



AGENDA

VETERANS TRANSPORTATION & COMMUNITY LIVING INITIATIVE (VTCLI) STAKEHOLDER MEETING

Thursday, November 15, 2018 @ 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. Project Update**
- 3. Routematch Update on Core System Development**
- 4. Business Rules Update**
- 5. Subgroup Updates**
- 6. Next Steps**
- 7. Next Meeting**
 - December 20, 2018
- 8. Adjourn**

MEETING SUMMARY

**Veterans Transportation and Community Living Initiative (VTCLI)
STAKEHOLDERS MEETING #9
Thursday, October 10, 2018
DRCOG – 1001 17th St. – 7th Fl. Red Rocks Conference Rm.**

Attendee	Organization
Robert Sheetz	Adams County
Kari Middleton	Boulder
Carlene Okiyama	Boulder County AAA
Angel Bond	Boulder County
Troy Erickson*	Clear Creek County, Veterans Service
Jennifer Hussey*	Broomfield, City and County
Trevor Tandy	Colorado Dept. of Transportation
Maira Moon*	Colorado Dept. of Transportation
Troy Larson*	Colorado State Unit on Aging
Steve Erickson	Denver Regional Council of Governments
Matthew Helfant	Denver Regional Council of Governments
Heather Kamper	Denver Regional Council of Governments
Nicholas Lervick	Denver Regional Council of Governments
Ron Papsdorf	Denver Regional Council of Governments
Kate Williams	Denver Regional Mobility and Access Council
Rand Clark*	Douglas County
Paul Hamilton*	Regional Transportation District
Jeff Becker	Regional Transportation District
Teague Kirkpatrick	Routematch Software
David Chin	Routematch Software
Suzanne O'Neil*	Transit Plus
Erica Hamilton*	Transit Plus

**by phone*

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

Project Update

Matthew noted:

- DRCOG and Routematch Software are finalizing the contract amendment for maintenance and hosting of the trip exchange hub.
- Discussions are ongoing with Routematch on proceeding with API procurement.
- Data-sharing agreements for the hub have been finalized. This will enable population of facility data (i.e., addresses and common locations) into the hub core interface system. He clarified this is not client data.
- Teague Kirkpatrick, Routematch project manager, reviewed the project development phases:
 - Phase 1 – Development of core system (the interface with the hub)
 - Phase 2 – hub hosting support and maintenance (by a subcontractor)
 - Phase 3 – Enhancements (API and hub)
- Matthew noted an estimate of ongoing annual fees has been determined to be about \$50,000:
 - ~\$35,000 for hosting and maintenance of the hub server and API; and
 - ~\$15,000 for internal DRCOG fees.

- There was a question if additional user fees are anticipated for other organizations using the hub.
 - Matthew noted all costs will be funded through the end of the CDOT grant with VTCLI on December 31, 2020. He suggested that once the grant is ended, the approximately \$35,000 annual shared maintenance costs could be distributed amongst providers as a user fee. Some agencies could potentially apply for 5310 grant assistance.
 - Matthew clarified each provider is still responsible for any costs incurred using its own transportation software when accessing the hub.

There was a question about the MSAA hub and how it is an open source software. Erica Hamilton explained the technology of the hub is indeed open source information but the content of the hub, which includes client names and demographic information, is privacy protected.

Routematch Update on Core System Development

Teague Kirkpatrick, Routematch project manager, along with David Chin (participating offsite) presented an online demonstration of the core system interface (Phase 1) that Routematch is developing for use with the Trip Exchange hub framework.

The core system demonstration simulated how a transportation provider with full access to the hub would interact in the hub system to book a trip for a client calling in.

Subgroup Updates

1. Hosting and Maintenance of the hub - Scope of Work *(lead – Teague Kirkpatrick)*

Teague said Routematch is finalizing documentation with Demand Trans to be hub subcontractor. He will provide the documentation to DRCOG for review in a week and anticipates finalization within a month. Matthew noted the subcontracting assignment would be an amendment to the existing Routematch contract.

2. Working with Other Partners- Senior Centers, Human Services, etc. *(leads – Carol Buchanan and Kate Williams)*

Kate Williams said a list of potential other partners was provided to Matthew.

There was some discussion on starting public marketing/branding efforts. Heather Kamper suggested delaying outreach to veterans' groups and other stakeholders until further along in hub development.

3. Trip Cost/Business Rules *(lead – Hank Braaksma)*

- Question on how trip completion notification would be done.
- Suggestion to determine the number of trips a provider must commit to provide.
- Keep the emphasis on improving efficiencies and coordination between providers.
- Question on how provider would be notified a trip has been requested. Suggestion that the response process has to be automated.
- Use IVR (interactive voice response) to let the clients know who will be picking them up. (dramatically reduces no-shows – 50% decrease)

4. New Transportation Agency (transportation providers who did not participate in MSAA) (lead – Matthew Helfant)

Discussions are continuing with Douglas County on acquiring transportation software to connect to the hub.

5. Transportation Funders (lead – Matthew Helfant)

The subgroup (Moirra Moon, Troy Larsen, Carol Cross, and Matthew) had an initial conversation on ongoing costs post-project.

Action items

- Keep developing business rules - have a full working session on Business Rules.
- DRCOG will have additional conversations with Routematch about options for DRMAC's role.

The meeting ended at about 11:45 a.m. The next meeting is November 15, 2018.