

## Complete Trip - ITS4US Program ConOps Webinar: Chat Log Transcript - California Association of Coordinated Transport (CALACT) (07/20/21)

Wajahat Nassar: I have not received a call on my phone, what should I do?

Emily Blattmachr, Resource Data: I will be taking notes throughout this webinar, but would it be possible to get a copy of the closed captioning as well, after the meeting?

Carlos Alban (ITS America): To join the audio conference please dial 1-866-398-2885 and use the passcode 426684 to join the webinar audio.

Wajahat Nassar: my phone wont dial as it is an international call. I tried receive call but it did not work.

patrick, us dot/fta: Can we please have copies of the presentations?

Carlos Alban (ITS America): Hello Wajahat, here are some additional international numbers that may be of use to you:

<https://www.myrplus.com/cnums.asp?bwebid=8369444&ppc=426684&num=1-605-475-5604>

Carlos Alban (ITS America): Patrick, the presentations will be posted on the ITS4US program website along with the recording in the near future

Wajahat Nassar: do you have an international toll free number? I can give you my number perhaps you can arrange the call?

Carlos Alban (ITS America): The only numbers we have are the ones provided in the link above.

Wajahat Nassar: ok. can I send you my number to arrange the call?

Carlos Alban (ITS America): Wajahat, unfortunately the user must call in themselves to connect to audio. If the list of phone numbers provided do not work then I am happy to make sure you receive notification when the recording is available for viewing.

Carlos Alban (ITS America): As a reminder, you can provide any questions for our presenters in this chat pod

Jeff Price: I had lots of trouble with Adobe getting in, but I am here now.

Carlos Alban (ITS America): Hello Jeff, I'm glad you were able to join us.

Kevin Kane: Finally hooked up audio as well as Visuals

Paige West: Is the outcome of this project similar to a One Call One Click center?

Kathy Fitzpatrick: Hi Paige--that's what I've been calling it, but it might depend on each state's goals. Interested in hearing how Sarah Hackett would answer that q?

Jeff Hazen: Paige/Kathy, it's much larger than that.

Kathy Fitzpatrick: But seems like the rider-facing functions are the same as one call-one click.

Kathy Fitzpatrick: the purpose of

Thomas Craig, CALACT, he/him: At a high level, we can think of this as a 3-state-wide one call

one click program. But, like a "public option" (a la ObamaCare) for one-call one click technology--we aren't trying to get in the way of those systems where they already exist.

Kathy Fitzpatrick: Jeff, when can we get Thomas to present to PTAC?

Jeff Hazen: It's on my radar.

Kathy Fitzpatrick: Fabulous!! And Sarah H. of course.

Marcy Jaffe: Who will sign the Google License Agreement? Will CALACT sign for all in CA?

Kathy Fitzpatrick: Trillium manages the Google (etc.) license agreement for ODOT--would it work like that?

Gillian Gillett: @Paige: Rather than focus on the solution/method, we propose to start with basics such as Who Provides Service? Which services do they provide? What is the cost of the services? This is an industry in which the lack of standardization makes it difficult to find the product.

Kona Farry: Data directory is awesome. As a small, independent app developer, I often struggle to find a real time or GTFS feed for an agency that I know publishes them, especially smaller or more rural ones. If I understand this correctly, this would collect GTFS (GTFS-rt too?) in one spot, which is really helpful.

Gillian Gillett: If you are a coffee shop, do you have the Association of Coffee Shops sign your contract with your cash register?

Kathy Fitzpatrick: This would have been super helpful when the state was trying to provide transit info to people trying to get to vaccine appointments and events.

Gillian Gillett: @Kathy: Exactly. Low-key, super-useful basics that we can build on.

Marcy Jaffe: How much will agencies need to budget for the ongoing costs, beyond this five-year study timeline, for scheduling software or keeping data up to date for all participating agencies? Can agencies opt in or opt out? Will participation be mandated by state DOT?

Gillian Gillett: @Marcy: When each agency makes their own decisions and custom-builds (or has nothing, if they are small), how much does that cost? All of this is opt-in. Do agencies want to be seen on the phones already in nearly every adult's possession? Do transit agencies want to accept payment using the payment methods in the top of most wallets?

Jeff Hazen: This will help rural agencies get into the 21st century!

Gillian Gillett: @Jeff: we hope so, and propose doing what the DOTs can do to focus the market on the needs of the full range of agencies and providers across the three states.

Joe Rye: it's not that most rural transit staff are ignorant or change resistant, it's the fact that they are horribly understaffed, combined with less push from riders for modern convenience, that's why the rural's appear so backward!

Jacklyn Cuddy: Jeff that is one of our goals to provide assistance to rural agencies to be able to put their data into trip planning for all riders

Joe Rye: oh, and the ridiculous lack of rural transit capital funding. Caltrans MUST allow rural to utilize COVID Fed funds for capital, or an opportunity will be lost

Jacklyn Cuddy: Joe- We understand that is why the project will provide technical assistance with implementing trip planning programs

Gillian Gillett: @Joe: the small and rural agencies are in my experience very forward-thinking and flexible. The problem is they have a teeny tiny market share that prevents them from defining and accessing the goods and services they need. DOTs can help.

Jeff Hazen: None of us is as smart as all of us.

Gillian Gillett: @Jeff: Bingo!

Kathy Fitzpatrick: Hoping that the big transit agencies are equally on board. I've found that they are sometimes the barrier to working together.

Gillian Gillett: @Kathy: it's opt-in. Who knows, the smaller agencies might achieve a Wrinkle in Time that the bigger agencies also see value in. Certainly the big agencies have adopted GTFS.

Kathy Fitzpatrick: True! And we should thank TriMet for that!

Jacklyn Cuddy: Please make sure your phones are muted for the speakers. Thanks

Gillian Gillett: @Kathy: yes, and NYC MTA went to open loop payments, so we should thank them (and FL) too.

patrick, us dot/fta: This system should be able to handle a region such as the San Francisco Bay Area, with nine transit agencies with different modalities and fare structures, diverse populations, and the need for many cross town demands that might serve multiple urban centers

patrick, us dot/fta: Open Loop and Account Based Fare Payment is necessary

patrick, us dot/fta: Nothing there (slide 42) about Fare Payment

Bill Staderman: Pleas remind me where I can find these slides.....

patrick, us dot/fta: They will send you an email

Gillian Gillett: @patrick: RID 14

Thomas Craig, CALACT, he/him: RID-14 and RID 14-1 include required needs regarding the cost and payment media

patrick, us dot/fta: Sorry

Bill Staderman: thank you

patrick, us dot/fta: Got it

patrick, us dot/fta: Not sure what "standard" means

patrick, us dot/fta: Should be a specific requirement that coins, currency, and a closed loop proprietary fare payment card not required

Kathy Fitzpatrick: To confirm: fare payment is included under required? But it will be developed only as an option for each DOT?

patrick, us dot/fta: Needs to be developed in concert with scheduling and dispatching functions

Gillian Gillett: @patrick and @kathy: is it "known" how customers can pay each operator and what the cost is today? If not, could we begin with publishing that?

Gillian Gillett: @patrick: often not in a standardized way. How do the publicly available maps and apps find the cost(s) and payment methods?

Kathy Fitzpatrick: Thomas, I'm thinking that the agencies I work with actually might be able to use this system to bundle rides like the trip you talked about--Sherman County is taking a Vet to the VA in Portland and can pick up another Vet in Wasco Co. as they drive through IF they knew that that Vet needed the ride (through this system).

patrick, us dot/fta: I think there are many third party mobile apps that work with many different transit agencies, and they know the fares and schedules, it seems

Gretchen Newcomb: curious how GOFS is being anticipated/incorporated ?

Jeff Hazen: We are very fortunate in Oregon that ODOT picks up the tab for the GTFS program for all agencies.

Jacklyn Cuddy: WSDOT is also paying for getting data into GTFS

Jacklyn Cuddy: Patrick, the one thing most apps do not have is discounted fares for seniors, vets and ADA eligible riders

Kathy Fitzpatrick: The ODOT-sponsored program provides the GTFS feed AND Trillium also manages the Google, Bing, Microsoft etc. agreements which is critical.

patrick, us dot/fta: Yeah, we need to fix that

Kathy Fitzpatrick: Hoping that WSDOT will include the agreement feature in their contract with Trillium.

Jacklyn Cuddy: That is what we are hoping to change with this project

patrick, us dot/fta: Also need Fare Capping Function

Jacklyn Cuddy: It was a key issue identified by current users we interviewed

patrick, us dot/fta: Now, some special fares and monthly passes require you to register with the agency

Jeff Hazen: Patrick, we have fare capping with our e-fare system. Not all agencies want fare capping.

patrick, us dot/fta: What we are doing here is more helpful to travelers and visitors than it would

be to residents and commuters

Kathy Fitzpatrick: @Thomas--really good point. Thanks for highlighting that.

Kathy Fitzpatrick: (dramatic reduction in contracting and procurement painfulness and cost)

Kathy Fitzpatrick: Most rural riders need to cross at least one county line. In my region, they usually have to cross two county lines and a state line OR/WA.

Navaneeth Das: Did indoor navigation come up as one of the stakeholders requirement?

patrick, us dot/fta: @ Kathy: Many urban commuters cross county and state lines as well

Jacklyn Cuddy: Kathy that is true but many transit agencies don't have trip planning information to cross county, city jurisdictions

patrick, us dot/fta: Indoor Navigation?

Jeff Hazen: Keeping it simple is crucial!

Jacklyn Cuddy: Do you mean navigating in a transit station or inside the bus?

Navaneeth Das: Yes

patrick, us dot/fta: In Station Wayfinding!

Navaneeth Das: Navigation inside the station

Kathy Fitzpatrick: @Jacklyn Exactly. Just flagging why this is so important!

Jacklyn Cuddy: Yes wayfinding did come up as a user need and is a priority for this project

Thomas Craig, CALACT, he/him: @ Kona, yes, RT too!

patrick, us dot/fta: Timed Transfers between agencies also necessary

Sarah Hackett, Oregon DOT: UW webinar is next Monday

Thomas Craig, CALACT, he/him: @patrick yes one analysis question we're looking at is optimizing transfers, or providing tools to support that

Kathy Fitzpatrick: Yes, thank you all! Impressive list of partners involved!

Gillian Gillett: Thank you for this tremendous opportunity, and for the questions and comments! I can be reached at [gillian.gillett@dot.ca.gov](mailto:gillian.gillett@dot.ca.gov). Cheers!

Elina Zlotchenko: Great Job!

Jacklyn Cuddy: Thanks Everyone for attending today.

Thomas Craig, CALACT, he/him: [its4us@calact.org](mailto:its4us@calact.org) also [thomas@calact.org](mailto:thomas@calact.org) for any questions

Navaneeth Das: Please use fewer acronyms next time.

Thomas Craig, CALACT, he/him: thanks all!

Natalie Smusz-Mengelkoch (ARC Team): thank you!!

patrick, us dot/fta: Everybody stay well and healthy

Burak Konuk: Thank you!