RTD Accountability Committee
Operations Subcommittee

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The Challenge

Transportation providers do not all use the same technology to schedule trips - making it difficult to coordinate with each other

- Procure technology to help transportation providers share trips and clients
  - Fill up vehicles with clients paid for with multiple funding sources
  - Provide more transportation with the limited resources

Solution: **Trip Exchange**

- A proof of concept was already developed with funding from a Mobility Services for All Americans (MSAA) grant to Via Mobility in Boulder, Colorado.
DRCOG received Federal VTCLI grants and additional funding from the State of Colorado to help transportation agencies share trips and facilitate better access for veterans and other vulnerable populations.

- Trip Exchange
- One call - one click - “no wrong door” approach
- Coordination and integration with Area Agency on Aging
  - Network of Care - connecting clients with resources
  - Veteran Directed Care Program
Coordinated Transportation Activities

**DRCOG coordinating and administering three funding sources**
- Older Americans Act & Older Coloradans Act
- Federal Transit Administration Section 5310
- Human Service Transportation Set Aside from Transportation Improvement Program

**Streamline implementation & coordination**
- 1 call for projects
- Invoicing and reimbursement simultaneous
- Concurrent auditing & oversight
Procurement of Vendor/Consultants

Software & Technology

• Routematch by Uber
  o Core technology
• DemandTrans Solutions
  o Trip exchange - platform, enhancements, data connection adaptor, hosting and maintenance

Consulting Services

• Transit Plus, Inc.
  o Business rules, stakeholder facilitation, pilot implementation
Stakeholders

- Transportation Providers
- Veterans Organizations
- Human Services Organizations
- Municipal Partners
Project Milestones

- Procured Routematch software
- RFQ for Hub Enhancements
- Rebranded to Ride Alliance
- Created business rules
- Secured funding for testing trips
- RFP for data connection module
- HIPAA and Privacy Standards
- Marketing materials: website, video, flyers
- Routematch portals set up
- Workflows, Training Materials, FAQs
- MOU, Contracts, Data Sharing Agreement
- Training
Pilot Goals:

• Test the software systems
  • Routematch, Routematch portals, Trip Exchange, and MobilityDR in the future

• Test and refine the coordination protocols
  • Business rules, payment process

• Gather the lessons learned to expand Ride Alliance in the future
Overview of the 2020 Pilot

Trip Exchange (HUB) DemandTrans

- City & County of Broomfield Routematch
- Via Mobility Services Routematch
- RTD Flex Ride MobilityDR
- DRCOG Area Agency on Aging Routematch
- Provider Portal Aging Resources of Douglas County Routematch
- Facility Portal Denver Regional Mobility and Access Council Routematch
The Future of Ride Alliance

• Expansion in 2021 and beyond

• Engage more transportation providers to join Ride Alliance

• Create a more flexible MOU / IGA

• Develop a comprehensive coordination manual with financial business rules