

**San Luis Obispo County MSAA Project –
User-Rider Subcommittee Meeting
Wednesday, March 1, 2017 – Ride-On Conference Room
10:00 – 11:00 am PDT
Call: (872) 240-3212; Access Code: 191-398-701**

Committee Chair: Mark Shaffer, Ride-On

AGENDA & Notes

- 1. Welcome and Introductions** **Mark Shaffer**

- 2. MSAA Project Update** **Mark Shaffer**
 - a. Draft System Requirements – Submitted to FTA for review
 - b. Next Deliverable – High-Level System Design (the TMCC “how”)
 - c. New term: “TMCC Technology Tool (TTT)” – addresses the TMCC’s technology (electronic) components

- 3. High-Level System Design: Initial Questions for Discussion** **Mark Shaffer**
 - a. Customer after hours calls. How should customers access the TMCC by telephone after regular business hours?
 - b. Marketing TMCC’s services. How should TMCC marketing be incorporated with 511 and 211’s services?
 - c. Customer HIPPA information. How do we comply with HIPPA provisions for customer profile data collection?
 - d. Sponsor trip request. How can 511 and the TTT be utilized by human service and other sponsoring stakeholders in making customer trip requests?

- 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
 - c. Next Subcommittee meeting

- 6. Closing Remarks** **Mark Shaffer**