

AGENDA

VETERANS TRANSPORTATION & COMMUNITY LIVING INITIATIVE (VTCLI) STAKEHOLDER MEETING

Tuesday, September 12, 2017 @10:00 a.m.

1st Fl. Wolf Creek Pass Conference Room (east side), 1290 Broadway, Denver, CO

1. Introductions
2. August 8th Meeting Summary
3. Draft MSAA Recommendations
4. Discussion on Trip Exchange Concept and Structure
5. Set up Workgroups
6. Discussion About Branding the Project
7. Next Steps
8. Adjourn



MEETING SUMMARY

Veterans Transportation and Community Living Initiative (VTCLI) STAKEHOLDERS MEETING

Monday, August 8, 2017

DRCOG, 1290 Broadway, Independence Pass Conference Rm., Denver, CO

Attendee	Organization
Brodie Ayers*	Colorado Department of Transportation
Jeff Becker	Regional Transportation District
Hank Braaksma	Seniors' Resource Center
Carol Buchanan	Denver Regional Mobility and Access Council
Rich Burns	Via Mobility
Thomas Coogan	Route Match Software
Toni Denham*	US Dept. of Veterans Affairs
AJ Diamontopoulos	Denver Regional Council of Governments
Steve Erickson	Denver Regional Council of Governments
Faye Estes	Douglas County
Charlotte Frei*	Demand Trans (Chicago)
Yolanda Greer	Denver Regional Council of Governments
Erica Hamilton	Broomfield
Matthew Helfant	Denver Regional Council of Governments
j Hastain	Via Mobility
Heather Kamper	Denver Regional Council of Governments
Greg MacKinnon	Denver Regional Council of Governments
Winna MacLaren	Denver Regional Council of Governments
Brian Matthews	Regional Transportation District
Suzanne O'Neill	TransitPlus, Inc.
Amy Pulley	Denver Regional Council of Governments
Valerie Robson	Douglas County
Cora Rubal	Denver Regional Council of Governments
Jayla Sanchez Warren	Denver Regional Council of Governments
Kate Williams	Denver Regional Mobility and Access Council

*conference call-in

Introductions

Matthew Helfant, DRCOG Senior Transportation Planner, called to order the kick-off meeting of stakeholders at 10:00 a.m. A round of introductions was made by attendees. Matthew noted meeting time is voluntary and cannot be billed to the project.

VTCLI Background

Matthew Helfant presented an overview of expectations for the VTCLI federal grant program. The goal of the program is to help area transportation agencies coordinate together with shared technology (trip exchange) to provide better transportation access for veterans and other vulnerable populations. The program will coordinate with Area Agency on Aging programs (*Veterans Directed and Community-Based Services* and *Network of Care*) to integrate services. This approach is expected to help break agency silos to maximize the limited funding from multiple grant funding pots.

Mobility Services for All Americans (MSAA) Background

Erica Hamilton, City/County of Broomfield Senior Services Supervisor, discussed the status of the MSAA planning and development grant project. She reviewed that the MSAA project was originally proposed by Via Mobility three years ago to expand on the capabilities of a planned regional service hub to exchange trip data, which was to be built by another VTCLI grantee. The planned hub was never built and Via's MSAA project was then tasked to build the hub in partnership with

Longmont Call and-Ride, Demand Trans, Routematch, Senior Resource Council, and the City and County of Broomfield, with Suzanne O'Neill, TransitPlus, as the MSAA project manager.

Erica noted the MSAA grant partnership has developed the hub's structure as open source software, and is currently being tested. The hub is awaiting further development of financial exchange functions, such as invoicing.

Regional ITS Architecture Discussion

Greg MacKinnon, DRCOG Regional Transportation Operations Manager, discussed the project's inclusion into the DRCOG *Regional Intelligent Transportation Systems (ITS) Architecture*.

A regional ITS architecture is a framework for developing integrated transportation systems in a region. It illustrates stakeholder roles and responsibilities; services/ systems operated; functions performed; information exchanged; and, system communications.

Greg noted federal rules require the following when federal funds are invested in transportation technology projects in the region: a regional ITS Architecture must be maintained; and, project implementations must be based on a systems engineering analysis.

Greg maintains the DRCOG regional ITS Architecture. He distributed documents illustrating how this project, identified as the *Regional Dynamic Transit Trip Exchange*, fits within the current architecture. He highlighted that identifying how the project fits within the current architecture is the first step of the systems engineering analysis, and recommended modifying existing systems engineering documentation to reflect what he presented.

Hank Braaksma noted there was nothing shown on the diagram for report generation of financial statistics, billing, etc. Greg said another service package for financial reporting could be added.

Suzanne O'Neill said there is need to update tasks in the work scope. With technology rapidly changing how people receive information, she said it's important to include trip discovery in the work scope and to demonstrate it well in the product.

Establish Goals and Action Items

Matthew Helfant noted this initial meeting is to establish a meeting schedule, goals and action items, and an estimated timeline for the action plan.

Matthew proposed development of a more specific scope for technology procurement. Jayla Sanchez-Warren asked for clarification, saying a scope is already in place with CDOT. Matthew said the current scope is more open-ended for CDOT contracting purposes. Jayla requested that certain key points already in the current scope (i.e., implementation, etc.) be incorporated into the more-specific scope; Matthew agreed.

Meeting Schedule

Matthew Helfant proposed stakeholders meet monthly for the next three months (October, November and December) to develop the specifications and a scope of work, then pause for an interim period for procurement and contracting. Monthly meetings would then start again for several months to develop an implementation plan for the pilot project. Matthew noted the pilot project will build on previous Hub development work and will be implemented with technology procured with VTCLI funding.

Suzanne O'Neill agreed with the schedule, and said there needs to be ongoing interaction between the developers, stakeholders, and clients. She said specifications need to be defined and working groups, at a minimum, will be essential to guide the developers. Matthew noted working groups would likely be held in-between monthly stakeholder meetings.

Hank Braaksma asked if previous VTCLI grant work done to develop the hub is available. Matthew said he does have previous grant work files, but said more information-sharing would be helpful, if available. Kate Williams noted DRMAC could provide access to the database before the end of the week.

Jeff Becker asked for clarification that the pilot project builds on MSAA hub development. Matthew agreed and said it also incorporates the previous VTCLI work done. Kate Williams said the Transportation Coordination Systems (TCS) Report would also be relevant.

Jeff said the first goal should be to beta-test the MSAA hub project (which is closing in next month or two). The next step after would be deciding 'how now do we use it and what functionality is missing, and how to get it to work with other agencies'. He felt the group needs to have more demonstration of what has been done on the MSAA Hub project before proceeding.

Erica Hamilton said the project will need more than four meetings before scope development and procurement. She said AAA may need a separate meeting to bring them up to speed. Jayla Sanchez-Warren noted time is imperative, as CDOT wants this project completed in twelve months, as well as there being an immediate need to implement this service.

Suzanne O'Neill said she would write a MSAA project summary for the next meeting and what the next steps should be. She felt the Hub focuses on building out the back side (providers) and there needs to be work on front side as well (i.e., trip discovery, ADRC, Network of Care, etc.). There needs to be a big picture overview of trip discovery.

Suzanne also noted Hub integration depends on providers having scheduling software. (Jayla noted AAA is budgeted to hire a Network of Care manager and is ramping up the Veteran's program which will be a key component in establishing connecting resources. She noted AAA's current infrastructure of service providers that AAA funds.)

Erica Hamilton asked to build in some flexibility to allow for tweaking.

Suzanne O'Neill noted incorporating the different types of systems (i.e., volunteer drivers, partnering with Uber or Lyft, use of vouchers, etc.) is critical. Greg MacKinnon noted systems engineering helps start the process and shows how much you can realistically do. Matthew Helfant said the IT Architecture will help illustrate the concept to the software vendor.

Jeff Becker said the technology piece is easy; but what is more difficult is getting people to agree. Need to address "what will make it helpful to the provider to get into this system" Jayla Sanchez-Warren felt coordination starts with funders; if you get the funders to agree, the providers will figure out how to adapt.

Meeting Goals & Actions

Matthew Helfant reviewed the tentative timeline (subject to change):

- Meeting 2: Consensus on trip exchange concept and structure (September 12, 2017)
- Meeting 3: Consensus on specifications (October 10, 2017)
- Meeting 4: Consensus on draft scope of work (November 2017)
- Interim period for procurement / contracting process (November 2017 – May 2018)
- Meeting 5: Discuss concept for pilot project (May 2018)
- Meeting 6: Consensus on pilot project (June 2018)

Matthew Helfant noted ad hoc smaller work groups will be held in-between monthly Stakeholder meetings. While the expiration of the grant is the end of 2020, the plan is to finish work much sooner.

There was discussion on needing more meetings on the front end than currently proposed and on keeping the project timeline moving forward. Brodie Ayers, CDOT transit grants manager, agreed that project movement was the goal for moving funding to DRCOG. He said there has been five years of stakeholder engagement previously invested in this. Jayla Sanchez-Warren emphasized the critical need to keep the project moving forward. CDOT is currently working on the grant contract with DRCOG and is also awaiting the STIP process. Brodie anticipates the VTCLI grant should be executed in less than six weeks.

It was suggested to consider using Google Drive or the like to give opportunity for input outside of meetings.

Cooperation with Veterans Administration

There was discussion on working together with the Veterans Administration. Toni Denham, VA, noted flexibility is very limited for the VA due to federal regulations.

- She said the VA National Transportation System has changed from using the Routematch system and is now required to use VetRide for national veterans' facilities.
- She pointed out specific limiting regulations, such as if a veteran is not travel-eligible, if can't meet special mobility, can't ambulate into a common carrier, ambulance, wheelchair vehicle, etc.
- Her priority will be for travel-eligible dialysis patients, or ambulance contract for handicapped veterans, and if not for a medical appointment, then to provide transportation to a vet center.

Matthew stated that while it may be complicated for the VA to integrate into the coordinated system, the coordinated system can provide service for veterans that the VA is not able to provide.

Jayla Sanchez-Warren said AAA encounters similar issues when assisting veterans. She noted the VTCLI program will help provide transportation options for trips not covered through the travel-eligible VA funding programs.

Next meeting – September 12

The next meeting will focus on the trip exchange concept and structure. The group will discuss establishing sub-committees or work groups.

The meeting ended at 11:19 a.m.



Veterans Transportation and Community Living Initiative (VTCLI) Trip Exchange Concept

Presented by:
Matthew Helfant, AICP

Transportation Planning
and Operations

VTCLI Stakeholder Meeting
September 12, 2017



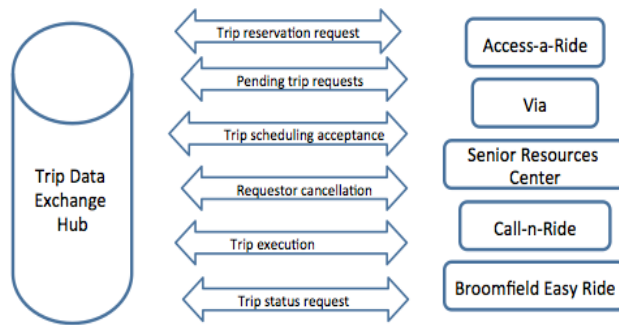
Trip Exchange General Concept Background

- facilitate coordination of trips that individual agencies are unable to perform
- allow multiple providers to post unmet passenger trip requests alongside confirmed vehicles with empty seats
- match unmet demand with available supply
- have a financial component for billing, invoicing, & fare collection





MSAA Basic Concept



Mobility Services for All Americans Northwest Denver Coordination Project: Concept of Operations-
July 7, 2016 -Figure 5: Data Exchange Hub



Questions

- What outcomes do we want to achieve from the trip exchange?
- Who “owns” and “operates” the trip exchange?
- How do we facilitate clients/their representatives scheduling of rides?
- Should all providers have a “no wrong door” shared intake process (same questions)?
- How do we agree on trip rates?
- Should there be any eligibility criteria for transportation providers that wish to participate?
- How do new transportation providers connect to the system?





Proposed Workgroups

- **Concept of Operations**
 - Roles and Responsibilities of Participants
 - Common Intake and Pricing
 - Billing and Invoicing
- **Client/VA Needs**

All groups should meet once between now and October 10 (next VTCLI stakeholder meeting). They will provide input that will inform recommendations for specifications to be discussed at the that meeting.



THANK YOU!

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