Kick Off Session 2 Transcript

SUMMARY KEYWORDS

people, project, mobility, services, transportation, disabilities, transit, community, demand, paratransit, planning, engage, vehicles, inclusion, chrissy, kate, work, important, lindsay, add

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00:01

See that it's time that we get started, we can move off of our hunting discussion and on to our discussion today, we're going to talk about two things that are relevant to our project, we're going to talk about the importance of inclusion. And then also talk about mobility on demand.

00:21

And I see we don't have quite as many people

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on the call as we did yesterday. So I think maybe we should start with just reintroducing ourselves and I'll, I'll just ask people to when I call on you to say hi, and remind people where you're from, in which project you're working on. And I'm just going to go in order of the way you appear on my screen. So I'm going to start with my upper left hand corner and ask Kirby Wilhelm to say hi.

00:54

Hello, Kirby Wilhelm here. I'm with CTA. I work on the transit planning for all project as well as the National Center for mobility management. And I guess you can move on to the next person truly. Okay, Kirby. Thanks and Lindsay teal.

01:10

Guys, I'm Lindsay teal. I work for the US Department of Labor Office of Disability Employment Policy.

01:17

Right. Thank you. And Kevin parks.

01:21

Hi, everybody. I'm Kevin. I live in Flagstaff, Arizona, member of our Transportation Commission here as well as the Technical Advisory Committee for a month line. And we're on a c t. I'm trying to remember all the acronyms anyway. This is a grant we're working on here.

01:41

Great. Thank you. That's a neckline of butter. next to you is Kate Marley.

01:50

I keep Morley I'm the Deputy General Manager of mountain lion here in Flagstaff and actually going to talk to you about my role and the last transit planning for all rounds today.

02:03

And Chris, he did more.

02:06

Hi, I'm Chrissy ditmar with the edge consultants, and I'll be talking about mobility on demand.

02:13

Thank you and Laurie.

02:18

Hi, everyone, I'm worried gearheart I work at the Administration for Community Living in the office of inner agency innovations.

02:26

In next door is David Bernstein.

02:32

Hi, everybody. I'm David Bernstein with djp evaluation consulting. I am the evaluator for the National transit planning for all project and your regular guy.

02:43

And Virginia dies.

02:45

High Virginia dies with an for a and the National aging and disability Transportation Center and I work on this project. Okay.

02:56

And Stella Hollander.

02:59

Everyone, Estelle Hollander and I'm with mountain lion in Flagstaff, Arizona and I'll be the project lead for the

03:04

Flagstaff project.

03:06

Green moving down Brian Holland.

03:12

Hello, Brian Holland shared use MOBILITY Center. We're on the team with Atlanta Regional Commission.

03:20

Great, Brian. Thank you.

03:23

And I think next to you is somebody without a name on the box. I think that's Victoria. Thank you, Victoria.

03:31

Hey, there, this is Victoria when I'm the Vice President of the Center for painting and community services, and we're a project with the Atlanta Regional Commission.

03:38

Okay, thanks. And another Victoria. Victoria. Right.

03:43

Hi, good afternoon, everybody. This is Victoria. Right. I work with Laura gearheart. Administration for Community Living. And I'm the project officer for this grant.

03:54

Thank you, Lizzie Ma.

03:58

Hi, everyone. I work for the Seattle Department of Transportation. And I'm on the project team

04:04

for a inclusive mobility on demand grant this year.

04:08

Wonderful. Thank you. David Hoff.

04:11

Hi, it's David Hoff with the Institute for Community Inclusion at UMass Boston. I am part of the among the partners among the partners working on this project in conjunction with CTA and bgb and in for a

04:26

green and moving to Atlanta, Joseph Jaan

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al I'm Josephine with Atlanta Regional Commission and will serve as the project lead for the IRS.

04:41

Okay, thank you. Melissa. Looks the gray

04:47

Hi, everyone. Good afternoon. My name is Melissa gray. I am with the infor a everybody knows the acronyms in four, eight, and any DTC colleague with Virginia dies and I assist a little bit on this project.

05:00

Great, thank you, i canna Parker

05:07

Hi my name is Kiana picker I serve on s dots transportation equity workgroup and I'm also the CO lead on this project with Margo knows who we met yesterday.

05:19

Thank you, and Randy Biles.

05:22

Hi, I'm Randy Biles, Operations Manager with the amount line and I'll be working with Keith Morley and Estella Hollander on the flex def, mobility on demand project.

05:32

Wonderful. Thank you. Al Benedick.

05:37

Everyone, l Benedict with the share disability center. We're on the Atlanta Regional Commission team.

05:44

Michelle Eisenberg.

05:50

Yeah, this is Michelle Eisenberg. I'm with the home Johnny foundation. I'm the employment manager here in Australia. Hollander invited me to join the group. So there would be some representation from those with developmental disabilities and the ability to get around town.

06:05

Great. Thank you. Shawn. Greg.

06:12

Hi, my name is Shawn. I'm with Nathan mountain line. I'll be working with Kate stone. Randy on the mobility on demand project.

06:22

Jackie Perkins.

06:27

Hi, I'm Jackie, I was invited by Stella also I work at the Johnny foundation. So we're just representing people that use their services. The mountain line.

06:37

Looks great. Thanks. Jordan Hall.

06:43

Hi, this is Jordan Hall, the mobility coordinator for the statewide Independent Living council representing aging and disability.

06:55

Wonderful, thank you for being here. And as I Bart's

07:01

a High Honors I've heard since he writes,

07:04

I'm with Disability Rights Washington,

07:07

here invited by Ken Harker and

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Mario das. Right. I bet you could be here.

07:14

Let's see. Brittany Mitchell.

07:31

All right. Well, number one, fauna Mark Martinez. Hope I got that right.

07:40

Hi, um, it's it's Selena Martinez. And I'm here to represent flakes off shelter, and those that utilize mountain lion and all those things. So hopefully, I can show some representation in this group. And Estelle reached out to us and invited us to this group.

07:57

Wonderful. Thank you. I am frankly,

08:05

Hi, everybody. I'm frankly, Director of transportation at

center for Penn Asian commuter services in Atlanta.

08:11

Nice to be great. It's great that you're here. Thank you. I think that's everybody. Is there anybody that I did not call on. So it seems like we have a really great group here today. I'm glad that we have representation from all the teams and I'm very grateful that the teams were able to get their partners in to be with us for this important session. So we're going to cover the two aspects of this project today. The the inclusive aspect, in the mobility on demand aspect. So we'll start with inclusion. Because you know, and in our world, everything begins with inclusion. And so I'm going to turn the program over to Virginia dyes from the National Association of Area Agencies on Aging. So, Virginia, please take it away.

09:05

Thank you, Charlie. I'm going to hopefully get started with Can everybody see my screen?

09:14

You can. Okay.

09:20

Okay, good. Um, so I want to start by introducing the other folks who are going to be speaking this afternoon. But I have to say thank you, Charlie, for doing the introductions, because clearly, we've got some expertise on the call. And I really, really appreciate everyone being here. So I hope we can have a little few minutes anyway for dialogue at the end. So we've got two speakers. I'm going to kind of set the stage and then turn it over to Kate Morley, who is the Deputy General Manager for the Northern Arizona intergovernmental Public Transportation Authority or Napier mountain line in Flagstaff, Arizona, and Kane oversees the agency's Planning and Development functions and provides leadership on State and Federal Transit issues. She says she has a passion for creating policies and programs that support healthy and sustainable communities a very laudable goal. She's originally from Flagstaff. She has a Master of Science in planning from the University of Arizona, which was granted in 2010. And she's a member of the American Institute of certified planners. Our additional speaker, I'm happy to say is

Lindsey, Lindsey to Lindsay as a policy advisor for the US Department of Transportation's I'm sorry, Department of Labor's Office of Disability Employment Policy, or ODEP, where she works to address the barrier of employment, barriers to employment caused by a lack of access to transportation, and adapt, she created the initiative on autonomous vehicles, driving employment for people with disabilities and continues to lead that effort. Last year, she had a one of those great opportunities that federal employees get to do a detail in another agency. And she worked with the Department of Transportation in two areas, with the National Highway Traffic Safety Administration, and the Office of the Secretary of Transportation for policy, and where she worked on accessibility on the department's accessibility strategic plan, as well as the plans to honor the anniversary of the ADA. Lindsay has a Bachelor of Arts degree and sociology from the University of North taxes, which she received in 2010. And she is passionate about expanding access to transportation and employment for people with disabilities and other marginalized agreements. So I'm other marginalized community. So as you can see, we've got a great panel this afternoon. I want to spend a whole lot of time but I want to remind everybody, and I know that you all are familiar with the definitions that were in the RFP, I'm sure you pored over them and study them as you were developing your grant applications. But I wanted to remind you, and of these definitions of three really critical ones, without going into a lot of detail. So I shortened these a little bit. Inclusive planning is a process whereby all stakeholders and for us, especially participants, by which we mean older adults, people with disabilities, caregivers, riders and potential riders, as well as your very important coordinated transportation partners to be actively and meaningfully involved in developing the plan. And for purposes of this project throughout the project. There's also Human Centered Design, which is a creative approach to problem solving that begins with the people you are designing for. And frankly, I'd rather say designing with and ends with new solutions that are tailor made to suit their needs. And finally, and we'll be talking a little bit more under the leadership of David Hoff later this afternoon, about mobility on demand, which is no two multimodal integrated, automated and innovative, and is a user focused approach. And I really want to emphasize that for purposes of our discussion right now, to provide improved mobility for all users.

14:16

So this is my not very artistic, Venn diagram. That brings it all together. And what I want to emphasize by bringing the this diagram to your attention is that all three of these parts really play an equal share equal importance in these 18 month projects. And I put inclusion at the top because, in my opinion, inclusion is the foundation that we start from, it weaves through all of the activities that happen. It's not just something that you do at the beginning during your planning phase, but it's something that informs your work

throughout this process. A couple of slides to talk about what we've learned so far, because as you know, we all have been involved in inclusion for quite a number of years. So a couple of things. steering committees are very important. But it's important that they're not static that they evolve over time. And as the people who are on your steering committee and guide your work, get to know one another and get increasingly involved in the project, hopefully, that not just the membership in law evolves, but their roles evolve. And they begin to take on leadership roles, such as, for example, something that we have encountered in past projects, which is participant led focus groups. But there are other ways in which members of the steering committee or those that are intimately involved in your project can take on leadership roles. And we encourage you to do that. I know that David Bernstein will be talking about our pathway to inclusion tomorrow. And he'll probably mentioned many of these things. Again, it's also important to engage the community, townhomes and community meetings are one way to do it. But it's really critical not just to inform folks about what you're doing, but also to emphasize to ensure that people understand and appreciate this work, that's really critical, if you're going to be able to continue this work past this grant. And ultimately, we really want this work to be sustained, long term. To engage people throughout your community, it's really important to be flexible, about how you do that, and to use different sources of media, to engage folks. And to ensure that over time, as the stakeholders and participants get involved and more familiar with your project, that they understand their roles, and that you are open to being flexible about expanding those roles. This is my final slide. And I just want to say a couple of things that we have learned that I think are critical. Education is important for all of us. These are highly technical projects. So we all have things to learn about m od, and about how to realize the promise of mobility on demand in your communities. It's also critical to understand that the consumers, the riders, the potential riders who come to the table, in your project, have something to offer to you need to learn from them with their lived experiences as writers and users of this service, and to ensure that everyone respects the knowledge and experience that people bring to the table. And the question is, do you have all the right people sitting at the table? Does your steering committee look like your community? Are you ensuring that underserved populations and a range of people are engaged, it's important to be open and to recognize and seize opportunities. Finally, the resource there that's on our transit planning for all website on his tip sheet for planning meetings that was developed by our really fantastic expert panel, and was the brainchild of one of the consumers who sits on that panel. I highly recommend it to everyone. And with that, it's my great pleasure to turn it over to Kate.

18:48

Thank you for ginia and thanks, everyone for having me. Let me get my PowerPoint up pair.

18:57

Okay, are you guys able to see my PowerPoint?

19:01

Yeah. Damn, thanks, Kay.

19:03

All right. So I'm really excited to talk to you today I'm going to speak to you really from the perspective of a transit agency representative who wants to do better in this arena of inclusion and not as an inclusion expert. And so I'm going to be very candid with you about some of my experiences that I had on the first transit planning for all grant that mountain lion was able to receive for which I was the project manager. and lessons learned in that process, so that hopefully you don't repeat some of the mistakes that I made originally.

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So

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our project and the first transit planning for

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all grant was what we called move me flag and it was very much related to planning processes and getting people with disabilities and older adults more deeply involved in planning.

19:57

I'm here

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Our overarching goal for the project was really to reach out to seniors and people with disabilities and ensure their voices were active in our transportation planning processes. And we did that as our overarching goal, because we really believed that if we could provide quality and timely transit service for seniors and people with disabilities, that everyone in the community would be highly served by the transit that we were providing. And the timing for this project was really great, because we had a bunch of different planning projects going on. So we had our five year in long range transit plan, and the Regional Transportation Plan, which is not a mountain lion project, but that were heavily involved in the coordinated plan, we run those efforts for the 5310 coordination. And the fnpo, the for our region was doing an active transportation master plan, and we're doing a bus rapid transit study. And so we wanted to make sure voices were brought in to all these different planning processes that were occurring at the same time. And when we kicked this project off, we started with the pathways of inclusion framework, and we asked people how we were doing in the community in terms of bringing them and and so really, were we just telling people what was going to go on or what programs we were going to bring forward? Are we truly engaging them in a meaningful way to be part of the decision making process. And in our initial goal setting, we did, okay. People really felt like we were mostly just informing them rather than including them in the decision making process. And so that was a goal for us was to move our position along this pathway of inclusion. And so we did quite a few things to bring an outreach on to all these planning efforts. We held planning workshops, where we really let people basically like play with budgets and bus route lines on maps and decide what they would do if they were as with funding, and then documented all the input that they gave us. And we did a lot of surveys. And you know, what were people's trade offs or preferences and a world of limited resources. So not just pie in the sky where everybody wants everything, but we really tried to say there's there's budget constraints or other constraints. And so if you had to prioritize, what would that look like. And I think that giving people the ability to be the deciders and those theoretical terms of if I had this much money, this is how I would spend it was really key. And we also did get on the bus, which we would take a bus around town, put up our displays up on the bus and have people on board

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to provide feedback.

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And then we had our coordinated mobility council meetings, which have many representatives, the seniors, people with disabilities on them to provide direct feedback into the planning process, it really acted more like a stakeholders, committee for us. And that group still exists today.

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And so what

23:00

was the result of all this effort to get people engaged, and I have to say, I think it did pay off. We have 15 new unique mobility ideas generated through this process. So not repetitive ideas, but distinct things that we could do. 54% of the input on our five year plan was all from older adults, and or people with disabilities, we felt like we had really good representation. And the planning department actually added two staff people at this time so that we could do a better job on inclusion work and linking people to the programs that we were creating. And then we also were able to generate additional funding for our taxi voucher program through this. So really tangible outcomes of doing this inclusion work. And now is where I'm going to get really candid about what I did well and didn't do well. So meeting management, I was the program manager, I was really the only staff person assigned in a significant way to this project. And so I would host these meetings with the CMC, not sure who would show up or other community meetings, not sure who would show up. And I would tend to get people with a variety of different disabilities and older adults that I was managing, trying to figure out how to get them to be able to actively engage all by myself, and really came to find out that that is not a good solution for actively engaging people with a variety of disabilities. At one point in time. The room we had was too small for maneuvering wheelchairs around and I was trying to do exercises around the room, which proved difficult. And I had one person who really couldn't see what I had up on the screen very well and someone else who couldn't hear what I was saying. And so there was just a lot going on. And a big lesson was really having more staff there to facilitate a good meeting. A good lesson learned. The other thing was we wanted to do a lot of surveying. We wanted good feedback from people. So we developed a great survey and we tested it and then we took it out to the field and it took people 15 minutes to fill it out. And it's just too, it was too long to get many people to engage. And so there were good lessons there too about really honing in on what it is you want people to know, finding a quick way for them to be able to answer so that you can reach a lot of people. And because it felt like long lines, or we'd have staff go out for several hours and only be able to get a couple people to take a survey because it took so

long. Um, and then just generally, it was harder and took more time than initially anticipated. So I think building that into your schedule and planning process from the get go, is really key. But ultimately, in the end, where did we end up on this pathway? It's kind of hard to say I would I mean, we definitely I will say we definitely moved up. But we couldn't, we wanted to bring everybody up to this really engaged, you know, level six, where they were really providing decision making. But the truth is, it was hard for us to get that many people to engage deeply, we could get a few to engage deeply, but many engaged that you know, level three instead of a level six. And so I think it's good to recognize there's a balance between reaching many people and getting really deep conversations with few and having that set as a priority from the get go and understanding your strategy related to that, that you want to reach lots of people that's hard to do at a deep level and so having strategies for both figured out. Um, the other big lesson I learned was in trying to get people to dive deep, they need a base level education about how budgets works, how transit work, what's the Trade Office. And so a big lesson learned this goes back to that many versus fuse scenario is that we needed to create Trent transit advocates who understood the process and could engage with us continually over time, because there just wasn't enough time and these outreach events to bring people up to the level that I wanted to bring them up to, to engage. So again, both strategies are needed. Um, and again, I do think we had other lasting impact. So our coordinated mobility council continues to meet and provide feedback on our planning processes, as well as some of the city and fnpo planning processes. Our five year plan was unanimously adopted on time, which was a big goal of our project originally. And then we actually use this input for the basis of a tax increase that we put on the ballot in 2018, which just getting something on the ballot, I think is a big step and having a plan for that. It will say we lost this ballot measure, but it was only by about 150 bucks. So we don't think it was shot down by the voters will probably try again in the near future. But I think really important all that work we did leading up to it to even get close enough to

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you know,

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to lose by that small margin. And so value of inclusion, I think it helps you as an agency, really understand where the barriers are, and how to design your program specifically to fit those needs. Also, what are just the small tweaks you can make to be better, rather than major overhauls. There, we've revamped our taxi voucher program, people love it now. And it didn't take much to do it, just some small things.

28:09

Um,

28:10

there's also never enough money. So we need to figure out how to prioritize and that's a key decision, I think to have people be included in on. And then ultimately, you know, if it works for older adults and people with disabilities, we think it really serves everyone in this community well, so that is the end of my slideshow. And I'll turn it over to Lindsay

28:31

to present some parts.

28:35

stop sharing here. Thanks so much, Kate.

28:41

Good afternoon, everybody.

28:44

I'm thrilled to be here with you guys today to to kick off your exciting work as we also kick off the National Disability Employment Awareness Month. This October, the US Department of Labor's Office of Disability Employment Policy. It's marking 75 years of MDM, which celebrates America's workers with disabilities and reminds employers of the importance of including people with disabilities and inclusive hiring practices. This year's theme is increasing access and opportunity. 2020 is also an important anniversary for the disability community. On July 26, we celebrated the 30th anniversary of the Americans with Disabilities Act. signed into law by President George HW Bush in 1990. The spirit of the ADA was to ensure all participation of people with disabilities in all aspects of community life. This landmark civil rights law addressed The rights of people with disabilities, including prohibiting discrimination on the basis of disability in public transportation services such as city buses and public rail. It has led to major improvements in transit systems across the country. However, significant barriers still exist,

particularly in rural and disadvantaged communities. As we celebrate many accomplishments, stemming from the ADA over the past three decades, we have an opportunity to build on its success by leveraging new technologies, emerging data sets, and public private partnerships to identify and address the needs that remain. In 2018. The Bureau of transportation statistics reported that an estimated 25 point 5 million Americans experienced a travel limiting disability that made it difficult to participate in activities of daily living. Happily half of this population was in the working age, but only about one fifth of this population worked full or part time. This population also experiences significant disparities in vehicle ownership, grip frequency, and socio economic status. lighting the link between transportation and employment access. Our nation has endured devastating health and economic consequences as a result of the COVID-19 public health emergency. This has highlighted the critical need of people with disabilities to have access to on demand transportation services that connect them to workplaces and other activities of daily living. In August, the labor force participation rate for people with disabilities aged 16 and older was 20.6% compared with 67% of their peers without disabilities, the unemployment rate for people with disabilities was 13.2%, while those without a disability had a rate of 8.4%. In addition to getting to work, people with disabilities must have access to transportation they need to get to the doctor's office, pharmacies, grocery stores, all the destinations they need and want to get to as the nation recovers. We learned some important lessons during these challenging times.

33:01

Fields president Angela Williams probably said it best in her opinion piece on the hill of the many lessons we've learned in the aftermath of the corona virus pandemic, but one of them be that we can be more inclusive and more adaptable to individuals who need transportation most. With or without this public health crisis. One of the lessons that we've learned is that new transportation technologies can be used to meet our most pressing transportation needs. This spring, automated shuttles began delivering COVID-19 tests to medical facilities. Robo taxis and delivery robots are now dropping off groceries and take out to look from local restaurants. And AB designed to transport passengers are now being repurposed to deliver prescriptions to patients at home. Together, we can harness the equalizing power of transportation technology to improve mobility for people with disabilities. Opening doors to opportunity. One thing that I'm particularly interested in is how the transportation needs of people with disabilities will change during and after the pandemic. And how new technologies can be used to meet these needs. transportation network companies such as Uber Lyft, and via highly automated vehicles, adaptive micro transit such as scooters and bikes, and more futuristic options like Hyperloop and urban Air Mobility can change the game for people with disabilities if designed around user needs. Inclusive Design is an approach to designing vehicles and mobility services that

meet the needs of people with physical, sensory and cognitive disabilities, allowing them to complete each step of their trip successfully. Think of inclusive design like this. curb cuts were designed for wheelchair users, but they're also beneficial to travelers with rolling suitcases and parents with strollers. Considering needs of people with disabilities will also result in access for older adults, allowing them to maintain independence and age in place. Having access to on demand transportation that meets the needs of the user would fundamentally break down barriers for the disability community. Many of us are unable to drive and those who can legally drive may not be able to afford an adaptive vehicle. This means that we have to plan our rides around our ability to find a ride. This frequently involves scheduling paratransit days in advance with inconvenient trip pickup times. errands is not really an option when you have to choose 30 minute pickup windows on either end of the trip. If you aren't ready and outside when the driver arrives, be left with no way home. This paradigm of transportation for people with disabilities is separate and unequal. whatever work you guys are doing to enable mobility on demand. bring about equity for our community. I would like to offer myself as a resource to you guys, as you work to accomplish this vital and noble mission. As you can see, there is a great need to ensure an accessible transportation future for people with disabilities and others who experience travel limit limitations. Transportation is essential to employment. And employment is the only way to achieve economic self sufficiency. It's also a social determinant of health. Along with you, we believe that technology innovation holds the promise to make our lives better. Let's move forward together, celebrating the spirit of the ADA and building on it success as we navigate a new transportation landscape. Thank you all so much for inviting me.

37:50

Thanks very much. to our speakers to Kate and Lindsay. I sent a note saying that we invite comments and questions. And I see we have a comment and question for Kate. So David Bernstein says thanks very much for your presentation. Nice to see you again. The pathway has evolved. And tomorrow we will be presenting the new version to the grantees and loved love that you had a statistic that 54% of the inputs on your five year plan. Were from participants. How did you consistently gather that kind of detail? Okay.

38:34

Thanks. Good to see you, too, David. Um, honestly, I'll say I gathered develop because David made me.

38:43

If you don't know, David, yet, he loves data and a lot of resources to help us. But we asked people to self identify. And we tracked we just kept it all and tracked it. And so that was how we did it. But I think we did monthly reporting on who we were engaging. And so it was that constant keep up. I think that allowed us to track it. I think if I had let it go until the end of the project, I never would have come back to it or calculated that the same way. And it is I think it is really good to know what that percentage is. Thanks, David.

39:16

Sure. I don't see any additional comments or questions, but I guess we've got maybe 533 to five minutes for any additional comments or questions that people just want to save them. shout them out verbally feel free. Anyway.

39:34

Oh, hi, Kiana.

39:36

Are you doing?

39:37

Good?

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So, uh, I don't remember the first presenters name, but my question is, okay, it's her Kate. Thank you. Um, my question is about management of the project team. Um, for those of you who use part of the grant money to pay Your community stakeholders or individuals, who were seniors, or people with disabilities? Um, how did you manage that in terms of structure? What I'm specifically asking is, most of the models that I've, that I've seen transportation indices use is something that has a outcomes based in terms of compensation. And when you're working with people with disabilities and seniors, they often have more health challenges. That may limit their ability to participate regularly, um, or as regularly as you want them to in the project development process. And I'm, I'm

just wondering if any of you used more participation based models, or incorporating more participation based models of compensation into your project teams and how you manage disruptions in in the participation of your community stakeholders that were seniors in.

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So we didn't use the transit planning for all funds to pay participants during that phase. But I have been considering this question for a new project that we're taking on, we're building a new connection center in the downtown area. And similar to you, I think it's hard to be outcome based with it. And so I've been thinking like a per meeting was something that doesn't penalize people for not being able to show up to the meetings, because I agree, it is sometimes Harder, harder to get people to attend. And so I don't know if others can speak more specifically to that, but but I was also looking at a participation, you know, based in terms of per meeting, you could come and get a certain amount. Um, the second part of the question was, what about people just missing meetings? Or is that hard? You know, how do you get them to consistently engage? And I will say, we did struggle with that. And I think it is, for me, the reasons you said more medical appointments, transportation is harder, we tried to reduce barriers where we could by providing free transportation to meetings, you know, really doing one on, you know, helping schedule the pickups accordingly, so that they weren't having to think about it and trying to reduce that barrier to get people there. I think a virtual world these days, it could be totally different. And that might not be a very helpful strategy. But it worked for us a little bit. But, um, I think I spent a lot of time calling people and asking them to follow up or if they missed a meeting and getting on the phone with them, there was a lot of one on one. And I think that goes back to part of the presentation about it was harder than I thought it took more time than I thought, because I did. I did do a lot of follow up with people individually afterwards.

42:52

Thanks, Kate. And I would add a couple of things. One, please check out that meeting resource that Kirby very nicely posted into the chat box that I mentioned, because there's lots of good ideas. One is not holding meetings where people are, and maybe thinking about how you're going to engage people in smaller clusters, rather than necessarily the whole group that that's, that's one way to engage people who might not be able to come to a central location. And the other issue, I think, is to think about ways to do outreach that's beyond attending meetings. I mean, traditionally, we all really love the notion of having meetings and having people gather once a month, and many people enjoy that

they enjoy the interaction. They enjoy the socialization. But as we all have learned, since the outbreak of the coronavirus, that's not always possible. It's not always feasible, and especially for people at great risk of the virus. But we've had long standing issues with that with people with disabilities and older adults. So, again, I think there are some out of the box solutions. And finally, I would say that David also posted a sneak peek of the the revised somewhat revised pathway for people to take a look at tonight as your homework. Right, David? So thank you very, very much. I really appreciate the discussion. I think this is an area that gets more fruitful, the more we all learn, the more we experience. And Lindsay thank you for offering yourself as a resource. It's really great to know you're there with that expertise and that experience and your presentation really is a perfect segue. To move into the discussion of mo D. And, Charlie, do you want to take it from here?

45:07

I will. Thank you so much, Virginia. Thank you, Kate, and Lindsay, for being with us today. Really appreciate it. Just want to point out a couple of things on our newly designed came to planning for our website, I see Kirby has been putting up some links to things that you'll find there. I think this gets back to cannas questions. Well, during the last round of projects, two of our projects actually created toolkits on inclusive planning. And I think you all could probably get some really good insight on some of the successes that these projects had. One was hope link there in Seattle. And the other was the Portland, Maine Council of Governments, they both did a really great job of really discussing and explaining the processes they went through for inclusion. And on the payment of participants, another project in the northwest, Portland, Oregon, ride connection, I think maybe we can get you connected with them. I know that they also had parts of their project where they paid participants for for their work. So we'll get you connected with them as we move along in the project. But now we do want to move on to discuss mobility on demand. learn a little bit about the latest in latest things about mobility on demand, and just want to say that, you know, first for us at CTA and we're chance organization, we're really excited to have this opportunity to work with you, on developing these mo D projects. This is a new thing for us. It's something that we've been talking to our members about a lot. I think, as Lindsay pointed out, as we come out of the pandemic, and move into whatever the next normal is going to be transit systems are across the board are going to have to learn to be more flexible, they're going to have to provide their services in a different way. We're finding that now just even among our members that provide fixed route transportation. Normally, they might change their schedules on a yearly basis, or at semi yearly basis, now they're changing on a weekly basis, routes are going to have to be flexible as well. So we really appreciate the fact that he folks are willing to step up and test out what's going to be next for everybody in mobility. So discuss mo D, and where we're gonna go from here. I'd like to turn it over to our colleague from Boston, David Huff.

Please take it away.

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So thank you, Charlie. So my role here is really just to facilitate a conversation on M od. And we're really, really pleased to kick off this conversation to have Chrissy get more here.

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And Chrissy is

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just really kind of a real champion of the movie and just in general have a really big, a wide range of expertise. She is got multiple hats she wears, She's the director of strategy for cubic transportation systems, where she works on the expansion of mobility as a service around the world. He's also Chair of the Board of the travel spirit Foundation, North America, and co chair for the mobility and demand Alliance, Public Policy Committee and active with the Coalition for smarter transportation. So you're a busy woman, and also does beekeeping as well, we just found out today so so. So Chris is going to provide sort of a overview of these issues from her perspective. And then we really want to facilitate a conversation with the three projects in terms of you know, how do we these concepts, the thoughts on how to apply these concepts within the respective projects. So I'll turn it over to you, Chrissy.

49:43

Awesome, thank you, and thanks, Charlie for inviting me today. So I'll clarify I'm not here representing cubic. I'm actually a consultant on my own. With the Spartan edge consulting. I am the Chair of the mobility operations And alliances committee. And so in that capacity, we have been working on the kind of legislation that we're going to need to move all of this forward. And so I'll just say to everybody who has one of these awards, aren't you super glad that you already put in for this award, and that you have the money already. And then now you get to go do it, as COVID has turned everybody's assumptions on their side of what you thought you were going to be doing this year, and especially how you thought you'd be delivering transit services to your community. So super exciting for all of you. And I'll caveat by saying, but it's not a new subject, mobility on demand has

been around for a decade, at least. And a lot of mo D pilot programs have even been going on for 567 years. So what we're looking at is a continual evolving iteration of what these services need to be. And even the companies that are the private sector companies providing the services, how they're changing their models, to keep up with the kind of requirements that are being imposed on them legally, in local and federal law. And so there's been a lot that's unfolding. And so you may see this, even in your own project, be different from beginning to end. So I like to always tell people, when you're starting a project be very clear and conservative on what you think your goals are, because they might actually change over time. And that's okay. There's, there's a lot of change going on in everybody's lives right now. So just to bring us all on the same page, mobility on demand. And we've heard a couple of definitions probably professionally, you're going to hear a lot of different definitions. SAE taxonomy has not even agreed on a common definition for mobility on demand. Part of that is because it's a continually evolving process. So you're not going to just find one. And so I like to just keep everybody on the same page. So mo D is the ability to offstreet hail, a mobility option from a shared fleet to shared space. So that means you might have an mo D project that is utilizing a contractor to provide a fleet of vehicles, whether that's small vehicles or large vehicles, that the community shares, or mobility on demand in which the physical space itself is shared by the participants. So those are actually two different approaches to what you can do in an mo D program. I'll add a different definition for a different word that you're probably going to be hearing more of in the coming years if you haven't already. And that's mobility as a service. So mass, alternatively, is an interface that combines those public and private offerings to plan book and pay seamlessly so that you are achieving a public policy objective. So the difference in mo D and mass is they kind of work together to provide a capability to offer public and private services, whether they're operated by the public sector or under contract or in a combination, and then mass, which gives the ability to have a true end to end journey multimodal framework. We're connecting all of those different on demand services. I think one of the issues that we're moving towards end mobility on demand is that commuting is no longer the cornerstone for a lot of these conversations, a lot of the conversation focused heavily on the need to get commuters to and from. And we're seeing that in many cases that people who need the service most are not commuters. So how are we effectively defining what you want your mot project to be to go outside of a commuter base from the beginning. And then there's

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a lot of question of how this is going to unfold in the next year because so many cities have started doing things like taxing TNCs to be part of their own tax base. And as a way to kind of give them some options. And what we're seeing right now is a dramatic decline in those kinds of rides, especially for companies like Uber and Lyft. And so cities that had

built tax programs around those are now going to in addition to the rest of the Revenue losses have to make up for what they were planning for those taxes as well. So you're you're looking at this kind of real time ongoing change of what's happening in mo D. And then you have the questions around things like micromobility. Is it a nuisance, and there's, there's a lot of people that wonder if it is helping or hurting transit. There's different actual studies that show different aspects of that, depending on what city you're in.

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You define that maybe, folks when we buy that,

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like mobility,

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or that it's a nuisance,

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microbe, Wi Fi both, but likeability just so make sure folks have a copy. Yeah,

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so micro mobility is the use of scooters and bikes. So mobility services on a small scale, if you're really breaking down the word, and then alternative micro transit, that is a small version of transit, things like via the shared shuttles, the fact that they're not typically on a schedule, that's where on demand comes from. So in mobility on demand, you can actually have a number of different offerings. You can have micro mobility, scooters, bikes, and micro transit, which is the bigger vehicles, and then the way that you contract those services. So like I said, at the beginning, the definition of mo D can be shared fleet and shared space, so you get a couple of different options there. So right now, a lot of cities and transit agencies used mo D as a way to offset other issues going on in their service network. So in Miami, for instance, they reallocated nighttime service. So they got in a contract with Uber to do nighttime service, so that they could have social distancing for their daytime services, they took all of the routes that they had at night and added the that same service to during the day, so that they would be able to have less people on

each bus while still offering the same level of service. You have St. Pete in Florida, Brad Miller is the CEO there and he's had a voucher program with Uber, it was probably the first in the country for years now. Where they are offering a addition to their existing services by contracting that with a private company, the same with the city of Centennial, in Denver, Colorado. One of the ways is you're talking about increasing inclusion and implementing equity. And I always use this city of Centennial example, in their contract with Lyft, they had at all times a accessible vehicle that they could, that they could dispatch to that particular on demand. So part of the issue and a lot of these on demand contracts previously, was they didn't have all of the vehicles roaming at all times that were accessible. So one of the requirements was that they had to have one it that was within their defined range, that would be able to respond in the same time. So that's one requirement. The second that I love in their pilot was they had this citizen resource line that city already had. So you could call and you could you could use your Lyft app, and you would have your discount code, you would have all of that in the app. But if you didn't have an app, and this is very important for equity purposes, it does not have to be an app, it's an interface. When you listen to the definitions at the beginning, modern mass user interfaces, you don't have to assume that that interface is an app. So in their case, they use that citizen line. And you could call in and their their employees that were really volunteers at the area would book it using lifts own system. So they they had essentially operator privileges for their phone bank, to be able to call those services. So you did not have to have a You don't even have to have a computer. So you want to look at what are all the different interfaces that you're going to need to offer your community, especially as you talk to them about what their preferences are isn't an app. Is it a website? Is it more like a call center and even these really sophisticated companies have alternatives that they've been working out. So you benefit from a lot of those lessons learned of previous projects.

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So I'll add it because you were talking about and I'll close on just my portion of it. And we can get the questions because you might have a lot of questions and that in this community engagement. I'm actually personally in a class right now through the thriving group called dignity infused community engagement. And it's a phenomenal way of looking at how to talk to your community so that you're not just giving them procedural Reach, you're not checking boxes of this is what we've defined as what community outreach looks like. It's really broadening that the scope of how you can have those conversations. So it's not coercive interaction. These are the two things that we've already decided we're going to do one or the other. And we're coming to you with just these options. And you can vote on which those are, that's not the same thing as bringing to them a set of alternative selections, true options that you can show them, what all of

these different possibilities might be, which is why I gave a couple of different ideas up front have different cities and what they were using those specific services for. And I'll add that the invest Act, which we know wasn't passed, but will is kind of a preview of what the next long term reauthorization could look like. After this continuing resolution ends. There was a lot of pushback in the edits from labor unions that would significantly reduce innovation in the future for autonomous vehicles, as well as mobility on demand services. By the end of that negotiating period, it kind of became a much a much lower match for cities and transit agencies anyway, to be able to get received those services, which will limit your ability to offer some of these things, and I didn't focus a lot on autonomous pilots. But Jacksonville does have an autonomous pilot RTC in Las Vegas has an autonomous pilot for some on demand services. So that's an that's an additional option. Really looking at what works for your community.

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Charlie, are actually

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facilities for totally, totally me thoughts. So thank you, it was it was wonderful, Chrissy I really, you know, we mind is spinning here in terms of all these concepts. And I think your your point about getting a language and terms correct, and having clear definitions and the evolving definitions, but with a project like this is really understanding, you know, mass versus mo D, and what those things mean, I also the idea of, of, as you said, A, A, basically a ecent shared fleet and shared space. And so I think there's I'm guessing a lot of our projects have, are just going to this is going to helping them bring some context to the work efforts they're going to be undertaking. So I'm gonna throw it out to the projects. Any I mean, I'm not shy about calling people's names, but I'm sure anybody who has general questions before I ask him icon on the project specifically, but I just love to hear there's somebody eager to ask Chrissy some questions, or engage in dialogue.

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I explained it totally perfectly right up front. Nobody has any

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questions. I'm going to give 10 seconds on zoom. I don't always do well with silence, but

I'm learning to do.

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So one of

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the things that we want to test so we're doing a micro transit project, and we really want to incorporate our paratransit vehicles and be able to either share rides with paratransit, and, and general public, see if that works out, if not at least be able to share the vehicles. So just curious, you know, have you heard any lesson learned from other agencies trying to do this or any sort of thoughts that we need to kind of work through in the very beginning or, or any sort of Yeah,

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other programs that we can look do? Okay. There's, there's a whole lot of programs, it really depends on what example you want to follow. I'll start just giving you just a little bit more background on me. I, I started my career working for a vanpool company, I went to conduent, which had worked on several of those mot pilots in the city of LA and actually the city of Centennial one that I think is so cool. And then Kubik, which obviously works in a lot of those integrating services as well. So I kind of have a breath of all of the different ways. I will also say the capability i don't think i've seen anyone execute on using a paratransit vehicle to have the general public on as well. So I don't know that I have a good reference for that. And part of that is the limitations in the funding of what you can use the vehicle for. That was the same examples, which is why I brought that up, that it was very difficult to reallocate the people that were using them and then I do know that mid access has a whole different set of funding constraints. So it kind of dipped On this particular pot of money's flexibility, what your insurance carrier for the other services is also going to have as a red flag. Because you you can't it's, it's becoming actually an ongoing issue with a lot of innovation when it comes to offering of services, and then how you want to flex those services because the insurance world has a very defined vision for what each of those services should do. And therefore you can't mix those services. And so that's, that's a limiting factor. I say that. That's what happened to the shared fleet. So things like cartago. It started in San Fran as a different company called get around. And their original issue around really expanding was the fact that they couldn't get insurance. And it's the same issue that's going on right now. in the, in the scooters, scooter space, that there's only one company that's, that's insuring the entire industry, every single

company uses the exact same insurance company, and the laws that they were trying to pass recently in California, would have made it so that it would be entirely cost prohibitive, but no insurance company would cover any of it. So I don't totally have a good answer for specifically using paratransit. I bring up a lot of the I guess question marks that you're going to have to think through of, of what you're going to have to do to make that happen if that really is it. And I'm more than willing to do some more research and see if anybody in that I've worked with things like via I think via might have the most experience in that particular market if they've done something that I can't think of. So, I wish I had a better answer for that particular one. But that's, that's going to be an interesting one. I would love to see if you actually get it done. To

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know, I think those are good things, at least, to think through and you know, issues to work first. And I appreciate

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it. I mean, I think you know, we everybody believes in a theory, but when it gets to reality about things like insurance and funding restrictions is like one of this is that's where it gets really complicated. And in a hurry. Um, other other other questions or comments, folks out in Seattle with kind of anything what's going through your mind with this? As you think about this, and how you're gonna apply these concepts.

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So see Kiana Caitlin's screen.

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I mean, I can talk first, I guess, but um, based off of the discussion, um, I think at this moment, I'm most curious about the centennial project, specifically, the color interface piece. Because I just know, in our, like, initial conversations about, like, just brainstorming, like how this could potentially look, just with the preliminary conversations that we've had with seniors, they don't all they don't, they're not all going to have smartphones, and are not all going to be connected to the internet. And I think that equity point about how to ensure that they can access whatever we create in an equitable way. matters. And I'm also, you know, curious how, like, race kind of plays into how these different services are

shaped. Because different communities have very different experiences with access and on demand technologies more broadly.

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Yeah, um, you know, especially for when you're having your community conversations, and so you can ensure that your end project actually does meet the needs of the community because your community will tell you what they feel safe doing. So not everyone has the same level of safety. That that's not just across the board. So the if I'm using the theoretical term, Dr. Kimberly Crenshaw uses intersectionality. So a woman is not going to have the same level of safety as a man riding a bike. If you're a black woman on top of that, you're you're adding to what you can except for your personal level of safety. So these programs are great, you know, ideally that we're expanding services that are available. But available for whom? And so Who are you really trying to plan those services for, and ensuring that in what your end solution is truly does meet their needs. I was on a meeting a couple weeks ago, and they were talking about this program in LA when they, they wanted to go into a specific neighborhood and put in a bike lane. And so if they had gone in with their check the box kind of planning, the bike lane would have been, you know, where a bike lane goes on the right, and the community told them, they wanted in the middle of the street, that they wanted the bike lane to be in the center of the street. And I've seen pictures of this. And it's phenomenal, because in that community, it reflected how they already use this space, they didn't want it on the side, they felt like it was going to

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hurt

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other areas of things that they were doing to help the neighborhood use that space. So it's very important to understand in your area, how they want to use their services the same way they want to use their spaces. And so the city of Centennial to get back to this, I think first part because I think I answered that, this way. Um, the city of Centennial had a, what they called a citizen advisory connection by remember correctly, it was a call in line that they use to answer just all kinds of things. But it was mostly for seniors, because the people who could use the website are definitely going to go the website. But there's a lot of people in their area that they felt like weren't going to use it. So this could be part of the information, your informational process starts at community engagement, so that

when the project gets there, they already have some idea of what their options might be. So that's that's actually a good point. They used that same line to say we already have these people that are staffing this, which doesn't exist everywhere. So that may or may not be an option in your community. But I would suggest looking at who you're paired services are, if it's things like that you typically work together with Catholic social services. If there's a senior center, wherever there's a phone number with somebody staffing it, they can be trained to do these things. So in in lifts case, they have a operating interface that they could really train anybody to use. And then the person on the phone who knows how to use the computer clicks. And that's how it's ordered. But the person calling in just told tells them where they are and where they want to go. And that really small difference. And the phone lines didn't, I don't I don't, I used to remember the percentages of how many they used. It wasn't a huge percentage of people that use the call line. But it was enough to make people feel that they had a voice in the process. And so they could use that interface. So I guess the suggestion there is, don't feel like you have to plan a call line for 100,000 people to call in. The reality is you might have 30 people that use that phone line. And you can get a good idea of what that might look like during your community engagement plan. So you don't have to feel like you're, you can plan the interface that works best for the majority. And you can plan additional interfaces that are going to meet the person with the least power in the way that they need it. So a lot of this is about redistributing power and access to the people that need it most. And so ensuring that when you have those conversations, you're kind of revealing more about how the rest of their life plays out, so that you can effectively meet those needs.

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I mean, your point about the about the interface. And I think what you said about inclusive planning policies are so important, because if you're not doing an inclusive planning process, that interface is not going to serve that community and you're not going to use it. It's not going to be responsive. It's so it's a huge thing, that people who are going to be engaging, you know, engaging folks and inclusive process is so critical to all this. But that's a great example of that.

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And they had both, so they had a mobile app. And people use the mobile app. Exactly. But they also had these other options. And and I do know that some people use just the website also. So they didn't have to have the app and website. And they didn't have to have a smartphone, they could just call it

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we got a question from Lizzie who said was the Citizens Advisory connection run by volunteers or paid staff?

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It was volunteers. So they actually had both because the actual center itself and so they had like leadership and management who also would answer the phones but there were some people who were paid to be there full time that were but they weren't specific to that project. They were people who were already doing this anyway, and they just added this additional scope on to it. And then they added in more volunteers just in case They had a high number of calls, because they always had volunteers that were also part of their part of that structure. And you know, there's a great write up on it at the city of centennials. website. So you can go It was the, I think it was called Go Go Centennial, if you want to Google that. And that probably gives you not only some background on what they did, but the contacts for the people who operated the programs, you could follow up even directly with them. Oh,

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I'm sorry. No, go ahead. Go ahead. Go ahead.

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Um, I was just gonna ask one quick follow up question, do you know, off the top of your head if their call line was 24 hours, or if it was limited to only certain hours of the day, you know,

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I don't remember if the service was 24 hours, I can't remember if they designated times I know they designated a service area. Um, I honestly don't remember, it's been a couple of years myself. So that I know that the advisory line itself because it was used for other things was the 24 hour line, I can't remember for sure if there was a service hours for this particular program. And I'll add for that one, it was it was a six month pilot, which is never going to give you a good representation of adoption in your area. This is a very small project. And in the end, they had like a $60,000 budget for the use of the fares. And they ended up spending like 13,000. Number one, it was actually cheaper to operate, their

subsidies were cheaper than they were expecting. And so it saved the money that way. But secondarily, I know that they didn't have a big marketing or community engagement at the beginning. So not a lot of people knew that it existed. So you're not ever going to have a real big adoption, if people don't know it exists. And if they think it's going to go away, in a very short period of time, because you're not going to make a different choice on going through a different job or, or taking on a new hobby or doing anything, if you know that that service is going to go away three months from now. So part of that planning should be also your plan for how you intend on keeping this going past the original pilot, so that people try to have some level of understanding of what other actions you're trying to take to make sure that it doesn't just go away in a couple of months.

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I want to give our folks in Atlanta, Atlanta project a chance to chime in their thoughts or questions. Yeah.

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Yeah. I don't know if I have a specific question other than just following up on a Stella's project with integrating paratransit and, and micro transit all in one. Just comment there that we have some advocates in our region that believe that's the path forward for my for demand response in the future. When you're looking at HST as a whole, and I happen to agree with them, and hope that we we can go sLI be following your project closely to see how you guys navigate those waters. Because we certainly, at least from from my vision standpoint of looking at HST as a whole in metro Atlanta, really see micro transit and mobility on demand being the driver of that is in the future. I guess if I have a any question, though, it would be following up a little bit sort of in white, related to why Kiana was talking about, we're adding some other barriers and an equity standpoint, for a mobility on demand project by adding language barriers into the mix. Our our project is with C packs is on the phone right now our project is focused on a social service organization that provides social services to immigrant populations in and in metro Atlanta, just to the east of downtown. And one of those things as transportation services. So we will be building the technology through the through the lens of

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of knowing that it's not

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we have to build it in a way that it's going to serve older immigrant population. So we not only have the elderly and disabled that we're we're catering to in building this technology. But we're throwing in language barriers with that. So and and on top of that, and something that I'm excited about because it it is a it is a challenge that I think could be a good model for the future of how mo D can work. But on top of that, we're throwing in goods delivery as well, by sea packs has shifted their service during COVID. It's a COVID problem. But I think it's something that's going to stick around. They they've shifted to grocery delivery on on top of adding passenger services, keeping passenger services, but mixing that with good delivery as well. Um, any specific examples that you can, that you can pull from and how we address building technology with, with language barriers in mind, and then also keeping the lens of the goods movement in that focus as well.

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So, language, I would check out la de OTS Office of Innovation has a couple projects that they awarded last year.

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This year is so long that I'm like was that this year, so just go and look at their projects, because it might just be this year.

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As sad as that is.

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So I know that they were having a similar issue in in a very specific community. And so they have a lot of different projects that were targeting specific communities that were that were low income. And then they had another community that they were targeting for multiple languages, there was like five different languages in this relatively small area. So I would I would go and check out and see if they have any outcomes listed, because they're new enough that they may be an implementation phase, but haven't gotten to report phase. Previous to the last year, I'm going to say probably not specific to a language barrier. I know that Arizona and Colorado for sure have requirements on multiple languages in their in their app developments. So there may be some examples of, of

building. But I also know from talking to some people who've used those services that it doesn't translate super well. So it'll be you'll probably be one of the studies I've referenced later when you when you have this phenomenal outcome.

1:22:26

Oh, so

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yeah. And you said something else? Oh, so labor. Because you mentioned folks around here think that that's the way for paratransit. And I fully agree. And I'll caveat that by saying, and you're going to get a lot of pushback. And that is actually the language that I reference that was in the invest act that that that the unions were coming out very strongly against anything replacing existing service. So if you were in everybody's applications for ongoing funding, so may not be necessary to understand right now, but in understanding how you plan it into the future, it was all about reallocating the staff to be able to offer more service during the day or to train them to do customer service. Instead, there was there's a lot of conversation around the fact that like in Jacksonville's autonomous pilot, they did not have to let go of any drivers, they reallocated their staff so that they were so that they were giving them more capability because there's there's a coming storm of the fact that to be competitive into the future transit has to do these kinds of offerings, they have to operate differently, which includes multi mobility, and utilizing public and private services. And there's going to be this push and shove of who gets to decide which of those services means the most. Because right now, micro transit, the big discussion for micro transit has been Oh, it doesn't pencil out. Well, transit doesn't pencil out. That's not the point of transit. It's about offering the right kind of service to the people who need it most. So looking at how we're reallocating budgets is going to be another area. So I mean, just things to think about and to keep a kind of an eye out for as you define your project, so that you can plan into the next project, how you're going to address that, even if you didn't need it for this one. You know, for the next project. You're going to get pushback if we're talking about taking away paratransit services and offering you know via shuttle instead, and we're just going to make sure that they can utilize those same services because I mean, I've done studies on that before, but the percentage of people need a pair of transit vehicle is actually much lower than the people who are using it simply because it's easier for them to understand how to use if we, if we get help people understand how to use those other services, then you wouldn't have the most expensive service carrying a whole bunch of people.

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It's one of those, I've seen so many studies that say one of the best investments that systems can make as a travel instruction to move people off of a paratransit system. But that that's something that, you know, at the same time, the alternatives also must be, you know, work for them as well. So, we probably can't go on and on about this, but we're approaching the bottom of the hour here. So I want to be respectful of people's time. But this incredible information Krissy and just really, really appreciate it. My No, my mind is spinning here. So really great. I do want to ask a dignity infused community engagement that's from thrive, and she said,

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thrive in this group. Yes. And I can add that to the chatbox. Also.

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Quite, quite interesting. I did kind of a quick, Google search on that looks very, very interesting. So it sounds like you're gonna guess. So um, any other last closing remarks before I turn it back over to Charlie Chrissy just

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know. And I'm happy to keep contact with anyone whose questions I didn't get to today or in the future, I put my email address in the chat box. So everybody has it. But thanks, again, to David and Charlie for inviting me to be here with you today.

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Thank you. Thank you very much, Chrissy.

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And let's have a zoom round of applause for our all our panelists today, Lindsay and Kate and Chrissy, thank you so much for being here with us today.

1:26:38

Thanks so much for having me. And I,

1:26:45

also Virginia and David, our moderator, make sure everybody knows songs are being recorded. So they will be available for viewing later. We'll also get them transcribed, so you can read them as well. There's a lot of information in the chat box for reports and things ago, I urge you to take a look at that. And to take a look at the resources that we have on the transit planning for all website. And then I also invite you back for our wrap up session tomorrow. Again, it's 4pm Eastern 1pm Pacific, where we will be talking about reporting requirements and other things. So look forward to seeing everybody tomorrow. And one Quick.

1:27:35

Quick note, if people out there that you don't familiar with zoom, just click the three buttons on the bottom, you can get the chat, so you're not. So if you haven't really been

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wondering about all this talk about the chat. It's on the bottom. And that will bring just the chat box. Yeah, just

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click those three buttons and you can download the file to your own computer. So

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very good. Safe chat.

1:28:01

You guys. Alright everybody, thank you and we'll see tomorrow. Okay. Thanks.