North Front Range
**Metropolitan
Planning
Organization**

Larimer County Mobility Committee (LCMC)—AGENDA
March 21, 2019
1:30 – 3:00 p.m.

Call-in information:
(844) 844-0414
Code: 274639#
https://join.freeconferencecall.com/nfrmpo

1. **Call Meeting to Order, Welcome**
2. **Review of Agenda**
3. **Public Comment** *(2 minutes each)*
4. **Approval of January 17, 2019 Meeting Minutes**

PRESENTATIONS

No items this month.

ACTION ITEMS

No items this month.

DISCUSSION ITEMS

    1) Introductions   All

    2) Larimer County Senior Transportation Implementation Project Status   Gordon
        Presentation on page 4
        5304 RFP available for download: https://nfrmpo.org/wp-content/uploads/rfp-2019-001-implementationplan.pdf

    3) 2019 Work Plan and Meeting Dates / LCMC Role and Expectations   Gordon
        Calendar on page 10

LCMC MEMBER REPORTS

4. **Final Public Comment** *(2 minutes each)*
5. **Next Month's Agenda Topic Suggestions**
6. **Next LCMC Meeting: May 16, 2019**

Larimer County Mobility Committee (LCMC)—MINUTES
January 17, 2019
10:05 a.m. – 11:32 a.m.

1. **Call Meeting to Order, Welcome and Introductions**
   Attendees: Anna Russo, Transfort; Angela Woodall, Foothills Gateway; Connie Nelson-Cleverley, SAINT; Cari Brown, Arc of Larimer County; Darby Remley, Division of Vocational Rehabilitation; Tim McLemore, Elderhaus; Jason Brabson, Heart&SOUL Paratransit; Bridie Whaley, COLT; Katy Mason, Larimer County Office on Aging; Megan Kaliczak, zTrip; Alex Gordon, NFRMPO
2. **Review of Agenda**
3. **Public Comment** *(2 minutes each)*
4. **Approval of December 20, 2018 Meeting Minutes**
   Tim moved to approve the meeting minutes. Katy seconded the motion and it was approved unanimously.

PRESENTATIONS

1) **zTrip**   **Kaliczak**
   Megan Kaliczak from zTrip presented on the taxi service providing rides in Larimer, Weld, and Boulder counties. zTrip is contracted to operate the Transfort and COLT Dial-a-Ride and Dial-a-Taxi services. Megan noted zTrip does not determine ADA eligibility; instead that is done by Transfort and COLT. ADA trips can be booked from 24 hours up to two weeks in advance of the trip. Megan noted the following features of ADA trips:
   - Dial-a-Ride serves up to ¾ of a mile around the fixed-route system, not the entire city.
   - Drivers wear badges with their name and position, reinforcing they are contractors of the City.
   - Dial-a-Ride only serves the ¾-mile buffer of Sunday routes in Fort Collins on Sundays and does not provide service on Sundays in Loveland.
   - Dial-a-Taxi is available 24-hours in advance and is a voucher system.
   - Fort Collins and Loveland have separate Dial-a-Taxi voucher pools and they vary each day.
   - Dial-a-Taxi service can be used to go outside of the Dial-a-Ride service area, but the origin must be in Fort Collins for the first trip. A return trip may begin outside the service area if it brings the passenger back within the service area.
   - Complaints should be made by calling the Fort Collins Customer Service number.
   - Drivers go through an extensive training process, including PASS training, ADA training, customer service and skills training, etc.

zTrip is also authorized as an NEMT provider through Veyo. The contract for Veyo is currently out for bid through February. zTrip can accept or deny trips through a portal but can legally only provide the transportation requested. zTrip cannot change any request, only the passenger can. Very few same-day trips are provided through the NEMT program.

zTrip also provides NMT trips, which need to be worked out with a case worker. Typically, a person is authorized two roundtrips per week with mileage limits. These are only eligible for Medicaid users. No trips can be taken to liquor stores, bars, gambling establishments, or strip clubs.

2) Bustang Travel Training

Alex showed a draft version of the Bustang Travel Training video. LCMC members made suggestions and Alex will forward them to Rocky Mountain Student Media.

ACTION ITEMS

1) Elections

Angela nominated Anna Russo, Transfort, as Chair of the LCMC for 2019. Katy seconded the motion and it was approved unanimously.

Angela nominated Connie Nelson-Cleverley, SAINT, as Vice Chair of the LCMC for 2019. Katy seconded the motion and it was approved unanimously.

DISCUSSION ITEMS

1) Dump the Pump Day 2019   Gordon

It was determined absorbing the Expert Panel and acting as the Steering Committee for the §5304 grant will absorb a lot of the LCMC's time in 2019. Dump the Pump Day 2019 may be tabled.

2) Larimer County Senior Transportation Project Update   Expert Panel

Alex presented the idea to roll the Expert Panel into the LCMC. LCMC members seemed open to the idea. Alex will work bring the bylaws to the March meeting to discuss the changes needed to absorb the Expert Panel. Alex and Katy reviewed the NADTC grant due on January 18 that the Larimer County Senior Transportation Work Group will apply for. It will help support a pilot project with Via Mobility and rural transportation providers and will run through August 2019 if successful. Alex will send the application and summarize the §5304 grant for the LCMC to review.

3) 2019 Work Plan   Gordon

This item will be tabled until March 21, 2019 when a newly-expanded LCMC meets.

LCMC MEMBER REPORTS

Cari stated Arc of Larimer County will be holding City Plan workshops on January 31 from 6 p.m. to 8 p.m. at their office in Fort Collins. All are welcome but registration is strongly suggested.

Anna stated Transfort will be receiving six new CNG buses in March or April. A new e-ticketing app will launch, initially for adult fares only. Transfort will do a second year of Stuff the Bus in March. MAX turns five in May so Transfort will be celebrating.

Bridie reported COLT updated their routes in November. A contract was awarded for a bus app with live bus tracking. COLT will be working to streamline ADA eligibility with GET and Transfort. COLT will also be pursuing an appeal board for ADA eligibility.

Darby reported DVR is back to being fully staffed.

Tim stated Elderhaus is working with Transfort to add additional capacity on the Transfort routes. There are not additional customers but a growing interest in the routes provided. Elderhaus was approved to offer services five days a week for veterans, up from 2.

5. **Final Public Comment** *(2 minutes each)*
6. **Next Month's Agenda Topic Suggestions**
   - Work session to discuss expanded LCMC role and expectations
7. **Next LCMC Meeting: March 21, 2019**

One Call/One Click Center

Larimer County Mobility Committee

North Front Range
Metropolitan
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Organization

March 21, 2019

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Context
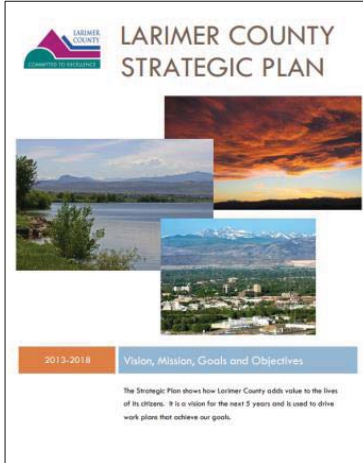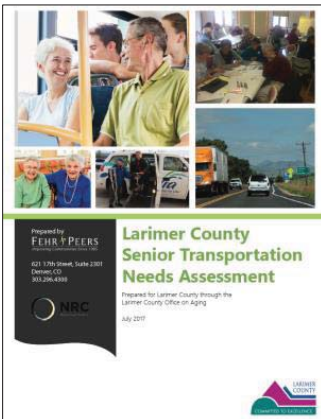
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Background

2013-2018 Larimer County Strategic Plan Goal

"By the end of 2016, an evaluation of the transportation needs and challenges for **seniors living in unincorporated Larimer County** will be completed. Existing and new options for **addressing those needs and challenges** will be identified, prioritized, and implemented."

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Background

Larimer County Senior Transportation Needs Assessment
- Completed July 2017
- 4 focus groups, statistically-valid survey
- Senior Transportation Coalition – Steering Committee
- Identified existing services, needs and concerns
- 10 recommended actions

Available for Download: https://bit.ly/2FCD8UI

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Background

Needs Assessment Recommendations

1. On-demand paid services
2. Volunteer driver program
3. Expansion of existing services
4. Family and friend subsidy
5. Fixed route shuttle
6. Education and marketing
7. Dispatch/Call Center
8. Senior Commission and Transit Ambassadors
9. Travel Trainings
10. Online Platform

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Background

Larimer County Senior Transportation Work Group

- Berthoud Rural Alternative for Transportation
- Larimer County Office on Aging
- Larimer County Engineering Department
- Larimer County Community Development
- Larimer County Dept. of Public Health and Environment
- North Front Range Metropolitan Planning Organization
- Partnership for Age-Friendly Communities

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Where are we now?

- NFRMPO taking on project management
    - Expand beyond Larimer County boundaries
    - Larimer County does not want to operate transportation
    - Planning Council approved Executive Director goal to pursue project
- Applied for and successful with three grants
- Building relationships with providers, elected officials, non-profits, etc.

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Project MILES

- National Aging and Disability Transportation Center (NADTC) Getting Ready to Innovate grant
    - $20,000 grant
    - $5,000 local match from Larimer County
    - Project managed and administered by the NFRMPO

    - Create Expert Panel
    - Pilot two One Call/One Click Center softwares
    - Completed, January 2019

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Project MILES, phase 2

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- NADTC Innovations in Accessible Mobility Implementation Grant
  - $70,000 grant
  - Administered by the NFRMPO, project managed by PAFC and Larimer County Office on Aging

  - Six month implementation project (August 2019)
  - Subsidized expansion of existing Via Mobility call center and rides for south Larimer County (Estes Park, Berthoud)

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Implementation Plan

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- $40,000 grant, $16,000 local match from Larimer County
- Expected December 2019
- Project managed and administered by NFRMPO

- Identify partnerships, market research, and outreach
- Design services to be implemented
- Develop business and financial plan
- Synthesize strategies into an *Implementation Plan*
- Absorb Expert Panel into Larimer County Mobility Committee

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Questions?

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2019

January

Su	M	Tu	W	Th	F	Sa
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February

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August

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December

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○ Proposed LCMC Meeting Date