MM-SAT Webinar

Wed, Mar 27, 2024 1:32PM • 1:32:10

**SUMMARY KEYWORDS**

mobility management, work, talked, agency, dimension, coordination, next slide, breakout, group, services, judy, mobility, sustainability, good, systems, state, discussion, transit, new hampshire, sat

00:00

are going to be. I'll let you go ahead and take it away. All right,

00:06

thank you very much. Well, good morning to those of you that haven't crossed the noon hour and good afternoon to those of you on the east coast with me, this is a fantastic way for us to connect. And I really appreciate this, I'm already seeing familiar faces. I'd also be remiss if I didn't give a shout out to a bunch of bar, New Hampshire mobility managers that are on now. So it's great to see them. And they are folks that I learned from, and I incorporate our work in New Hampshire to talk about some of the things today. So next slide, please. So just a little background about me. So as originally said, I'm a consultant with ncnm at Easterseals. But by day, I'm the director of transport New Hampshire. So transport New Hampshire is a statewide organization. And essentially, as you can see, there's our work distills down into some some core functions. So first, we're independent. And so what I tell people as we work in this space is and what that means is I work between federal government, state government, providers, stakeholders, mean that the public and then service providers as well. So things like Case Management and Health Care, it's really looking to knit all of this ticket coordination that will actually advance the needle on our goals for providing the best quality transportation that we can across the country. So in doing this role, I'm a convener and a coordination instigator means that sometime I'm truly instigating things. And sometimes you need a little bit of that to sort of move because you know, we're all in these systems, you know that big systems like government do not move quickly. We know that everything on paper looks easier than we truly hit the ground and try to implement it. So it usually takes a little bit to sort of break that free and get people thinking about what the future could look like. So let's go to the next slide, please and dive right into today's. So for this topic, we have a relatively short time today. So I want to be upfront with you. This This presentation is decide is designed to give you exposure to the AMSAT show you how it was developed what it tries to do. And then there's going to be a very short time where you're going to we're going to move into breakout groups, and you're going to explore for about 20 minutes, how to use the M sat. And so I do not expect that today, you will leave with a solid footing and say I am ready to implement this as my state. What I'm hoping you get out of today is you understand why it is so critical for us to focus on sustainability in the largest sense of the word. And that you realize that at the end of the day, this this M sat in the matrix and all that is really about discussions. So if you can start to think about how you may be able to work this in back in your states, and then you have bas MCM m ready to support you and help you if you decide that you want to take a deeper dive at your state. And we can help facilitate that process with you. So the topics I'm going to go through today is why coordination or collaboration, thoughts on mobility management, Overview The AMSAT good process equals good outcomes, then we're going to do those breakout groups. And then we're going to have a very quick debrief. And then we'll close with some final thoughts. So you all know the deal. We've been doing these zoom virtual things for a long time. It's fantastic. But every once in a while there are little glitches. So when we go to breakouts, I asked you all to just take a breath, and we're gonna work through that. We'll get into that. And hopefully the technology gods are with us today. So on your screen, if you see an airplane, I'm sure none of you are directly. So you might wonder what that's about. So I'm going to take you on a thought exercise just to get us moving and thinking. So I want you to imagine you're on a plane. And I want you to think of what destination you're gonna go to today. And preferably make it someplace warm or a happy spot, don't make it a work here. So think about that. Hold that in your mind. Now I want you to think about getting how you manage to make it to that seat. So there you are sitting into that seat. Now imagine that the pilot comes on and she says, Hey, folks, welcome to USS airplane. Where would you like to go today? What do you think is going to happen? Can you imagine the amount of people who are like no, I'm here I have this need I need to go here I need to go there. This is why coordination is important. But even more so why we have to focus on how we offer relational assets. Because in order for you to get into that airplane seats, think of the steps. First, you had to find a flight that went to your destination, you had to book that and pay for it, then you had to make it to the airport, you had to go through, you had to check bags, then you had to go through TSA for security checks, then you had to find your gate, then those folks who love the plane and you take it into your seat, do you see how many individuals have how many systems it took for one flight to actually happen? Those systems have to be coordinated, or you're all going to be on an airplane going someplace different. Next slide, please. So really, it's all about coordination. And those of you and there's plenty of familiar faces out there. If you've heard me speak, there's a couple of sides that I worked into almost every presentation. And this is one. And I want us to if you've never seen it, I want to suggest that this will help you think about your work back home, whether it's in a single community, or even statewide. So let's look at what happens in the first diagram. You can see there's a diagram with a big box, and it has big arrows pointing in each direction, in there are solid arrows on the inside, because they're going in all different directions. So this is without mobility management strategies that provides modes, and it lacks coordination or shared purpose, everyone is going in a different direction, you're on the airplane and everybody's going someplace else, and no one's going to be happy because someone isn't going to get where they need to go. But what if we actually bring the strategies and mobility management and tools like the AMSAT, to think and be intentional about how we create these systems, and to make sure that we're building those collaborative relationships so that we can coordinate, then what happens in this case is the next diagram and you can see that that big box that was going in all directions is now focused laser. In our world, this means it's laser focused on securing rides for people who need it. Inside is the very important point. And that is the solid arrows. Notice now that the solid arrows are there, they've retained their shape, but they're now all pulling in the same direction as well. Why do I say that's important? Well, I am, I'm from the Granite State. So change and turf, and everything is kind of built into our nature sometimes. So the idea of holding individuality and maintaining your identity is important to us. But it's also important to our agencies. So coordination doesn't mean that your agency just sort of absorbs into the hole, your agency is there, it operates, it does all of the things that it does, but you position yourself to work across with all of your different partners and stakeholders. Next slide, please. So I want to hit three slides to really underscore mobility management. Now, there are lots of definitions out there, and our field is evolving. Mobility Management is here to stay FTA widely supports it recognizes that as a unifying theory, it is a way that we can effectively deliver services. So I want to tell you how I think about this, and maybe it will resonate with you. So I actually think that mobility management is three things. So the first thing is a theory and approach to delivering mobility services. The next thing is, it's an operational model for delivering mobility services. And finally, we come to all of you, it's a professional who is coordinating and delivering the mobility services. Now some of you may have the title Mobility Manager, some of you may not have that title, but you're doing the same work. So first, I would share with you consider that maybe it's time to make your title sort of match this initiative and this growing body of work that we're advancing in our country. But also just understand you have a place here. However your work touches what we're talking about today, you are embodying a portion of mobility management. Next slide, please. And here's where the rubber hits the road. So at its heart mobility management is mobility, where people buy people. Why do I bother to say that? Well, we are providing rides, the only reason that we exist is there's a need, we create these services to try to address that need. And it's for our customers, our clients, our patients, whichever term you use, but who does the work? Well, you and I, well, that gets tricky. We show up with all of our thoughts, our biases, our experience, good, bad and otherwise. And often we forget that the colleague that we're working with is in the same position. And so it's necessary on our end to try to develop tools so that we can really sort of police ourselves in development, how we talk to each other, how we work through coordination, how we look through work through better carriers. And I believe that's the beauty of mobility management. Next slide, please.

10:06

I don't think I even have to explain this. But I want to give you a picture of the Mobility Manager in the wild, gets a plate spinner, I know that all of you doing this work are trying to keep so many plates in the air spinning. And that is the nature of the work. So I wanted to acknowledge that and just move into these tools to help that for you. So let's move the discussion into the actual AMSAT tool. So how do we sustain this stuff? There's nothing more frustrating and actually having been in it occasionally, I'll say frightening. When you're looking at funding potentially ending, maybe you had an opportunity to pilot a brand new project, and it was successful. And now you're doing therapy? Where are we going to get the funding to keep this moving? Or maybe you're facing an organizational shortfall? And it's starting to you're starting to worry, will I have a job down the road at this certain date? So we have to think about sustainability. So is it magic? No. Next slide, please. There are steps that we can take to be diligent in how we approach this and how we work on solutions. So first, let's get that big picture focus. So sustainability, when we were developing, what is now the M sat, we actually see sustainability, when you throw that term out, often people think of it as Oh, you mean environmental sustainability? Well, yes, there's a lot of focus on that with the weather and climate change, things that are happening out there. But that's actually just a piece of it. For our purposes, today, we're going to use the primary definition of sustainability, which is the ability to be maintained at a certain rate or level. Now the second one you can see is avoidance of the depletion of natural resources. In order to maintain balance, I would say you could replace natural resources and insert your organizational needs into the second definition as well. This is the lens. So don't be confused by that when we dive into the tool itself. Dimension five, actually is environmental. But we're going to look at everything you do the whole operation within that lens of sustainability. So the AMSAT. So first, it is the mobility management sustainability assessment tool. You can also pronounce it as moonset. If you're really nerdy, like I haven't get in. So what are we trying to do with this? Well, it helps us to measure the overall sustainability of your programs, we are able to identify the different dimensions of sustainability, and then focus our efforts to sustain these things. We're using data driven strategies and decisions. I know that data is top of almost everyone's list these days, we're talking about it at webinars, we're talking about it at conferences EA is asking for. And I don't know about you, but I have policymakers back here in New Hampshire, they want to see where they open the checkbook up. And who's going to do it. We know our work better than anybody. So data is critical. And I hope the M sat can play a role in Next slide, please. So what's the return on the investment of your time, so let me be clear, if you were to undertake the M sat in its full form, you would need to set aside a decent amount of time, you can break it up, but to go through this and convene folks in person to make this meaningful. But the AMSAT is adaptable as and and Anjali said at the beginning. And in those cases, you can pull from it. Back in September, Judy shanlee, who's on the call, our colleague and I were in Minnesota working. And we actually Minnesota mobility managers did the full M sat with us. And so we were able to see how that that moves through in that process. And we were able to see the value what happens is somebody pulls that information out. But the whole reason the preface for this is Have you heard the saying what you don't know may hurt you. So this is really what we're up against. Now, you could say, and I'm not accusing anyone here, you could say, that's not my job. Whatever fill in the blank, not my job. But you are if you hold a position somewhere within an agency, and your position connects to other operations, so think of a car you can get away with driving your car with a hole in the muffler. And then you might spring a leak in the radiator but it's not a bad thing. Eventually though, is these problems creep up you're going to reach a point where the system breaks down or In this analogy, the car breaks down, we're trying to prevent that. So when you dive into this planning, implementation of valuation and sustainability, those will add up to your return on investment. That is the justification because the AMSAT, if you take the time to work through this tool, it will provide you information on all of those items. Next slide, please. So just some of the key benefits, so I are a stay in the know. So I just talked about this how what you don't know could actually negatively impact but sustainability planning that is not met. Remember, we said it is not magic, you have to actually make steps focused actions to plan for sustainability. And I want to say from the outset, that is not just finding funding, remember sustainability across the spectrum. And it's relationship building and buy in. So theoretically, a single person could do this upset. Let's see, that's not the value. It's coming together and having these conversations, if you are not talking as an agency, and I mean, this hierarchically, I mean this on a level playing field, or with colleagues that maybe have your job in a different part of the state, if you guys aren't finding a way to talk to each other, then you are missing out on ways to be educated, you're missing out on solutions that someone else may have come up with that could answer your problems. Or, you know, sometimes don't just want to have a colleague, we can call up and say, Oh, my gosh, you won't believe what I'm dealing with today. And they're like, oh, yeah, I know, I know. And we sort of all get through it, and we move on. So that relationship building, you can use the M sat to do that and engage in meaningful discussion, data during strategies I spoke about. And then expanding capacity in the field of mobility management, I started at the top with this, our field is evolving, it's evolving. Because of all of you, yes, you have the TA centers that are trying to learn from you understand your problems and help come up with solutions. FTA, through their seat cam process is really focused on getting the state agencies to work across the sector's with each other in the delivery of transportation services, just to see Canada's doing at the federal level. So it's built into our system, we've got to come together, we've got to have the discussion, because it won't happen if we don't. Next slide, please. So let's actually talk about the tool. So the origins of the amset port from a couple of places, and I'm not having a lot of time, but just quickly, on federal highway side, they have something called capability, maturity frameworks. And essentially, it is a measurement tool that helps aspects of that are under federal highway to evaluate the work. So this can go right down to snowplowing. At the state level, any of those type of road maintenance, bridge maintenance, bridge repairs, they have taken this concept. And they've created last I knew at least seven versions of it to fit their specific issues. So Judy, and I actually started our research and meeting with those folks to understand how they used it. And so we were able to learn from this. And what they found on their side was yes, it is an investment of time. Yes, it goes better initially, if you have a trained facilitator until then you become trained and you could carry it out on your own. And they were finding that it was helping states move the needle on critical things. So they were excited to see this. We also reached out to the shared use MOBILITY Center, we talked with them because they were developing a tool that was really about innovation technology. And you're going to hear from our later today from shared use MOBILITY Center. I hope you can attend that. And they were fantastic. So they had another tool. And then finally, back in New Hampshire, we were working on creating our mobility management network. And one of our DHHS folks who was sitting on our state coordinating council had been following this. And when the federal government released under the Center for Disease Control Prevention, a COVID disparity grant, she put her hand up and said, Hey, we've got a project here for transportation to fund. Well, this, we dove into that. And as she started to see how we were developing what would become the M sat, she said, you know, nationally, the public health systems in the state have a similar thing. They call it soar. And it's this way to actually evaluate the work that's being done and just as agilysys None of these. They're not attended to me. So essentially, the M sat has pulled from three established well thought out tools, and then we adapted it and we wrapped it into mobility management. The other First thing it does is a lot. A lot of you, I'm sure have done a SWOT or a SWOT exercise. It's usually part of strategic planning, and it happens. So SWOT would be strengths, weaknesses, opportunities and threats. Some people would prefer not to use the language of threat. And so instead, we swap that out and say challenges. That's the SWOT. The AMSAT really has elements of that. And if you've done a SWOT or a swap, you'll see that, but what it does is instead of starting with a blank sheet where you're all set, so what are our strengths, instead, it's going to walk you through a series of dimensions, as we call them. And it will give you sub dimensions to lead that conversation so that you can actually hit with different topic areas that we feel you should be paying attention to, in some way, shape, or form.

20:49

So here's the five dimensions that we look at dimension. One is the organizational infrastructure. dimension two is all about collaboration and coordination. dimension three is about service delivery. dimension four is evaluation and continuous improvement systems. And then finally, as promised, environmental impacts is dimension thought. So the reason we picked these is we felt like it was the cross section. So organizational infrastructure is really, really dealing with the systems that keep your agency, whatever agency it is operating. Now, if you're evaluating a regional network or statewide network, then that's your focus. How is that organization operating? So you can see how you can sort of blend and pick and choose how you're going to apply this? For most of you, I would say that you have been living in dimensions two, and three, certainly three, I would bet strikes to the heart of why you do this work, service delivery. But you're also engaging in collaboration coordination. So I know that you have a lot to say about that. But what about these other areas that might fall under? Well, that's not my job responsibility. These are the functions that I want you to look at. Last thing about the environmental impact, I we are very much aware that as mobility leaders, many of you have absolutely no direct control over decisions made around environmental impacts. So whether that's to purchase a new fleet of low or no emissions, whether that's how you develop a brand new transit facility and making sure that it has a lot of the environmental positive event, environmental aspects, we recognize that we kept this in for two reasons. One, because it's critical, it is part of the things that we have to be aware of. But also because if you look at the federal government and where it's prioritizing initiatives, right now, environmental sustainability is very high on the list. And there is a lot of funding right now to support things like low and no and facility development that big corporates environmental policies that are going to be beneficial. So in this case, you want to position yourself so that you understand that AMSAT is not about you saying well, now I'm in charge of this that. So I guess I've got to be involved. No, it's about creating that space so that you can contribute to the conversation. Next slide, please. And so here it is, here is the actual actual matrix, that is the M sat. And what you're seeing is just a snapshot, you can only see the dimension one, but I'm going to use this to walk you through it. So the green bar, or the shaded one is number one organizational infrastructure that's dealing with your agency. So there's a description about that it's under the focus category. But then, in order to expand that and sort of lead you through that process, we've identified, in this case, three sub dimensions. So the first one, one is governance. So this is looking at the systems and the process by which the organization is directed, controlled and held to account. Then we move on to human resources and workforce. Well, I recognize that you probably aren't a HR person, perhaps you have supervisory authority and hiring and firing. But other than that, why would you care about that? Well, remember, we're all people. We want to be valued. We want to be heard. We want to work in spaces that are comfortable and facilitate us doing the best job that we can. We also want to retain good employees. And so if there's a breakdown in that system, because of the inequities in pay, or misunderstanding or lack of training, opportunities in advancement, those are issues that will harm the organization ultimately. And then finally, in this category we put funding. So I realize that you think I will funding services Yes, that's Part of it, but we're actually looking specifically here about how are you keeping your agency going. So those are the overhead type things that you need the salaries and things that are above and beyond just simply providing services. So after you move through the focus category, you'll see three columns on the end. So no tool is complete without some sort of a grading system. Well, I will tell you that we have, we have bristled at this from the beginning. Because remember, as Julie said, This is not punitive. This is about looking honestly at our operations where we can build on success. And But historically, if you incorporate this regularly, it could be helpful for you to grade yourself, and then be able to look back, so I'm going to take some time, and I'm going to talk about the scoring mechanism. But I want to leave you with this is not the teacher with a red pen. This is not intended to be puted. Next slide, please. So this is the scoring mechanism that we worked out. So it's pretty simple. So emerging capacity. Well, what does that mean, if you're a new service, you're going to be at emerging capacity. If you're a service that is starting or expanding, that portion of your operation could be emerging capacity, then you go on to moderate capacity. This is adequate understanding of and resources to support all of the different sub targets on the dimension. Think of this as a level where innovation has hit its stride and is demonstrating results in meetings and its mission. So this is going to feel comfortable. However, this is a pitfall where when you feel comfortable, you tend not to look ahead at the future. So just be warned about that. And then finally, there's high capacity. And this level demonstrates proficiency under a specific dimension or a sub target. But it's slightly different in that it permeates the other dimensions as well. So day to day operations are not without challenges. But there is an overwhelming feeling that the right systems are in place to address the challenges. The organizational culture, embraces innovation, and continual improvement, and a team approach to problem solving. Right now, if you are thinking of your organization, even without a full drill down in the AMSAT. I bet you're thinking, Well, you know, we do this really well. Oh, gosh, we're not so great on this. And that's the important point. Do not be surprised if you use the scoring mechanism under the targets. Don't be surprised if you have one that's emerging, another one that's at moderate, and in many cases, high capacity. And those do exist. The importance is to be honest with yourself so that you can set up continuous improvement if that's what you need to do. And I do see that the chat is active. I am not able to focus in on questions. So if if those are coming up, I will give you times to ask questions, but if somebody is interjecting something, please Ashley or Judy, let me know.

28:06

Yes, I'm watching the chat. And we'll take questions before we go into the break. Excellent. Thank

28:11

you. Next slide, please. Eat. Good process equals good outcomes. This is going to apply to virtually anything that you do. Anytime you gather with one or more people, you're going to need some sort of process in place. But with regard to the M sat, it's no different. You can't sit around a table and have these discussions if there's certain agreements. So I do want to highlight these. So process is not the enemy. A lot of people hear processor networking or communicating and they think, oh boy, we're gonna hold hands in a circle. Maybe we'll sing Kumbaya. You're welcome to do that. I love Kumbaya. However, that is not what this is about processes in the enemy process is how we come together and work through our differences and our plans for the future. It ensures that everyone has an opportunity to participate be heard and respected while moving the group toward consensus. It builds on a common vision, shared ideals and strengths, that does not shrink away from hotspots but tries to work through them. Hotspots should be self explanatory, but just in case, it's those areas where you know, there's tension that is either bubbled out or is percolating under the surface. And then finally, in order to do this, you need to have good facilitation. You need a safe space to speak honestly and openly about challenges and opportunities. You need ground rules to govern your discussion, a clear understanding of the work before the group. And then you strive for good communication between all stakeholders. I want to go back to something here about a safe space to speak honestly and openly about challenges and opportunities. This starts at the top your state do T's if they're interested in this it is critically important that leadership At the DRT talks, and makes it quite clear that they want this engagement, because they're setting the environment to say this is not punitive, we want you to explore these issues, please engage in that. Now, if you're doing a different level, you decide, you know, what we're doing at our agency or in our regional council, in those cases, just right size it. So in this case, it's the leadership of your agency or the leadership of the council, they need to create that space. So that's critically important, which is a little extra time. Next slide, please. So now things are going to get interesting. And before we send you to the breakout groups, I'm going to there's two slides that are going to talk about or one slide next, that's going to talk about the directions. But remember, this is the part where I've asked for your patience. If we have technology issues. Hopefully, we won't. But this is going to be your opportunity to model a discussion using the amset. So remember, we understand that this overview is not enough for you to fully understand the ins and outs of it, it is an opportunity for you to begin to have this conversation with peers. Finally, let's go to the next slide. So I can talk about the directions and the process for this. So you're going to be randomly assigned to one of five breakout rooms, about 20 minutes for a brief exploration of the dimension and discussion. So we're going to try to keep this simple. And if technology goes with us, if you are a breakout or one, you're going to focus on dimension one, and so forth, and so on. So after you get into your groups, if you could do a very quick introduction, just a name and where you're from, and assign a volunteer to take some notes and report out to the large group, each group is going to have two minutes to just summarize a couple of things, some aha moments, some things they found about the tool that they would need to know more about. And just any of those general thoughts. So let's talk about some tips. So if you were doing this back home, the discussion would focus on the agency policy, region, state operations or virtually any other. But today isn't expected to be like that, because we're mixing you up, you're from all over the place, it is unlikely that two of you from the same agency will end up. So doesn't that make that hard to do the unset? No, not for modeling. And the reason is, if you speak from your own perspective, and experiences from your work back home, I can virtually guarantee you that someone else is experiencing similar things where they do their work. So you can see how we can, in a general way, get the issues to bubble up to the top. Now I recognize the scoring isn't going to work there. But remember, the most value in the AMSAT is the discussion and capturing the discussion points. That is what will have a wealth of material that will advance work. Let's see. So I wanted to give you an analogy. So let's assume instead of being virtual, or all at a conference, it's the end of the day you've been through, I don't know 16 sessions and your minds get mushy, and the lounge is calling to you. And so imagine that you've just come in there and your group is a group of colleagues from all over the place. And you start just talking about your work. So it's really that sort of relaxed setting that I'm hoping we get to today. So I'm going to stop here before the breakouts and ask, Do we have any questions so far? Or are you guys comfortable with going through the flow and let's work through it and then come back and see what happens? Pause for a second.

34:04

I am looking in the chat. I do not see any questions at this time.

34:11

All right. I also and you're not on the spot but when I present with Ashley in Judy, we have a pretty good style that we when one of us has something to add it's an open invite to jump in. So before we do breakout sessions, I'm wondering whether Judy you have anything that you would like to add sees you've been at this process with me from the beginning. And honestly this I'll just give you a moment. And

34:37

see let's just leave this slide up for a couple more minutes. We just have we had about five more people just enter. Okay

34:49

Steve, I don't really have anything. Just to reiterate to people that this takes time. It takes real headaches. Nice participation and commitment from the folks doing the process. And it's I'm gonna say it again, it's not punitive. No, it's really meant to be. Wow, I learned this about my organization and the processes in the system that it's in. So

35:18

thanks. Thanks, Judy. I know we have some of you that are joining us. So the slide on screen is telling you what we're going to be doing next, I'm going to hope that when you get magically whisked away into a breakout group, you will have the support of the folks that have been on longer tail through this. But this is where we're going to model what it would be like to engage in a discussion using the AMSAT tool as a guide. So each breakout group is going to pick a different dimension. Now, obviously, we want to put the PDF if you haven't already done so in the chat. If you don't have it handy, let me know. And I'll take a moment to do that. The PDF that's going to go into the chat is the actual matrix. So you saw a snapshot of that a couple of slides ago. So this is the full thing, it is just the tool, it's not all the information before, if you click on this in the chat, that will open up and you can use it as a reference because I have slides coming up that goes through each dimension, but that's not going to help you whenever you're in a breakout session. So you can use this as a guide, pick and choose under those sub targets underneath your dimension. Look at some of those and just pick one. And if you only get through one even partially, that's fine. If you actually pick one and you find yourself with more time, pick another one, but stay inside that dimension and just let the conversation flow. So obviously if we feel like we are in a good place now with folks, then we can start we can start doing the breakouts.

37:00

Right I'm just checking for any last questions here before we go into the breakouts and it doesn't look like

37:09

excuse me we've almost to put the PDF in the chat. Yes

37:15

that is loading into the chat right now

37:22

just a couple of seconds here thank you all you're also well trained that you knew automatically to also put where you're from in the chat so we have a record of that so much appreciated. Okay, so now the chat has the there is you want the AMSAT matrix PDF if all of you click that right now it will open up separately from zoom for you and you'll have it when you arrive in your breakout sessions.

37:54

Okay we are ready it will automatically assign you to your breakouts

37:58

Now I usually Judy now you might see us popping around but remember there's no wrong way to do this you're simply explorers right now trying to model what this would look like. So we will see you on the other side

38:26

Good afternoon hello

38:36

I will have will ask if someone can select to be a leader in this group as I'll be jumping in and out of the room

39:16

were there any questions for you all

39:22

okay.

39:53

Alright, looks like let's see Amy and April you are not assigned to a room

43:12

facility modification. So, Judy, yes.

43:17

So as a transportation provider, even though we're in a rural area, we have put together a climate action plan under the same guidelines that FTA asked us to do. I know that they were read the requiring up at the big

43:40

Hi, if you're just joining I will go ahead and put you in a room. We are now in the breakout room sessions.

44:56

solutions you have to go through different levels of You know, approval and then take it up the line. And we're still we're still navigating that this is a newer program, we haven't really broken down a barrier as far as like how can we get things done without going?

45:30

region.

45:31

And then there was also a a different model for volunteer driving, where, where we looked at a county owning the vehicle, and the volunteer driving that vehicle instead of the person driving it themselves. And we also had another piece where one of the agencies coordinated and contracted with Lyft to provide services for their area, and so forth. So we've done a lot of those types of pieces, as you said, kind of putting the coordination together. But again, those quarterly meetings, we we help each other will do demonstration projects for other.

46:53

Productivity growth,

46:56

now it's down to like a 1.3 1.2. Because going from one model to another, you didn't know what to expect? Yeah.

47:04

Well, I'm wondering how many of you trans provide transit. Those of you who are part of transit, which is seems a majority is how many of you actually contract out the any any of your services to like nonprofits in the community or other providers of transportation.

47:31

So I do a lot of like nursing homes, I have one contract that we go, and we're basically the only people that transport them for medical rides. They don't have any other services to and most of the people there have wheelchairs, so it's a little bit harder. We have MDHHS, we're working with them. They have have a lot of people that need medical rides that are out of the county. So the county rides are big right now. People need a medical like, you've I'm here in Michigan. So it's it's really big to have

48:13

we've noticed that instead of people contracting with those, like different agencies, they'll contract for like, fixed route service. So like humanas employees can ride for free. But what we notice is like nursing homes, other agencies like Center for Accessible living here in Louisville, they'll just buy when we talk tickets, or just the paper tickets, they pass them out to the passengers instead of contracting directly with us. Yeah.

48:41

So is that preferred? Is that a better way? Just to provide service through ticket?

48:46

I think it is it speaking from the customer standpoint? I think it is.

48:50

Because, yeah, I'm sorry. Well, they, when they

48:55

like with one of our Yeah, because with our other contracts, like a sandwich using a man as an example, they pay a set price and they can either be overpaying or underpaying depending on the, the the ridership for that particular program. So I think just the purchasing tickets and handing them out to their, to their customers actually is a better deal than actually contracting. You know, especially in a in a smaller setting like garcinol stainable. It's not a word Center for Accessible limited search.

49:30

We used to do the same thing too. We had tickets that, like we had a building that did a day program for people with disabilities that were adults, and to get them to be able to pay for their own rides, they got tickets, and I kind of helped them work their way through the community and learn how to like handle their own business and pay the drivers so it was a good way of a

52:16

Anyone else

52:24

you do just want to let y'all know that we will close the breakout rooms at 12:15pm. So you have time for a really great discussion. And to make sure that you leave every you pick a leader or two to come back and share.

52:40

Thank you. All right, well, I've got on my notes, we got plenty of time.

52:51

Hey, Steve, I'm just popping in the rooms letting them know, I don't know if they can see that chat that they have till 1215 Central Time.

53:13

Renting in our north, in our northern region, we're starting in New York, assess community assessment in that area to be able to, again, create a DVD route for them. And then also we're moving forward with a mobile app that will be able to essentially, if they're in the rural counties, they need to come to bear County, we as a transit agency would be able to we will call it a you know, a drop off at a hub or the The Metropolitan Transit. What is it called transit stop. And then we would, then they will be able to use the app to see what will best fit their transit Meanwhile other in the public transportation and urban area. And then we also do a lot of outreaches, to schools, to community events, just wherever and the interagency meetings really help us work with the nonprofits and basically just really hear what the need is in the community and we move forward and we provide in our training. We also coordinate with the judges because since we are the call, we can board meetings which all the judges in the rural counties and county at that time are able to come in so we hear the needs of the community there also.

54:42

I want to let you all know that you have 15 minutes if we close the ribs. Thank you.

54:48

So I want to kind of shift this a little bit to problems in we've seen in state

55:20

they can get involved in how

55:22

to reduce the amount of accidents that are caused either out on the roads, pedestrian accidents, in the cities, or those types of things, because that raises our health, you know that that's not good for our health system either. And it takes a lot of their resources that they could be using elsewhere, if we could lessen a lot of the accidents that are happening on the road. Yeah,

55:46

good point, we hear about the overuse of emergency and emergency departments. So yeah, really good point.

55:53

So, and I think so in our plan we have, so we're building we're looking at building a building this year to are well, we've been working on it for about a year. But we have the same problem, Shannon, property just keeps getting bought right out from under us so. But we're doing some of the same things. We're looking at how to recycle rainwater, solar panels, you know, all a lot of things that we can bring in to do that. And then even smaller things that we've done, like we went out and bought all of our drivers like coffee mugs that they can use so that they're not using Styrofoam cups anymore to get their coffee, you know, simple things like that. So they know that from the very ground level, we are like, Hey, we're trying to be more environmentally friendly and more sustainable. And these are just a few things we can do. Does that mean that they'll never stop it? You know, a Casey's and get a coffee. No, but it lets them know that we've done that we've taken out all paper plates or plastic plates here, we bought regular utensils, a dishwasher, like everything that we could do to take like the plastic out. You know, we have recycling bin, so some of that very small stuff. And we talk about that when we you know, we talk about that not only to our employees, but we also talk about that when we go out and talk about just us as a as what we're doing for small things. And then the plan is more for electric vehicles or low and no admission vehicles and getting facilities where those vehicles are stored inside. So they're not stored outside, not only to sustain that, but to keep like when you're warming them up in the cold winter months of Iowa. All of that is not, you know, exhaust is not just going out into the environment and things like that. So I think we've got it from the very ground level of coffee mugs for everybody. So we're getting rid of that all the way up to a facility that's we're hoping to do a lot of things that are more sustainable, long term.

58:02

Well, great. Great. Sherry, where are you from? I'm sorry.

1:01:52

Yep, I can hear you

1:01:56

okay, hold on a sec. Oh good. Okay. Oops yeah my computer needed to restart something about audio devices and I was freaking out.

1:02:05

Okay, worst case scenario you go down as a co host I think

1:02:09

you still can Yeah, it's okay we got it. Let me go back in this room I have a backup computer

1:02:19

just in case he or she is Alright,

1:02:21

where are you going? I'm gonna I was gonna pop back into five again.

1:02:25

I'll probably pop back into one I just started the beginning. Thanks. Okay. Oh we have a new person trying to enter in the one reason why I also came back and people are still entering.

1:02:36

Yep,

1:02:37

okay, let me let them in.

1:02:42

Hello, we're now in breakout rooms. Let me know if you can hear me and I'll assign you to a breakout room we have about five minutes left and then we'll be coming back to share

1:02:52

so my point is

1:02:55

I'm sorry what? I lost you Are you still there

1:03:14

can you hear me?

1:03:45

Okay, everyone should be a shine

1:09:24

Okay, we almost have everyone back. We have about one second. And I think we have everybody now.

1:09:33

Naturally if you could reshare the PowerPoint and we're going to skip ahead to the slide 25 for the report. Sure,

1:09:42

let me just switch screens here.

1:09:46

And while she's doing that, I will start by saying Welcome back everybody. That you know, I forgot to tell you strap on your seatbelt because this is just going to be fast and furious and you're going to be like, wait, wait, what? What did We just do. So I was able to pop in and out of different groups. And so the first thing I expected was a little bit of like, how do we start this? He just sort of dumped us into a group. And there's this big old AMSAT. Yes, we acknowledge that. This is when we tried to do this short exposure. One, this is one of the challenges that are there. But what I found is every group I popped in found their way to having meaningful discussion. So I'm really interested to for the sharing, that's going to happen shortly. And honestly, that can go through all the dimensions to when you have a second until you get to the breakout groups report outside. When and if you decide to make this part of your work back home, this is when you did you dive deeper. So when I said that we're available to help facilitate and support you, if you want to undertake this in some way, shape, or form at home, we're here to help you do that. Because we recognize today that it would be incredibly unfair to turn you loose and say, Well, you go facilitate it, do you got it, I have no doubt that people will pick it up easily. I know so many of you are used to facilitating and pulling people together. But it's just an exposure thing. So I just want to acknowledge, and I appreciate that everybody just went with it. Even though I know sometimes things like that can feel like a little frustrating or challenging because you want to accomplish something, but it's a little tricky. So in the time that we have left, we're going to do very quick report outs. And I like to ask that you try to keep it to two minutes. And just one or two key findings or themes and observation, any hot moments. And I've already heard a couple of them a big one that is going to help us improve the M SAT. So I know each group should have designated somebody who is going to give that report out. So I'm just going to go in order and start with group number one and ask that you unmute and share what your group is just so Olivia I did. That's your group. Yes,

1:12:10

that is my group. So yeah, we were group number one. We actually have five states representing in our groups, we had Kansas, Oklahoma, Mississippi, New Hampshire and Ohio. We also had a representative from that NAD TC. And we talked about governance. And so in Wichita city in the city of Wichita, the governance structure makes it hard to coordinate. Sometimes Sometimes the structures don't exactly line at the city level versus state level. We talked a little bit about Oklahoma, where the different there's different layers of approval, where you have host agencies, lead agencies and then transportation agencies within those service areas, and also the state funding mechanisms. We also have a State Revolving Fund where state law requires that to go directly to asset allocation to the transit. So sometimes making decisions can be really fragmented, in Mississippi FDA and state guidelines to follow and they have been fortunate by being in the transit division of mdot. So I mean, in Mississippi, D O T. So they're solely the entity that knows how things should be operating. And they handle things from the opera application process I like basically from cradle to grave, all in our agencies is our governance structure is very tight, New Hampshire, they have two entities governing, basically that coordination from the state statute. They have a statewide Coordinating Council then also state coordination coordination councils. And they feel like they have a lot of control at the regional level. And all councils are accountable to the state do T. In Ohio, they had leadership changes often in over the last couple of years with their mobility management structure. And that makes it really difficult with under different leaders have different rules and sets, even though you know, it does follow the FDA guidelines. It always does just in every state. So they're going through that that struggle. And then we also have some feedback from the NAD, TC that a lot of transit programs are walking working into this process. And just they're very curious to see how they can support us working that through, we actually discussed the governance structure very quickly. And then we realized, Hey, let's go into the next one. We actually started to talk about operating systems and procedures. I won't go over my two minutes on that. But I do want to mention that this activity, really just it showed us all like hey, like once we hold up the mirror and look at our state and explain it. We got a little bit of work to do in defining that and actually creating that that clear road map for mobility programs and projects to be able to follow so that they can become successful.

1:14:49

Thank you, Olivia. All the members of group one. That was fantastic stuff. Let's go on to group two please. Thanks, Dave.

1:15:00

I'm Terry Palmer. I'm the statewide Mobility Manager for the state of New Hampshire. And I never want to follow live. But anyway. So we had a great group of folks talking about collaboration and coordination as well. We have people from South Carolina and Arizona, and of course, New Hampshire, Minnesota. And we had a couple of newer folks in our group as well. So We answered a few questions. We talked about the volunteer drive, volunteer tax driver appreciation act, and how it's affecting coordination. And we talked about some things that were happening in certain states, and how folks are collaborating with other state organizations and how it works for funding, it helps with bringing new routes and new transportation options within states. We also had some highlights on talking with other stakeholders, municipalities, and making sure that they're a part of the conversation and talking with the communities and and how community assessment tools would work. Because if we don't get feedback from our communities, then you know, it's not going to work for everyone. We talked about outreach at schools and our agency help was talked about in multiple states, how you, you really got to make sure that you're talking to your transit agencies, the folks inside the transit agencies, as well as the rest of the stakeholders.

1:16:42

We, like I said, we answered a couple of questions for the newer folks. We talked about state voucher programs for Uber and Lyft. And how that coordination works when there isn't any other transportation options for folks. Yeah, and in our conversation, coordination and collaboration, it was all just went so the flow was just, it was perfect. Coordinating with veterans and other services like housing, making sure me because transportation kind of dabbles in everything food insecurities and all of that. Yeah, so that's really what we talked about it. It just flowed so so easily.

1:17:26

Really, that's all you talked about. That was a great discussion. And you've covered a lot of ground there. Thank you so much. So I'm going to move us on to breakout three.

1:17:43

Catlin better save. Yes, I

1:17:48

believe that was the group that you were in. Okay. All right. Okay, Donna is reporting out. Okay, Donna.

1:17:55

Sorry. So we had, we talked about human resources. Just what if we have workplace development, job training resources for us to advance and to learn about the mobility management within our facility. We went over that ever diversity, equity and inclusion, having effective meetings and programs, making sure that they're accessible. We went over kind of what our roles were in each of our places that were working community networking resources for transportation. What kind of what we're providing for each of our agencies to help. We had one local two that were local and state and then one that was federal

1:19:01

Donna, I was in three and nothing that you're saying is what I recall we talked about

1:19:09

all right, I think I think we were in for me.

1:19:12

Yeah, I realized that after going I was like, oh, so we're back to three after this. Keep going.

1:19:20

Yeah, so it was just kind of job training. What kind of issues that we're facing in our where we're working and pension policy driver shortage. Ridership what kind of things were needed to that we were trying to come up with a solution within our facility?

1:19:47

How kinda kind of it sorry. Yeah.

1:19:54

No, no need to apologize. That was fantastic. Again, so far every group has has nailed modeling and how you start to evolve this conversation and it will get more specific if you're surrounded by people working in the same or, or the same regions the same, et cetera. Okay, so now we're going to jump back. And I think, Judy, you're going to take the lead on this for dimension three?

1:20:18

Well, we didn't talk about it, but I'll go ahead. All right, thank you. Okay. Well, I think most of us bulk up during this brief time together, and found out that most everybody is doing mobility management and their organization, whether or not they're called mobility managers, or mobility coordinators, which is okay. But I think, frankly, that if we don't call us what we are, that doesn't give us much validity to what we're doing. We basically, and I looked for us talking about when we talked whether mobility management actually is important to service delivery, and everything that we talked about, in my opinion, and I think others to underscore that, yes, it's not only important, it's critical, particularly if you deal with substantial numbers of population with disabilities, which is something I do on a daily basis. And we talked about some of the challenges that we had, you need good people, you need people doing the work of transit, and where you work. And the difficulties in having adequate drivers is something that everybody seemed to be sharing. So we kicked that around a little bit in terms of, so what can you do? I don't know, pay more? Well, yeah, that's the biggie. But there was a little bit of talk about trying something unique, because it didn't seem to be something that had been done. And that would be pooling potential drivers, the way we would pull other things, scarce resources, as an idea that could have been aid from mobility management, and educating not just riders about services, which seems to be an issue and something we ended up doing. But educating referral sources were people who it's their job to make sure that their clientele get the services that they need, and how to get there. So Are most of the approaches that those of us on that group group three talked about transit. But there was also well, at least with mine, a person centered approach with a service mobility options service done by a center for independent living. So I think, all in all, it was good. Mobility Management is really want to say critical to service delivery.

1:23:06

Thank you, Judy. I loved participating in this group. And I came in two things that just blew me away. And Judy summarized that really nicely. But it just points to the fact that mobility management is not going away. B are the ones that are going to fine tune this and keep improving it. I'll say more about that when we close out. So let's see if I'm back on track. Now. I believe that leaves dimension five. All right. Not sure who on that was. Yeah.

1:23:39

So we had a really great discussion on environmental impact. I know there was some hesitation on how does this all gonna fit into things. But what we talked about was looking at what already exists and do T's have long range plans, what's in what's their vital environmental impact statements or goals that are in there. Public transit agencies have been tasked by FTA to do climate action plans. If you don't know if the public transit system in your area has one of those, you can go out on the FTA website and take a look at that. A lot of times they're larger systems, but smaller systems are being tasked to do that as well. And what what plays into that, and then we've got counties and cities and healthcare agencies, and they're all looking at the environmental impacts that they have. And so there's going to be a lot of environmental plans out there. And so there's a lot of information where you can kind of piece that together. And by piecing all of those things together. One of the things that that's really going to be helpful for for mobility management is if you write any grants, grant writing is becoming more

1:24:49

it it's becoming more what am I want to say I don't even know what I want to say but anyway.

1:24:57

Use it for your grants because more of this type of thing. Information is starting to be asked for, especially in federal and state type of grants. So you can piece all of that together. We talked about environmental congestion, congestion causing that. So what can you do to help mitigate that? And in that discussion came pedestrians? How do pedestrians play into that? How many pedestrians are injured, you know, at crossing the light or in a vehicle itself? So what does that play into that I think that needs to be looked at more on how to get one one part of the environmental part of it that plays into the health care part of it. And then any goals that you have, be sure no matter how big or small they are, be sure to get them written down into a strategic plan or your long range plan. So you can break those down into smaller pieces. We talked a lot about vehicles, transit systems, transferring trans positioning, and to low and no admissions facilities. If anybody's looking at building facilities, what is that going to look like? are you incorporating things such as solar panels, or reused rainwater and things like that, that are going to be environmentally friendly. And then you can also do some things that are super simple, like, we gave all of our drivers reusable coffee mugs, so that they don't have to use Styrofoam cups anymore. It's something very simple, the drivers appreciated it. And it goes to our mission of trying to help be more environmentally friendly, and things that we can do that help sustain that mission. And it's something super easy to talk about. And then also be sure to have an environmental expert or some type of person that works in the environmental industry, at your planning meetings, or at your coordination meetings, so that they can give you ideas. And they can take ideas from you so that you can work better together on how that all plays together.

1:27:16

Excellent, fantastic. breakout group thought, or mental. We joked with Judy and I, because they've given us more work to do. They were the ones that figured out why are we not talking about complete streets and all of the things that we talked about. So we are actually going to rewrite that dimension for the M set. So congratulations. As promised you all advance the field one more step. So thank you for that. So Angela, if we could go to my final slide. So I could just close this out, I realized that we are a few minutes over right now. So this work we're doing, I'm curious, I won't take time to have a show of hands. But how many of you think the government's gonna solve all our problems. And I'm hoping everybody's chuckling a little bit out there, not because they aren't critical to it, they are a part of it. But the reality is, it is up to us. So using that old phrase, We are the ones that we've been waiting for. So if you think that somebody is going to build the bridge and coordinate across the sector, or being aware, for example of that CMS guide that came out this fall, that talked about different ways you can approach transportation funding and some changes, you can assume we have learned by working with states that that information is actually getting out there. So this is an opportunity for you to be leaders. And as you expand on the discussions like you modeled today, those things are going to come up. And I think it was Olivia, who said we held a mirror to ourselves and suddenly you start to see what's missing and what could be improved here and how to build on a strength how to transplant a good idea over here to there. So you see, none of that's punitive. That is actually what we have to do to advance the work and advance the field. And the last thing and this is one of those slides you will see in every presentation I do from here in perpetuity. It is we have a choice. We have to innovate, we have to adapt to a changing world, changing policies changing politics, because people still need the services that we have to offer. So here are our friends from the Stone Age reminding us we got to transportation workers with their square wheel, hauling some rocks, and this poor guy said, Hey, you want some round wheels? No, we're too busy. Or insert something out into that bubble. Be watchful about the ways that we say no, no, no, that's not. That's not something I'm too busy right now. So that's my final thought for you. Thank you so much for participating today. I really look forward to connecting with each of you more deeply. In the chat. You have a link to the ncnm website which will allow you to download the full AMSAT guide. You have the PDF of to use as a reference, and then actually put in there, a survey link so that you can help us. Tell us about how this day went and how we can try to improve this. Lastly, we want to help. So please reach out to myself or any of my colleagues. And let us know because we are here to help you do this. And as you think about maybe adopting the M sat back home, I want to share something we learned in Minnesota, I told you, we went through the entire M sat with them. At the end of that mobility managers came back and said, Well, you know what we figured out, we're going to pull out some of these sub dimensions, and it's going to be a one item discussion topic to start our meeting. So you can be creative, this tool is not prescriptive, it is for you to look at and say does this have value for us? And if you think yes, reach out to us, and we will be happy to try to assist. So with that, honestly, if you have anything to close this out. Other than that, I hope to see all of you at some point in person in the future.

1:30:59

Yes, I also dropped in a link to register for all of the events for the mobility management virtual summit this week. We have a webinar this afternoon with shared use MOBILITY Center, which is really great, which is universal mobility and coordination. And that learning tool that starts at 2pm Central time. So if you have a little break for lunch, and if you want to come back and join us for that. It'll be great to see you all there. And then we're doing half days because we did listen to you. We don't want to take up all your time. But we have an exciting lineup this week for mobility managers all across the United States. So just click on the link and register for that. We also have one last question that Judy, if you can shoot us an email we can talk about who will be the best person to kind of help you all organize on the local thank you for joining us today. We look forward to see you all the rest of the week.

1:31:51

Take care.

1:31:58

Thank you