

2023

REGIONAL MOBILITY ACTION PLAN

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

Developed by and for the Larimer County and Weld County Mobility Committees



2023 Regional Mobility Action Plan

Overview:

The Larimer County Mobility Committee (LCMC) and Weld County Mobility Committee (WCMC) worked with the North Front Range Metropolitan Planning Organization (NFRMPO) on the [2021 Coordinated Public Transit/Human Service Transportation Plan \(Coordinated Plan\) to improve the mobility of older adults, individuals with disabilities, and low income individuals in Northern Colorado](#). The plan identified 5 strategies to address the mobility needs of these population to improve access, mobility, and quality of life in our communities: **Coordination, Education, Collaboration, Infrastructure/Funding, and Non-Mobility Improvements**. To continue the momentum of the Coordinated Plan planning process, the mobility committees have brainstormed goals and action items (listed below) to address these strategy areas in 2022 and beyond as outlined in this *Regional Mobility Action Plan*.

2023 Goals: Coordinated Plan Implementation

1. Implement and expand use of shared resource library
2. Educate Mobility Committee members on transportation programs/options available
3. Educate community members of Larimer and Weld Counties on availability of transportation options
4. Direct providers to existing state and regional driver training programs
5. Compile an inventory of current mobility infrastructure and voucher programs
6. Identify new funding sources
7. Create a recruitment working group to increase interdisciplinary participation, including from the healthcare system, in mobility committees.

Additional Goals: Mobility & Access Priority Group (*Larimer County*)

The Mobility & Access Priority Group (formerly Senior Transportation Coalition) existed from 2012-2022 to advocate for improved transportation for older adults in urban and rural areas of Larimer County. Predominantly focused on outreach and education of existing services in its final iteration, members of the Mobility & Access Priority Group elected to fold into the larger Larimer County Mobility Committee beginning in January 2023. Many goals of the group's latest [5-Year Plan](#) closely align with goals laid out in the Coordinated Plan and Mobility Action Plan:

Implementation Key:

✓ = complete but ongoing ✓✓ = complete and doesn't need to be done again

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. These outreach and education efforts will emphasize communicating the affordability of these services and relieving anxiety for older adults using transportation services.
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. Explore transportation service expansions, cultivate greater geographic, cultural, socioeconomic, and ethnic diversity and inclusion.

Additional Goals: Age-Friendly Weld – Transportation (*Weld County*)

The [Age-Friendly Weld Plan](#) is the result of years of collective impact work convened by the United Way of Weld County centered on the needs of aging and older adults in Greeley, Evans, Garden City, and all of Weld County. Through this process that resulted in the County receiving an Age-Friendly Community designation by the AARP, transportation was identified as a key issue impacting the quality of life for older adults in the community. In order to formulate solutions to meeting these transportation gaps identified through the planning process, an Age Friendly Transportation Working Group was convened in 2022 to draft strategies and benchmarks for improving the mobility of older adults in Weld County. The high level goals can be found here:

1. Expand the amount of transportation and mobility services available through a coordinated effort of public, private, and non-profit providers.
2. Work with community partners to increase awareness of and access to transportation services that serve older adults and adults with disabilities.
3. Identify and address barriers, both in the built environment and other realms, that impact the mobility of older adults and adults with disabilities.

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4. Increase and broaden participation in the Weld County Mobility Committee for the purpose of further advancing age-and-ability friendly mobility work.

Working Groups

Two working groups will meet as standing agenda items in 2023 during WCMC and LCMC meetings or as determined by the working groups. These include:

Recruitment Working Group:

Mission: The Recruitment Working Group will coordinate strategies and activities to increase membership and participation in the mobility committees, with a focus on increasing membership from interdisciplinary professions such as healthcare and active transportation with a focus on equity.

Working Group Lead: NFRMPO

This working group with focus on the following goal:

7. Create a recruitment working group to increase interdisciplinary participation, including from the healthcare system and active transportation, in LCMC and WCMC

Outreach and Education Working Group:

Mission: The Outreach and Education Working Group will coordinate strategies and activities to increase the awareness of transportation providers and programs in Larimer and Weld Counties.

Working Group Lead: NFRMPO

This working group with focus on the following goals:

2. Educate LCMC/WCMC members on transportation programs/options available
3. Educate community members of Larimer and Weld Counties on availability of transportation options

Collectively the LCMC and WCMC will advise on the following goals on an as-needed basis:

1. Create a shared resource library
4. Direct providers to existing state and regional driver training programs
5. Compile an inventory of current mobility infrastructure and voucher programs
6. Identify new funding sources

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Subcommittees

Two subcommittees will form to advance the goals of the Mobility & Access Priority Group (Larimer County) and Age-Friendly Weld Transportation Goals (Weld County). These subcommittees will meet independently from the larger Mobility Committees with a NFRMPO staff person supporting administration and a Mobility Committee member serving as the subcommittee liaison. Subcommittees will report on progress at quarterly county specific Mobility Committee meetings.

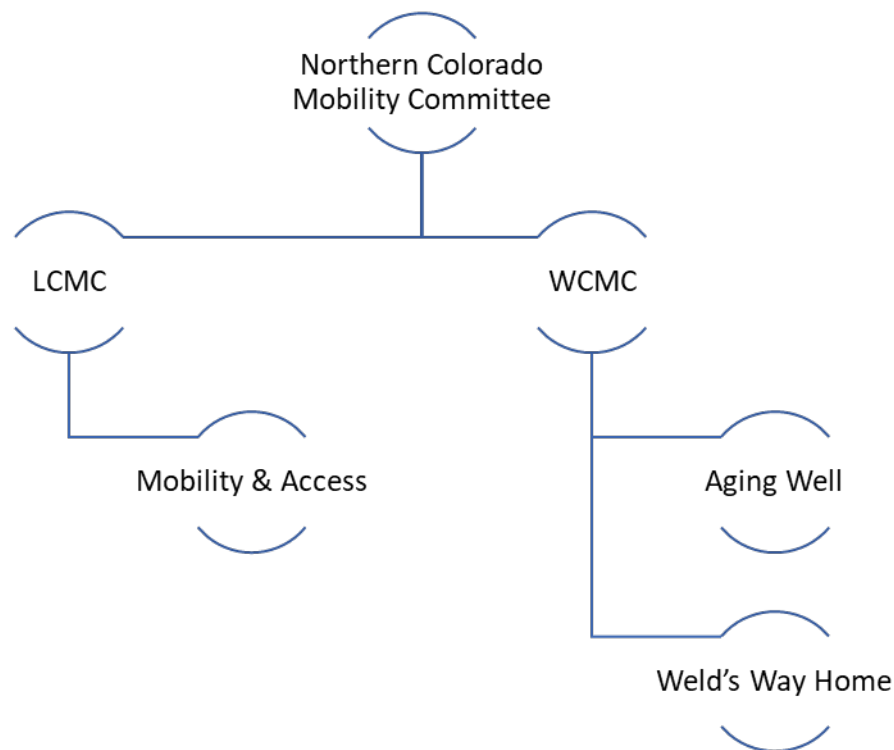


Figure 1 Mobility Committees and related subcommittee structure

Strategy 1: COLLABORATION

Local transportation providers, human service agencies, stakeholders, and other community groups will work together to reduce barriers for access to transportation. An example of this strategy is RideNoCo, the NFRMPO's One Call/One Click Center program.

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Goal 1: Create a shared resource library.

Summary: The Shared Resource Library would serve as an online resource to transportation providers to share resources, information, and build off one another's work. All transportation providers would contribute the documents requested by the Project Lead. The Project Lead would ensure the library stays up to date, organized, and add documents as requested by transportation providers. This goal was prioritized third (tied with Goal 6) during the March 2022 Joint Mobility Committee meeting.

Action Steps

- Identify a preferred shared platform (✓✓ - **Google Drive**)
- Create a shared an agreed upon Terms of Use
- Identify documents and resources transportation providers want to share
- Compile documents and resources
 - Policies and procedures
 - Eligibility Forms for human service and paratransit service providers
 - Legal and Policy Resources for transportation providers (FTA, CDOT policies, Title VI, ADA, etc.)
 - Route and Location Information
 - Maps of Routes/GIS Data
 - Fleet and Service Information – number of vehicles, number of volunteers, number of employees, etc.
 - Training materials
 - How to work with people with disabilities
 - Unruly passengers
 - Informational brochures
 - Contact Information for agency
- Train WCMC/LCMC Members on how to access and navigate Shared Resource Library
- Keep library updated and relevant, ensure new WCMC/LCMC members have access to library
- Create handbook on how to manage Shared Resource Library as people and positions change
- Spread the word about Shared Resource Library to all transportation providers and WCMC/LCMC members

Implementation Team:

Project Lead: NFRMPO

Project Lead Contributions:

- Set up shared resource library platform
- Request documents from contributors
- Organize resource library
- Train WCMC/LCMC members how to access Shared Resource Library
- Share updates and get feedback on project to WCMC/LCMC
- Request updated documents from WCMC/LCMC members biannually
- Create handbook on how to manage Shared Resource Library as people and positions change

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Working Group

- None. The project lead will bring updates to the mobility committees for feedback and advice as needed.

Content Contributors:

- City of Fort Collins/Transfort/Dial-A-Ride
- City of Loveland/City of Loveland Transit (COLT)
- City of Greeley
- Rural Alternative for Transportation (RAFT)
- Berthoud Area Transportation System (BATS)
- Colorado Department of Transportation/CDOT
- Additional transportation providers not listed
- NFRMPO/ Mobility Committees
- Town of Estes Park
- SAINT Volunteer Transportation (SAINT)
- Via Mobility
- Wellington Senior Center
- zTrip
- Heart&SOUL Paratransit

Contributions:

- Respond to emails and information requests from Project Lead about goal
- Provide documents to Project Lead in a timely manner
- Train internal staff how to access and use the Shared Resource Library
- Give feedback on usability and ways to make library useful

Performance Indicators

- How many providers contributed items to the Resource Library?
- How many documents does the Resource Library contain?
- Annual discussion with providers to gauge usefulness of Resource Library

Implementation Progress

Performance Indicator	2022	2023	2024	Notes
How many providers contributed items to the Resource Library?	--			
How many documents does the Resource Library contain?	--			
Annual Discussion with providers to gauge usefulness of Resource Library	--			

Strategy 2: EDUCATION

Implementation Key:

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Disparate programs exist for vulnerable populations to meet their basic needs, so there should be an investment in travel training, cross promotion, and proactive educational campaigns like the Rider's Guides to help educate the community on potential transportation options.

Goal 2: Educate Mobility Committee members on transportation programs/options available

Summary: Increase understanding within WCMC and LCMC members of transportation programs and options available. This goal was prioritized fourth during the March 2022 Joint Mobility Committee meeting.

Action Steps

- Have 5-minute presentations by members and invited partners at each meeting
 - Members specifically requested the following agencies to present information to the mobility committees:
 - CASTA
 - IntelliRide(✓)
- Invite new partners in related topic areas to present to WCMC and LCMC (✓)
- Compile training and informational materials for WCMC and LCMC members
 - This could be stored in the Shared Resource Library
- NFRMPO train agency staff and volunteers how to use RideNoCo website and when to refer clients to RideNoCo staff as appropriate (✓)
- Ensure information is accessible and up to date on the Shared Resource Library

Implementation Team:

Project Lead: NFRMPO

Project Lead Contributions:

- Coordinate with WCMC and LCMC members to set up presentations
- Compile training and informational materials for WCMC and LCMC members to reference

Working Group

- Outreach and Education Working Group

Contributors:

- WCMC and LCMC members
- Transportation Providers

Contributions:

- Respond to emails and share information requested by Project Lead related to goal
- Provide brochures to Project Lead

Implementation Key:

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- Provide insight on:
 - o What mobility challenges/gaps has your agency identified? What resources would your agency need to address that challenge? What mobility gaps has your agency filled? What ideas do you have?
- Provide relevant program and agency brochures and information to the Project Lead to share during outreach

Performance Indicators

- Percentage of LCMC/WCMC meetings with a presentation from a member or invited partner

Implementation Progress

Performance Indicator	2022	2023	2024	Notes
Percentage of Mobility Committee meetings with a presentation from a member or invited partner	33%			

Goal 3: Educate community members of Larimer County and Weld County on availability of transportation options.

Summary: Increase understanding and awareness of Larimer and Weld community members of transportation programs, options and resources available, including RideNoCo. Conduct outreach as possible and coordinate outreach to share materials for the variety of transportation options available. This goal was prioritized as first during the March 2022 Joint Mobility Committee meeting.

Action Steps

- Distribute Rider's Guides (✓)
 - o Both within LCMC and WCMC committee member organizations/agencies and within the community
 - o Distribute to health clinics
- Host RideNoCo staff to present to organizations/agencies serving clients who may have transportation barriers (✓)
- Create online travel training resources for participants to train themselves at a self-guided pace
- Add existing and new resources to a dedicated Travel Training page on the RideNoCo website (✓)
- Coordinate Travel Trainings with transportation providers and RideNoCo staff (✓)
- Develop a coordinated transportation education and outreach plan
- Add RideNoCo links/branding to existing outreach channels
 - o Website, social media, etc.
 - o Add link to RideNoCo website on email signatures
- Regularly check in with providers to ensure website, Rider's Guide, and Provider's Guide has up-to-date information (✓)
- Add current transportation brochures and program materials to Shared Resource Library for all members to reference/distribute as desired
- Create informational fliers and mailings to distribute

Implementation Key:

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- Conduct outreach to the community. A few suggested groups/agencies to reach out to include:
 - Healthcare Providers
 - Behavioral Health Agencies
 - Human Service Agencies (✓)
 - Municipal Governments (✓)
 - Senior Centers
 - Assisted Living Facilities
 - Historically & presently underrepresented community organizations
 - Low Income Housing (✓)
 - Businesses or non-profits serving older adults and/or people with disabilities as a primary audience
 - School districts
 - Tourism-oriented businesses
- Create and convene **Outreach and Education Working Group** to develop additional outreach methods (✓)
- Explore and expand “train the trainer” type events in partnership with public transit and human service agencies to expand travel training opportunities and knowledge across the region
- Explore additional ways to foster training resources and technical assistance sharing between transportation providers and human service agencies

Implementation Team:

Project Lead: NFRMPO

Project Lead Contributions:

- Contact mobility committee members to coordinate outreach
 - Potentially create shared outreach calendar
- Create outreach materials
- Request documents from contributors
- Coordinate with transit agencies to include RideNoCo and regional information in travel trainings, agency brochures, etc.
- Coordinate working group
 - Facilitate any working group meetings
- Share updates and get feedback on project to WCMC/LCMC
- Distribute outreach materials to contributors
- Request updated outreach documents from WCMC/LCMC members twice a year
- Give presentations and attend outreach events
- Track outreach efforts

Working Group

- Outreach and Engagement Working Group

Working Group Contributions:

- Meet with Project Lead to discuss outreach ideas and efforts
 - Frequency determined by Working Group members
- Help distribute outreach materials within networks
- Provide information to Project Lead as needed

Implementation Key:

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Contributors:

- WCMC and LCMC members
- Transportation Providers

Contributions:

- Respond to emails from Project Lead about goal
- Coordinate outreach efforts with Project Lead (for example, invite Project Lead to booth with your agency or provide training to staff/volunteers)
- Provide relevant program and agency brochures and information to the Project Lead to share during outreach
- Share mobility information with networks (via social media, email signature, information on website, etc.)

Performance Indicators

- Number of Rider's Guides distributed
- Number of calls/emails to RideNoCo
- Annual increase in ridership
- Number of presentations and outreach events
- Number of staff/volunteers trained on RideNoCo

Implementation Progress

Performance Indicator	2022	2023	2024	Notes
Number of Rider's Guides distributed	4,690			
Number of calls/emails into RideNoCo	143			
Annual increase in ridership	--			What is the best way to quantify this?
Number of presentations and outreach events	23 booths; 19 presentations			
Number of staff/volunteers trained on RideNoCo	--			

Strategy 3: COORDINATION

Similar to collaboration, transportation providers, human service agencies, stakeholders, and other community groups work best when they work together. These face-to-face or digital networks can make it easier to share strategies and address regional needs. Examples include the Larimer County and Weld County Mobility Committees, which each meet bi-monthly.

Goal 4: Direct transportation providers to existing driver training programs.

Summary: Via Mobility Services currently provides CDL and non-CDL driver training programs to other agencies in the region. Direct transportation providers in Larimer and Weld Counties to this training program as needed. This goal was prioritized as sixth (last) during the March 2022 Joint Mobility Committee.

Implementation Key:

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Action Steps

- Assess need for training (✓)
- Provide connection to Via Mobility training program (✓✓)

Implementation Team:

Project Lead: Via Mobility and NFRMPO

Working Group

- None. The project lead will bring updates to the mobility committees for feedback and advice as needed.

Performance Indicators

- How many drivers in the region were directed to Via Mobility driver training programs?

Implementation Progress

Performance Indicator	2022	2023	2024	Notes
How many drivers in the region were directed to Via Mobility driver training programs?	0			

Strategy 4: INFRASTRUCTURE AND FUNDING

Additional funding and service is important to addressing goals. Programs like Dial-a-Taxi, new and replacement vehicles, and local assistance to apply for new grants can be useful tools to improve service for vulnerable populations.

Goal 5: Compile an inventory of current mobility infrastructure and voucher programs.

Summary: By compiling and inventory of current “hard” and “soft” mobility infrastructure, LCMC/WCMC members can better assess how to coordinate existing resources and apply for new resources through grant applications in future years. This goal was prioritized as fifth during the March 2022 Joint Mobility Committee.

Action Steps

- Create survey for transportation providers to fill out (✓)
- Invite voucher programs to present to mobility committees; save presentations to Shared Resource Library
- Create format to track/record information

Implementation Key:

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- Compile number of vehicles and vehicle type of transportation providers in Larimer/Weld Counties (✓)
- Compile number of volunteer drivers currently active (✓)
- Compile paid driver openings and number of current paid drivers
- Compile list of inventory/infrastructure needs and needed upgrades
- Compile organizational charts of transportation providers to gauge organizational capacity
- Provide information to Larimer County and Weld County Offices of Emergency Management

Implementation Team:

Project Lead: NFRMPO

Margie Martinez with Weld County United Way has offered to assist

Project Lead Contributions:

- Lead implementation of action items

Working Group

- None. The project lead will bring updates to the mobility committees for feedback and advice as needed.

Content Contributors:

- Transportation providers
- Agencies that provide and/or distribute vouchers
- Weld County Office of Emergency Management
- Larimer County Office of Emergency Management

Contributions:

- Respond to emails and survey from Project Lead about goal
- Provide documents to Project Lead in a timely manner

Performance Indicators

- Percentage of transportation providers that complete survey and provide this information.

Implementation Progress

Performance Indicator	2022	2023	2024	Notes
Percentage of transportation providers that complete survey and provide information	63%			

Implementation Key:

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Goal 6: Identify new funding sources.

Summary: Research and report out potential funding sources for WCMC/LCMC members to improve mobility options and outcomes in Larimer and Weld Counties. This goal was prioritized as third (tied with Goal 1) during the March 2022 Joint Mobility Committee.

Action Steps

- Compile list of current funding sources (public, private, donations, etc.) (✓✓)
- Identify funding gaps for transportation providers
- Identify new funding sources, including public and private grants that may fill gaps or meet collective goals
- Report funding sources to group and coordinate any collaborative grant opportunities
- Invite potential funders to LCMC/WCMC meetings to present on their funding source and application process

Implementation Team:

Project Co-Lead – State and Federal Transportation Grants: NFRMPO

Project Lead Contributions:

- Compile list of current funding sources - NFRMPO
- Work with transportation providers to identify funding gaps – NFRMPO
- Identify new funding sources, including public and private grants that may fill gaps or meet collective goals
- Report funding sources to group and coordinate any collaborative grant opportunities

Working Group

- None. The project lead will bring updates to the mobility committees for feedback and advice as needed.

Performance Indicators

- Number of new grants identified
- Amount of new funding obtained (in dollars)

Implementation Progress

Performance Indicator	2022	2023	2024	Notes
Number of new grants identified	1			
Amount of new funding obtained (in dollars)	\$120,000			CDOT Office of Innovative Mobility (OIM) TDO Start-Up Grant

Implementation Key:

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Strategy 5: NON-MOBILITY IMPROVEMENTS

Bureaucracy can stand in the way of best addressing the needs of vulnerable populations. Strategies like addressing transportation access during zoning, identifying options for active transportation to address public health concerns, and other non-transportation focused strategies can help reduce demand for specialized services and increase access to the community.

Goal 7: Increase health care industry and interdisciplinary participation in LCMC and WCMC through a Membership and Recruitment Working Group.

Summary: Invite more voices to the table at WCMC and LCMC meetings. This goal was prioritized as second during the March 2022 Joint Mobility Committee.

Action Steps

- Create Membership & Recruitment Working Group (✓✓)
- Recruit and engage at least one member from the following professions/agencies/communities:
 - Active transportation (✓)
 - Veterans services (✓)
 - Non-profits serving low-income individuals
 - Non-profits serving the houseless community(✓)
 - Non-profits serving people who do not speak English as a first language
 - Land use and development profession
 - Underrepresented/served geographic or cultural communities
- Create list of potential agencies and organizations to recruit to committees
 - Suggested organizations include:
 - Federally Qualified Health Centers (FQHC)
 - Municipal and County Governments
 - Libraries
 - Veteran's Organizations
 - Nutritional Services
 - Agencies and committees serving people with disabilities
 - Agencies and committees serving people who do not speak English as a first language, immigrants, or refugees
 - Agencies and committees serving people with low incomes and people experiencing houselessness
- Identify potential contacts from healthcare systems who may want to participate in LCMC or WCMC
 - Potential Contacts:
 - Marilyn Shock, UC Health Greeley
 - Alison Weston, Health Educator with UC Health Community Health Improvement Dept.
 - Suggestion(s): Request participation from healthcare providers at PIAC meeting

Implementation Key:

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- Contact potential members
 - Invite a new organization or group to give a presentation at WCMC/LCMC on a recurring basis and ask them about their client's specific transportation challenges.

Implementation Team:

Project Lead: NFRMPO

Project Lead Contributions:

- Contact potential members and ensure they are adequately onboarded to LCMC/WCMC
- As determined by working group

Working Group

- Recruitment and Membership Working Group

Contributions:

- WCMC and LCMC members should provide the NFRMPO contacts to recruit and invite potential members to meetings as appropriate
- As determined by working group

Performance Indicators

- How many new members were recruited?
- How many meetings had a new member from interdisciplinary organizations?
- How many members of the healthcare field were recruited?
- How many meetings had a member of the healthcare system?

Implementation Progress

Performance Indicator	2022	2023	2024	Notes
How many new members were recruited?	3			
How many meetings had a new member from interdisciplinary organizations?	5			
How many members of the healthcare field were recruited?	2			
How many meetings had a member from the healthcare system?	3			

Implementation Key:

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Appendix: IMPLEMENTATION PROGRESS SNAPSHOTS

2022:

Goal	Progress Notes
1. Create a shared resource library	Library created; needs to be activated
2. Educate Mobility Committee members on transportation programs/options available	Implemented through presentations at Mobility Committee meetings
3. Educate community members of Larimer and Weld counties on availability of transportation options	23 booths and 19 community presentations in 2022; 4,690 Rider's Guides distributed
4. Direct providers to existing state and regional driver training programs	Via Mobility driver training programs available to Northern Colorado providers
5. Compile an inventory of current mobility infrastructure and voucher programs	Survey compiled and sent out to providers in early 2023
6. Identify new funding sources	Awaiting 2023 funding decisions; NFRMPO applied to CDOT for TMO Start Up Grant
7. Create a recruitment working group to increase interdisciplinary participation, including from the healthcare system, in mobility committees	Recruitment group created; still working to improve involvement from healthcare system

2023:

Goal	Progress Notes
1. Implement and expand use of shared resource library	
2. Educate Mobility Committee members on transportation programs/options available	
3. Educate community members of Larimer and Weld counties on availability of transportation options	
4. Direct providers to existing state and regional driver training programs	Via Mobility driver training programs available to Northern Colorado providers
5. Compile an inventory of current mobility infrastructure and voucher programs	
6. Identify new funding sources	
7. Create a recruitment working group to increase interdisciplinary participation, including from the healthcare system, in mobility committees	

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