

San Luis Obispo County MSAA TMCC Project – Advisory Committee Meeting
Tuesday, March 6, 2018 - RTA Conference Room (1st Floor)
1:30 – 2:30 pm PST

Conference Call: (866) 730-7512; Access Code: 236145#

Committee Chair: Mark Shaffer, Ride-On

AGENDA

1. Welcome and Introductions

Mark Shaffer

- a. *Welcome. Mark welcomed all members to the committee meeting and thanked RTA for hosting. Mark stated this will be the last MSAA project development meeting. Mark stated the meetings will continue as the team works to implement the TMCC.*
- b. *Introductions. Geoff Straw and Omar McPherson, RTA; Patti Star, Community Health Centers; Sarah Pontecchi, Smart Shuttle; John Osumi, Bishop Peak Technologies; Justin Bradshaw, UCP; Mark Shaffer and Jason Portugal, Ride-On; Bobby Babaeian, Yellow Cab/Ventura Transit; Mallory Jenkins, SLOCOG; Todd Allen, Routematch*

2. MSAA Project Update

Mark Shaffer

- a. High-Level System Design Deliverable – status update
 - i. Draft completed and submitted to FTA. Awaiting comment.
 - 1. *Mark said that FTA comments were received after this agenda was completed and sent. Mark to share comments with all committee members.*
- b. “Road to Coordination” Deliverable – status update
 - i. Draft prepared and receiving initial comments from RTA/FTA.
 - 1. *Mark stated that he sent this document to RTA and FTA for initial comment. He will send to all committee members for comment.*
- c. Implementation Plan Deliverable – status update
 - i. Initial draft in development.
 - 1. *Mark stated this document comprises all work addressed by the committee to date. The draft document is expected to be completed in the next week. Mark will share a draft with all committee members for review and comment.*

3. Project Overview Presentation

Todd Allen

- a. *Mark stated this draft presentation has been prepared for committee review and comment. The intent is to provide a presentation*

4. Implementation Plan Deliverable

Mark Shaffer

- a. Draft Success Measures – review and comment

- i. *Omar stated the document is a general draft for committee member feedback and input.*
- ii. *Geoff stated there should be specific measurements that has related baseline data.*
- iii. *Create a system for baseline data collection.*
- iv. *Mallory stated that seniors have shared they prefer printed materials.*
- v. *Omar stated that a template for baseline data is needed to enable clearer success measures.*
- vi. *Mark suggested that baseline data be collected for facilities using Provider services.*
- vii. *Geoff stated the Boards would like to see coordinated cost measurements to better understand the gain.*
- viii. *Geoff asked whether the project will provide more to gain or will it cost more.*
- ix. *The committee discussed whether the project is a customer-focused project or is it provider-focused?*
- x. *Omar stated that Rideshare is working on identifying a travel trainer – as many senior citizens have concerns with riding fixed routes. Patti said that is a concern for many customers.*
- xi. *Geoff stated delineating the cost estimates (i.e. capital, operating, etc.) is important and understating the benefit for the local match.*
- xii. *Information sharing. Mark suggested that all agencies provide information across the board. Mallory said a lot of information requests may be referrals to the mobility manager. Bobby said their staff provides fixed route information for customers and encourages bus pass purchases.*
- xiii. *Bobby said they would like to better understand the project's big picture and make sure it works well for Providers and customers.*
- xiv. *Mark said that creating inter-local agreements is important to start the process of sharing trips to save money.*
- xv. *Geoff said that Runabout has created multi-agency agreements with other providers to share funding for trips provided.*

- xvi. *Geoff said that it will be important for decision makers to buy into the TMCC and know what they are getting for an investment in funding and staff resources.*
- xvii. *Geoff recommended a 5-year budget based on administrative, operating, and capital.*
- xviii. *Mark suggested that Phase 1-2 will enable no to low cost recommendations that leverage what the local partners are currently doing. He said the Provider gain is to share a ride when the host agency is unable to do so.*
- xix. *Omar recommended a success measures template be created for baseline information. Mark to send out an e-mail asking members to share what they feel should be*
- xx. *Justin suggested a metric asking ridership satisfaction now versus the future.*
- xxi. *Patti said that CHC's services are based on quality provided. Asked that all Providers agree to the same service standards. Geoff stated the services provided by all Providers may be different and client trip purpose may be different.*

5. Questions and Comments

Committee Members

6. Next Steps

Mark Shaffer

- a. Receive draft deliverables comments from FTA and finalize.
- b. Submit project final reports to FTA.
- c. Final MSAA Advisory Committee meeting – thank you for your commitment and participation!
- d. Ongoing TMCC project implementation – next steps and meeting

7. Closing Remarks

Committee Members