

Kick Off Session 1 Transcript

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00:05

There she is.



00:10

Hi, Charlie. And my apologies. I had technical problems I was in this loop without look. So apologies to everyone.



00:17

So sorry. Hey, it's, it's life in this new age, I think. Anyway, thank you for being here. We'll go ahead and get started. Welcome, everybody. My name is Charlie Dixon, and I am with the community transportation Association of America. And I want to welcome everybody to our first meeting here on our project of developing mobility on demand solutions for persons with disabilities and older adults. Congratulations to everybody here for making it this far, we really appreciate it. Our zoom meetings this week are rather poor substitute for an in person meeting that we had hoped to be able to have at the beginning of this project. But travel and other things not being possible. That won't be the case. So over the course of the next three days, we hope to lay out the vision for this project, hear from everybody about what they're going to be doing. Tomorrow, we'll take a deeper dive both into inclusive planning, and mobility on demand. And then we'll have a chance to hear from each of the projects more about your visions for mobility on demand. And then we'll wrap it up on Friday with all the fun stuff about reporting and finance forms, in the rest of that. So that is the outlook for the week for today. I think there's so many people on the call, I'm not going to ask everybody to go around and introduce themselves right now. As

we go through today's agenda, though, we will have a chance to hear from everybody. And means to have everybody say hi. We're going to start with some remarks from some of our from our funder and some of our federal partners, then we'll introduce the national project team. And then we'll get a chance to actually hear from the projects. And have you all introduce yourselves and introduce your team in your project. So to get us started, I'm going to call on Lauren Gerhard. And Laurie is the director of Energy Agency innovation, with the Administration for Community Living ACL, which is part of the US Department of Health and Human Services. And as I think everybody's aware, they are the organization that is actually funding this project. And so I would bail, like to ask Laurie to say a few words about what ACL is looking for from this project in some of the outcomes they're hoping to find. So, Laurie, please take it away.



03:33

Thank you so much, Charlie. And good afternoon, everyone. On behalf of our administrator Lance Robertson, our principal deputy administrator Mary Liz air, and the ACL, leadership team and staff we congratulate you on receiving the inclusive planning mobility on demand transportation grant. We're so excited to be working with you. Our national partners the community Technology Association of America, the National Association of Area Agencies on Aging, also known as and for a IHI UMass Boston and the David Bernstein consulting, as well as the AARP Public Policy Institute and the nine Federal Transit Administration and Administration for Community Living, transportation resource centers, and our federal partners on the coordinating council on access and mobility, to work together with you to use an inclusive planning, development and implementation process to develop and implement a mobility on demand transportation system. This is an exciting time for our country and for the people that we serve. We know that inclusive planning starts with the people that use the transportation services, and involving them. In other words, listening to their ideas and perspectives through the development and implementation process and ongoing operations, results in a transportation system and services that work And are responsive to the needs of the people they serve. Through the inclusive community transportation grant program, we've learned from grantees like you. And literally, we really mean grantees like you and some of you are in on the teams, how to do inclusive planning. And as a result of your work, there are several resources that are available on the transit planning for all website. And you're going to hear more about these resources. And many thanks to those of you who have contributed and helped create them. We're we are eager to learn from you and hear your experiences while we also offer our support. We also know that people in Denmark have benefited greatly from their mobility on demand transportation system. And we look forward to learning how we can develop and implement a mobility on demand transportation system in the United States using an inclusive planning process. Through

this program, you'll be picked, you will be paving a road toward the next generation of transportation services and systems. We learned so much from the demonstration programs and are excited to hear about your discoveries and insights. As we go through this journey together. We also know that partnerships are key to leveraging our knowledge, skills and expertise, and resources and getting to the best solutions and outcomes. Throughout the kickoff meeting and our and through our journey together over this demonstration grant program, you'll engage with our partners at the federal national level and learn about the resources they offer to support you in your work and their interests in your programs. You'll also be developing partnerships in your communities and states. And we want to hear about those partnerships. We'd like to know how those partnerships have contributed to the success of your mobility on demand transportation systems. And what what you've discovered through that partnership work with those other organizations. I'd like to introduce our partners and colleagues and friends from the Federal Transit Administration. That because they travel this journey with us every day, and we're so delighted to be working together with them. So with us today is Maryanne stock, who is the chief rural and targeted programs director, the chief of the rural and targeted programs at the Federal Transit Administration, and go away torne, who is the director for the mobility innovation Office of Research, demonstration innovation, to provide some opening remarks. So Marianne, I'll hand things off to you.



07:43

Mariana Maryam, you're muted right now.



07:47

Okay, thank you.



07:48

There we go. I started with Thank you, Laurie. So thank you, Laurie, it's always a pleasure to extend our partnership and be meeting together with ACL.



08:02

Many of you on this call



08:03

are probably already aware that we have a long standing partnership as co members of the coordinating council on access and mobility. And that we co manage our TechNet, the FDA Technical Assistance Center, the National aging and disability Transportation Center. And we've been very pleased to also participate in these grant programs as ACL has moved them forward. And I'm so excited that this program is now moving into a mobility on demand type of program, which is really I imagine modeled on on the FTA program by the same name. So that's, it's really exciting to advance our partnership in this way. And also, in looking at the list of recently awarded grants that are all on here, I think I am not mistaking anything to say that you're all also grantees of the FTA. So that's doubly exciting. And we love to see this kind of coordination.



09:12

Um,



09:14

the partnership



09:15

also, I just wanted to mention that ACL, of course, is pioneer in coordination with us and allowing the Older Americans Act funding to use this local match on our section 5310 program. And so that's also, you know, a really exciting thing that enables coordination at the grantee level and enables our federal funding to go a little bit further. So that's really all I have to say, I'm going to turn it over to bwe who can probably give you a lot more context about mobility on demand specifically, so take it away, go away.



09:54

Thank you, Marian. Can you guys hear me



09:58

all right. That's a lot of pressure because Mary just Adam doesn't say a lot about mo D. And it was I realized myself is actually right before Jana, which is another pressure point,

because I know she's going to have a lot of fun stuff to share. So I would try my best. And first of all, congratulations to all of you that receive HHS ACL grant on locally on demand, this is something that really believe in my heart. And I'm very happy and thrilled to know that our close partners and its users continue to move this forward along with us. So I also toe Marian. And I think a number of you that I'm not going to have a PowerPoint slides, which I like, again, it's not going to be the last time I live so I'm going to take the liberty and just show up just a very few slides and kind of helped me to to tell the story of M od. Tell me if YOU CAN SEE SLIDE any someone give me Missy share? Can you guys see it?



11:08

We can.



11:09

All right. So



11:13

okay, so this is a picture that I have use, I think I hope that most of you if not all of you have the picture in your mind like a geese normally they move together, right? So you see it, when you see one, you'll see a whole lot of them. And most of them or be even though there will be just kind of eating grass and do whatever they do. But you always see in, in a group that they're few, a minority, their job is not to eat, right. So their job is to look up and kind of stick out their neck and kind of look around what's going on. And for the purpose is to identify threat, right? So in our world, I would like to, I would like to be that key groups to identify threats and opportunities, because there's a whole lot of opportunities out there. If we don't open our eyes, open our minds to look for it and to seek out opportunity to collaborate you know, like for instance of tnh we have been close partner, I think we need to do more of those. So I hope myself to be that one that stick out the neck and I I hope that you all I think you already if definitely the first step and a probably a very far along the way and I will encourage ourselves continue to be that. So this is a slide that I thought it would help to to articulate my story. And like Charlie and L'Oreal mentioned about m od and is the M od a solution is m od a technology is m od some people says m od is a platform as M od a system, it always see all those at what's the most important amount Oh, those is mo t mo D represents a vision. And this is the vision that we promote a vision of integrated network of safe, carefree and reliable transportation options that are available to all. And this vision statement I think speaks a lot. Even though we an FTA. And back in 2016. When we run this mo D mobile handyman

program, we lay out this vision purposely not to talk about transit in this vision statement, you see nothing about transit, effectively, I think we should start looking at in order to accomplish this vision. I hope one day we haven't get there yet. But in my mind, I hope one day now you know there's a there's a reason why this is not a FTS PowerPoint template, right. So this is kind of like the, the way that I want to show this is not really fully FDA glass per se, but I really hope that one day FTA or all federal agencies or anyone else, all of us that actually in this industry in this business and trying to provide better mobility service to everybody who needs them. really believe in that we should work with a we can and should work with anyone. Anyone that who can help advance this vision. We will work with them. It will start with FTA HHS a CL and will continue to grow. And you guys so part of the family, I think we need to have that mindset. It's not about transit. It's about whether or not people who need mobility to service to do their life to go about their life can get that service. That's really the key whether without transit as a nice speed. And I think along that vision, there's a four principles. Now I'm talking like a government but this four principles I think it's very important to support this vision traveler centric, it's all about travel. It's not about system. It's not about how many people were put on bus is all about whether or not people in the service can get service, technology, obviously is a very strong enabler that enable us to do a lot of this to advance our vision, partnership driven. Nobody can do this themselves. You got to have a partner's mo agnostic. This is the part that I said earlier. It's not about transit, I don't want to, to limit our thinking, our future to just very close minded to think about transit. This is not about transit isn't about people getting their service they need. So when when FTA, roll out this Mobley argument, sandbox program demonstration, and many of you probably know,



15:41

we actually laid out this very open ended and we want to communities and who actually the frontline deliver mobility service actually know what people need? And what's lacking. I can tell you most of the time the people is not at FTA. We don't i don't you do, you know, so we actually provide a sandbox platform, basically, to articulate the concept is that, you know, we provide a sandbox, you come in and tell us what you want to build, what do you want to play? What partners you want to point out with what tool you want to share with other people. That makes sense to your community. So we ended up having this collection of 11 projects, so you can see this site, and and oh, this, like a p 11. Project collectively really address a few kind of challenges that we face on a regular basis in terms of deliver better delivering better mobility service. And those are the inner circle as you can see, like carpool incentives, and and how do we leverage new mobility solutions for ad a paratransit trip? trip planner payment owed this first mile last mile, oh, that so those are the six kind of use cases, you can coast scenario that this 11 project collectively address. The good news is, we are one of those projects, back in 2017. In most of those projects

already been completed, that's one of the concept of sandboxes, fail fast, learn fast, if you want to, if you have to fail and fail fast. Most of those projects, this 11 project are already being concluded. And we conduct independent evaluations for every single one of those and those evaluation report. Some of them has been published on the FDA website, and others will be published soon. So I encourage all of you, if you haven't get there, take time to just I'm not going to tell you the website here, all you need to do is go to Dr. Google and just say FTA mo D sandbox, you should be able to get those documents. If not, you know where to find me. I'm happy to get you those access to those report. And I think you may find something useful for your project. And something useful to share with other in those report. So lastly, I want to share with this slide is a slide that I went to a Chinese restaurant, the fortune cookie, and I want to I really, most of the times the fortune cookie mess doesn't really resonate with me, except for this one. And I want to share that with all of you, oh, progress occur because people dare to be different. With that, I'm going to close my presentation. And do I turn the mic back to Charlie? Oh, by the way, sorry, Charlie, I will be here. I'll be available throughout the meeting. And if you need to find if you need to reach out to me, please feel free. And Charlie, you mentioned about this is the fun stuff. And I so I love fun stuff. So wherever there's a fun, I'll be there. So I will be involved in this process. And if you need to, if I can be in it any helpful to you feel free to reach out. Thank you, Charlie notes really back to you.



18:56

Thank you go away. That's great. Appreciate it. And I'm sure as we move along in these projects, we will be reaching out to you for help. Thank you all. So Maryam for being with us today. And Laurie, thanks so much for for your remarks at the beginning. I think at the beginning I didn't go through some of the things today about the meeting. But I see most of you are staying muted. Anyway, thank you stay muted. And let's let's you're speaking, there is a chat box. Hear that? If you have questions, please feel free to enter them into the chat box. The screen sharing is turned on. Thank you go away for demonstrating that that works. Appreciate that. Kirby told me that that was going to work so I appreciate that. And I see that David Hoff has put up the link to the A mo D sandbox evaluation. So that's in the chat box, you can go there and copy that and use that to go and see. And I really encourage everybody to do that these have been really excellent projects, I still need to follow up with folks in Vermont Galloway to see how that one went, that would serve the rural, focused ones. so anxious to see the outcome of that. Moving on. I think it's very interesting. And we've always appreciated the support that we've gotten from the Administration for Community Living on these inclusive planning projects. As the name implies, the mission for the folks at ACL is to make sure that older adults and persons with disabilities in our country have the ability to live in the community and participate fully in all community activities. And obviously, transportation, mobility is the thing that really

provides the means for people to do that. So we really have appreciated the support that we've gotten from ACL on this. But then that brings us to mobility on demand. And our next speaker is probably the reason that we're all here today. I think, sometime last winter, which you know, now seems more than a lifetime ago with everything that's going on. Jana, why not convened a meeting in Washington, where she introduced a number of people to a project that has been going on in Denmark, called flux Denmark, which is a mobility on demand project. And I think that really lit a fire, gave some inspiration, folks. And that really was the inspiration for the projects that you all will be embarking on. So Next I'd like to ask Jana Maya, not from AARP, to talk a little bit about her interest in mobility on demand in E RPS interest. Jana is a senior strategic policy advisor for the AARP Public Policy Institute. And she's had a really long term interest in transportation in the importance of transportation for helping older adults live full and and their lives and really has been a mover and shaker in the whole mobility on demand. program. So I see Jana that you are joining us from your retreat. Are you in Vermont right now?



23:07

I am and I apologize. I have no shades on this window. And this hundred year old tree outside the window is casting interesting shadows.



23:19

I say no, no apologies necessary. We really appreciate you joining us. I know that you're on vacation this week. But in addition to working in AARP, Jana also serves on the advisory council for two projects at CTA, the National Center for Applied transit technology, and this project jack, the inclusive coordinated transportation planning project. So we really appreciate her work on that. So Janet, just want to say a little bit about your work with the flex danmark and some other things. And I think Kirby, you're gonna try and show a video here. So hopefully that technology will work as well. So Jana,



24:05

so great. Thank you so much, Charlie. That was a very generous introduction. I'm not sure I can live up to that. But um, anyway, thanks also to Lori and Virginia at na DTC and others for including AARP on this kickoff. This is a really exciting grant opportunity because it combines the essential aspects of inclusive planning with a strategy for how we can better serve target population groups through mobility on demand. So we AARP and I would probably venture to say all the organizations represented here today have been talking about and working hard on efforts to address the barriers on driver space and

accessing the economic and social life so their communities. These include too few options for travel the need for 24 to 48 hour advanced reservations, the lack of coordination among different providers in the community. that prevent people from being able to transfer among providers and cross jurisdictional boundaries to get to the activity centers in their area. Mobility on demand, it creates an opportunity to address these and other barriers. It can take numerous forms. At the most basic, it can just be another name for demand responsive transportation, as DRT really meets people at the requested place in time. But on the more sophisticated side of the spectrum, mobility on demand includes real time trip planning and scheduling a trip on a platform that includes multiple DRT providers in the community with fully coordinated services where agencies are able to co mingle their riders to create more opportunities for travel, reduce service redundancy, and overall improve the efficiency of service delivery. That end of the mobility on demand spectrum requires having the right technology in place, including a standardized way to share trip data. Data Standards is at the heart of the tcrp report 210 that was referenced in the RFP. And the product of that report is a set of data specifications, which are the precursors to data standards that allow the different scheduling software systems such as route match trapeze equal and others, to interoperate with fewer barriers than when patching on data translators and proprietary API's, as is typically done today when agencies are brave enough to attempt to interoperate their services. The transactional data specification from tcrp is applicable to both these robust software systems and less resource nonprofit DRT providers who still rely on spreadsheets to schedule rides. So for instance, AARP is funding a pilot of the transactional data specification in rural Oregon this year, where two nonprofit providers will interoperate using Google Sheets in the transactional data specification. There's lots of talk in transportation circles today about creating mobility on demand platforms that allow customers to plan book pay for their travel using multiple providers within the same system. My fear is that human services transportation may be left behind, with the result being that those least well served by our transportation system today will be further marginalized. Data Standards are the key to ensuring that older adults, people with disabilities and rural non drivers will benefit from this transportation revolution. Luckily, there is a model for the optimal use of data standards for demand responsive transportation, and that model is Denmark. Flex Denmark has integrated more than 550 private sector demand responsive transportation providers into a single nationwide system providing more than 16,000 rides every day. I had the privilege of taking an AARP film crew to Denmark in 2018. to document this impressive system. We have a lot of work to do in the United States to catch up with Denmark. They have a 20 year headstart and using data standards, but they can offer a vision for what is possible. The transit planning for all program is an important first step in helping us realize that vision. With that I'd like to ask Kirby to play the video.



28:48

All right, can you see my screen? Yep.



28:51

All right. Let me know if you can hear the audio.



29:00

Transportation in general, is all about options.



29:10

cutting edge technology connects riders to a myriad of ways to get around



29:20

everyone.



29:22

No matter what



29:27

country or 5 million residents we have an aging population. Danish law requires transportation services be provided to all citizens who are disabled, and to those needing a ride to the hospital. Because of the elderly population growing these kinds of services are in high demand in the rural areas, where a large percentage of all today reside. cost effective transportation is the necessity. Fix bus routes on a regular schedule are far too costly to maintain. We've seen in many years in Denmark is there will be possibly many rural areas. Those services are simply over time, too expensive. Online, there was a lot of air and those buses and too few bums on seats. That was actually one of the starting points. How could you make cups mobility services in the countryside. Without making those routes. It's not about the line of the route, but we're going to take you it's about you as a customer getting the mobility service at the time and at the price.



30:40

And at the quality you need to one of the reasons to try and see if we could get a more customer friendly setup but also a more economical setup was to try and demand responsive service out in those regions giving the customer a better service also demand suppose and the region's a better use of their money. So that challenge we've tried to solve with flex Denmark has been a tremendous success.



31:06

Flex danmark is an IT company managed by the public transit authorities. It provides demand responsive services to Denmark's five regions and municipalities. Your vehicles do not follow a fixed route. Instead, they pick up and drop off riders at the requested address. Flex damak make sure that the cars are at the right place at the right time and operate in as efficient a manner as possible, essentially a big algorithm dispatching cars. These kinds of services are very important in order for elderly people living active lives being able to take care of themselves for longer parts of their lives. In that sense. Elderly people are not different from other people. It's toughie can also be used by the younger generation living in a rural area kids need to go to football to the riding school or come back home late from a friend's house so it's good for all kinds of people flex danmark supports competition within the private sector. The platform connects more than 550 private transportation providers into the single integrated system providing nearly 6 million trips per year we do not own any taxis we handle the whole business private operators are doing the operations for us. The platform accurately calculates these and then automatically applies them to various company call centers for proper payment Jin's pizza number and meals have been with flex danmarks since the beginning



32:44

and I started the juggler windows 20 years ago, we had five cars nobody believed this coordination between a lot of cars a lot of chaos a lot of customers using the system was possible but now we have around 1700 cars



33:05

in contract, while flex download provides the it to make the system flex traffic is the brand name for the five services offered. These



33:17

flex patient



33:20

fix handicap



33:23

expensive bounty,



33:26

flex route and fixture.



33:31

These five services use the same vehicles to get riders to a variety of destinations.



33:37

Customer going to arrive



33:42

to school or to the headdress flicks.



33:46

That is special day pick you up at your address and drive you where you want to go. It's not a taxi, you can reach some people to the hospital. And you can meet some people who go to some medical care. You don't know who your child will.



34:06

It's a story about cooperation and also about solving problems. That's why Denmark

recognizes access to transportation as a critical component of healthcare. For example, x patient onto by the government connects riders from less populated areas to major hospitals, providing Danish citizens with access to quality care. It is much cheaper to transport people than it is to give them a bit from the hospital for the night.



34:35

We have a lot of customers coming into the hospital. These customers we take them with small barriers to the bus and drive them to the Central Hospital in Copenhagen. There's some medical personnel on board and then the small houses bring them right to



34:55

AARP has been looking at the flex Denmark model because we understand that Transportation can be a huge challenge for millions here in the United States.



35:04

The Danes have been especially successful because they agreed 20



35:07

years ago



35:08

that they would use a common data format to share all of the trip data,



35:13

it basically creates a



35:14

very integrated system



35:16

that opens up a lot more possibilities for convenient service



35:20

on a per trip cost.



35:21

It's really no more than what we're spending here. If we apply this technology, we're going to see a great improvement in



35:29

what we have to offer here in



35:30

the US. It's transportation from your own door. And that is very important.



35:37

works every day. It's a lovely way to be transportation.



35:59

So, Charlie, I don't have any more prepared remarks. I don't know if there's time for any questions about flex Denmark, there's so much that could be said. I do invite people to visit our website where we have two other videos on flixon mark up an article I'm about ready to publish a paper on that emanates from the roundtable that you mentioned that we held with national aging and transportation disability center and Transportation Research Board who issued that tcrp report. All of that is on aarp.org forward slash future of transportation.



36:39

That's great. Does anybody have any questions for Jana? And before we move on? I see that Jana and Kirby have put up links to the AARP site that talks about mobility on demand. There's more videos on that go into more depth on the flex danmark. program, I again, encourage you to go and take a look at that. I think that it really does do a great job of explaining the importance of the transactional data specifications, and why everybody needs to be able to communicate with everybody else on these programs. So I see Brian Holland said it was a great video, I agree. So we will move on then. Next, I'd like to introduce the members of the national project team and just talk a little bit about what our various roles are. But I see that Victoria right is with us. I'm tried to get her to say something before. Victoria works with Laurie at ACL in is the actual project officer for the overall project. So Victoria, I see that she's still muted. So I will go ahead and introduce the other members of the national project team. As Laurie mentioned. This project is really a consortium of several different organizations that have come together to run this program. The community transportation Association of America, we're a national nonprofit organization, our members provide transportation in rural areas, small urban areas, or to people with disabilities or older adults in areas of or cities of all sizes. So we have about 2000 members from across the country. And we you know, although CTA is the lead organization on the project, the project is really run as a consortium. The other members of the project are the National Association of Area Agencies on Aging. The Institute for Community Inclusion, which is with the University of Massachusetts, Boston, and David Bernstein from the JB consulting. So David Hoff from ici Virginia dies from in for a and myself are what we call the project liaison with the project so our role as as liaison is to provide technical assistance to the projects, work with the projects in developing in collecting performance measures, reviewing your reports, and providing feedback, and there's other duties that each of them have as well. So I'd like to start with Virginia. And just have you introduce yourself Virginia and say a few words about him for a. And I know that there's a lot of other transportation issues that you work on there. So if you could just say a little bit about that as well.



40:40

Charlie, thank you. Welcome, everybody, we're so happy to have you all. I know that you've heard that already from, from Lori and from FTA. But we are really, really excited with the opportunity to work with you guys. As we embark on this new adventure, and I think it will be an adventure. So I work at in for a the National Association of Area Agencies on Aging. We are part of the aging network, which has courses headed by the US Administration for Community Living Area Agencies on Aging are in almost every state in the country. And we administered local programs that serve older adults, people 60 and older. In many places, the Area Agency on Aging, also serves younger adults with disabilities as well. And some of the programs that have been authorized in the Older

Americans Act actually permit us to do that. So transportation has always been a very high priority of the aging network. And as you all know, transportation is highly local, it's highly community driven. And because of that area agencies on aging, I would say have been at the forefront, we have been partners with public transit agencies at the local level, we've been engaged in the public transit, Human Services, regional transportation planning process. And also Area Agencies on Aging, have a long history, authorized in the American Older Americans Act, to not just be advocates for older adults, but to bring the voice of older people to the table and actually to engage with older adults. So when this project came along, in Good gracious 2013, we were very, very excited to be a party to it. And for a has been engaged in this process since the beginning. And as Charlie said, Our primary role has been to be a liaison with the grantees. And that's been a real learning experience. And while I feel like we've all learned a lot about inclusion, we still have so much to learn. And the people who have been the best teachers, of course, are older adults and people with disabilities. So one more word about and for a in our transportation work. I leave em for Ace work on transportation. And in addition to this project, I also co direct the national aging and disability Transportation Center, which is funded by the Federal Transit Administration. And there's a partnership between M for a and easterseals. That center is in its fifth year at this point. We are continuing work that was begun prior to the NA DT C's inception in 2016. to work on transportation for seniors, for older adults, through the National Center on senior transportation, transportation has always been a very high priority event for a and our membership. And I'm very pleased to continue to be part of this project and to work with the other partners. So Charlie, thank you.



44:26

Thank you, Virginia. That's great. And you know, in addition to her work as liaison, Virginia has been instrumental in developing the RFPs that we've produced as part of this. So she's done a lot of work on that. So next up, but David Hoff with the Institute for Community Inclusion.



44:48

Thank you, Charlie, and thank you. Good afternoon, everybody. I'm here with my colleague, Dr. Brittany Mitchell, who's also with the Institute for Community Inclusion, or excuse me on this effort Institute for Community collusion or ici, as we call it as a is surely set is based at the University of Massachusetts, Boston, we're actually part of a School of Global inclusion and scope of global inclusion and social development. And we focus on disability issues, we're kind of like a counterpart to play, we know, the whole transit

planning for all awkward, it focuses on older adults and people with disabilities. We're about 150 person organization. And that focuses its efforts in surname on full inclusion of people with disabilities within the community. And obviously, inclusion does not happen without access to reliable transportation and actually really excited about this effort. Because and I got involved with transportation, in part, because of the work I do, which is focused on employment issues. And then the endless frustration that I felt like our field was so lacking in any sort of creative thinking around transportation, or even on the capacity to understand how to guide people on individualized transportation options. And so then a variety of efforts with CTA over the years, and certainly been a great opportunity to learn, and then got involved with this project a few years ago, and I echo what Virginia said that, you know, you folks out there who were doing this work, you really are our best teachers, we learned so much from you. And I think also what's really critical is that, obviously, having people with disabilities at the table, there's a saying in the independent living movement, nothing about us without us. And it's very much key to this effort, that there is really an inclusive effort to bring the voice of people disabilities as well as older adults, into this development of mobility on demand efforts. So so we just really excited to be part of this, and, and really learn from you. And one of our roles with this effort is also to document and help assist with developing content that can hopefully share disseminate information that's occurring as a result of these efforts. The other thing I'll just mention another project we work on, and support here in Massachusetts, where I am, is with our local transit system, the Massachusetts Bay Transit Authority in terms of their citizen advisory group on transportation access, older adults and people with disabilities. And we staff that and so that's kind of the epitome of what we're trying to do here in terms of inclusive planning and being kind of on the ground with them. It helps keep me grounded in terms of supporting that effort here in terms of ensuring that yes, that the voices of people disabilities and older adults are very much at the table in our local system here. To Brittany, just want to say hello, real quick.



47:53

Thank you, David. Hi, everyone. It's a pleasure to meet you.



47:56

I'll be working with David Hall on the dissemination and outreach efforts for this project.



48:01

So and Brittany is a modern employee. She's a tele worker for ici. She's in the Atlanta area

in Georgia, so. So we have we actually have staff all over the country on a war basis in Boston. So



48:16

that's that's us.



48:19

Well, well, David, then maybe she'll have an opportunity to drop in on our project with the inland Regional Commission as we move forward here. Great.



48:31

Okay, David Bernstein.



48:37

You would like to say hello. David Bernstein, as I think we've mentioned is with djp Consulting, not that we a fun, David is the evaluator for the project. But as such, he does become involved very much with the data collection in reports. So David, just want to say a few words and introduce yourself.



49:03

Thanks, Charlie. I appreciate that. I've been partnering on this project for the last eight years, and I have been on it from the beginning to help provide research, planning, performance measurement, Valuation Services and resource development for the project. I totally did say that I'm not a liaison, but I kind of like to think of myself as a liaison at large, meaning I'm available to all the projects to assist with the development of your program, how you're going to document that it's working, and in particular, how you can use data and evidence to inform your project and your stakeholders about the important aspects of the project. So I really am here to help you. Despite what some of you might think about an evaluator. I do have a good sense of humor about it. I've been doing it for over 35 years. Let me say a couple of things about that I'm not auditing your program. I'm not an auditor, I'm not a financial auditor. Although I do get to look at your financial reports just as one of the partners, as part of the overall process of looking at the programs and making sure they're moving along. I try not to judge at least not without

some evidence. That's part of the role of an of an evaluators to help you all have the evidence, the data, you need to make good decisions to monitor your program, believe it or not, to communicate with people I've always seen evaluation is being a communication tool, and not just a stick. For for accountability purposes, I do produce an annual evaluation for the project. And every five years we produce an overall project evaluation. And I cannot do that without you all, because you all collect the data. You help me analyze and understand that data, you put context on it, I work with the liaisons to interpret that data. And we use that both quantitative and qualitative data numbers, interviews, comments, things you've written to help answer questions using these mixed methods about your programs. So, a couple things about me I am a zealot, I am a cheerleader. And I will warn you about that up front. I try to be hopelessly optimistic that you all will like evidence as much as me but my colleagues on the project tease me all the time and nobody likes evidence nearly as much as me. And I really do look forward to helping you just so you know, I am the DJ BMD JB evaluation, I was thinking of using my my children's initials. However, they want nothing to do with me because they were teenagers at the time I started the company, and therefore it's got my initials. So I do look forward to working with you. And Charlie, I'll pass it back to you.



52:00

Thank you so much, David. Appreciate it. I want to introduce one member of our team here at CTA Kirby, Wilhelm Kirby, in addition to all the other things he's done, as the producer of our show today, he's the one that is putting on all the technical aspects. And Kirby works with us on documenting the things that go along with the project. And he has had a big role in the redesign and putting content on our new website. So he will be working with us as we go on. Go on. Kirby want to say hi to everybody.



52:44

Hi, everyone. I'm Kirby Wilhelm. Work on the transit planning for all project as well as the National Center for mobility management at CTA. And I'm really excited to take part in this exciting project. So thanks, Charlie.



53:03

Thanks, Kirby. Appreciate it. And we'll be hearing from Korea one more time, and see if we can get Victoria to come on and say hi to everybody for us.



53:23

Hi, Charlie, can you hear me?



53:27

Great. Um,



53:30

there you go. How are you? How are you?



53:33

I'm good. I apologize. I'm having an issue with my computer when it comes to unmuting it for some reason. Um, as Charlie mentioned earlier, I work with Laurie gearheart. And I'm the project officer for this grant. And I also co lead the veteran directed care program. I wanted to say, first to thank everybody for attending this kickoff, the mobility and demand kickoff meeting today. And I'm really excited to see how each project progresses over the next 18 months as you all go from planning to implementation of your respective projects. I look forward to hearing how your project will be replicable in other communities across the country. Transportation is really important, especially right now with with the pandemic, there's, there's a lot of need of transportation. In closing, I would like to thank you all for your continued efforts in supporting the mobility on demand in your communities. Back to you, Charlie. Thank you.



54:47

Great. Thanks, Victoria. I'm glad you got that mute situation straightened out. Okay, now it's time to hear from the projects themselves. So What I'm gonna do is I'm going to call on the project lead from each of the projects in turn, ask you to introduce yourself and then introduce the members of your team that are on the zoom with us today. And then just say, have them say hello. And then just give us a short synopsis of what you're planning to do in the project, what you're hoping to accomplish, and what you would like the outcomes to be. So I think today, we will move from east to west. So that means, first up is the Atlanta Regional Commission. So, Joseph, if you want to talk a little bit about your, or Introduce yourself, introduce your team and talk a little bit about your project?



55:58

Yeah, great. Thanks. So I'm Joseph Murphy at Lennar Regional Commission and work in our mobility services team as our transportation technology administrator. We work closely with other colleagues that's on the phone right now. And HST planning including Sydney in Dallas. He's on the phone and Kofi. Why he see know if you guys want to say hey, real quick to say Introduce yourself sir Sydney. Yeah, so we, we wrote, we applied for this grant in partnership with the shared use MOBILITY Center with Al Benedict and Brian Holland, who's on the phone right now as well. And partnered with them in the in the grant writing, and then we're going to provide consulting services. So LEED project manager through through this through this grant, and then we also partner we had some other partners on the phone right now as well. The Georgia statewide living Council, independent living Council and Jordan Hall is on the phone with us right now. And then also our counterpart over at ATL transit who's also the Regional Transit planning under the state office for metro Atlanta. And I believe that Daniel wells and Gianna john rabanal is on the phone right now. that those are all of our partners that are cooler project team in our in our core project is going to be with a social service organization on the east side of DeKalb. County called the Center for a pan Asian community services. I don't know of anyone from C packs for a short was able to join this afternoon. They will be on the calls later this week. But c packs provide social services to immigrant populations and Eastern decap County, which is just to the east of downtown Atlanta, primarily focus between suburb called Clarkston, up to Doraville and then to Gwynedd County. Their services include anything from immigration attorney, services for pro bono services, of course translating services and transportation, of course, as well, from HST to two shuttles, the HST services that they provide also overlap and, and to service areas between Marta and Gwynedd county as well. So we partnered with Gwynedd county and Karen winger. They're their transit lead. Karen annual I'm butchering your title there, but Karen's on the phone with us today as well. A lot of trips between C packs and, and Gwinnett County is shared. And that's where we see a lot of a lot of challenges that come in. So we we did propose building a data exchange based on the tcrp report between the two. And the mobility on demand solution will be implemented for C packs, C packs is using an order scheduling and dispatching system that was custom built for them with no end vehicle technology. So we we decided that that would be a good place to thanks, Karen. We decided that would be a good place to start and really focus on some of our equity issues if we could, if we can build mobility on demand technology and implement it for senior immigrants who have limited English capabilities. Then we're we're addressing likely all the challenges that we're going to face in metro Atlanta. And we'll we can scale that well, which is our ultimate goal for micro transit and for data exchange that will one day live for all of Metro Atlanta to pass HST trips back and forth. So that's in a synopsis.



1:00:24

Great, thank you so much. Questions for Joseph. Okay. So, continuing to move from east to west, I believe that will take us to Flagstaff and our project with the northern Arizona intergovernmental Public Transportation Authority, which is a mouthful. I think you folks go by mountain line. Is that right? So our project lead there is Stella Hollander. So I've got Stella to introduce herself and her team and I and give us a brief synopsis of her project.



1:01:14

Perfect. Thank you, Charlie. And correct me does definitely a mouthful. So we do go with mountain lion, which is more of our customer facing name. So yeah, my name is Stella Hollander, and I'm the mobility planner, with mountain lion, which mountain lion we run the fixed route system in Flagstaff, Arizona, which is in the northern part of Arizona, as well as paratransit, a vanpool program and a subsidized taxi program as well. And so, some of the project team members from Mountain line is Randy files. He's our operations manager,



1:01:51

you want to give a



1:01:52

quick hi to the camera looks like you're on camera.



1:01:58

Perfect. And then Shawn, Greg as well, who is our paratransit coordinator from out in line



1:02:03

with us on the call.



1:02:06

And so with this project, we have a variety of different partners. One is Flagstaff shelter services, which is the largest emergency shelter in northern Arizona, and where they're located. It's definitely a high transit demand area. However, based on the location, it's

very hard to access this area with transit and it's lower density. It's kind of more of an industrial area, so it doesn't really warrant fixed route necessarily. So we're partnering with them. Because again, we really want to be able to serve this area. So Ross and ba with it. She's the executive director with Flagstaff shelter services, as well as Lena Martinez will help as well. I don't believe they were able to make the call today but hopefully can join tomorrow and Friday. We also have Joanie, which is a nonprofit provider of services and advocacy for people with disabilities in Arizona. I believe Monica outrages on the call. She's the president and CEO of Jackie Perkins. I'm here there



1:03:11

for Gemini.



1:03:14

I work the day program so Monica couldn't make it.



1:03:17

Gotcha. I'm actually here, Jackie. Sorry.



1:03:19

Oh, you are okay. Monica.



1:03:24

Perfect. Thank you. And then Michelle Eisenberg as well. From Joanie is helping manager. And then we also have some citizen participation. So one first person is Kevin Park. So he is with the city of Flagstaff, the Transportation Commission. He's also a former member of the Commission on inclusion, adaptive living, which is part of the city of Flagstaff. We have Russ Randall, who's the transition facilitator at a high school in Flagstaff, and also a member of the commission inclusive clusion and adaptive living. And then Jamie Martinez, who works for the division on Developmental Disabilities in the state and is also the chair that commission inclusion adaptive living, I don't believe he was able to attend today's but hopefully can attend the other ones. Um, so I kind of alluded a little bit to the project area, but basically there's an area in Flagstaff, which there's transit near. However, again, just based on sort of the layout of the area, it's very hard to access to the nearby

transit. So there's railroad tracks to the north, as well as the interstate south. There's really physical barriers in order for people just to be able to walk to the nearby transit. And then there's this area really houses many of the human service agencies as well. So I listed too, but really wanting to incorporate even more in our project group as we move forward.



1:05:00

And,



1:05:02

and so this area we want to serve through a micro transit project. So we'll be utilizing our paratransit vehicles, I'm really wanting to maximize the efficiencies of our paratransit, we currently have some vehicles that are not in use, but as well as some that are, sometimes serve that area, but aren't sometimes maybe standing down for an hour waiting for the next pickup. So be able to really coordinate both services in order really to improve the efficiency of that system. And so and then, as well as partner with TNCs, and taxi companies in order to help sort of meet additional demand. So if our paratransit is at capacity, be able to kind of broker the trips to those other to those other services, and really, to help hopefully, you know, lower the cost of not having too many dedicated vehicles in the area, and really be able just to broker the trips on more of a trip basis versus having all that time of dedicated vehicle. Um, so some of the outcomes, I think a big challenge will be, you know, equity of this area, making sure that we're able to serve unbanked as well as people with no smartphones. Again, since this, this area has several clinics, there's the food bank, the shelter, as I mentioned, as well, so really kind of a hotspot of a lot of human services. And I think there will be just needing to make sure that we are meeting the needs of everyone in the area. So again, equity is definitely a big focus, as well as I think an outcome of making sure that we are kind of overcoming some of those challenges and making sure that we are able to serve everyone, and then paratransit efficiency, again, working through kind of those coordination issues. And seeing how sort of the trip brokering works as well. So we can hopefully limit the costs of not having so many dedicated vehicles in his area and really being able to utilize the vehicles that are already on the road. So that's kind of a quick synopsis. Any questions or clarification?



1:07:12

Any questions for Stella?



1:07:17

I do have one question selling notice that



1:07:21

one of the major things in your project is to acquire software, do you have an idea of what the capabilities you're looking for? are in that software?



1:07:36

Yeah, so we have had discussions. So our current provider for paratransit is route match. Um, and so we've had, we have had conversations with them, but as well as to others. Because this transactional data specification really open API system route match maybe isn't as likely to partner on that. So that's why we did talk with two others. And so with I think the goals of the technology is one to be able to facilitate, you know, the micro transit with our, our paratransit so be able to kind of turn them into an on demand program, I think with that a challenge will be making sure that both systems can talk to each other and coordinate so that, you know, a driver wouldn't need to have, you know, two iPads going so really being able to coordinate those services. That will be something that we'll have to work through. But one of the companies that we've worked with have talked to and we submitted the grant, I think is more open to that partnership and, and kind of having that open API software.



1:08:39

Why I was wondering if on the software, you were also looking at the rider side, and whether there would be some kind of app or something that people would use to schedule and pay for trips.



1:08:54

For sure. Yeah, that would be a part of it. So that people so having that component where people can handle a ride on a smartphone, but again, making sure that there is an option for people maybe without a smartphone or who you know, don't have a credit card, so probably would be utilizing our dispatch for to give people an option to call in. But that would be the more the customer facing would be that people can hail a ride on their phone.



1:09:21

And at some point, I'd like to talk to you not today about if you've noticed any changes in route match since it's been acquired by Uber, but that's off topic for today. Okay, our last project all the way out west is the city of Seattle. And I think we have Margo Dawes on the line with us today. So, Margo, if you want to introduce yourself and introduce team members that you have with us today



1:09:57

and talk a little bit about your project.



1:10:14

I see her there, but she's not unmuting Is there anybody else from Seattle?



1:10:22

on the call on the zoom today?



1:10:30

This is



1:10:31

Kiana Parker. I'm the CO lead on Seattle's project.



1:10:37

See Seattle? Yeah, nice to meet you too. Sorry



1:10:40

about all the



1:10:43

sorry about all the technical difficulties. Um,



1:10:48

Seattle is a very unique and diverse city. And



1:10:53

one of the one of the challenges is in Seattle is that there is huge portions of the city that don't have a sidewalk. Um, and it makes it very difficult for seniors and people with disabilities, to access transit, particularly, transit centers, our train stations and light rail stations. And so our project is really both around the idea of utilizing on demand ride technology to help these populations and get to transit. With the idea being that sometimes all people need is a ride to transit. And if you can get them to transit, they can get to where they need to go much more easily and much more quickly. So that's kind of the basic premise



1:11:44

of our project.



1:11:45

And I will just say that I'm very excited about this project, in particular, because this project was an idea of mine about two years ago, is just a regular average ordinary citizen. And I was able to link up with s dot and pitch it to s dot and they, they picked it up. So I'm for it to go from there to being funded by a grant, I think, is very exciting.



1:12:10

That's great. That's absolutely great. Is there anybody else from Seattle that's online that wants to say hi, and talk a little bit about the project. I, I saw Margo, there very briefly, but



1:12:25

we do have one more person on the call from our project team, I think, is not experiencing

technical difficulties. So



1:12:32

we will hear me now. How is now?



1:12:37

Yeah, I can hear you, Margo.



1:12:39

We can hear you.



1:12:54

That's very interesting. I think it's like a huge delay. But I'm going to try to this is Margo dies. Thank you so much Kiana for the project.



1:13:09

I'm with the Seattle Department of Transportation. And I have been partnering with Kiana to do to do this project. Let me pause for a moment here and see if you all can hear me.



1:13:20

Yeah, we can hear you.



1:13:22

Okay, excellent. Okay, my apologies for the huge technical difficulties, Yana gave a really great introduction to the project itself, about what it is that we're trying to achieve. It's really just a ride to transit for people with disabilities and seniors, inspired by a pilot that we did when we closed our viaduct along the waterfront a couple of years ago, we were able to give partner with the TNCs, Uber and Lyft and reach now to just give people a ride to transit so that they wouldn't drive downtown, when we had a limited transportation capacity. We're interested in using a solution like that, you know, using TNCs, or using an

on demand, you know, shared van service in order to connect people to transit. But we're also really excited about the inclusive planning process to really identify, you know, what, what is the existing gap and our, you know, system of existing solutions? And how can we fill that with with some of the other mobility options that we have available. So that's the idea behind our project. And we have a lot of project partners, who we're really here to work with, and we're here to build the solution together. And among those project partners are our local transportation provider, King County Metro. And we've got a couple of different senior centers. One is Lake City seniors and we have drawn on from Lake City seniors who can introduce herself and her Center's work, as well as Asian counseling and referral service. We're also going to be working with Disability Rights Washington, as well as a number of individual participants. who are older adults and people with disabilities who are excited about being on the project team, we also have advising us a really wonderful collection of local transportation experts from, for example, hope link, and the King County mobility coalition, who worked with CTA and ACL, just just in the last two years on an inclusive planning toolkit that we're really excited to implement in this project. We're also going to be advised by Sound Transit and our, you know, statewide transportation access, advocacy organization and transportation choices coalition, and the Northwest access fund. So those are a lot of people to just run through right there. But the the individuals who are also the individuals who are going to be on our project team or advising our projects are Randy Earl joy, we are at the Scott van Schmidt. And Christine stickler in addition to Canada partner, who as she she said earlier is co leading the project with me. And I think with that, I would like to just turn it over briefly to the drama to introduce herself and Lake City seniors



1:16:09

overdrawn if you're there, would you like to introduce yourself?



1:16:12

Sure, I'll go real quick. I don't want to take up too much time. I'm Donna, I'm the program manager of our Lake City seniors Center, which is a sort of an that without walls center, very active older adults in the community, a lot of folks with disabilities as well. And we'll be kind of doing more on the part of consulting and helping out with the inclusive planning process for the project. So we're looking forward to getting this going and having our also participants heard and give their sort of vision of what would be the best model for transit.



1:16:57

Thanks so much for Gianna, Kiana Do you want to say anything else in closing, thank you for getting us started.



1:17:04

Um, I think I'll just say thank you, in closing, for, for funding our grant proposal, like I said, um, for me, it's it's a, it's really exciting to take an idea of this far. And I'm just really looking forward to working with everyone and learning a lot along the way. So thank you again.



1:17:27

Second that. Yeah, thanks so much for having us. Thanks, everyone, for your patience with my annoying technical difficulties. I appreciate it.



1:17:37

Charlie, thank you for hanging in. We appreciate it too. Margo. It's nice to meet you and kana and everybody else from Seattle. And we are just about at the end of the time for today, I just want to go over a little bit couple of administrative things. All of these projects technically start tomorrow. And everybody has copies of the draft contracts. But I don't have any of those back yet. So tomorrow I will be sending out to each of the project leads a limited notice to proceed. So you can proceed with starting work on your project tomorrow, just need to understand that. You know, we can't accept any invoices or anything until we actually have the full agreements in place. I think I've shared this with the project leads but part of our project is we do meet on a monthly basis with all of the projects. You can schedule that for it's always the last Thursday of the month. Except we are coming up on holiday season when holidays tend to fall on the last Thursday of the month. So November's all project meaning will be on December 3. And December is all project meaning will be on January 7, but I will send out the schedule for all of those. These are 18 month projects. So they will run from October of 2020 through March of 2022.



1:19:26

And we really look forward to that.



1:19:30

We're implementing these in two stages. You know, so each project when you submitted your application, you had a planning stage in an implementation stage. So project staff liaison will be working closely with you during the planning stage in ensuring that you are ready to move into the implementation stage when we get to that Point, which would probably be somewhere around the middle of next year, June or July. So that's the overview of the schedule. And I think we've still got a couple minutes remaining today, if anybody has any questions or comments, before we leave, here, email anything, we're seeing anything in the chat box. So I do want to thank everybody, for being with us today. It was great to see everybody and you know, in meet you in our virtual way that we we do these days. So we will be back tomorrow, at the same time, four o'clock eastern 1pm. Pacific. And tomorrow, we look forward to doing a deeper dive into both inclusive planning. Because as exciting as the technology aspect of these projects is we don't want to lose the inclusive part of it. We want all of these projects to be planned and implemented with the full participation of older adults and persons with disabilities. So tomorrow, Virginia dice will lead the discussion on that and we will actually hear from Kate Morley of mountain line mount because they were a previous grantee and Kate will talk about some of the lessons that she learned on inclusion on that. And then we will move into discussion of mobility on demand, led by David Hoff, and we will hear from Chrissy did more and Christine's work in a number of various places in terms of mobility on demand. So we'll hear from her about mobility on demand. And then on Friday, we will dive into the reporting and other aspects of Grants Management. So Margot says thanks so much for the initial kickoff. Glad to meet everybody and look forward to working together and I couldn't say that better. It's great to meet everybody. Look forward to working with you. And we will see you all tomorrow at 4pm. Eastern. Bye, everybody. Until tomorrow.



1:22:40

Thank you