

**Administration for Children and Families (ACF) and Federal  
Transit Administration (FTA) Joint Webinar for Regions 5 & 7:  
*Identifying Transportation Solutions to Improve Access to  
Economic Opportunities*  
April 30, 2019**

>> Welcome, everyone. It's the top of the hour, so we're going to go ahead and get started. Thank you for joining us today for "Identifying Transportation Solutions to Improve Access to Economic Opportunities". I'm going to pass it over to my partners here -- I should say not here, but our partners at department of health and human services. Angela and Erica?

>> ERICA FLEISCHER: My name is Erica Fleischer. We're really excited for this opportunity to bring together human services workforce and transportation officials to discuss how we can use transportation solutions to access economic opportunities. So going to ask Danielle first to go over some housekeeping items for us.

>> Wonderful. I want to let you know you can ask questions anytime during this webinar through the chat feature. And right now, you are in listen only mode. But we will unmute your lines at the end during the question and answer. We just ask that you don't put us on hold during that part so you're able to hear and can ask questions. Also, the webinar slides, we are going to provide them to everyone that registered. We'll be sending an e-mail out and you'll get a PDF of the slides. Also, the webinar is being recorded and will be posted at the National Center for Mobility and Management website on their webinars I will also include this link in the follow-up e-mail you're going to receive after this webinar. Again, send your questions to the chat function at any time. We will also have questions at the end also through the conference call line. We will take questions from both. And I'll pass it back over.

>> ERICA FLEISCHER: Thank you, Danielle. Today, we're going to have a chance to hear from Angela Green from the Administration for Children & Families. Then Danielle will discuss the Coordinating Council on Access and Mobility, what's happening at the national level from the Federal Transit Administration, followed by innovation from across FTA from our region five and region seven colleagues. Judy Shanley will discuss the overview of mobility management as a solution from the National Center for Mobility and Management. And then we will have state examples from our colleagues in Ohio and Iowa followed by Q&A. So now I would like to welcome Angela Green with ACF's regional administrator for region five and region seven to give you context to ACF's work in this area. Angela.

>> ANGELA GREEN: Thank you, Erica and thank you all for being here with us today. I would like to tell you a little bit about ACF, Administration for Children & Families priority areas and how they relate to the issues that we are going to discuss today. I want to give you a quick highlight of our assistant secretary Lynn Johnson's direction and the policy priority areas for the administration right now. There are six major areas where our energy

has been focused which you see listed in front of you. It is important to note that we do not see these priority areas as isolated one-offs, but as a cohesive plan at addressing whole family success. And our centerpiece policy area right now is really the promotion of work and self-sufficiency. Our commitment to the promotion of work and self-sufficiency across lines is a high priority right now, one aspect will be to work deeply with our states and tribes that are interested in engaging with us on how to leverage benefit programs and federal funding to support advancing work with our most vulnerable population. To that end, Christine Quinn, who I see is on here as well, she's the regional administrator for Department of Labor ETA in region five. We will be hosting a joint regional convening in Kansas City, Missouri. We're having others convene and talk about how we can advance economic mobility for families. And I would like to just take a moment to wish Christine Quinn a happy birthday. She shares a birthday with me on today. Our other priority area is promoting fatherhood and human services. In October of last year, we published an IM, information memorandum, on integrating approaches that prioritize and enhance father engagement. The purpose of this information memorandum was to strongly encourage all human service agencies to work together across government programs to jointly create and maintain an environment that prioritizes fathers and father engagement as a real critical factor to strengthening families and also to adopt approaches that enhance parental involvement in all family support and child welfare related programs. So ACF is working on a comprehensive strategy across all of our ACF programs and the office of child support enforcement is an active partner this that. Now, also focusing on early childhood education programs, we really want to have a more coherent programmatic strategy in this area. Our inspector Lynn Johnson recently announced our office of head start's director -- national director, she is also taking on a new role right now to coordinate early childhood development efforts across ACF programs. She will work with us to coordinate those efforts. We really want to lift up the coordination of early childhood development programs. We recognize in order for families to thrive we must really focus on primary prevention and child welfare. So we want to curtail families from entering into an intrusive system and maintain safety and wellbeing. So we're shifting resources toward primary prevention in the arena of child welfare. Jerry milliner over children's bureau is working with faith and tribes in jurisdictions and engaging other federal partners including CMS and non-federal partners around leveraging opportunities through our family first legislation. So when you look at and when you think of how to provide a holistic approach to self-sufficiency and across programs and funding streams, the importance of data interoperability becomes critical. Last year, ACF launched the interoperability action plan, and this work is being led by the office of planning and research and evaluation. ACF is actively working to implement and expand information sharing across programs and levels of government and we are also working well and responding to the barriers that states have lifted up to us and that jurisdictions have lifted up to us, and we are trying to work across systems when they're looking at their data systems. So removing barriers, streamlining process, and removing duplication is a key priority for the administration as well as for HHS for health and human services. The Department of health and human services ranks number one among all the counted agencies for deregulatory savings and deregulatory actions and the Department of health and human services is responsible for over half across the federal government. Lynn Johnson has made a commitment to reduce the bureaucracy in ACF and create a stop-doing list to identify ways of

bureaucracy. So hopefully you've heard just a couple of things here in my review of our priority areas. And one of the themes I hope you were able to pick up on is the priority of really collaborating and working across program lines to meet families' needs in a holistic way. The other would be finding those gaps and closing those loopholes for families. In our discussion today, as even we talk with other -- with states and many of our grantees, the issues of transportation constantly comes up. Especially in rural areas. Their ability to work and secure family-sustained wage jobs is limited if they do not have access to transportation and that's why our conversation here today is so important. So I now would like to get to the meat of the matter and I would like to welcome Danielle Nelson from the Federal Transit Administration, and she will take it from here. Danielle?

>> DANIELLE NELSON: Thank you so much. We appreciate our colleagues at the administration for children and families being here and helping us put this joint webinar on together today. I wanted to quickly mention why this partnership has come about. Through the Coordinating Council on Access and Mobility which was started in 2004 through an executive order by George W. Bush was put in our transportation authorization for us back in December 2015, and it gave us direction to begin collaborating in a new way. There are 11 federal agencies that are part of the CCAM. It's chaired by our secretary at U.S. DOT and HHS is a very valuable partner. The mission is to improve transportation coordination, both the availability and accessibility as well as efficiency for transportation disadvantaged populations. And those are older adults, people with disabilities, and those with limited or low income. And so I wanted to highlight there are over 80 federal programs that can fund transportation. And I want to highlight "May" fund. It's not necessarily the target/purpose of the program, but transportation is an eligible expense. What you see on the screen here is just a small example of some of the HHS funding programs. And I specifically listed the 14 programs out of ACF that may fund transportation. We worked very closely with our federal partners to develop a list, an inventory of these 14 programs, specifically looking at what is the CFDA number so you can look it up, what's the statutory reference, what's the 2018 authorized expenditures for each of these programs, as well as can these programs fund mobility management, one call, one click centers, is a vehicle an eligible purpose, etc. Along with the slides, you'll receive a copy of this form with 14 ACF programs listing more information. We just don't have time to go into them on this webinar. I wanted to highlight any of the programs listed are eligible to coordinate in transportation, coordination is important to these programs. And the purpose of the CCAM is about coordination and to define what coordinated transportation is, it's about helping underserved populations, this transportation disadvantaged populations and helping them to be able to contribute to their community including their economic outlook, helping them to lead healthy, productive lives by having access. And by coordinating through our programs, it increases the efficiency. If we share resources, we can save funds, reduce duplication, it allows us to be more innovative, et cetera. I just wanted to quickly highlight in 2018, we did a CCAM focus group. We went around to five states as well as did a large numbers of online dialogues -- the main five things that came out across all the different stakeholder groups is listed here. It wasn't just talking with transportation stakeholders, we talked with department of education, Department of labor, HHS stakeholders, etc. We went and spoke with all 11 different CCAM agency stakeholders and they all had the same barriers, these top five. The first

one being limited awareness. There was a real lack of awareness of the federal funding sources. Who can blame them? There's over 80. We're working to update that list. I want to move on and also share that the National Center for Mobility and Management in 2018, did a national survey. They had a total of 549 respondents. I want to quickly highlight some of the responses – from those who said they receive HHS funding. In that survey, I just wanted to highlight this one question, the responses from it, which the large takeaway is that HHS-funded respondents most frequently participate in transportation coordinating councils, but a significant number do not participate in any transportation coordination activity. I think we have a lot of great room for increasing our coordination amongst our two networks. So, thank you for being here today. One last thing I wanted to mention from that survey, in terms of availability, is that almost all HHS funded respondents believe their communities lack transportation services and options and that it negatively impacts the HHS funded services. Really echoing Angela and Erica's comments, we can collaborate and improve the transportation or lack thereof in our rural communities to help increase access to the services that ACF funds. And lastly, I wanted to share this opportunity, the CCAM directed the development of a new course. It's brand-new, just started this year. It's called advancing mobility management. It's offered through the national transit institute. It's a great opportunity for transportation and non-Transportation stakeholders. Help you to do the great things you're going to hear from Jeremy and Olivia today in your states. The 2019 courses are listed there. There was just one in Iowa which I know Jeremy attended. In 2020, we're also going to be back in this region in Minnesota. It's going to be hosted and offered to the Minnesota DOT in St. Paul. The date is to be determined. The URL link is right there to get more information. And with that, I am going to pass things over to my FTA regional colleagues and Susan.

>> SUSAN WEBER: Thanks, Danielle. I'm Susan Weber with FTA region five. I have the pleasure of working with a number of the states in our region. And gratefully, FTA's regional structure matches that of ACF. So you'll see highlighted here on the slide is the six states that FTA region five covers. I'm going to go over five of them because we have Olivia presenting later who will share the fantastic things going on in Ohio. But just to start, there is a wide variety of the level of mobility management happening from what we see in region five. And it's really encouraging that it's on everybody's radar screen. To start with, Indiana is working to develop a statewide mobility management network and there's ongoing conversations and some face-to-face discussions held in December of 2019 with both state and local and state agencies. And the goal was to just share ideas and begin conversations to leverage resources to develop that network. To name a few of the participants in these meetings was FFSA, the state independent living center, the American temple of the blind, health by design, Indiana DOT, the federal highway administration, and NFTA. And from U.S. DOT's perspective, there's a tangible next step to be done in getting this off the ground in Indiana. And that is annually the federal highway administration and federal transit administration send out a planning emphasis area letter to the state DOT. And in included in the fiscal year 2020 letter as an emphasis area was steps for the development of a mobility management network. So this is quite encouraging. We are -- in that letter, we encourage Indiana DOT to work with other state agencies to identify service capacity and gaps and explore how diverse state agencies can contribute to a mobility management effort. And to think beyond about the next steps for

sustained activity within the mobility management network. So that's very exciting news that is -- is really getting off the ground in the state of Indiana. Next I'll highlight Michigan. And you'll see on the slide there, the \$8 million Michigan mobility challenge. That was kicked off in May of 2018. And it's a huge collaboration of the Michigan department of transportation, planet M which is the Michigan economic development corporation, the Michigan Department of Health and Human Services, the Michigan Veterans Affairs agency, the bureau of services for blind persons and the Michigan Department of Civil Rights, that includes the division on the deaf, deaf-blind and hard of hearing. In that MDOT will be distributing \$8 million to fund multiple innovative pilot transportation projects of varying sizes across the state that can solve mobility gaps for seniors, persons with disabilities, and veterans in urban and rural and suburban communities throughout the state of Michigan. As an example, the MTA in Flint, Michigan, was funded for their vets to wellness. FTA has funded Flint, Michigan, MTA's ride to wellness program. It's been a great collaboration with HHS there in part in response to the water crisis. So there's great collaboration happening there. Turning to Wisconsin, the Wisconsin Department of Transportation is really heavily invested in intensive training program for their mobility managers. And it has strong ongoing support for mobility management. The staff at the DOT's bureau of transit consistency lifts up and encourages the support of mobility management throughout the state. They have an organization and a website. And I would encourage those located in the state of Wisconsin to reach out to them as a resource. The Minnesota council on transportation access, this is -- this is very interesting. It began -- the state recognized that accessible transit is a necessity for people with low income, people with disabilities and older adults. And it's also essential for economic growth and vitality. But there's a complex web of transit funding and regulation at all levels of government that create barriers to establishing accessible and efficient transit system. I think this is what CCAM is getting at the heart of and Minnesota is helping in that. The Minnesota council on transportation access was established by the Minnesota state legislature during -- in 2010, and its admission is to work together to remove those obstacles preventing the successful coordination of transportation programs and resources. There are 13 separate agencies and organizations represented on the council, which is tasked with 20 duties and related to five key issue areas. And then through the creation of high-value toolsets, coordination with the Minnesota state legislature and aggressive advocacy, the council is driving progress in each of those five issue areas. I'd also like to highlight the RTA in the Chicagoland area. They have a very extensive mobility management program and do a lot on mobility management and travel training. There is a website listed here. When you-all receive the slide deck, you'll be able to -- to link to that. And you'll see a series of videos that just kind of walk you step by step through the process. And I've been to presentations by their mobility manager, and they encourage the use of these videos as training and just as learning tools. So it's just another great resource I thought that hi would share with you. And with that, as I mentioned, I'll have Olivia speak on all the wonderful things happening in Ohio. I'm going to turn it over to my colleague in FTA's region seven's office, Cathy Monroe.

>> CATHY MONROE: Good afternoon. My name is Cathy Monroe. I'm the region seven director of planning program development. I want to thank everyone for attending this webinar on behalf of our regional administrator. I'm excited to participate in today's

webinar. This forum offers us, the regional officers, an opportunity to encourage as well as stress the importance of coordination amongst not only transit providers, but with our federal -- other federal, state, and local agency partners in an effort to maximize existing transportation options to access not only education, but the jobs and health care. With that said, I'd like to highlight a few region seven projects in the state of Missouri that have been successful in establishing new partnerships in coordination of different services that are necessary to improve the quality of life in our communities. As noted in the agenda, Jeremy Johnson will be presenting the state of Iowa's efforts. So as our office becomes more involved with this initiative, I'm hoping that we can showcase more rural projects on future calls and webinars. So starting with Kansas City, where KCATA is a regional transit provider, they have implemented a RideshareKC mobility management program that helps riders find alternative commuter opportunities and assists employers with transportation programs. This program is unique because it connects transportation experts to employers free of cost that assist in establishing company transit benefit programs that help their employees find easy alternatives to driving alone. In addition, RideKC Freedom On-Demand was established that gives not only paratransit customers more transit flexibility, but is open to everyone. The freedom on demand program is an app-based program available in the Google Play store or Apple app store and provides same-day transportation to everyone. It allows anyone to book a cab ride without 24 hours' notice required of paratransit. It provides subsidized trips for -- subsidized trips for riders with disabilities as well as riders with non-ADA issues. This program also allows veterans to ride for free. So onto the east side of the state in St. Louis, the bi-state development agency has received many grants from the Missouri foundation for health to help pay for the 18-month trial program. This program started in 2017 and is called link markets. It established kiosks which sell fresh fruit, vegetables, milk and other staples aimed to offering healthy options to residents. From this evolved the St. Louis mobile market established in the summer of 2018. This also works to provide access to healthy affordable food in the St. Louis food deserts. St. Louis has also been successful in establishing other partnerships with the public health and the St. Louis department of county. It established program links to health which is a mobile health screening van at the same two transit centers where link markets have been established, plus two more stations where -- that do not have the link markets. Screening for diabetes and blood pressure are among the basic services that are provided for people 18 and older. The screenings were funded by a federal grant aimed at transit riders in communities near the transit centers. So with these projects, I encourage each of you to continue your outreach efforts to other federal, state, and local agencies to continue your coordination of services that will make a difference in our communities.

Next, Judy Shanley of the Easterseals in the National Center for Mobility and Management will provide an overview on mobility management.

>> JUDY SHANLEY: Thanks, Cathy, hi, everybody. I'm the director for the National Center for Mobility and Management. I've worked with many of you. I'm the regional liaison from NCMM to regions one, four, five, and seven. So hopefully you know me and we've communicated before. But I really think as you are thinking about how to implement innovative solutions to address economic mobility or access to health or whatever your

frame may be, think about mobility management as a platform for doing that. It's like a puzzle. So all of the different agencies of all different programs and a mobility manager and a mobility management network is that structure that's putting all the piece -- pieces together in a coordinated and efficient way. Always at the heart of it is the customer and the needs of the community. So I encourage you, if you do have a mobility management network in your state, tap into that network as a repository of resources. On the next slide, I went to the Ohio public transit association meeting recently and someone described mobility management as boots on the ground. That's exactly what mobility management is. The folks that work in the professions across states really know the needs of the riders and the various audience members in that community and they know the transportation services that may be available. And they're instrumental in identifying innovations. In Ohio, I learned about a program and Olivia can certainly share more information about this program, but what she -- what the program was, was employers had gotten together to recognize that they needed transportation in order to recruit and retain qualified employees. And so they teamed up with a transit agency and the mobility managers in the community and developed a ride program that visited all of the business sites throughout the -- one particular region. And it was really successful in delivering to the employers the people they needed. We did a national survey with the University of Illinois Chicago called the state of the state's report. I wanted to share with you very briefly some outcomes of that report in terms of where we are regarding mobility management. We found that states that had mobility management networks, they were factors at multiple levels that really facilitated the launch of those networks. And I'm not going to read you all of these, but as you are developing your networks in your state, think about these considerations. Think about the communication mechanisms that you have in place across agencies, across those various state agencies that support human services and other services for community members. Think about who the lead of that network is going to be, who can be a catalyst for making this happen. Secondary variables include the technical expertise. So having people not only from the DOT in your state, but other agencies that at least can be a conduit to information about transportation services and work most closely with the DOTs and the transit agencies in your state. And then finally, a catalyst or things like members see collaboration as the best interest of all users. So it's not something that has to be done. It's something that you're better as a whole rather than individual parts. On the next slide, I wanted to just highlight some of the data that we found in this study -- in this national study. We have reached out to 49 state level professionals. And we had a response rate where 21 actually completed the survey. On the next slide, 14 of those 21 -- so about 67% -- indicated that they did have a statewide network. And it was interesting that one of the respondents indicated they didn't know whether they had a statewide network which kind of goes back to what our national survey found is that awareness about transportation services and mobility kind of support for diverse populations really needs better awareness. So on the next -- this slide, the statewide networks vary in their geographic scale. In Illinois, it's really a locally based Chicagoland area and other states like Wisconsin and Ohio and Iowa, they're huge networks of states. They may have regional contacts. The lead agency in most are the DOTs, but that's not always the case. And we don't have a lot of empirical evidence regarding outcomes right now. That's something that we're really interested in from NCMM's perspective is measuring what are the outcomes, not just outputs, but outcomes of these mobility managing networks. So

DOTs are really supportive of these programs in many of the cases. And five out of the 14 have performance measurement plans and that's when we talked about, you know, how do you measure the -- the outputs and the outcomes of mobility management, what's the return on investment. I think that's really an important thing to look at is the performance measures and making sure you've got a system in place that includes all the state agencies, not just transit, not just DOT. On the next slide, just some examples. We asked the respondents who indicated they had a mobility management network, what are some of the things that your networks do. Number one was really developing information materials or products to inform, and that is a critical piece of just knowing about all the mobility innovations may exist. That was followed by two identifying transportation needs, and offering options for improved services. So there is not one model of mobility management in a state or local level. There is not one type of mobility manager, but overall these are some of the characteristics or job features that mobility managers undertake. On the next slide, we asked Nevada Department of Transportation to really comment on what he saw as the value of mobility management. This slide reads, of those communities being served by mobility manager, the community has a greater acceptance of public transit and a stronger knowledge of services available. That awareness comes from all sectors, health and human services, education, labor, even justice, even departments of corrections. Our center -- our website is indicated there. We're really available to you as state agencies across agencies to support the -- your building of mobility management networks, your sustaining of the network. We're really good at connecting you with other people around the country. As Jeremy and Olivia can attest to. On the next slide, I put some other FTA funded resources. We're siloed. I'm an educator by background. It's traditionally my go-to resources on the education human services sector. But really if -- if these resources can be valuable from any perspective and any professional discipline you have. So take advantage of them. Most of the resources that come out of these national FTA funded centers are free and available to you. And then on the next slide, this is one of my favorite quotes. If you always do what you've always done, you'll always get what you've always got. So this is a time to be innovative and creative regarding mobility and transportation. We're so glad that you as non-transportation people are part of this conversation. So my contact information is on the next slide. And I want to turn it over to one of the two national champions that I see in this field, Olivia Hook oversees the Ohio mobility management network. So Olivia?

>> OLIVIA HOOK: Thank you very much, Judy. Thank you all for joining us today. I'm really excited about talking about mobility management in Ohio. We've been doing some really exciting things. And just improving our network and our ability to serve the residents of Ohio and we just have a lot of improvements happening and I'm just excited that I get to be a part of that. So next slide, thank you. One thing that our mobility managers have been beefing up is providing transportation information on a local level. Some of these guides look like they've been tossed on the screen. Dy that on purpose because -- I did that on purpose. I wanted to get the image of these are flyers. These are a one-stop resource that mobility managers can hand out to the residents that way they have a reference guide in their own homes. Especially the most vulnerable populations, they don't necessarily have the technology right at their fingertips available to get all that information together. A lot of times in the rural areas, not every transportation provider



even has a website. Having this stuff available is so valuable on a local level. Mobility managers have been getting better about gathering all this information together to provide this to Ohio residents. We have a lot of guides all over Ohio, and we're working on just improving the way that we can provide that information for everyone. Next slide, please. One other thing, too, is that the mobility managers in Ohio have been connecting individuals with other programs. They developed relationships with other programs so that we can work together. For example, the Ohio department of Medicaid has been coming to our roundtables to talk about transportation problems so they understand mobility managers are there as a connector to communicate with individuals. And actually also be a sounding board to relay that information back to Medicaid that, you know, those individuals that are struggling to get transportation. And also with a survey result that come out of asking the questions of unmet needs to see why, you know, trips were -- there were no-shows or something like that because sometimes it has a lot more to do -- more to do with than just the transportation piece. It could be a number of options, whether it was, you know, a family emergency and things like that. So just communicating that information. Also CNCS and RFCPs. That's a great network to tap into because transportation is a big part of -- you know, one of the biggest parts of what they do, too. Connecting with mobility managers to try to make sure they have the outreach that they need on a local level and also working together so you don't have duplication of trips, that kind of stuff. But all of these different organizations, there is a major need for rural areas having transportation not available for low income individuals who are trying to hold a job, keep a job, have a vehicle to get them to their job. And it is really -- it's daunting and it's really challenging for them. Mobility managers have been coming together to find initiatives to find solutions for those individuals and help them out and try to get the community together. Get employers on deck in understanding that they can have a role in creating a solution. So I can tell you more about some of the outcomes that come out of that here soon. But all of these programs, the mobility managers work together to utilize these programs to be a resource for the individuals to connect them with the right resources or the right program. And basically enhance each other. Next slide, please. So here's the current vision of what mobility management looks like in Ohio. We have 29 mobility managers. Right now, we have 24 in the rural areas and five are your ban. I have 11 covering multiple counties. A lot of counties have tens of thousands of residents living their county with different demographics and different backgrounds. Just one mobility manager as a resource for one county can be really challenging. Have a mobility manager as a resource for multiple counties is even more so. It's really difficult to be available on a one-on-one basis to residents when you're covering more than one county. However, we found so much of a benefit because mobility managers can cover more counties that would normally not have a coordinated plan and to have a coordinated plan, that's something that providers would need to have to apply for 5310 funding which is applying for a vehicle for specialized transportation for transporting seniors and persons with disabilities. So having a mobility manager that has the experience of writing the coordinated plan cover your county to even establish the coordinated plan is so valuable to get funding dollars locally to have vehicles to transport individuals. And they're just -- like Judy said, the boots on the ground. They are there to make sure that things are in place so that the community can benefit from these opportunities. Next slide, please. And this is one huge question that comes up when you have rural areas. What if there are no

transportation options available? Now, it's really important to understand how to make an impact in the community. So next slide. And I mentioned the coordinated plan. So these are vital. It's just becoming a living, breathing document that is very important. It has a complete assessment of all of the demographics of the community -- sorry, of the entire county, and it talks about all transportation providers, the community needs. And this is -- the community needs are gathered from public surveys that come from the -- you know, the residents and especially they focus on trying to get that information from those residents who are struggling with transportation, the elderly and persons with disabilities and getting that information. This is a requirement to apply for the 5310 funds for vehicle. So to get the vehicles in your county to have a transportation options for those individuals you're trying to serve, this is very important for mobility managers. It's a cycle that is vital that they understand this. This is part of putting the cart before the -- not the cart before the horse, but the horse before the cart. So the plan cannot be done behind closed doors. It must involve public participation. That's the most beautiful part of it because this plan is designed to be focus 100% around the individuals that it's there to serve. It's the purpose of it is to serve those individuals so that it -- it also requires participation from those individuals. So it's really a wonderful thing. And this is a part of what you can -- if there is a transportation option available in the community, this is the start of it. It's communicating that through the coordinated plan so that funding can be applied for. So -- this is assessing the fact that there is a need in their community so that we can start the process of finding funding options. So if you would like to get involved with your local coordinated plans, I would recommend contacting your local mobility manager. If you don't have a mobility manager, search for your county lead agency. Lot of times on like Ohio Department of Transportation, we have it on our website. But we just recently did that. It's really difficult to gather all that information. Contact your local Department of Transportation and find out who your local lead agency in your county is so you can be on board with those discussions. Also contribute at public meetings and plan surveys. That's how it ends up on the plan, and then the mobility managers actually are the boots on the ground bringing those plans up, bringing up the goals, the fact that these are unmet needs and we need to start working on those and getting funding for them and getting the traction going on these plans. So it has to start somewhere. Next slide. And to wrap this up, I wanted to tell you a few stories about the things that have been going on around Ohio because here is some of the coordinated plan outcomes that are from 2018. And so, for example, Fayette county, which is about I'm going to say 40 miles south of Columbus, Ohio, which is our capital, they have -- they developed a deviated fixed route that goes from local apartments senior center and independent living facilities to the local grocery stores, Walmart, pharmacies, there's a strip mall with a gym. They were able to, through that coordinated plan process and assessing everyone's needs, they were able to do a pilot program where they developed this deviated route and now it's a fully established program. And it only cost residents 50 cents per trip on the shuttle, and it has a one-hour circulation. And that started with a coordinated plan. I actually rode along on that last year and talked to a few residents who use it. And I mean it's just critical. They really love it. They're excited that that's available in their communities. You can just tell -- I was riding with one resident who had a disability, and he was excited that he was going to be able to go to the gym when normally he wasn't going to be able to do that, he doesn't have anybody that can give him that trip. Another example is over in Logan county, the Honda

facility in Ohio is located just in Logan county, the county line between Logan and union county. The mobility manager had a lot of feedback from individuals that employment transportation was extremely difficult because there was none. The Honda facility is out in the middle of a very rural area. There are no sidewalks going out there. It's out in the country. If you're driving out there, half the time you're on a dirt road, not even a paved road. So going to the Honda facility or even the surrounding manufacturing companies that have employment, you would need to have somebody give you a ride or get a taxi. He was able to contact all of those manufacturing company employers, HR departments, get them on board, and just as far as support, not monetary support, but just more verbal support of this effort. But with her doing all of that, it got the attention of the local commissioner. And that sparked a really exciting opportunity for Logan County. Logan County was given \$70,000 in 2018 for a pilot program to have an employment shuttle going from the town of bell fountain to the Honda facility and the surrounding manufacturing companies for the temp agencies so that they can -- those employees who would normally not be able to afford transportation could utilize that shuttle. From what I've heard, it has been very successful. It's going -- it's very well received by the population. Unfortunately, I'm not sure how that -- they're not sure how the funding is going to continue and who's going to pay for this because even though it's been successful, the funding is always the most difficult thing to work past. Another thing, too, is in Shelby county, there were -- the mobility manager came together, was talking to all the transportation providers about getting reduced fare for low income individuals. She was actually able to contact local legions who wanted to pour money back into their communities. So they were able to sponsor a program where they can pick up the cost of the other halves of that transportation cost for low income individuals. So that it can balance out. And finally, we had a transit system in Mount Gilead. It's a local bus shuttle. It's called a 5311 program through the efforts of mobility management and assessing the fact that there has been such a great need in that county. 5311 was awarded. Now they have a rural transit system that just started this year and they have a fixed route and the residents are really excited. I've seen a lot of stuff in the news recently. And I was there with that mobility manager from the beginning. It's really exciting to hear what is going -- exciting to hear what is going on in Morrow county. These are some of the things happening in Ohio. It's really exciting. I've got a lot of mobility managers who are really eager to continue to do new and innovative things. Now I'm going to hand it over to Jeremy to tell you all about Iowa.

>> JEREMY JOHNSON-MILLER: Thank you, Olivia, and thank you, everyone. So I'll briefly touch on what Iowa's working on. And so as you can see, I am the mobility and transit programs administrator with the Iowa DOT office of public transit. I wanted to first start with how our state is set up. So back in 1976, we actually passed a -- what we're calling the first in the nation that we're aware of -- coordination law. So we have transportation coordination in our state. And so within that, we've established compliance reviews and advisory council that Danielle talked about earlier. And so out of that, we've been able to create this council, have established members, which initially you'll see there on the screen is Department of Transportation, human services and department on aging. And so we moved onto sort of take part in the United We Ride initiative and out of that we were introduced to mobility management and then garnering some funds from JARC and

new freedom and establishing the mobility network in 2009. So here's our current membership listing for the transportation coordination council. As you can see, it's really expanded beyond that initial list. And so you can see we've got some advocacy type groups, we've got AARP, cancer society -- [ No audio ] -- of providers and so we're hoping that we can continue to move forward. Last year, we did a formal retreat with our group. And so we -- we first looked at all of the CCAM goals that Danielle and her group are working on. So we adopted three of their four goals. So those are to improve access to the community through transportation, enhance cost effectiveness of coordinated transportation, and strengthen interagency partnership in collaboration with state, local, and industry groups. So that will be a part of our mission and strategies moving forward with the coordination council and with public transit in Iowa. So here is our map of how we're situated in the state. We're situated with city systems, urban systems, but also rural regions as well. We are covered in all 99 counties. So we have 35 transit systems throughout the state. Our 2018 ridership was a little over 25 million rides. And we're operating on 1,700 vehicles throughout the entire state. And there's our coordination of funding local either tax dollars, tax levies on home ownership, passenger revenue state transit assistance that we get from the state legislature and monies from FTA. Here is the distribution of our mobility coordinators. So we -- we align our mobility coordination efforts with the transit agencies. And so, as you can see, they are aligned with those transit boundaries. I am diligently working with other state agencies to try and fill in that white area of the map which is my service area. So I stay pretty busy with trying to figure out different angles and different ways that we can partner and figure out what's happening locally and try to make that work and happen all together. There's contact information for each of those which will be shared to everyone. But I wanted to touch on some of the health care and workforce issues that we've been working on. Last year, we developed a - - an MOU with the Department of Public Health. Really wanted to focus on the improvement of health and well-being of Iowans and enhance our coordination together. Through that, we developed Iowa walking college which is using curriculum from the national partner of America walks. That is essentially working with anybody who applies. It's free to attend. It's a six-week program that teaches everyone to -- how to work with their local officials, how to work with the DOT to make livable, walkable communities. So it's really just immersing yourself into that process of how to get a walking pass or how to make your main street a little more walkable and how to approach those efforts to keep everything localized and not set up those boundaries. And next on our agenda is to look at the community health needs assessments that are submitted every year through the local public health providers. Within there, there is a transportation component. And so historically, those have been pretty low in terms of what's reported or what is being addressed in terms of transportation. So we're looking at those a little bit closer and then going to select several communities that we can start working with, both myself and public health, to determine what sort of effort do we need to facilitate to make that a little bit better of a partnership. And so also ongoing, American Cancer Society, we've partnered on a three-year grant with Iowa Cancer Consortium funding. So what we're doing is providing educational forums for health care workers, specifically at cancer treatment facilities in two communities within Iowa, but also inviting transportation providers to that table to talk about how we can all work together. But along with that grant, we have monetary assistance that we can provide with getting people to their appointments and making sure

that the no-show rate and everything is drastically reduced. One little tidbit that I will share is one of our -- one of our bigger health care providers in Des Moines is actually partnering with Uber in arranging trips with that Uber providers in the area to get people to health care appointments. So that's something they did on their own, but it spawned from the conversations we were doing. Something that's controlled from our office is Iowa RideShare. This is just a way to help Iowans to get around. We're really just a host for connecting people with rides either formally on like an established DART ride share out of Des Moines. They reach several counties outside of the Des Moines metro, but also individual riders who want to commute to work or anything like that. But we have heard some stories where people needed to go to a job training or something like that where they'll connect with someone who is already going to a location to work and they've connected through that. So we've heard some stories. So we're happy with the outcome there. And we can tailor the landing page to any of the providers that want to use it for their customers. So there are some of the examples. So I wanted to highlight two in northern Iowa. We have the Winnebago facility. If anybody has a Winnebago, that's made in Iowa, so you can learn that today. It's also located in Forrest City which is a pretty rural community. They were having trouble getting employees to come to that location. So they started looking at nearby areas like Mason City, which is about 45 minutes away, to get employees. What they were hearing is they couldn't get there or they didn't have dependable transportation. So through a different combination of funding, we were able to get them off the ground for a two-year grant that we gave them and provided two buses and two years of operating to get them started. Within that first year, they had 5,800 riders. Two years later, they were up -- up another 3,000 riders to 8,800 riders. I just looked at the ridership today. It's still around that 8,500 ridership mark. So it's wildly popular and quite a bit of people are getting to and from work. When it first started, it was just morning and afternoon. But now it's multiple times a day and circulating throughout the area. DART Des Moines is one of our bigger providers of that employment-type transportation with their DART ride share vans. They also work with a lot of employers to provide -- not a health care benefit, but a benefit of being employed with, you know, a big employer, a bank, law firm, health care type organizations, you name it, they're all signed on. And that's a benefit of being an employee there. It's pretty common within other states to do something similar, but I wanted to highlight, too, this is something that is definitely happening and they're looking forward to either more business development or something that they can keep moving forward. Just last year, they got two new routes developed that were previously not in operation. And it was all because of that partnership with local businesses that either helped pay for the new route to get their employees there or through that employee assistance program. And so I will end that here and if anybody has questions, I am happy to answer them.

>> JUDY SHANLEY: Thank you, Jeremy. This is Judy. We have hit the top of the hour, and there has been some conversations and questions going on in the chat function. Does anyone have any burning questions? You have our contact information, so you can contact any one of us after the webinar after you've reviewed the materials that we're going to send you. Does anyone have any questions, type them in the chat box now. And while we're waiting to see if that happens, I want to thank all --

>> All participants are now in interactive talk mode.

>> -- if anyone has a question, they could raise their hand on the chat --

>> Judy, everyone's phones are unmuted.

>> Yep. Yep. Heard that. So you could either use the phone to say your question or type in your question in the chat box.

>> ERICA FLEISCHER: This is Erica. I just wanted to bring up Christine Quinn who typed in the chat she sees Iowa's list doesn't include workforce. I don't know if you want to comment about coordination with workforce in Iowa.

>> Jeremy?

>> JEREMY JOHNSON-MILLER: Yes. So we have a few organizations that are very, very close with workforce development. So Iowa vocational rehabilitation services and we have had one member fall off of that list. So that's why they're not currently on that list. And so, as mentioned, we're trying to move forward with forging those partnerships and making sure that we get everybody included. And a side note, we -- myself and other colleague do sit on a few of their councils as well. So the conversation isn't stagnant there, but we're trying to get people to the table.

>> And Jeremy, you raised a very good point. As state agency professionals, you-all can help your mobility managers in your state and your DOTs identify opportunities that they could be involved in your forum. You know, especially as we're trying to facilitate this coordination, you can be valuable in helping us think about the language that best reaches your audience and would best motivate your grantees and your audiences to participate in mobility management and coordinated efforts in the state. So I don't see any questions in the chat box.

>> Judy, I will make sure -- this is Danielle from FTA. I'm going to send out an e-mail to everyone who registered with the slides and that spreadsheet I mentioned. If you have questions, respond directly to me at [Danielle.Nelson@DOT.gov](mailto:Danielle.Nelson@DOT.gov). I will make sure I track down the answer to our question. I wanted to thank our ACF colleagues and two state colleagues and regional colleagues. Thank you so much to your time and thank you to all who listened in today.

>> Thank you. Bye, everybody.

>> And thank you, everyone.

>> Thanks, bye.