



Larimer County Mobility Committee (LCMC)—MINUTES
July 25th, 2023
1:30 p.m. – 2:45 p.m.

1. Call Meeting to Order, Welcome and Introductions

- Connie Nelson-Cleverley, SAINT
- Ari Edgely, Foothills Gateway
- Jacque Penfold, Community Member
- Steve Conaway, RAFT
- Bridie Smith, COLT
- Melanie Royalty, Transfort
- Aaron Oberndorf, CO Division of Vocational Rehabilitation (DVR)
- Dana Klein, Town of Estes Park
- Katlyn Kelly, Transfort
- Lisa Bitzer, Via Mobility Services

NFRMPO staff: Cory Schmitt, AnnaRose Cunningham

2. Review of Agenda

3. Public Comment (2 minutes each)

Approval of April Meeting Minutes

Kelly motioned to approve the January minutes. Oberndorf seconded the motion, and it was approved unanimously.

INTRODUCTIONS + ICEBREAKER

The group introduced themselves and shared a transportation or operational-related challenge their organization had recently and how they overcame it. Some common themes were the hiring and retention of drivers, communicating real-time route and schedule changes to riders, and meeting demand during peak hours (8-10am, 1-3pm).

PRESENTATION

1) NFRMPO Call for Projects – Cunningham

Cunningham shared a presentation about the NFRMPO Call for Projects for fiscal years 2026 and 2027 with the group. Slides can be found in the packet.

RIDENOCO UPDATES

Schmitt introduced Brooke Bettolo as the new Mobility Planner who started with the NFRMPO at the end of May. Schmitt also announced that the new Mobility Specialist will be starting August 2nd.

Schmitt provided an update about RideNoCo, including progress on the Trip Scheduling phases, including the implementation of Transactional Data Specifications (TDS). Now that providers have come to a



consensus for consistent data entry of rider intake information across providers, work is beginning in earnest between the scheduling software platforms. Schmitt also mentioned that the RideNoCo Provider's guide is now available in audio form [here](#). Slides can be found [here](#).

DISCUSSION ITEMS

2) Mobility Case Study– All

Schmitt went over a mobility case study for a 59-year-old woman with a temporary visual impairment that needs transportation to Broomfield three times a week for training at a new job, on short notice. zTrip would be cost-prohibitive, she is a veteran in contact with Qualified Listeners, but is having trouble printing her military service records (DD214). Oberndorf mentioned that DVR might be able to fund zTrip rides on a short-term basis since the trips are for work and the caller has a disability, the only problem being if the caller is not already registered with DVR, the process of intake might take too long. Penfold stated that if she is in contact with Larimer County Veteran Service Officer and see if they can help her get her military service records.

A follow up question was posed to providers of whether or not they are able to receive calls in Spanish and if they have Spanish-speaking drivers to accommodate for an increase in calls from Spanish-speakers to the call center. Bitzer mentioned that Via Mobility Services has Spanish-speaking call center staff, and about five drivers that are fluent in Spanish. Klein mentioned that Estes Transit uses Voiance (now known as Cyra Com) for their interpretation needs. Schmitt confirmed that the NFRMPO uses LanguageLink for a similar service. Nelson-Cleverly shared that there is need for an on-demand interpretation service since they typically have to communicate through family members in these cases. Schmitt confirmed that 60+ Ride in Weld County has a similar situation, so the NFRMPO will investigate subsidizing or adding licenses to LanguageLink for providers so they can have on-demand interpretation of over 120 languages. Schmitt agreed to follow up with the group as updates are available.

Kelly mentioned that City of Fort Collins uses ACSI for interpretation, and Spanish-speaking City staff that will be communicating in Spanish must take a test to ensure that are able to effectively communicate verbally and in writing. If they are proficient enough, staff can receive a certification to serve as a certified translator for the agency, and all translation requests must be routed through them before contracting with an outside agency. Royalty mentioned that Transfort has a high need for in-person interpretation and is currently looking into options. There are blue phones that are available in-person at the City offices, where the client can use one receiver and the staff has the other, while an outside agency interprets the call, but Royalty is investigating how they are utilized for interpretation, and whether the office needs a subscription for the service.

Similarly, Schmitt shared an update about the recent bilingual travel training in Greeley with the Weld County Department of Public Health and Environment (WCDPHE) and Greeley Evans Transit (GET) and how the Spanish-speaking participants had expressed their concerns about language



barriers during a bus ride, and how they can communicate with non-bilingual drivers to ask about tickets, transfers, and routes. Greeley Evans Transit is currently looking into similar in-person interpretation options or driver education for increased language access.

Schmitt also mentioned that WCDPHE has a licensed social worker that helps community members fill out GET paratransit applications and inquired as to whether other providers in Larimer County provide similar services. Edgely mentioned that Foothills Gateway will provide this service, but the client must already have a case manager through Foothills to qualify. Kelly mentioned that those needing assistance in applying for paratransit can call Transfort for assistance, though that does not happen often. Smith mentioned that COLT will assist clients as well, and pre-COVID would go to applicants' houses to help them fill out the documents, but they are not receiving a lot of requests, but that there is probably a gap that an agency can fill for community members already overwhelmed by the process and reticent to ask for assistance. The group unanimously supported the NFRMPO looking more into finding an agency that can support individuals in completing and submitting applications for paratransit and volunteer transportation services.

WORKING GROUPS

3) Recruitment Working Group – Schmitt/All

- a. A questionnaire will be sent to the group about outreach best practices in Larimer County.
- b. **Next Steps:**
 - i. Please fill out the questionnaire when you can.

4) Outreach and Education Working Group –All

- c. Schmitt revisited restarting PAFC Mobility and Access Subcommittee. Kelly and McLeod mentioned being interested last meeting, and Penfold volunteered as well. The group will meet in August and invite people in as needed. Smith mentioned wanting to be kept in the loop and joining at a later date as capacity allows.
- d. **Next Steps:**
 - i. Volunteers will receive communication from the NFRMPO to set up a time to meet.

TRANSFORT & COLT NEWS AND UPDATES

Smith updated that the new Route 7 COLT bus would begin January of 2024, pending Council approval, with the new mobility hub hopefully open by then. COLT will also be permanently relocating the North Transfer location to 37th and Garfield.

Kelly invited members of the group, transportation advocates, fixed route users and paratransit users to join the Dial-a-Ride Accessibility Committee (DARTAC), where transit users can give direct feedback to the providers. The meetings are once every other month, with the next meeting in August. Schmitt will share the meeting details with the group.

LCMC MEMBER UPDATES

Bitzer announced that Via will be offering services to rural Weld beginning August 1st. The service area map is located [here](#). One of the drivers in this program is bilingual.



Final Public Comment (2 minutes each)

None

Next Month's Agenda Topic Suggestions

None

Upcoming Meetings:

- a. **Northern Colorado Mobility Committee:** August 22nd 1 - 3:30 pm at the Berthoud Town Hall with a call-in option, but in-person participation is strongly encouraged.
- b. **LCMC Meeting:** October 24th, 1:30-3:00 pm Virtual