



**Larimer County Mobility Committee (LCMC)—AGENDA**

**October 24, 2023**

**1:30 – 3:00 p.m.**

**Virtual**

**Call-in information:**

(970) 822-7967

**Code:** 218 568 12#

**Meeting Link:** [Click here to join the meeting](#)

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

- |   |        |
|---|--------|
| <b>1) Colorado Ebike Rebate Program</b> | Thorne |
|---|--------|

**DISCUSSION**

- |   |         |
|---|---------|
| <b>2) Ebike follow up discussion</b>  | All     |
| Intersection of micromobility and older adults and people with disabilities |         |
| <b>3) Mobility Case Studies</b>   | Bettolo |
| Walkthrough of real RideNoCo call center scenarios                          |         |

**RIDENOCO UPDATE**

Update on Trip Scheduling project & 2024 Calendar	Schmitt
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**ANNOUNCEMENT**

Safety Roundtable at the November NCMC	Kaliczak
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**COLT AND TRANSFORT NEWS AND UPDATES**

**LCMC MEMBER REPORTS**

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- 5. Final Public Comment (*2 minutes each*)**
- 6. Next Month's Agenda Topic Suggestions**
- 7. Next Meetings:**
  - **NCMC: November 28, 2023**
  - **LCMC: January 23, 2024**



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

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**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 2<sup>nd</sup>.

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 37<sup>th</sup> 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 1<sup>st</sup>. 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 22<sup>nd</sup> 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 24<sup>th</sup>, 1:30-3:00 pm Virtual



# RideNoCo Updates

Larimer County Mobility Committee





North Front Range  
Metropolitan  
Planning  
Organization

October 24, 2023

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## Introductions + Icebreaker

**Who taught you  
how to ride a bike?**

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## E-Bike Follow Up Discussion



1. Have you seen e-bikes and other micromobility services enhance the mobility for older adults and people with disabilities?
2. What potential do these devices have to assist your agency in your mission? Are there any drawbacks?
3. What additional resources are needed to increase adoption of these devices?



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## Expanded Mobility Team



### Mobility Director

Cory Schmitt

[cschmitt@nfrmpo.org](mailto:cschmitt@nfrmpo.org)

- Manages overall direction of Mobility Program
- Leads RideNoCo implementation projects and strategic initiatives
- Tertiary Call Center support

### Mobility Planner

Brooke Bettolo

[bbettolo@nfrmpo.org](mailto:bbettolo@nfrmpo.org)

- Oversees RideNoCo's Outreach and Travel Training programs
- Responsible for creation and implementation of Coordinated Plan
- Secondary Call Center support

### Mobility Specialist

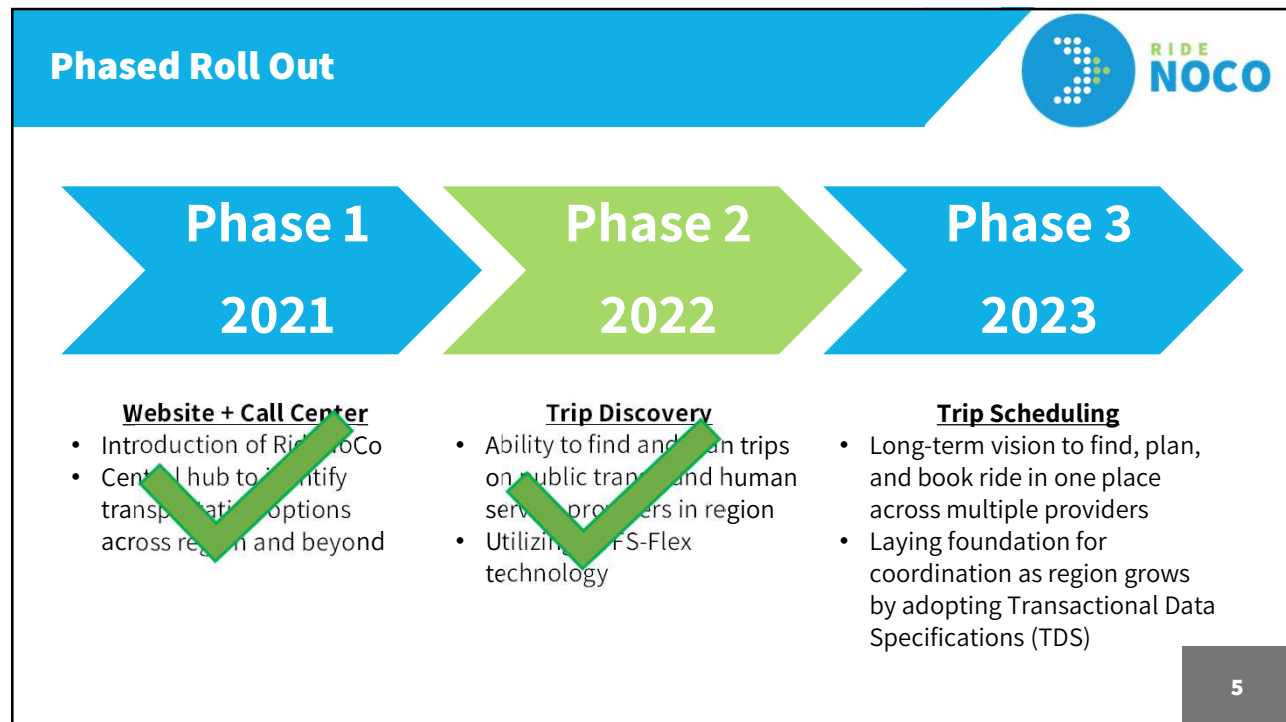
Lisa Deaton

[ldeaton@nfrmpo.org](mailto:ldeaton@nfrmpo.org)

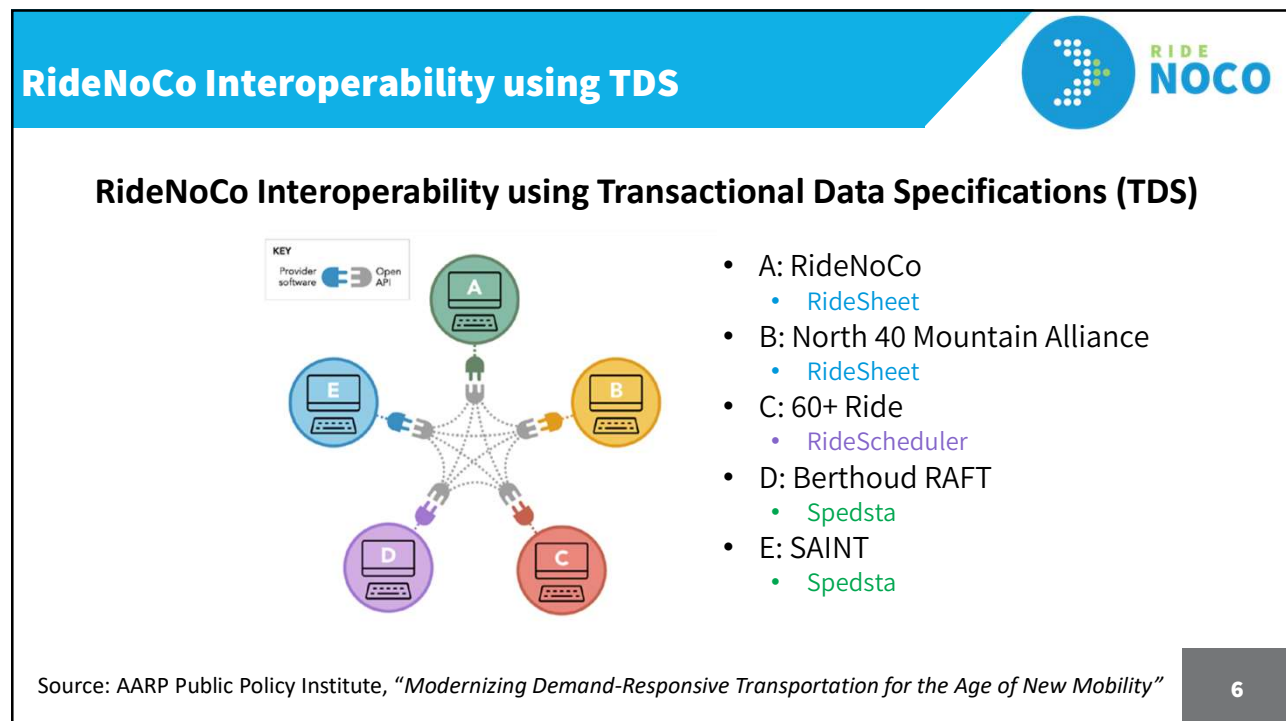
- Primary Call Center staff
- Supports Outreach and travel training activities
- **Point of contact for Rider's Guides and other materials**

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## Phase 3: Trip Scheduling



- **The RideNoCo Coordination & TDS Integration Projects are making progress:**
  - Full Path Transit Consulting is in the process of customizing **RideSheet** as a TDS-compliant CRM for RideNoCo and a scheduling platform for the North 40 Mountain Alliance (N40MA) in Red Feather Lakes
    - **NFRMPO will be reaching out to participating providers within the next few weeks to provide a detailed project update and to come to consensus on business rules**
  - Full Path is working alongside two volunteer transportation scheduling platforms, **Spedsta & RideScheduler**, to make all platforms TDS-compliant for use by *SAINT, RAFT, 60+ Ride and N40MA*
    - **Work continues on system design work with all vendors with expected completion in October 2023 with engineering work beginning immediately afterwards.**
  - **Upon completion in early 2024**, RideNoCo will be able to conduct initial intake on behalf of volunteer providers and seamlessly share client info with and among providers; volunteer providers able to exchange riders and trips



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## Mobility Committee Discussion



**Following feedback from Northern Colorado Mobility Committee (NCMC) members, the consensus was to keep the same format of Mobility Committee meetings in 2024:**

- Each Committee will meet once per quarter

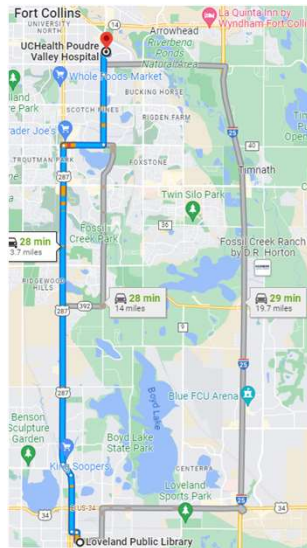
2024 Proposed Meeting Calendar		
LCMC	NCMC	WCMC
January 23	February 27	March 26
April 23	May 28	June 25
July 23	August 27	September 24
October 22	November 19*	December 17

\* 3<sup>rd</sup> Tuesday to avoid conflict with Thanksgiving

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## Mobility Case Study #1



70 y/o man needs ongoing rides to medical appointments. He lives in Loveland and his appointments are at Poudre Valley Hospital in Fort Collins. He said he does not want to take public transportation because he walks with a cane. He does not have Medicaid and he is not a Veteran.

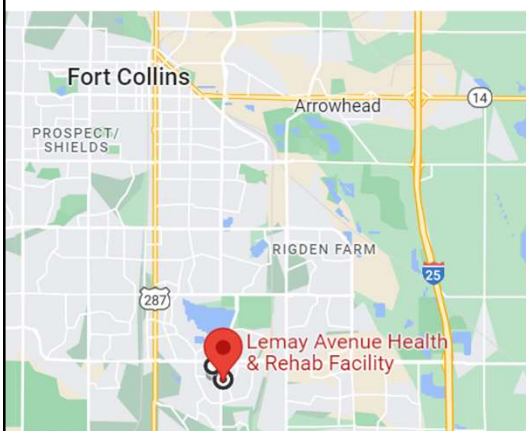
SAINT would be a great option if they went from Loveland to Fort Collins

**What options are available for these kind of mobility needs?**

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## Mobility Case Study #2




60+ y/o man, non-veteran man needs wheelchair accessible transportation for evening trips to a friend's house in Fort Collins. He lives at the Lemay Avenue Health and Rehab Facility in Fort Collins, and they have cancelled their in-house transportation for leisure trips.

**What options are available for these kind of mobility needs?  
Do we know why Lemay has cancelled their transportation services?**

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**Connect with the RideNoCo Team**




**Cory Schmitt**  
Mobility Director  
[cschmitt@nfrmpo.org](mailto:cschmitt@nfrmpo.org)  
(970) 999-0072

**Brooke Bettolo**  
Mobility Planner  
[bbettolo@nfrmpo.org](mailto:bbettolo@nfrmpo.org)  
(970) 672-0677

**Lisa Deaton**  
Mobility Specialist  
[ldeaton@nfrmpo.org](mailto:ldeaton@nfrmpo.org)  
(970) 300-1076

**RideNoCo**  
8am-5pm, Monday-Friday  
[mobility@nfrmpo.org](mailto:mobility@nfrmpo.org)  
(970) 514-3636



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# 2023 Mobility Calendar



## 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	20	21	22	23
24	25	26	27	28	29	30
31						

### 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