

**San Luis Obispo County MSAA Project –
Transportation Provider Subcommittee Meeting
Tuesday, February 28, 2017 – RTA 1st Floor Conference Room
10:00 – 11:00 pm PDT
Call: 1-866-730-7512; Password: 236145#**

Committee Chair: Geoff Straw, SLO Regional Transit Authority (RTA)

AGENDA & Notes

1. Welcome and Introductions

Geoff Straw

- a. Welcome. Geoff welcomed all attendees to RTA.
- b. Attendees. Geoff Straw and Omar McPherson, RTA; Mark Shaffer, Ride-On; Fred Monroe, consultant; Noah Raynor, SLO Safe Ride; Bobby Babaeian, Yellow Cab; Todd Allen, RouteMatch.

2. MSAA Project Update

Mark Shaffer

- a. Draft System Requirements – Submitted to FTA for review.
 - i. Mark stated the draft System Requirements have been submitted to FTA for review and comment.
- b. Next Deliverable – High-Level System Design (the TMCC “how”).
 - i. Mark stated the next element of the MSAA project is the development of a high-level design for the TMCC. Mark stated the high-level design will identify TMCC technology options, alternatives, and determine cost/benefit for each.
- c. New term: “TMCC Technology Tool (TTT)” – seeks to reference the TMCC’s technology (electronic) components
 - i. Mark stated that he recommends using a new term, TTT or T3, for specific discussion related to the TMCC’s technology elements.
- d. Inter-Agency Agreement (new agenda item).
 - i. Mark stated that Ride-On and Yellow Cab are working on an inter-agency agreement for service provision. Mark stated that Ride-On is planning to share trips with Yellow Cab 24-hours in advance. Bobby stated Yellow Cab is in the process of securing six lift-equipped cabs.
 1. Bobby stated that last-minute callers are the most difficult to assist.
 2. Mark referenced the T3’s “staff portal” to make trip requests through the TTT and feels it will be a good investment.
 - ii. How to address same day and advance rides. Mark stated those specifics need to be addressed for the design of the T3.
 1. Runabout. Next day and seven days in advance trip request requirement through ADA law. Geoff stated that RTA must ensure

paratransit trips are provided. Mark stated that RTA's dispatch staff typically discuss

- iii. The subcommittee discussed trip sharing as a win-win for all providers.
- iv. Bobby stated that Smart Shuttle's drivers are their direct employees. Yellow Cab has contract employees.
- v. RTA has union and 13c federal labor rule requirements.
- vi. Geoff asked what is the demand for the T3 from the customer and the provider's perspectives.
- vii. Geoff also referenced interest in evaluating potential coordination opportunities between RTA and Ride-On through their use of RouteMatch.
- viii. Mark referenced the ease of use for TNC app's as an example of the potential T3's user interface.
- ix. Omar reference the customer ability to create a customer may be an issue. Use of the T3 should be a part of the plan to assist customers.
- x. Geoff stated that he feels there is a target of riders to determine what is the size of the market for the customer elements.
- xi. Fred stated the first years of the project will require a phone call to assist with the technology. Fred stated that he interacts with customers that call his business due to internet use complications.
- xii. Discussed provider backend as beneficial.
- xiii. Bobby stated the TMCC has been discussed as something to benefit all members of the community, including younger generation, senior citizens, disabled persons, and many others.
- xiv. What are we doing to identify and research available COTS – custom off-the shelf technology?
 1. Carey International. Fred referenced this firm's technology and access to vehicles across the world and whether the provider is a Carey owned or a contractor. Is there a matrix of COTS providers the build and own similar software?
 2. Todd stated that CalTrans is conducting national research of like programs through peer state DOT's. Mark stated that he is meeting with CalTrans and Ride Connection's Kevin Chambers to discuss their technology coordination project.
 3. Todd stated the team can research and create a database of similar projects and their use of COTS technologies. Todd also referenced the RM Mobility project that RouteMatch is engaged with Valley Metro in Phoenix. Paratransit data aggregation will be addressed in the second phase of this project.
- xv. Geoff recommended the team prioritize first developing the internal Staff Portal then the TTT's customer elements.
- xvi. Geoff recommended that trip coordination be evaluated between Ride-On and RTA via use of RouteMatch.

3. High-Level System Design: Initial Questions for Discussion Mark Shaffer

- a. Customer trip scheduling through the TTT. What customer information do DRT Providers need from the TTT to schedule a ride?

- b. DRT provider/TTT trip scheduling interaction. How can TTT ride requests be managed through the DRT Provider's overall trip scheduling process?
- c. Staff Portal. What type of information should the Staff Portal make available for DRT Providers?
- d. TMCC scalability. How do other DRT Providers (i.e. dial-a-ride, human service agencies, others) do not have the routing & scheduling technology communicate with the TTT?

4. Questions and Comments

Committee Members

5. Next Steps

Mark Shaffer

- a. System Requirements Deliverable - finalize per comments from FTA.
- b. Continued work on High-Level System Design elements.
 - i. Questions in Item 3 to be addressed at the next meeting.
- c. Next Subcommittee meeting
 - i. March 29, 10:00 am. Mark will send out an e-mail to all members addressing the meeting date and time.

6. Closing Remarks

Geoff Straw