October 2020 - All Project Meeting

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And welcome to our October, all projects mean, I'm Charlie Dixon with the community transportation Association. It's good to see everybody here today. So I'd like to start with the introductions. And then then I'll ask if anybody has any items to add to today's agenda. And then what we'll do is just go through updates from the projects. Then I'd like to spend some time having you know, a discussion with you folks from the projects, just talking a little bit about what you'd like to see from these meetings, what would be useful for you, we'll get some updates on recording. And then that should be it. Just a note, immediately following the all projects call, we are going to meet with the folks from the Atlanta Regional Commission on their mo D reporting measures. So Kirby, you're welcome to stay on for that portion of the call. But if you decide that you need to get off, if you could make me the host. Before you leave, that would be most helpful. And so with that, last the the projects to introduce themselves first. And so what I'll do is I'll call on the project leader and ask you to introduce yourself and then have the other folks from your team, who are on the call, introduce themselves. So, Estella, if we could start with you, that would be great.

👤 02:43

All right. Hi, Estella Hollander, and I'm with mountain lion in Flagstaff, Arizona. So working on the Flagstaff project. And with me today, I have Kevin parks, who is part of the project and he will be helping on the some of the reporting aspects. He's volunteered to help with that. Come in, feel free if you if you want to say hi, and introduce yourself further.

03:08

Yep. Hello, I'm sorry, my video is frozen. bandwidth is challenging where I live.

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I'll be turning it off momentarily.

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Thanks, Kevin.

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In seltzer, anybody else?

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No one else. Okay, thanks. Okay, um, Marco, if you want to introduce yourself and the folks that are on the call from Seattle.

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Hi, everybody. It's really great to see you all in person. When I joined the kickoff, I was on the side of the road and California connection and couldn't see or hear anyone or myself. If you remember that, thank you for your patience in that. But it's really great to be able to introduce myself now more properly with the group. And then I had to miss the zoo kickoff meeting because I was at a wedding. So this feels to me like kind of like the kickoff. So I appreciate that. My name is Margo, and I am on the Seattle project and strategic advisor at the Seattle Department of Transportation, and managing managing our project. But we've got a few folks here who I would all I would love to have them all introduce themselves. From asset we have Lizzie mall and stuff Hirsch and then my project co lead is Kendall Parker, and one of our project team members was able to join us today for drama. And if we could go in that order of real quick for introductions, and my pronouns are she her? Thanks.

04:44

Everyone, Lizzie mall. As Margot said, I'm also with s dot from the Seattle Department of Transportation. I'm a transportation planner supporting this project. I use she her pronouns

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And I realized Steph might have actually needed to jump off the call yet

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so she had to she had to get onto a call. So

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yeah, so Steph Hirsch is a works on our low income access to transit program. And, and in particular on working with senior centers and the senior regional register permit to do communications and are acting as a communication strategy and or acting as an advisor to this project. Definitely dissuade them from Kiana Would you like to go and then the drama.

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Hi, everybody, I'm Shana

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Parker. I'm a Margot's partner in crime on the community.

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On the community side of

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of our projects, I sit on a few community based transportation groups.

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One of which most relevant to this project

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is s dots transportation equity worker. And I use she her pronouns as well.

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Hi, everyone. I'm Madonna. I'm the program manager of Biloxi northeast Senior Center project, which is a program costs and generations, I'm profit. And we'll be working with Margo and the team kind of on helping with some of the focus groups and involving our participants in the

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project and their viewpoints and perspectives. So excited to be a part of this. And we worked with s dot a lot in the

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past on regional reduced fare project.

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Lots the Seattle team and just want to do a shout out to our wonderful liaison. Virginia dies. Today, Virginia. Thanks, everyone.

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All right. And, Joseph, I see that you're on the phone. If you want to say hi.

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Yeah, ah are

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all living in

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today.

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We are we got

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our tropical storms data early this morning. And I'm actually still without power right now. But I, I have been communicating with our project team. I don't know who was actually able to join on the calls this afternoon. I know we have a few a few people from our consulting services with shared use MOBILITY Center. So I'll kick it on the aaRC project team is on the phone, feel free to chime in? Well, I see that Alex here from shared use MOBILITY Center. So if you want to say hi,

07:59

hi, everyone. It's nice to see everyone again,

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myself and Hannah from some car here. And Brian wasn't able to make this meeting. But he'll be at the next the next meeting. We talk in more detail. But I don't know if there's other folks from the Atlanta team.

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I don't see anybody else. I don't think there there are,

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you know, we could we could talk about this later. But, you know, Joseph, if he doesn't have power, maybe, maybe we consider bumping that the ladder. We're missing the whole team. So

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yeah, that's exactly what I was thinking if that's the best connection that Joseph has, I don't think we're gonna get a lot of work done.

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measure

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it. And I was Charles, I didn't say anything before now because it is hit or miss on who actually has power from the project team. So I didn't want to cancel and the rest of the project team be able to join but from the looks of it, it doesn't look like many from the aaRC side of the project team is going to be able to join today. So yeah, sorry about that. Well, there are certain things that we can hold you to but I don't think we can hold you to controlling tropical depressions. So I will ask Dr. Bernstein to reach out to everybody after this and see when we can reschedule that hopefully sometime early next week.

09:41

If that sounds good, we'll look for your email them. Okay.

09:48

And Steph, I saw that you had to get off to get a call. Do you want to just say hi to everybody.

09:57

Hello everyone. My name is Steph. I am working On the team with Margo, I think the drama is here to Kiana as well. So with all of our folks, I use they them pronouns or just stuff. And I am one of our strategic advisors as our current communications and program

coordinator for our low income access to transit programming, which includes our regional reduced fare permit program for our seniors and disabled riders.

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Okay, so now

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I'll ask the folks on the project team to say hi and introduce themselves. Charlie Rakowski want to start.

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Sure, thank you, Charlie. I'm the other Charlie at CTA. I'm CTAs, Director of technical assistance programs. I've been with CTA 29 years now going on 30.

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Almost as long as, as Charlie Dixon,

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how we work working with you all in on the project. And I think as time goes on working a little more in depth with

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folks from Atlanta.

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Those of you who are with us,

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and KIRBY

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Well, everyone, I'm Kirby, work for community transportation Association of America on the transit planning for all project as well as the National Center for building management.

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excited to get started

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on this meeting.

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And David Hoff

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Good afternoon, everybody. I'm David hop. I'm with the Institute for Community Inclusion at the University of Massachusetts, Boston, and I am serving as the liaison to mountain lion and we had our first meeting today was really well done. So congratulations to the group there and looking forward to working with them and supporting them. And so, right and ici for those that don't know us, we are a training technical assistance resource, a research organization focused on inclusion of people with disabilities into mainstream society.

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Okay, do you want to introduce your colleague who at least on my screen,

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I might have seen it those but occasionally

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they do.

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Immediately to your left.

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I just my colleague, Brittany Mitchell, who also works for UMass Boston, but actually, how are you doing with the stones to Brittany, you're done in the Atlanta areas?

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Yes. Hi, everyone. It took me a couple of hours this morning to get my power back up and running. But here now so Hi, everyone. I'm Brittany Mitchell, and I work at the Institute for Community Inclusion with David Ha.

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Thanks to Brittany and Virginia, you already had a shout out but you can say hi.

12:45

Sure.

12:46

Hi, everybody. Virginia dies with the National Association of Area Agencies on Aging and the National aging and disability Transportation Center. And I'm doing liaison with Seattle, d o t program. And the many wonderful people involved in that project. And my colleague, Melissa gray is on the phone. So Melissa, would you introduce yourself.

13:12

Hi, everybody. Good afternoon. I'm Alyssa gray. I am support supporting Virginia. Hey,

Seattle. Supporting Virginia. She supports Seattle, d o t. I'm also with him for eight in the nbtc.

13:26

Thanks, Melissa, and David Bernstein. And thank God, you're the island Victoria. So David, you go first, and then we'll wrap up with Victoria.

13:36

Okay. Hi, everybody. It's David Bernstein dgb evaluation. I'm the project evaluator and one of the organizational partners on the national project team. We had a meeting already with Seattle. That was I thought went really well. And we have another meeting tomorrow with our friends from Mountain line right at 2pm. Eastern, which is 11am. I'm going to say it wrong Mountain Standard Time. I get that right.

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Yeah. Arizona is weird. We're technically on pacific time right now. But okay,

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starting

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November, Ron mountain. I gotcha. Understood, and I will be reaching out to the folks from aaRC to find the time Charlie said early next week, I'll see if we can set something up for maybe late Monday.

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Sounds good. Thanks for all. Thank you. And Victoria, do you want to say hi?

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Sure. Thanks, Charlie. Hi, I'm Victoria. Right. I'm with administration Park community

living. And I'm the project officer for this grant. And I'm literally really looking forward to hearing how the project will progress

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and really excited. Thank you, Charlie.

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Oh, thank you. So before we jump into the agenda, did anybody have any additions that they wanted to add to the agenda today? Okay, well, hearing none, we'll get right into the project updates. And, you know, when we wrapped up the kickoff meeting, one of the things that I asked each of the projects to do is just to go back and look at their plan for inclusion, and what resources were available. And come back to today's meeting. And just talk a little bit about your plans for inclusion, if there's any changes that you're going to make sort of what your progress has been in terms of outreach and inclusion. And then just give us any other updates that you want to on what you've been doing on your project so far. So I'll call on the project leads and the project leads can call on other folks on their team, as they wish to chime in. So let's start with start with mountain mine. Stella, you want to talk about your plans for inclusion, and then just any other updates on what you guys have been doing?

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Okay, thank you. Um, so yeah, since the last meeting, the official kickoff meeting, we had kind of a project specific kickoff meeting today with the larger group. So we're able to review the scope, as well as just kind of really set some expectations for the stakeholders, as well as dive into our client kind of a work breakdown schedule. But basically, sort of like the master To Do List of the projects are really kind of identifying the key deliverables, and the various action items that go along with that, as well as timeline and kind of some roles and responsibilities. And I think we'll definitely need to kind of continue to dive into that, as you know, as meetings progress, but I think it kind of sets at Lisa, a framework and idea of what is to be expected in the project. And with that, kind of identifying some key and calling them like inclusion activities, but really being able to think about different Yeah, outreach activities and what decisions need to be made, I think just wanting to be really cognizant that you know, things are going to be mostly on virtual. So trying to think through maybe some other activities in order to gain some, you know, just perspectives and feedback. So, for example, the Flagstaff shelter services is definitely a target audience that we want to make sure that our transportation serves. So one of the

activities will be to go to the Flagstaff shelter service and kind of having almost like a feedback wall or a piece of paper that, you know, people can say like where they're coming and going from some of their transportation issues and challenges. So keep it really open ended, open ended. But I think one of the first key questions for this product that we need to help answer is, yeah, where are people coming and going from to access this area that we want to serve with on demand, because I think that'll really dictate how the program design, so how large the geofence area is, or if it's kind of more, maybe it's just like our bus stops to access this area. So kind of just helps shape a bit of the program design, again, if it's more of a first last mile are kind of like a hub to the area type program. So, um, but yeah, I kind of identified 10 different activities throughout the project that will just help with making decisions and kind of Yeah, what type of feedback we need. And it's a mixture of either like meeting based, or actually like going out in the community and doing either like a tabling event or, yeah, this kind of outreach wall. There's also some surveys involved, that will be more I think, targeted to the staff at the human service agencies that are in this corridor. And, you know, hoping that they'll be thinking of their clients as well as the employees that serve that area. But I think, again, the first step of the really main inclusion meeting is, yeah, where are people going? What are some challenges and kind of the peak travel as well, so that'll help kind of shape you know, how many on how many micro transit vehicles will need and kind of what times might be the peak demand because it Yeah, might not be the traditional commuter times. So

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lots of questions

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that need to be answered. But um, yeah, just trying to think through some Yeah. creative ways of trying to get some input. And yeah, and I wouldn't mind, I guess hearing from the other groups, but I think COVID does add another layer of challenge. So just curious if anyone else has some creative ideas to try and mitigate that.

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I saw Margo, raise her hand. So Margo, need

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to read this, or you asked for ideas, I'm afraid to probably have ideas off the top of my head yet, but I want to talk to follow up question about your kickoff meeting. In Seattle, we are going to be able to do our kickoff meeting until a while from now on, we're getting a slow start. But you mentioned covering expectations and roles and responsibilities. I'm wondering if you can provide any more detail on on that, like what that looks like. But, you know, for different types of project team participants or what?

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Yeah, so

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I think one because we, I mean, since our grant award, we haven't really had a meeting to really just get everyone on the same page and discuss even just Yeah, what is mobility on demand? What exactly are we doing? So I think that was definitely one of the purposes of the kickoff meeting, as well as just Yeah, get everyone together that helped, either, you know, helped shape the grant application or, you know, provide a letter of support, etc. Um, so one was just, you know, setting a meeting of how many meetings we're intending to have, and how long they're going to be, as well as some like communication methods. So like, for example, that in our meetings will be predominantly zoom, or pretty much all zoom until the foreseeable future. And then I created a Google Drive as well, just so that we can have all of our meeting materials and that they can access them throughout the project. So hopefully, that'll help. Um, and yeah, just email and just trying to make sure that these are reasonable expectations, and kind of Yeah, what the, you know, what, again, what are we expecting, so to help with some of these outreach efforts, the inclusion activities, so some, again, like targeted at Flagstaff shelter services, so making sure that we're coordinating with them, and that they're, you know, playing a big role and organizing this as well. And, yeah, I mean, I'm happy to share this work breakdown, it's definitely tried to make a detail that really kind of going through just all the different steps and, and yeah, to do is basically, that you just need to be done.

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Honestly, anything that you have anything that anyone has, that's, you know, helping them kind of like organize their work with would be really useful to see just as reference. So I got a follow up, you can share any of those, like high level documents that you're using that would be, that'd be really helpful.

22:46

And just to echo what you were saying is still I think the engagement of folks in this environment is going to be, you know, at a whole new layer here of learning, shall we say, with a whole new layer that we're just going to? So I think that we will also kind of collectively as a support team, to help you figure out how to make that work? Because,

23:07

yeah, I think one,

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I think one in particular, what there was a few paratransit clients that, you know, we tried to participate. But they just like, for example, one gentleman couldn't, like he doesn't he can't access a computer due to his disability. And so I mean, I'll be calling him afterwards and trying to seek input. And I don't know, I think it just, I think it just again, adds another layer of challenge with since it is mostly virtual, and you know, you have to have internet and a computer or a cell phone or something. So yeah, I think it's just going to be a continuous conversation. And I think hopefully, this group, we can think of some creative ways to help mitigate these challenges.

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David Bernstein,

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yeah. Hi, it's David.

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Estelle, and the one thing I can think of is what's really important is to reach out to your partners, your organizational partners are going to be a source. So I understand all of the concerns. I understand what we're dealing with, regarding what we're going through, and the challenges in communicating with people that aren't used to communicating that way. But a good starting point is to know who's available, and your partners are going to be, I think, a good a good source for that. So I plan fairly early on. Scheduling some

meetings with your partner representatives. I know you want to have your kickoff meeting and have everybody together. But maybe some quick one on ones with some of your partners will produce names of people who've expressed an interest in this or don't even know what it is, and, but might be willing to help you bring in participants to work with you. And then you can worry about how are we going to communicate with everybody and make everybody feel included.

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Yep, no, that's a great point. I think, again, they do, you know, the agencies know their clients best. And so that's, you know, definitely a starting point to just get some additional participation.

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I think along the same lines, obviously, if people are hooked in with any kind of support systems, seeing if there's some way, obviously respecting the privacy, or whatever the ways that some of those support systems can assist them. I know, you know, obviously, like a lot of the work we do, for example, with folks with intellectual disabilities, they often have support people who work with them, but really engaging them and can often be helpful.

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All right, any other questions? For Stella, I just want to throw this out, is one of the other projects we're working on here at CTA is the National Center for Applied transit technology. And that center is in the process of producing a white paper on virtual engagement. So number one, be on the lookout, because we might send the folks who are working on that your way to find out what you guys are doing. And number two is, hopefully, when that is produced, which we hope to have it finished by the end of February, that will be another resource that the project can use as you're moving forward, because, you know, virtuals just not going to be going away. Even once, you know, this pandemic, hopefully, it's behind us. I think we're gonna find out that virtual engagement is going to be another important tool in use in engaging the public. So all right, Joseph, I'm gonna call on you. Hopefully, we can get some update from you on your inclusion plans and any work that you've done up until now. Yeah. So yeah, I would say most of our work up until now has been the internal aaRC contract process which any of you guys that CTA, who had to work with us on that guy got introduced to that pretty quickly. But we are, we're muscling through that right now. I don't want to say anything, Joseph, but you're still

ahead of Seattle. So. Okay, so as you're dealing with red tape is what I hear that's a good good to know, we're not alone. Now we're muscling through through that aspect and getting the administrative stuff, you know, panned out, so we can really hit the ground running, but we haven't, you know, that hasn't kept us from from getting together and doing at least some pre planning. I wouldn't say that, you know, we've had an official kickoff or anything like that, but we have, we have gotten together as a project team, and discuss some of those objectives and really just rehash out some of the challenges that CTA I'm sorry, that C packs are, is facing, and, you know, narrowing that down into creating objectives and, and targets through that and creating, starting to create performance measurements and how we look at that through the lens of, of equity. I definitely want to chime in because he's been diligently documenting those those things. And even from our call yesterday of just meeting with, with C packs and Gwinnett County on, you know, discussing, what would it look like for technology to address language barriers? And what does it look like to to improve on time performance? Yeah, stock that we're, we're starting to weigh out and Al's doing a really good job of, of getting all those those things together into actual targets that that we are wanting to lay out for deliverables. And if you have anything to add to that, well, Al before you go just for the rest of its Joseph, can you can you remind us with si Pax is? Yes, sorry, all the acronyms so C packs is a social service organization called center for pan Asian services or social services, they they serve immigrant and refugee populations on the east side of Atlanta.

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In a couple of

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inner ring suburbs from a suburb called Clarkston up to, to Doraville Marta actually operates in, in those service areas. And it overlaps with neighboring Gwinnett. County, but they provide specific services to, to immigrants and refugees and share demand response trips with both winnette County and Marta. Gwynedd county is going to be the initial partner in this in this project to, to share trips with, they're just always on onboard to move forward with technology. But but C packs is where we're looking at implementing m od technology, specifically for for limited English speaking populations. Thank you. All right now.

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Thanks, Jesse. Sounds a lot of love clear that the the so yeah, we've met, you know, as a

team is just so we haven't had the official kickoff meeting. But we've met in, you know, in the project partners, and we had a really good meeting the other day, Frank from from C packs was able to really sort of share with us the really impressive community engagement that there is sort of undertake. And so we just kind of talked about how we might be able to sort of build on that and use that base, that constituency that they've, they've been working with, and this, you know, in the community, and then we are gonna count, he was on the call also. And it was great to kind of have said that, you know, Karen from Gwinnett County, and Frank from C packs were really sort of had an open dialogue and sort of what their needs were and how Connick sort of jumped in. So it was really, really fun to sort of see this excitement, you know, in the project. In terms of the the goals and the performance metrics, we've been, you know, thinking through those, there's kind of the details of the technology, things that they'd like to see. But then kind of thinking about how those fit into a larger framework, in those being the goals and and then what kind of metrics we can kind of develop your thinking to this now, what kind of metrics we could develop into those, evaluate those goals in the long term. So that's kind of an ongoing thing. But you know, we've had a couple productive meetings so far. Okay, so those are Yeah, but that's when Frank is here. He's, you know, he's, he can really speak to the transit in in Clarkston, Georgia, and it was, you know, in some of their community engagement activities, and, again, just sort of building on that and sort of taking advantage of that base that he's done in the in the in the light of Kobe, to sort of sort of changes everything, so.

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Okay, any questions for owl or Joseph?

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All right, Margo. Oh, David.

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I was sorry. Escape escape? Oh, okay. Yeah, I'm so sorry that we are going to have to postpone the meeting. Because that last part that you talked about, about linking back to the goals and how to make them measurable, that's what we're going to talk about the cap meeting and focus on your long term goals. It's sort of a top down as opposed to a bottom up. We don't want any of you projects, to start looking around for stuff that's countable, what we want you to do is to count the stuff that counts. So we're going to start with the objective, so you know where you're going. And then we can worry about

Listen, I tell people all the time, I will work with you on on your performance measures, because if you tell me what you want to do, I can tell you how you can count it. And if if what you want to do is not put in terms that is countable, then I can work with you on that too. And if somebody wants to throw out the phrase, qualitative data, I can tell you how you can count that too. So we'll work with you don't sound as good.

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That's something that sounds good. Sounds great. And so we'll look for the, you know, a Monday meeting. Hopefully we can kind of get into this a little more than

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you got it. Yeah,

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definitely.

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Good. All right. Other questions? All right, we'll move on to Seattle, then.

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I'm sorry, alluding to this before, but Seattle is has a kind of a slow ramp up to this project. Because of a funny thing where we need to have our city council approve us accepting grant funds, and we're we're not going to be able to get that Trump out of that approval. our city council, since we're in the middle of our annual budget process right now, until they're done with the annual budget process, so like around Thanksgiving, so we're anticipating, officially being able to accept the grant, you know, start, start work, you know, late November, early December, and we're doing a little bit of work, you know, kind of leading up to that to make sure that we're ready to go ready to sign a contract, etc. So I guess we are behind you when it comes to signing the contract. So you don't have to feel bad about being slow fulfilled, will be in legislature. But one of the things that we've that we've been doing is talking to our money letter writers who supported our applications, to find out who is available, and has capacity right now to you know, really be on the project team, we, we talked about it when we're applying, but kind of want to check back with

folks recognizing that things change all the time. So we're talking now it's all of our, you know, potential project partners about the capacity to participate and trying to figure out like, when when will it really make sense to kick off this project of, you know, have our sort of internal kickoff meeting and start our project management activities, you know, revisit the work plan, revisit the budget, as well as our planning activities really getting a sense. So we're, we're trying to take it slow, and, you know, take things kind of as they come. And one of the other things that we're doing on the Seattle, d o t side, in preparation for beginning of the project, it's really starting to get into the weeds around how we are going to compensate all of our project participants for their time on the project, because we've got people like Madonna, who are individuals who are representing organizations. And, you know, it's easy enough for us to, you know, enter into an agreement with another organization and to compensate for for time spent working on a project together. But then, you know, we also have folks like Kiana who had to jump off the call now, Kiana is the project co lead, she's, you know, representing an individual, you know, representing herself as an individual. And it really, we really seem to struggle to have any guidance around entering into financial agreements with individuals who are not vendors or, you know, firms. And we're trying to establish more of a precedent or, you know, find precedents that have been established before this is

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okay, I'm sorry. Margo, can jump in asking. So when we say you're struggling to find guidance, you mean, internally within the D o t, they're in Seattle.

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Okay. It's just not something that we typically do. And I'm not convinced that we never do it. But so far, all of our, you know, my initial efforts are producing like, Oh, well, this is how you do it with a vendor. And yeah, the vendor doesn't even need to be registered with the city. But they do need a W nine and all that stuff. And so I'm trying to figure out, you know, fortunately, Kiana actually is, you know, registered as a vendor with the city. And so we're going to be able to compensate her. But we're thinking about other other program participants, other project participants, who may not be vendors may not be registered with the city may not have a W nine form, like might not have their own personal company with their name on it. Because they haven't worked with the city before. We're trying to make it so that it is easier for the city to partner with individuals and compensate individuals for their time span of housing in the past. It's challenging. So we're, again trying to establish precedent if we need to, or fine precedent that has been established with us and like lost to the bureaucratic black hole. What have you got,

David? Question?

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Will you have any participants, meaning people with disabilities and older adults? Who are individuals not representing an organization? Will you have any of those that are volunteers?

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What do you mean volunteers? Like as an participating on the project without compensation?

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That would be correct?

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I don't think so. I think that would run counter to our intended purpose.

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Okay, did you you just so you're aware, you may already be aware of this. It's a different model than have worked. The other 38 or so. Grantees in the past, there have been exceptions where people have been offered part time jobs. Or people have come in who happened to be a person with a disability or an older adult, but were hired as a contractor for a specific contractual purpose. But for the most part, most of the participants have been volunteers who want to be on the steering committee, who may not know a lot about transit and mobility, but they learn about it. And then they start to participate more and more. That's sort of The typical model. So

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as they, as they stated in their application, though, Seattle's going a different route,

40:09

understood, yeah. That is how it usually goes. Yeah. And I think it's worth keeping in mind for anyone that that wants to participate, and who we try to offer to, you know, set up a compensation agreement that they insist otherwise, you know, they insist that they don't want or need it. I think that that would be fine. That would be a time when we might go this volunteer route. But one of those like, really key objectives for our project. And something that Seattle do see in the city of Seattle more broadly is like, very slowly but surely, trying to make progress on is a just compensation for stakeholder participation and engagement. And that's, that's really central to our project. And something that we're really trying to practice here so that we can apply it elsewhere, engaging people and compensating them for their time, not just, you know, like specific, not just like consulting with people where they have scope of work and deliverables. We're saying, you know, if you're participating in our meetings, you're turning an idea into a reality with us. That's so valuable to us. And, you know, we want to pay you for every hour that you put into it, is the idea. So to that, that's, that's basically our update of where we are as a lot of kind of behind the scenes, contracting, agreement, details, type stuff, but my question for the group, or my, you know, call for support for the group would be, you know, if you have, if you're establishing these types of agreements, whether they're memoranda of agreement, or understanding or contracts or what, you know, with members of your project team to, you know, spend some of the grant funding on compensating the project team for their time, I'm really interested to hear like what structure your teams are using to see any sample agreements, sample invoices, that that you have, and that you're willing to share? Because we're trying to make this as easy and streamlined as possible for the folks who are not part of the government before participating on this project with us.

42:18

I'll just echo with Margo, so throw that out there. I'm not sure any of the other teams are going down that route? And if so, if anybody is, you know, please let us know.

42:38

Oh, sorry, I didn't mean to cut you off. I was just gonna say from an aaRC standpoint, we are having to do sub contracts with with shared use MOBILITY Center and with C packs. But it's all going to be through contracts with separate scope of work, and we have not gotten to the invoicing aspect of that happy to share, you know, anything that we we do. That's, that's very typical, because those are, what we would term, you know, partners or stakeholders, not participants. So

43:16

I wonder if I could see your contract to put a pass when it's ready. whenever it's whenever you're able to share it That sounds more like the type of agreement that we might establish with our

43:31

organizational partners or nonprofit

43:34

directors. Yeah.

43:38

Be happy to share. Yeah, definitely. Awesome.

43:43

And I just want to turn to my team before we kind of conclude the drama Lizzie stuff. Do you have anything that you'd like to add in terms of an update or out in terms of a question or call for support?

44:01

Um, I think the only things I'd like to add is that even though our project hasn't necessarily began fully, what I can say on the programming side of things that we have been doing with our seniors and disabled folk really parallel very well with what we're about to embark on. And I think that we're off to a really great start, in terms of how we interact with our participants, depending upon which population we're working with. And we're already within our programming in our own different types of data sets are seeing some really incredible data around affordability and convenience and convenience outweighing affordability in this time of pandemic, which seems to be kind of interesting. In addition to that to seeing a lot of last year's education, coming back up and needing to be either retaught and or we've exceeded expectations in that category by 8%. So we're really working a lot with this population, in terms of their travel habits and needs prior to this I'll tell you after working with him for almost about a year and a half now, they are some

phenomenal folks. So can't wait to continue to serve them through this project. And the outreach and digital outreach that we've been doing with them has been amazing to see what the engagement, all I have to say is seniors and disabled folk are just as empowered as any other folks that we work with who ride transit. And it's, it's a pleasure to be able to be a part of that with them on this process with you all.

45:27

Jeff, this is Virginia, is there a report? Or do you have like a data sheet that reports some of these findings that you've got from your riders? I'm particularly interested in, if I understood you correctly, you said convenience outweighing affordability, I think that's significant. So anything that you've got that you could share would be really, really interesting, I think to all of us.

45:54

We're in the midst of our programming right now, our programming will close out at the end of December. And that's when we start to look at stuff for our report and building a lot of that template for report. So I'm sure once I speak with my supervisor about that maybe we can share some of that data with you from last year. But for now, what I will say is, I'm open to it as long as my supervisor is open to it.

46:19

Thank you.

46:21

Thanks for that stuff. I think that's about it from us, Seattle. But yeah, thanks for giving us the opportunity to share.

46:28

Yeah, that was great. Thank you.

46:31

Anyway, any other questions? All right, before we move on. So I'd like to spend a little time getting some input from the projects on what you would like to see out of these meetings as we go forward. This is really for your benefit, you know, we on the project staff do get benefit out of it. Because this is part of our responsibility of ongoing monitoring of the sub awards. This keeps us up to date on what you guys are doing. But just to give you a little background on these all project meetings, I'd say for the first few years of the project, we didn't do them. And then one time, we actually had an in person meeting where we brought all of the projects to Washington for a kickoff meeting, if you guys can remember back when we used to meet in person. And I think the team's like that so much. And they found so much useful in just sharing with each other that they actually petitioned us to make it an ongoing thing. So from that time forward, we did these on a more or less monthly basis, where we brought the project teams together, you know, and it's it's a time to share your progress. also share any issues or roadblocks you might be facing and get advice from the other team. So if there's anything that, you know, in particular, you'd like to see out of these meetings, anything that we can do to make them useful, you know, just just let me know if anybody's got any suggestions or comments, be happy to hear them now. Or you can share them later. email or some other form.

48:37

So Virginia had mentioned to us before that the or I think it was Virginia, and Charlie, but someone mentioned recently, but the monthly meetings, sometimes follow the kind of like alternating format of, you know, project updates, like what we did today, and more guided discussion. That seems like an interesting format to me. And I'd be curious to try that out, wherever, you know, at our next meeting we could talk about, about inclusion in particular, and the project updates. And then the meeting after that, you know, talking about mobility on demand and like what are like technical solutions, maybe are looking like in some sort of discussion, and then the next meeting after that project updates. That seems interesting to me. But

49:21

those committed so start sort of alternating between specific topic and project all

49:31

day. Yeah.

49:37

Yeah. And I like the format that today's project updates took where we all shared something, but then also said, you know, which is beneficial for us to hear about, but then also asked for support that we could use or, or help or resources that we could use, like we're able to ask the question of the group. I think that's that's a helpful structure.

50:01

Yeah, I agree.

50:02

That's good. That's always I could tell you go ahead and style sorry.

50:10

Um, no, I agree, I think that could be,

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it could be nice to really be on a topic for an hour.

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So, and one of the things,

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one of the other aspects of this project is we do have a technical expert panel, which is a group of individuals that, again, have volunteered their time to help guide the project. So I think it might be useful for one of these meetings that we have a joint meeting between the project teams, and the technical expert panel, just so many of them were ones that actually reviewed the submissions. So I'm sure that they would be interested to hear from the folks that were successful in here about your project. So I know David Bernstein. I've actually talked about maybe doing that at the next game, it sounds like maybe at the next meeting, we should concentrate on a specific topic. And maybe the meeting after that, we could bring in the technical expert panel. And probably for that, meaning what I

would ask is for each of the Prop, to split, put together a really brief PowerPoint presentation of your project, goals and objectives, so that we can bring the panel up to date on that.

52:04

So having said that,

52:08

do we want to what do we want to talk about then at the next meeting? What would folks

52:15

like to hear about?

52:24

out there? I wouldn't mind. You know, kind of I led to it. But talking, I think more specifically about inclusion, like and maybe different tactics. And I think also to reduce participant burnout, I think that's what I'm concerned about that, you know, like ours is, is volunteer based. And we're asking a lot from people. So maybe some ways to mitigate that. Those are just a few

52:47

ideas, but that's good.

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Maybe what we can do is see if we can find a couple of folks from the past projects.

53:01

Come on and talk about,

53:05

you know, sort of what their approach to inclusion was, and some of the techniques that they found to be successful. And, you know, I think mitigating burnout is a is a really good one. How do you keep people engaged over the long haul, especially on some of these projects, where it's going to be a long time between the initiation of the project and actually gets implemented? Yeah. How do you keep people engaged in that? That process? That's a really good idea.

53:45

Yeah, Second thing, but it would be really cool to hear from past projects. All right.

53:50

Yeah. Yeah, I agree. That'd be really interesting. Let's see. Let's see what? See how they handled inclusives plenty.

53:59

All right, well, then we will make that happen. That's great.

54:04

Like I said, you know, if you have any other thoughts on what would make these meanings helpful, please just send me an email. We'd love to hear from them.

54:17

One thing I would love to have you all consider, although no pressure, if you're just like resources ends up being a constraint here. But doing a poll, like a week or two, after our monthly meeting about what we want to talk about at the next monthly meeting, like two or three weeks out, just doing a poll of topics or like a pool of potential things that y'all are thinking about. That would be a cool way to kind of like keep it top of mind, you know, in between meetings, and also be able to collectively weigh in.

54:47

Awesome, great idea. And

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it'd be an easier way for especially like we have a very large potential project team that we're still trying to develop them. It'd be an easy way to get folks to save our lives. group of people an opportunity to weigh in on what would make the next monthly meeting worthwhile for them.

55:09

That's that sounds like a really good idea. We can we can do that. Right, Kirby?

55:15

Of course we can.

55:20

All right.

55:23

David, do you have any updates on progress we're making on reporting.

55:34

Just a reminder that the first monthly report is due November 16. You don't have to wait until then to do it. I know, you're still thinking and working through performance measures. But there's other sections that you can lay out before, then the top of the form is only going to change a little bit. Start thinking about, you know, take a look at the form. If you have questions, please let me know. Or let your liaison know. Or let us both now, it would be it would be interesting, I completely lost a lot of perspective on how that form comes across to people. Because I've kind of played with it for a long time. And I know it's not as easy as I think it is not so easy that I can give you directions. But I did. So if you have questions, look at the form, let me know. But just as a reminder, you cover the period for the month, you finish it around the 15th of the month, but you're covering the period of

October. So we're almost done there, it gives you a couple of weeks to think about what we do during the month, and start to document that. But one thing we kind of need in particular, and I know a lot of you are still just gearing up and you don't have your participants in place yet. But those examples of participant inclusion are really, really important. Because as you look back over those, every three months, we'll be asking you to come up with your overall level on the pathway. And you know, no judgment you are where you are. But you've all told us that you want to be somewhere between level four and level five, when you're all done, maybe some of you might get to the point of being at level six. Some of you already have examples of level six activities. I'll just leave it at that. I think you know, what they are and who they are. But I think some of you are already there. So that's what I have.

57:36

All right. Go ahead itself.

57:39

Question. We're running a long time. But so you know, we have to mark how many participants, older adults and people with disabilities? Um, do you recommend? Like I believe it's through self identification? recommend like

57:54

a survey prior to each meeting? Or how, yeah.

58:00

The answer to the question is, yes, your steering committee is sort of a, you know, almost like a set piece, because they're going to be with you throughout the project. And the participants will come and go, the topic of burnout came up, participants aren't always able to continue to participate, particularly in a time like this. So keeping track of who's on the steering committee is a first step. And yes, asking people to self identify at a meeting as a second step. And if people are uncomfortable with that, perhaps you can, if you're using zoom, you can ask them to use the chat feature to let one of you know, that they self identify as, and that way you can keep track of it that way. There's also if you go to the transit planning for all web page, go to resources. And take a look at the hope link toolkit. In that there is a an actual physical survey. Now I'm not sure how well that would

translate on zoom. But it doesn't have to be a real formal process. And you could certainly send it to people and ask them to reply back after the meeting.

59:16

And David and Estella this, this is another suggestion, you can always do a poll on zoom. And a poll allows people to identify their response to a particular question without identifying themselves. And that may be a good way to think about getting a profile of your attendees.

59:38

You can actually set up a poll in zoom as an anonymous poll, nothing new. I can never figure out how you can get the data anyway. Never been. I've never been happy guys how you actually download poll data on zoom. Maybe there's a way out yet.

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But it will give you at least a visual that you can capture quickly. So

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screenshots David Hoff.

59:56

Yeah, screenshots right. Yes, that's right.

59:59

That's one way To do it just for context, the reason that the question comes up is because in the satisfaction measures, there's three questions that are related to satisfaction. There's as simple as they sound. Are people satisfied with the planning process? Did participants feel that their voices were heard? and our partners and stakeholders satisfied with the planning process? loosely interpreted? It doesn't have to be a planning process, the planning process, just what you're working on? Are they satisfied without a win? And did participants feel they were hurt? At the very least those are the kind of the things we

try to capture on a regular basis.

1:00:47

All right. Thank you, David. Any other items for the good of the cause? Today? I'm not hearing any, so the November meeting will be on December the third. So just keep that in mind. I think Kirby's already sent out an invitation to that. Please feel free to forward that invitation if it didn't get to all of the members of your team that it needed to get to. And we will talk about inclusion on the next meeting and some techniques, other projects of use for inclusion and specifically how they managed to or didn't manage to avoid participant burnout. So thank you. I know, David, you're gonna then try to arrange for a time for and then we have a meeting with the folks from Mountain Lion tomorrow. Correct?

1:01:57

Correct. 2pm tomorrow quick question for the folks from Atlanta while I got you here on the zoom. Are you able at four o'clock eastern time on Monday?

1:02:10

I am.

1:02:12

And I can check.

1:02:15

I don't know. But Joseph, are you still on the call?

1:02:19

Yeah, I'm trying to check my calendar.

1:02:26

My phone so sorry. Be patient with me. Monday, next Monday at four o'clock. It looks like I am.

1:02:35

Okay, I in that case, what I will do is I'll send an invitation just to just to clarify, that would be Monday, November 2 at 4pm for one hour, and I'll set up zoom.

1:02:49

Prefer Yeah.

1:02:51

Yeah, sorry.

1:02:55

That's okay. Thank you for persevering and joining despite the hurricane, so appreciate it. Great talking to everybody. So the next meeting will be December the third. So I know this sounds weird, but have a great Thanksgiving, everybody. And we'll talk. We'll talk soon. Bye. All right. All

1:03:23

right. You safe out there.