



AGENDA

VETERANS TRANSPORTATION & COMMUNITY LIVING INITIATIVE (VTCLI) STAKEHOLDER MEETING

Thursday, February 21, 2019 @ 10:00 a.m.

**1001 17th St.
7th Fl. Red Rocks Conference Room**

Conference Dial-in Number: 515-739-1034

Participant Access Code: 216470#

- 1. Introductions**
- 2. New Focus of Monthly Stakeholder Meetings**
- 3. Project Update**
- 4. Business Rules Working Session**
- 5. Next Steps**
- 6. Next Meeting – March 21, 2019**
- 7. Adjourn**

MEETING SUMMARY

Veterans Transportation and Community Living Initiative (VTCLI) STAKEHOLDERS MEETING #11 Thursday, January 15, 2019

DRCOG – 1001 17th St. – 7th Fl. Red Rocks Conference Rm.

Attendee	Organization
Rebecca Zamora	Adams County
Troy Larson*	Colorado State Unit on Aging
Chrysti Britt	Cultivate
Travis Noon	Denver Regional Council of Governments
Matthew Helfant	Denver Regional Council of Governments
Heather Kamper	Denver Regional Council of Governments
Kate Williams	Denver Regional Mobility and Access Council
Rand Clark*	Douglas County
Alana Wilson	National Renewable Energy Laboratories
Josh Sperling	National Renewable Energy Laboratories
Jeff Becker	Regional Transportation District
Paul Hamilton	Regional Transportation District
Larry Buter	Regional Transportation District
Teague Kirkpatrick	Routematch
Hank Braaksma*	Seniors' Resource Center
Erica Hamilton*	Transit Plus
Suzanne O'Neil*	Transit Plus

**by phone*

Matthew Helfant, DRCOG, called the meeting to order at about 10:30 a.m.

Project Update

Matthew noted project staging is progressing from planning/procurement to implementation. Heather Kamper, DRCOG AAA, is transitioning to project implementation manager, while he will continue to manage the VTCLI grant process.

Heather provided a briefing of her conversations with:

- the Colorado Springs One Ride program, which does full brokerage for 5 different providers, not just trip exchange; and
- the VA mobility manager and also the head of VA volunteer services (which coordinates DAV vans and services) on pilot project strategies.
 - The VA is not expected to connect with the hub as they have their own program but can be peripherally used by its social work staff. It was noted the hub project is to help veterans, not to compete with VA programs.
 - The VA mentioned there is service gaps in the mountain communities to get to the Golden VA clinic and to service anything west of Sheridan and north of 38th.

Heather spoke on plans to further VA engagement:

- Will meet with more VA social workers. (Heather also interns at VA).
- Noted Denver Vets service is interested. Older veteran engagement team. "Joining community services" presentation.
- Where do the first clients come from for the pilot. (suggested targeting with county Veterans service officers (VSOs) as opposed to veteran's social workers.)

Matthew noted:

- DRCOG has executed the amended contract with Routematch to host and maintain the hub.
- The January 16 DRCOG Finance & Budget Committee approved negotiating a contract with Routematch for API development, subject to concurrence with CDOT.
- Routematch has proposed to subcontract to Demand Trans the hub hosting and maintenance.
- DRCOG has executed all the data-sharing agreements with Broomfield, Via and Senior's Resource Center.
- Work is continuing with DRCOG communications and marketing in branding the project. (there may be an update on branding at the next meeting in February)
- Matthew is working with Douglas County to be a sub-recipient. Other interested transportation providers can also be considered within the grant budget.
- Sub-committees will no longer meet regularly, just ad-hoc as needed.

Routematch Update on Core System Development

Teague Kirkpatrick said Routematch has subcontracted with Demand Trans to provide hub hosting support and maintenance last week and Routematch is getting this ready.

Suzanne O'Neil said the hub only works if the financial component is built out. Teague noted that due to cost and technology constraints, etc. at the time of initial hub development, the financial piece (costing, building and trip reconciliation) was deferred. There is agreement that more enhancements to the hub need to be done, and Demand Trans will likely do this. Hub enhancements could be done later this year to address the business rules that are developed.

Teague said the pilot hub is very close to exchanging trips (95% done). Final contracting has been settled with the approval by the DRCOG Finance and Budget committee January 16.

Matthew noted there is ongoing discussion to find a way to provide separate trip funding during the pilot phase. This would give more time to further develop the pilot. Heather noted it is up to the initial trip providers to develop the business rules.

Business Rules Presentation and Discussion

Travis Noon, DRCOG senior fiscal specialist, reviewed a draft document based on the previous MSAA grant business rules development. He led general group discussion.

Some comments on draft document:

- It was noted if a trip is not picked up by anyone on the exchange, the original trip provider is responsible to deliver the trip.
- Jeff Becker RTD said detailed business rules need to be in place. But importantly, we need to know if providers are going to work together.
- There was discussion on whether a trip provider can ask a client's veteran status. DRMAC and SRC can ask if client is a veteran. customer / client); needs to be addressed in business rules.
- It was noted the exchange is not customer-based as listed in the draft document, it is one-way portal through an intermediary (like a travel agent.)
- Maximum chargeability - can be costed.
- Need to have common qualification standards.

- How to handle notifications to clients.
- Concern about concept of sub- and sub-subcontracting, will this be an auditing and responsibility nightmare for providers vis a vis the different funding sources involved. Will there be a higher level of oversight needed?
- Concerns were raised as to whether providers would need to be approved by the State
- Handling the concept of ‘can’t charge the participant’. It was noted most participants don’t get charged a fare as they are Older Americans Act recipients. This may be issue with RTD as you cannot charge fare to consumer under OOA.
- Background checks challenges RTD and AAA have different requirements.
- Some discussion to have levels of provider service (Platinum, Gold, Silver, etc.) – Would have separate business rules discussion with each level providers, but this may lead to knowledge gaps.
- Teague suggested business rules be approved first by the pilot providers.

Heather recommended the VTCLI committee meetings now single focus on developing the business rules with the pilot providers, Seniors’ Resource Center (SRC) Broomfield, Douglas County, VIA, along with RTD. Other providers are welcome to attend.

RTD FlexRide Briefing

Jeff Becker, RTD, noted the RTD Call and Ride program is being rebranded as FlexRide and briefly discussed some of the key changes that go along with the rebranding.

The meeting ended at around 11:30 a.m. The next meeting is February 21, 2019.