

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

Call-in information:
(844) 844-0414
Code: 274639#

<https://join.freeconferencecall.com/nfrmpo>

1. **Call Meeting to Order, Welcome, Introductions**
 2. **Review of Agenda**
 3. **Public Comment (2 minutes each)**
 4. **Approval of October 23, 2019 Meeting Minutes**
-

PRESENTATIONS

No items this month.

ACTION ITEMS

- 1) 2017 Coordinated Plan Amendment

DISCUSSION ITEMS

- 1) Larimer County Senior Transportation Implementation Plan
 - o Recap and Process
 - o Planning Council
 - o Adoption
 - o Next Steps
- 2) 2020 Meeting Schedule and Projects

LCMC MEMBER REPORTS

5. **Final Public Comment (2 minutes each)**
6. **Next Month's Agenda Topic Suggestions**
7. **Next LCMC Meeting: January 2020**

Larimer County Mobility Committee (LCMC)—MINUTES

October 23, 2019

1:35 p.m. – 3:22 p.m.

1. Call Meeting to Order, Welcome and Introductions

- Jim Becker, PAFC
- Brooke Bettolo, Larimer County Built Environment
- Lisa Bitzer, Via
- Stephanie Brothers, Town of Berthoud
- Cari Brown, The Arc of Larimer County
- Jill Couch, Pro-31 Safe Driving LLC
- Erica Hamilton, TransitPlus
- Suzanne King, Fort Collins Senior Advisory Board
- Katy Mason, Larimer County Office on Aging
- Connie Nelson-Cleverley, SAINT
- Paul Renemeier, Town of Windsor
- Anna Russo, Transfort
- Angela Woodall, Foothills Gateway

NFRMPO staff: AnnaRose Cunningham, Alex Gordon, Suzette Mallette

2. Review of Agenda

3. Public Comment (2 minutes each)

No public comment received.

4. Approval of September 19, 2019 Meeting Minutes

Brown moved to approve the meeting minutes. Nelson-Cleverley seconded the motion, which was approved unanimously.

DISCUSSION ITEMS

1) Introductions

2) 2017 Coordinated Plan Amendment

Gordon stated an updated version of the *2017 Coordinated Public Transit/Human Services Transportation Plan* (Coordinated Plan) Amendment is included as a handout. Transfort, City of Loveland Transit (COLT), and Greeley Evans Transit (GET) have supplied additional projects for inclusion. The Amendment will be taken to the Planning Council at their November meeting in Fort Collins.

3) Larimer County Senior Transportation Implementation Plan

Hamilton explained Via, RAFT, SAINT, and heart&SOUL Paratransit could be considered Early Adopters. zTrip could potentially be an Early Adopter as well. These agencies have been involved since the beginning of the project and have shown an interest in being involved.

Hamilton reviewed the recommendations based on TransitPlus and stakeholder feedback: the NFRMPO should host the Mobility Manager and the One Call/One Click Center, and open-source



software should be used for the dispatch software and trip discovery software. Although software is mentioned throughout the Implementation Plan, TransitPlus is not necessarily identifying which software to use, just the type. Couch asked to clarify the Call Center and Hamilton stated the Call Center will be a fixture of the program regardless of the technology. Mallette asked to add “initially” to the recommendation to host at the NFRMPO to make the recommendation more flexible. Mason asked how NEMT fits into the recommendation. Hamilton responded the program would grow substantially by bringing in NEMT, but this could be a potential funding source in the future.

The LCMC discussed potential projects that can help phase the project depending on funding. The ideas include pursuing trip discovery software initially and identifying customer service and data standards. An app may not be necessary because a mobile website can achieve a lot of the same goals.

Becker asked how to add in new providers. Hamilton responded this is one of the reasons to go with open-source software, because it is cheaper to add in new providers. An intergovernmental agreement (IGA) or Memorandum of Understanding (MOU) may be required as well.

Becker stated marketing and outreach will be a major asset to this project and should not happen only a few times. A successful program will need consistent marketing.

Mallette explained her efforts to create a three year budget to take to the NFRMPO’s Planning Council. Three years would allow the program to build its infrastructure and identify other means of funding to continue. The idea would be to offset costs with additional grants and funding beyond the initial ask for funding.

The group discussed ways to get feedback from riders:

- Have a group to beta test technology
- Interact with both new users, potential users, and established users of the transportation systems
- Ask LCMC members to work with their clients and use their networks for feedback
- Survey medical and dialysis patients
- Larimer County Built Environment can assist with experiential events
- Identify funding to provide a stipend to attend a meeting
- Rider surveys over the long-term

Mallette stated there is a need to manage expectations upfront. Additionally, King stated there is a need for a personal touch and to feel included.

4) 2020 Meeting Schedule

Gordon stated he will bring back the meeting schedule after the Planning Council meeting.

5. Final Public Comment (2 minutes each)

6. Next Month’s Agenda Topic Suggestions

7. Next LCMC Meeting: Wednesday, November 21, 2019

2020

○ Weld County
Mobility Committee

○ Larimer County
Mobility Committee

○ Larimer County
Senior Transportation
Coalition

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October

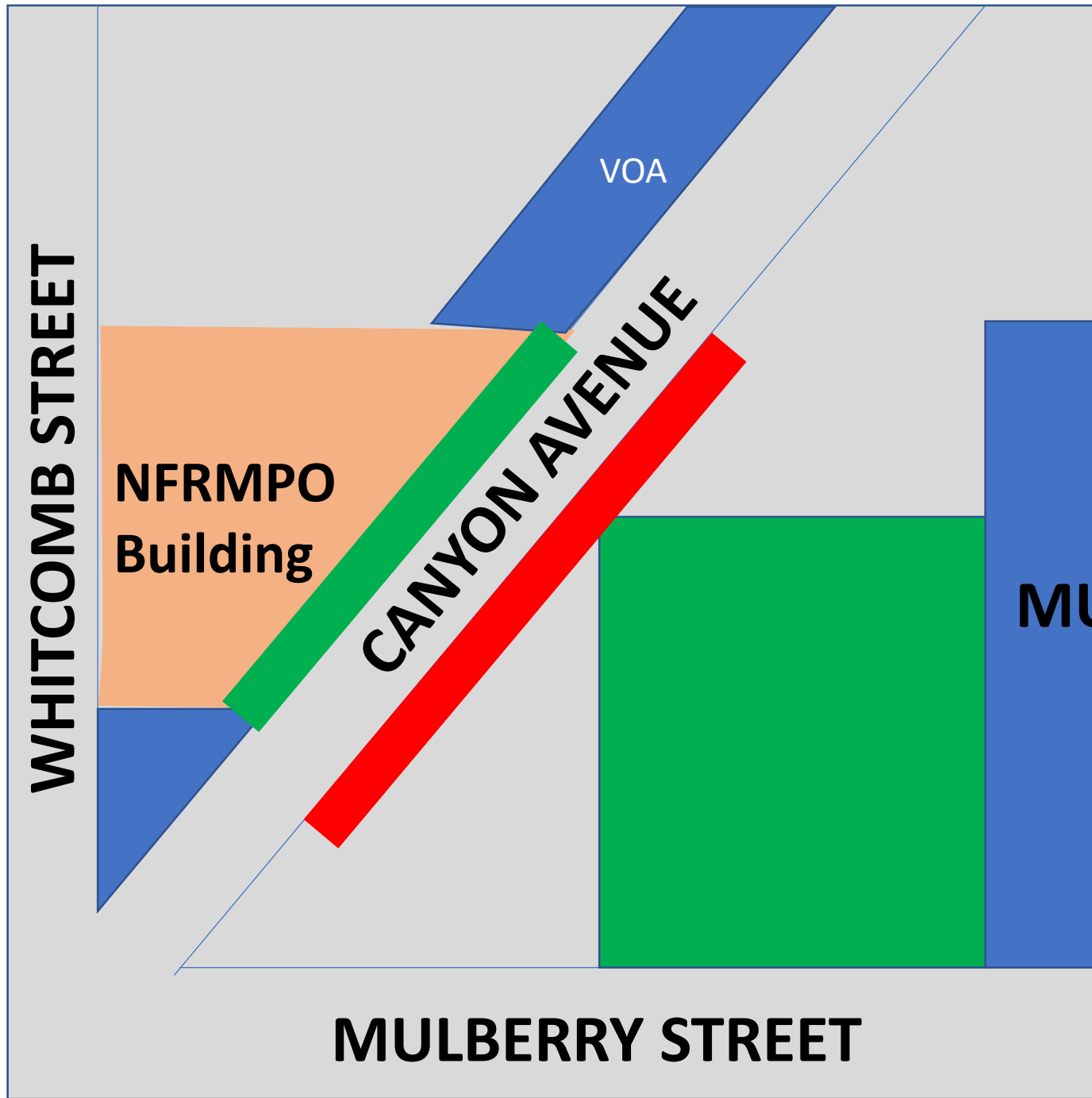
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-  2-hour+ Parking
-  Permit Parking

WHITCOMB STREET

**NFRMPO
Building**

CANYON AVENUE

VOA

**MULBERRY
POOL**

MULBERRY STREET

MEMORANDUM

To: Larimer County Mobility Committee

From: Alex Gordon

Date: October 23, 2019

Re: 2017 Coordinated Plan Amendment

Background

In fall 2017, the Larimer County Mobility Committee and Weld County Mobility Committee recommended Planning Council approval of the 2017 Coordinated Public Transit/Human Services Transportation Plan (“Coordinated Plan”), which was approved in December 2017. Since then, work has been done on the creation of a One Call/One Click Center Project for the NFRMPO region. Although the project is related to much of what is already included in the Coordinated Plan, it was advised as part of the National Aging and Disability Transportation Center (NADTC) grant to amend the project into the Coordinated Plan.

Action

NFRMPO staff is requesting Larimer County Mobility Committee members read the amendment before it is discussed at the Planning Council meeting on November 7, 2019.

Goal #4: Improvements for Larger and Urban Communities

A majority of the regional population lives within the three larger communities of Fort Collins, Loveland, and Greeley. Other communities with fixed-route service include Berthoud, Evans, and Garden City. Within these six communities transit systems exist, but it does not cover the entirety of these jurisdictions. Focus should be put on expanding service and orienting it to destinations where people plan to live, work, and visit.

The NFRMPO Mobility Coordination Program should:

- Maintain relationships with transit agencies and other stakeholders to identify need and support
- Provide technical support to communities interested in expansion of transit service
- Invite organization and agencies to Mobility Committee meetings to ensure consistent outreach and feedback
- Work with local agencies and organizations to identify and apply for potential grants, funding opportunities, and partnerships
- Identify barriers to using existing services, including ADA accessibility, sidewalk connectivity, snow removal, etc.
- Assist with existing travel trainings through promotion, technical support, etc.
- Increase connectivity between existing transit services
- Work with local communities to ensure bus stops and sidewalks are accessible throughout the year, including during the winter season

COLT, GET, and Transfort each have projects and plans underway to improve service. Other projects may be identified through public outreach or transit plans. Potential projects being discussed as of fall 2019 include:

- ADA Eligibility Center for Fort Collins and Loveland to ease barriers for paratransit
- Expansion of paratransit service in the City of Evans beyond ¾-mile
- Expansion of interregional transit between the larger communities, such as the Greeley-Windsor-Fort Collins Regional Route currently under study
- Dial-a-Taxi voucher program
- Upgrading bus stops and stations to meet ADA standards and the purchase of amenities for bus stops and stations that will improve the ability for older adults and individuals with disabilities to access transit. This could include items such as benches to provide seating at stops, shelters to provide protection from the elements, additional lighting to enhance safety, etc.
- Regional and local travel trainings

Desired Outcomes

- Larger communities will maintain and expand transit and paratransit service to benefit residents and visitors, allowing seniors and people with disabilities to travel within and between these communities
- Dense areas of older adults and people with disabilities will be connected to services, medical offices and centers, and social meeting places to ensure quality of life
- Bus stops will be accessible for all users in all weather, including after it snows

Goal #5: Regional One Call/One Click Center

The Larimer County Office on Aging, the Larimer County Engineering Department, and the Larimer County Senior Transportation Coalition worked on the Larimer County Senior Transportation Needs Assessment throughout 2017. Ten recommendations focused on programmatic, systemic, and educational efforts which could improve mobility for older adults living in rural Larimer County. These 10 recommendations led to an NFRMPO-led Larimer County Senior Transportation Implementation Plan, which recommends a regional One Call/One Click Center serving Larimer County, with expansion into Weld County as funding and support allows.

The One Call/One Click Center should:

- Hire a Mobility Manager to focus on building efficiencies and partnerships, applying for funds, and developing the program
- Provide a one-stop shop for information, referrals, and eventually booking of rides within Larimer and Weld counties
- Collaborate with the Larimer County and Weld County Mobility Committees to ensure communication between regional stakeholders and the program
- Work collaboratively with ride providers

The Mobility Manager should:

- Purchase software to support trip-sharing and behind-the-scenes improvements for small and large transit providers to deliver more rides
- Develop Trip Discovery software application for use by the public
- Invite healthcare professionals into the planning process to ensure communication and inclusion, reducing no-shows and adding capacity
- Identify funding for the long-term operation of the Call Center
- Invite and include riders in the transportation planning process and in the continued operation of the Call Center
- Explore funding options to provide additional rides throughout the region, especially in rural areas

Desired Outcomes

- Urban and rural residents will have additional access to resources to discover transit providers, ride subsidies or funding, and trip planning
- Transit providers will build partnerships and share rides to provide seamless trips across boundaries
- The Call Center will be a regional resource supported by local communities, providers, advocates, riders, and other stakeholders