



NWCCOG Transportation Gap Analysis Assessment

Submitted by:



Prepared for:



NWCCOG Transportation Gap Analysis Assessment

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Chapter I: Introduction

INTRODUCTION

The Northwest Colorado Council of Governments (NWCCOG) contracted with LSC Transportation Consultants, Inc. (LSC) to complete a Transportation Gap Analysis Assessment for the seven-county study area comprised of Eagle, Garfield, Grand, Jackson, Pitkin, Routt, and Summit Counties.



PROJECT BACKGROUND AND PURPOSE

As communities experience change in growth, employment patterns, and population aging, transportation needs and travel patterns also change – and transportation services must adjust to meet those needs.

The NWCCOG, as well as the State of Colorado as a whole, are preparing for a tremendous increase in adults age 65 and older in the coming years. This older adult population, many of which are remaining in their homes, creates challenges for providing affordable, accessible, and convenient transportation services, particularly in rural areas like the NWCCOG study area.

The purpose of this study is to provide the NWCCOG with:

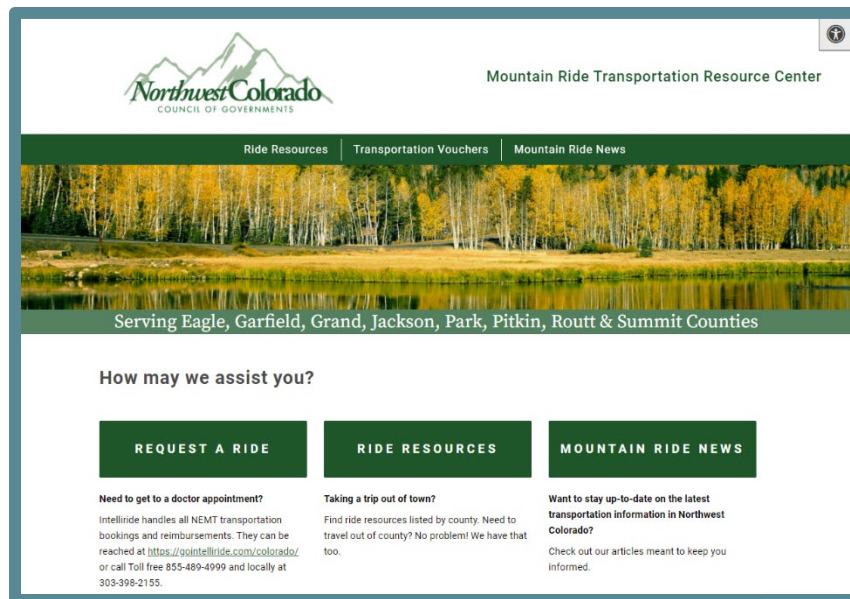
- ➔ An inventory of current transportation services in the study area;
- ➔ An assessment of current and future transportation needs for the general population and particular market segments, including persons with disabilities and the older adult population; and,
- ➔ Recommendations for needed transportation in the region.

OVERVIEW OF NWCCOG

The NWCCOG is a voluntary association of county and municipal governments in Eagle, Grand, Jackson, Pitkin, and Summit Counties that believes in the benefits of working together on a wide variety of issues on a regional basis. NWCCOG serves 30 member jurisdictions in northwest Colorado, with many programs and services extending beyond the five-county region.

In 2010, the Regional Transportation Coordinating Council (RTCC) was formed as a result of a study the NWCCOG completed on the growing older adult population in the region and which identified gaps in transportation services. A few years later, in 2014, the NWCCOG and the RTCC initiated the Mountain

Ride “one call/one click” center, which was formed to inform individuals of their transportation options in the Northwest Colorado region. The Non-Emergency Medical Transportation (NEMT) resource website, which is now called the Mountain Ride Transportation Resource Center, was founded in 2020.



REPORT CONTENTS

The NWCCOG Transportation Gap Analysis Assessment report contains seven chapters:

- ➔ Chapter I is the introduction to the report.
- ➔ Chapter II reviews the results of the transportation provider inventory.
- ➔ Chapter III presents the regional transportation options.
- ➔ Chapter IV addresses other transportation programs and resources.
- ➔ Chapter V presents the demographic profile of the study area.
- ➔ Chapter VI outlines the transportation needs assessment.
- ➔ Chapter VII describes the recommendations for needed transportation.



Chapter II: Provider Inventory

INTRODUCTION

Transportation services in the seven-county study area are a complex mix of public transit services, private for-profit and not-for-profit providers, non-emergency medical providers, and more. This chapter reviews existing transportation services available throughout the study area, including when and where they serve, eligibility requirements, and operating characteristics such as operating cost, ridership statistics, and number of vehicles.

To obtain information from providers in the region, a provider inventory questionnaire was developed and distributed. A copy of the provider inventory questionnaire is included in Appendix A. Each provider tracks the information important to their organization, and therefore not all data are available in a consistent format. Information is summarized as completely as possible to provide a comprehensive picture of what transportation options are currently available in the region.

EAGLE COUNTY

Transportation services in Eagle County include:

Public Transportation

Avon Transit

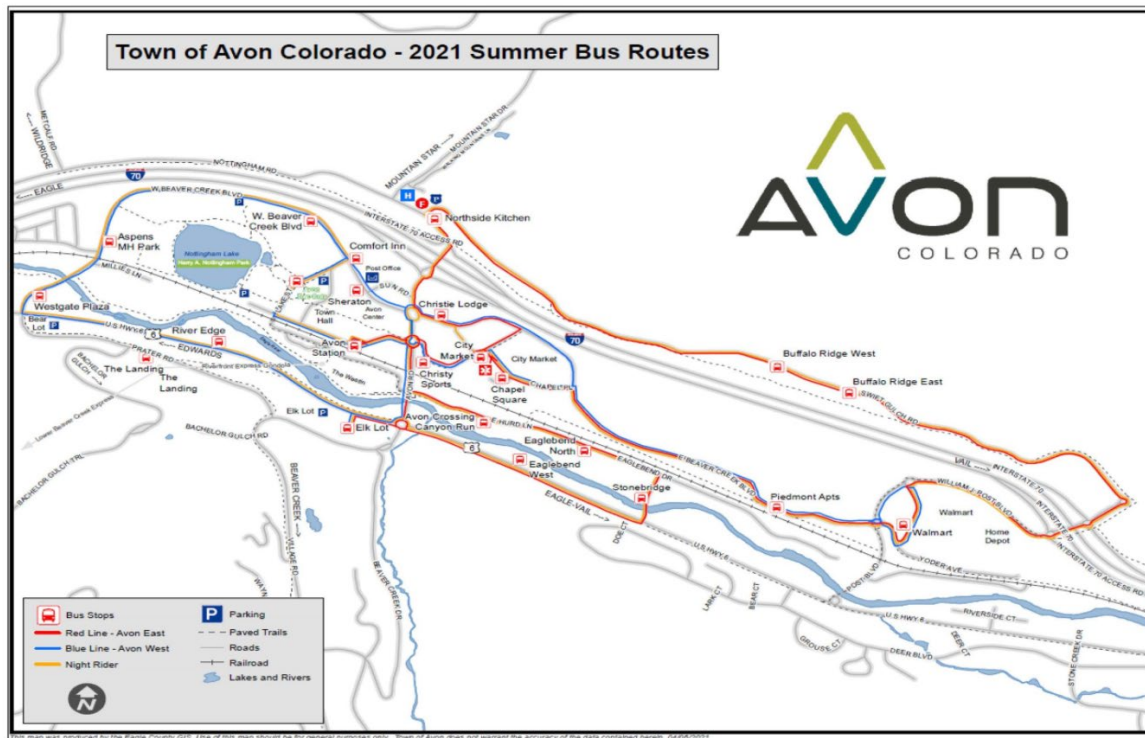
The Town of Avon provides fixed-route transit service and ADA paratransit service within the Town of Avon boundaries with winter-season bus service direct to Beaver Creek Resort. The service is open to the general public and ADA paratransit service is available upon certification. The system is fare free and all vehicles are ADA accessible. Hours of operation vary throughout the year, but are from approximately 6:30 a.m. to 6:30 p.m.

As shown in Figure II-1, the summer 2021 schedule includes:

- The Blue Line Shuttle serves the western portion of the Town of Avon and operates daily, every 30-minutes from approximately 6:30 a.m. to 6:00 p.m.
- The Red Line Shuttle serves the eastern portion of the Town of Avon and operates daily, every 30-minutes from approximately 6:30 a.m. to 6:00 p.m.
- The Night Rider Shuttle provides daily evening service from 6:00 p.m. to 10:00 p.m.

Figure II-1: Avon Transit System Map, Summer 2021

(Source: Avon Transit. 2021)



The ADA Paratransit Service is shared-ride curb-to-curb (door-to-door upon eligibility) transportation to eligible passengers within a three-quarter mile distance from the regional service routes. To be eligible, riders will need to have their health-care provider complete a medical-verification form.

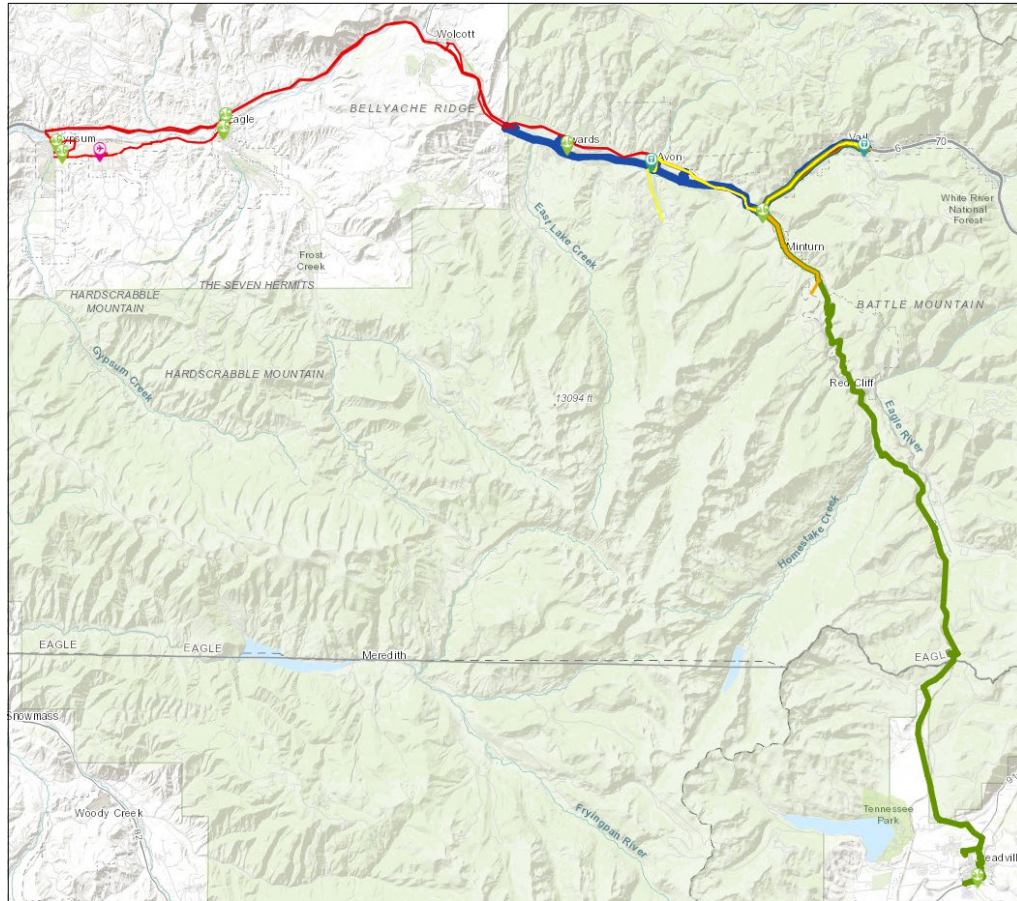
ECO Transit

ECO Transit provides regional public transportation between both ends of the Eagle Valley, as well as ADA transportation to eligible passengers within a three-quarter mile distance from the regional-service routes. ECO Transit operates daily from approximately 5:00 a.m. to 1:00 a.m. using 21 vehicles, all of which are ADA wheelchair compliant. As shown in Figure II-2, ECO Transit routes include:

- Valley – commuter service between Gypsum/Eagle and Vail via I-70
 - Fares: \$4 per adult per trip; \$1 per youth (18 years and under) and seniors (60 years and older)
- Highway 6 – local service between Edwards and Vail via Highway 6
 - Fares: \$4 per adult per trip; \$1 per youth and seniors
- Leadville – limited service between Leadville and Vail via US 24
 - Fares: \$7 per adult per trip; \$1 per youth and seniors
- Minturn – service between Minturn and Vail
 - Fares: \$4 per adult per trip; \$1 per youth and seniors
- Vail-Beaver Creek Express – winter-only service between Vail, Avon, and Beaver Creek during peak times
 - Fares: \$7 per adult per trip; \$1 per youth and seniors

Figure II-2: ECO Transit System Map

(Source: ECO Transit, 2021)



An interactive trip planner is available at: <https://transithub.com/>.

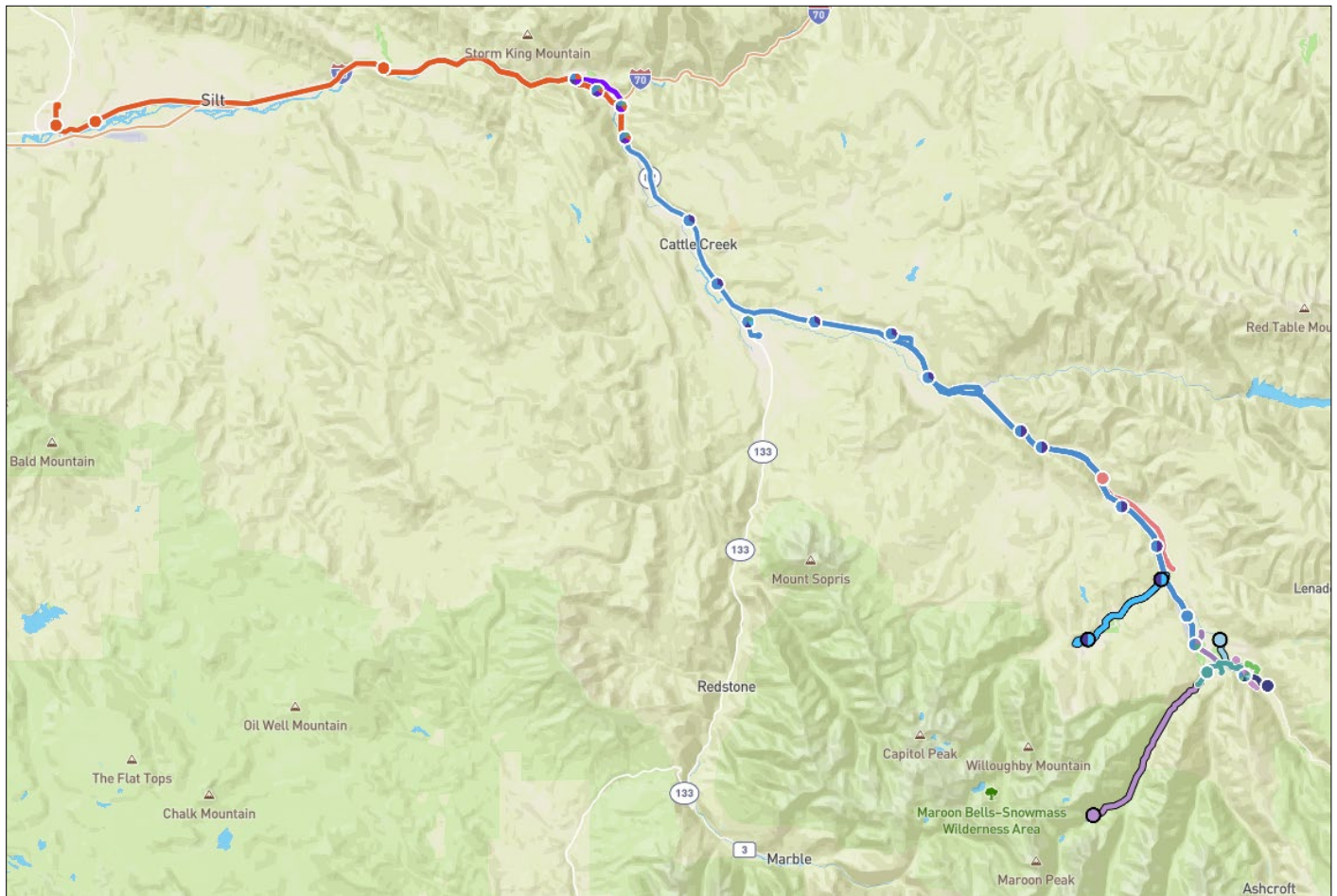
ECO Transit provided approximately 1.1 million passenger-trips in 2019 and approximately 719,000 passenger trips in 2020. Funding for ECO Transit comes from a General Sales Tax (1/2 cent), farebox revenues, and pass sales revenues. The annual budget for operating the transportation services is approximately \$12.5 million.

Roaring Fork Transportation Authority

The Roaring Fork Transportation Authority (RFTA) includes the communities of Aspen, Snowmass Village, Pitkin County, Basalt, a portion of Eagle County, Carbondale, Glenwood Springs, and New Castle. RFTA provides commuter bus service from Aspen to Glenwood Springs (Roaring Fork Valley), Glenwood to Rifle (Hogback), intra-city service in Aspen and Glenwood Springs, ski-shuttle service to the four Aspen Skiing Company ski areas, the Maroon Bells Guided Bus Tours, and a variety of other seasonal services. RFTA also operates ADA paratransit service for eligible passengers within a three-quarter-mile radius of existing fixed routes. In addition, RFTA operates the Garfield County Traveler and the Pitkin County Senior Van. An interactive transit-system map is available at: www.rfta.com/routes/system-map/, shown in Figure II-3.

Figure II-3: RFTA Transit System Map

(Source: RFTA, 2021)



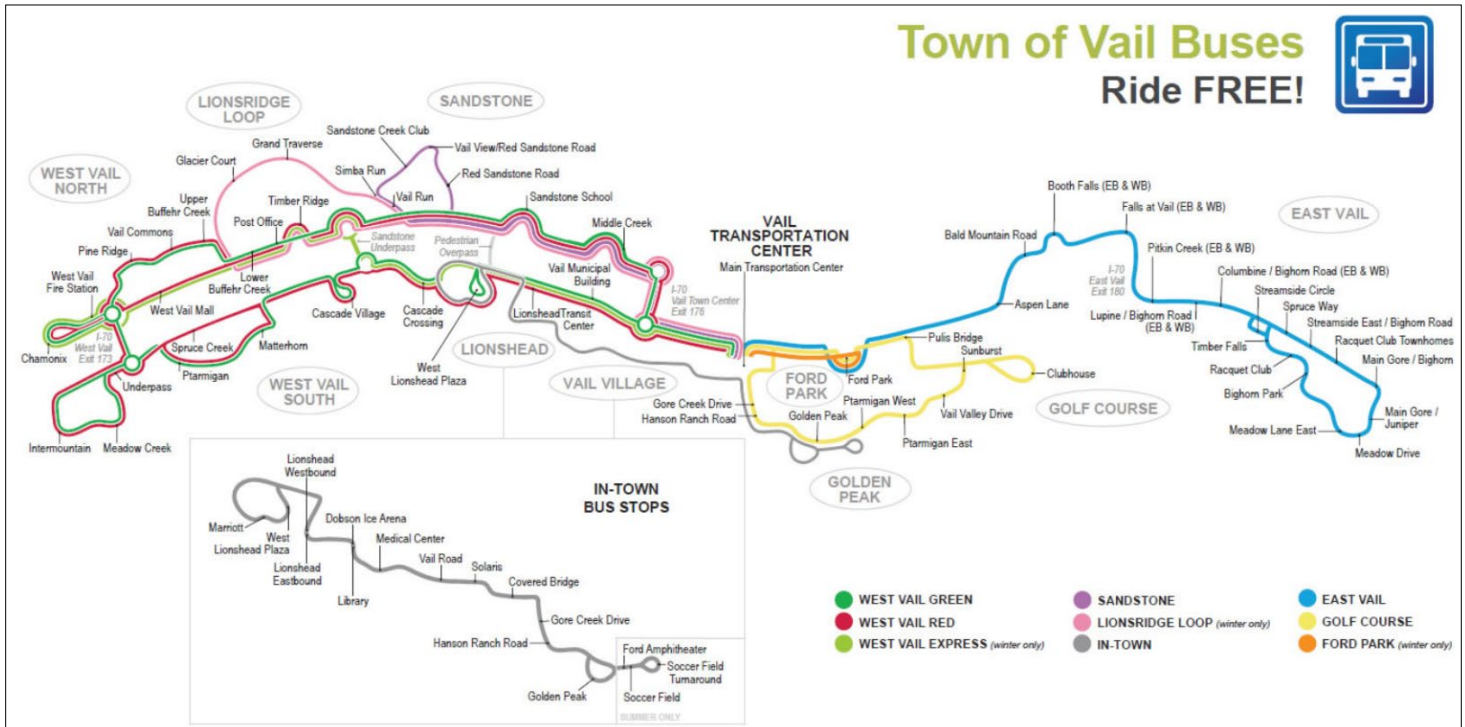
Fares for RFTA's fixed-route services vary, based on the length of route, with the exception of the following which are fare free: City of Aspen, Aspen to/from Snowmass Village, Aspen/Snowmass Village to/from Woody Creek (winter and summer service only), and Carbondale Circulator. RFTA's services are fare free for children 5 and under and seniors age 65 and older. RFTA also has a program that provides discounted passes to the veterans and disabled in the area. Youth ages 6 through 16 receive a \$1.00 discount on fares over \$1.00.

Town of Vail Transit

The Town of Vail operates free year-round bus service for residents and guests to and from Vail Mountain and throughout town. Vail Transit operates six fixed routes throughout the year and an additional three routes during the winter season. Vail Transit also provides next-day wheelchair-equipped complementary paratransit service for eligible riders who are unable to use fixed-route buses. Operating hours are from approximately 6:00 a.m. to 1:30 a.m. All routes connect at the Vail Transportation Center, as shown in Figure II-4. Real-time bus tracking information is available at: <http://www.nextbus.com/#!/vail/evail/E/vtcprk>.

Figure II-4: Vail Transit System Map

(Source: Vail Transit, 2021)



Specialized Transportation Services (Eligibility Requirements)

DASH Program

The Drivers Assisting Seniors for Health (DASH) Program is a transportation service for seniors. It is a volunteer-driver program that is available for unusual situations, like out-of-town medical visits or special-assistance needs. The service is available by appointment to qualifying seniors and interested individuals are asked to call Pitkin County Senior Services to discuss the Dash Program further.

Eagle County Public Health, Healthy Aging Program

Eagle County Public Health's Healthy Aging program provides free bus transportation to and from participant's homes to senior sites, to run errands, and for medical appointments. The service is operated in partnership with the local transit service. It is operated with two vehicles and is available in conjunction with program days, Tuesdays and Thursdays in Eagle and El Jebel, Wednesdays and Fridays in Minturn, and every other Monday in Eagle and Minturn. To use the service, participants must be age 60 or over and able to ride independently or bring a caregiver. The service is free with a suggested, voluntary donation (\$2.00 per ride). Funding for the transportation service comes from Vintage, the regional Area Agency on Aging and Eagle County General Fund, and the annual budget is approximately \$81,000.

MedRide

MedRide provides Non-Emergent Medical Transportation to and from covered non-emergency medical appointments or services when a Health First Colorado (Colorado's Medicaid Program) member has no other means of transportation. MedRide also provides urgent care transportation when a client is in need of transportation outside of normal physician office hours to a care facility but is not in an emergency event. MedRide requires 24-48 hours advance notice for reservations.

Mountain Valley Developmental Services

Mountain Valley Developmental Services' mission is to encourage and support individuals with developmental disabilities, enhance their ability to live, learn, and work in an independent and inclusive manner, and to educate the community about their contributions and capabilities. They provide fare-free transportation to qualified riders (adults and children with developmental disabilities) in Garfield, Eagle, and Pitkin Counties. In addition, Mountain Valley Developmental Services provides travel training for using public transportation.

Non-Emergent Medical Transportation (NEMT)

NEMT is a Health First Colorado benefit for members who do not have transportation to medical appointments. Eligible individuals should contact the local NEMT provider(s) in their community by visiting <https://hcpf.colorado.gov/nemtlist> or www.mtnride.org.

Other Transportation Services

Beaver Creek Village Transportation

Beaver Creek Village Transportation includes parking-lot shuttle buses and free, on-demand, door-to-door shuttle service between properties within the Beaver Creek Resort area. The Village Connect app provides real-time information on the status of the parking-lot shuttles and can be used to arrange an on-demand, door-to-door shuttle ride. The on-demand shuttle service operates daily throughout Beaver Creek from 7:00 a.m. to 12:00 a.m. Complimentary parking-lot shuttle services operate daily from 5:30 a.m. to 12:00 a.m. and do not need to be booked in advance. The services are fare free and all vehicles are ADA wheelchair compliant.

Epic Mountain Express

Epic Mountain Express provides door-to-door shared-ride shuttle and private-charter airport services between resort areas and the Denver International Airport and the Eagle County Regional Airport. The company has a fleet of over 270 vehicles and lift-equipped vans are available. Schedules and pricing vary based on season and route.

Fresh Tracks Transportation

Fresh Tracks Transportation provides door-to-door shared-ride shuttle and private-charter transportation, including: Denver Airport shuttles to/from Summit County resort areas; resort-to-resort ski shuttles between Eagle County and Summit County; and, private charter services. The company has a fleet of 17 15-passenger vans (wheelchair lifts are not available). Schedules and pricing vary based on season and route.

High Mountain Taxi

High Mountain Taxi provides door-to-door taxi services in Aspen, Vail, Beaver Creek, and the surrounding areas. They offer airport service to/from the Eagle County Regional Airport and the Aspen/Pitkin County Airport, as well as local taxi trips. Their fleet consists of minivans and they are available year-round around the clock (24/7) and costs vary by trip.

Ride Taxi

Ride Taxi provides taxi services in the Vail Valley consisting of airport transfers to/from Eagle County Regional Airport, advance reservations, and on-demand calls. The company's fleet consists of six-

passenger vans (wheelchair lifts are not available). Reservations can be made in advance or on-demand by calling or through their website. They are available year-round around the clock (24/7) and costs vary by trip.

Sunshine Rides of Western Colorado

Sunshine Rides of Western Colorado provides long-distance door-to-door taxi service between Grand Junction/Mesa County to Aspen, Vail, and Denver. They are available year-round around the clock (24/7) and costs vary by trip.

Valley Taxi of Glenwood Springs

Valley Taxi of Glenwood Springs provides taxi services in Glenwood Springs and the surrounding areas, including service to/from the Eagle County Regional Airport. They also offer Medicaid transportation, medical supply/grocery/pharmacy/restaurant pick up/delivery, airport/Amtrak/Bustang shuttle service, worker's-compensation transportation, and private-event transportation. They are available year-round around the clock (24/7) and costs vary by trip.

GARFIELD COUNTY

Transportation services in Garfield County include:

Public Transportation

Roaring Fork Transit Authority

The Roaring Fork Transportation Authority (RFTA) includes the communities of Aspen, Snowmass Village, Pitkin County, Basalt, a portion of Eagle County, Carbondale, Glenwood Springs, and New Castle. RFTA provides commuter bus service from Aspen to Glenwood Springs (Roaring Fork Valley), Glenwood to Rifle (Hogback), intra-city service in Aspen and Glenwood Springs, ski-shuttle service to the four Aspen Skiing Company ski areas, the Maroon Bells Guided Bus Tours, and a variety of other seasonal services. RFTA also operates ADA paratransit service for eligible passengers within a three-quarter-mile radius of existing fixed routes. In addition, RFTA operates the Garfield County Traveler and the Pitkin County Senior Van. An interactive transit-system map is available at: www.rfta.com/routes/system-map/, shown in Figure II-3 (earlier in this chapter).

Fares for RFTA's fixed-route services vary based on the length of route, with the exception of the following which are fare free: City of Aspen, Aspen to/from Snowmass Village, Aspen/Snowmass Village to/from Woody Creek (winter and summer service only), and Carbondale Circulator. RFTA's services are fare free for children 5 and under and seniors age 65 and older. RFTA also has a program that provides discounted passes to the veterans and disabled in the area. Youth ages 6 through 16 receive a \$1.00 discount on fares over \$1.00.

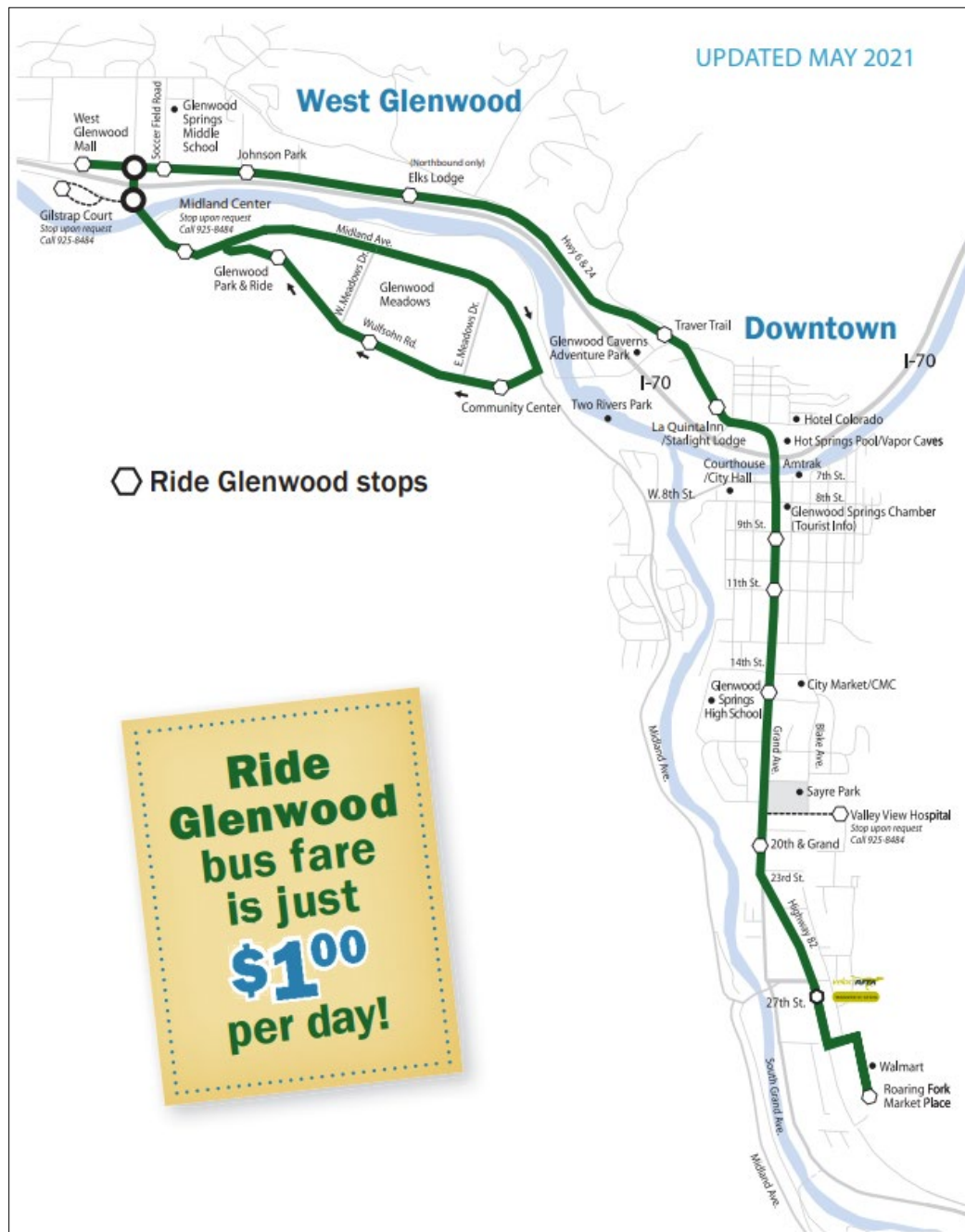
Ride Glenwood Springs

Ride Glenwood Springs (RGS) is the City of Glenwood Springs' year-round public-transit bus service (operated by RFTA). RGS operates daily from approximately 7:00 a.m. to 8:00 p.m. with one route, as shown in Figure II-5. RGS also connects to RFTA services, Greyhound bus lines, and Amtrak. Fares for RGS are \$1 per day, 7-day pass for \$5, \$30 day pass for \$20. Seniors 65 and older and children 5 and under ride free.

The City of Glenwood Springs, Garfield County, and RFTA cooperate to provide ADA complementary paratransit service via The Traveler for individuals that are unable to access the fixed-route bus system within the City of Glenwood Springs due to a documented temporary or permanent disability.

Figure II-5: RGS Route Map

(Source: City of Glenwood Springs, 2021)



Parachute Area Transit System

The Parachute Area Transit System (PATS) operates bus service between Parachute and Rifle. The route provides local service in Parachute and Battlement Mesa, and there are also express-service runs that provide service to limited stops. In Rifle, passengers can transfer to RFTA's Hogback route for service east to New Castle, Silt, and Glenwood Springs. Connections to other RFTA routes can be made in

Glenwood Springs. Fares vary based on trip distance and cost between \$1.00 and \$4.00 per single fare. Monthly passes, 10 punch passes, and student passes are also available. Seniors and Veterans receive discounted rates for single fares or monthly passes.

Specialized Transportation Services (Eligibility Requirements)

Garfield County Traveler Program

RFTA operates the Traveler, which serves qualified individuals within the following Garfield County service-area parameters: Glenwood Base – two-mile radius off of Highway 82 between Carbondale and New Castle; Rifle Base – two-mile radius off of Interstate 70 between Battle Mesa and New Castle. The Traveler Service is not available within the Town of Parachute. Connecting or through rides between Glenwood Base and Rifle Base are available through RFTA Hogback, Bustang, and Greyhound Service. The service is available to persons with a disability that prevents access to other transportation available in their area and is not based on financial indigence. The Traveler operates Monday through Friday from 8:00 a.m. to 5:00 p.m. The service is free with a suggested, voluntary donation (\$2.00 per trip).

The Traveler provided approximately 18,000 passenger trips in 2019 and approximately 8,300 passenger trips in 2020. Funding for the service comes from Garfield County, RFTA, Silt, and Rifle. The annual budget for operating the Traveler is approximately \$710,000.

MedRide

MedRide provides Non-Emergent Medical Transportation to and from covered non-emergency medical appointments or services when a Health First Colorado (Colorado's Medicaid Program) member has no other means of transportation. MedRide also provides urgent care transportation when a client is in need of transportation outside of normal physician office hours to a care facility but is not in an emergency event. MedRide requires 24-48 hours advance notice for reservations.

Mountain Valley Developmental Services

Mountain Valley Developmental Services' mission is to encourage and support individuals with developmental disabilities, enhance their ability to live, learn, and work in an independent and inclusive manner, and to educate the community about their contributions and capabilities. They provide fare free transportation to qualified riders (adults and children with developmental disabilities) in Garfield, Eagle, and Pitkin Counties. In addition, Mountain Valley Developmental Services provides travel training for using public transportation.

Non-Emergent Medical Transportation (NEMT)

NEMT is a Health First Colorado benefit for members who do not have transportation to medical appointments. Eligible individuals should contact the local NEMT provider(s) in their community by visiting <https://hcpf.colorado.gov/nemtlist> or www.mtnride.org.

Other Transportation Services

Epic Mountain Express

Epic Mountain Express provides door-to-door shared-ride shuttle and private-charter airport services between resort areas and the Denver International Airport and the Eagle County Regional Airport. The company has a fleet of over 270 vehicles and lift-equipped vans are available. Schedules and pricing vary based on season and route.

Valley Taxi of Glenwood Springs

Valley Taxi of Glenwood Springs provides taxi services in Glenwood Springs and the surrounding areas. They also offer Medicaid transportation, medical supply/grocery/pharmacy/restaurant pick up/delivery, airport/Amtrak/Bustang shuttle service, worker's-compensation transportation, and private-event transportation. They are available year-round around the clock (24/7) and costs vary by trip.

GRAND COUNTY

Transportation services in Grand County include:

Public Transportation

Town of Winter Park, The Lift

The Town of Winter Park operates The Lift, a free bus system serving Winter Park, Winter Park Resort, Fraser, Tabernash, and Granby. The Lift operates commuter regional service, as well as deviated fixed-route service. The Lift has 27 vehicles and service levels vary throughout the year. The summer 2021-season system map is shown in Figure II-6. The Lift also operates ADA and paratransit services. The ADA service is free door-to-door for all eligible riders operating seven days a week from 7:00 a.m. to 2:00 a.m. The paratransit service includes the town limits of Winter Park and Fraser, as well as the Meadowridge area. The Lift provided over 500,000 passenger trips in 2019 and approximately 300,000 passenger trips in 2020. Funding for the transportation services comes from a dedicated two percent sales tax and FTA 5311 operating funding. The annual budget for operating The Lift is approximately \$2.1 million.

Specialized Transportation Services (Eligibility Requirements)

Grand Seniors at Mountain Family Center

Grand Seniors at Mountain Family Center (Grand Seniors) is a private non-profit human services organization that provides door-to-door transportation services in Grand County, Colorado. The service operates Monday through Thursday from 8:00 a.m. to 5:00 p.m. with six vehicles and is available to older adults age 60 and older and adults age 18 and older with disabilities. The service is free with a suggested, voluntary donation and allows passengers to make health/medical trips, nutrition trips, social trips, recreational trips, educational/job training trips, shopping/personal-needs trips, and social-services trips in Grand County, Summit County, and the Denver metropolitan area.

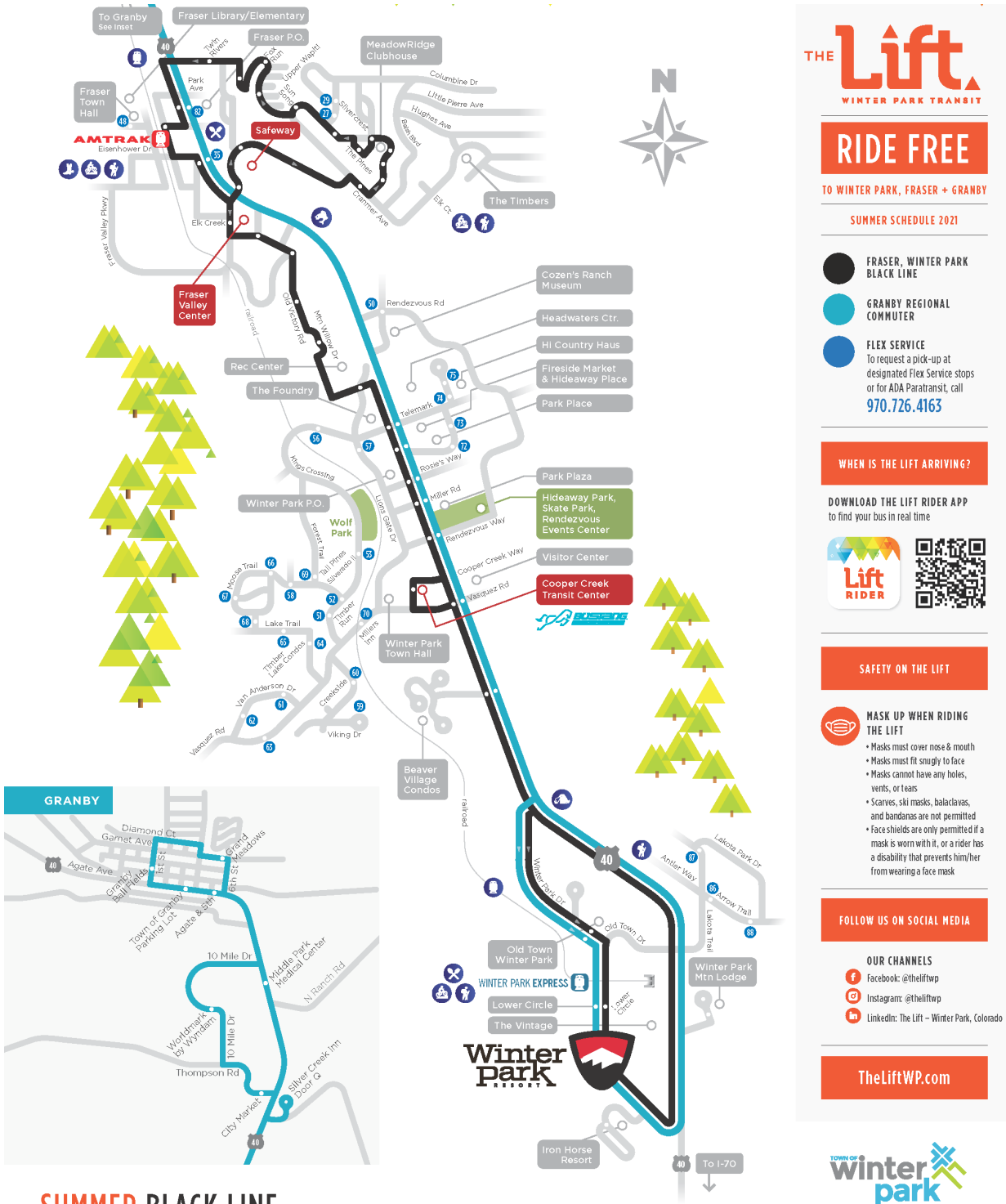
The service provided approximately 3,000 passenger trips in 2019 and approximately 1,500 passenger trips in 2020. Funding for the transportation services comes from Vintage, the regional Area Agency on Aging, the Grand County Commissioners Fund, Colorado Department of Transportation (CDOT), Grand Foundation, Town Governments in Grand County, private donations, and other funding sources. The annual budget for operating the transportation service is approximately \$225,000.

MedRide

MedRide provides Non-Emergent Medical Transportation to and from covered non-emergency medical appointments or services when a Health First Colorado (Colorado's Medicaid Program) member has no other means of transportation. MedRide also provides urgent care transportation when a client is in need of transportation outside of normal physician office hours to a care facility but is not in an emergency event. MedRide requires 24-48 hours advance notice for reservations.

Figure II-6: The Lift Route Map, Summer 2021

(Source: Town of Winter Park, 2021)



SUMMER BLACK LINE

Emergent Medical Transportation (NEMT)

NEMT is a Health First Colorado benefit for members who do not have transportation to medical appointments. Eligible individuals should contact the local NEMT provider(s) in their community by visiting <https://hcpf.colorado.gov/nemtlist> or www.mtnride.org.

NorthWest Colorado Center for Independence



The NorthWest Colorado Center for Independence (NWCCI) supports people with disabilities and seniors by connecting them with providers of housing, transportation, employment, assistive technology, access to benefits, and independent-living services. NWCCI offers medical transport for active clients of the organization in their five-county service area (Grand, Moffat, Rio Blanco, Routt, and Summit Counties), as well as assisting individuals with getting to medical appointments in Denver, Boulder, and Grand Junction. In addition, NWCCI connects individuals with other transportation options, like Bustang, taxi services, and local transportation services. Hours of operation vary from day-to-day, depending on the number of rides scheduled. Clients are asked to make reservations one week in advance.

Other Transportation Services

Home James Transportation

Home James Transportation provides airport shuttle services from the Denver International Airport to Winter Park and Grand County, as well as private service throughout Colorado. Schedules and pricing vary based on season and route. A one-way adult fare from Winter Park/Fraser to the Denver International Airport is \$78.00. Reservations may be made online or by phone.

JACKSON COUNTY

Transportation services operating in Jackson County are very limited.

Specialized Transportation Services (Eligibility Requirements)

Jackson County Council on Aging OATS Senior Transportation Service

The Jackson County Council on Aging (JCCOA) operates OATS (Older Americans Transport Service) which provides transportation for seniors (age 60 and older) to medical appointments, the local noon meal, as well as shopping and fun trips. The service is operated with two seven-passenger minivans and one 15-passenger bus with wheelchair lift.

The service is free with a suggested, voluntary donation. Suggested donations include: \$10.00 for trips less than four hours; \$25.00 for trips four to eight hours; \$40.00 for trips over eight hours; \$5.00 for prescription pick up; \$60.00 per Denver Airport trip; group trips for seven to 12 people: \$60.00 for trips less than six hours and \$100 for trips over six hours; and, group trips for three to six people: \$50.00 for trips less than six hours and \$75 for trips over six hours.

MedRide

MedRide provides Non-Emergent Medical Transportation to and from covered non-emergency medical appointments or services when a Health First Colorado (Colorado's Medicaid Program) member has no other means of transportation. MedRide also provides urgent care transportation when a client is in need of transportation outside of normal physician office hours to a care facility but is not in an emergency event. MedRide requires 24-48 hours advance notice for reservations.

Non-Emergent Medical Transportation (NEMT)

NEMT is a Health First Colorado benefit for members who do not have transportation to medical appointments. Eligible individuals should contact the local NEMT provider(s) in their community by visiting <https://hcpf.colorado.gov/nemtlist> or www.mtnride.org.

PITKIN COUNTY

Transportation services in Pitkin County include:

Public Transportation

City of Aspen, Downtowner

The City of Aspen operates a free, door-to-door app-based ride-hailing service serving the downtown core. The program is intended to supplement the fixed-route transit services and reduce the number of personal vehicles in downtown Aspen. The service operates daily from 11:00 a.m. to 11:00 p.m. and rides are booked through the Downtowner app.

Roaring Fork Transit Authority

The Roaring Fork Transportation Authority (RFTA) includes the communities of Aspen, Snowmass Village, Pitkin County, Basalt, a portion of Eagle County, Carbondale, Glenwood Springs, and New Castle. RFTA provides commuter bus service from Aspen to Glenwood Springs (Roaring Fork Valley), Glenwood to Rifle (Hogback), intra-city service in Aspen and Glenwood Springs, ski-shuttle service to the four Aspen Skiing Company ski areas, the Maroon Bells Guided Bus Tours, and a variety of other seasonal services. RFTA also operates ADA paratransit service for eligible passengers within a three-quarter-mile radius of existing fixed routes. In addition, RFTA operates the Garfield County Traveler and the Pitkin County Senior Van. An interactive transit-system map is available at: www.rfta.com/routes/system-map/, shown in Figure II-3 (earlier in this chapter).

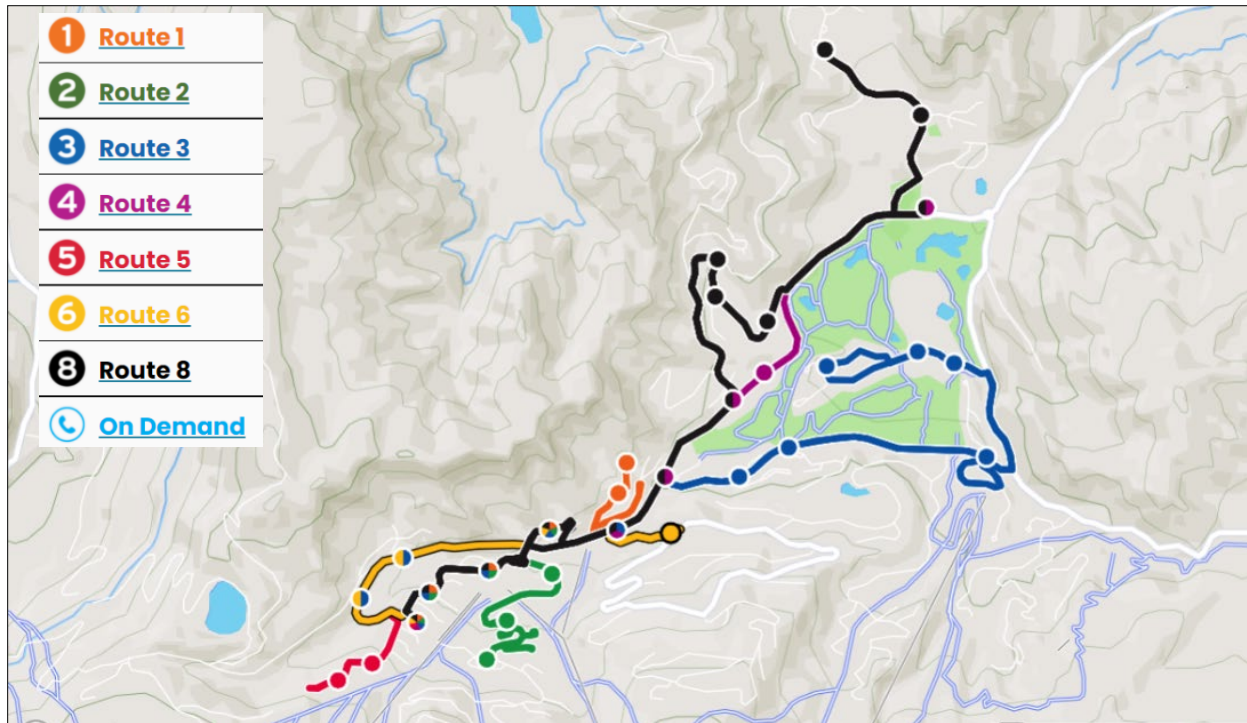
Fares for RFTA's fixed-route services vary based on the length of route, with the exception of the following which are fare free: City of Aspen, Aspen to/from Snowmass Village, Aspen/Snowmass Village to/from Woody Creek (winter and summer service only), and Carbondale Circulator. RFTA's services are fare free for children 5 and under and seniors age 65 and older. RFTA also has a program that provides discounted passes to the veterans and disabled in the area. Youth ages 6 through 16 receive a \$1.00 discount on fares over \$1.00.

Town of Snowmass Village, Village Shuttle

The Town of Snowmass Village operates the Village Shuttle, a free bus system provide service throughout the Village. The Village Shuttle has 29 ADA accessible vehicles and service levels vary throughout the year. An interactive transit-system map is available at: <https://www.villageshuttle.com/133/Routes-Schedules>, shown in Figure II-7. The Town of Snowmass Village also provides ADA paratransit service to eligible riders by advanced-reservation shuttle and/or taxi service. The Village Shuttle also provides connection to RFTA's regional bus services.

Figure II-7: Village Shuttle System Map

(Source: Town of Snowmass Village, 2021)



Specialized Transportation Services (Eligibility Requirements)

DASH Program

The Drivers Assisting Seniors for Health (DASH) Program is a transportation service for seniors. It is a volunteer-driver program that is available for unusual situations, like out-of-town medical visits or special-assistance needs. The service is available by appointment to qualifying seniors and interested individuals are asked to call Pitkin County Senior Services to discuss the Dash Program further.

MedRide

MedRide provides Non-Emergent Medical Transportation to and from covered non-emergency medical appointments or services when a Health First Colorado (Colorado's Medicaid Program) member has no other means of transportation. MedRide also provides urgent care transportation when a client is in need of transportation outside of normal physician office hours to a care facility but is not in an emergency event. MedRide requires 24-48 hours advance notice for reservations.

Mountain Valley Developmental Services

Mountain Valley Developmental Services' mission is to encourage and support individuals with developmental disabilities, enhance their ability to live, learn, and work in an independent and inclusive manner, and to educate the community about their contributions and capabilities. They provide fare free transportation to qualified riders (adults and children with developmental disabilities) in Garfield, Eagle, and Pitkin Counties. In addition, Mountain Valley Developmental Services provides travel training for using public transportation.

Non-Emergent Medical Transportation (NEMT)

NEMT is a Health First Colorado benefit for members who do not have transportation to medical appointments. Eligible individuals should contact the local NEMT provider(s) in their community by visiting <https://hcpf.colorado.gov/nemtlist> or www.mtnride.org.

Pitkin County Senior Services, Senior Van (Operated by RFTA)

Pitkin County Senior Services has an agreement with RFTA to operate a senior van running between Aspen, Snowmass Village, and down valley 14 miles to Aspen Village. The senior van provides free transportation, door-to-door service for anyone 60 and older who live within the designated routes. Riders can use the service for health/medical trips, nutrition trips, shopping/personal-needs trips, and social-services trips. The current service operates with one vehicle, Monday through Friday from 9:00 a.m. to 3:00 p.m. (generally 8:00 a.m. to 4:00 p.m. when fully open). The service is operated using RFTA's drivers and small vans.

The service provided approximately 4,000 passenger trips in 2019 and approximately 1,500 passenger trips in 2020. During the COVID-19 pandemic, the service was only offered from 10:00 a.m. to 2:00 p.m. and passenger capacity was limited to one rider per trip when in the Orange Dial Level and two riders per trip when in the Yellow Dial Level.

Other Transportation Services

Epic Mountain Express

Epic Mountain Express provides door-to-door shared-ride shuttle and private-charter airport services between resort areas and the Denver International Airport and the Eagle County Regional Airport. The company has a fleet of over 270 vehicles and lift-equipped vans are available. Schedules and pricing vary based on season and route.

High Mountain Taxi

High Mountain Taxi provides door-to-door taxi services in Aspen, Vail, Beaver Creek, and the surrounding areas. They offer airport service to/from the Eagle County Regional Airport and the Aspen/Pitkin County Airport, as well as local taxi trips. Their fleet consists of minivans and they are available year-round around the clock (24/7) and costs vary by trip.

Sunshine Rides of Western Colorado

Sunshine Rides of Western Colorado provides long-distance door-to-door taxi service between Grand Junction/Mesa County to Aspen, Vail, and Denver. They are available year-round around the clock (24/7) and costs vary by trip.

Valley Taxi of Glenwood Springs

Valley Taxi of Glenwood Springs provides taxi services in Glenwood Springs and the surrounding areas, including service to/from the Aspen/Pitkin County Airport. They also offer Medicaid transportation, medical supply/grocery/pharmacy/restaurant pick up/delivery, airport/Amtrak/Bustang shuttle service, worker's-compensation transportation, and private-event transportation. They are available year-round around the clock (24/7) and costs vary by trip.

ROUTT COUNTY

Transportation services in Routt County include:

Public Transportation

City of Steamboat Springs Transit

The City of Steamboat Springs operates Steamboat Springs Transit (SST), which provides local fixed-route and on-call service throughout Steamboat Springs, as well as regional service between Steamboat Springs and Craig. STS also provides curb-to-curb service within 3/4 of a mile from fixed routes for ADA Paratransit eligible passengers. STS uses 21 vehicles to operate the services. In the summer, SST operates between 6:00 a.m. and midnight, and in the winter, SST operates between 5:00 a.m. and 4:00 a.m. Fares for STS' regional service vary based on trip distance and cost between \$1.00 and \$6.00. A discount pass worth \$60.00 of rides can be purchased for \$40.00. An interactive transit-system map is available at: <https://steamboatspringstransit.routematch.com/fixedroute/>.

STS provided approximately 1.1 million passenger trips in 2019 and approximately 769,000 passenger trips in 2020. Funding for STS comes from the City of Steamboat Springs' General Fund and FTA 5311 funding, and the regional service receives funding from the FASTER program, Routt County, and fare collection. The annual budget for operating STS is approximately \$3.276 million.

Specialized Transportation Services (Eligibility Requirements)

MedRide

MedRide provides Non-Emergent Medical Transportation to and from covered non-emergency medical appointments or services when a Health First Colorado (Colorado's Medicaid Program) member has no other means of transportation. MedRide also provides urgent care transportation when a client is in need of transportation outside of normal physician office hours to a care facility but is not in an emergency event. MedRide requires 24-48 hours advance notice for reservations.

Non-Emergent Medical Transportation (NEMT)

NEMT is a Health First Colorado benefit for members who do not have transportation to medical appointments. Eligible individuals should contact the local NEMT provider(s) in their community by visiting <https://hcpf.colorado.gov/nemtlist> or www.mtnride.org.

NorthWest Colorado Center for Independence

The NorthWest Colorado Center for Independence (NWCCI) supports people with disabilities and seniors by connecting them with providers of housing, transportation, employment, assistive technology, access to benefits and independent living services. NWCCI offers medical transport for active clients of the organization in their five-county service area (Grand, Moffat, Rio Blanco, Routt, and Summit Counties), as well as assisting individuals with getting to medical appointments in Denver, Boulder, and Grand Junction. In addition, NWCCI connects individuals with other transportation options, like Bustang, taxi services, and local transportation services. Hours of operation vary from day-to-day, depending on the number of rides scheduled. Clients are asked to make reservations one week in advance.

Routt County Council on Aging

The Routt County Council on Aging (RCCOA) provides transportation services for seniors age 60 and older to medical appointments, shopping/errands, and meal sites. The transportation service operates four days per week in Steamboat Springs, three days per week in Hayden, and four days per week in south Routt County. Reservations are required at least 24 hours in advance. RCCOA is also the sole provider of Meals on Wheels in Routt County.

Other Transportation Services

Storm Mountain Express

Storm Mountain Express provides a door-to-door shared ride shuttle service to/from Steamboat Springs and the Yampa Valley Regional Airport in Hayden for \$40 per adult per one-way trip. In addition, Storm Mountain Express provides private shuttle service to/from Steamboat Springs and the Yampa Valley Regional Airport, the Eagle/Vail Valley, and the Denver International Airport.

SUMMIT COUNTY

Transportation services in Summit County include:

Public Transportation

Breckenridge Free Ride

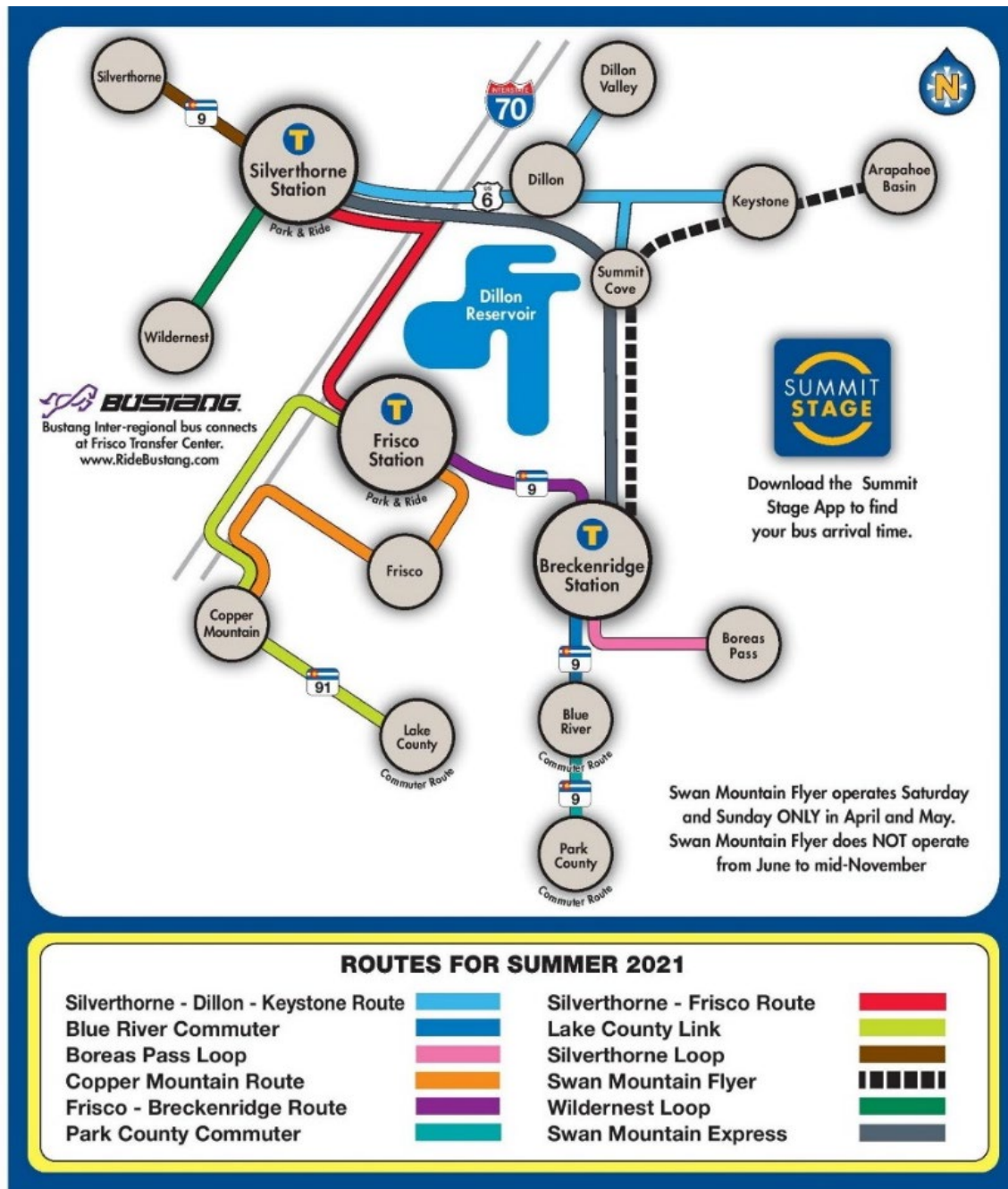
The Town of Breckenridge operates Breckenridge Free Ride, a free public transportation service operating throughout Breckenridge. Each route is a different color and operating hours vary by route. An interactive trip planner is available at: <https://www.breckfreeride.com/routes-schedules/trip-planner>. Curb-to-curb complementary paratransit service is available through Mountain Mobility.

Summit Stage

Summit Stage offers free public transit service within Summit County and the summer 2021 system map is shown in Figure II-8. Summit Stage also operates two low-cost commuter routes connecting to Park County (stopping in Fairplay, Alma, Blue River, and Breckenridge) and Lake County (stopping in Leadville, Copper Mountain, and Frisco). Operating hours vary by route and detailed bus arrival times are available through Summit Stage's smart phone app (Summit Stage SmartBus). Curb-to-curb complementary paratransit service is available through Mountain Mobility.

Figure II-8: Summit Stage Transit System Map, Summer 2021

(Source: Summit County, 2021)



Specialized Transportation Services (Eligibility Requirements)

MedRide

MedRide provides Non-Emergent Medical Transportation to and from covered non-emergency medical appointments or services when a Health First Colorado (Colorado's Medicaid Program) member has no other means of transportation. MedRide also provides urgent care transportation when a client is in need of transportation outside of normal physician office hours to a care facility but is not in an emergency event. MedRide requires 24-48 hours advance notice for reservations.

Mountain Mobility

Mountain Mobility provides year-round curb-to-curb complementary paratransit service to residents and visitors. Paratransit service is available to anyone with a qualifying disability for travel anywhere in Summit County that is within three quarters of a mile from Summit Stage and Breckenridge Free Ride bus stops. Operating hours are consistent with fixed-route service and travel must be scheduled at least one day in advance.

Non-Emergent Medical Transportation (NEMT)

NEMT is a Health First Colorado benefit for members who do not have transportation to medical appointments. Eligible individuals should contact the local NEMT provider(s) in their community by visiting <https://hcpf.colorado.gov/nemtlist> or www.mtnride.org.

NorthWest Colorado Center for Independence

The NorthWest Colorado Center for Independence (NWCCI) supports people with disabilities and seniors by connecting them with providers of housing, transportation, employment, assistive technology, access to benefits, and independent-living services. NWCCI offers medical transport for active clients of the organization in their five-county service area (Grand, Moffat, Rio Blanco, Routt, and Summit Counties), as well as assisting individuals with getting to medical appointments in Denver, Boulder, and Grand Junction. In addition, NWCCI connects individuals with other transportation options, like Bustang, taxi services, and local transportation services. Hours of operation vary from day-to-day, depending on the number of rides scheduled. Clients are asked to make reservations one week in advance.

Summit County Community & Senior Center

Summit County Community & Senior Center helps coordinate medical transportation trips for seniors and those who need transportation locally, to Eagle County, and to the greater Denver area. The program is operated with volunteer drivers and two weeks advance notice is requested.

Other Transportation Services

Epic Mountain Express

Epic Mountain Express provides door-to-door shared-ride shuttle and private-charter airport services between resort areas and the Denver International Airport and the Eagle County Regional Airport. The company has a fleet of over 270 vehicles and lift-equipped vans are available. Schedules and pricing vary based on season and route.

Fresh Tracks Transportation

Fresh Tracks Transportation provides door-to-door shared-ride shuttle and private-charter transportation, including: Denver Airport shuttles to/from Summit County resort areas; resort-to-resort ski shuttles between Eagle County and Summit County; and, private charter services. The company has a fleet of 17 15-passenger vans (wheelchair lifts are not available). Schedules and pricing vary based on season and route.

Chapter III: Regional Transportation Options

INTRODUCTION

Regional bus, air, and rail transportation options are summarized in this chapter.

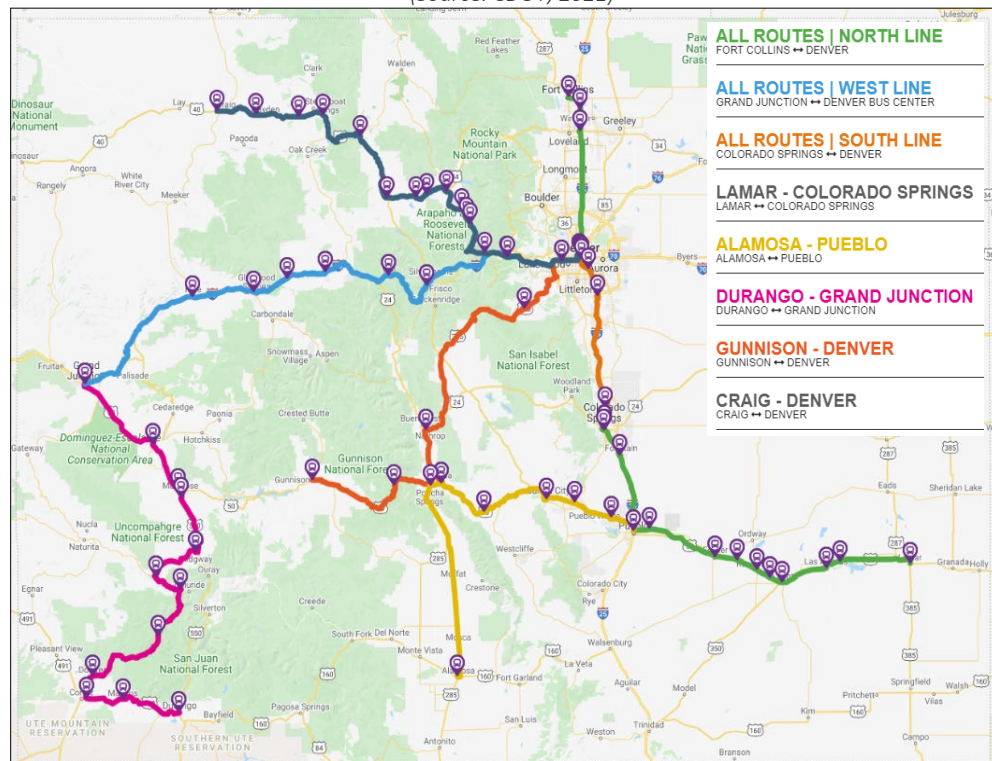
BUS SERVICES

Bustang

Bustang is the Colorado Department of Transportation's (CDOT) interregional and intercity express bus service. Bustang has three main routes: the North Line between Fort Collins and Denver, the West Line between Grand Junction and Denver, and the South Line between Colorado Springs and Denver. In addition, a number of Bustang Outrider routes are available to more rural areas of the state. Figure III-1 presents all of the Bustang and Bustang Outrider routes. All Bustang buses are equipped with wheelchair lifts. As a commuter bus service, complementary paratransit service is not provided.

Figure III-1: Bustang Routes

(Source: CDOT, 2021)



West Line

Bustang's West Line operates between Grand Junction and Denver, with stops in Parachute, Rifle, Glenwood Springs, Eagle, Vail, Frisco, Idaho Springs, and Lakewood. Three runs operate along the route per day, as shown in Table III-1.

Table III-1: Bustang West Line Schedule				
Stop Location		Time		
Eastbound	Grand Junction			12:35 p.m.
	Parachute			1:30 p.m.
	Rifle			1:50 p.m.
	Glenwood Springs		7:25 a.m.	2:25 p.m.
	Eagle		8:05 a.m.	3:05 p.m.
	Vail	6:30 a.m.	8:40 a.m.	3:45 p.m.
	Frisco	7:10 a.m.	9:20 a.m.	4:25 p.m.
	Idaho Springs	8:05 a.m.	10:15 a.m.	5:15 p.m.
	Lakewood	8:45 a.m.	10:55 a.m.	5:50 p.m.
	Denver	9:05 a.m.	11:15 a.m.	6:20 p.m.
Westbound	Denver	7:00 a.m.	3:00 p.m.	5:40 p.m.
	Lakewood	7:25 a.m.	3:25 p.m.	6:15 p.m.
	Idaho Springs	8:00 a.m.	4:10 p.m.	6:55 p.m.
	Frisco	8:45 a.m.	4:55 p.m.	7:40 p.m.
	Vail	9:20 a.m.	5:30 p.m.	8:15 p.m.
	Eagle	10:10 a.m.		8:55 p.m.
	Glenwood Springs	10:55 a.m.		9:35 p.m.
	Rifle	11:25 a.m.		
	Parachute	11:45 a.m.		
	Grand Junction	12:40 p.m.		
Source: Bustang, 2021.				

Craig – Denver Bustang Outrider

Introduced in 2021, a new daily Bustang Outrider route between Craig and Denver is operated in conjunction with Greyhound. The eastbound route departs Craig at 6:15 a.m. and arrives in Denver at 11:20 a.m. The westbound route departs Denver at 3:15 p.m. and arrives in Craig 8:15 p.m. This route also stops in Idaho Springs 10:36 a.m. in the east bound direction, and at 4:02 p.m. in the westbound direction.

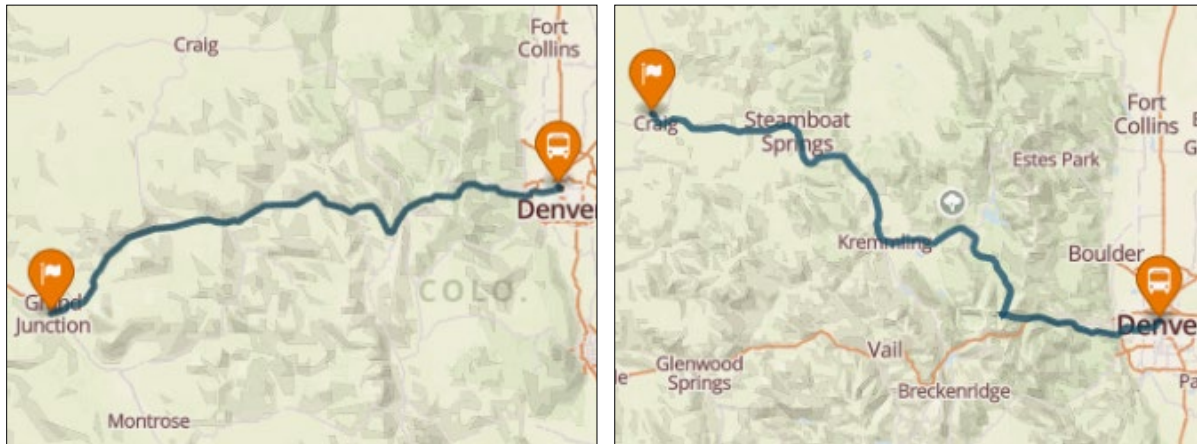
Greyhound

As shown in Figure III-2, Greyhound bus routes in the region include:

- Service between Grand Junction and Denver, with numerous stops along the way including Glenwood Springs, Vail, Frisco, and Idaho Springs.
- Service between Craig and Denver, with numerous stops along the way including Kremmling, Granby, Fraser, Winter Park, and Idaho Springs.

Figure III-2: Greyhound Bus Service

(Source: Greyhound, 2021)

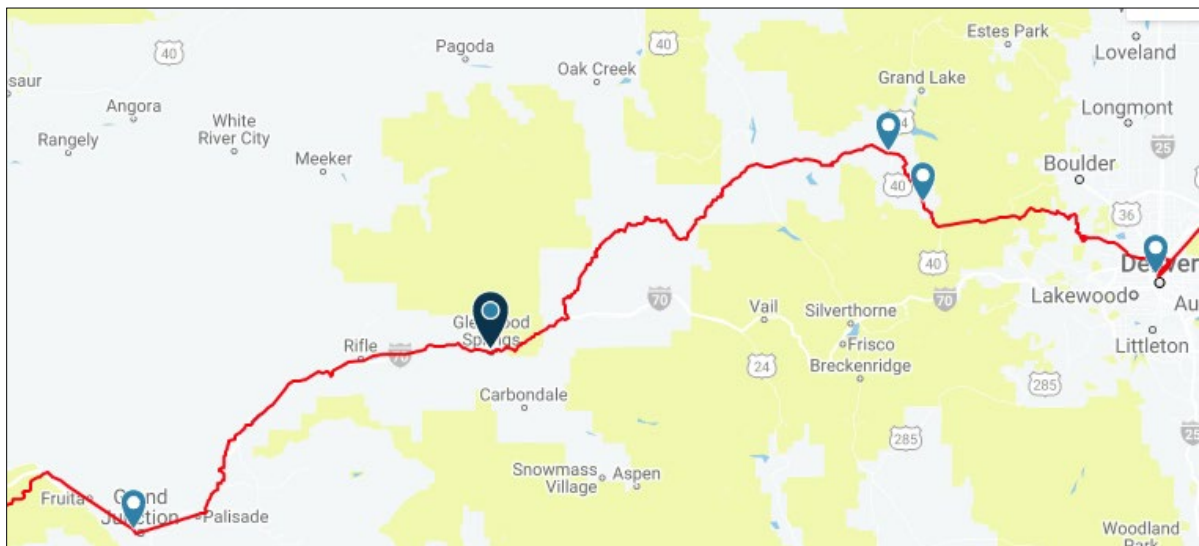


RAIL (AMTRAK)

Amtrak's California Zephyr route operates daily between Chicago and San Francisco. In Colorado, the route runs between Denver and Grand Junction with stops in Glenwood Springs in Garfield County and Granby and Fraser in Grand County, as shown in Figure III-3.

Figure III-3: Amtrak California Zephyr Route

(Source: Amtrak, 2021)



In the westbound direction, the route departs Denver at 8:05 a.m., Fraser at 10:07 a.m., Granby at 10:37 a.m., Glenwood Springs at 1:53 p.m., and arrives in Grand Junction at 3:57 p.m. In the eastbound direction, the route departs Grand Junction at 10:23 a.m., Glenwood Springs at 12:10 p.m., Granby at 3:12 p.m., Fraser at 3:50 p.m., and Denver at 6:38 p.m. A one-way coach trip from Denver to Grand Junction can range from approximately \$39.00 (Saver option) to 55.00 (Value option) to \$106 (Flexible option).

AIR TRAVEL

Public and private airports located in the region include:

- Eagle County Regional Airport
- Rifle-Garfield County Airport
- Aspen-Pitkin County Airport
- Yampa Valley Regional Airport (Routt County)
- Denver International Airport
- Grand Junction Regional Airport

The number of airline operators and flights vary by airport and by season.



Chapter IV: Other Transportation Programs and Resources

INTRODUCTION

Other transportation programs and resources are presented in this chapter.

OTHER TRANSPORTATION PROGRAMS AND RESOURCES

Vintage – Transportation Vouchers

Vintage, the regional Area Agency on Aging, has a transportation voucher program for adults age 60 and older living in Eagle, Grand, Jackson, Pitkin, and Summit counties. Participants can either drive themselves and receive mileage reimbursement, or have someone else drive them and then Vintage will either pay the driver or reimburse the participant for payment.



Heartfelt Destinations Program (Operated by the Community Budget Center and Funded by Moffat County United Way)

Moffat County United Way is a private nonprofit human services organization that provides funding for a program called Heartfelt Destinations, which is operated through the Community Budget Center in Craig, Colorado. The service provides in-town transportation for people to get to health/medical appointments, to the grocery store, or to pick up prescriptions. The service is operated on weekdays during typical business hours. The service is fare free but has eligibility requirements of 200 percent of the federal poverty level. The service uses five volunteer drivers and one paid coordinator housed at the Community Budget Center. Volunteers do not have vehicles to accommodate persons with significant physical disabilities so Heartfelt Destinations is unable to accommodate those transportation requests.

Northwest Colorado Options for Long-Term Care

The Northwest Colorado Options for Long-Term Care (NWCOLTC) is a regional program that is administered by Garfield County Department of Human Services. NWCOLTC is not a transportation provider, but rather a case management agency serving nine counties (Eagle, Garfield, Grand, Jackson, Moffat, Pitkin, Rio Blanco, Routt and Summit). NWCOLTC refers people to transit services operated by the Roaring Fork Transit Authority (RFTA), including the Traveler Program and ADA complementary paratransit services.



Aging Services Coalition of Northwest Colorado

The Aging Services Coalition of Northwest Colorado is a grant funded initiative formed in May 2020 that is working to understand the needs of older adults in Grand, Jackson, Moffat, Rio Blanco, and Routt counties. The Aging Services Coalition of Northwest Colorado is not a transportation provider, but rather provides communication to agencies and older adults about services available in the community.

The Aging Services Coalition of Northwest Colorado recently completed a needs assessment survey for adults and caregivers of those 60 and older. Over 280 responses were received and the results indicated that Northwest Colorado is home to a very independent population with well-established senior centers and a number of programs and services readily available to older adults. According to the Aging Services Coalition of Northwest Colorado, a key theme from the survey results is the need to communicate those resources to the community at the point and time of need, and improve education around availability of existing services.



Chapter V: Demographic Profile of the Study Area

INTRODUCTION

Chapter V presents the community conditions, demographics, and major employers for the Northwest Colorado Council of Governments (NWCCOG) study area. Where appropriate, figures and tables are used for illustration. The study area, as shown in Figure V-1, is the seven-county area in northwestern Colorado comprised of Eagle, Garfield, Grand, Jackson, Pitkin, Routt, and Summit Counties.

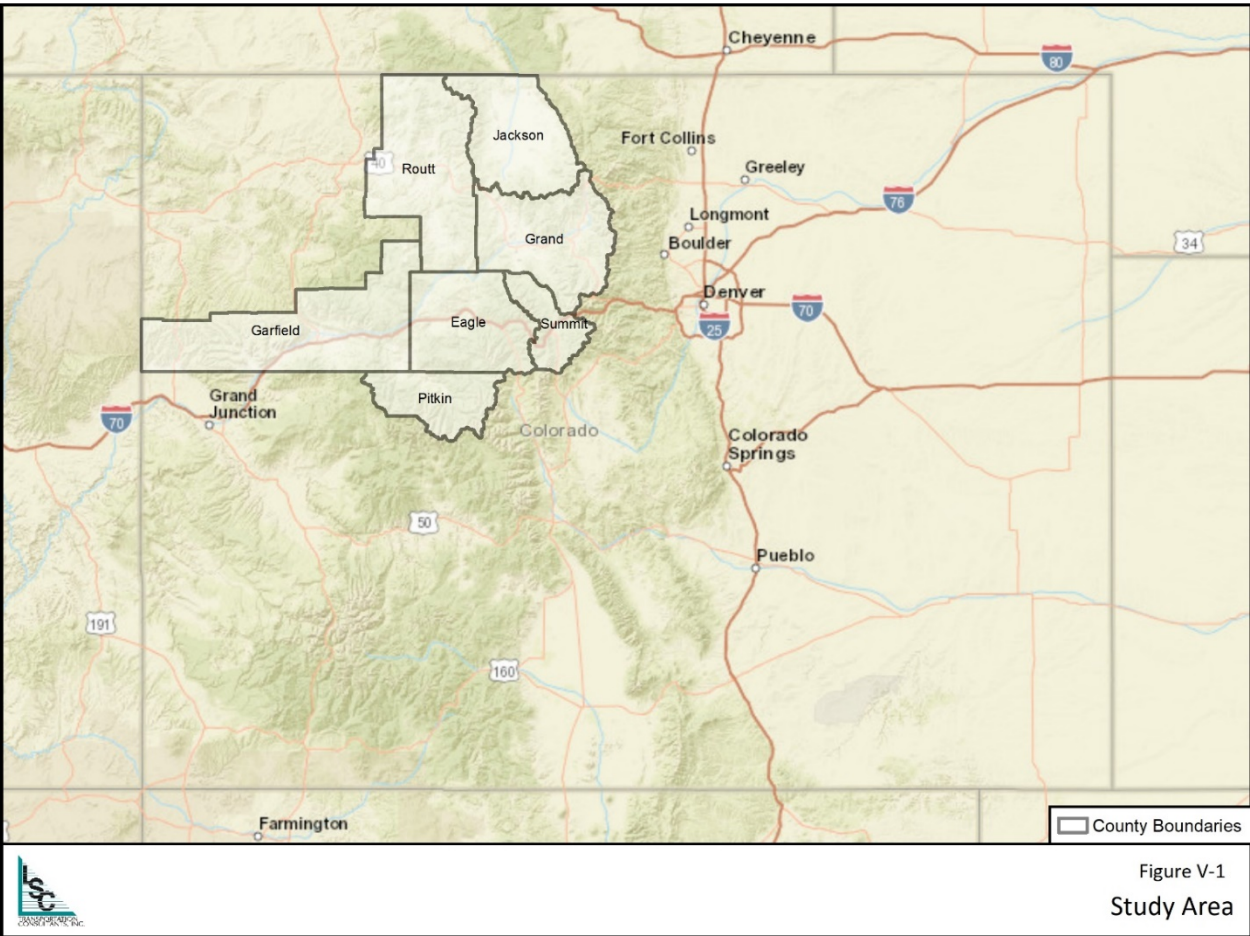


Figure V-1
Study Area

DEMOGRAPHIC CHARACTERISTICS

Demographics

Unless noted otherwise, all data listed in this chapter are from the 2015-2019 U.S. Census American Community Survey (2019 ACS) five-year estimates. According to the 2019 ACS, the total population of the study area is 203,947. The demographic analysis was done by block group, which is a census-defined boundary. These boundaries do not necessarily denote neighborhoods or communities, but rather act as a standardized means for analysis.

Transit-Dependent Population Characteristics – NWCCOG Study Area

This section provides information on the individuals considered by the transportation profession to be dependent upon public transit. The four types of limitations that preclude people from driving are physical limitations, financial limitations, legal limitations, and self-imposed limitations. Physical limitations may include permanent disabilities (i.e., frailty, blindness, paralysis, or developmental disabilities) to temporary disabilities (i.e., acute illnesses and head injuries). Financial limitations include people who are unable to purchase or rent a vehicle. Legal limitations include being too young to drive or having no driver's license. Self-imposed limitations refer to people who choose not to own or drive a vehicle (some or all of the time) for reasons other than those listed in the first three categories.

The Census is generally capable of providing information about the first three categories of limitation. The fourth category of limitation represents a relatively small portion of transit ridership in areas with low density. Table V-1 presents the study area's statistics regarding transportation dependent populations. Detailed figures for each county can be found in Appendix B.

Older-Adult Population

The older-adult population, defined by the U.S. Census Bureau as people 65 years of age or older, represents a significant number of the national transit-dependent population and represents 13.3 percent of the total population in the study area.

Population of Persons with an Ambulatory Disability

An individual is classified as having an "ambulatory disability" if they have serious difficulty walking or climbing stairs. Approximately 2.6 percent of the population in the study area has some type of ambulatory disability.

Low-Income Population

Low-income population, as defined by the FTA, includes persons whose household income is at or below the Department of Health and Human Services' poverty guidelines. The low-income population listed in the tables and GIS maps includes people who are living below the poverty line using the Census Bureau's poverty threshold. Approximately 8.5 percent of the population of the study area are considered low income.

Zero-Vehicle Households

Individuals residing in zero-vehicle households are generally transit-dependent, as they do not have access to a private vehicle. Approximately 2.8 percent of households in the study area reported having no vehicle available for use.

Table V-1: Estimated Population Characteristics for NWCCOG Study Area by County										
County	Total Population	Total Households	Zero-Vehicle Households		Older Adult Population (65 and Over)		Ambulatory Disabled Population		Low-Income Population	
			#	%	#	%	#	%	#	%
Eagle	54,681	18,171	319	1.8%	5,877	10.7%	1,085	2.0%	4,354	8.0%
Garfield	59,055	21,498	605	2.8%	7,477	12.7%	2,144	3.6%	5,009	8.5%
Grand	15,303	5,884	188	3.2%	2,561	16.7%	274	1.8%	1,440	9.4%
Jackson	1,261	558	18	3.2%	357	28.3%	72	5.7%	121	9.6%
Pitkin	17,926	7,467	433	5.8%	3,192	17.8%	394	2.2%	1,200	6.7%
Routt	25,072	9,603	301	3.1%	3,664	14.6%	621	2.5%	2,705	10.8%
Summit	30,649	10,641	214	2.0%	3,914	12.8%	640	2.1%	2,437	8.0%
Total	203,947	73,822	2,078	2.8%	27,042	13.3%	5,230	2.6%	17,266	8.5%

Source: US Census Bureau, American Community Survey - 2019, LSC 2021.

Transit-Dependent Population Characteristics – Eagle County

This section provides information on the individuals considered by the transportation profession to be dependent upon public transit in Eagle County.

Population Density

Population density is used to determine where population is concentrated. The size of the census block groups can skew the location of population concentrations. Transit is generally more successful in areas with greater concentrations of population. The population for Eagle County is concentrated in the towns of Gypsum, Avon, and Vail. The area with the next highest concentration of people is in Basalt.

Older-Adult Population

The density of older adults is mainly centered to the south west in Basalt and El Jebel as well as Gypsum and Vail, and represents approximately 10.7 percent of the total population in Eagle County.

Population of Persons with an Ambulatory Disability

Approximately two percent of the population in Eagle County has some type of ambulatory disability. The areas with the highest density of persons with an ambulatory disability are in the towns of Gypsum, Avon, and Vail. The area with the next highest concentration of people is in Basalt.

Low-Income Population

Approximately eight percent of the population of Eagle County are considered low income. The areas with the highest density are the towns of Avon and Vail. Areas with the next highest concentrations of low-income persons is the towns of Gypsum and Basalt.

Zero-Vehicle Households

Approximately 1.8 percent of households in Eagle County reported having no vehicle available for use. The ranges for the density of zero-vehicle households are quite low due to the size of the block groups, combined with the small number of zero-vehicle households in the study area. The area with the highest density is Avon, followed by Basalt.

Transit-Dependent Population Characteristics – Garfield County

This section provides information on the individuals considered by the transportation profession to be dependent upon public transit in Garfield County.

Population Density

The population for Garfield County is concentrated in the towns of Glenwood Springs, Carbondale, Rifle, and New Castle.

Older-Adult Population

The density of older adults in Garfield County is mainly in small pockets in Rifle, Glenwood Springs, and Carbondale, and represents approximately 12.7 percent of the total population in the county.

Population of Persons with an Ambulatory Disability

Approximately 3.6 percent of the population in Garfield County has some type of ambulatory disability. The area with the highest density of persons with an ambulatory disability is in Glenwood Springs. The areas with the next highest concentration of people are in Rifle, New Castle, and Carbondale.

Low-Income Population

Approximately 8.5 percent of the population of Garfield County are considered low income. The areas with the highest density are the towns of Rifle, Glenwood Springs, and Carbondale.

Zero-Vehicle Households

Approximately 2.8 percent of households in Garfield County reported having no vehicle available for use. The areas with the highest density of zero-vehicle households are Rifle and a small portion of Glenwood Springs.



Transit-Dependent Population Characteristics – Grand County

This section provides information on the individuals considered by the transportation profession to be dependent upon public transit in Grand County.

Population Density

The population for Grand County is concentrated in Granby. The area with the next highest concentration of people is in Kremmling.

Older-Adult Population

The density of older adults is highest in Kremmling and Granby and represents approximately 16.7 percent of the total population in Grand County.

Population of Persons with an Ambulatory Disability

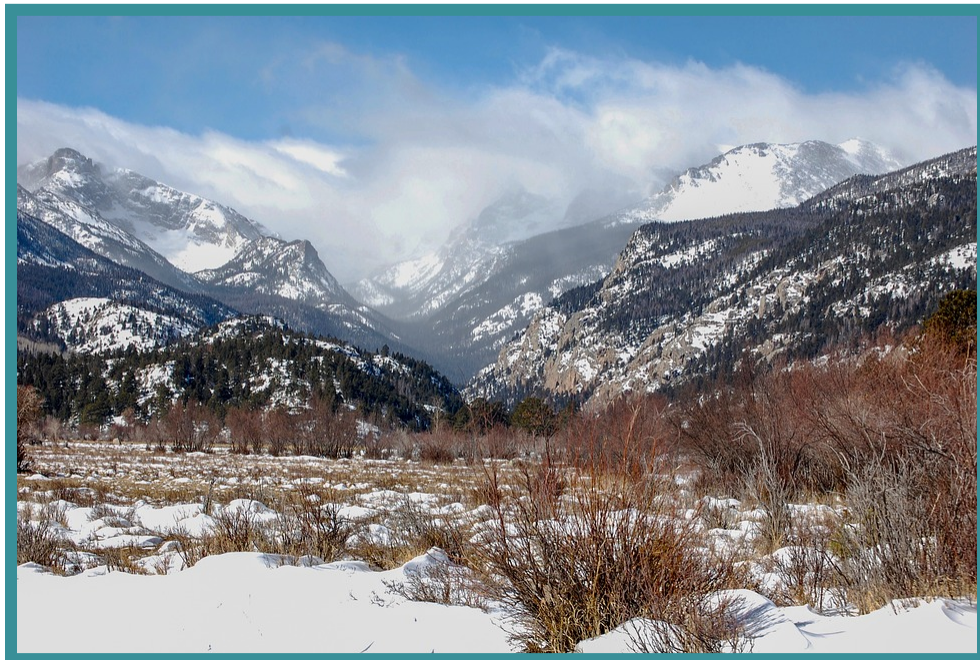
Approximately 1.8 percent of the population in Grand County has some type of ambulatory disability. The areas with the highest density of persons with an ambulatory disability are in the towns of Kremmling and Granby.

Low-Income Population

Approximately 9.4 percent of the population of Grand County are considered low income. The areas with the highest density are the towns of Granby and Kremmling.

Zero-Vehicle Households

Approximately 3.2 percent of households in Grand County reported having no vehicle available for use. The areas with the highest density are Kremmling and Granby.



Transit-Dependent Population Characteristics – Jackson County

This section provides information on the individuals considered by the transportation profession to be dependent upon public transit in Jackson County. Due to there only being two block groups in Jackson County, the density for all market segments is highest in the smallest block group located in Walden.

Older-Adult Population

Older-adult population represents approximately 28.3 percent of the total population in Jackson County.

Population of Persons with an Ambulatory Disability

Approximately 5.7 percent of the population in Jackson County has some type of ambulatory disability.

Low-Income Population

Approximately 9.6 percent of the population of Jackson County are considered low income.

Zero-Vehicle Households

Approximately 3.2 percent of households in Jackson County reported having no vehicle available for use.



Transit-Dependent Population Characteristics – Pitkin County

This section provides information on the individuals considered by the transportation profession to be dependent upon public transit in Pitkin County.

Population Density

The population for Pitkin County is concentrated in the area surrounding Aspen.

Older-Adult Population

The density of older adults is highest in Aspen, and represents approximately 17.8 percent of the total population in Pitkin County.

Population of Persons with an Ambulatory Disability

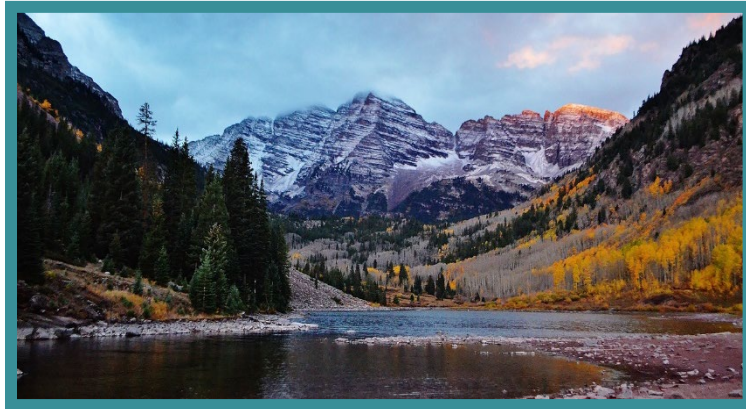
Approximately 2.2 percent of the population in Pitkin County has some type of ambulatory disability. The area with the highest density is in a small portion of Aspen.

Low-Income Population

Approximately 6.7 percent of the population of Pitkin County are considered low income. As shown in The area with the highest density is the town of Aspen.

Zero-Vehicle Households

Approximately 5.8 percent of households in Pitkin County reported having no vehicle available for use. The area with the highest density is Aspen.



Transit-Dependent Population Characteristics – Routt County

This section provides information on the individuals considered by the transportation profession to be dependent upon public transit in Routt County.

Population Density

The population density for Routt County is highest in Steamboat Springs.

Older-Adult Population

The highest density of older adults is in Steamboat Springs, and represents approximately 14.6 percent of the total population in Routt County.

Population of Persons with an Ambulatory Disability

Approximately 2.5 percent of the population in Routt County has some type of ambulatory disability. The areas with the highest density of persons with an ambulatory disability are in a small portion of Steamboat Springs, followed by Hayden.

Low-Income Population

Approximately 10.8 percent of the population of Routt County are considered low income. The area with the highest density is Steamboat Springs.

Zero-Vehicle Households

Approximately 3.1 percent of households in Routt County reported having no vehicle available for use. The area with the highest density is Steamboat Springs.

Transit-Dependent Population Characteristics – Summit County

This section provides information on the individuals considered by the transportation profession to be dependent upon public transit in Summit County.

Population Density

The population for Summit County is concentrated in the towns of Silverthorne and Breckenridge.

Older-Adult Population

The density of older adults is highest in Silverthorne and Breckenridge, and represents approximately 12.8 percent of the total population in Summit County.

Population of Persons with an Ambulatory Disability

Approximately 2.1 percent of the population in Summit County has some type of ambulatory disability. The areas with the highest density of persons with an ambulatory disability are in the towns of Silverthorne and Breckenridge.

Low-Income Population

Approximately eight percent of the population of Summit County are considered low income. The areas with the highest density are the towns of Silverthorne and Breckenridge.

Zero-Vehicle Households

Approximately two percent of households in Summit County reported having no vehicle available for use. The area with the highest density is Silverthorne.

COMMUNITY ECONOMIC CHARACTERISTICS

Activity Centers

Major transit activity centers are important in terms of land use, trip generation, and the ability to be served by public transit. There is no set formula that is used to derive a list of activity centers, as the process is subjective. Activity centers generally include a wide variety of land uses including:

- Shopping and retail areas
 - Small businesses
 - Grocery stores
 - City Market (Eagle, Garfield, Grand, Pitkin, Routt, and Summit Counties)
 - Safeway (Eagle, Grand, Routt, and Summit Counties)
 - Whole Foods (Eagle and Summit Counties)
 - Natural Grocers (Garfield, Routt, and Summit Counties)
 - Large chain stores
 - Walmart (Eagle, Garfield, Grand, Routt, and Summit Counties)
 - Costco (Eagle County)
 - Target (Eagle, Garfield, and Summit Counties)
 - Family Dollar (Eagle and Grand Counties)
 - Malls
 - Glenwood Springs Mall (Garfield County)
 - Outlets at Silverthorne (Summit County)
- Hospitals and medical centers
 - Aspen Valley Hospital (Pitkin County)
 - Grand River Hospital District (Rifle, Garfield County)
 - Middle Park Healthy – Kremmling/Granby (Grand County)

- St. Anthony Summit Medical Center (Frisco, Summit County)
- UC Health Yampa Valley Medical Center (Steamboat Springs, Routt County)
- Vail Health (Eagle County)
- Valley View Hospital (Glenwood Springs, Garfield County)
- Senior centers
 - El Jebel Community Annex Building (Eagle)
 - Golden Eagle Community Center (Eagle County)
 - Vail Ski and Snowboard Academy/Maloit Park Senior Space (Eagle)
 - Rifle City Senior Center (Garfield County)
 - Manor Glenwood Senior Citizens (Garfield County)
 - Manor Two Senior Citizens (Garfield County)
 - Valley Senior Housing (Garfield County)
 - Mountain Family Center (Grand)
 - Jackson County Council on Aging (Jackson County)
 - Pitkin County Senior Services (Pitkin County)
 - Routt County Council on Aging (Routt County)
 - Summit County Community and Senior Center (Summit County)
- Recreation areas
 - Ski resorts
 - Beaver Creek (Eagle County)
 - Sunlight Mountain (Garfield County)
 - Granby Ranch (Grand County)
 - Winter Park (Grand County)
 - Aspen Snowmass (Pitkin County)
 - Steamboat/Howelsen Hill (Routt County)
 - Arapahoe Basin (Summit County)
 - Breckenridge (Summit County)
 - Copper Mountain (Summit County)
 - Keystone (Summit County)
 - Vail Mountain (Summit County)
- National Forests and lands managed by the Bureau of Land Management
 - Arapaho National Forest
 - Routt National Forest
 - White River National Forest
- Employment and job training locations
- Education centers
 - Colorado Mountain College (Garfield County)
 - Colorado Northwestern Community College (Routt County)
- Municipal services
 - City/Town/Village and County buildings, including administration offices, adult and aging services, courts and legal services, health and human services, motor vehicle services (DMV), public health services, sheriff/police services, and Veterans services.



Chapter VI: Transportation Needs Assessment

INTRODUCTION

This chapter identifies transportation needs and gaps based on the demographic analysis and input from transportation providers throughout the seven-county region.

TRANSPORTATION NEEDS AND GAPS

Geographic Gaps

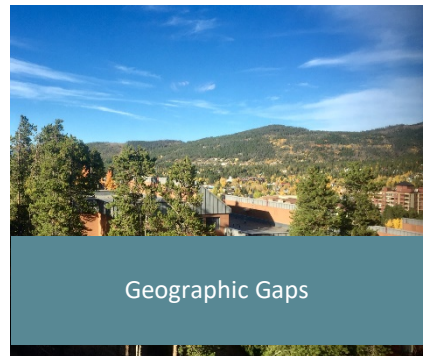
Much of the seven-county study area has at least one public-transportation agency, along with several specialized transportation services with eligibility requirements and other private and regional transportation services. Figures VI-1, VI-2, and VI-3 illustrate transportation options by county, based on the findings from Chapter II, III, and IV.

A major challenge of providing transportation throughout the study area is the geography of the region. The mountainous terrain, long distances between populated areas, and low density/population volumes make transportation service delivery difficult.

Eagle, Garfield, Pitkin, and Summit Counties have the largest availability of transportation options with two to four public transportation providers, three to five specialized transportation services, two to seven other transportation services, and one to four regional transportation options per county.

Routt and Grand County have more limited transportation options available, with one public transportation provider, three to four specialized transportation services, one other transportation service, and three regional transportation options per county.

Transportation options are most limited in Jackson County, which does not have any public transportation, limited specialized transportation services, and regional service is only available via a flag stop at Muddy Pass at the southwest corner of the county along the Bustang Outrider/Greyhound route between Craig and Denver.



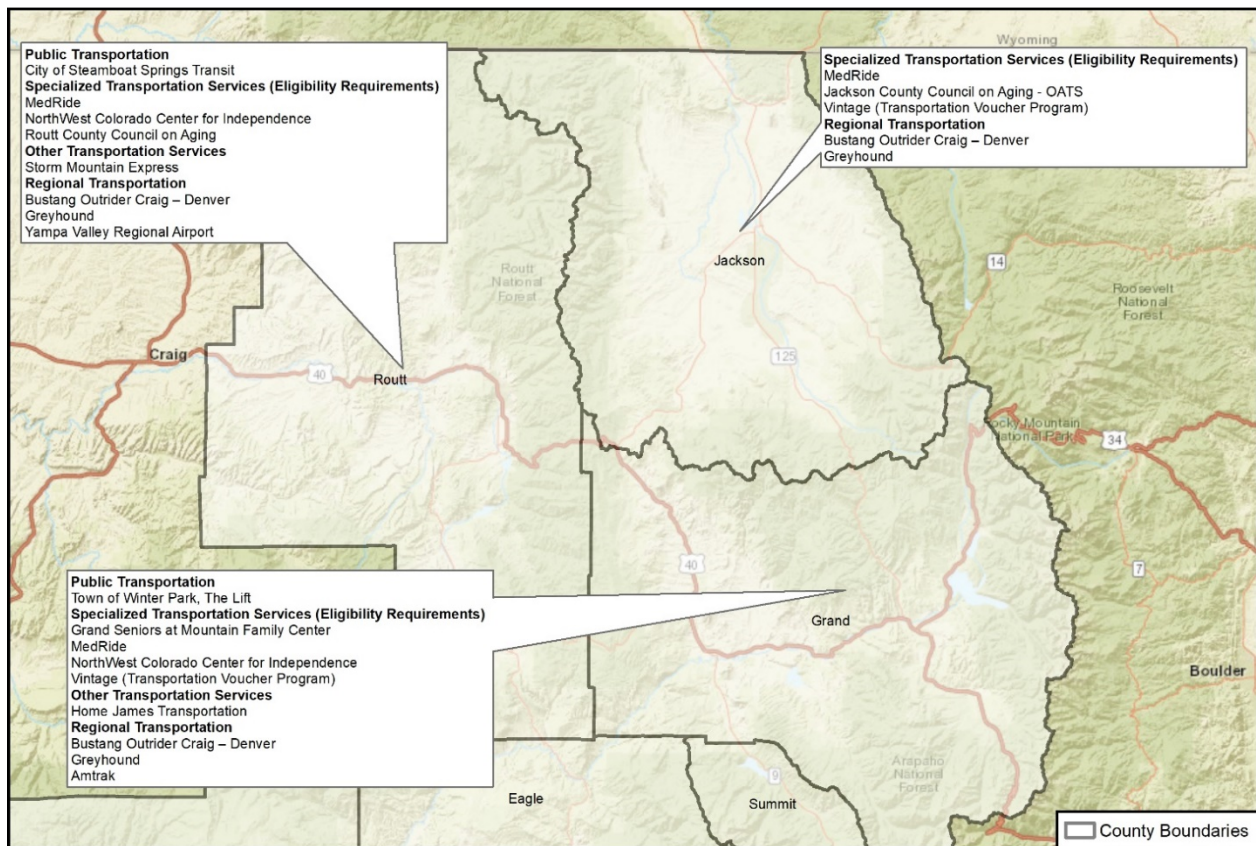


Figure VI-1
Available Service Options - Grand, Jackson, and Routt Counties

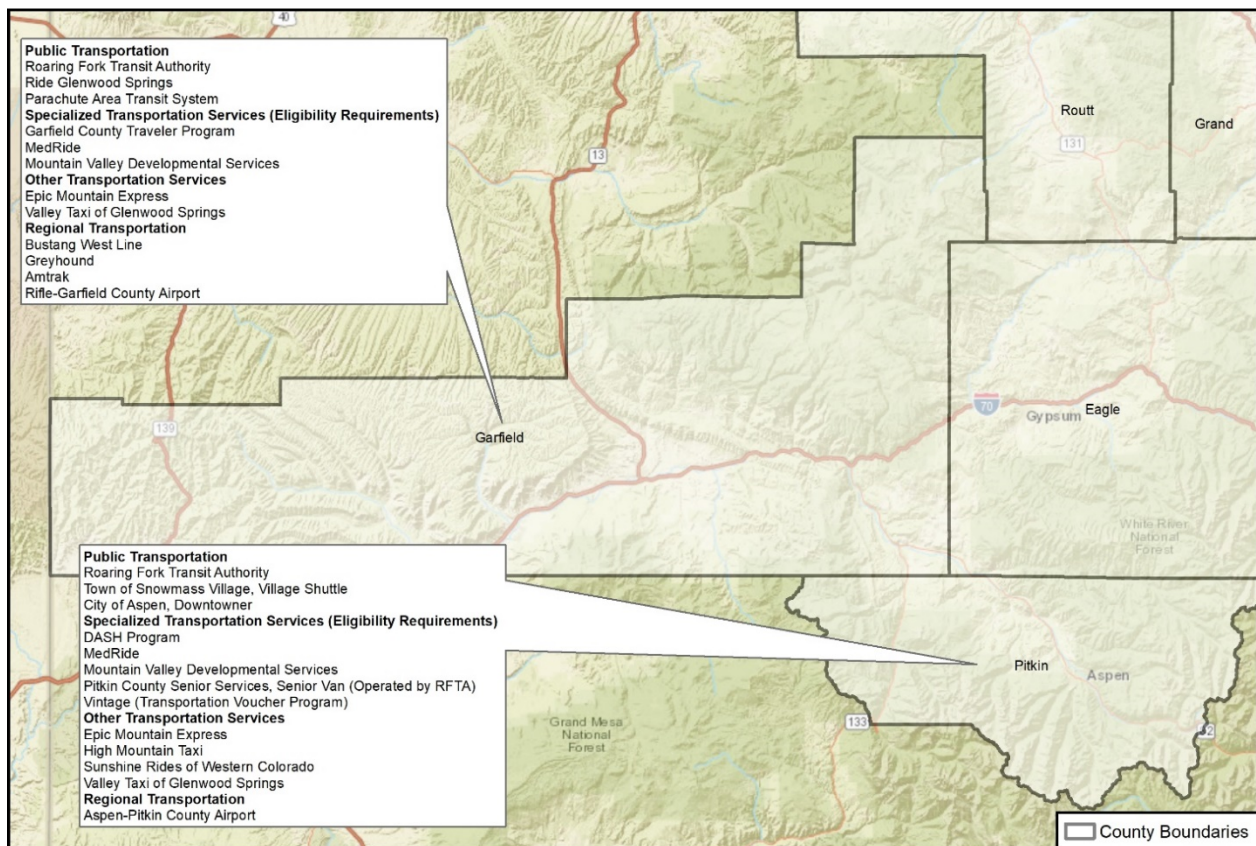
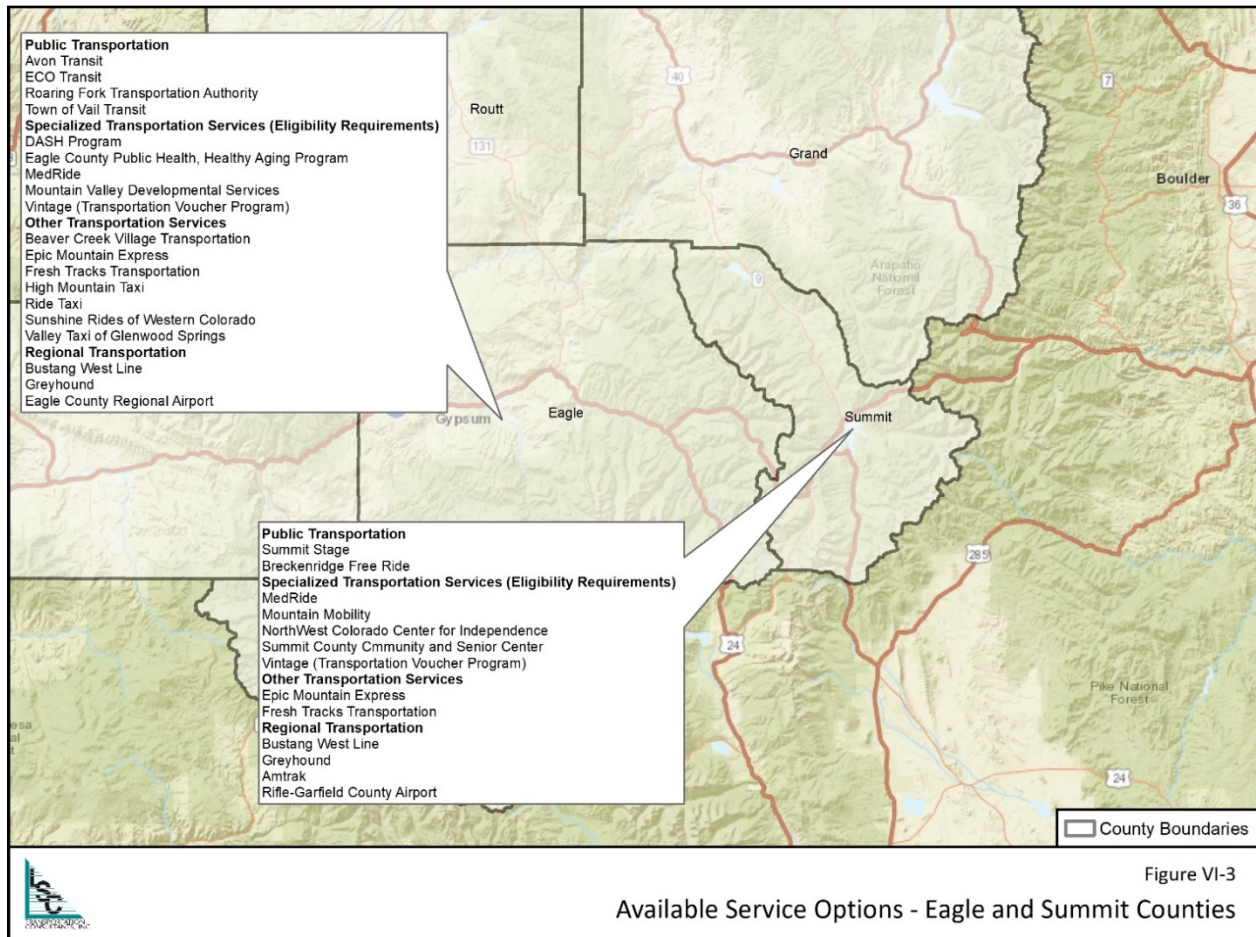


Figure VI-2
Available Service Options - Garfield and Pitkin Counties



Service Area and Hours of Operation

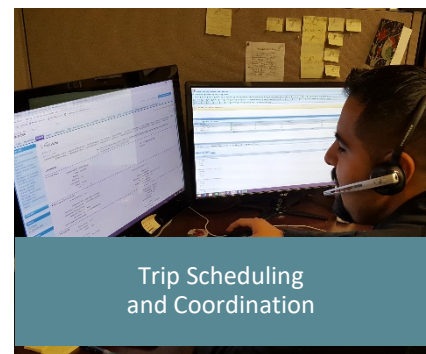
The provider inventory illustrated a need for transportation options crossing county boundaries and ways for agencies to fulfil requests outside of their service area boundaries (whether limited by mileage or route structure).

In addition, transportation service operating hours can play a role in agencies not being able to accept trip requests. For instance, one provider indicated that they are unable to accept long-distance trip requests for medical appointments if the departure time or arrival time are outside of their operating hours. Another provider mentioned that the service they operate has very specific days and hours of service, and unfortunately that limits the trips that they are able to fulfil.



Trip Scheduling and Coordination

Trip scheduling and coordination between transportation providers is a challenge in very rural areas covering vast distances. It is often hard to coordinate long distance trips with multiple riders. Communication between agencies, operators, and organizations takes time and effort, but can lead to efficiencies in transportation delivery and resources.



Connections Between Services

As shown in Figures IV-1, IV-2, and IV-3, there are a number of transportation providers (public-transit agencies, specialized transportation services, regional transportation services, and other private transportation services) across the seven-county region. Easier connections/transfers between services for passengers would improve overall mobility.

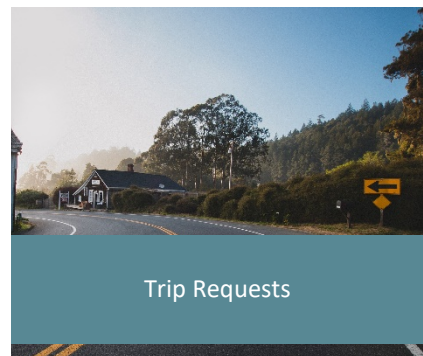
Trip Requests

The transportation-provider inventory provided a wide range of broad and focused transportation needs and gaps throughout the seven-county study area. Key takeaways include:

- Transportation options for healthy older adults who do not qualify for paratransit services and happen to not drive or own a car are very limited.
- The number of seniors who are remaining in their homes due to the high cost of accessible housing and require transportation is growing and transportation providers are having trouble accommodating all trip requests.
- Many trip requests require an expansion of existing service areas and/or service frequency.
- Varying service levels throughout the year impact transit availability.

Requests for service in areas not currently served by transportation providers or new transportation services include:

- There is no ADA paratransit transportation connecting Aspen and Snowmass. The Roaring Fork Transportation Authority (RFTA) currently operates complementary ADA paratransit within a three-quarter mile of fixed routes in Aspen but not along the commuter routes. The Pitkin County Senior Van (operated by RFTA) serves the Aspen area, Snowmass Village, and Woody Creek but is only available to seniors age 60 and older.
- There is no public transportation south of Carbondale (i.e., Redstone and Marble) or east of Basalt (i.e., Meredith and the Frying Pan corridor).
- RFTA receives requests for service outside their two-mile service parameter from Highway 82 in Carbondale to Glenwood Springs, and along I-70 from Glenwood Springs to Parachute (excluding the Town of Parachute which is not in RFTA's service area).
- ECO Transit indicated they receive requests for regular daily service to both Minturn and Red Cliff, as well as Dotsero.
- Circulator routes in towns, like Eagle and Gypsum, would help with local mobility.
- New transit service to Hot Sulphur Springs would help residents access Grand County buildings.
- Improved county-to-county transportation connections would allow passengers to transfer easily between various services.



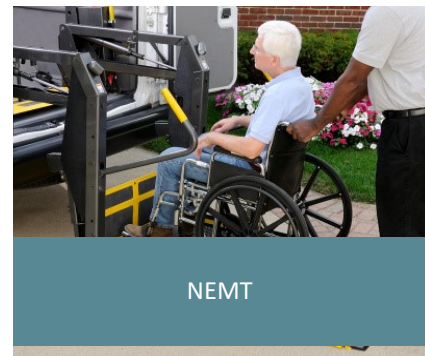
- More rideshare options that are affordable and user friendly would help provide first- and last-mile service in areas that are not dense enough to support transit and for those who cannot walk to transportation.

Requests for increased capacity and/or frequency of service include:

- Responses from throughout the seven-county study area indicated increased capacity is needed for long-distance trips for medical appointments to Grand Junction and Denver.
- Increase service frequency to 30 minutes on ECO Transit's Valley Route between Gypsum and Vail.
- Increase transit-service frequency between Winter Park and Granby to access Grand County buildings.
- Smaller providers indicated that they are often unable to accommodate longer trips due to the tradeoff of resources.
- Smaller providers are not always able to accommodate day-of or last-minute ride requests or changes, due to driver/vehicle capacity.
- Increased residential growth in resort areas will increase demand and require additional frequency/routes.

Non-Emergent Medical Transportation (NEMT)

NEMT is a Health First Colorado benefit for members who do not have transportation to medical appointments. As of August 2021, the statewide NEMT brokerage with IntelliRide ended and NEMT service in the counties outside of IntelliRide's nine-county region returned to local transportation providers. Eligible individuals should contact the local NEMT provider(s) in their community by visiting <https://hcpf.colorado.gov/nemtlist> or www.mtnride.org.



NEMT

Funding

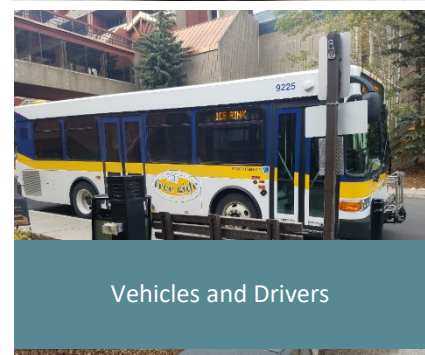
Many transportation providers indicated additional funding would be needed in order to meet the unmet transportation needs. Funding needs to be stable and sustainable to ensure the long-term success of the transportation services. Agencies also indicated a need for additional grant funding or assistance with local match to expand operations.



Funding

Vehicles and Drivers

Hand-in-hand with needing additional funding, transportation providers noted that additional vehicles and drivers were essential in order to expand services. Finding and retaining drivers can be very difficult in the region, particularly for organizations that are unable to offer full-time work and benefits.



Vehicles and Drivers

Vehicle Accessibility

While the public transportation agencies throughout the seven-county study area have ADA accessible vehicles, many of the smaller transportation providers do not have any or enough accessible vehicles to accommodate trip requests.

Bus Stop Accessibility

Similar to vehicle accessibility, bus stop accessibility can pose an issue for older adults and persons with disabilities, preventing them from using public transportation. The Americans with Disabilities Act (ADA) provides minimum standards for bus stops, including the bus stop area/landing pad, sidewalks, shelters, benches, signage, and other amenities.

Staffing/Volunteers, Companions, and Training

In an effort to coordinate between transit agencies and transportation providers, it would be beneficial to have a regional transit coordinator dedicated to helping older adults and those with special needs coordinate trips using the various transportation options available.

In addition, with extra staff or volunteer capacity, having companions available to accompany older adults and those with special needs on longer, regional trips across the state would be very helpful, particularly in being able to assist with onboarding and offboarding, and navigating to appointments once at the destination. With the creation of a companion program, a staff/volunteer training program should be developed to provide insights on how they can help assist older adults and individuals with special needs, including cognitive or memory issues, on transportation trips.

COVID-19 Impact

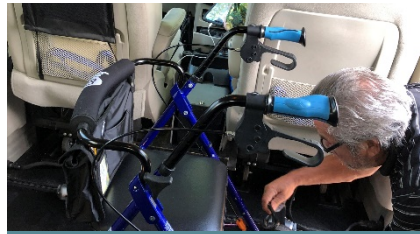
COVID-19 has had a tremendous impact on transportation providers in terms of reduced service levels, following capacity limits, and not being able to use volunteers. Many agencies are currently working to shift back to normal operations.

Passenger Fare Cost Implications

Prices for transportation services throughout the study area vary. The following summarizes the cost for transportation services for seniors and the general public.

Fare-free transportation services for seniors and the general public include:

- Avon Transit



Vehicle Accessibility



Bus Stop Accessibility



Staffing/Volunteers, Companions, and Training



COVID-19 Impact



Passenger Fare Cost Implications

- Breckenridge Free Ride
- Beaver Creek Village Transportation
- Downtowner (Aspen)
- Ride Glenwood Springs
- Steamboat Springs Transit (in-town routes)
- Summit Stage
- The Lift (Winter Park)
- Vail Transit
- Village Shuttle (Snowmass)

Transportation services with free fares with a suggested, voluntary donation for seniors or qualified individuals include:

- *Eagle County Public Health, Healthy Aging Program*: Suggested donation of \$2.00, available for adults 60+
- *Garfield County Traveler Program*: Suggested donation of \$2.00 per ride in town and \$3.00 per ride between towns, available to qualified individuals
- *Grand Seniors at Mountain Family Center*: Suggested donation based on trip length, available for adults 60+ or persons 18+ with disabilities
- *Jackson County Council on Aging OATS Senior Transportation Service*: Suggested donation based on trip length (in hours) and group size, available for adults 60+
- *Mountain Mobility Paratransit Service*: Free for qualified individuals
- *Pitkin County Senior Services, Senior Van*: Free for adults 60+

Transportation services with free or discounted fares for seniors, but require fares for the general public include:

- *Bustang West Line*: Discounted senior (65+)/disabled rates range from \$3.75 to \$32.25 per trip based on trip length (compared to \$5.00 to \$43.00 for a walk up general public fare)
- *Eco Transit*: Seniors 60+ discounted rate of \$1.00 ride and an annual senior pass is \$25.00
- *Parachute Area Transit System*: Senior/Veteran discounted single ride is \$1.00 to \$2.00 based on trip length; Senior/Veteran discounted monthly pass is \$7.00 to \$45.00 based on trip length
- *RFTA*: Seniors 65+ ride free on regional routes (VelociRFTA BRT, Roaring Fork Valley Local, Rifle-Hogback); for the general public, fares are based on trip length using a zone fare chart
- *Steamboat Springs Transit, Regional Route between Craig and Steamboat Springs*: Seniors 65+ ride free; for the general public, fares range between \$1.00 and \$6.00 based on trip length

Transportation services without discounted fares for seniors include:

- *Bustang Outrider Craig-Denver*: Discounted rates are not available and regular fares range from \$1.00 to \$34.00 per trip based on trip length



Chapter VII: Recommendations for Needed Transportation

INTRODUCTION

This chapter presents the recommendations for needed transportation based on the transportation needs assessment in Chapter IV. Recommendations have been divided into the following categories:

- 1) Regional transportation recommendations
- 2) County-to-county transportation recommendations
- 3) County-specific transportation recommendations
- 4) Operations and coordination recommendations
- 5) Marketing and outreach recommendations

Many counties throughout the study area have a solid base level of transportation options available. However, there is a need for greater regional transportation and county-to-county transportation. There is also a need for first- and last-mile services in areas that are not dense enough to support transit and for those who cannot walk to transportation. This type of service delivery can be challenging due to the geography of the region and low population densities. In some portions of the study area, eligibility requirements make it challenging for healthy older adults, who do not qualify for paratransit services and happen to not drive or own a car, find transportation service available to them. In addition to an increasing older adult population, increased residential growth in the resort areas in the region will likely increase demand and require additional transit-service frequency and routes in the coming years.

RECOMMENDATIONS FOR NEEDED TRANSPORTATION

1) Regional Transportation Recommendations

This section describes regional recommendations for needed transportation.

1A) Additional Capacity to Denver and Grand Junction

Additional capacity is needed for long-distance trips, specifically medical trips, to the Denver Metropolitan Area and Grand Junction for residents throughout the seven-county study area. Bustang provides two routes with connections to Denver and one route with connection to Grand Junction, but it can be challenging for persons with disabilities to navigate these trips independently. Building up a volunteer companion program would help to assist passengers who would not normally be able to use the existing regional transportation services and allow funding-strapped agencies to focus on providing individual long-distance transportation trips to those requiring additional assistance.

Additional funding for operations and vehicles to existing transportation providers in rural areas throughout the region would also allow for additional capacity for specialized transportation trips for persons who are unable to use existing regional- and public-transportation services.

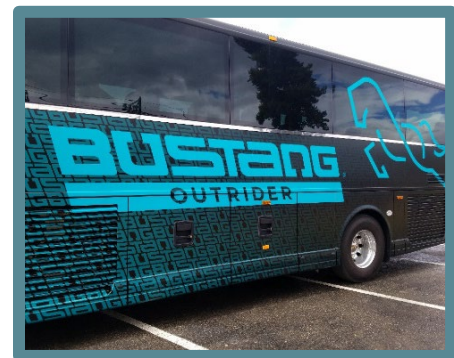
1B) Additional Capacity on Bustang’s West Line Between Garfield County to Mesa County

Transportation between Garfield County and Mesa County is currently very limited. Bustang’s West Line provides one round trip per day, as shown in Table VII-1. However, there is currently no way to complete a same day trip between Garfield County and Mesa County using Bustang. Adding a second or third roundtrip per day would help improve mobility between these two neighboring counties for a variety of purposes, including work commuting and medical appointments.

Table VII-1: Bustang West Line Schedule (Garfield County-Mesa County)			
Westbound		Eastbound	
Grand Junction	12:35 p.m.	Glenwood Springs	10:55 a.m.
Parachute	1:30 p.m.	Rifle	11:25 a.m.
Rifle	1:50 p.m.	Parachute	11:45 a.m.
Glenwood Springs	2:25 p.m.	Grand Junction	12:40 p.m.

1C) Additional Capacity on Bustang Outrider Service Between Craig and Denver

The current Bustang Outrider service connecting Craig to Denver operates one roundtrip per day. In the eastbound direction, the route departs Craig at 6:15 a.m. and arrives in Denver at 11:20 a.m. and, in the westbound direction, the route departs Denver at 3:15 p.m. and arrives in Craig at 8:15 p.m. This schedule allows for an approximately four-hour window in Denver and is beneficial as travelers are able to make a same day trip. However, adding additional capacity on the route in the form of another roundtrip per day would allow for more flexibility for passengers to make shorter or longer trips if necessary.



1D) New Service Connecting Routt County and Mesa County

The current Bustang Outrider service connects Craig and Steamboat Springs to Denver, but there is currently no easy way for Routt County residents to connect to Grand Junction. A service connecting Routt, Moffat, Rio Blanco, and Garfield Counties to Mesa County would improve mobility in northwest Colorado. Operating two roundtrips per day would allow for flexibility for passengers to make shorter or longer trips.

1E) Fare Assistance for Regional Trips

Current Bustang Outrider routes do not offer senior fare rates for adults age 65 and older. Bustang Outrider routes are operated separately from Bustang services with individual route operators. Instituting senior fare rates across all of the Bustang Outrider routes would require coordination amongst CDOT and all of the operators. Another option to consider would be a stipend program or reimbursement of some portion of the ticket price to help make the service more affordable to seniors who would be able to use the service, but are limited by monetary constraints.

With additional funding, this program could also be opened up to persons with disabilities (regardless of age) and low-income individuals (regardless of age), as well as potentially applied to the regular Bustang routes which are still expensive and cost prohibitive.

1F) Non-Emergent Medical Transportation (NEMT)

As of August 2021, the statewide NEMT brokerage with IntelliRide ended and NEMT service in the counties outside of IntelliRide's nine-county region returned to local transportation providers. Much of what was learned from the provider inventory as part of this study echoes CASTA's findings on the statewide level that the previous brokerage with IntelliRide had caused many challenges to NEMT riders and the public transit providers working to serve them.

2) County-to-County Transportation Recommendations

Existing county-to-county transportation options are limited throughout the study area. Improving these connections will allow passengers to transfer more easily between services and improve mobility throughout the study area.

2A) Eagle County to Garfield County

Currently, the only way to get from Eagle to Glenwood Springs is via the Bustang West Line which operates two roundtrips per day. In the eastbound direction, the route departs Glenwood Springs at 7:25 a.m. and 2:25 p.m. and, in the westbound direction, the route departs Eagle at 10:10 a.m. and 8:55 p.m. With additional funding, one option to improve mobility would be to add additional midday trip(s) to allow passengers more flexibility in trip scheduling.

ECO Transit operates a route from Eagle to Gypsum and the Roaring Fork Transportation Authority (RFTA) operates west and south of Glenwood Springs, but there is a transportation gap between Glenwood Springs and Gypsum. With additional resources, another option to consider would be for ECO Transit to extend their existing Eagle-Gypsum route to provide a limited number of trips to Glenwood Springs per day. This route extension would also provide new transit service to Dotsero and connect it to both Eagle and Glenwood Springs.

2B) Eagle County to Summit County

ECO Transit provides transit service between Eagle and Vail, but currently, the only way to get from Vail to Frisco is via Bustang's West Line which operates three roundtrips per day. In the eastbound direction, the route departs Vail at 6:30 a.m., 8:40 a.m., and 3:45 p.m. and, in the westbound direction the route departs Frisco at 8:45 a.m., 4:55 p.m., and 7:40 pm. Adding additional midday options would help improve mobility between Eagle and Summit counties.

2C) Garfield County, Pitkin County, and Gunnison County

There are currently no transportation services operating south of Carbondale (Garfield County) to Redstone (Pitkin County) and Marble (Gunnison County). RFTA currently operates a circulator service in Carbondale, as well as Local Valley and Express services between Glenwood Springs and Aspen that stop in Carbondale. Due to the low population densities in these areas, they are probably better suited to demand-response style transportation services.

2D) Grand County to Summit County

Traveling between Winter Park and the Silverthorne/Frisco area is a challenge. The Lift does not provide service south of Winter Park and Summit Stage does not provide service north of the Dillon Valley. Bustang's Outrider Service between Craig and Denver stops in Winter Park at 9:50 a.m. and arrives in Idaho Springs at 10:36 a.m. However, transferring between that route and Bustang's West Line, which stops in Idaho Springs heading westbound at 8:00 a.m., 4:10 p.m., and 6:55 p.m., is challenging given the scheduling. In the other direction (eastbound), the West Line arrives in Idaho Springs at 8:05 a.m., 10:15 a.m., and 5:15 p.m., and the Craig-Denver Outrider departs Idaho Springs at 4:02 p.m. Both directions would require significant waiting time to transfer and it would not be possible to complete a roundtrip in the same day. With additional frequency on one or both of the Bustang routes, the connection between the two routes may be more feasible. Another option would be for the Lift or Summit Stage to coordinate extending their current service areas and connect the two counties.

2E) Grand County, Eagle County, and Garfield County

Traveling between Grand County and Garfield County is a challenge via public transit, specifically between Kremmling and Glenwood Springs. If ECO Transit were to expand their existing Eagle to Gypsum route west to Glenwood Springs as previously discussed, then having a new route between Grand County (could include Granby, Hot Sulphur Springs, and Kremmling) and Eagle that coincided timewise so passengers could easily transfer between routes would allow for increased mobility across several counties.



3) County Specific Transportation Recommendations

This section describes county-specific recommendations for needed transportation.

3A) Eagle County

Transportation recommendations for Eagle County include a need for local circulation in Eagle and Gypsum to help with local mobility and first- and last-mile connections. Depending on funding contributions from the Towns/County and vehicle and driver availability, ECO Transit could operate these services, thereby growing the system and allowing for greater mobility within the County.

With additional funding and resources, ECO Transit could expand their services, including providing regular daily service to both Minturn and Red Cliff, adding new service to Dotsero, and increasing service frequency to 30 minutes on the Valley Route between Gypsum and Vail.

There are currently no transportation services east of Basalt in Meredith and the Frying Pan corridor. This is a very low-density area, but perhaps could be served by demand-response transportation.

3B) Garfield County

Transportation recommendations for Garfield County include the expansion of the Traveler's two-mile service parameter from Highway 82 in Carbondale to Glenwood Springs and along I-70 from Glenwood Springs to Parachute. Expanding the service parameter would require additional vehicles and drivers, thereby increasing service costs.

Public transit service along I-70 in Garfield County is limited to the Hogback Express operated by RFTA, which is a commuter-oriented service with limited midday availability. Additional midday trip(s) would increase mobility throughout Garfield County. Additionally, the Hogback Express route ends on the west in Rifle where the Parachute Area Transit System's (PATs) route meets it. Improving transfer timing between the two services would increase the ease of travel for passengers.

3C) Grand County

Transportation recommendations for Grand County include increasing the transit service frequency of the Lift's Granby Regional Commuter Line between Winter Park and Granby in order for residents to access Grand County buildings in Granby. In addition, expanding the Lift's service area to add new transit service to Hot Sulphur Springs would improve access for passengers to Grand County buildings in Hot Sulphur Springs. The expansion could include a specific number of trips per week, where the existing Granby Regional Commuter Line deviates from its typical schedule to serve Hot Sulphur Springs. If demand was high enough and the Lift had the necessary resources, the route could be extended further west to Parshall and Kremmling.

3D) Pitkin County

There is currently no ADA paratransit transportation available connecting Aspen and Snowmass. RFTA currently operates ADA complementary paratransit within a three-quarter mile of fixed routes in Aspen, but not along the commuter routes. The Pitkin County Senior Van (operated by RFTA) serves the Aspen area, Snowmass Village, and Woody Creek, but is only available to seniors age 60 and older. Additional funding and resources could help RFTA expand current ADA paratransit services and/or service boundaries, or potentially working with the Pitkin County Senior Van to modify the existing eligibility requirements.



3E) Jackson County

There are currently no public transportation options available in Jackson County. For adults age 60 and older in Jackson County, transportation is available from OATS operated by the Jackson County Council on Aging, and through the transportation voucher program operated by Vintage, the regional Area Agency on Aging.

Implementation of a county-wide demand response public transportation service would benefit the entire county, including older adults, persons with disabilities, youth, and the general public, and would be best suited for the area due to the rural landscape with low population densities. The service would provide local circulation in and around the various communities in the county for employment, essential services, education, medical appointments, shopping, recreation, social activities, etc.

4) OPERATIONS, COORDINATION, AND TRAINING RECOMMENDATIONS

4A) Funding

Funding is a large barrier to developing new transportation services and expanding existing transportation services in terms of service frequency, service area, and service hours. Funding needs

to be stable and sustainable to ensure the long-term success of the transportation services. In addition, obtaining additional vehicles and drivers is an essential component in order to implement new or expanded transportation services. Finding and retaining drivers can also be very difficult in the region, particularly for organizations that are unable to offer full-time work and benefits.

4B) Coordination

Many of the transportation providers and transit agencies in the region are already coordinating their services. Expanding coordination between agencies can help leverage existing funding. Coordinated real-time tracking of vehicles, data, and dispatch between different agencies creates efficiency in allowing passengers to transfer seamlessly between systems and also allows the agencies to evaluate service delivery and performance.



4C) Travel Training Program

In an effort to coordinate between transit agencies and transportation providers, the creation of a regional travel training program would be beneficial in helping older adults and those with special needs successfully complete trips using the various transportation options available in the region. Travel training provides individualized assistance that is necessary for each person to successfully learn how to safely and independently navigate the various transportation services.

4D) Volunteer Driver Training Program

As more older adults choose to age in place, a volunteer driver program provides necessary transportation services that may not be available, accessible, or affordable in rural communities. A volunteer driver program allows drivers to provide a higher level of assistance to passengers, like door-through-door transportation and door-to-door transportation. It also allows for flexibility in trip destinations, for instance, not just to medical appointments, but to the pharmacy, grocery store, social activities, etc.

In turn, developing a volunteer driver training program is essential in ensuring that volunteer drivers throughout the region are equipped to provide same level of care to passengers. Often, smaller organizations will have limited resources and may not have available training staff or access to training for their drivers. In addition to initial training, ongoing training is important for risk management and volunteer driver retainment.

4E) Companion Travel Program and Training Program

The creation of a regional companion program would benefit older adults and persons with special needs who need assistance with riding public transportation, particularly on longer, regional trips across the state. Companions are particularly helpful in being able to assist with onboarding and offboarding, as well as navigating to appointments once at the destination. With the creation of a companion program, a staff/volunteer training program should be developed to provide insights on how they can help assist older adults and individuals with special needs, including cognitive or memory issues, on transportation trips.

5) MARKETING AND OUTREACH RECOMMENDATIONS

Marketing and outreach are important to disseminate information about available transportation services to study-area residents and visitors. The primary goal of marketing will be to ensure that they are aware of all of the various services available to them. Often, community members do not use transit or transportation services because they are unaware that the services exist or do not know how to find basic information about the services, such as fare rates and schedules.

The Mountain Ride Transportation Resource Center website is a tremendous resource to residents and visitors to the region and provides information about available transportation services. Building upon NWCCOG's existing partnerships with local organizations, coalitions, transportation providers, and transit agencies can help spread awareness of the resource to residents throughout the region.

Table VII-1: Bustang West Line Schedule (Garfield County-Mesa County)			
Westbound		Eastbound	
Grand Junction	12:35 p.m.	Glenwood Springs	10:55 a.m.
Parachute	1:30 p.m.	Rifle	11:25 a.m.
Rifle	1:50 p.m.	Parachute	11:45 a.m.
Glenwood Springs	2:25 p.m.	Grand Junction	12:40 p.m.