ARIZONA IMPROVES TRANSPORTATION SERVICES FOR SENIORS AND DISABLED
PEOPLE NEW TRIPS APP SIMPLIFIES REPORTING AND SHOWS IMPACT OF
SERVICES

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(Phoenix, Arizona - February 14, 2021) Today, Age Friendly Arizona launched the Transportation Reporting Information Portal System, or TRIPS. TRIPS gives Arizona human services transportation providers the reporting tool they've long needed to simplify the process of collecting, reporting and analyzing transportation data. Across Arizona, human services transportation is a critical community service for connecting senior citizens, people with mobility and other health challenges to the people, places and things that matter most to them.

Local and regional transportation providers are not able to sustain service without government and private funding that comes with reporting and compliance requirements. Reporting is time consuming at every step of the process for drivers, providers and funders. Less time spent on reports means more time doing what service providers are best at, connecting people in need with their communities.

TRIPS offers human services transportation provider's one complete digital tool to support the entire reporting process. With TRIPS, drivers, service providers, regional planning agencies and funders are all able to create and share data on the rides they provide and comply with vehicle safety and sanitation requirements. TRIPS makes it possible to show the value and impact of human transportation across Arizona with better data.

"Arizona is a hard state to get around if you can't drive. We connect people to the people to health care and the services they depend on. TRIPS allows us to service our customers better than we ever could before," said Cara Park, Executive Director of Transportation Now. "We went from notebooks of trip data. From literally having a driver come in with a stack of notebooks with illegible scribbles on them to automated daily reports with all the information on who we drove, where and when. With TRIPS we have better data to show funders the impact we have in our community and to improve our services."

TRIPS is an open-source, SaaS (software as a service solution) for human service transportation reporting. It can be used as an application on a phone or tablet or through the website. Users set up and log in to their account and select the task they want to perform - enter data, generate reports or analyze data. Drivers are able to log their trip reports, vehicle maintenance and COVID cleaning reports with a simple and intuitive form. Drivers can use TRIPS and add rider data without Internet connectivity and upload their shift data when connectivity is available – which is important in rural areas. Transportation service providers are able to aggregate all of their driver data, verify completeness and submit reports to funders. Funders and other stakeholders, like planners and policy makers get timely, complete and accurate data, which allows them to run analytics and tell the complete story of the value and impact transportation services have on the community. All through one, complete solution - TRIPS.

"I've been driving for Coordinated Public Transportation in Prescott for 5 years now. I spend most of my time driving dialysis patients to Yavapai Regional Medical Center and back. A lot of my customers are regulars and live in really rural areas with limited access to transportation. They depend on us," said Mary Rogers. "If I don't do my reporting, our funding to serve these people could be at risk. I used to spend an hour after my shift entering all the data into different forms and uploading receipts through TRIPS. All of the data gets entered through the app. Now, I can focus on driving customers."

For more information on the TRIPS Human Services Transportation reporting tool - please visit www.trips.gov. TRIPS training information with tutorials can also be found on the website.

TRIPS - Transportation Reporting Information Portal System Frequently Asked Questions (FAQ)

1.   What is TRIPS and why is it important?

TRIPS - the Transportation Reporting Information Portal is a Software as a Service (SaaS) solution for human services transportation reporting. TRIPS solves a common problem for all human services transportation providers. Human services transportation provides are the people that connect senior citizens, people with mobility or other health challenges and others with mobility issues to the people, places and things that matter most to them. These services are funded by government agencies, non-profit profit organizations and private donors. Most funding requires regular reporting on the services provided and the impact realized. Reporting starts with the drivers, rolls up to the provider organization and then on to the funders.

Today, there is no complete resource to manage human services transportation reporting - TRIPS changes that by creating one software solution for entering data that corresponds to the most common reporting template for the federal Section 5310 grant.

TRIPS makes it faster, easier and more accurate to collect, analyze and report data to show the services provided and the impact realized with human services transportation.

2.   What functionality does TRIPS include?

TRIPS offers the complete reporting functionality, including dispatch, reporting and compliance.

The functionality is divided between driver features and provider features. Drivers using TRIPS on a mobile device in real or near real time or after a shift on a computer will be able to add in required trip data, including location, duration, purpose and customer data if desired. Drivers will also be able to complete sanitation and maintenance requirements by uploading pictures, receipts and required information.

Providers will be able to aggregate driver data into reporting for funders based on the specific grant program requirements. Providers and funders can search and analyze data both for required reporting and for custom queries on performance metrics, compliance and needs.

3.   Is TRIPS compliant with Area Agency on Aging - transportation division requirements?

Yes. TRIPS was developed in collaboration with the Area Agency on Aging to ensure compliance with all application requirements and best practices for services delivery and operations.

4.   Can TRIPS support reporting and for the federal transportation Sections 5310 and 5311 grant?

Yes. TRIPS was specifically designed to support grant reporting requirements, including 5310 and 5311. Please see the complete list of data points in Appendix X, including the meta data - who collects, data sources, timeliness and other factors.

Data fields include trip data like date, time, number of passengers and pickup and drop-off locations, sanitation and maintenance documentation, pictures, accident info, any vehicle

downtime and classification if vehicles are funded or non-funded. Data fields have drop down answers where possible and can be configured to meet the needs as desired.

5. Does the initial version of TRIPS support local jurisdiction reporting?

    Yes. TRIPS data can be segmented by any desired jurisdiction. Because TRIPS data is standardized it is easy to configure reporting across normal service delivery areas. The stock data entry and report template is based on the federal Section 5310 requirements.

    TRIPS includes preload base reports, allows development of custom fields and the ability to upload and develop custom data templates.

6. Can private foundations and funders access and use TRIPS for their reporting requirements?

    Program funders own the reporting data they require for funding. Data owners can make the data available to users as they deem appropriate.

    TRIPS will have built in access management to allow service providers to share access with 3rd parties as desired.

7. Does TRIPS support the US Department of Health and Human Services reporting?

    Yes. TRIPS provides the specific fields required for DHHS funding reporting. These specific fields are found on the Section 5310 reporting template that is used as the foundation for TRIPS data collection and reporting.

8. Will TRIPS collect or store any PII? Any de-identified or anonymized data?

    TRIPS can be configured to collect PII for users, including customers name, address and destination. This information can be collected and stored at the local level and de-identified or anonymized for reporting purposes. TRIPS does not require the collection of PII, but if users want to leverage TRIPS for dispatch and/or planning purposes the data can be helpful. Data could include certain categories for riders like veteran, senior and ADA status. Future versions of TRIPS could include PII for ongoing scheduling purposes, but PII is not required for reporting purposes.

9. Does TRIPS require Internet connectivity to use?

    TRIPS can be used with or without an active Internet connection. However some functions will only work with active Internet, including dispatch and real time reporting. TRIPS can cache data on mobile devices and upload the data when access is available.

10. How will TRIPS be interoperable with existing scheduling and other software applications in use by providers?

    The initial prototype will not include API with other services. The roadmap will include the development of a list of existing software and the desired applications to connect. This list will be used to identify existing API and those with potential for development.

11. Is TRIPS connectable to the e-grant system, SAMS and other federal grant software?

TRIPS 1.0 is not connectable to the e-grant and SAMS. The roadmap for 2.0 includes the development of API's to connect into those systems.

12. What's the complete list of human service transportation software being used?

The complete list of software being used by Arizona providers is being collected. Providers are not required to use software or any specific type, so the complete universe of products being used is unknown.

13. Does TRIPS have built in APIs to connect to other systems used by human services transportation providers, like - ride scheduler + assisted ride + the national transit database?

TRIPS 1.0 does not include API to SAMS and other applications. The Roadmap for 2.0 does include the development of API to sync with desired applications.

14. What training will be included and how will it be provided for TRIPS? Does TRIPS have selfservice features? How will passwords and other support be managed? How will tech support be provided?

A comprehensive training program is provided for TRIPS that offers tools for both organizations and self-service for individuals. Multiple training formats will be available for TRIPS. Self-service training videos will be developed for users to review and group training curriculum will be provided for service providers.

Passwords are self-service and reset is fully automated through TRIPS for users. Users needing additional support will work with designated personnel at the service provider level and/or AFA level.

Training will be managed and administered by regional mobility managers.

15. How will TRIPS data be secured and will TRIPS be password protected and include Identity and Access Management?

AWS safeguards will be put into place using AWS best practices such as IAM and proper data segregation. The mobile application will use credentialed users and data will be encrypted at rest and in transit. A robust logging and retention policy will be implemented. Data will adhere to all data storage policies defined by the state and at the national levels.

16. How can providers use TRIPS to move from paper to digital reporting?

TRIPS users can move from paper in real time with in-vehicle devices, including smartphones or tablets or after action with reporting via a desktop software.

17. Can the TRIPS application be used to upload documents, like vehicle inspection forms, accident reports, maintenance plans and logs?

Yes, TRIPS is specifically designed to support the most common provider reporting and compliance needs at the driver and provider levels. TRIPS comes with base functionality in V1 and a roadmap for additional functionality in V2. V1 functionality, includes required vehicle maintenance and sanitation compliance information required to be submitted as needed.

Users can also submit accident reports, which are generally required to be submitted within 2 to 3 days of an accident.

18. How will TRIPS be made easy and intuitive to use?

TRIPS will be designed with a UI/UX that makes it easy and intuitive for people with limited digital skills to use and to limit distraction for drivers.

19. Will TRIPS include a guided and prompted user experience?

The initial prototype will not have a guided user experience. The production development roadmap couple include if this feature is desired by users.

20. Can drivers enter pre and post trip vehicle safety, sanitation and maintenance compliance checks?

Yes, drivers can enter sanitation information, including the submission of pictures demonstrating vehicle condition and completion of pre and post trip checks. The frequency for checks is customizable based on specific requirements of providers.

21. Does the TRIPS app support voice commands? Which ones?

The prototype will not support voice commands. TRIPS will support voice commands for V.2 for data entry.

22. Is TRIPS ADA compliant and does it offer adaptive tech for all users?

The TRIPS website and application will be compliant with ADA Section 508 and other requirements as needed. The mobile devices used in-vehicle will not include adaptive technology or features to include accessibility.

23. How is TRIPS used in vehicles?

TRIPS is used in vehicles to record data on trips, vehicle maintenance, sanitation compliance and accident notification.

In-vehicle, TRIPS can be used on a mobile device - phone, tablet or laptop.

Users open the app, log in and start by confirming that the vehicle is clean and in safe, working condition with a Sanitation Check. Drivers enter the required data for each ride during their shift. This data is automatically uploaded to the appropriate service provider.

For future versions, TRIPS could be used for rider dispatch and provide drivers with information on who they are picking up and where and automatically log all trip data.

24. Are in-vehicle devices required for drivers and if so are specific devices required?

In-vehicle devices are not required, but will improve use of TRIPS. TRIPS has been designed to be usable on personal devices like smartphones and tablets through a downloadable application. Users without a device can access TRIPS on a computer to provide required information at a later time. Both Android and iOS will be supported.

25. What location data does TRIPS collect and how?

TRIPS can be used to collect start and end data on each ride, plus location data on funded vehicles while on duty. This data is collected in trip logs using GPS data. Providers and individual users can opt out for privacy reasons if desired.

26.   What notifications does TRIPS provide?

TRIPS initial version includes notifications for drivers, service providers and funders. These include;

>   Drivers: reminders for sanitation and maintenance and to submit reporting.

>   Service Providers: notice of reporting submission and deadlines.

>   From Funders - notice of planned data pull.

>   Funders/Managers: notice of reporting submission.

Additional notifications can be added as desired and could include, notification of grant application received, grant awarded, reporting and other deadlines, outstanding deliverables, and expirations notices.

27.   Who is going to pay for the development and maintenance of the TRIPS application? Who will pay for mobile devices for use in vehicles?

There are a number of potential paths for the development and maintenance of TRIPS, including through grant funding from the US Department of Transportation and other direct and in-kind support. The ASU CIC will develop a complementary prototype of TRIPS.

28.   How much will TRIPS cost to build and what are the costs for annual operating and maintenance?

The costs to develop and maintain TRIPS are not yet known and depend on final scope. TRIPS will have a cost to develop a production quality application. Annual maintenance costs will include the cost of data and any updates and maintenance to the software. Additionally, there will be costs for optional in-vehicle devices which depend on the type of device and if it is selfprovisioned by drivers.

29.   What are the governance and protocols for sharing TRIPS data amongst organizations?

Service providers own the TRIPS data for services they provide. They can determine who they share data with. No other organization can access TRIPS data without being authorized by the service provider. It is generally assumed that providers will not provide direct access to their TRIPS account, but instead produce and share reports with 3rd parties. TRIPS users can configure access however they want to meet their needs.

30.   How will TRIPS be implemented by service providers?

TRIPS is an open source solution, managed by AFA. AFA will provide directions and guidance to potential users on how to implement. The TRIPS application will be downloadable from smart phone app stores for use on mobile devices and also downloadable for desktops from AFA.

Once loaded, users can open accounts for their organizations.

31   How will AFA drive adoption and use of TRIPS across the state? What marketing, events, training and other strategies will be used?

        The AFA will develop a training manual and playbook, including online video content that can be easily accessed and used to learn how to use TRIPS. AFA will also use conferences, meetings and individual training sessions to explain TRIPS and how to use the tool.

32.   How many human service transportation providers are there in Arizona?

        In the State of Arizona there are currently well over a 100 human service transportation providers, including government, nonprofit and volunteer operators.

33.   What is the worst thing that could go wrong with TRIPS?

        A number of potentially bad things could happen with a deployment of TRIPS. Examples could include the incorrect recording of data, which could compromise the accuracy of reporting and impact results and the understanding of program value.

        Other issues could include a cyber-incident where TRIPS is hacked leading to exposure to PII and if TRIPS is launched and no one uses it or it simply doesn't work.