



Larimer County Mobility Committee (LCMC)—MINUTES
November 17th, 2022
1:30 p.m. – 3:30 p.m.

1. Call Meeting to Order, Welcome and Introductions

- Connie Nelson-Cleverley, SAINT
- Megan Kaliczak, zTrip
- Nicole Limoges, Larimer County Office on Aging
- Diana Squire, Cheyenne VA Hospital
- Katlyn Kelly, Transfort/City of Fort Collins
- Ari Edgley, Foothills Gateway
- Jan Rowe, CDOT DTR
- Vanessa Solesbee, Town of Estes Park
- Ruth Fletcher-Carter, RAFT
- Greg Goettsch, Qualified Listeners
- Kaley Zeisel, Transfort

NFRMPO staff: Cory Schmitt, Hanna Johnson, Alex Gordon, Sheereen Ibtesam

2. Review of Agenda

3. Public Comment (2 minutes each)

No public comments were received.

Approval of November Meeting Minutes

Solesbee motioned to approve the September minutes. Limoges seconded the motion, and it was approved unanimously.

PRESENTATION

1) TDM Action Plan & TMO Next Steps – Gordon

Gordon gave an overview about Transportation Demand Management (TDM) plan. Next steps include creation of a Transportation Management Organization (TMO) with the US 34 Coalition. The RideNoCo Trip Discovery tool will be leveraged for TDM purposes, and Jerome Rouser, another NFRMPO Planner, is working with NoCo Bike & Ped to get a Safe Routes to School committee. A TDM work group will be created to discuss TDM topics and foster partnerships with TDM stakeholders.

RIDENOCO UPDATES

Schmitt gave an update about RideNoCo, including progress on the Trip Discovery Tool and Trip Scheduling phases.

Schmitt went over updates on Phase Three of the Trip Scheduling Steering Committee. The Steering Committee met four times over five months and came to agreement on utilizing Transactional Data Specifications (TDS) and working with two volunteer provider software vendors currently used by local providers to make platforms TDS compliant. RideNoCo will procure RideSheet as a customer relationship management (CRM) tool and advanced call center log. The Steering Committee envisions that these technology investments will improve communication and coordination between providers.



In 2023, RideNoCo will convene a volunteer provider working group to further coordination efforts. RideNoCo will utilize TDS compliant software by the end of 2023. RideNoCo will lead the region's transportation providers to utilize TDS compliant software in the next 3-7 years.

The NFRMPO released a call for projects to provide funding for small, non-profit transportation providers who adopt TDS-compliant software platforms. This will cover up to 80% of annual costs with agency's scheduling software platform for 2023,2024, 2025. Applications closed on 11/10/22. Funding decisions are coming soon.

DISCUSSION ITEMS

1) Mobility Case Studies – All

a. Case Study #1:

Johnson went over a mobility case study as a conversation problem solving activity. Scenario #1 involved a 13-year-old child with an intellectual developmental disability living in Loveland and needing transportation to Fort Collins for school Monday-Friday. The school does not want to utilize a taxicab for an unaccompanied minor.

Kaliczak mentioned that zTrip works with Colorado Springs operation with DHS, and does a lot of transportation for school kids. State of Colorado can contract with a ride provider to do direct transportation service that could be funded by the state, if individual qualifies for program under state i.e. Medicaid.

Johnson replied to Kaliczak's proposal as a good solution.

Fletcher-Carter mentioned the Loveland School District contracting with private providers for students who may have been displaced due to fires, causing them to live outside of the School District bussing areas. She suggested that volunteer driver programs could provide a solution through a reimbursement from the district.

Johnson mentioned the HopSkipRide program used in the Denver metro area and Boulder was specifically designed for school students. Johnson discussed with Schmitt the possibility of having a school district representative on the Mobility Committees as a goal for 2023.

Kaliczak asked what public transportation options were an option0. Johnson noted that this particular child was not able to ride the FLEX unaccompanied according to the person calling on their behalf, but the FLEX may be an option in other situations.

Kaliczak mentioned Dial-a-Ride as a more highly regulated service that can be pre-scheduled.

Schmitt mentioned that even though the school did not want to utilize a taxicab, zTrip was the only option. This caller did not follow up, which typically means situation was addressed.



b. **Case Study #2:**

Johnson read the mobility case study Scenario #2 which involved a 73-year-old needing transportation to and from a surgery in 2 weeks from LaPorte to the Medical Center of the Rockies in Loveland. Her surgery is under anesthesia, and she wants to avoid spending the night in hospital if possible. She is willing to pay for transportation to avoid spending the night in the hospital.

Kaliczak mentioned zTrip drivers cannot sign off on patient discharging from hospital, but a family member could be transported and signing off for patient discharge and transport both of them. Fletcher-Carter mentioned that she considers RAFT as a neighbor-to-neighbor service and driver is considered giving the patient as giving a friend a ride and transporting to and from the hospital Schmitt had question for Kaliczak if it would only apply to the ride from the hospital to home for patient with anesthesia to have a companion, but the ride to the hospital the patient can go alone. Kaliczak replied yes to Schmitt's question that patient would not have to ride with a companion to the hospital, they could go alone.

Nelson-Cleverly mentioned that from her experience with the hospital she had to sign off for patient discharge. Also mentioned there was a lot of anecdotal information going around and would be better to go to the source for information.

Johnson stated we could possibly get a spreadsheet for medical providers for post-anesthesia surgery.

Goettsch noted that Qualified Listeners serves veterans, and they make arrangements with the hospital before and make sure everyone is on board with who is signing the patient out.

Schmitt asked Goettsch if there was a formal process or procedure is needed or ad hoc case-by-case basis.

Goettsch replied to Schmitt there is a procedure but he is personally removed from making those arrangements these days so he will have to check.

Schmitt replied that can use existing policies and procedures in place and adapt that shared knowledge with other providers to leverage that shared knowledge.

2) Post-Anesthesia/Sedation Transportation – All

Johnson proposed a question of current transportation provider policies/practices of who can take people after anesthesia/sedation under what conditions. Should we try to loop in more “highly specialized” commercial/medical transportation providers?

Johnson proposed checking with private ambulance companies or fire departments if they are able to provide specialized transportation. She will report findings at an upcoming meeting.

Fletcher-Carter mentioned to check with Heart & Soul. Johnson stated that she has already reached out to Jason with Heart & Soul and is waiting for an answer.

3) 2023 Calendar and Goals – All



Schmitt mentioned at the October Joint Mobility Meeting, members expressed a desire to move to 4 joint meetings in 2023.

Schmitt asked committee members what their preference was for 2023 meeting dates:

47.6% selected all MC meetings move to 4th Tuesday

28.6% selected LCMC continues to meet on 3rd Thursday

14.3% said for all to move to 3rd Thursday

Based on the virtual chat vote, most voted no preference for meeting date. The next LCMC meeting will be January 24th, 2023. LCMC members agreed that the joint mobility committee should have a new name- the NCMC (Northern Colorado Mobility Committee).

WORKING GROUPS

1) Recruitment Working Group – Schmitt/All

a. None this month

b. **Next Steps:**

i. None this month

2) Outreach and Education Working Group –All

a. **Next Steps:**

i. Johnson went over the Travel Training Goals & Vision.

ii. 4 components include:

1. Modular & Adaptable
2. Informative & Educational
3. Assessing & Reporting
4. Complementary

iii. 2 phases

iv. Phase 1- in-person presentations with partner groups, webinars for professionals, and “round trip conversations” with users

v. Phase II- Self-Guided “chose your own path” online travel training

Johnson went over potential modules which include: RideNoCo Tools, NEMT, Volunteer Transportation, Veteran Transportation, Public Transit, DriveNoCo, Commercial Services, and Multi-Modal options.

Johnson asked members if there were additional modules to add.

Fletcher-Carter proposed module with transportation outside of NoCo region like airport.

Johnson liked that idea.

b. Johnson proposed based on feedback from members to have a Temporary Disability module.

c. Fletcher-Carter mentioned RAFT serves temporary and permanent disability.

d. Kaliczak would like module on Medicaid Non-medical transportation as well as urgent medical transportation through State of Colorado, and zTrip also serves NEMT Intelliride.



TRANSFORT & COLT NEWS AND UPDATES

Schmitt announced Transfort is hiring bus operators.

LCMC MEMBER UPDATES

Fletcher-Carter announced RAFT has a new location at 328 Massachusetts Ave in Berthoud.

Goettsch announced that Qualified Listeners covers Colorado, Southern Wyoming, and has recently opened an office Albuquerque, New Mexico.

Limoges announced that the Larimer County Office on Aging request for proposals for older adults has not been posted yet, but it will be posted soon. Because of holidays it will be open for 6 weeks for agencies to submit requests for proposals.

Kaliczak announced that zTrip local call center has new reps and dispatchers, and they're learning on the phone, and better staffing will mean better eyes on the road and more timely services. zTrip is working on getting more vehicles which will enable them to get more drivers on the road.

Goettsch motioned to close the meeting and Kaliczak second the motion.

Final Public Comment (2 minutes each)

Next Month's Agenda Topic Suggestions

None

Upcoming Meetings:

- a. **LCMC Meeting:** 4th Tuesday, January 24th, 2023.