



DATE: January 11, 2018

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

FROM: CLAIRE GRASTY, PROGRAM MANAGER – PLANNING

SUBJECT: ONE-CALL / ONE-CLICK NEEDS AND APPOINTMENT OF SUBCOMMITTEE

RECOMMENDATION:

- Discuss priorities for a one-call/one-click program and efforts to reduce the information gap
- Appoint a subcommittee to work with social service agencies to determine most important aspects for a one-call/one-click center to include

BACKGROUND AND DISCUSSION:

One of the top gaps identified in the Coordinated Human Services Transportation Plan (Coordinated Plan) is information gaps. This plan suggests integrating information, ensuring all operators are on Google Transit, promoting trip planning capabilities, developing an interactive map, supporting demand response trip planning and integrating trip planning with real time transit information. Some of the strategies recommended in the plan involve a one-call/one-click system, promoting GTFS for all providers, links to all transit services on all public operators' websites and an interactive countywide web-based map showing routes.

With the implementation of a new Automatic Vehicle Location (AVL system), many of these suggestions will be implemented. All operators will be on Google Transit, there will be an interactive map with all the operators featured and trip planning will be integrated with real time information. All of this will be promoted as part of the AVL launch.

Additionally, in relation to the 5310 Large Urbanized Area call for projects, VCTC is interested in understanding the operators' needs and desires if a one-call/one-click system were to be implemented or other improvements that can be made to help reduce the information gap.