

Technical Task Force Meeting
April 18, 2008

Attendees:

Robert Koska, NJ Transit
Joy Merulla, Camden County Div. Senior & Disabled Services
Ed Hess, Camden County Board of Social Services
Winifred Miller, Camden County board of Social Services
Steve Fittante, Laredo Policy Research, Inc/VTC
Eric Grugel, DVRPC
Michael Randolph, NJ Transit – Access Link
Terri Hirschhorn, NJ DHS
Donna Kovalevich, SCUCS/Sen Han Transit
Rodney Bush-Roland, To 'n Fro Trans
Peter Bilton, VTC
Jeffrey S. Swartz, CCWIB
Robin Widing, Widing Group
Gregg DeBaere, Atlantic Coast Comm.
Bernadette Mahoney, CPAC
Tom McAdams, SJTA
Carol Miller, SJTA
Donna Johnston, CCWIB

Donna Johnston welcomed everyone. After introductions around the table, Pippa Woods updated the Task Force. Working hard to reach out and meet with key stakeholders concerning technical elements. Project about technology needed to share information between providers and funders; the customers gain the information they need to use the system; sharing information among providers first priority to gain efficiency; coordinating human services transportation and public transportation. There is a broader environment in which the TMCC will work, but our focus is on the TMCC which will start on a small scale and grow. Technology to coordinate is the actual project.

Questions/Information: funding cuts

Evaluation aspect of the project (3 handouts):

- intention is to show that through coordination afforded by technology we can move the same amount of people for less
- establish how the outcomes/success of the project is measured
- Table 5 (handout): original hypothesis >> how we will measure whether the TMCC is doing what we say it will; MOEs reflect quantitative spreadsheet and Table 6
- Quantitative data collection spreadsheet (handout): looking at data that is already collected to lessen the burden for providers; this should offer a good base line that meets what Table 5 says – going back to the goals
 - agency report represents what providers are already collecting
 - basis for measuring; hoping for 2007 data and a couple months from 2008

- build into partnership so it won't be a burden
- Steve will be calling some of the smaller providers to collect this data
- efficiency and effectiveness primary measured through trips per hour, trips per mile considering costs per trip as well as type of mode (apples to apples; oranges to oranges)
- ratio of hours of operations to trips is a good measure
- Commonality between providers seems to be passenger trips per hour
- evaluation about measuring change as a result of TMCC; capture information without adding a burden
- transportation side of the house measures things differently than the human services side of the house
- could have an increase in passengers per hour and a rise in cost, i.e. cost of fuel; a lot of what we will be doing is increasing passengers during off-peak times
- once TMCC is going, data collection will help develop projections for meeting growing demand
- want to capture the most likely providers in the baseline data though they may not actually participate
- letters of intent to participate from providers and funders
- Table 6, qualitative data collection (handout)
 - talk over the next few weeks with Carol (SJTA) and Donna (SenHan) concerning customer surveys each circulates with an idea of adding a question or two

Point of coordination in a federated TMCC refers to *new* clients/riders

High Level Subsystem Designs (handout):

- Steve led walk through the draft high level design
 - Global Positioning System (GPS) is the basis for the Automated Vehicle Location (AVL), Mobile Data Computers (MDC) and dispatch functions of the system
 - Add mounting hardware to lists
 - COTS = Commercial Off The Shelf; hardware/software already exist for purchase off the shelf
 - vehicle monitoring that alerts to tire pressure, engine problems, and so on related to vehicle maintenance
 - for AccessLink to install in one vehicle costs @ \$5,000
 - SenHan uses a web-based GPS system; web-based systems have less maintenance
 - part of this process is developing alternative systems
 - a lot of discussions with AccessLink over the next weeks because of what they already have invested in technology
 - One-Call center will not be operating vehicles so we are looking at work stations only
 - numbers/counts are a stab at what will be needed and with input will change

- we need to document how we selected from a range of alternatives
- this will include a training component on the technology which will have to be priced and included
- This is only a beginning draft which does not include everything; this is as far as we have gotten
- required to have a failure mode and a backup system
- Clever Devices vendor provides stop annunciation and “Next Bus” type alerts/information
- Working on telephone system now and looking at “smart card” systems/models

211 RFP handout

- Pippa has had conversations with Barbara Gallagher, Director, United Way 211 at State level
- RFP gets into details that help frame out what a call center is

Concerned about how quickly technology is out of date:

- this is one reason we are looking at a web based approach; maintenance/upgrade is less costly
- also talking with Google Transit about a county level pilot
- this is part of the sustainability piece of the proposal
- hardware life cycle
- How much of these services exist now on web based? Need to keep this in mind.
- AccessLink works with Trapeze on testing new ideas and is a great resource for this project

Visit the website for all meeting materials and notes and deliverables to DOT:

<http://www.cwib.com/Transportation/Welcome.htm>

Next meeting: Friday, May 2, 2008, 10 AM at the One-Stop