North Front Range
Metropolitan
Planning
Organization

Larimer County Mobility Committee (LCMC)—AGENDA
April 25, 2023
1:30 – 3:00 p.m.
Virtual
Call-in information:
(970) 822-7967
Code: 218-568-812#
Meeting Link: Click here to join the meeting

1. **Call Meeting to Order, Welcome, Introductions**
2. **Review of Agenda**
3. **Public Comment** *(2 minutes each)*
4. **Approval of January 2023 Meeting Minutes**

PRESENTATION

    1) Foothills Gateway   Edgley

RIDENOCO UPDATE

Update on phase three of RideNoCo roll out and provider inventory survey

DISCUSSION ITEMS

    2) Mobility Case Study and Multi-Community Trips   All
    Walkthrough of RideNoCo call center scenario and discussion about cross-community travel

    3) Mobility Action Plan Updates   All
    Review of updates to MAP for 2023

    4) Integrating Mobility & Access Priority Group Goals   All
    Discuss MAPG goals and best way to facilitate implementation and check-in on progress

WORK GROUPS

    5) Outreach and Education
       - Reflection, upcoming events, etc.
    6) Recruitment

COLT AND TRANSFORT NEWS AND UPDATES
    • COLT Dial-a-Ride Eligibility Mapping Tool

LCMC MEMBER REPORTS

5. **Final Public Comment** *(2 minutes each)*
6. **Next Month's Agenda Topic Suggestions**
7. **Next Meetings:**
    - **Northern Colorado Mobility Committee:** May 23rd 1:00 – 3:30 pm at the Windsor Rec Center
    - **LCMC: July 25th**– 1:30-3:00 pm Virtual

Larimer County Mobility Committee (LCMC)—MINUTES
January 24th, 2023
1:30 p.m. – 3:00 p.m.

1. **Call Meeting to Order, Welcome and Introductions**

- Connie Nelson-Cleverley, SAINT
- Megan Kaliczak, zTrip
- Nicole Limoges, Larimer County Office on Aging
- Ari Edgely, Foothills Gateway
- Jacque Penfold, Member of the Public
- Lorraine Snow, Arc of Larimer County
- Bridie Smith, COLT
- Angela Woodall, Foothills Gateway
- Anna Russo, Transfort

- Lorye McLeod, PAFC Larimer County
- Greg Goettsch, Qualified Listeners
- Dana Klein, Town of Estes Park
- Garrett Mumma, CO Div. of Vocational Rehab
- Melvin Turner, Cheyenne VA
- Kimberly Baker, LC Health and Environment-Built Environment Team

NFRMPO staff: Cory Schmitt, Hanna Johnson

2. **Review of Agenda**
3. **Public Comment** *(2 minutes each)*

Approval of November Meeting Minutes
Kaliczak motioned to approve the November minutes. Woodall seconded the motion, and it was approved unanimously.

ACTION ITEM

1) **Co-Chair Elections** – All
Schmitt noted that Nelson-Cleverley and Fletcher-Carter are term limited.

Woodall nominated Kaliczak as chair and Steve Conaway from RAFT as co-chair, based on their previous interest. Seconded by Nelson-Cleverly. Approved unanimously. Schmitt will follow up with the new chair and co-chair.

PRESENTATION & DISCUSSION

2) **Mobility & Access Transition and PAFC Overview** – McLeod / Schmitt
Schmitt outlined the history and context for the Mobility and Access Priority Group (MAPG) within the Partnership for Age Friendly Communities (PAFC). Because the mission, goals, and membership of MAPG had so much overlap to the LCMC, it made more sense to merge these groups at this time. McLeod outlined that PAFC is part of AARP's network of Age-Friendly communities. PAFC's mission is to make Larimer County a community a place older adults can flourish as they age. PAFC values

strong community collaboration. PAFC incubates projects (usually 3-6 months in length) with Self-Directed Volunteer Teams, often made up of older adults, that are then given to community partner organizations to maintain over time. There are four priority groups: housing, health/wellness, mobility & access, and culture of aging. McLeod can be reached at info@PAFClarimer.org

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.

Schmitt outlined the Mobility Action Plan (MAP) Implementation progress and asked if the existing goals established at the beginning of 2022 still make sense moving forward into 2023.

McLeod noted that PAFC's MAPG 5-year plan goals do not completely overlap and asked if those goals could be implemented through LCMC's goals. Schmitt noted that this included walk audits and LCMC could create a separate working group if needed. Johnson noted that also including the healthcare and transportation round tables would be nice. Schmitt suggested that could be included in the last MAP goal. Kaliczak noted how important communicating between healthcare and transportation is to better serve riders. Kaliczak also wanted to clarify that these goals would be continued in 2023. She noted that adding additional specific subgoals to "educate mobility committee members" would be helpful to add more clarity to the original goal. Goettsch noted that the current description of the outreach and education goal is accurate. Schmitt noted to add "educate community members of Larimer and Weld counites on availability of transportation options through travel training". Mumma noted to specifically highlight RideNoCo as a specific source of information. Smith noted that reaching out to students specifically in the school districts would be beneficial. Adding partners from school districts and schools would be great. Smith requested to add an online travel training component. Limoges noted that the group should create an outreach plan that outlines how to do outreach about RideNoCo and transportation options. Mumma suggested that RideNoCo could disseminate information about existing travel training options through Transfort, COLT, GET, and Arc of Larimer County. Snow stated that highlighting Arc's travel training program on the RideNoCo website would be great.

Schmitt announced that the Provider Survey is out and is due in mid-February and requested that transportation providers fill that out if possible; he will send out an email reminder.

1) **Mobility Case Study** – All

Johnson went over a mobility case study as a conversational problem solving activity. The scenario involved someone in a wheelchair in west Loveland (just south of W Co Rd 20 and Mariano Reservoir) who needed wheelchair transportation to regular medical appointments in Loveland; they could not afford a commercial demand-response option and they were outside of the COLT Dial-A-Ride (DAR) service area. Goettsch noted that Qualified Listeners serves that area for veterans but needs a wheelchair accessible vehicle to provide rides to veterans using wheelchairs or scooters. COLT can accommodate temporary eligibility for Dial-a-Ride, and they can serve users outside of the DAR service area if users can find a way into the COLT DAR service area. COLT is having a hard time with serving that area because there aren't a lot of businesses in that area to justify a fixed-route service. They are aware of the needs of that community, particularly as people age in place. Kaliczak notes that if there was a funding source for these type of trips, that would be beneficial. Snow asked if these were one-off situations and shared that there might be an opportunity for the Arc to provide funding for these trips via their advocates but will look further into it. In the past, Nelson-Cleverly was working with the Office on Aging to have funding where if SAINT turned down a ride for a medical appointment, the Office on Aging could reimburse a wheelchair accessible transportation provider to complete the ride. Limoges is not aware if this program is still available; would need to double check; from what she heard from their director, there was an intention to maintain this funding, but it is limited. Schmitt asked if Kaliczak has a list of their funding sources (Dial-A-Ride, Medicaid, Voc. Rehab, Dept of Human Services, etc.); zTrip has hundreds of different accounts. The process of running through funding sources with clients needing rides covered takes a lot of time for zTrip. The group suggested creating a funding flow chart to determine if people have any funding availability to cover the cost of zTrip or other taxis for one-off situations such as this in the future.

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. Rack Cards
         1. Johnson showed the group the new Rack Cards for RideNoCo.
         2. Woodall really liked the design and didn't want separate Rack Cards for Larimer and Weld Counties.
         3. Johnson will send out the design to the Northern Colorado Mobility Committee mailing list for final feedback prior to distributing publicly.
      ii. Travel Training Request Form

1. Johnson briefly went over Travel Training request form and will send it out to the full Mobility Committee mailing list for feedback prior to making it public.

TRANSFORT & COLT NEWS AND UPDATES

Russo announced Transfort's Fare Free Study survey will be out through February 15th.

Smith announced that COLT's transit center is expanding, they are likely adding another route, and a few other large changes are making their way down the pipeline this year.

LCMC MEMBER UPDATES

Baker with Larimer County Built Environment is putting together more fact sheets and toolkits for conducting walk audits.

Klein with Estes Park Transit announced that they are working with Bustang to renew service during the summer season and acquired another electric trolley vehicle.

Snow announced that the Arc of Larimer County can do a two part travel training for adults with Intellectual and Developmental Disabilities (IDD) in Fort Collins.

Turner with VA healthcare reimburses veterans to go to and from approved VA appointments. The Veteran's Transportation Service is working on transportation from Larimer County to the Aurora VA Campus.

Penfold is from the public and wanted to get reintroduced to mobility work in Larimer County.
Final Public Comment *(2 minutes each)*
None

Next Month's Agenda Topic Suggestions

None

Upcoming Meetings:

    a. **Northern Colorado Mobility Committee:** February 28th 1 to 3:30 pm at the Windsor Rec Center
    b. **LCMC Meeting:** 4th Tuesday, April 25th 1:30 to 3:00 pm Virtual

RideNoCo Updates

Larimer County Mobility Committee

North Front Range
Metropolitan
Planning
Organization

April 25, 2023

1

Now Hiring: Mobility Specialist

RIDE NOCO

https://nfrmpo.org/jobs/

2

2

Phased Roll Out

RIDE NOCO

Phase 1 2021	Phase 2 2022	Phase 3 2023

Website + Call Center
- Introduction of RideNoCo
- Central hub to identify transportation options across region and beyond

Trip Discovery
- Ability to find and plan trips on public transit and human service providers in region
- Utilizing GTFS-Flex technology

Trip Scheduling
- Long-term vision to find, plan, and book ride in one place across multiple providers
- Laying foundation for coordination as region grows by adopting Transactional Data Specifications (TDS)

3

3

Phase 3: Trip Scheduling

RIDE NOCO

- ***A series of projects are currently underway or will be soon in conjunction with Phase 3:***
    - A vendor has been selected to provide customizations to RideSheet to serve as a TDS-compliant CRM for RideNoCo and a scheduling platform for N40Rides (Red Feather Lakes)

    - Two volunteer transportation scheduling platforms, **Spedsta & RideScheduler**, will soon begin the process of adopting their software to be TDS-compliant for use by SAINT, RAFT, and 60+ Ride

    - Volunteer Provider Working Group

KEY
Provider software — Open API

A
B
C
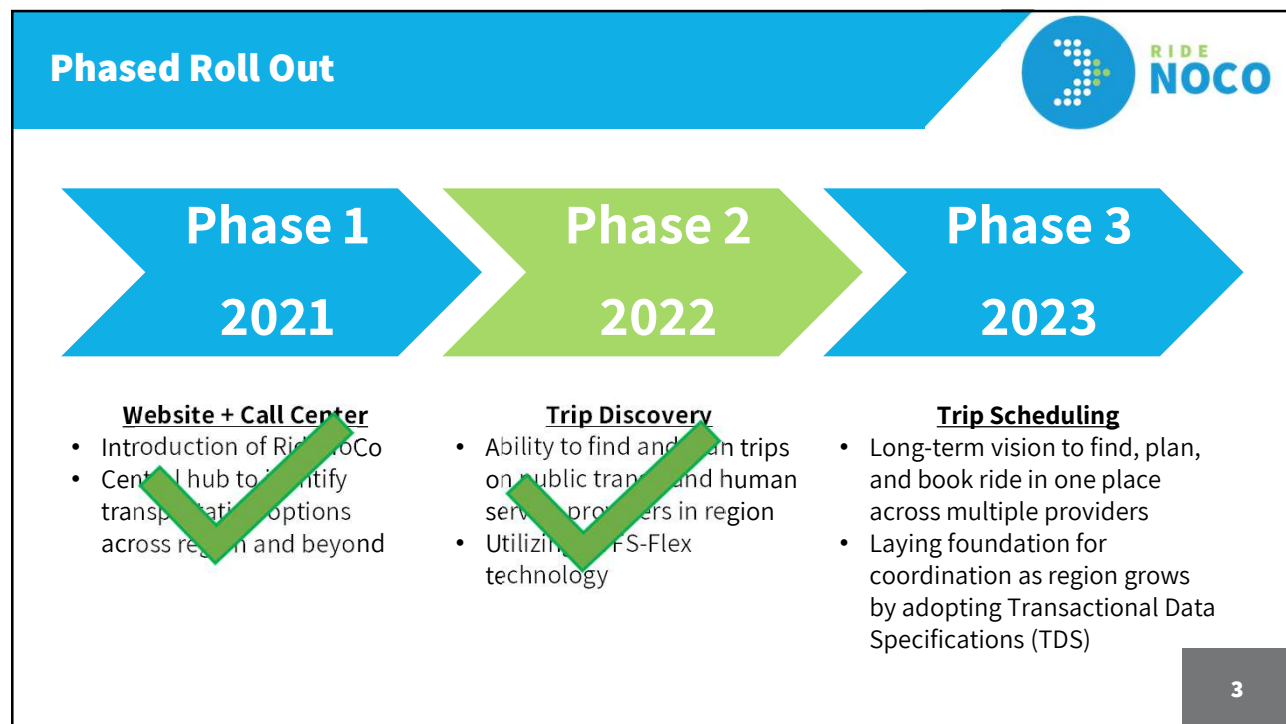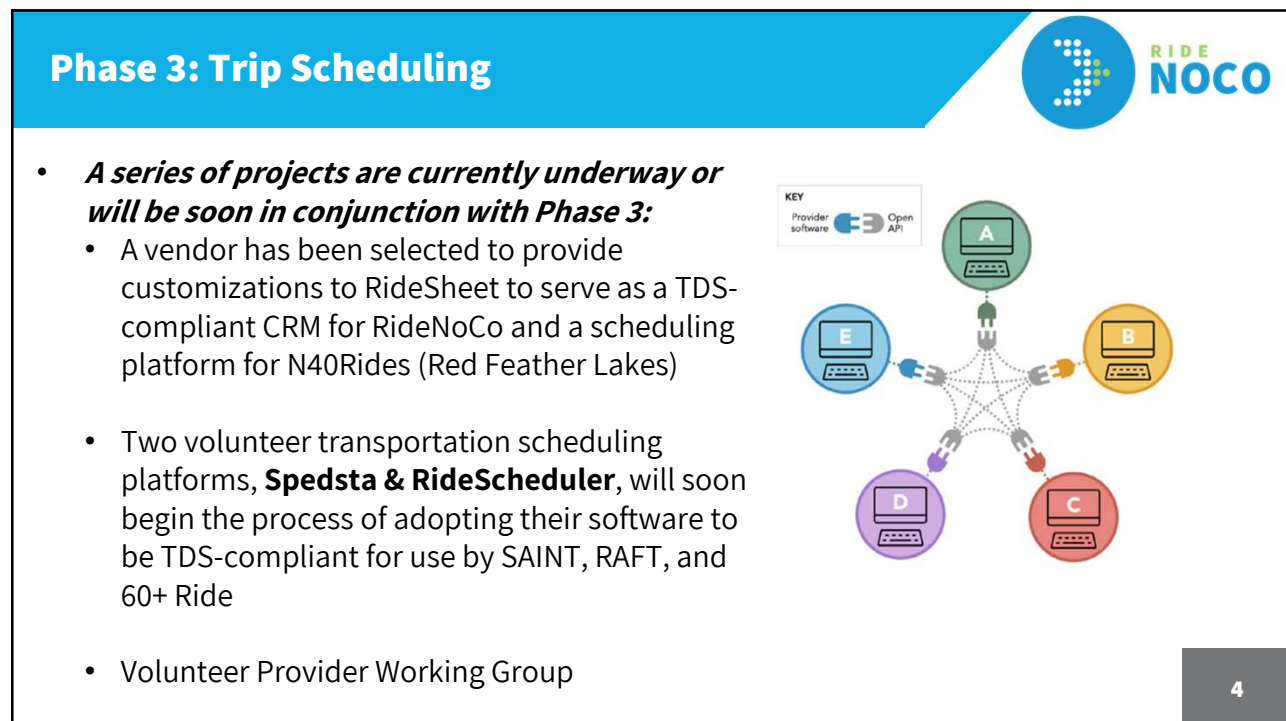D
E

4

4

Volunteer Provider Working Group

- **In 2023, RideNoCo will convene a volunteer provider working group to further coordination efforts**
  - Possible discussion topics include:
    - Drivers
      - Recruitment, background checks, intake, training, mileage reimbursement
    - Clients
      - Recruitment, intake, rider handbook
    - Reporting
    - Software/technology usage/support
      - User group?
    - Referral & coordination business rule development

Function	Status/Comments	Tasks	How executed
Info and assistance	Doing now		Telephone; website; trip planner
Warm/lukewarm transfers	Not feasible for all providers; they occasionally do this now and can continue to give this option more regularly	Establish protocols by provider	Telephone system
Eligibility	Not feasible for all providers	Determine role with each provider; manual vs. digital information; develop workflow	Training, coordinated meetings
Intake	Not currently providing but could do so in the future Not feasible for all providers; most suited for AAA-funded trips or paratransit	Determine role with each provider; manual vs. digital information; develop workflow	Training, coordinated meetings; Transfer info manually? through CSV files? user licenses?

5

5

Provider Inventory Survey

Northern Colorado Transportation Provider Survey

This survey will help provide a comprehensive overview of capacity and resources of transportation providers in Larimer and Weld counties while also equipping local and county Offices of Emergency Management with valuable information in case of an emergency.

- https://www.surveymonkey.com/r/TRMPR9Q
- **Received 10 responses; currently analyzing data and will discuss in greater detail at May NCMC meeting**

|		
Transfort	GET	COLT
SAINT	RAFT	60+ Ride
Estes Transit	Heart&SOUL Paratransit	zTrip
Envision	Via Mobility	N40 Mountain Alliance
BATS	Wellington Senior Center	Windsor Senior Rides
Foothills Gateway	Qualified Listeners	Cheyenne VA

6

6

Mobility Case Study

RIDE NOCO

- **78-year-old woman in Larimer portion of Johnstown needs transportation for medical appointments in Loveland and Greeley. Has Medicare Advantage plan but only offers curb-to-curb service when door-to-door is needed**
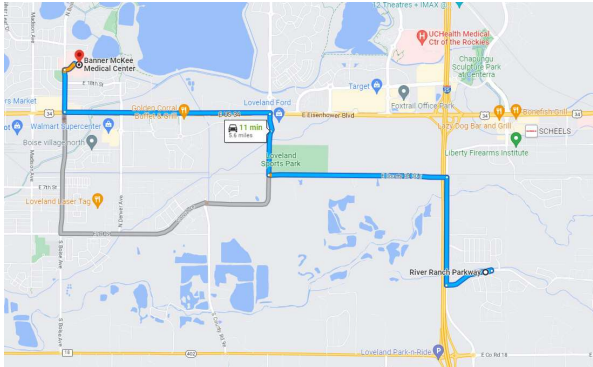
Additionally, how are providers handling cross-jurisdictional trips in general? Is it a need that often arises?

7

7

Mobility Action Plan Updates – Highlighted Changes

RIDE NOCO

- **_Highlighted Changes:_**
  - **Goal #3: Educate Community Members**
    - More explicit mention of RideNoCo, development of online training modules/resources
    - Creating an outreach plan
    - Including school districts as an outreach audience
  - **Inclusion of mobility goals from related efforts:**
    - Larimer County: _Mobility & Access Priority Group_
    - Weld County: _AARP Age-Friendly Action Plan_

REGIONAL MOBILITY ACTION PLAN

IMPLEMENTATION OF THE NFRMPO COORDINATED PUBLIC TRANSIT/HUMAN SERVICES TRANSPORTATION PLAN

8

8

Mobility Action Plan Updates – Measuring Progress

- *Measuring Progress:*
  - **Checkmarks next to Action Steps**
    - (✓) = complete but ongoing
      - *Ex: conducting outreach*
    - (✓✓) = complete and does not need to be done again
      - *Ex: identifying a platform for Resource Library*
  - **Implementation Progress tables added to each goal**
    - Tied to Performance Indicators
  - **Appendix containing Implementation Progress snapshots**

REGIONAL MOBILITY ACTION PLAN

IMPLEMENTATION OF THE NFRMPO COORDINATED PUBLIC TRANSIT/HUMAN SERVICES TRANSPORTATION PLAN

9

9

Age-Friendly Weld - Transportation

1. To promote and expand travel training programs for older adults and adults with disabilities throughout Larimer County.

2. To develop a community outreach and education program about transportation resources, driver safety and travel training as recommended in the Larimer County Senior Transportation Needs Assessment.

3. To support and spread awareness of RideNoCo, the One Call/One Click Center in Larimer and Weld counties.

4. To encourage, advocate for, and support a transportation network in Larimer County that older adults feel physically and emotionally safe using.

5. Explore mobility and access needs and opportunities for older adults in Larimer County beyond the One Call/One Click Center and "traditional" human service transportation with modes such as biking and walking.

PAFC

10

10

Integrating into LCMC Work

RIDE NOCO

Proposed Framework:

- Subcommittee format with NFRMPO Mobility staff person serving as administrative lead in partnership with liaison from Mobility Committee to plan and facilitate meetings

- Liaison then reports on progress made in implementing goals at LCMC meetings ← *Are any LCMC members interested in serving as liaison or participating in the Mobility & Access subcommittee?*

- Weld County Mobility Committee proposed and adopted similar framework for implementing United Way Collective Impact transportation goals at March 2023 meeting

Northern Colorado Mobility Committee

LCMC   WCMC

Mobility & Access   Aging Well

Weld's Way Home
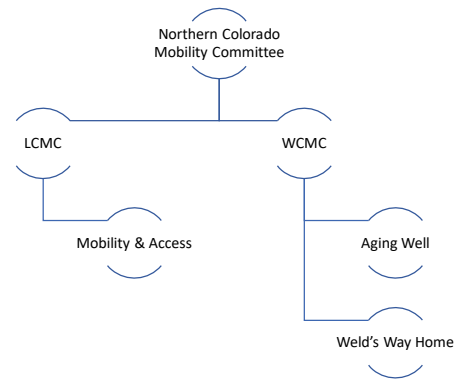
11

11

Work Groups Activity

RIDE NOCO

Recruitment
- Coordinate strategies and activities to increase active membership and participation in mobility committees.

- **Updates:**
  - None this month

Outreach & Education
- Coordinate strategies and activities to increase the awareness of transportation providers and programs in Northern Colorado.

- **Updates:**
  - Reflection on Outreach "Work Group"
  - Upcoming events and opportunities for collaboration
  - RideNoCo outreach program updates

12

12

2023 Outreach Materials

Rider's Guide Update

RideNoCo Travel Training Promo Materials

- Promo materials to share at outreach events and during travel training

- Travel Training kits:
  - Backpack, water bottle, sunscreen, hand sanitizer, notebook, earbuds
  - Can pair with informational materials (Rider's Guides, agency brochures and schedules, etc.)

13

13

Travel Training

www.rideno.co/travel-training
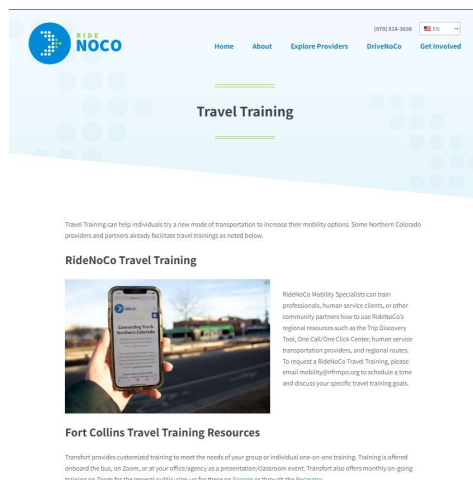
- Information about current travel training programs and resources across the region

- Please let us know if you would like us to add more information

- We will continue to add more information as programs develop and new programs are created

14

14

Connect with the RideNoCo Team

Cory Schmitt
Mobility Director
cschmitt@nfrmpo.org
(970) 999-0072

RideNoCo
8am-5pm, Monday-Friday
mobility@nfrmpo.org
(970) 514-3636

15

15

2023 Mobility Calendar

Legend
- ○ LCMC (blue)
- ○ WCMC (green)
- ○ NCMC (purple)

2023 Meeting Dates:
- **Jan. 24: LCMC**
- **Feb. 28: NCMC**
- **Mar. 28: WCMC**
- **Apr. 25: LCMC**
- **May 23: NCMC**
- **June 27: WCMC**
- **July 25: LCMC**
- **Aug. 22: NCMC**
- **Sept. 26: WCMC**
- **Oct. 24: LCMC**
- **Nov. 28: NCMC**
- **Dec. 12: WCMC**

January
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	8	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

March
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

May
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

June
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

July
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	2	21	22	23
24	25	26	2	28	29	30
31						

North Front Range Metropolitan Planning Organization

rideno.co | 970-514-3636 | mobility@nfrmpo.org