Envision	1998	Ford Club Wagon S(15 p)	Poor	131,165
Envision	2005	Chevy Express G350	Poor	150,162
Envision	2017	Ford Transit	Good	43,161
Envision	2020	Chrysler Voyager	Good	4,985
Envision	2020	Chrysler Voyager	Good	3,788
Envision	2020	Chrysler Voyager	Good	8,619
Envision	2020	Chrysler Voyager	Good	19,801
Envision	2020	Chrysler Voyager	Good	8,305
Envision	2020	Chrysler Voyager	Good	5,751
Envision	2020	Chrysler Voyager	Good	9,903
Envision	2020	Chrysler Voyager	Good	5,857
Envision	2020	Chrysler Voyager	Good	10,834
Envision	2020	Chrysler Voyager	Good	10,290
Envision	2020	Chrysler Voyager	Good	3,514
Envision	2020	Nissan Sentra	Fair	2,063
Envision	2020	Chrysler Voyager	Good	1,926
Envision	2020	Chrysler Voyager	Good	8,895
Envision	2020	Nissan Sentra	Fair	6772
Envision	2020	Chrysler Voyager	Good	6,613
Envision	2020	Nissan Sentra	Good	2,061
Envision	2018	Dodge Caravan	Good	27,241
Envision	2012	Ford Econoline E3	Poor	59,800
Envision	2011	Ford Econoline E2	Poor	90,189
Envision	2012	Ford Econoline E2	Fair	106,905
Envision	2012	Ford Econoline E2	Poor	97,114
Envision	2015	Toyota Sienna	Good	60,953
Envision	2019	Dodge Grand Caravan	Good	1,917
Envision	2005	Ford Windstar	Fair	86,813
Envision	2012	Carson Flat Bed Trailer	Fair	-----
Envision	2012	Carson Flat Bed Trailer	Poor	-----
GET	2020	Ford Transit 350	Excellent	25,000
GET	2021	Ford Transit 350	Excellent	3,000
GET	2021	Ford Transit 350	Excellent	3,000
GET	2021	Ford Transit 350	Excellent	3,000
GET	2021	Ford Transit 350	Excellent	3,000

GET	2021	Ford Transit 350	Excellent	3,000
GET	2021	Ford Transit 350	Excellent	3,000
GET	2021	Ford Transit 350	Excellent	3,000
GET	2021	Ford Transit 350	Excellent	3,000
Heart&SOUL Paratransit	2020	Dodge Grand Caravan	Excellent	10,000
Heart&SOUL Paratransit	2015	Dodge Grand Caravan	Excellent	91,000
Heart&SOUL Paratransit	2014	Dodge Grand Caravan	Excellent	120,000
Transfort	2019	E450 Startrans Senator II	Good	13,593
Transfort	2019	E450 Startrans Senator II	Good	15,577
Transfort	2020	E450 Startrans Senator II	Good	17,062
Transfort	2020	E450 Startrans Senator II	Good	15,747

APPENDIX C: OUTREACH

Survey

Reponses shown in blue below the question.

1. What gaps have you noticed in your ability to get to doctors appointments, social events, grocery shopping, and other locations?
 - a) We live in Thompson River Ranch (Johnstown, Larimer County). We are just east of I-25, and south of Hwy 34. We are fairly close to restaurants and shopping, but we have no public transportation in this area. We are not within walking distance of any businesses. This is a large neighborhood with an elementary school opening this fall. My 19 year old son has developmental disabilities. Lack of regular transportation has been a major obstacle to his finding a job or having much freedom.
 - b) I do not know how to get this transportation and others have said it is hard to get scheduled
 - c) Limitations on getting between municipalities if you are disabled.
 - d) Nearly impossible to get between Fort Collins and Loveland without considerable expense
2. What are projects, programs, or strategies that could help address the transportation gaps identified above?
 - a) I don't know if there are any existing programs that would be willing to include this area in their service. I have reached out to Saint, the Thompson School District, and our Foothills Gateway case manager. We seem to be close to everything—but just out of reach.
 - b) Increase number of transit trips . How about more regional, regular scheduled buses between Greeley and Loveland, and Fort Collins making stops at medical facilities and shopping areas and event centers.
 - c) N/A
 - d) Possibly subsidize some of the existing options for appointments that have a specific reason for going between communities, some limited types of care require people to go out of their immediate community - would SAINT expand range if they received more support?
3. Who (personally or agency) should the NFRMPO reach out to for a more in-depth conversation about mobility for older adults and individuals with disabilities?
 - a) The school districts have a “transition” program for 18-21 year olds with disabilities. I recommend speaking with the teachers in those programs as they are aware of unmet needs in that population.
 - b) Survey elders living in elder care centers, target marketing to over 65 people still living in their homes or apartments.
 - c) N/A
 - d) Not necessary but if you have any questions I'm happy to discuss anything. Evan Malsbury RN case manager at Banner Health
4. What is something you want to make sure transportation providers, human services agencies, and/or advocates know about transportation?
 - a) Please continue to reach out to those of us who live in newer developments just outside of bigger city limits.

- b) We need many more options in Northern Colorado - regional bus lines that go throughout the day , BRT lanes on highways would help solve the timeliness of getting around. More vans available to seniors and disabled people.
 - c) Ztrip has been stranding patients. They will book rides even when they know they don't have the drivers.
 - d) There are a lot of older adults in our communities that are losing their ability to drive and have limited social support and the options available could be a lot better. Also the lack of low cost mass transit along the front range corridor is also very disappointing.
5. What zip code do you live in?
- a) 80534
 - b) 80631
 - c) 80526
 - d) 80538
6. If you are interested in following up for more information, please let us know the best way to contact you. This can be by providing a phone number or email.

Joint Meeting Notes

Joint Regional Mobility Meeting —MINUTES

August 24, 2021

1:00 p.m. – 4:00 p.m.

1. Call Meeting to Order, Welcome and Introductions

In Person:

- Cory Schmitt, NFRMPO
- Hanna Johnson, NFRMPO
- Ruth Fletcher-Carter, RAFT
- Katlyn Kelly, Transfort
- Celeste Ewert, Envision
- Kim Werners, Red Feather Lakes
- Margie Martinez, Weld United Way
- Angel Bond, Boulder County
- Jim Becker, N40MA/Citizen
- Megan Kaliczak, zTrip
- Janet Bedingfield, 60+ Ride
- Nichole Seward, Weld County AAA
- Connie Nelson-Cleverley, SAINT
- Elizabeth Relford, Weld County
- Robyn Upton, WAND
- Steve Teets, WAND

Virtual:

- Alex Gordon, NFRMPO
- Suzette Mallette, NFRMPO
- Lorye McLeod, PAFC
- Leiton Powell, GET
- Michelle Johnson, GET
- Bridie Smith, COLT
- Anna Russo, Transfort
- Nicole Limoges, Larimer County Office on Aging
- Olivia Egen, WCDPHE
- Kimberly Baker, LCDPHE
- Aidan Johan, Boulder County
- Meredith Greene, Nelson/Nygaard
- Ezra Pincus-Roth, Nelson/Nygaard
- Vanessa Solesbee, Estes Park
- Andrew Jones, Arc of Weld County
- Blake Van Jacobs, CDOT
- Jan Rowe, CDOT
- Kim Redd, Congressman Joe Neguse
- Dan Betts, Congressman Ken Buck

2. Group Introductions and Review of Agenda

Both virtual and in person attendees introduced themselves. In person Weld County Mobility Committee (WCMC) members matched with Larimer County Mobility Committee (LCMC) members for ice breaker activity.

Coordinated Plan

1) **Boulder County Coordinated Plan Presentation (slides attached)** –Greene

Greene presented on the Boulder County Mobility and Access for All Coordinated Plan In the past, the Denver Regional Council of Governments (DRCOG) has completed the Coordinated Public

Transit/Human Services Transportation Plan (Coordinated Plan) on behalf of Boulder County and other Metro Denver counties. This plan represents the first Coordinated Plan specific to Boulder County.

Following the presentation, the group discussed several items related to the Boulder County Coordinated Plan, such as funding sources for implementing projects and priorities from the plan, whether the plan will culminate in a project-list or be bigger-picture strategies, and attention given to affordability of transportation options.

Greene said the plan is looking beyond just \$5310 funding when it comes to implementing strategies and goals outlined in the planning process and that the final product will include a combination of both specific projects and broader suggestions for improving access and mobility in Boulder County. Greene noted that the topic of affordability will be addressed throughout the plan.

2) NFRMPO Coordinated Plan Presentation (slides attached) – Johnson

Johnson presented about the NFRMPO Coordinated Plan and asked the audience for feedback on the Plan’s vision statement and goals. Attendees suggested examining the terminology surrounding “delivery of transit options” and the use of the word “transit” in the plan in general as it gives the impression of focusing on only larger public transit agencies rather than the whole spectrum of provider types. Clarifying questions about the definition of resiliency were also asked.

Gordon shared parallel mobility planning efforts being done by the NFRMPO, including:

- The LinkNoCo project examining regional transit corridors
- The Regional Transportation Plan, the long-range transportation plan for the region.
- Transportation Demand Management for reducing single-occupancy vehicles through a toolbox of strategies.

The group discussed examining transit service south into Boulder County in addition to Cheyenne, Wyoming, to which Gordon specified that the Wyoming study was being funded by CDOT and WYDOT and that Boulder County’s current US287 Bus Rapid Transit Study is considering service needs further north into Larimer County, so there is some collaboration happening.

Bedingfield brought up that current paratransit service policies are not always conducive to serving older adults in the community. Michelle Johnson validated Bedingfield’s remarks and said Greeley Evans Transit (GET) was beginning the process of examining changes to paratransit policies to make using the service less of a time demand on riders along with other ways to improve the rider experience. Fletcher-Carter also mentioned the continuing need for better communication with Non-Emergent Medical Transportation (NEMT) brokers to improve service delivery.

Relford asked if the intent of the Coordinated Plan was to aid in the creation of a list of specific projects that could be supported if funding became available, to which Gordon affirmed as a great outcome of the planning process. Relford remarked that balancing both local and regional benefits

of projects and necessary funds to expand or implement service could improve partnerships and collaboration.

3) Small Group Breakout Activity + Report Out (notes attached)

The virtual group had a discussion regarding Non-Transportation Improvements. In person attendees split among the four other strategy areas: Coordination, Collaboration, Education, and Infrastructure/Funding. Each group spent 20-25 minutes discussing activities, purposes, methods, and performance measures related to each strategy area. At the end, each group reported out their findings:

- **Virtual Group: Non-Transportation Improvements**

- Takeaway: non-transportation improvements tie back into other strategy areas.

Suggested Methods:

- Coordination with land use planners and developers
- Customer service Diversity and Inclusion training, particularly related to inclusion of non-verbal users
 - Performance measure: number of complaints (Transfort, GET, COLT already track this)
 - De-escalation training
- Coordination with Emergency Management (both natural disasters and public health crises)
 - Having one central point of contact
- Guides for individuals with visual impairments and lower literacy
 - More icons and large print
 - Transfort prints in braille, available by request
- Connections to active transportation and trails
 - Having bike racks and education
 - Better infrastructure and connections between stops and trails
- Technology literacy
 - Working with IT partners
 - Boulder County has technology ambassador program
 - Aiden can set up a meeting with himself, NFRMPO staff, and Angel

- **Coordination**

- Ask that the definition be expanded to be inclusive of other organizations, groups, and stakeholders beyond just transportation providers.
- Developing reciprocity agreements for eligibility agreements
- Coordinating with health care providers
- Sharing database to track customers
- Pooled funding for trips taken
- Shared service standards so providers are accountable for customer experience
- Identifying gaps in available services
- Coordinated funding applications
- Establishing a means for cross-jurisdictional projects and services

- Coordinating drop off locations to get riders across boundaries
- **Education**
 - Purpose: bring awareness and education to people on all mobility options and provide training on how to access those resources.
 - Awareness campaign
 - Physical documents/brochures. Having multiple sources (GET, Rider's Guide, Transfort, etc.)
 - QR Codes
 - Social media, yard signs, etc.
 - Broaden partner organizations to provide info to people such as the hospitality and business community
 - Training for partner organizations
 - Intake assessments and annual assessments
 - Performance measures:
 - Increased awareness of services. Likely a survey
 - One-on-one meetings
 - Post-surveys 12 to 18 months later
 - Increased ridership with a goal to increase across the board, not just for one provider or transit type
 - May want to add "communication" to this strategy
- **Collaboration**
 - Coordinate an information and services exchange to share grant-writing capabilities, documents such as job descriptions, and software tools such as scheduling systems.
 - Bringing in areas to the east such as Morgan County since they have needs but not as many resources
 - Building relationships and growing together
 - Annexing "border" towns into service areas
 - Bridging arbitrary boundaries to serve people better
- **Infrastructure and Funding**
 - Activity: inventory of current infrastructure to identify needs
 - Hard infrastructure: vehicles, etc.
 - Soft infrastructure: volunteers, organizational capacity, etc.
 - Method:
 - Outreach to stakeholders for infrastructure needs
 - Then look for appropriate funding opportunities
 - Performance Measure:
 - Where did the funding go?
 - How much funding was obtained?
 - Who did this help? Was there an increase in rural clients served? Was there an increase in rides?
 - Decrease in vehicle breakdowns?

- Other thoughts:
 - Incorporate broadband into this focus area because technology is so important to accessing many services

One Call/ One Click Center

1) RideNoCo Roll Out Update – Schmitt and Johnson

Schmitt presented about the RideNoCo launch and roll out, which is taking a phased approach:

- Phase I: Website and call center
- Phase II: Trip Discovery with GTFS-Flex technology
- Phase III: Trip Dispatching

Schmitt demo'd the pre-beta RideNoCo website that is due to launch at the beginning of September. Fletcher-Carter asked how quickly provider information could be updated on the website, to which Schmitt replied instantly as the website utilizes WordPress. Johnson discussed lessons learned when doing outreach for the program thus far.

Next Steps for Coordinated Plan:

Sept 2021: 30-day public comment period

Oct-Nov 2021: Bring to Weld County Mobility Committee and Larimer County Mobility Committee for review and motion to approve Plan.

Nov 2021: Present to NFRMPO Planning Council for discussion.

Dec 2021: Present to NFRMPO Planning Council for adoption.

2022 and beyond: progress reviewed by mobility committees on semi-annual basis

Upcoming Meetings:

- a. Weld County Mobility Committee (WCMC) Meeting: October 26th
- b. Larimer County Mobility Committee (LCMC) Meeting: November 18th