

**San Luis Obispo County MSAA Project – User/Rider Committee Meeting**

**Thursday, April 14, 2016 – Ride-On Conference Room**

**1:30 – 2:30 pm PDT**

**Call: 1-669-224-3412 Password: 666916005#**

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**Committee Chair: Mark Shaffer**

**AGENDA and Notes**

**1. Introductions**

Mark Shaffer, Ride-On

- a. Welcome. Mark welcomed all members to Ride-On and the committee meeting.
- b. Introductions. Bruce Plowman, CalTrans; Rachel Cementina, United Way; Kathleen Bellefontaine, SLO Council on Aging; Mark Shaffer, Ride-On; Todd Allen, RouteMatch Software

**2. MSAA Project Update and Recent Activities**

Mark Shaffer

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

Mark provided a brief overview of the previous two committee meetings on Wednesday and discussed the public and stakeholder comments received to date. Mark reviewed the upcoming Concept of Operations that is in development at this time. Mark also discussed this past Wednesday's Transportation Providers and Technology Committees meetings' discussion. Mark referenced the importance of the User/Rider Committee to provide feedback on the riders' experience with the TMCC.

- Kathleen – Question: the region had a presentation from Monterey County two years ago referencing the inclusion of local providers in service provision. How does their project compare with their project? Mark stated the project leadership will investigate. Mark stated the project is interested in looking at all options.
- Bruce – comment. Discussed the importance of a human interaction with any technology as part of provider training opportunities. It is great that all staff answering TMCC calls have the same training.
- Mark - comment: Ride-On is securing a new VOIP-based telephone system that will allow a direct transfer to other partners. RTA has a similar system and serves as the 511 systems live-person Spanish information service provider.

**3. Public/Stakeholder Input Received to Date – Review** Mark Shaffer

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 the Transportation Providers Committee requested the survey be translated into Spanish then added to the website. Mark stated that stakeholder and public feedback is critical to this project.

**4. TMCC Project Draft Goals, Objectives, and Phases** Mark Shaffer

a. Information Review. Mark referenced the draft Goals-Objectives-Phases worksheet that was sent out as part of the Excel file to all committee members. Mark reviewed the project's two draft goals (from the grant application and Project Management Plan) and discussed the draft objectives created by the Management Team corresponding to all feedback received to date. Mark stated that some of the tasks listed under each objective still needs to be further illustrated and organized. He mentioned that others may be added with new surveys coming in and committee feedback received. Mark asked the committee members to provide any feedback by 4/20.

b. Committee Feedback.

i. 211

1. Private operator information. Rachel stated that private operator information can be included in the 211 system only through the TMCC.
2. Provides bilingual customer services contracted through Ventura County (they provide contracts with 19 counties in CA).
3. Must provide "live" telephone services to be accredited.
4. Mark mentioned there are potential opportunities to leverage 211 in the project.

**5. Questions and Comments** Committee Members

**6. Next Steps** Mark Shaffer

- 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.

**7. Closing Remarks**