

**San Luis Obispo County MSAA Project –
Transportation Provider Committee Meeting and Notes
Wednesday, April 13, 2016 - RTA Conference Room
1:30 – 2:30 pm PDT
Call: 1-866-730-7512 Password: 236145#**

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

AGENDA and Notes

1. Introductions

Geoff Straw, RTA

- a. Welcome. Jeff was out of the office and Omar McPherson welcomed all members to the RTA. Omar asked attendees by telephone and in-person to introduce themselves.
- b. Attendees: Andrew Jackson, Amdal; Patty Star, Community Health Center; Mark Shaffer, Ride-On Transportation; Omar McPherson, RTA; Noah Raynor - SLO Safe Ride; Bobby Babaeian, Yellow Cab; Sara Pontecchi, Smart Shuttle; Gamaliel Anguiano (“G”), City of SLO Transit; and Todd Allen, RouteMatch Software.

2. MSAA Project Update and Recent Activities

Mark Shaffer, Ride-On

- a. Public Involvement Survey and Meetings
- b. Commenced Draft Concept of Operations preparation.

Mark provided an overview of activities since the committee’s last meeting and the other committee meetings this week. Mark stated the full advisory committee will meet on 4/26 at 1:00 pm, at RTA. The Advisory Committee meeting will focus on a review of activities/discussion by the subcommittees and a discussion on the draft ConOps. Mark stated the ConOps is in the initial stages of development and is leveraging all stakeholder and public feedback received in its development.

3. Public/Stakeholder Input Received to Date – Review

Mark Shaffer, Ride-On

- a. Status. Mark stated that 25 public comments have been received to date and other surveys are being submitted soon. Mark stated that he and Jason Portugal have attended countywide, regional, and local human service, City of San Luis Obispo Transit advisory, and other committee meetings to promote the project and seek feedback. Mark stated that stakeholder and public feedback is critical to this project.

- b. Stakeholder Data Compilation. Mark reviewed the worksheets contained in the Excel file sent to the committee in advance. The worksheets include all online public and stakeholder comments received to date about the project. The feedback in the ConOps development.

4. TMCC Project Draft Goals, Objectives, and Phases

Mark Shaffer, Ride-On

a. Information Review

- i. Initial Project Goals, Objectives, and Phases. Mark reviewed this worksheet sent to the committee. He stated the management team took the initial feedback received from the stakeholders and public to create objectives for the project's two stated goals (as listed in the grant application and Project Management Plan). The worksheet's list of tasks are initial thoughts and still need to be organized under the objectives. Mark asked the committee to share any feedback on the worksheet by 4/20 on this worksheet to assist the project's Management team to create the ConOps.

b. Committee Feedback/Discussion.

- i. The committee discussed the sections of the initial Goals-Objectives-Tasks worksheet.
- ii. Comments.
 - 1. Telephone - Ride-On. Mark stated they are purchasing a new phone system that will allow for direct customer transfer to all partner agency phone lines.
 - 2. Agency services and fare information.
 - a. Omar mentioned that it is important for the Partners know this information about each other.
 - b. Create an agency database that can be modified by each agency.
 - i. Phase 1 – create a printed agency document.
 - ii. Phase 2 – create an online document or resource.
 - iii. Phase 3 – create an app and/or online element to receive this information.
 - 3. Public feedback. Need additional input. Send the online survey link to the committee for additional promotion of the survey. Mark will do so.
 - 4. RTA After-hours rides. Omar said that RTA can refer Runabout customers to other Partners to provide after-hours trips.
 - 5. Translate survey into Spanish. The committee recommended doing so for the current and future surveys. Mark stated that he will address with Jason and they will revise and add to the website next week.
 - 6. Accessibility. Ensure this element is included in the technology component of the plan – to make certain the customer can inform providers of their mobility aid needs.

7. SLO Safe Rides provides services each day. Varies by customer base and trip purpose. Assists persons with mobility devices. Needs to know in advance for operational planning purposes.
8. Create a link from Partner websites to the TMCC website.
9. Question - 211. What collection and dissemination capabilities can be leveraged through 211? Mark said that staff from 211 has been invited to the User/Rider Committee meeting.
10. Phases. When does Phase 1 start? Mark suggested that Phase 1 can start at any time. Mark said that telephone referral and other immediate opportunities can start in May or June 2016. The committees need to determine what can start and when.
11. MOU. G stated this process is important to the city to enable fair and impartial partnerships.
12. Mark and Omar asked the committee members to review the worksheet's data in detail and provide comments back to Mark. The comments will be incorporated into the ConOps.
13. Noah referenced the FTA Rides to Wellness grant. Mark stated that he is looking into that grant and the potential to apply for these funds.

5. Questions and Comments

Committee Members

6. Next Steps

Mark Shaffer, Ride-On

- a. Next TMCC Advisory Committee Meeting: April 26, 1:00-3:00 pm, at RTA.
- b. FTA ITS Workshop: MSAA Presentation, May 3-4, Denver, CO. Requested by the FTA, Mark and Todd to attend and provide an overview of the project and seek potential new ideas. Mark will provide an update at the Advisory Committee meeting.
- c. **Survey Link and Translation to Spanish.** Mark to send link out to everyone and the survey will be translated to Spanish language and added to the website.

7. Closing Remarks