

Northern Colorado Regional Mobility Meeting —MINUTES
February 28, 2023
1:00 p.m. – 3:30 p.m.

1. Call Meeting to Order, Welcome and Introductions

In Person:

- Cory Schmitt, NFRMPO
- Alex Gordon, NFRMPO
- AnnaRose Cunningham, NFRMPO
- Celeste Ewert, Envision
- Janet Bedingfield, 60+ Ride
- Amy Threewitt, 60+ ride
- Nichole Seward, Weld County AAA
- Steve Teets, WAND
- Shana Cundall, Weld RE-4 School District
- Kimberly Baker, Larimer County Department of Health & Environment
- Katlyn Kelly, Transfort
- Dana Klein, Town of Estes Park
- Kimberly Aguilar-Pauli, Arc of Larimer County
- Ruth Fletcher-Carter, RAFT
- Steve Conaway, RAFT
- Olga Gonzalez, Weld County Department of Public Health & Environment
- Ari Edgley, Foothills Gateway
- Angela Woodall, Foothills Gateway
- Robyn Upton, WAND
- Megan Kaliczak, zTrip

Virtual:

- Hanna Johnson, NFRMPO
- Kimberly Johnson, IntelliRide
- Courtney Sedon, HCPF
- Chris Montoya, Adeo
- Kelli Wood, Cheyenne VA
- Connie Nelson-Cleverley, SAINT
- Kathi Sargent, Arc of Weld County
- Nicole Limoges, Larimer County Office on Aging
- Angelo Corbin, Cheyenne VA

2. Group Introductions and Review of Agenda

Both virtual and in person attendees introduced themselves and their organizations. The in-person group did a speed networking exercise to get to know one another and learn more about each other's respective organizations and services.

Presentations & Activity

1) NFRMPO 2050 Regional Transportation Plan – Gordon/Cunningham

Cunningham and Gordon presented about the North Front Range Metropolitan Planning Organization's (NFRMPO) [2050 Regional Transportation Plan](#) (RTP). Slides from their presentation are attached. The RTP looks at all aspects of the multimodal transportation system (roadways, bike/ped,



transit, etc.), and it is fiscally constrained. The RTP is required to be updated every 4 years. Gordon outlined the various regionally significant transportation corridors including roadways, transit, and active transportation corridors. Cunningham discussed the outreach for the 2050 RTP. [A Story Map](#) has been developed to get comments from the community about the regionally significant corridors. The NFRMPO will be getting comments from the public through March 31st, 2023. The In-Person group gave comments on maps while the online group was directed to the online activity.

2) IntelliRide/Non-Emergency Medical Transportation – Sedon/Johnson

K. Johnson shared the [IntelliRide website](#) and walked through IntelliRide’s services. IntelliRide is contracted with the State of Colorado to provide the non-emergency medical transportation (NEMT) for Health First Colorado (Medicaid) members residing in the 9 County Denver Metro Area (Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, Weld).

The trip has to be to a covered medical service, and the facility needs to be enrolled in the Medicaid program. The “Find a Doctor” tool can verify if that facility and provider are enrolled. IntelliRide also verifies that the caller is a Medicaid member. IntelliRide needs the actual physical address to ensure the member is being dropped off at the correct location. When people do not have a permanent address, they just need a pickup location (shelter, etc.); IntelliRide can still schedule a ride. There is a local and toll-free phone number. IntelliRide also facilitates a mileage reimbursement program for the entire state of Colorado. IntelliRide can also provide discharge transportation for patients, but that patient must be cleared for discharge by the medical facility. IntelliRide’s system can identify public transportation options for members if they are able to ride; members unable to use public transit must provide paperwork showing that is the case.

Business hours are 8 am to 5 pm on weekdays excluding federal holidays; IntelliRide requires at least two business days’ notice. The Mileage Reimbursement Program (\$0.46 per mile) applies to members able to drive themselves or receive a ride from a family member or friend to and from their approved medical appointments. There is an after-hours phone line and service available for dialysis patients and hospital discharges and some urgent trips (chemo, radiation, oncology, and dialysis; all are life-sustaining services).

Teets with the Weld Advocacy Network for Disabilities notes that they have heard of many issues with IntelliRide; how does a person put in a complaint with IntelliRide? K. Johnson notes that grievances can be filed by contacting the team and leaving a formal grievance. People filing the grievance can request a call-back.

Fletcher-Carter asked where drivers are located for Larimer and Weld County members. K. Johnson noted that drivers are all over; transportation providers give IntelliRide an address of where vehicles are being pulled out of the lot from. Fletcher-Carter asked if individuals can sign up to be a driver like Uber/Lyft. K. Johnson noted that all providers are companies, but some are small and only have a few vehicles. K. Johnson discussed recruiting and enrolling new providers to meet gaps in their service hours; currently there are no non-profit transportation providers for IntelliRide. K. Johnson noted that providers can apply to provide transportation through the state.



Teets asked that if they can't find someone in Weld County to pick up the member, will someone come from a different county like Denver or Larimer? K. Johnson said yes; any provider that is approved (through Medicaid) to give a ride in that county, IntelliRide may reach out to them. Teets asked if a member calls you saying that a doctor is switching their appointment time in less than 48 hours, can IntelliRide provide that? K. Johnson said that yes, they can provide that transportation as urgent transportation.

Klein asked why a mileage reimbursement ride should call ahead of time? K. Johnson stated that it is to ensure the ride will meet Medicaid requirements to be reimbursed.

Fletcher-Carter notes that RAFT drivers have often heard issues with IntelliRide; often complaint calls are dropped. K. Johnson notes that if calls are dropped, they can identify how the call was dropped. Teets asked if there are complaints that members can't talk to someone. K. Johnson stated that they receive complaints on long wait times, especially on Monday and Tuesdays.

Aguilar-Pauli asked if members can receive assistance with their paperwork and what that looked like. K. Johnson stated that they can help or recommending that facilities help the member in person. The paperwork can be filled out online or by printing it; it can be faxed or emailed.

Conaway asked if the mileage reimbursement process vets the drivers? K. Johnson said that IntelliRide does not regulate those rides currently; the member is responsible for finding a driver they are comfortable with.

Kelly asked what software is used to schedule trips? K. Johnson stated that they use the Ecolane system.

Teets asked if any Medicare rides are covered or how they are expected to get to appointments? K. Johnson noted that they can only transport Medicaid recipients, but they will refer people to local resources such as United Way 211.

Fletcher-Carter asked if people are aware they have this benefit when enrolled in Medicaid? K. Johnson noted the HealthFirst Colorado welcome letter provides information about IntelliRide.

Schmitt asked how to recruit more drivers in Larimer and Weld Counties? Can the Northern Colorado Mobility Committees help? K. Johnson stated that they work with the current providers and word of mouth.

Conaway asks if there is a list of providers? K. Johnson said yes, there is a list for the 9 counties.

Fletcher-Carter asked if we could just review a list of Weld and Larimer County-only providers? K. Johnson noted that providers note which counties are covered by that provider.

3) RideNoCo, Mobility Action Plan 2023 Updates – Schmitt

RideNoCo updates are provided as written slides below. Schmitt will provide more details in a follow-up email.



Wrap Up + Next Steps

Bedingfield – Excited to announce that CDOT is giving a wheelchair-accessible van to 60+ Ride for rural Weld County. Additionally, the long-term strategic plan is to serve adults over 18 with disabilities. Greeley-Evans Transit may be supporting 60+ Ride more in the future, too. It is still under development.

Aguilar-Pauli – Arc of Larimer County has created a Travel Training for Transfort. They are working with Loveland to expand their training, too. There is a Train-the-Trainer event in March 30, 2023 in Fort Collins. The current program is just Transfort, but they hope to expand.

Kelly – The plan for North College MAX got adopted by Fort Collins City Council. It is a phased approach. The Transfort Fare Study update: they should have a decision by the end of the year. Paratransit is also currently free. They are not sure if they bring fares back, what they will be.

Fletcher-Carter – RAFT has a new office with an assistant (Steven Conaway). The Berthoud Life Center will eventually host RAFT once it is open in about 2.5 years. RAFT Board has approved “Gap Service” – if they receive calls adjacent to RAFT’s service area and do not have a wheelchair accessible option, RAFT can help provide service for medical reasons only.

Powell – Greeley-Evans Transit has selected a Mobility Coordinator. Information will be released once details are finalized. GET finished 2022 with 531,676 riders. That is up 33.36% from last year and 65.81% of pre-COVID ridership. The Poudre Express had 18,703 riders in 2022, which is about 4.64 riders per hour. GET is putting together a stakeholder meeting to discuss these detail and what the future holds. GET is beginning to put together the RFP for consultants and for software, and they hope to have those out for bid by late spring/early summer. Three of our supervisors, including Powell, have become certified Defensive Driver instructors.

Cundall – the School to Work Alliance Program is having a Job Fair March 7th from 1 to 3 pm. If agencies have entry level, part-time, and full-time positions available in or around the Windsor area, you are encouraged to reach out to Cundell at 970-541-1047. A flier with complete details are attached below.

Upcoming Meetings:

- a. Weld County Mobility Committee (WCMC) Meeting: March 28th
- b. Larimer County Mobility Committee (LCMC) Meeting: April 25th
- c. Northern Colorado Mobility Committee: May 23rd