

MOBILITY SERVICES FOR ALL AMERICANS (MSAA)
DEPLOYMENT PLANNING TECHNICAL ASSISTANCE AND MANAGEMENT
Deployment Site Visit - United Cerebral Palsy of San Luis Obispo County/Ride-On
Transportation (UCP-SLO Ride-On),
San Luis Obispo, CA

December 15, 2015 - Meeting Notes

1. Introductions.

- a. Attendees:
 - i. Mark Shaffer and Jason Portugal, Ride-On
 - ii. Charlene Wilder, MSAA Task Manager, FTA
 - iii. Murat Omay, Battelle
 - iv. Carol Schweiger, Carol Schweiger Consulting
 - v. Peter Rogers and Stephanie Hicks, SLOCOG
 - vi. Bruce Plowman, Section 5310, CalTrans (Sacramento)
 - vii. Geoff Straw and Omar McPherson, RTA
 - viii. Noah Freeman and Trevor Freeman, SLO Safe Ride
 - ix. Bobby Babaciam, Yellow Cab
 - x. Sara (did not hear last name), Smart Shuttle
 - xi. Gamaliel Anguiano ("G"), City of SLO Transit
 - xii. Cindy Utter, CalTrans (Regional Office)
 - xiii. Patti Star, CHCCC
 - xiv. Jessie Glazer, FHWA (via phone)
 - xv. Theresa Scott, CenCal (Medi-Cal NEMT)
 - xvi. Dawn Hardesty, Noblis (via phone)
 - xvii. Tom Coogan and Todd Allen, RouteMatch Software
 - xviii. Jerome Wiggins, FTA Region IX
- b. Federal Role - Charlene Wilder, FTA.
 - i. Overview of the MSAA, federal coordination activities, FTA ITS initiatives (Mobility on Demand, ATTRI)
 - ii. Cooperative Agreement reference
 - iii. Project Management Plan – comments
 - 1. Technology interests – 3, 5 years
 - 2. Budget needs – 3, 5 years
 - 3. Once approved,
 - a. update TRAM deliverables deadlines
 - b. Monthly Project Management Plan reports – send to Omar
- c. Local Initial Meeting – Mark Shaffer
 - i. The initial MSAA project team to meet on January 28th
 - ii. This meeting will focus on commencing the project, discussing the purpose, and initiating the deliverables.

2. Technical Assistance Role –

- a. Murat Omay, Battelle
 - i. Support from Battelle, Carol Schweiger, and Noblis
- b. Carol Schweiger, Carol Schweiger Consulting
 - i. Purpose for today's meeting is to assist the Technical Assistance (TA) team to develop a TA plan for the project.
 - ii. Review of agenda.
 - iii. Question – Pete Rogers: will there be additional implementation monies available? Could be additional monies depending on project status.
- c. Section 5310 Funding
 - i. Stephanie Hick, SLOCOG – manages program locally.
- d. Comment: Geoff was interested in seeing partners develop cooperative agreements with local partners for the project. Geoff stated that is important for the longevity and commitment for the project.
- e. Deliverables webinars – discussion.
 - i. "How to Create" project deliverables webinars for SLO team and/or with other grant recipients.

3. Stakeholder Agency Overview/Discussion

- a. Ride-On – Mark
 - i. Overview of Ride-On's services
- b. SLO Transit - Gamaliel
 - i. 1.1 million passenger trips / year
 - ii. Fixed Route
 - iii. ITS
 - 1. Bus Tracker
 - 2. Wi-fi on buses
 - 3. ODBI sensors
 - 4. Google Transit
 - 5. Seon Camera system
 - 6. "Infotainment" system – future entertainment for riders
 - iv. Financial constraints
 - v. Interested in working with partners across the county
- c. Yellow Cab – Bobby
 - i. Interest in seeing project replicated if successful
 - ii. 24-hours
 - iii. Demand response
 - iv. Sedans, minivans, accessible vehicles
 - v. Dispatched from Camarillo and SLO
 - vi. ITS
 - 1. IT Curve dispatching system
 - 2. Tablets for drivers
 - vii. Discussed 2006-2010 MSAF projects – Carol

- d. SLO Regional Rideshare - Stephanie
 - i. Rideshare service
 - ii. Regional 511 agency
 - iii. ITS Architecture Coordinator
 - iv. Online trip planner
 - v. Updating regional coordinated transportation plan
 - 1. 2015 Coordinated Human Services Public Transportation Plan
 - 2. <http://knowhowtogoslo.org/>
 - vi. Employer outreach program (TDM)
 - vii. Safe routes to school program
- e. CenCal Health
 - i. 55,000-60,000 customers/members
 - 1. Must meet medical criteria
 - 2. NEMT services
 - 3. Website: <http://www.cencalhealth.org/>
 - 4. Need transportation for members under the poverty level.
 - ii. Willing to look at collaboration opportunities.
 - a. Capitated contracts.
 - iii. SLO County Care Coordination Committee - chairperson
 - 1. 2nd Thursday of every month
 - 2. Public, hospitals, and transportation providers meet
 - 3. Need is for member transportation when exiting hospitals and to reduce re-admittance.
 - 4. 70% no-show rate
 - iv. What are the outcomes of the project and how will they be tracked?
 - v. Medi-Cal provider for SLO County
 - vi. Currently contracts with Ride-On
 - vii. Provides for out of county NEMT as well.
 - viii. Typically VA customers do not have Medi-Cal.
 - ix. Creating an overall countywide electronic document to illustrate care across the county.
- f. RTA – Geoff
 - i. FR
 - 1. 5 providers in the county
 - ii. Runabout paratransit –
 - 1. ADA Paratransit
 - 2. \$45 trip
 - 3. Encouraging passengers to use FR – can use FR for free
 - iii. Grantee for the project.
 - 1. How to capture information from partners for project.
 - iv. Volunteer programs in Cambria, senior volunteer programs, dial-a-ride services, DSS provides persons with behavioral health to provide customer rides, SLO County Veterans provide bus passes to their program participants.
- g. SLO Safe Ride – Noah
 - i. Provides transportation for local customers from 8:00 pm – 3:00 am.

- ii. App and web-based reservations.
- iii. Customers served – open to all.
- iv. Provides other transport for charters and local hotels.
- h. CalTrans – Bruce
 - i. Manages Section 5310 program.
 - ii. Mobility Management opportunity for replication.
 - iii. Method for evaluating mobility management projects.
 - 1. Opportunity: Assist CalTrans in providing method to score statewide mobility projects.
 - 2. Hours of service used as a method to evaluating mobility
 - a. 20 hours/service is expected.
- i. SLOCOG – Pete
 - i. MPO
 - 1. MSAF flows through overall planning program (LTIP)
 - 2. Three urbanized areas in county (north, central, and south county)
 - ii. 5310 ranking process to pass on to CalTrans.
 - iii. 5311 funding
 - iv. Funds the CA CTSA program. Provides 5% to Ride-On.
 - v. Manages rideshare program.
 - vi. 15-20% of program includes transit.
 - vii. Regional coordination plan.
- j. Ride-On – Jason
 - i. Technology coordinator
- k. CalTrans – Cindy
 - i. Regional coordinator.
 - ii. Sustainability is very important.
 - iii. Smart Mobility initiative
 - 1. Smart growth task force.
 - iv. Sustainable Transportation planning grant.
 - 1. Cindy is a member of this committee.
 - 2. Feasibility and fundability is important.
- l. CHCCC – Patti Star
 - i. Health clinics across the county.
 - ii. Assist the truly needy.
 - iii. Provides transportation for customers.
 - iv. Those trips CHC cannot provide are referred to Ride-On and other partners as needed.
 - v. Provides transportation for Community Action Agency.
 - vi. Works with hospitals to assist persons
 - vii. 89,000 CenCal participants use CHC.
 - viii. Federally qualified health plan.
 - ix. USDHHS CHC partnering with FTA United We Ride.
- m. Smart Shuttle – Sara
 - i. Provides shuttle services throughout the region.

4. Current Technology Applications.

- a. Ride-On.
 - i. Technology.
 - 1. Paratransit CAD. Uses RM to schedule trips.
 - 2. Tablets on vehicles.
 - 3. RM Notification Module
 - 4. Coming – on board cameras
 - ii. Trip scheduling.
 - 1. Peak times from 7-9:30 am and 2-4 pm.
 - 2. Scheduling many customers between 10:00 am – 2:00 pm.
 - 3. Start with 8 vehicles countywide.
 - 4. Up to two weeks advance scheduling
 - iii. Billing.
 - 1. Human service customer – reimbursed by agencies.
 - 2. Medi-Cal – billable
 - 3. Private pay – cash and credit card
 - 4. Older Americans – discounted fare
 - 5. STA and TDA – state funding for services
 - 6. 10% of trips are pre-paid
 - iv. Other interests.
 - 1. Like to interface with RTA for trip sharing.
- b. RTA.
 - i. Fixed Route
 - 1. CAD/AVL – leveraging mobile
 - 2. Two-way radio
 - 3. Fare boxes
 - 4. 22" screen behind driver to illustrate for low hearing and vision issues
 - 5. Onboard camera system
 - ii. Dial-a-Ride
 - 1. Runabout (ADA Paratransit) and Community dial-a-ride systems
 - a. Leverage RM for CAD
 - b. MDT's – working to transition to tablets
 - c. Coming – RM Notification Module in 2016
 - iii. Scheduling
 - 1. No same day – capacity issues
 - 2. No new subscription trips
 - 3. No trip denials
 - iv. Coming
 - 1. Leveraging private providers
 - 2. If customer calls private provider, then FTA regulations may not apply, such as drug and alcohol testing.
 - 3. Ticket vending machine.
 - 4. Wi-Fi on buses for commuter services

- v. Other items.
 - 1. Teamster union labor concerns with RTA leveraging other providers for services (13c requirements).
 - 2. Interest in customers being able to go online to see all providers in the community.
 - 3. Single "one-call" center for the county.
 - 4. Create a countywide website
 - a. Own communities with service hosting their own websites – need to discuss project with them.
 - i. Morrow Bay Transit - has 2 vehicles w/ flex service
 - ii. Atascadero
- c. Yellow Cab.
 - i. Technology
 - 1. Cell phones and tablets
 - 2. Automated dispatch – sending trips through tablets.
 - 3. IT Curve – sends trips to tablets
 - ii. Payment - Cash/credit card
- d. SLO Safe Ride.
 - i. Technology
 - 1. Customer – App for trip booking (built by Cal Poly student)
 - 2. Scheduling software
 - 3. Smart phone
 - 4. "Zello" – talk through cell phones to all drivers at once (like Nextel)
 - ii. Service all day
 - 1. Weekends - At capacity
 - 2. Weekdays – has capacity
 - 3. Charters
 - 4. Private pay
- e. Open Discussion.
 - i. Create a "white label" app illustrating transportation options across the county.
 - ii. Institutional issues – largest item to address.
 - iii. Agency Board of Directors should be involved early with any recommendations.
 - iv. Customer technology interest? Need to involve the stakeholders.
 - v. RTA – need for service after operating hours

5. Next Steps:

- a. Support Needs from FTA
 - i. ConOps webinar (Carol)
 - ii. ConOps due in a few months
 - iii. Best practices resources – share with project team
- b. PMP comments from FTA to Ride-On (week of 12/21).
- c. Provide revised PMP to FTA.

- d. PMP approved by FTA – officially start the project.
- e. Hold 1/28 meeting with Stakeholders – tentative agenda:
 - i. Review project.
 - ii. Discuss what they call a TMCC?
 - iii. What are your interests in the project?
 - iv. Committees - involvement
 - v. Provider interaction flow chart (Mark)
- f. Compile agency overview information – baseline research.
- g. Mark serves as local project contact and Murat serves as the federal point of contact.

6. Action Items:

- a. Local Team:
 - i. Create a secure FTP website for document management.
 - 1. Jason Portugal to create. Public and Private for document access.
 - 2. Send e-mail to all stakeholders announcing updates to the FTP site.
 - 3. Interview agencies prior to 1/28 meeting?
 - ii.
- b. Committee structure.
 - i. Clearly address the project committee structure in revised PMP.
 - ii. Create a new committee structure for the project. May incorporate this information in a revised PMP.
 - 1. Subcommittees (3).
 - a. Technology
 - b.
 - c.

Comment [TA1]: Mark – Can you share with me the 3 subcommittee names proposed today?