



# MOVET News Letter

## Outreach Update

Many of the initial steps to develop the necessary infrastructure and local partnerships in Massachusetts have begun for the MART MOVET project.

A list of Veteran Services Officers (VSO's) throughout the state was obtained from Cheryl Poppe, Deputy Secretary of Programs and Services for DVS in Massachusetts. This list has been sorted to identify the VSO's in the Fitchburg, Andover, Metro West and Cape Cod areas initially.

A meeting was also held with Ed Mitchell and John Ratka, the VSO's for Andover and Haverhill on September 17th. Topics discussed included the need to link the Boston Hospital shuttle to the Jamaica Plain VA hospital and the other Boston hospitals, as well as the need for improved coordination between the Bedford VA Hospital shuttle and other shuttles in the North Shore area. The current schedule does not connect effectively with other towns to allow for maximum utilization of the available veteran shuttle services.

The technology team has met with Mark Ellis, a representative of a group of 100 veterans in the North Shore area. Mr. Ellis has agreed to engage this group to serve as Beta testers of software and assist in identifying the key challenges veterans and their families have in accessing information, as well as the tools would help them most in accessing medical care, employment, or other services.

## Project Partners

**MART  
CCRTA  
MWRTA  
Massachusetts DOT  
Veteran's Northeast Outreach Ctr.**

## Stakeholders

**HB Software Solutions  
Veterans Administration - Region 1  
MA Dep't. of Veteran's Services  
Local Veteran Service Officers  
Kiessling Transit, Inc.  
Massachusetts Broadband Institute**

## Breaking News

MART has been invited to join in a regional effort involving the VTCLI efforts in New Hampshire and Vermont, facilitated by Larry Harman of Bridgewater State University. This group comprised of Larry Harman, Bruno Fisher - Deputy Administrator of MART, Dr. Himanshu Bhatnagar of HB Software Solutions, Barbara Donovan - Public Transit Administrator for the Vermont Department of Transportation, Dianne Smith - Mobility Manager for COAST Transit in New Hampshire and Mickey McIver, Project Manager for MART MOVET. Strategies are being developed to improve sharing of requested trip information more seamlessly between cooperating agencies to improve access and maximize resource utilization.

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# Technology Update

Key technical issues being developed and followed from July through October have included development of hardware specifications and requirements for needed telephone enhancements for the one-click center, outreach to Veteran Service Officers and Veterans support groups, and development of Carpooling and Route Inventory software prototypes.

The Technical Team, headed by Mital Parikh of HB Software Solutions, has been developing the prototype software program for Carpooling and Route Inventory Building.

The Carpooling program is designed to allow the user to find a carpool resource, identify a carpool need or provide information about an available carpool resource that others can access. The Route Inventory Building program will contain all of the information about public and private bus and shuttle route services available within a given region and help the veterans', their families and advocates to identify what transit resources are available to help them access necessary services.

Meetings with the Technical team were held in August, September and October to review program development and to discuss responses to RFI's on hardware requirements for the system servers with potential vendors. This has been done to assure compatibility of systems and hardware functionality. Conference calls were held with each of the respondents to clarify points of concern. These were primarily with technical representatives of Dell and Fujitsu.

Currently a Request for Responses for hardware and a Request for Information on phone systems and capabilities is out in support of this initiative.



## Meeting Update

The next meeting of the MART MOVET Advisory Committee has been scheduled for December 11, 2012 at the Massachusetts Department of Veterans Services offices at 600 Washington Street, Boston.

The meeting is scheduled for 10:00AM until 1:00PM and will bring together the principal partners and stakeholders to review activity to date and provide input to ongoing development.

Presentations will be made by the MART Technical team and software functions will be demonstrated.

We would like to thank Cheryl Poppe, Deputy Director of the Massachusetts DVS for providing the meeting space.

Lunch will be provided.

## Cape Cod News

On November 13<sup>th</sup> Cape Cod Administrator Tom Cahir and Deputy Administrator Paula George met with Mickey McIver.

Additional resources available for veterans and their families in the Cape Cod area were discussed and will be followed up for addition to the resources data base being developed by HB Software Solutions technical team headed by Mital Parikh.

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