

Moving More Merrily

Integrated Mobility Innovation Demonstration Program

Quarterly Report (CY2021 Q4)

TriMet Steps to MOD and MPI

Top Accomplishments of the Quarter

Provide a list of the top three accomplishments from your project in the quarter.

1. Confirmation of Mobility Performance Metrics report.
2. Refinements to the machine learning model based transit arrival and departure prediction engine.
3. Internal, beta testing launch of the Smart Mobility Platform.

Overview of Statement of Work Progress

Task	Task Name	Sub-Tasks	Status/Notes
1	Innovative Payment	<p>1.1 Business Case for Integrated Payment</p> <p>1.2 Expanding Open Payment</p>	<p>Subtask 1.1: Completed. Final Draft of Integrated Payments Business case was submitted 10/21. Waiting for FTA review for possible revisions.</p> <p>Subtask 1.2: At Risk. The designs submitted as a part of the demonstration phase on 10/21 require the utilization of a Payment Account Reference (PAR) number to associate “n” number of card instances with the same payment account (e.g. physical card, same digital card in wallet, same digital card in watch). This is necessary for a streamlined user experience as today we do not have a way of associating different variations of the same card back to a single account. Our implementation will need to qualify for Visa’s new Mobility & Transport Transaction certification. This will significantly delay our ability to register open payment cards to a customer account and associate a reduced fare with that card.</p>

		<p>1.3 Expanding/Extending HOP Functionality</p> <p>1.4 Improving access for the unbanked and underbanked</p>	<p>Subtask 1.2b. Timeline Concern: See 1.2a, this will significantly delay our ability to register open payment cards and allow customers to view the tap history and fare capping progress associated with their open payment cards. We are still considering allowing anonymous open payment cards to build towards a 1-month fare cap. INIT is composing a project schedule to recommend when this could happen in 2022.</p> <p>Subtask 1.3a & 1.3b Waiting on INIT & moovel to provide a project schedule on when the account management efforts could be completed. TriMet leadership would then need to sign-off on introducing non-personalized virtual Hop cards for institutions and personalized Honored Citizen riders without an accompanying inspection solution. TriMet is anticipating releasing an inspection RFP sometime in 2022.</p> <p>Subtask 1.4a This work is no longer being pursued per the demonstration conclusion submitted 10/21. There was no funding associated with this effort.</p> <p>Subtask 1.4b This work is on-hold until a director level decision can be made on investing in the update. We have received a project schedule from Ready Credit that shows a 5 month timeline from build through launch. Moovel has also provided a change order with the price associated with their work to support this.</p>
2	Customer Experience	2.1 Customer communication around fare capping as a traveler incentives and rewards program	Subtask 2.1: Emails encouraging progress towards the 1-month fare cap are being tested in our test environment. There is momentum to have this go-live in production Q1 of 2022.

		<p>2.2 Incorporating Real-Time Incident and Congestion Information</p> <p>2.3 Partnering to Scale the City of Portland Transportation Incentive Program</p> <p>2.4 System Integration</p>	<p>TriMet developers finalized a memo detailing prediction quality improvements using a machine learning model. TriMet procured data from Waze to be integrated into the Smart Mobility Platform.</p> <p>Subtask 2.3: PBOT’s vendor RideShark is working with TriMet’s security team to pass our security audit before being granted access to the Hop system for initial proof of concept design, build and testing.</p> <p>Subtask 2.4: TriMet is working with IBI Group to develop a standalone trip planning mobile application for testing with a select group of riders and agency staff.</p>
3	Mobility Data	<p>3.1 Define framework for assessing improvements in Transit Quality</p> <p>3.2 Mobility Analysis Benchmarks</p> <p>3.4 Demonstrate framework for assessing improvements in Transit Quality</p>	<p>Fehr & Peers coordinated with Urban Logiq to iterate through the existing MPM list and flush out potential use cases identified to data sources linked to Mobility Performance Metrics.</p> <p>Final list of Mobility Performance Metrics were confirmed and adopted by the project management team to facilitate moving the Smart Mobility Platform forward.</p> <p>Fehr & Peers coordinated with TriMet and Urban Logiq to create Hop fastpass Origin/Destination/Transfer validation and quality control documentation and process.</p> <p>Facilitated the acquisition of Uber data for analysis in the Smart Mobility Platform</p> <p>Drafted a quality control document for the SMP use cases and datasets</p>

			<p>Drafted data management plan updates for adoption in 2022.</p> <p>Created an automated pipeline of OpenTripPlanner trip request logs to the SMP.</p>
4	Project Management	<p>Working group meetings</p> <p>Quarterly Progress Reports</p>	<p>On track. We held weekly working group meetings with Urbanlogiq, Fehr & Peers and other project partners.</p> <p>On track</p>

Major Activities Expected in the Coming Quarter

Key Activities Expected in the Coming Quarter:

- Continue user testing of Smart Mobility Platform and refine for specific use cases
- Develop and test standalone mobile application for Task 2.4