

San Luis Obispo County MSAA TMCC Project – Advisory Committee Meeting

Wednesday, August 31, 2016 - RTA Conference Room

1:30 – 3:00 pm PDT

Dial: 1-866-730-7512; Password: 236145#

Committee Chair: Mark Shaffer, Ride-On

AGENDA and NOTES

1. Welcome and Introductions

Mark Shaffer

- Welcome. Mark welcomed all attendees to the meeting.
- Attendees:
 - Geoff Straw and Omar McPherson, RTA
 - Mark Shaffer and Jason Portugal, Ride-On
 - Dawn Hardesty, Noblis
 - Sara Pontecchi, Smart Shuttle
 - Bobby Babaeian, Yellow Cab
 - Pete Rogers, Stephanie Hicks, and Mallory Jenkins, SLOCOG
 - Fred Monroe; consultant
 - Bruce Plowman, CalTrans
 - Murat Omay, Battelle
 - Noah Raynor, SLO Safe Ride
 - Todd Allen, RouteMatch Software
 - John Osumi, Bishop Peak Technology

2. MSAA Project Update

Mark Shaffer

- Mark discussed the draft ConOps review process, revision, and status. Mark will send a copy of the revised draft ConOps to all members.
- Mark referenced the hypothetical system. Presentation to be made during today's meeting. The hypothetical system reiterates the system design discussion held to date by the Advisory Committee and subcommittees.
- Mark stated the MSAA documents address Phase 2 and 3 technologies. Mark mentioned the need to address Phase 1 or "low hanging fruit."
- Ride-On is working on a draft agreement with RTA and South County Transit. This agreement may be able to be utilized as an agreement with other providers.
- Ride-On is developing a partnership with Yellow Cab to seek trip sharing opportunities to enhance customer service.
- Ride-On has upgraded phone system to transfer calls to partnering organizations.
- Go Denver app. Members of the Technology Subcommittee have researched the Go LA and Go Denver app's. Mark stated that he has been in touch with Cindy Patton, City of Denver, who is developing an RFP for these ongoing services.
- Mark referenced the recent NADTC grant application by Ride-On.
- Discussed the mobility website concept to be discussed later in the meeting.

3. Draft Concept of Operations – Hypothetical TMCC System **Todd Allen, RouteMatch Software**

- Todd provided a brief review of the draft ConOps, update on its status, and reviewed the hypothetical system design illustrated in the revised draft ConOps. The hypothetical system reflects the fully implemented proposed TMCC (considered as “Phase 3” in committee meetings) and consists of what has been proposed by the Technology Subcommittee for the system.
- Geoff mentioned that he needs more information on the cost/benefits for the proposed TMCC alternatives and asked that this information be addressed in the high-level system design phase. Mark stated this will be addressed by the project management team.

4. Upcoming MSAA Project Activities **Mark Shaffer**

- Pete inquired whether all operational requirements will be included in the System Requirements deliverable. Todd mentioned the deliverable is traditionally for the technology elements and can be expanded to include the required administrative and operational elements for the TMCC.

5. TMCC Website (Go-SLO.com) – Update **Jason Portugal, Ride-On**

- Mark discussed the concept of an initial website that meets MSAA customer needs and could be considered a “Phase 1” item. The website concept as proposed will be focused on meeting demand response customer needs.
- Jason provided an overview of the technical elements associated with the proposed website. Jason reviewed a previously provided document to all committee members that illustrates potential user options to assist customer mobility needs. Jason stated the 511 program’s colors and branding were used in designing the mock website.
- Pete mentioned that he is concerned the proposed website may be duplicative of the 511 system.
- Mark stated the proposed website concept is to provide active access for customers to be directed to providers.
- Stephanie stated the proposed website should be used for business to business purposes.
- Fred stated that it would be beneficial to incorporate the website concept under 511.
- Geoff suggested that the Advisory Committee first collaborate on securing information for the providers (in a business to business perspective).
- Mallory stated the 511 website could add provider trip fare information with ridesharing, fixed route, and others.
- Bobby said that his company was not aware of 511 until the MSAA process. Bobby suggested that 511 should communicate with the providers and benefits to the consumers. Bobby said there needs to be a system that is communicated effectively and providers engaged.
- Geoff stated the current agenda item’s discussion is not an MSAA grant item. This discussion is a local inter-agency coordination topic.

- Omar encouraged the conversation to continue off-line and brought back to the committee for discussion.
- Stephanie mentioned that human service calls are made to 511 and “warm referrals” are made to providers.
- Omar stated that training of all provider staff should occur to better understand each other’s services.
- Website concept (as proposed) should be for providers only at this time – not the public.
- Fred suggested the technology subcommittee identify the proposed paratransit fare charts. Fred mentioned using Yellow Cab San Francisco’s website for fare estimation. Bobby stated they have a fare estimator.
- Mark stated the proposed website concept will have an impact on Ride-On customer service.
- Noah said they need pick-up/drop addresses for their software to address cost. SLO Safe Ride can provide general public demand response trips between 8:00 pm – 3:00 am. During the day hours, SLO Safe Ride provides many shuttle/tour trips (i.e. such as for employers, tours, and others).

6. Questions and Comments

Committee Members

7. Next Steps

Mark Shaffer

- FTA ITS Workshop: MSAA Presentation, October 3, Asheville, NC
 - Mark stated that FTA is hosting an MSAA workshop at the National Rural and Intercity Bus Conference. He stated the project has been asked to present. Mark stated that Todd will attend the conference and has been asked to present on behalf of the project management team.
- Draft System Requirements preparation
 - Mark stated that FTA is sending the team a template for the System Requirements. This will be the next deliverable that will be worked on for the project. Mark stated the subcommittees will be engaged to assist in developing the requirements.
- Subcommittee Meetings
 - Next meetings date: September 27th
 - Technology/User-Rider Subcommittee meeting: 1:30-2:30 pm (location: TBD);
 - Transportation Providers Subcommittee meeting (focus on inter-agency agreements/discussion): 3:30-4:30 pm (location: TBD).
 - Mark will send out an e-mail to all subcommittee members to confirm the dates, times, and meeting locations.

8. Closing Remarks

Committee Members

- Pete discussed Measure J and this November’s transportation ballot measure.