

San Luis Obispo County MSAA TMCC Project – Advisory Committee Meeting

Tuesday, April 26, 2016 - RTA Conference Room

1:00 – 3:00 pm PDT

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

Committee Chair: Mark Shaffer, Ride-On

AGENDA

1. Welcome and Introductions

Mark Shaffer, Ride-On

a. Attendees (in person and by telephone):

- i. Geoff Straw and Omar McPherson, RTA
- ii. Mark Shaffer and Jason Portugal, Ride-On
- iii. Andrew Jackson, Amdal Transport Services
- iv. Dawn Hardesty, Noblis
- v. Sara Pontecchi, Smart Shuttle
- vi. Bobby Babaeian, Yellow Cab
- vii. Janeen Burlingame - City of Morro Bay Public Works, Morro Bay Transit
- viii. Tom Coogan and Todd Allen, RouteMatch Software
- ix. Noah Raynor, SLO Safe Ride
- x. Stephanie Hicks, SLOCOG
- xi. Kathleen Bellefontaine, SLO County Commission on Aging

2. MSAA Project Update

Mark Shaffer, Ride-On

- a. Development of draft Concept of Operations – update.
- b. Subcommittees are continuing to meet to develop elements of the project.
- c. Project phases. Three project phases, 1-3, are being considered to address elements of the project.
- d. Provide a copy of the draft ConOps to the Advisory Committee members for review and comment in May.
- e. Public survey and meeting input will be open through May. Ride-On staff are attending additional human service agency and committee meetings to receive additional input. This information will be provided to the Advisory Committee.

3. Subcommittee Updates

a. Transportation Provider

Geoff Straw, RTA

- i. Geoff and Mark provided an update for the subcommittee.
- ii. Subcommittee is reviewing elements of the project related to provider operations and administrative issues, such as training, driver drug testing, insurance, and other elements to support paratransit trip coordination,

such as creating inter-agency templates for trip coordination and other activities.

- iii. Created Spanish language survey on the Ride-On website. Jason will update the project's overview PowerPoint presentation on the website to a Spanish language version to ensure project understanding.

b. Technology

Justin Bradshaw, UCP

- i. Jason provided an update for the committee.
- ii. Jason discussed the importance of sharing data.
- iii. Private sector access to data is an option the committee discussed.
- iv. Interested in further discussing how the technology elements (i.e. provider databases) will benefit coordination and the customer.
- v. Omar stated that it is important to illustrate that recommendations in Phase 1 be revenue neutral and topics such as open source data be considered in Phase 2 and 3.
- vi. Geoff stated that it is important to identify the cost/benefit to the project's components in the phases. It is hard to justify taking operating funding away from other service elements without having full detail.
- vii. Referenced SLOCOG's Regional Rideshare "Know how to go!" website and resource document.
- viii. Omar referenced the interest of having a website for all agency staff to suggest ride options for customers. Omar feels this is a Phase 1 element.
- ix. Discussed modern database services (i.e. Hadoop) and other programming languages. Need to address very detailed systems design elements for the system.
- x. Fares. Discussed how to illustrate different provider fares due to zonal and other specific fare structures.

c. User/Rider

Mark Shaffer, Ride-On

- i. Emphasized current resources available to support the TMCC's services.
- ii. Addressed how this tool can be available to persons who access services in person and by phone.
- iii. Phone system. Referenced the importance of making services available after agency business hours.
 - 1. Andrew Jackson inquired how a person would book a trip after hours. Omar stated the concept is for the customer to choose a provider based on selected criteria then the trip booking will be sent to the appropriate providing agency. This process will vary by Phase. The Transportation Provider subcommittee will work through these details in cooperation with the Technology subcommittee.
- iv. Kathleen stated the Affordable Care Act has caused many senior citizens issues with access to health care. Kathleen shared a local senior citizen's medical need that can only be provided out-of-county at Stanford (a 3-4 hour drive away). There is a need for out-of-county transportation services information and connections to Stanford.

1. Mark stated the concept is for the project to assist agencies and customers with seeking transportation information and service availability. Stephanie clarified the TMCC project will not provide cost reduction opportunities for such trips.
2. Stephanie stated there may be opportunities for potential trip subsidization in the upcoming sales tax measure (in November). Mark stated the insurance companies should also be engaged in the cost coverage process for the family. He referenced that Ride-On can assist in this discussion for the family.
3. Geoff stated the MSAA project will assist in providing shared resource options with consumers.

4. Draft Concept of Operations – Overview

Todd Allen,
RouteMatch Software

- a. Todd provided a reviewed the PowerPoint presentation on the draft Concept of Operations.
- b. Comment.
 - i. Dawn Hardesty.
 1. Stated the System Requirements and High Level design are iterative processes and not a literal step by step process as listed in the V-diagram. Dawn recommended utilizing the FWHA resources. Todd asked Dawn if she could discuss with peers at FTA as the PMP was approved calling for these documents to be created as separate items.
 2. Will send information shared with Boulder, CO, MSAA team.
 3. Will share National ITS Architecture information for paratransit.

5. TMCC Project Draft Goals, Objectives, and Phases

Mark Shaffer, Ride-On

- a. Mark reviewed the project goals, objectives, and phases worksheet. Mark stated the items in the document were compiled by stakeholder and public feedback received to date. Mark stated that public input will be open through May and Ride-On staff are presenting at human service committee meetings next month for additional feedback.
- b. Geoff stated that he wants to ensure the project has a cost/benefit analysis to determine whether the project is able to move forward with public funding being utilized in an efficient and effective manner.
- c. Mark stated the cost/benefit will be addressed in the high-level design deliverable and that technology transfer is a very important aspect of this project for other communities to learn when developing a TMCC.
- d. Stephanie stated there are items that have been completed in the Goals-Objectives-Phases document and they can be checked off. Mark welcomed any feedback on this topic.

6. Questions and Comments

Committee Members

7. Next Steps

Mark Shaffer, Ride-On

- a. FTA ITS Workshop: MSAAs Presentation, May 3-4, Denver, CO
 - i. Mark and Todd to attend. Mark to present an update on the project's status.
- b. Draft Concept of Operations – submit to FTA: May 15
 - i. In process of being developed. Mark said that a draft document will include a brief executive summary as well. The TMCCAC will receive a copy for comment.
- c. Subcommittee Meetings – May (dates to be determined)
 - i. Mark stated that he will send out the next subcommittee meeting dates in the next two weeks.

8. Closing Remarks