

Public Chat Log Transcript:

HIRTA ITS4US Phase 2 Webinar:

Designing a Complete Mobility Experience (09-19-23)

Kevin Viita (ITS America): Hello everyone, and welcome to today's webinar. If you have any questions during today's webinar, please enter them into this chat box at your convenience.

Karen Onan: Was VIA hired to assist with this program? What is their role?

Jana Lynott, AARP Public Policy Institute: Can you go into a bit more detail about the APIs being used. Are all proprietary APIs (e.g., controlled by Via) or are you using any open and universal APIs (e.g, transactional data specification (<https://www.aarp.org/pri/topics/livable-communities/transportation/modernizing-demand-responsive-transportation/>)

Chris Perry: How are patient PII and medical information safeguarded?

Karen Onan: Are Via's services unique or were others who could provide these services also looked at? I know that Via is everywhere - they seem to have awesome transportation tools. Why is their technology not used all over the US?

Jana Lynott, AARP Public Policy Institute: How scalable is this model? Are we dependent on Via to deliver this system (relates to my previous question on API type)?

Kevin Chambers: I'd be curious to hear what process Via goes through to validate accessibility of its app & web UIs. For example, are there user groups with different barriers that are part of a documented testing process?

Brooke Ramsey: @Karen, Via was selected through a RFP process. Other vendors submitted proposals, it would be up to the transit system to determine if a vendor would be able to meet their transit systems needs for the service.

Jennifer Thompson: @Jana - we use both proprietary APIs that we offer documentation for through our Developer website, and have also worked with partners to use open APIs depending on the specific partner needs (and the service design needs).

Karen Onan: Thank you, Brooke. It seems that the wheel keeps being reproduced when maybe that's not necessary if Via has it configured very well.

Santosh Mishra/Arcadis IBI: @Jana, we are aware of TDS but don't have a use case to implement for this project. We are designing and building this system as vendor agnostic. Via will interact with external systems (e.g., Epic and Access2Care) through an open source middleware that HIRTA team is developing.

Santosh Mishra/Arcadis IBI: @Chris, scope for PII is limited to medical appointments time and location for HIRTA customers only (no health record). However, are are following Epic API guidelines for preventing any PII exposure

Jennifer Thompson: To validate accessibility we work with third-parties to meet Web Content Accessibility Guidelines (WCAG) compliance for our rider and web (rider-facing) applications.

Jana Lynott, AARP Public Policy Institute: @Santosh, are both the MOD-EHR and MOD-Medicaid middleware open source?

Santosh Mishra/Arcadis IBI: @Jana, yes

Jana Lynott, AARP Public Policy Institute: Thanks

Karen Onan: In east central and the arrowhead regions of MN we are looking into the need for transportation to chronic disease treatment. this is a huge undertaking of many counties and much transportation needed. We have a large meeting to start discussing this topic and I'm glad to hear this information today.

Kevin Chambers: Thanks Jennifer.

Santosh Mishra/Arcadis IBI: To clarify for middleware, apart from sourcecode being open, we are also developing vendor agnostic data structure as part of the middleware product (while enabling persistent storage for dashboard development) so there is no reliance on a particular vendor API on either side of the middleware

Laura Loe (she/her) Hopelink (Find a Ride Program Manager): Thanks so much!

Susanna Herrera: Thank you!

Brooke Ramsey: @Karen, feel free to reach out to me - we have some lessons learned we could share

Sara Davidson: Thank you

Staci Sahoo (Hopelink): Thank you!

Heather Bishop: Thank you

Jana Lynott, AARP Public Policy Institute: Thanks. Great presentation.

Julie Johnson: Thank you!

Chris Perry: Thanks!

Kevin Viita (ITS America): The ITS4US website is available here: <https://www.its.dot.gov/its4us/index.htm>