

**San Luis Obispo County MSAA Project –
Technology Subcommittee Meeting
Tuesday, June 28, 2016 – Ride-On Conference Room
3:00 – 4:00 pm PDT**

Conference Call: (224) 501-3412; Access Code: 518-241-173#

Technology Subcommittee Chair: Justin Bradshaw

AGENDA

1. Welcome and Introductions Justin Bradshaw
 - a. Mark Shaffer, Ride-On, welcomed all in attendance.
 - b. Attendees: Stephanie Hicks, SLOCOG; Mark Shaffer and Jason Portugal, Ride-On; Charlene Wilder, FTA; Omar McPherson, RTA; Fred Monroe, consultant; John Osumi, Bishop Peak Technology; Justin Bradshaw; Todd Allen, RouteMatch Software.

2. MSAA Project Updates Mark Shaffer
 - a. Draft ConOps. Mark stated comments on the draft ConOps were received today. The project management team will address them with FTA, revise the document, and resubmit the document to FTA.
 - b. Phase 1 – implementation as part of the project. Stephanie asked for clarification on the Phase 1 element of the project. Mark stated this element consists of items that can be addressed with little or no funding and can be addressed in the next few months.

3. Goals/Objectives – Subcommittee Work Tasks/Timeframe Mark Shaffer
 - a. Name of table. Fred suggested renaming the “goals-objectives-tasks” table to better manage public expectations. Mark stated that the management team would address the renaming.
 - b. Information needs by callers.
 - i. Ride Share – Stephanie stated that Ride Share receives a number of frantic “last minute” ride request calls.
 - ii. Ride-On – Jason stated that he traditionally receives calls that are in Spanish. He stated the callers typically ask how to get from point “A” to point “B.”
 - c. Table to provide agency cost information.
 - d. Call forwarding. SLOCOG has the capability to forward calls to local partners.
 - e. Audience is human service/paratransit population.
 - f. Stephanie stated that MTC is parsing data from one location and pushing out the data to open developers (aggregator). Should we focus on making the data

- available to the public? Is there a way to figure out how to provide the data from the providers to the public?
- g. John stated that it is important to determine what is helpful to those who are using the service. Know what type of customer information to collect.
 - h. Fred stated the end user needs “hyper simple” to use this system.
 - i. John stated the “space approach” is a good place to start and something to build on.
 - j. Fred stated there is an important need to collect data from the customer first as a Phase 1 option. Jason stated that Phase 1 will provide the partners with a lot of feedback.
 - k. Justin stated that the project should focus on the data and a “proof of concept” to show the data and pass it off to someone to use. The data and API are the real products to contribute. The other question is what is the private sector interest to develop this technology.

4. Proposed TMCC Technology

Mark Shaffer

a. Phase 1

- i. Proposed Website, Domain name, Requirements.
 - 1. See discussion in Item #3.

5. Questions and Comments

Committee Members

6. Next Steps/Meetings

Mark Shaffer

- a. Advisory Committee Meeting – July 26, 9:00-11:00 am
 - i. Mark stated this meeting will be postponed and rescheduled for August due to upcoming member vacations.
- b. Upcoming MSAA Deliverable – System Requirements
 - i. Mark stated that work on this deliverable will commence after FTA acceptance of the Concept of Operations.

7. Closing Remarks

Justin Bradshaw