



## **AGENDA**

### **VETERANS TRANSPORTATION & COMMUNITY LIVING INITIATIVE (VTCLI) STAKEHOLDER MEETING**

**Thursday, September 20, 2018 @ 10:00 a.m.**

**1001 17th St.**

**7<sup>th</sup> 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. Subgroup Updates**
  - a. Hosting and Maintenance of the Hub- Scope of Work
  - b. Working with Other Partners- Senior Centers, Human Services, etc.
  - c. Trip Cost/Business Rules
  - d. New Transportation Agency (who did not participate in MSAA)
  - e. Transportation Funders
- 5. Initial Trip Exchange User Agreement Discussion**
- 6. Next Steps**
- 7. Next Meeting**
  - October 18, 2018
- 8. Adjourn**

## MEETING SUMMARY

### Veterans Transportation and Community Living Initiative (VTCLI) STAKEHOLDERS MEETING 7

Thursday, August 16, 2018

DRCOG – 1001 17<sup>th</sup> St. – 7<sup>th</sup> Fl. Red Rocks Conference Rm.

<b>Attendee</b>	<b>Organization</b>
Rebecca Zamora*	Adams County
Moirra Moon*	Colorado Dept. of Transportation
Regis Lindsay	Cultivate
Roger Teal*	Demand Trans Solutions
Matthew Helfant	Denver Regional Council of Governments
Nicholas Lervick	Denver Regional Council of Governments
Will Cummings	Denver Regional Council of Governments
Carol Buchanan	Denver Regional Mobility and Access Council
Jeff Becker	Regional Transportation District
Hank Braaksma	Seniors Resource Center
Suzanne O'Neill*	Transit Plus
Erica Hamilton*	Transit Plus
Alex Salvo*	Via Mobility Services

*\*by phone*

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

#### **Project Update**

- Route Match Software site visits were held last week from August 6-9.
  - at DRCOG to work on the blueprint documentation of the “core system” developed by Route Match.
  - at Seniors’ Resources and Via Mobility Services to gather input on configuring the system.

Seniors’ Resources and Via Mobility have agreed to provide one-year’s data to the project and will provide a copy of their agreements to DRCOG for review.
- Development of at least a beta of the “core system” by Route Match is anticipated by the end of the year.
- A promotional event, to be held later this fall, is being planned by DRCOG to educate veterans’ groups and stakeholders on this trip exchange project, instead of just developing a white paper.
  - Suzanne O’Neill asked for clarification of the “core system” that will be shared at the fall educational event. Matthew said the “core system”:
    - will connect with the already-developed Hub system
    - will provide portals for participating transportation providers, other participants, and the DRCOG Area Agency on Agency.
    - will provide trip request portals for clients and their caregivers and for agencies such as senior centers, human service providers, etc.

#### **Subgroup Updates**

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

Matthew said the draft scope for hosting/maintenance is still currently being refined. As the hosting/maintenance project is under \$50,000, bids will be solicited informally rather than through a formal RFP.

It was noted, while the Exchange Hub is funded through a federal grant, once the grant expires ongoing hosting/maintenance funding must be found.

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

Carol Buchanan said a list of portal partners is being developed and will try to have list by next meeting.

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

Hank Braaksma said this group has not met yet. He noted he has recently completed trip-costing for his agency and research on Lyft and taxi analysis. He will email subcommittee members to arrange time to discuss.

Matthew suggested instead of having a universal rate as a starting point, using whatever the transportation providers' negotiated rate was for the funding source

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

Matthew said APIs will be procured so that providers who do not use Route Match trip software can connect to the Hub.

There will be help, as the budget allows, for agencies interested in procuring transportation software to connect to the Hub, rather than just using APIs.

Matthew is meeting next week with Douglas County to start discussions on procuring transportation software.

**5. Transportation Funders** (*lead – Matthew Helfant*)

Matthew noted the subgroup met last week and discussed findings of the DRMAC Transportation Coordination Systems Study. The study is a big-picture look at the overall human services transportation coordination in the region. Several components described in the study include: 1. Leveraging funds; 2. Support and Incentives; 3. Technology Interchange

**Initial Trip Exchange User Agreement Discussion**

Matthew opened a discussion on developing user agreements to address subjects like data-sharing, HIPPA, standards, insurance, training, etc.

- Suzanne O'Neill suggested contacting Lisa Curtis, Via, who was developing user agreements for the transportation providers from the original MSAA project. Suzanne will also look for documentation.
- There was discussion on the importance of insurance levels.
- Suggestion that each agency retains its own unique Client ID, but as soon as it hits the Hub, it has a hub identifier such as a H, added to the Client ID. There was a question of how to handle a client using a unique ID for multiple service providers. Should a client's first entry into the hub be the unique client ID for multiple providers.
- Matthew noted the intent is to become more efficient with trip planning, so that more even more trips, besides medical, can be provided. \$1 million in DRCOG funding for vulnerable populations in FY2020 is anticipated to provide more flexibility to help meet demand.
- It was suggested by some to have a gatekeeping mechanism – start small – in early stage, maybe limit trips or who can request trips to not be overextended (felt there will not be enough service providers to provide this kind of service-level).

- The need for a balance between current provider capacity and the need to provide more trips from a growing demand was discussed. It was pointed out that this project should help increase provider capacity by increasing efficiency.
- Jeff suggested convening with Route Match to answer technical questions about the 'core system'. Matthew said this will be done at the meeting next month.

Next Steps

The meeting ended at about 11:20 a.m. Next meeting is September 20, 2018.