



Ride Alliance Project Update

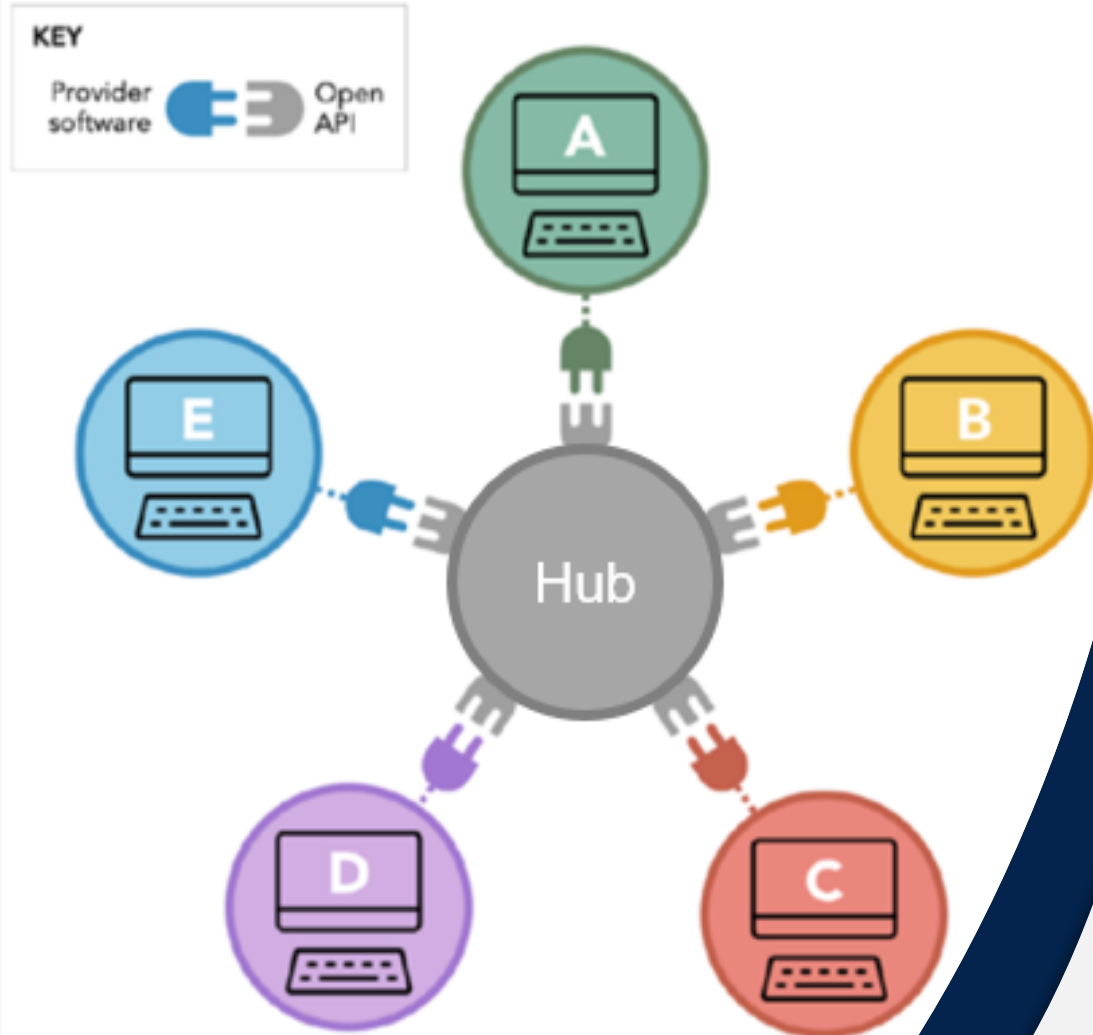
Transportation Advisory Committee: February 23, 2026

Project Refresh

- **Project Round 3**
 - Mobility Services for All Americans.
 - Veterans Transportation and Community Living Initiative.
 - Strengthening Mobility and Revolutionizing Transportation, Stage 1.
- **By 2030**, 1 in 5 persons over the age of 60.
- **11,966** trip denials in 2024.



Trip Exchange (Hub & Spoke) Interoperability



Stage 1 Goals

- Enhance Trip Exchange Hub.
 - Direct trip booking clients + providers.
- Test 1 trip type.
- Integrate 1 provider.
- Streamline reporting requirements.



Project Success

Milestone	Status
Hire internal staff member.	Success
Hire consultants.	Success
Finalize PMP.	Success
Secure MOUs.	Success
Select software.	Success

Project Success Continued

Milestone	Status
Enhance Trip Exchange Hub.	Success
Integrate HST providers.	Success
Apply for Stage 2.	Cancelled
Pilot Trip Exchange Hub.	Success
Data collection and analysis.	Success

Trip Exchange Platform

Trip Exchange
Trip Tickets
Admin
Reports
Malorie Miller

Filter Trip Tickets

Timezone: Mountain Time

Feb 11, 2026, 09:36 AM

Saved Filters

> Save Current Filters

Basic Filters

☐ Show Trips Outside Service Area

Geographic

Completed

Claiming provider

Originating requestor

Medical Centers

Funding Source

Eligibility

Operating Hours

From: To:

Clear Filters Search

Trip Tickets

Upload Trip Tickets
Quick summary
Show my tickets

	CUST NAME	ORGN REQUESTOR	PICKUP	DROPOFF	MOBILITY FACTORS	ATTENDANT(S)	STATUS	CLAIMANT(S)	ACTIONS
<input type="checkbox"/>		DRCOG	2025-12-17 12:30:00		Ambulatory	0	Completed	Via Mobility Services	⊗
<input type="checkbox"/>		DRCOG		2025-12-16 10:30:00	Ambulatory	0	Completed	Via Mobility Services	⊗
<input type="checkbox"/>		DRCOG	2025-12-16 12:45:00		Ambulatory	0	Completed	Via Mobility Services	⊗
<input type="checkbox"/>		DRCOG		2025-11-21 19:15:00	N/A	0	Completed	Uber	⊗
<input type="checkbox"/>		Via Mobility Services	2025-12-15 12:30:00		Walker	0	Completed	DRCOG	⊗
<input type="checkbox"/>		Via Mobility Services	2025-12-16 12:30:00		Walker	0	Completed	DRCOG	⊗
<input type="checkbox"/>		Via Mobility Services	2025-12-15 08:30:00		Walker	0	Completed	DRCOG	⊗

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Pilot Goals 11/10-12/23/2025

Goal	Outcome
4 counties served.	6 counties served.
1 provider integrated with full functionality.	AAA (CSV upload + Uber API). Via Mobility (CSV upload + middleware) RTD FlexRide (API) RideNoCo (CSV upload)
1 trip type.	3 trip types tested.
99% Trip Exchange availability.	100% availability, no down-time.
100 one-way trips completed.	56 trips requested, 36 trips completed.

Pilot Outcomes Continued

Clients

- 19 unique clients.
- 79% female.

Trip Types

- 40 medical trips.
- 8 nutrition trips.
- 8 personal trips.

Cross County Trips

- 42 cross-county trips.
- 14 in-county trips.



Challenges and Lessons Learned



Limited period of performance.



Software vendors opposed to coordination.



50% of trip-testing goals.



Regional changes since last project iteration.

Project Extension Goals (Pending)

Coordinate 1 trip
between
NFRMPO +
DRCOG.

Trip Exchange
enhancements.

ASPIRE-Trip
Exchange bi-
directional API.

Foundation for
direct-trip
booking
interface.

Stakeholder
workgroup
continuation.

Explore
alternative
funding
opportunities.

Thank you

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