San Luis Obispo County, CA
Travel Management Coordination Center (TMCC)

Federal Transit Administration
Mobility Services for All Americans (MSAA) Initiative

January 2016

San Luis Obispo County TMCC/MSAA Project

Project Focus

- To design an interoperable, replicable, and scalable mobile technology system with the goal of coordinating Paratransit passenger trips among partnering community transportation agencies and sharing this service information in real-time with the public.

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Project Partners

- United Cerebral Palsy of San Luis Obispo County/ Ride-On Transportation
- San Luis Obispo Regional Transit Authority (RTA)
- San Luis Obispo Council of Governments
- RouteMatch Software
- Community Health Centers
- San Luis Obispo Regional Rideshare
- San Luis Obispo Safe Ride
- Local Taxi/Shuttle Service Providers
- Local Human Service Agencies

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TMCC Advisory Committee Stakeholders

- United States Department of Transportation (USDOT), Federal Transit Administration (FTA)

- California Department of Transportation (CalTrans)

- City of San Luis Obispo (SLO Transit)

- CenCal Health (Medi-Cal)

- Cal Poly State University – San Luis Obispo

- United States Department of Veterans Affairs

- USDOT/Federal Highway Administration (FHWA)

- Amtrak

- Others as appropriate

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TMCC Project - Overview

- **Purpose:** Coordinate regional paratransit services through use of Intelligent Transportation Systems (ITS) technology.

- **Leverage:** Utilize the ITS Systems Engineering and stakeholder planning processes to design and develop a scalable and replicable TMCC.

- **Project Duration:** 18 months

- **Expected Outcomes:**

  (1) Explore all local Partners' institutional barriers to regional paratransit coordination.

  (2) Seek a common solution to leverage ITS to identify opportunities to link Partner databases and services in real-time while providing immediate information to customers.

  (3) Create a detailed set of system design documents on how to build, fund, and sustain the TMCC.

  (4) Receive planning guidance on how to address any observed institutional coordination barriers.

  (5) Demonstration of a Common Fleet Information Platform (TMCC).*

  (6) Inter-agency paratransit coordination and increased customer mobility.

  (7) Provide all deliverables to FTA as requested in a timely manner.

  MSAA funding does not include implementation and deployment in support of the TMCC.

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TMCC Project – Deliverables and Timeframe

Deliverable	Timeframe
Deliverable #1: Create a Detailed Project Plan & Schedule Document	**November 2015 - January 2016**
Deliverable #2: Create the TMCC Concept of Operations Document (what is the TMCC and issues impacting its development)	**January – April 2016**
Deliverable #3: Develop the TMCC System Requirements Document (TMCC operation and technology expectations)	**May – June 2016**
Deliverable #4: Create the TMCC High Level System Design Document (explore, evaluate, and determine TMCC alternatives – select preferred design)	**July – August, 2016**
Deliverable #5: Prepare the TMCC Phased Implementation Plan Document (Formalize a task and timeline plan for implementing the TMCC)	**September – October 2016**
Deliverable #6: Common Fleet Information Platform (Final detailed design (prototype) and test plan for the technology elements of the TMCC)	**October 2016 – June 2017**

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TMCC Project – Deliverables and Timeframe, continued

Deliverable	Timeframe
Deliverable #7: Prepare Draft Final Report & Briefings (submit final project report to FTA and provide briefings as needed)	**October 2015 - June 2017**
Other Deliverables/Meetings: • Project Management team meetings. • Attend required FTA meetings, including national events. • Hold quarterly TMCC Advisory Committee meetings. • Hold Public Forums (2) - March and fall 2016. • Project Staff: Ride-On and RouteMatch Software.	**October 2015 – June 2017**
Oversight Review & FTA Reports • Project management and oversight (Ride-On and RTA). • Ensure that all Deliverable reports are submitted to FTA for review/approval. • Complete FTA monthly and quarterly project reports.	**September 2015 – January 2017**

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What is a TMCC?

USDOT Generic Definition:

"...provides one-stop, unified customer-based travel information and trip planning services, and supports coordinated human services transportation operations." [1]

(1) Source: USDOT - http://www.its.dot.gov/msaa/TMCC_ConOps.htm#sthash.3JtlWNRO.dpuf

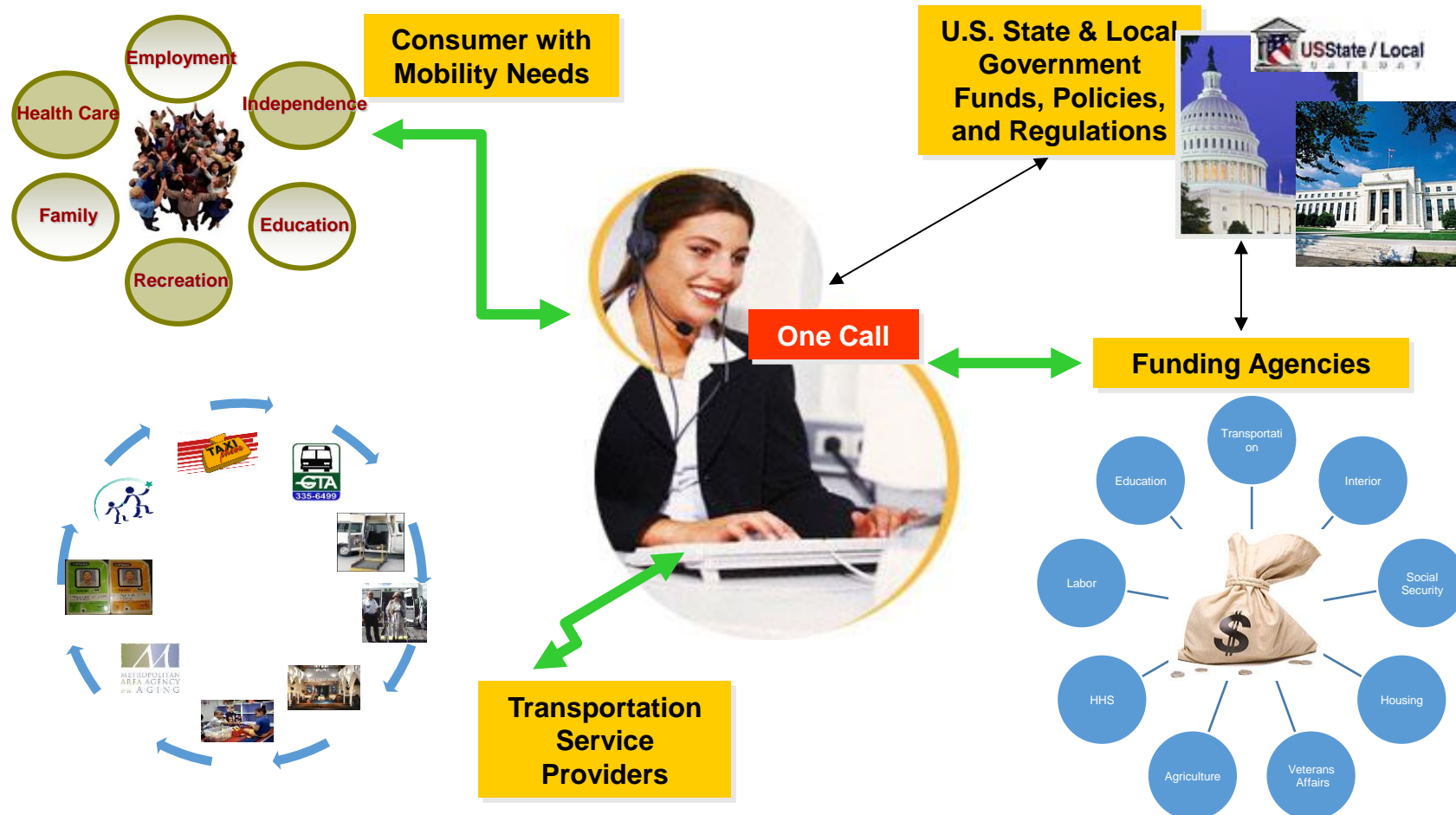# San Luis Obispo County TMCC/MSAA Project

What is a TMCC?

It is:
- People focused.
- Mobility enabling.
- Partnership oriented.
- Community determined.
- Technology inclusive.
- **Yours to design!**

It may include…
- Multiple provider partners.
- Operational collaboration.
- Service coordination.
- One-Call/One-Click Center.
  - In-person mobility services.
  - Telephone-based mobility services.
  - Internet and mobile services.
- Information & Referral.
- Inter-agency agreements.
- Technology enabling.
- Travel training.
- Maintenance agreements.
- Other items of interest.

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What is a TMCC? An example...

Consumer with Mobility Needs

Employment · Independence · Health Care · Family · Recreation · Education

U.S. State & Local Government Funds, Policies, and Regulations

One Call

Funding Agencies

Transportation · Interior · Education · Social Security · Labor · Housing · HHS · Veterans Affairs · Agriculture

Transportation Service Providers

Courtesy: USDOT

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What is a TMCC?

Questions for Committee Feedback:

- **What do you consider a TMCC?**

- **How could a TMCC improve transportation for your organization/business?**

- **What barriers do you see to implementing a successful TMCC?**

- **How will the TMCC benefit the transportation user?**

- **How could a TMCC improve the current transportation delivery system?**

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- **Questions and Comments**

- **Project Contacts:**

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