

TP4A - December 2020 All Projects Meeting

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SUMMARY KEYWORDS

people, project, community, zoom, transit, meeting, transportation, services, spanish speakers, disabilities, planning, folks, work, steering committee, find, transportation planning, inclusive, virtual, outreach, group



00:00

Yeah. Oh, I see Joseph to now.



00:09

Got it. I got it. So well welcome everybody, to our November, all projects meeting that we're holding here in December. Glad everybody could make it. We will start with some brief introductions, and then move into some talking about inclusion. So we'll start with the folks who are with our Alma alumni projects. And Stacy, since I missed you there, and I'm not sure how to pronounce your new last name, if that's correct. I'll ask you to start just a brief introduction, who you are, where you're from, and one or two sentences about the project you worked on.



01:00

So I'm Stacy Sahu, like Yahoo, is what I'm saying, and announced, and I'm based out of Bellevue, Washington, Seattle, Washington, and with hope link, a community action agency. And so our project, and then the mobility management department. And so our project we took on was, how to find and evaluate transportation improvements for different populations. And so I'll talk about I guess, their project.



01:30

Great. Thanks. I and Joe, move on to you. Or Hi,



01:37

Hi, I'm Joe Balliol. I'm with easterseals in Massachusetts. We're located right here in central Massachusetts. My our project was to increase involvement of people disabilities and older adults into the transportation planning process. And the way we did that was to, we formed a grassroots transportation advocacy group, where we included a lot of different people and pushed on different types of advocacy issues in around the central mass area, especially around Worcester. Worcester is the second largest city in New England, and has a lot of different transportation projects or budan been working on. So that's basically what we've done.



02:26

Great. Thank you. And Jamie,



02:31

I have missed hearing Joe say, Worcester. Honest, that made my day. Thank you, sir. Good afternoon, everyone.



02:40

My name is Jamie McKay. I am a transportation planner at the Maryland Transit Administration, one of the 10 largest transit agencies across the US. Not only do we run six different modes of service here in Central Maryland, we oversee locally operated transit systems in 26 of Maryland's jurisdiction, you know, we were a bit unusual of a recipient for this. And we got to learn a lot about inclusive transportation planning, especially when it came to incorporating the perspectives of older adults, people with disabilities and caregivers earlier and planning for construction processes. And we were able to conduct some pretty exciting work around Wayfinding, and signage that has influenced the way we're implementing actual results in our system today. So really excited to be here. Great to see you all.



03:37

Great, thank you. And I see that Amy DeWitt Smith, from Reno has joined us. So if you want to say hi, and tell us a little bit about your project.



03:50

Hi,



03:51

yes, sorry, running around like crazy. So my name is Amy. And I do operate a nonprofit organization we call n for for short in northern Nevada. And the tp 40 project has been really exciting for us because we actually initially got started with a grant from NC Mmm, that was a similar design grant that used that human centered design process. So it's been really cool that that has been kind of what we were born from. And then you know, we're able to come full circle circle with two rounds of the transit planning for all funding and I just think it was a really great way to evidence how it works and how taking time in those different phases. The three phases really does result in some great community action even though now we're got the additional challenges of the pandemic. But our round one consisted of a lot of that here phase, lots of stuff. Surveys, one on one interviews, we did a couple of large community convenings. Always at locations in the community that were, I guess you could consider, you know, neutral. So we didn't want to have our community meetings in places that felt human really based on the feedback we got from people, things like our so for example, our Washoe County Commissioners chambers, a lot of times people feel intimidated about making public comments, because the way that room is even just set up is you have your your elected officials or the board members at the top, and then you know, people sitting a little lower and far, far back. And so it feels disconnected. And so we wanted to have a neutral space in the community for all of our monthly meetings and our convenings. And we always made sure we had food. I think that's a really I don't know if anybody said that yet. But that's a pretty key ingredient for I think successful community outreach and getting really good feedback. And it was it was great, a lot of the community members and even organizational partners who participated in our first round, stuck around for the second round. And so we were able to identify the first round. And I'm happy actually to send our report that goes over some of this in a little more detail. And we were able to identify top five priorities for transit. For this project based on all of the community members, stakeholder feedback, and the first being the development of a statewide Transit Association about is one of the only states that doesn't have one. So that was voted as a really, you know, high priority, but also

doing things like coming up with more effective sensitivity training, not just for drivers of public transit programs, but really making sure that that was expanded to people who were maybe at the different bus stations are a lot of times security and people working in positions that you might not really think about requiring them to go through sensitivity training. So we got a lot of feedback on, you know, working with our local transit agency on just kind of expanding that requirement. And that education, as well as piloted a peer to peer travel training program to include teaching people about the different shared ride options to so you know, obviously taking the bus and using paratransit. But then also, you know how to use Lyft and Uber and those sorts of things.



07:47

Let's see, we also worked on Well, the one goal, I will say, that did not take off as much as I thought and it seemed like the simplest thing to me. So it was a little puzzling, was the ride with me days. So I'm sure a lot of you have heard of examples where communities will have their, you know, transit administrators or even elected officials, like take the bus for the day or the week or something. And that's like, supposed to give them some perspective, which I think is really great. But, um, our ride with me day was designed, where the that person so that administrator or elected official would actually ride with a community member who, you know, often takes public transit, to not just kind of chat with them and, and get to answer their questions, but also hear their story and get to know them as a person and really meet them, you know, at their, in front of their apartment or wherever, because, you know, we learned that meeting them up at the bus is not is only part of the journey. So a lot of people would have to cross you know, busy thoroughfares or you know, be in a wheelchair and have to, you know, go through gravel just to get to the bus stop. So really trying to find a way to help elected officials and transit administrators really understand that full journey and perspective. But then also giving the elected official and administrators an opportunity to share information with community members about how they can be engaged. So, you know, we did find that there's just a handful of you know, disability and aging advocates in the community who really feel comfortable and understand all of the different ways that they can participate in the planning process, make public comments and, and so this was an opportunity to, you know, for them to also learn from that, you know, administrator elected official and how they can be more engaged in that process and have a voice. So unfortunately, it just never we kept kind of getting our local transit agency would move the dates around and not really respond and so we weren't able to formally Get that day scheduled. But all of our other goals we were able to meet and it really kicked off beautifully, like the very next month after our project ended, our Nevada Developmental Disabilities Council had been really like prioritizing transit and understood and agreed with the need for us to have a statewide Transit Association. So they utilize their annual summit to kind of kick that off.

And so it's been kind of like this torch has been passed. And and yeah, now we're actually working on a statewide ordinated transit project, utilizing some software to link up a lot of our rural communities across the state and do some trip chaining and not have so many of those transit service silos. So it's been it's been awesome, because we've been able to really continue to use the feedback and data we got from both rounds of our tp 40 project, and, you know, continue to add that same method. Oh, am I going on too long,



11:03

I'm done. I



11:04

hate to cut you off. But that's it, we do need to move on.



11:09

Okay. That was that was our project in a nutshell. So I will stop talking.



11:13

Okay, and I see that two of our other project, former projects have joined us, Zoe Miller from Greater Portland, Delhi.



11:24

Hi. Hi, everybody. Um, so I take.



11:31

Yeah, so a very one or two to two sentence, introduction to what your project was and what you did, and then we'll dive into inclusion.



11:41

Sure, so um, so I'm working in Southern Maine. And we, I work out of a Council of Governments that also houses the Metropolitan Planning Organization. And our project

was looking at how we can create systematic and ongoing ways for older adults, people with disabilities, and other underrepresented communities to be part of decision making. And we created a program called the community transportation leaders out of that.



12:14

Great thanks, an angel



12:19

after neon, sign Angel bond with Boulder County in Colorado, and three of our projects have moved forward since the end. The first one is the first round one, we had a portion of our transportation master plan, do an inclusive planning project. And we adopted that in February. And then we've made progress on our transportation, volunteer driver program in the mountain area. It's open for comments now. And we're going to be hopefully launching an RFQ queue for providers starting in January. And then we've had lots of growing pains with our technology ambassador program with with COVID. And transitioning that online, it's been doing really well we've I mean, we've trained 144 people this year, which is a lot considering a lot of people are staying at home and not as many people are actually using the services after we train them how to use Uber and Lyft and the transit app. But I think it's been we've learned a lot. And we're putting together a toolkit that we're sharing with our mobility management network locally in Colorado. So I will forward that on to you as well, so that any of you could use, we've created tons of videos to really help people download before they joined the workshops online. And just really a lot of stuff that we learned. So I'll pass those on after we have that toolkit ready.



13:38

Great. Thanks. And we will move on to our current projects. And what I'll do is introduce the project lead, and then ask them to introduce the other folks from their project that are on the call. So we'll start in Atlanta. And Joseph, if you want to say hi and introduce other folks from the Atlanta project that are on the zoom.



14:06

Yeah, great. Thanks, Rose. just gone with the Atlanta Regional Commission and from HRC. We have Kofi some CD. We have al Anna and from Ceefax, Frank is on but all of you guys give a quick introduction as well. Oh, call out Kofi.



14:27

Hi, everybody. My name is Kofi. And I work. I'm part of the Imperial staff at aaRC. And we work very closely with a Frank at Center for Pan Asian Community Services in terms of FDA compliance, they are a public transit provider. And so we work with them on compliance and all the other FTA related rules and regs. And Frank go ahead and say hi.



14:58

I'm Frank COVID Thank you for the introduction. What more can I say? Oh, I just did just basically SuperPacs is a social service organization that provides services to refugee and immigrant communities in the greater Atlanta area. Refugee immigrant and limited English, English proficient communities in the greater Atlanta area. We have two transportation programs. One is an employment transportation program, and another is our paratransit what we call CX mobility. And that's the brief introduction can't wait to get into the conversation about inclusion because I think my project partners have heard too much of that. So I will pass it on I think goes to some see our Anna



15:47

turkey subsidiaries movie Center,



15:51

the director of accessibility programs.



15:55

Hi, everyone. And I'm Hannah Wilson. I'm also at some C, and I'm a research fellow there as well.



16:10

works better yourself. Great, thank you. Stone, you want to introduce yourself and folks from your team on the zoom.



16:21

Everyone, Estella Hollander, and I'm with mountain lion, which is the public transit in Flagstaff, Arizona. And on the call, we have Todd Morris, which is with the northern Arizona Council of Governments are a cog, kind of acting as a liaison to a program and helping, you know, just gain more program. And we also have Jackie Perkins, and she is with his Yoni, which is one of the agencies in the area that we're trying to serve with mobility on demand. So first, you have Todd, sorry, I see another 928 number. I'm



16:58

not sure.



17:00

That's in Flagstaff. Maybe that's Todd as well.



17:06

Um, that that is not me. But this is Todd Morris with Northern Arizona Council of Governments. Sort of, again, as a liaison as part of this project. We work with a lot of the rural areas in northern Arizona, but a lot of the the innovative methods to engage more people and to be a part of the transit planning process are definitely something we're very interested in. And so we work closely with the stellar in some of the outreach efforts on this project.



17:38

Perfect and then jack, if you want to unmute yourself and say a few words.




17:50

So there may have been something in the chat from Jackie.




17:52


Okay, perfect. And then I actually also see Holly Krieger, which she is with the Flagstaff shelter, which is another agency that we're trying to serve in the area as well.

 18:07


Yeah, hi,

 18:08


Holly crater with flextight shelter services. Yeah, we've been working

 18:12

closely with a stall on this project as well, to serve our homelessness population.

 18:22


And that's it for my group. Thank you.

 18:39

Margot, would you like to introduce yourself and the folks on the zoom from Seattle?

 18:45

Hi, everybody. This is Margo, and you guys does from Seattle Department of Transportation. Hi, Stacy. Stacy and I have worked together in the past and she encouraged us in the Seattle area to consider this the spirit application. And my co lead for the project. Caleb Parker isn't able to join us today. But Kiana is the individual community stakeholder who I'm working closely with to lead the project. And then on the call we have from staff we have stuff Hirsch, who can introduce themselves in a moment. And then it looks like we also have the journal Dr. Kovac, who I think are you still on vasana and I also saw on his er for a second but I can't see either of them right now. So let's go to stuff real quick and then see if we can if we have anybody else on

 19:38

Hello everyone. My



19:39

name is Steph Hirsch. I use they them pronouns or just stuff I am s dots low income access to transit program coordinator and communications coordinator. I work primarily on our regional reduced fare permit program which provides services to senior riders as well as disabled riders who want to access transportation but you not have the access to at this time. In addition to that, I also work on the Orca opportunity programs where we serve our Seattle Housing Authority residents, our Seattle high schoolers and middle schoolers, as well as our Seattle promise scholars and accessing transportation as well. So I work with a lot of different community stakeholders, but I'm very passionate about our community and empowering them towards accessible and affordable transportation.



20:27

Thanks stuff, and I do see Madonna Madonna.



20:30

Hi, have my camera off sometimes get zoomed out with these things. Everyone overdrawn. I am the program manager for the lake city's not to get senior center. And we will just be kind of a part of the support and conducting inclusive planning process for this project.



20:48

Thanks for joining us, Madonna. And then do we have on the ziebart still in the call, or I think she might have dropped off. On this he votes is joining us from the Disability Rights Washington disability mobility initiative. And there's gonna be a critical partner as well. And then just a quick announcement for everybody. I don't know if you'll remember that, you know, we are not under contract yet. We barely launched our project, we needed to get Seattle City Council approval to accept the grant funds. And we believe that we have just gotten that at this past week with thanksgiving. So we should be able to actually move forward with the project and and do a proper internal launch, probably not this month, but in January. So we look forward to joining you all with with more substantive updates relatively soon.



21:36

Great. Thank you. And very quickly, we'll go through and introduce the partners and staff

that are working on the project Virginia, do you want to say hi?



21:51

Sure. Hi, everybody. Virginia dies with the National Association of Area Agencies on Aging. And we have been a partner with this project since the very beginning. Like 2013. So welcome, everybody. I'm excited to hear from some of our past experts today.



22:11

And David Hoff



22:14

is David Hoff with the Institute for Community Inclusion at UMass Boston. Part of it. Support for this project are working this round with mountain lion, but it's great to see old friends here and projects we've worked with in the past.



22:31

And David Bernstein,



22:34

I am David Bernstein. With djp evaluation, I have also been with the project from the beginning as a partner with my old consulting firm I worked with and now I have my own consulting firm. And while I have you all here, I want to thank those of you former projects, who participated in our research on former grantees and the sustainability of inclusive practices.



23:02

I was remiss I should have also introduced my colleague, Melissa gray. Oh, well, it's



23:07

just gonna do that.



23:09

Sorry, Charlie.



23:11

No, no problem. Thank you, Virginia. Thanks, Charlie, Melissa Graham with the National Eating and boxy disability Transportation Center and the National Association of Area Agencies on Aging. I work alongside of Virginia. It's good to see Stacey and all the former projects. And Zoey Good to see you guys today.



23:28

And let's see Charlie Rakowski.



23:32

Thank you, Charlie. Good afternoon, everyone. I am new to this project. But I have been working on CTAs technical assistance programs for better than 29 years. And I'll be working with Charlie and Kirby from CTAs. End of things.



23:52

Okay, I and Kirby Wilhelm



23:56

Hello, everyone. Kirby Wilhelm I work with on the during the planning for all project on the CTA side of things.



24:04

I'm excited for this conversation.



24:07

Right. Okay, is there anybody that I've missed? I think we've all introduced ourselves that's

taken about half of our time that we can we can go over if the conversation is still going on, which I imagine it will be. So what the for the folks on the past projects, what the folks on the current projects asked for was to talk to some of you folks about inclusion, about some of the challenges you face some of the strategies you had for overcoming them what you learned. And of course, in this time of COVID if you have any pointers or tips on virtual inclusion, so I'm just going to open this up. First of all, you know Just chime in. Talk about some of the challenges that you've faced in your inclusion endeavors on your projects. Just go ahead, whoever wants to start off the conversation.



25:23

I can start off for the technology like the the COVID bit.



25:29

I'm sorry, Angela, thank you for starting. But I just also wanted to point out please, for the current projects, if you have a question or comment, or need more clarification, please jump in and ask it. This is a two way conversation I see everybody is practicing good zoom. Manners by having themselves on mute. But please, at any time, feel free to unmute yourself and jump into the conversation. Sorry about that Angel. Go ahead.



26:02

Oh, no worries. I think our biggest challenge since our project was teaching people technology is how do we do that through technology, right. So we were already dealing with people who had limited technological experience. So I think finding some of those how to join zoom, like videos and tutorials that were already existed online, were really helpful. And then also just doing like opening up the zoom link, a half hour or 15 minutes before to kind of give an orientation on how to mute and how to unmute yourself. That was probably and then also just finding, like technological education resources, like through libraries or through yourselves, your Centers for Independent Living, that can help people who need a little bit more assistance.



26:56

All piggyback on that this is Jamie from MTA. Because so much of our outreach is being conducted virtually we begin each meeting with a brief overview slide that talks about some accessibility functions of the platform we're using, which is often teams. So we'll talk

about the ability to toggle on and off the captions function. We talked about the zoom in and out, because that's very helpful for folks who need to see something at a larger scale. We show the chat and raise your hand features. And we also sort of provide guidance on etiquette, and how to interact on virtual platform, because some of our colleagues who were doing outreach with are unfamiliar, and are uncomfortable. And certainly I have a question for the projects on here about doing virtual outreach with people who have autism or autistic people. That's a question that's come up for us a few times, and we'd love to learn from the rest of the group.



28:06

If one question for the group has anyone So you mentioned teams, but has anyone had experience with other platforms and preferred one or the other in terms of accessibility features?



28:20

For our colleagues



28:22

who are blind, this is Jamie again, they've noted that teams is acceptable. GoToMeeting, and zoom are functional, because of screen reader accessibility, and that Google Hangouts is okay, but could improve. So each has a slight modification that's necessary to make it more accessible. But there is a preference, at least for the blind community.



28:48

We found that more people are using zoom, because the libraries and our senior centers are using zoom. for Microsoft Teams, we had a lot of problems when people were joining in the browser versus the app, because not all of the the captioning wasn't available, like when it was in the browser, you had to actually download the app. And then also, just like the positioning of the team's bar was a problem for a long time because it was right in the middle of what we were trying to show people. They've since moved that. But I think it's a lot of it's just what people are used to. And we just found that more people are used to zoom.



29:31

What Angel exactly just said we were using GoToMeeting, it was working okay, but the fact that everybody just started on zoom, we heard loud and clear that it was just easy, or for people to have if they have to switch back and forth to use to zoom in. I'm happy at some point. And how to have a virtual meeting like this is gonna be crucial for inclusive planning, but we've also been kind of tasked of thing And how we can try to think, folks. And so I think we're still very much in the process of learning, but trying to identify ways of how people are getting information so that it doesn't jump the virtual meeting. For example, we have a senior housing site. That's, that's a coalition partner of ours. And they do, like printed mailers to their residents, I think monthly and so working with them to get information on in that mailer, instead, as opposed to having a webinar with them. We set sort of in person outreach policy. Oh, thanks. I'm sorry, I'm choppy.



30:46

Um, we



30:49

just my internet, just something that keeps happening with these big meetings. I'll put it in the



30:58

this is Joe. So we've, we went from having physical meetings, and, you know, we'd have a physical community meeting where people come to easterseals were located downtown Worcester, and to virtual meetings, we we have we use the Zoom platform, we find that to be pretty effective. And when we we did you know, what we do is we asked the, the members, you know, what was comfortable for everybody to use zoom? And, and people said, Yes, we do have, I noticed that we do have a lot of the riders, who are members of our group are calling in versus going online, to video, I think people may feel sometimes more comfortable doing that, or they may not have the equipment to be able to do video. So that's something that you know, it's important zoom doesn't, you know, decent job with, with being able to call in people feel comfortable with it. When I asked folks with visual impairments, what they liked. And basically, you know, what Jamie was saying, it's what I heard, the folks here sounded like, they'd like the zoom better, for some reason. But, you know, the platform seems to be pretty good. I think teams are still trying to catch up from what I've heard on that. And, you know, the positive thing with this is that we've

we've maintained our monthly meetings, but we've also expanded in, and it's easier to meet now, as people probably know. And so, yeah, we've had a lot more subcommittee meetings, if you will, and it's easy to use the Zoom platform versus having to physically, you know, get together in one place, it'll be interesting to see how the future is. So anyways, want to share that?



32:39

Thanks, Jeff.



32:40

This is Avi, um, just to follow Joe is so good to service faces, by the way. And I have to say, Joe, you never mentioned that really awesome Facebook page that you all use. But I would say that, what do you call it? Taking the what do you what are you?



33:00

Waiting for the



33:00

no waiting for



33:01

the pass?



33:02

No, oh, oh, that. Okay, I



33:04

think I know, we're talking about Facebook



33:06

group that is so great. I just, it's so active, and I totally, and like the Nevada creeper on it. But I just love seeing everything that you all post on there. And it's, I think, a lot more engaging than you would realize a Facebook page would be. And it's also very respectful and informative anyway, but aside from that, that, for zoom, I just wanted to say that to follow up with Joe, we've had a lot of people who are under the impression that they can't participate if they don't have a computer or if they don't have a smartphone. And so I really think you know, don't underestimate that not everybody knows that you can participate in a call that's through zoom just by calling in with a landline. And so we've started you know, documenting instructions and even kind of doing screenshots and things that we can give to people so they are aware of how to get connected and still participate in those kinds of meetings. In fact, I'll I'll try to remember to maybe send some of that stuff that we've already put together so you all can you don't have to reinvent the wheel with it. But zoom is definitely what what we're using and sometimes we'll do some practice connection stuff before a meeting just to make sure everybody feels really comfortable with it. And I wanted to add to there is the the the national program for people to get free smartphones and data plans through its I think it's called Lifeline and you should have a local you know, cell phone if you haven't heard of it, cell phone company that will have like an application portal that you could help people even get smartphones if they want to be able to use those and I know a lot of organizations now with COVID are also giving away tablets and you know Wi Fi plans and things like that right now. So that might be a really great way to help people get connected in other ways, but particularly to be able to participate in a lot of your meetings and activities.



35:10

And I, so this is Ellie, from Maine. And we were actually able to create a resource in the summer using cares Act funds called, well, it's a white paper on inclusive and accessible virtual engagement. I'll put it in the in the chat here. And I think, you know, part of what we did is talk to other organizations and figure out what were they doing and what were some folks doing nationally. And actually, I think, I think we talked about Atlanta Regional Commission in there, which is like one of my favorite, I'm kind of an MPO groupie, and I love RCS materials and approaches. And I think that something that I'm sure we all have found challenging and has been challenging for us in Maine is how do you find the people who you know, so for the people who we knew, before we came into quarantine, you know, zooming all the time, we're able to stay connected with most of them. But to continue to find people I think is challenging. And we're in the process of doing outreach around a pretty significant proposed route change, which I think is going to be good for, for our big bus service. But first, we you know, we want to maximize input on that. And so

we're trying out some things and we're not sure how it's gonna work, you know, we've got our plan is to create a video that you so people can watch a really short video or listen to it, this short video and then respond to a survey. But then also have tools so that if you need to have it on paper, doing some virtual virtual office hours, so people could just call up during those times and talk with a person because if if we weren't in COVID, we would be out in the field showing up at bus stops at farmer's markets and, and talking people through the proposed changes, and then talking to them about it. So we're trying to figure out like, how do you how do you replace that? And the one other thing I wanted to say is, um, I think I think what we're finding really helpful with that is that we have this group of our community transportation leaders, so we can say, here's what we're planning to do. And then they can say, Oh, well, you know, are you doing this? Did you do this? You know, and I think sometimes, in the effort to be inclusive, like we we are requiring a registration for a meeting, because we wanted to know, do we need interpreters and make sure we were providing accommodations, but now I'm kind of kicking myself because I feel like it created a barrier, you know, to try to be addressed one barrier, we then created a different barrier. So I really, I always think of this as being inclusive as a practice, we all have to practice we benefit from helping each other coaching each other. So I think it's really I, I love this group. I love seeing your faces, and it's nice to see that and meet the new folks.



38:18

Any any questions for our group? So far from the the new projects?



38:27

I chose? Let's just have a Did I interrupt somebody?



38:31

No, you go ahead.



38:32

Okay. This is Frank with C packs and working with ARCA and subsea. So we when you start talking about challenges with virtual meetings and zoom in which one is better, that actually I have so much envy about that, because for us to get to even get to that point, it seems like a long road ahead of us. I've spoke with our project partners about we're just

talking about how we gather a steering committee at this point and some of the challenges. That is that is introduced when you're dealing with older adults as well as people, people with disabilities but also on top of that link limited English proficiency. I realized the way that we've been serving our communities has been completely different from the way people have built out transit and other spaces. I'm not coming from transportation planning, I'm more coming from a land use planning background. And so it's all new to me. And so I've I've, I've repeated myself with our project partners, they're probably going to hear it again here is that I want us to be in our process be really intentional about supporting our communities, using their own voices to tell their own stories. And you know, these are communities that have been historically excluded from transportation planning and services as well. And so that discussion has led us to really great discussions around how to create steering committee committees. But at the same time, I feel like you know, me talking about taking it out of the context of, of transit taking out of the context of transportation planning. It is a little free forum. So I wanted to know how people kind of deal with that with limited English proficient communities, or have dealt with it or what, what strategies you have for that?



40:38

Well, I'll jump in, and I actually, I was going to mention that, I think zoom is one of the best ones for using interpreters, those still very imperfect and needs, they need to make some updates to the platform, um, we, we have a number of strategies that that we used in our project where because we did blend a group of a lot of different accommodate where we were providing a lot of different accommodations. So having interpreters and then finding that people with, you know, with hearing loss didn't like, it was a challenge for them to have interpreters sitting right near them and having to, you know, we, so I would be happy to share some more insights on on how we managed because we were like, let's just do it, let's not say, Oh, we can only handle like, limited English proficiency, but we're not gonna also do you know, limited mobility or, or low vision, we're like, let's, let's see what happens when we bring this whole group together. And it did work, but it did require, you know, required a constant line of communication. And just saying, like, we are completely open, like saying to the group, every time tell us, if we're screwing something up, if you have a, you know, piece of feedback, you know, things like people couldn't get into the bathrooms on their own. Because in City Hall, even though it's very accessible, overall, it was a push button thing. And if you have like, limited, you know, dexterity, you can do it, you know, so having like volunteers who went and got people into the bathrooms, um, we just found that every session, we would find something that we hadn't thought of it, but I think people were very, they felt like it instead of it being like, Oh, you guys you don't understand it was like building an understanding by by being really open and having an open dialogue. And so I fully expect to be learning something new every single time and

being, you know, I think that we'll we'll keep you know, we'll keep screwing things up. Because we have such like an able list overall, like a dominant culture and the way things are set up. And so we're finding that certainly in the virtual sphere. Um, yeah, I'll stop there. But really good question. Interesting question.



43:07

This is, Amy, really quick, I just want to highlight I think what Zoe said about, just essentially Don't overthink it, just do it. And then I think that you'll find that if you just do it, and even if, you know, there are some gaps and things you're concerned about, if someone shows up or is unable to show up, and you get feedback that something needs to change, I'm pretty sure not only in Human Centered Design, but in 2020. In general, pivot is his pivot is our is our word right now. So I think that just allowing yourself to feel uncomfortable and knowing that you can always make changes, you know, what you decide and plan as a group right now, doesn't have to be you know, what happens tomorrow or the next day. So you can always just make a change when it comes up. And I do feel like, you know, community members, by and large, even if you do screw up that first meeting, or if there is a challenge, when they see you make the effort to address it at that point, you that you get some definite street cred, right, no pun intended. The other thing I wanted to mention is a lot of states have vendors they contract with for the telephonic translation services and a whole bunch of different languages. And then they might even have a vendor for ASL. So possibly, you know, reaching out to those state agencies that have funding either through like your aging and disability services, or the different Coalition's and advocacy groups, I think, for the different types of disabilities might have some really great ways for you to get some either volunteer or low cost translation services. So just to kind of keep keep your feelers out. And then I think somebody had mentioned you know, what community groups groups are already meeting so not really reinventing the wheel, but you know, really asking around and identifying what are the different Coalition's that might not be meeting on transportation specifically but we know that across almost every population transportation comes up as one of those like top one or two strategic plan goals so you know really asking about different respite Coalition's aging disability Coalition's and and then seeing if you can do the virtual presentations and and see if they'll kind of help you get connected with communities that



45:27

way. Yeah, I following up on Frank's point and I think narrowing down the scope of where he was going a little more with what that question was luckily we have translator services available with C pags. The social service agency provides. So great resource that C packs

is already providing that we're able to tap into. curious though, if you guys, if you've had to work through different cultures and different communities and cater your outreach, specifically to two different cultures, which is, I think, where Frank was heading, what that what that question was, how we do outreach and and a boonies culture setting in a boonies neighborhood is going to be different than how we do outreach in an East African setting. So that may be specific to our project. But we'd love to hear feedback if any of you have worked in in that setting. One part second part, I think that we were exploring some some thoughts around is elderly populations right now being constrained in their homes because of COVID. And not having community around them maybe an incentive to get safely however we do that even if it's in a Zune call, just having human interaction, for those of you who are doing outreach still in an A COVID. setting, how's that working out and getting elderly people who's disconnected from community involved in is that, is that an incentive for you to get people involved? to questions? Sorry, for the long winded part of that.



47:26

I have an answer. But I'm talk I talk too much. I will wait and



47:33

just say I just want to say thank you for the clarification, I realized that be just working sex all the time, I probably needed to explain a little bit more. And that just it adds to our discussions. I realized, with our project partners, we talked for like two, three hours about this. And, and, you know, taking myself out of C packs to join this meeting, and have that conversation. It's very, yeah, so I need to be conscious as well. Thank you for the clarification.



48:03

You're fine. I we we knew what you're talking about. I just wanted to bring some some more context.



48:09

So Angel, I think you had some interesting outreach efforts with this Spanish speaking community. in Boulder, if you want to talk a little bit about that.



48:22

Yeah, we ended up relying a lot on organizations that already had existing relationships. So we went directly to the basic needs nonprofits from our Family Resource Center network. And it's really hard to get people involved in planning efforts in general. But if you go to places that already have like trusted relationships, because they're helping them with like, basic needs, then you are more likely to get people also we use our local community transit organization, via mobility services. And they had a list of people who were primarily Spanish speakers that were the bay talk to, and we actually had them call them directly to survey them. And but since they were a partner on the project, they just did it for free, right, they just called we had a benchmark how many people we wanted that were Spanish speakers with low tech skills. So that was really useful. And just in general, like we have a cultural broker network that we really rely on, and they are not necessarily associated with a government entity. So with the Spanish speakers that was going through them was a way to really build trust. Yeah.



49:41

That program called the role of the women. That was such a cool program that you was, does anybody remember? You talked about it at our DC meeting. Priam starts with a T



49:55

shirt. There was a there's a technology education. program for students or for parents of students that were in, like the local school district called bridging the digital divide. And they were it was part of a school district initiative to train the parents on how to access school resources for their kids. So we partnered with them. They were wondering because they were working with Spanish speaking families. That was a good partnership. I'm not sure if



50:25

prima Dora or



50:28

Prometheus. Yeah. Like it's like a health. Yeah, it's a health equity concept. Right. So we learned a lot like you can research the perma Doris health, like public health does that model a lot?



50:42

Yeah, community health workers, we worked with them for our project. This is Stacy, out of Seattle, maybe



50:48

I was getting Angel and Stacy mix up sorry.



50:51

It may, it might have been Angel too. You can, you can likely find it in your region as well. It seems like a lot of the the past projects is kind of this peer to peer model. And so we've also, just to speak a little bit our program, we're also working on a community transportation navigator. On both bilingual but by cultural as well. So I certainly can't know all the ins and outs of that cultural connection for like the Burmese community. But we're able to do a pilot of the program in order to compensate community leaders. And what's interesting about the stakeholder groups is we thought we would partner with organizations, we are a nonprofit, we are an organization, but we know with those that really worked more closely with those cultural have the capacity. So we worked with a to recruit these, these navigators. And all I can say, is meaningful, meaningful compensation, like make sure you really work with them to figure out what it is that they need, whether it's not only like just that that, you know, cash prize, that the at least in our, maybe our organizations were at capacity, and they weren't able to help us. But we were able to get support through to recruit and showing up we went to like a, like a job resource there. And we found a navigator that way. We went to a stakeholder group and a community member was there. So had success finding the individuals that way.



52:31

Thanks, Stacey, that you're going in and out. But I did here mean, meaningful compensation. And that is something that we we've certainly talked about, and and I have have explored. So thank you for reaffirming that because well, we'll probably go further down that path.



52:50

And I would just I wanted to build just slightly on what folks were saying that we've been, you know, we also have a network of community health outreach workers. And, and we've been able to partner with them so that like you can translate your survey, but then are you actually going to get responses, you know, speaking to like, the cultural barriers. So what we've done a number of times is have folks who are already Community Health outreach workers go and collect survey responses. so different from saying, I'm going to hire somebody to interpret, like, they actually have the relationships, they know where to find people. And similarly, them tapping into some of like, they have these groups that are like, you know, so like a, you know, Congolese men's group that cut like, 40, well, maybe in COVID, it's different right now. But you know, they would have like 40 men who are coming once a week and meeting and they would do focus groups for us with those folks. So they know that, you know, they know how to be culturally appropriate and sensitive. And so I think building those relationships and saying to them, and what is your organization need? You know, is it that you want us to pay you hourly? Is it that you want us to make a conscious like a donation like what what's going to work best for using that same like cultural sensitivity to how you partner as organizations because I think too often they get asked to give their services away. And they're so I mean, you know, probably preaching to the choir here, but they're so small that they're like in no position to do that. So making it sustainable for them.



54:31

So that's what one more question and I'll get off the air see thing and see pags but so he did want to follow up with one question because I think he made a really good point on sort of meeting people where they are and going into, into communities where where people are and we're certainly gonna rely on frame to point us in that direction, but what what does that look like with a steering committee and bringing that Back to a steering committee that in a traditional sense, if you if you're doing outreach in that context, and you're doing it at men's groups or, or something like that, what would it look like to bring that back to a steering committee?



55:16

Um,



55:17

well,



55:18

I'll just give my thought on that. I mean, I think it's like using different having kind of, like different tables for people to be at. And I think we, we've tried to really prioritize that the, there is a value in bringing everybody together for sure. And table, you know, virtual table at this point. Yeah, exactly. That you will need to do like a build, you know, build understanding of differences and build capacity around like, yeah, people are going to have different needs different accommodations happening. But that it's not always that people need to come to the table. So I think and that's one thing with the transit planning for All initiative that I found really helpful is the openness that, like, sometimes you're some of the people you're going to reach, they're never going to actually come to your table. Because that's, that's never going to work for them. Um, but their input is really meaningful and not. And so having it be like multiple ways, multiple tables, multiple ways to be at the table, if that lead to overdo it with the table metaphor.



56:29

Yeah.



56:32

That's awesome. Thank you. So thanks, everyone, for the great feedback,



56:37

I just like to interject something based on a lot of the experience of one project in Montgomery County, Maryland. And that is using the people who are part of your steering committee, and ensuring that your steering committee is sufficiently representative of the people that you want to meet, you want to involve. Because in montgomery county, for example, we had a steering committee member, or they had a steering committee member, who actually ended up reaching out, she was a Chinese American, she was very well connected to the Chinese community, in that county. And she ended up doing focus groups herself, in Mandarin Chinese, with that community. And so they were able in that project to bring the voices of people from that community because of who was on their steering committee. And that would never have happened without this one individual who was a leader in the community, who actually stepped up to the plate and took a very strong leadership role. So I'd say Think about your steering committee makeup and whether or not there are community leaders that can help you do more effective outreach.



58:00

David, I have a quick question, or just what are people dealing with sort of back to your question just about the cultural differences, and you're dealing with all sorts of online what people people have experienced them with different cultures online? Because I think we, again, we presume that everybody kind of gets this, what we're on right now, in terms of zoom, and I can, you know, frankly, I'm not. I know a little bit of digging around on this, but I just think the cultural differences of even just meeting like this, the things you have to think about, I don't know if anybody's had experiences they want to share, or, or is that something we need to dig deeper on, because I can only imagine, you know, that cultures who just, this is just not a way to interact almost, or communicate.



58:45


We've definitely noticed that there's a difference between our Spanish sessions and our English sessions and how we need to approach it. And we have, we have Spanish speakers who will sign up for the events through like a nonprofit that they work with, but they won't necessarily attend, right. And there's definitely less of a willingness to use cameras. But I think that we've also heard feedback that Facebook Live, is really how we're supposed to be trying to meet Spanish speakers because they're more likely to use Facebook as like their primary internet, right, quote, unquote. And we've had some some like regulation barriers because we don't have we can't do Facebook Live from our government standpoint. But we've worked with community partners to do that. So I think just asking your cultural brokers like how are people in your community communicating what face what closed Facebook groups are the ones that like the Spanish speakers are using or whatever language you're working with, they're using to communicate amongst themselves. See if you can have your translator your cultural broker, join those and post information on your behalf. So I think that Facebook has been A pretty big like central thing that we've heard that Spanish speakers want to communicate that way through trusted sources not from like Boulder County posted. Is





1:00:09


that interesting? Yeah, I think I think your point about the cultural brokers and getting people to help you understand, okay, this is the thing you have to think about not only the platform you're using, but these are these considerations and even how you direct, you know, because I think a lot of us are sort of, Oh, we have verbal, we have chat and all this and, or being on screen or being on camera. And I think we have to recognize that that's not everybody's comfort level or experience, or?

 1:00:39
Yeah,

 1:00:39
that's a really good question. I would love to if folks have other I think it's, it's super interesting, because I think of culturally, like, older older folks is one group. So they're like, you know, the older segment of older adults, who aren't, you know, they may have, they may be texting, but they're not online the way that we all are.

 1:01:06
And this is copia along those lines, and I see the comment about WhatsApp, I agree with that, too. That's a good suggestion. But on sort of like the technology infrastructure side, have any of y'all had consistent issues with, like connectivity or unreliable connectivity? And how did you how did you overcome? If you did have to deal with that?

 1:01:37
I think it's always a problem. I mean, just in general, I think that we provide them a phone number to call us back at a particular time. Like, if we're having connectivity issues, we can talk over the phone. That's pretty much the only advice I have.

 1:01:55
The one thing I would say, and I sort of make a joke sometimes that people should remember that the telephone still works for a lot of people. So sometimes, yes, I and some nights actually. Yeah, this is something I've been noticing as we're getting zoomed out that sometimes people will actually be more focused sometimes if they're just like, me. And I just think that's something I mean, it seemed, you know, just to think about whether it's sometimes conference calls, because the good old fashioned conference calls, I think that was tired of them. No, might be a refreshing change at this point. Now

 1:02:23
that that's a good point. David, I was on a zoom this morning that wasn't working. And he said, Well, there's just two of us. Why don't we just call each other?



1:02:31

Oh, yeah. So they actually I actually read something recently that said, you should be mixing things up with telephone



1:02:37

call now. I think that's a good point. I think we've lost some of our folks. So I'm going to wrap it up. And just have one more question, throw out to the alumni projects. You know, the name of this project is transit planning for all and obviously, we're focused on inclusion. But everybody, you know, came to the project with projects that they wanted to accomplish, and things that they wanted to do. So my question to was, how did inclusion work? Was it worthwhile it? What did you find out? That was surprising? Did you change your mind on anything? Because of what you found out through your inclusive project, or process?



1:03:38

Well, I'll go, um,



1:03:40

I feel like I keep feeling like I need to pinch myself that things are working things are happening that we are like, we think if we do this inclusive work, that it will lead us down a road where we'll get to, you know, for instance, we have we officially adopted changes to our committee structure. So that our, our trans, we're going to have an transportation advisory Regional Transportation Advisory Committee, our tac, and there will be two seats on that committee for community transportation leaders. And so those are older adults, people with disabilities and people of color. So we've built in these two seats. And I mean, we, we did this work, because we thought it would work, but then to be like, it's working.



1:04:29

So it's Yeah, I think it's, it's like, I think keeping up the optimism, because I think there is there's an amazing power of having people with lived experience getting to speak directly to decision makers, and having it not, I mean, there's a place for having it comes through, you know, to be like, you know, part of an input process and being delivered by staff. But I think, you know, the sort of a common thread of all these projects is that there's no substitute for For people here, decision decision makers, connecting directly with people

who have transportation barriers. It's transformative.



1:05:11

Thank you. Good. Well put me Angel.



1:05:18

I'm trying to be good and let everybody else go. First, I'll just wait my turn?



1:05:22

Well, I've been talking to Amy, so you can go ahead.



1:05:26

Um, yeah, I think you know, Zoey really framed it? Well, I just, I think maybe my best advice would be to continue to try to feel comfortable with being uncomfortable and take off. Everybody's expert hats, you know, yourself as well as everybody in the room, because I, you know, we all know what it feels like to participate in a meeting and, and, especially if your community member and feel a little little bit intimidated, like, you might not belong in that meeting. And so just trying to do your best to tone that down with people in your group. And, and even, you know, just overtly stating that the the people who utilize transportation are the experts. And so just making sure that that's part of your mantra and things that you express, and I think too, on the note of going into the community, and, you know, making sure that while you know, you, your your team members might get really excited about, you know, getting surveys done are talking about the project, but being mindful of, you know, maybe that initial contact while you're building a relationship with a faith based community, or, you know, maybe with Meals on Wheels, volunteers or whatever, that you listen first and just kind of say, you know, we've got this project that I'd like to, you know, maybe talk with you about, but I really want to hear from you, or the people that you support and, and find out what's important or what you're thinking and start there. So I think sometimes people just clam up if they feel like it's just another person who, you know, is going to tell me what's great, and what I need to do and participate in. So just just maybe have that learning perspective, more than, than anything. And I think to now, with the pandemic, I feel bad, because, you know, you all are trying to implement projects with a whole extra layer of challenge and connecting with the community, and maybe try really hard to redefine what a meeting looks like. And while zooms great and

do what you can, with these different types of capabilities, one thing I was going to suggest is that Breakout Room feature, even in like some large conferences and stuff that I've been in that engaged, you know, family caregivers and things like that, I noticed that even when you have the professional experts attending when you break out into those smaller, you know, groups and rooms and have some a facilitator who is aware of facilitation, and you really get some rich feedback and knowledge, you know, consider maybe playing around with the zoom breakout rooms, but do some curbside community stuff, you know, get maybe get outside of past that screen. Remember, it's not social distancing, it's physical distancing. So you can still engage with people in a safe way, just keep six feet, you know, make sure people are wearing masks and find out what their needs and their main priorities are right now. And, and start there. If you have an ask like, Hey, I have this survey or this interview, I need to do make sure you also have an offer, you know, maybe help out be the Meals on Wheels volunteer and do some kind of reciprocity, I think in the process. And that's, that's, that's all I have, I guess on that.



1:08:45

Thank you, Angel.



1:08:47

It's fun to see that, um, it like inclusion is wonderful, and especially with like community partners. But getting participants involved, I've noticed that like sometimes participants went like very concrete, very specific projects to work on. And some of the broader issues like, oh, let's talk about multimodal access around this whole like geographic area that maybe isn't as interesting to a lot of participants. There are definitely some that want to be a little bit more global, but is keeping it specific and very personal, I think is a way to really get meaningful engagement from participants.



1:09:23

Joe, one of the things we do for sustainability is to make sure that we're respectful for the individual, especially, you know, the individual participants and the riders and things like that. And by doing that, what people have mentioned, you want to listen to the person want to make sure that you're meeting the needs, the communication needs and everything else. So that's one of the things the other thing is value. You know, why? Why is this person going to do this, you know, and so I think it's always important, we always thought was important to make sure that there's value for that individual and or for the age You know, that agency that you want to be part of whatever, so they have to have

part, you know, a piece in the game. And so one example would be, one of our priorities was to get, we have, there were two slots available in the advisory board for the Regional Transit Authority in our area. And it was always difficult to get people to be in there. And so one of the things that we did was reach out to different populations and to, and to try getting people to do that. And it's not always easy. And then that's the other thing, too, I think, I think it's a constant, you know, it's not something that you just set up and it's done. You've got to be they're constantly pushing and things and, and sometimes it's not easy because of bureaucracy, or whatever. But we actually finally were able to get to individuals disabilities, actually is part of the this board. And this board actually, is a decision making board, they'd hire fire administrators and also take on new projects. So the problem is, it's only a one term, one year term. So now we have to worry about like next year, you know, so it's always an ongoing process. So we always want to make sure that there's value, but the individuals on there really care about the transportation and they can represent their populations, you know, correctly, but definitely value and respect. Thanks.



1:11:27

Thanks, Joe. And Stacy will give you the last word, oh, no.



1:11:33

Most of you and not for me, so I'll just be quick and say, fail fast. I think, you know, you don't know what you don't know with inclusion. So it's we meandered on it. And Phil are I mean, I could even be honest, in the last two weeks, we've had a number of issues with our virtual engagement of clothes. And but I have to remind myself, we've had more than ever the amount of people participating in our work that identifies older adult people, a person with disability or caregiver, so fail fast and fail, figure it out. And just as a as a morning that my agency, which is one of the nonprofits in our region, is thinking of having inclusive planning. And as part of an extra effort, just based on the work that we've done, you know, transportation is just one small agency. So on the static to know that, like, us being that greasy, greasy wheel that that we needed in, my baby is calling me to be, you know, the squeaky wheel of inclusive planning. It, you know, has an impact to an agency that's been around for over 40 years. So I'm very excited for what to come next and just appreciate all of you.



1:12:50

Great, thanks, Stacey. So this has been a great conversation, there's been a ton of really

great information in the chat box is David Hoff pointed out, if you click on the three buttons on the right hand side at the bottom, you can save that, we'll go ahead and save it and send it out to folks that like it said, people have just putting been putting a lot of great information up there. So thank you to all of our alumni projects for joining us today. There has been some talk about another session like this with even more of the projects. So we will plan on doing something along that sometime in the new year. If we expand much farther, we might have to find a different platform. We've been working with some other online platforms as well. So thank you everybody for being with us for our current projects. The next all projects meeting is on our December all projects Nina is on January the seventh, the holidays mess this up. And don't forget your monthly reports are due on the 15th and good luck on working within the SurveyMonkey platform to do that. And thanks everybody for being here.



1:14:18

Take care everybody be well. Yep. Bye