Virtual Summit Day 3

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I'm sorry, I cannot hear you. You're muted.

00:55

I apologize. They're just starting out.

00:58

So welcome to day three to the National Center for Mobility Management, mobility management's connection, virtual learning Summit. Thank you, Olivia for letting me know. The mobility management connections platform. We host with our partners, BYD, pardon us disabilities has been a great partner over the years. It's a pure learning, peer exchange, kind of sharing of ideas platform, there's also a wealth of information they have on the PYD side has a lot of learning modules that I think are greatly for great and greatly beneficial for mobility managers across the nation as well. We are going to do a recap to kind of bring people up to speed quickly if you've not been on the summit. For the week, there was a email that I kind of asked us to kind of go over the things in the program, I did drop the program in the chat. For those that are just joining us, please drop your name of your organization and where you're residing from today. And so we kicked it off on Monday with two deep dives. The first one was on mobility management of sustainability assessment tool, which we call the inset tool with SI workman and we have that tool located on our website. And once again, all of these items will be posted. And then that afternoon we had a deep dive, we partner with some C, and we developed the universal mobility Learning Module implementation guy and that was with our Benedict's Tuesday, our keynote speaker was OBE read which is the President founder of equity TriCity. And then also following Him we had national our tap and they discussed the ride sheet pilot, Robin Phillips, Kevin chambers and Mike Wilson is a Mobility Manager out of Kansas. We had our Mississippi mobility managers follow up with a test in McKinney and she gave us a tour of the Jackson medical Mall. If you miss that, that was a really really cool project. And basically they took an old shopping mall. That is a two level shopping mall and I can't remember exactly how many square miles but it's a one stop shop for everything kind of multimodal center. So you can go there, catch the bus there. You can go see the dentists they have childcare, you can go see your doctors for almost anything, dialysis, a regular checkup they have, if you have certain dietary needs, they have a food pantry inside, they host camps there, they have a grocery store. So anything you need is right there. Even their employees are able to live around the surrounding site, their doctors and their staff. And she actually is one of the employees there. And she lives on that staff around the site as well. So really the project, we have Maricopa Association of Governments DeeDee Garcia, who's the human service transportation program manager talked about their transportation ambassador program, and their network out of Arizona and how that works kind of in the valley, it's a little bit different than a lot of places. So we were great for them to share the ideas and kind of the projects that they're working on out there. We also had wham, I just like saying that because I think it's a fun name too. Because the Wisconsin Association mobility managers and they have a really cool network in Wisconsin. They also talked about how they establish their association, which is very different from a lot of just the mobility management networks. They actually filed to become a 501 C three. And so without going into the details. That was really, really neat for them to kind of briefly guide us through that process and how that worked and then talk about a lot of projects and example not across their state. Yesterday. We were able to kick it off with as our keynote speaker was Milo booth, the director of tribal affairs with the Office of Tribal Government Affairs with us D O T. And he talks about how mobility management just transportation the needs on the tribal side of the world and tribal communities. And then where it was he was followed up by the Eastern Band of charity Cherokee Indian public transit with their manager Kevin Toya. I was also a national our tap board member. So many of y'all may have seen him around at various conferences or may have seen him before. And they have a really, really great program out where they're located out South Carolina, while we had him was Dr. Bell Taylor, Mobility Manager in Lawrence, Douglas County, Kansas, and the Jessica Kerr, Director of Programs and food at harvesters food bank. And they talked about connecting food access and transportation really need on different ways of how to map and tell the story and get people to food and talked about some policy changes and mandates that their county but some others are falling, where routes have to go by a grocery store of food bank or pantry or a community garden. So that's very different. We don't see a lot of that. But that's kind of a new trend or new policy change that's coming about and then Jessica touched on how they have partnered, they are in the Midwest, but they distribute around the region, and how they partner with Kansas City transit authority to do pop up pantries at bus stop sites. So while people are catching their bus or coming from work and try to go home, they could pick up their food and take it you know wherever their final destination is to their home. Also, Dre touched on modifying buses where people could bring on their food carts to make it easier for them. So that brings us to today I'm going to stop sharing my screen. And I'm going to introduce our keynote speaker for today. And I'll allow you to share your screen Raven as well. Our keynote speaker today is Raven Alexander with the city of Wichita, Wichita transit. She currently holds the position of the mobile mobility relations and grants management manager some of you all saw her yesterday she assisted with day two. So thank you very much again for that. She's also the president of the Association of travel instruction as well. Today we're going to learn more about how Wichita transit provides accessible and equitable, equitable service across the city for all. And we're also going to learn a little bit about how ATI advances the right of all persons with disabilities and older adults to equal access to public transportation and community participation and Raven, I'll let you take it away.

07:15

Thank you, thank you so much. Um, so as she said, my name is Raven Alexander. And of course we know titles in our world really means not a lot. But I love what I do. So not only do I do a lot of mobility management, I kind of oversee the 5310 for our region. But I just love it because I get to be out in the community, I get to help people get to where they need to be working on filling the gaps within our region. So I'm just going to kind of take a moment and highlight a couple of tips, kind of some community engagement options and then dive in a little bit to some of our programs that we actually have. So like I said, fill gaps for some of our writers. So just to talk a little bit about Wichita transit, we are in Wichita, Kansas, and we have a population of nearly 400,000. So of course that makes us large urban. We are the largest transit provider in the state of Kansas. And I want to say that just because not everyone realizes that Kansas City is divided between Kansas and Missouri. And so with that division that makes Wichita the largest in the state. We are a city of Wichita department so we do not we are not an authority we have to go through city processes and all that that fun stuff that it entails. We have nearly 120 employees, which includes our drivers, our mechanics admin staff, we do have our own in house maintenance. So that is always a plus for us. We have a left 11 battery electric vehicles so we have some pro Tara's we have some CC W's and actually some of those vehicles are ran on one of our cue line services. And then we also have a battery electric vans that are on their way to Wichita, hopefully, early spring. So we were awarded a grant for that to assist with the replacement of our paratransit fleet. So some of the core services that we provide is going to be fixed route paratransit. We have a cue line service, which is our downtown circulator. And then we also have multimodal options. So we're not just transit here. In Wichita. We actually how's the bike share for our city, we have the scooters for our city. We do bike and pedestrian and parking as well within our department. So we have 20 fixed routes, and we are happy to say that we were nearly at 1.2 million rides in 20 23 just slightly shy of our pre COVID ridership. So we were excited about that. So a couple of mobility management tips that I've, I have found helpful, kind of as we're working through ridership programs, and just getting the word out about transit is that we like to be looked at as a social service provider, we are here to try to meet the needs of the community, we may not be the one that's directly, you know, providing them the food or different things as far as that But transportation is an actual need for the community, know the community resources and understand the gaps. So you have to understand what's going on in the city, but also make the city aware of the programs and the opportunities that transit has as well. So when understanding the gaps, is there a food access issue? Is there an issue with getting individuals to education programs? Is there a gap where they're having issues with individuals getting to dialysis or other health care appointments? So just understand what's going on? In your in your community, whether it's the city, whether it's the region, whether it's several counties got to understand what's actually going on. So attend local meetings, and regional meetings, kind of just depending on who it is that you're actually serving? I know, for us, and I'm pretty sure it is what everyone else is? Well, transit is not always the first thought on everyone's minds as they want to bring in a new program, as a new business may want to come in and build in your community. We're typically kind of like the afterthought they do. And then I was like, Oh, well, how are we going to get people here? So I like to strategically place myself in various different meetings, whether I'm invited or not, you look into your, your community improvement programs, or your needs assessments, and attending those and participate in those conversations. And like I said, Bring transit or transportation overall, to the front of the conversation, instead of always being towards the back. Look for ways to say yes. So sometimes you have to get a little creative with assisting in filling these gaps. Just say yes, at times, believe me, it'll pay off in the long run pilot programs. It is important to pilot programs for various different reasons. It gives you an opportunity to gather data, insights on the potential usage, the demographics that's being served. And being a grant writer for the department, I've always found that to be helpful. So it may not be that the agency may not exactly have funds today to help help offset some of the expenses of providing a particular program. However, if we have some data, that's a lot easier for us to go back in maybe a year later and say, Hey, we have piloted this, this has been proven successful. Can we get some grant funds to assist with that, whether they're federal funds, the agency has funds, local funds, but that that being able to have that data to tell that story, is a lot more easier to get community buy in. Listen to the writers. So the writers may not know all the technical behind the scenes ins and outs as far as budgeting, the politics, like we're a city department, all those types of things. However, they are an expert in their situations as well. So it's important for us to have that collaboration and have those conversations with them. So while we may know, think we know all things, they are the ones that are actually on the ground using our services, all those types of things. So it's important to bring them into the conversations as well, because they are great problem solvers. They're a lot better at it than you know, we realize. And then also travel training. And so yes, we do a lot of travel training with individuals with disability, but we need to make sure that we have travel training programs, that includes everyone, there may be someone that's new to your community and just needs to know how to navigate the system. There may be agencies that need to better assist their clients. And so they may need to understand what is really going on with the system. They may need to know how to work your online tools, your websites, maybe your apps, so that they can be better of assistance to their clients. So just making sure you kind of have a robust travel training program. So one thing that's real fun for me and one of the reasons why I love my job is that I don't always have to just sit behind a desk, being out in the community. I love engaging with everyone, whether it's at resource fairs, we're doing pop up events, getting out on the bus and just riding or going down to the transit center and just talking with, with the riders to know kind of what's going on. And like I have previously said, community meetings as well. So here's just a couple of pictures of some events that we kind of attend a resource fairs, we have a big wheel where we get to play games, everyone comes and visits. And it just opens up and makes it a lot easier to be able to have just open dialogue with customers. So everything doesn't have to necessarily be a survey, it doesn't necessarily have to be Oh, fill out this card, to give us your comments. Sometimes just having that that conversation with him, makes all the world of difference. And we do touch a truck events. Sometimes it's just getting out there and letting the kids kind of see navigating the bus just to kind of get a feel for things. Because we do have a great student program, I like to think so like letting the young ones getting out. And just figuring out kind of what's going on inside the vehicle. And then just like here was one, we were at our River Fest, and we were just pushing out our summer RIDE program. We're youth ride for free during the summertime. So just making sure that we're out there engaging in the community, doesn't everything have to be just a formal setting, sometimes just getting out there and just having fun. Showing that, hey, we're here.

16:38

So just to talk a little bit about some of our some of our programs that we offer. And I know we kind of wait until the end to ask questions. But I work a lot better with us having conversation. So if there is a question, please, actually interrupt me. And we can kind of talk about those things there. So one of our successful programs is going to be the veterans ride for free. And this is in collaboration with the United Way. And along with the VA. And how this came to be is the United Way's continuum of care staff along with the Veterans Affairs, they're homeless. They're homeless representatives, they just asked for a meeting and say, Hey, we have a whole lot of vets that are homeless transportation is this barrier, what is it that we can do? So just after a couple of conversations back and forth, it was decided that we would just pilot a program and this was I want to say about 2019, we decided to pilot a program to allow all veterans ride for free. Now, we did have to be strategic, and how we would track that, along with who would be eligible to ride. So we selected for IDs that would identify an individual as a veteran. Once we did that, we kind of made fliers push that information out. And I mean, it picked up immediately, there was even tribal training available to some of these veterans that have never even ridden the bus. The stories that were told the testimonials, where you had individuals who had lost their jobs, and they weren't able to get to where they needed to be and just all of these things. Life had changed for them, quality of life had changed. Um, of course, before we got to the first year, the pilot COVID hit, but there was still some ridership and things going on. So we decided to extend that program for one more year, that pilot for one more year just to be able to kind of get a little more data with that. So at the end of the two years, the program have proven to be such a success, the United Way and the VA actually contribute funds to to kind of offset the cost of this being just free ridership. And so they were willing to increase their donation for their contribution for that. And the United Way actually even runs a fundraiser. I mean, I want to say it's flags of freedom or freedom flag something along those lines that they do to assist with funding they so they got the whole community involved to make sure that this that this service stays in play for these veterans partnership with Wichita State University. So that is one of our larger universities here in Wichita. We actually have 3x three universities, but Wichita State is we provide a circulator service with them, along with they have WSU tech, which is kind of a technical school and they're kind of they're kind of joint there. So our route to actually touch every single one of the Tech University to text along with the university, so it makes sure that it's connecting all of them. All WSU students ride for free staff and faculty as well. And we have a contract with them. And there is a contribution that is contributed to Wichita transit, for those services and things already. And I want to just kind of go back and I know I mentioned contributions being being made towards Wichita transit to kind of increase that revenue. It is not necessarily a stickler for dollar for dollar, you just have to have that open dialogue to say, Okay, this is your need, this is what she may have available, kind of what is it that that we can do? Like I said, look for ways to say yes, we all know that with that ridership increase, that assists us with 5307 funds. And so it still is helping Wichita transit all all at the same time. Like I said, even though we're not dollar for dollar for each trip, Wichita public schools, we actually have two, two different programs with them. So and I just want you to know, this is not staged video, the picture here of this youth. This is really what the buses look like in the mornings and in the afternoons. We provide h one program is that we provide a tripper service for several of our high schools and one of our middle schools. They These are students that actually are beyond the 2.5 mile marker. And they are actually using public transit. The these routes are actually along our regular fixed routes, there may be a couple where we have to deviate into the neighborhood and make like a loop to pick up some students. However, like I said, this is running in supplements of the regular fixed route. These students are actually assigned by the school district. We have per student here in Wichita, they were not necessarily able to meet meet the demand. And so those students that will typically arrive at first student route are actually like I said, riding riding public transit. A plus to them is that they are given a pass. And these are just stickers that we placed on the back of the student IDs that identify them as student writers. So not only are they able to utilize that to get to school, they are able to utilize that for after school programs. Some of these students may play sports, they may even have jobs that they get to after school. So they are able to kind of continue through the remainder of the day or if they're having to get there early in the morning. The other program is that we have discounted rides for students. And those are for individuals that are typically less than that 2.5 miles. So they're having a walk to school, they may be special transfers and needing to ride clear across town. And so they have an option as well, that they shouldn't be paying the same as the adult rate. And so those are $20 per month, $40 for the semester or $70 for the full year. And then of course once the summertime comes because we don't want kids in the house. I know I don't want my kids in the house just getting into everything, you are able to just ride for free. So once the last day of school hits, typically through August 1, so they're able to get out and they do their summer jobs, they're going to the YMCA, they are going to the pools that's operated by the city, all these fun things. And we gear them up for all of this through of course promoting our RIDE program. We are doing travel training with the youth, whether they're in school or with their with some of the job prep programs that are offered for youth here in the city. So we're making sure that they're actually trained to ride the city bus in preparation for the summer. Another program is with the International Rescue Committee. So families that are relocating to Wichita automatically receive an ID that allows them six months of free ridership. This allows them to get acclimated to the city, get to appointments, get to food, a lot of them are going to English classes, and this program came to be we were having quite a few families coming in and of course, for those that do work with the the rescue committees of the refugee families coming in, they were in hotels and in residences and no way to get anywhere. There were kids that were not attending school There were I know, in particular, there was a family that had been in Wichita for six months, and wasn't able to get anywhere. And so this was brought, like I said, so they can get out and get acclimated to the city be able to function learn kind of what's going on get to the English classes, get to the basic necessities. So they have six months to get acclimated. And then kind of the IRC kind of assist with them with the transportation and things after that. The substance abuse center of Kansas, and sometimes this is the gap that that gets overlooked. It's kind of the mental health of things or those with addictions. And so

25:43

in a way to pilot this program, and it worked out great for us, because we were just going live with one of our, with our mobile app, we wanted to allow these individuals to have access to transportation, but also not necessarily giving them a paper pass, that they could potentially sale and get money and kind of start that that cycle all over again. And so in collaboration with substance abuse center, and our mental health and wellness coach, mental health and substance abuse coalition here in Wichita, the Substance Abuse center staff, of course, they did travel training, understanding how to trip plan and do all these things with their, their clients, along with assist them with setting up a mobile app account, we are able to add passes on the backhand. And so the case managers will notify us and say, Hey, I have this client that is eligible to receive a free pass from us, can you please slow this and we just invoice them for the pass at the end of the month. Now they have a they have their process of how they decide who was actually going to qualify for this. The results. And when I talk about data, the data for this came back amazing. And we piloted that just for three months, there were they were able to make their actual therapy appointments. There were less readmissions to the hospitals or crisis situations with those individuals that were actually able to have access to transportation to get to where it was that they had needed. And then one that we currently have going on is with child start. And like I said, this is another one where we talk about the data as being important. Of course, we know that Headstart and things like that has their initiative and things going on. So we have created some family passes. And once again, they are strategic in who they are distributing these passes to. So we've kind of been piloting that since August, and that ridership is continuing to grow. So families are able to get their young ones to their their child start classes, and then they're able to go in and make medical appointments, the resources that their family advocate is assigning to them, they're able to access those as well. So this has turned out to be a great program as well, we'll be looking at this in May, to kind of recap to see what it is that we're going to do come come the next school year. So as I've kind of talked about travel training, and things like that, and as she mentioned that I am the president for the Association of travel instruction. Um, with that we provide, you know, professional development webinars, discounted conference registration fees, we do have a member section only networking opportunity, and we have social media access, I do want to just say that we are in process of making some website edits. And so while you may log on now, it does look a little awkward. But once again, we are in process of getting those change. I know travel training is near and dear to my heart. Getting out and just seeing the excitement in faces when they're able to do you know, be able to travel by themselves and just being able to understand having that independence. It's just amazing to me. And we do have our annual conference coming up in Charlotte will be at the DoubleTree in the city center. And that's going to be July 30 through August 1. And so we just have fun times, networking, learning more about travel training, learning more about mobility management, because you know, we know those two go hand in hand. So we would love for you to join us that information is actually live on our website now. And if you want to become a member, if you want to visit travel instruction.org All that information is there on our website. And so here is my contact information. So of course my direct line both of my emails for the city and as well as travel instruction and I get So I'm open for any questions that you may have.

30:04

We do have a couple of questions. And then we'll move on to the next speakers. Just let me scroll up here. The first question from state of Mississippi is how long was the initial pilot program? And when and was a pilot originally funded? funded from?

30:22

So not sure which pilot and if I'm thinking maybe the veterans is that possibly Right? Um, so the pilot ended up being two years only because like I said, COVID had hit the VA provided 10,000. And I'm not exactly sure where their funds may have come from, but they had transportation funds, and United Way provided 10,000. And that was the initial investment that was done there. As we completed that pilot, the number of rides that we provided they were willing to increase that so that each entity is providing 20,000 For the next two years. So that's kind of how that group and if that's not the pilot that you were asking about, drop it in a chat, and I'll come back to that. You're on mute.

31:19

Sorry, the next question, do you? Or can you charge more for Human Services trips to capture federal slash state waiver dollars through counties?

31:30

So that might not be the ideal question for me only because we do not get into the human services, waivers and things the state does not necessarily allow us to do kind of the Medicaid pieces of it. So we have that block there. And we so yeah, I may not be the person necessarily to answer that question.

31:58

Okay, the next question is, does the Headstart program provide funding for the Family passes, such as Administration for Children and Family, federal funding ACF?

32:11

Um, so they do have grant funding that is available, it was a small amount, however, for this first year that we are piloting this, we did not give them a solid amount, however, we have been in communications, um, kind of what that next steps are going to be look like. And like I said, we're going to recap again in May, just to see what is that monetary amount that they are have budgeted? And kind of where we're gonna go with that? Are there additional grants that we want to apply for? And so right now, we're just in a data gathering, gathering phase with that.

32:47

Hey, the last question we will take is, how did you engage school personnel? And was it difficult to process these to establish the trip or service, and I have to say thank you to Robin, because over in the state, our state next door, as she stated, Missouri, they had some serious issues with the buses for a whole year, were running 30 to 45 minutes late, dropping off students, and we were able to get them to meet with city officials and the transit system and the schools here to see if that was an option that they can also duplicate. So thank you.

33:22

So the school actually approached us with the actual tripper request, we had already began to do the reduced passes for the students. But then, of course, as as COVID, came to be, not everyone was wanting to work, the driver issues, all of the above. It was, hey, we already are in collaboration with you with some of these passes and other programs. Is there a way for us to be able to, you know, kind of provide some services for students to get directly to school, as per student couldn't meet that demand. And so, of course, we have to look at which schools because we can't just run, run that school service. So we have to be strategic in that. We had to look at what schools were actually off the bus route. That was pretty close. And I can't without pulling up my notes. I can't remember what was the radius, but most of the schools were driving right in front of us. So that's why I said it wasn't real difficult for us. There may be a couple that, like I said, will deviate into the neighborhood just to make a turn around. But it just required us really putting out a supply bus, as these buses were jam packed with students. But it is still public transit. We're still running at that same time, we needed to make sure that our public could still access the bus as well. And so the easiest way to do that was basically just running two buses at that particular time. I'm directly behind each other. It was not difficult. But if anyone is kind of interested in some of those details, please feel free to email me, like I said we had met with was it? It wasn't Jeff, what's the wasn't Jeff City wasn't Springfield, Missouri City of Jefferson. Say, Okay. So we did meet with them kind of have a conversation. And I'm glad they were able to get that going. So please reach out. And we can kind of get more in detail and kind of share some of our resources and different things like that to help you execute that.

35:36

All right, thank you, Raven, we appreciate you coming to speak about all your programs. And I know there's probably a lot more that you could say, and also talking about ATI. So I've dropped information in the chat. If anyone is interested in please contact Raven. For more information, we are going to move on now, to the great state of Oklahoma. We have Olivia hook, who is the statewide Mobility Manager for the Oklahoma D O T. Some of y'all may be familiar with Olivia, as she previously came from Ohio before, and she's been around, and has a great wealth of knowledge in the mobility management space. And then she will also be joined by one of our mobility managers, which they are called mobility navigators, which I think is such a cool name. So I love we go places and learning like the different titles that mobility managers have. But that's a new one. And I love it, helping people navigate around. So that's Christy Williams will be joined here today. So we're gonna learn how they bring everyone together across the state of Oklahoma, which is a very large state, rural, geographically challenging, and help eliminate the gap between transportation all other human services, also tribal, non tribal, you any challenges, any barriers that they face, and there's a whole lot of things that they're going to share with us today. So I'll let you ladies take it away.

36:55

Thank you so much, Andre, do you mind sharing the presentation? Because it's with my departure? And I don't think it would be good for me to share my screen. Okay, thank you.

37:05

Oh, does Christina.

37:08

Yes. Hi, everyone. Thank you so much. Christy, are you that?

37:15

Yeah, I can try to share it just a moment. I gotta get to it. So. Okay, let me get to this screen. Yeah.

37:28

Thank you for taking time, I know you all are busy. And people have board meetings today and all sorts of things going on. So

37:34

no worries at all. Thank you so much for this opportunity. So I'll go ahead. While Christie is queuing up our presentation, I'll go ahead and get started. So my name is Olivia hook, I work with the Oklahoma Department of Transportation. I'm also partnered with one of those mobility management programs that we have launched in Oklahoma. Her name is Christy and her job title is She's a mobility management professional, but she is called a mobility navigator. So just unique way to title our program. But one of the things I wanted to mention is that we're new, we are so new, we are in our infancy stages, I mean, we only have one Mobility Manager that has a year of experience under their belt. Christy she started last year in June. So you're gonna hear a lot of great things for Christy. But just keep in mind, she hasn't been doing this for a very long time. And she's made amazing leaps and bounds. And that's one great thing I love about mobility management programs and working together with mobility managers, you know, in my, my past, just watching the mobility managers in Ohio grow and develop and create solutions and just move mountains and do wonderful things. I got a front row seat of that. And then coming here to Oklahoma and watching this start from just the grassroots of it's been amazing. So I just want to definitely showcase the fact that these managers are the wizard driving force, I just connect the dots and watch them run. So I can't wait to share with you guys some of the great things we're doing here in Oklahoma. Let's go to the next slide. All right, we were established in 2023. Our first Mobility Manager started in January last year. And throughout the past year, we have gone from, you know, not having very much bones to having some funds and adding more mobility programs, agencies that we had to identify to host the program. Not everybody was receptive at first and you know, very intimidated with the fact that this is a very important program coming to our state, you know, leading those efforts, but also identifying local match and things like that it was extremely difficult to get things up and running. But once we did, it is starting to take off and it's exciting to be you know, like I said, have this front row seat. And I'm excited to share this with our family. This is our mobility management family across the nation and talking to you guys because you understand what this is like. It's not an easy thing to do. Mobility Management is not for the weak at heart at all, but it's definitely some It gets in your blood. But my goal was to make sure that as I developed the program and implement mobility management programs, I wanted to start with the end in mind, because I didn't want to see counties left out, because maybe they were disadvantaged and not have an opportunity to apply or have the capability to fund local national mobility program. So what I wanted to do is make sure that all of our agents, I mean, all of our counties are served as we are rolling out the mobility program, that took a lot of work, that is taking a lot of conversations with the agencies that are hosting the program, to make sure that they understand that, you know, their service area might not necessarily match what ODOT intention is for this mobility management program. So it's been very good, just making sure that we are starting with the end in mind. But currently, we are at 58% coverage of mobility management programs. However, I do want to relate that, you know, we do have a lot of transportation providers covering a vast amount of miles up in the Panhandle for Chandler, she has probably, I think she has two or 353 11 agencies covering that entire area. So for her working together with the providers, that is essential for her to cover the region. But as far as the individual level, helping individuals, we are still looking to add more mobility programs to get her that support, but just giving you a little perspective, we are still adding more mobility programs this year. But I'm starting to run low on my ODOT 53 $10. And I'm seeking other funds. And that's the other reason why I'm going to be jumping on a call at 10. To talk to me, as we ages in Oklahoma that became a federal break. But Wish me luck. One of the things we also did is to make sure that we have less confusion from individuals that are accessing mobility management, or even agencies like health departments across the state, we wanted to create a standard across the state as far as who are we as mobility management. So the most Oklahoma Department of Transportation developed a logo for us. And you see the wheel right here, we got different modes of transportation, but we call it the Oklahoma mobility management program. And the mobility management program that gets started in Oklahoma has to have that logo on their, their material. And we've been growing fast. So now we have, by the end of this year, we hope to have 77% of counties covered with mobility management services. Let's go to the next slide.

42:29

No guessing.

42:40

Thank you. Okay. All right. So this is how we've been building our network. Because I came here to start a mobility program, we've created an application, we have all of our program documents. And you could think my job is done here. No, it's not, there's a lot of work we still have to do. And we've been building a lot of relationships with a lot of partners across the state. We've had a lot of transportation providers just developing that relationship. And in some areas, they didn't want to talk to each other, let alone us trying to be the peacemaker, I felt like I need to give them the ability managers in uniform have like a referee shirt, at some point. But right now, we have been developing those relationships. And it has been amazing, just the how, you know, once you build that trust and understanding that, you know, their goals are our goals, we want to see them moving as many people as possible. That is absolutely something that they realized that there's a support system wrapping around them. Now with the mobility program. We've also gone into different layers of connecting with different, you know, having these conversations and developing relationships. So we're not just attending, coordination meetings, we're showing up at community service agency offices, nonprofits, we're going to county coalition meetings. And we're just constantly showing up representing transportation and talking about efforts that the transportation providers are making, and keeps coming back to the table to participate support and collaboration on on solutions together. We also work with the agencies they we have a statewide mobility network meeting, which is the one I'm jumping on to hopefully get them to help us out with some funding. But we share a lot of information. I talk about transportation efforts that are happening in our coordination regions across the state areas to get involved i point transportation provider, I mean, health care providers, I point nonprofit agencies, social workers to these local regional meetings, so that they can have conversations with the transportation providers in their their environment when they're talking about coordination and goals and things like that. So that next step is to start having conversations with the kam table, seeing if we could identify funding sources not only for mobility management, but for transportation fares, vehicles, starting to get all of the agencies involved in transportation solutions, because as a state, we're all in this together. We all rely on transportation and that's what I'm trying to do there. But also we Have related programs that are absolutely they just layer up with mobility management transportation, for example, we have a night aid and then our health transportation service. And they communicate with mobility managers for less critical mobility needs. Individuals still need to get to therapy, they still need to go get prescriptions, things like that. We have a va, a lot of bas everybody does. But some veterans don't just need medical transportation. I think all of them don't just rely on medical only they need other things. And there's a lot of things that the VA cannot meet those needs. But they understand that mobility management can help identify solutions to those issues. We have an empty brokerage model in Oklahoma, and it's called Spooner ride. And there's a lot of challenges with that having mobility managers work together with the social workers on the ground talking to individuals that are not getting to the care that they need. And also the representing and advocating for transportation providers in the mix of all of that conversation. We've been communicating and building up a relationship with our NMT system here in Oklahoma. Let's go to the next slide. And we work together a lot. The result is when you contact one of us, you're getting all of us basically, we talk together all the time, because we want to work closely together, I want my managers to feel fully supported by me, but also so that we can work together moving forward. And regardless of what area in Oklahoma, we're located in what agency we work for, the ability managers communicate issues and just address challenges at it that way, no mobility managers just left in the dark to handle challenges on their own. We have weekly meetings, we share updates and announcements. We also have a Wednesday workshop, where we do training, open discussion answer a lot of questions. Like I said, we're very new. So of course, we're going to definitely have these closely knit training wheels. And we might shift a little bit over the year. But that's what that's looking like. We also have quarterly import in person roundtables where I provide training I bring in training from our ADA Coordinator at ODOT. I'm currently also working on a training program bringing in program managers who oversee 5753 A lovin so that we can absolutely understand the true essence of what that requires our agency so we can do better support locally. And we have a handbook that was developed by a mobility management program. Let's go to the next slide. And we're building up our knowledge. So we got relationships, we work together, and then here, this is the other core and building up their knowledge rather than spending the next couple of years just trying to figure it out, we have a structure. So and a lot of it involves the national trainings that are out there. It's amazing. Every time I look up, there's new stuff out there and it's constant. So if good if you stopped growing, that means you're going stagnant in your program as well. So definitely always invest in yourself and getting information into learning. I'm learning every day even though I've been doing this for a long time. The National Center for Mobility Management has a lot of things. So there's National Archive and many others. As a statewide manager, I put that together into a sheet for mobility managers to be able to walk themselves through a lot of that information. I also have a responsibility in Oklahoma because we need core Oklahoma knowledge for mobility managers, there is technical onboarding with ODOT. How does ODOT work? What does our application cycles look like? What are transportation agencies required to do so that you can be better? A better advisor on the ground? What's happening with that transit system? We have state specific information that is critical to a successful mobility management program. That means kind of a one on one during the transit agencies in Oklahoma and why do they operate the way that they do? Who are affected 310 providers? Who are tried it? Can they only provide tribal transportation? Or can they do other services? Those are questions that like I said, I could spend a lot of next two years watching mobility managers just trying to figure that out or I can answer that as a state agency for them getting started. The big picture when it comes to mobility management, Oklahoma, what are their expectations that ODOT had for them, and what their role is as mobility managers, the types of transportation plans in Oklahoma and what that means from a building manager, which one should you be involved in foundations and raise funding resources in Oklahoma and beyond. That's one of my challenges with a state manager is I want to get really good at finding buckets of money for mobility managers and mobility projects in Oklahoma. State agencies and programs that work with transportation working on this coordination partnerships with you know, mental health, transportation and EMT. We also have a mobility management Mentor Program, which was the program I adopted from the Ohio program. Because we definitely need to build each other up. We can provide this training and guidance but the real world activity and questions that can only be answered by mobility managers doing the job. So teaming up mobility managers with mobility managers to help you know show them this is what I this is how I manage my network. This is what I do, so they can help share best practices and project me Management task lists, we have the ability to easily partner with each other on our list. Like I said, we're new, and we started from scratch. So we actually have this connectivity, which is such a blessing that we also have performance reports that we're pulling from this task list. And we have collaboration and documentation all on one platform that we were able to build together. Just go to the next slide. And why are we doing this? Why are we working so hard? And I think you guys all know the answer. transportations complicated, it is not easy mobility managers, we know you guys can share the gaps, or we can't see from a state level, we have this map that shows a blend of urban, rural and tribal transportation services. And it looks like we have a lot of great things in the entire state of cover. But I gotta say, if you were living in one of these little areas in this state, you're gonna have a challenge finding transportation access sometimes because this is a lot of land to cover. So transportation, mobility management is not just a transportation program, it is a program that can eliminate the gap between transportation and all other community programs. Let's go to the next slide. And I think this is where I'm gonna hand it off to Christy pesci is our mobility management program that she's my second pilot program they got started in June of last year. And I'm going to leave it to her to share with you a few highlights from provision.

51:20

Okay, can everyone hear me? Okay, so one of the first things that I want to visit about is we had an okay mom event. And for those that aren't sure what an okay mom event is, it's an Oklahoma Mission of Mercy free dental exams. And so for two days, the community no matter where they're at in Oklahoma can come to this event and receive free dental services. Now, the way that I found out about this is just how rife and had said, You've got to have those community connections. You know, Olivia mentioned it also, that's going to be the key component to everything that you do as a Mobility Manager, or navigator in my case. So I had a caseworker, come to me and tell me about this event. And as we were visiting, she discussed that transportation is going to be a huge issue for these individuals trying to get to the service. What I did was is I went to my transit agencies, a couple of transit agencies in the area, and I visited with them about the potential for us to collaborate on transportation for individuals go into this event. They not only told me that they would help me with this event, but they also were going to advertise for the event, so on their social media, my social media, and it takes a lot of boots on the ground to get these events going. We had Lawton area transit systems, which is the best system basically, in Oklahoma and the Lawton area. And then red river transportation, which covers 18 counties in Oklahoma, also participated in this. And so with their participation, we knew that steel funding for transit is going to be an issue. So as a mobility navigator, I reached out to the public, I went to the churches, I contacted your nonprofits, I went to every place I could think of to not only discuss this event, but also to look for Ryder sponsorships. And by the time of the event when you're looking at and you can kind of see the pictures, almost 1000 people received free dental services in these two days, it was so successful that they had to start turning people away at 11 o'clock in the morning. Now the reason why I want to point this part out is because this event takes place every year in Oklahoma, but it's in different locations throughout the state the year before, up close to Oklahoma City. This event did not have very many people show up and you know, good and well that is because of the lack of advertisement discussion. And so through the collaboration, not only with transit agencies, but with your health care workers with your nonprofits reaching out to your churches, this event was so successful, they had to basically close the doors and say sorry, we can't we can't fit any more in and this one story, one of the caseworkers that I was visiting with said that a young lady had come in to get a partial denture for the top and she called her loved one. And she said I'm finally beautiful, and it breaks your heart. And when I would visit with people at this event, they would actually talk to you and cover up their mouth just because of embarrassment of the tea. So collaboration is going to equal success, very little participation at the Shawnee area. But when you have multiple people working together, that's your mobility navigator that's your transit agencies everybody else you can make an event extremely popular and successful. Another thing that I when I first started as a mobility navigator, you go out into the Publix and you visit with people find out what the issues are, you're talking to your transit agencies, you're talking to your health workers. And one thing that kept coming up is that people in our community was having a very hard time navigating the automated system for our Medicaid sooner RIDE program. I will give an example. One of my transit agencies was visiting with me and he said an individual had called him and he said, this happens more than once. But I had called him and told him that, can you please just come get me, I have to go to cancer treatments. And they are denying my ride. And I just can't even navigate the system to figure out how to get this ride to happen. And the transit agencies like well, if I do, it's going to cost this much money, you really need to be able to do this. And he said, nevermind, I'll just sit here and die. And this stuff happens all the time. But we don't hear about it. Because they just give up, they sit there and say, Well, I can't do this. So I'm going to just stop. So as a mobility navigator, I'm going to reach out and make contacts. And through multiple contacts, we were able to bring our Oklahoma Health Care Authority and motive care, which is one that brokers the rides for our Medicaid transportation system, and bring them to the table, have meetings, and address the problems that we're facing in the community. And these are actually if you can read them, these are actual Facebook posts. And this was just a couple within a couple of days that we were looking around. And it's talking about my surgery, you know, was cancel or not my surgery, but my transportation was canceled. Now I need a ride. And so can someone come get me I have money, basically you're saying I have money, I'm disabled, can anybody come get me. And this could be an extreme danger on both parties. And so we wanted to find better solutions for that. And we were able to find a or basically create a one two step, you know, here's the phone numbers, here's who you call, if you can't actually get someone, you can't see the bottom of this, but it's just like, say agent five times and get a person, you know, just little tips and tools that you can use to navigate the system a lot quicker. But we also were able to get direct phone numbers and emails for your caseworkers your mobility, navigators, people who assist clients to actually get a hold of Oklahoma Health Care Authority, and be able to override some denials that they had received. So examples are in Oklahoma, if you are over the 45 mile, basically limit for transportation, then you are automatically denied, it goes into an algorithm you're denied. And a lot of people at that point just stopped, they gave up. That's the end of it. But what we were able to do is get a contact number. So now, if a client is denied transportation, they can contact myself or their case manager. And we email Oklahoma Health Care Authority, within an hour or so you will have that ride over road, I guess. And the problem is in our rural areas, which is probably the same in multiple states, is just going to the grocery store is over 45 miles, much less go into a doctor's appointment. So we were able to actually you know, this is a huge success story. And I I really want to knock on wood because so far, every time I have called for an override, I have received it. But again, these individuals that are asking for help, would never know and I even have my transit agencies now referring their clients to me if they have been denied. Another example lady had been paying $80 Every three months to go to a medical appointment in Oklahoma City. My transit agency in the area gave her my number within an hour, she was able to get that transportation free of charge. So it was an eligible Medicaid expense. It just was denied due to mileage. When we're talking about our veterans, this is another key point. And this individual that I wanted to kind of highlight on this was it was a lady. She was in her mid 90s. She was the spouse of a veteran that had passed away. And she had reached out to her caseworker and again the caseworkers and I have become basically good friends because we talk all the time. And she reached out and said hey, I have a lady and she needs some help. But it wasn't just curved, curved surfaces what she needed. She needed full escort because she was blind. She was you know, hard of hearing and she also had limited mobility. So I reached out trying to find organizations that actually did full escorts in our in our area. I did find one but that was $30 an hour which, as you know a widowed You know, spouse, that would be a very difficult number to achieve. And so making a contact, finding those resources, every resource, and every contact leads to another resource within the community and that lot, and community, so many people from the military community stepped forward. And this homecare agency that I'm talking about, they have actually a program that will pay for so many hours per week, depending on what you qualify for a free services. But the application process takes a little while, this lady has not been a or has not had to miss any appointments, they have had multiple people step forward, willing to pay for her transportation until that application process is done, or actually transport her themselves to the military base for her medical appointments. So this was another success story. And this lady was over. I mean, she was overwhelmed with how much support that she received in the community, not to mention the resources that I developed just by this one, you know, case, I guess, I would say.

1:01:12

And the last thing that I kind of wanted to highlight on this would be our transportation chat. And this goes back to finding out what the community needs. We have started this in Northwest portion of Oklahoma, and also in the southwest portion of Oklahoma, it will spread throughout the state as more mobility navigators get more experienced and feel more comfortable getting out into the public. But what we do is we go to the community to various locations, and speak with the people one on one, I started mine last month, I went to one of the senior citizens centers and one of the towns and spoke to them, they're the ones that utilize the transportation all the time. So let's find out what are their issues? What are the problems they're having? It's not meant to be a gripe session. It's more meant to be how can we help? Do you have any ideas? What should we do to make this more efficient for you? And so they the first one, for me, was extremely successful things I didn't even think about, one of the things I brought up is getting information to your senior population, we assume oh, will you'll get online, you'll look or are you looking at the newspaper, which no one does hardly anymore. And that is very difficult for a lot of your seniors that are homebound. So as a group we came up with ways is how do we get this information to seniors in particular, and it was a wonderful feedback. And so we are continuing those, I cover 16 counties. So each month I'm gonna go to a different area, and ask the people basically the same questions and get their feedback. When I get this information, I bring it back to my transit agencies, my nonprofit, you know, any organization, I can reach out to discuss the needs of the area, but also it can help us with future project. How do we get funding? How do we look for grants? How do we reach out to certain resources in order to make this transportation more efficient? As we're looking at the economy and the situation we have with the cost of vehicles and, and everything else? We are going to have more and more need for transportation? Because people are looking at the fact do I buy groceries? Or do I buy a car. And we're also looking at individuals that are trying to get into the workforce. problem is they don't have a vehicle? How do we find those solutions? What do they need? And so that's what we're really focusing on is how do we fix the gaps. And our the state of Oklahoma are doing regional coordination meetings. And these are your 53, tins, your 53, elevens, 53, oh sevens are all getting together in one meeting, or the region and discussing goals that they have for our area? What are the gaps? How can we fix those? And this is a really important step, I think for collaboration, because it gets not only your transit agencies in you know, 53, tans everybody, but also invited to this organizations, your healthcare workers, your businesses, your nonprofits. And so let's all see what we need. And you know, what can we do to make this a whole lot better? And the important thing is, is when you start asking the question, no matter how many times you ask, eventually you're going to speak to someone who's going to have the solution, or potential funding for the project that you hope to achieve. And like I said, we're just getting started, and Olivia said the same thing. We are trying to find solutions to the issues we have in Oklahoma. And what's really exciting about this is the fact that no matter who you talk to, regardless of what program they are working with, whether it's nonprofit, whether it's healthcare, whatever it is, transportation is usually the root of all the problems that they have for making their organizational success. And once you start talking, people are overly eager to find out how they can help. And what can they do to make this successful? Because everything depends on transportation. And when you're looking at, you know, how do we make our healthcare better? How do we increase our workforce? This all stems usually with your transportation. So that's basically I'm going to stop sharing. And then if anybody has any questions, I will do my best to answer.

1:05:39

Thank you very much. Olivia had to jump off for a meeting. And Christy. That was a great presentation. I'm just checking up here, because we do have questions. Okay, awesome. Mobility Management. Can you send this presentation? Yes, all presentations will be posted. And let me go back over to the other chat here. And scroll up here. There's some comments love that you're collaborating with ADA coordinators. And Easterseals has a credential program for Mobility Manager Certification. Yes, they do. You have seen that posted. And some of you all have gone through the program. Raven, our keynote speaker has gone through a program. And we have some they're currently going through the program. If you have any questions, please drop them in the chats. And also we have a question here. What is your process to add MCO to your NMT network? Are they cooperative?

1:06:41

Yes, actually, they are. And we actually just our newest mobility Navigator is at the larger, you know, what we'd call the urban areas in our, the lat system, the one that I spoke about. And so they have actually, part of what we have to do is go to the cities, city officials, economic development, directors, whoever, and just present this information, everything actually people are super excited to be a part of this. And they actually share resources within their own communities. So when we're looking at, you know, sharing information with MCOs, or your city officials or anybody, they have all been receptive. It took a little bit of time, I'm not gonna you know, I'm not gonna lie with that. Some people would, you know, just basically say, okay, and but you just keep on him. You know, as one transit agency lovingly expressed that I'm kind of like a gnat. But that's, that's, you know, that's a positive thing, because you've just got to keep, you know, at different people and just keep offering help, how can we help you, and they do come around.

1:07:58

Thank you, Christy. I do not see any other questions as of now. So we will move on to our next presenter. Our next presenter is MSMS. She's a transit planner in the mobile transportation Bureau and I would do t where you're going to learn about mobility management network in Iowa and their program activities across the state. And em, I'll let you go ahead and share your screen and take it away.

1:08:45

Right, we can see it, thank you.

1:08:55

All right. Well, good morning, everyone. So I'm Emma Simmons. I am a transit planner at the Iowa do tea but I also serve as statewide Mobility Manager. And here's just kind of a brief overview of what I'll talk about today. So I will show you a map of where our mobility managers are located throughout the state some funding that they've received some regional programs that are currently going on some community partnerships in the role of mobility management in our state. So this is a Mobility Manager map for Iowa. So as you can see, we have one in Johnson County. So that's Kelly, and she actually is through human services. And then we also have Danny snat, Horst with part of Iowa regional transit agency, serves all the counties surrounding Polk and we have Katelyn curry is our mobility coordinator for Des Moines Area Regional Transit. And then in southwest Iowa, we have Kristen Templeton she's not technically called the Mobility Manager, but she serves that role for that area. Go up the state. So I just kind of wanted to give an overview of some of the mobility management funding that we've gotten. So we've gotten a few of the National Center for Mobility Management grant awards. So in 2021, Johnson County receives this award. So basically what their goal was they were asking how can we improve access to affordable transportation for residents of Johnson County, Iowa, who are experienced, experiencing barriers as they seek economic opportunities, including employment, education, and childcare. And I'll go deeper into these awards later on. So in 2023, there is an award to the Waterloo area. So their mission was to was centered on offering disadvantaged youth safe, secure, dependable and sustainable access to programs that foster meaningful relationships, nurture positive physical and mental health development and offer transformative engagement in various activities and essential resources. And then there was also USD T grant under it s for us that the heart of Iowa regional transit agency received so this project aims to enhance convenience, availability and reliability of health care, transportation, improving health care access for the 1/3 of the Dallas County residents who fall in at least one underserved group. So with Johnson County's grant, and this Kelly Schneider, they had read the bus training, so she was working with Kirkwood Community College on this in providing there's also a virtual virtual training that you can find on their website on how to ride the bus in Johnson County. So Johnson County is kind of unique in a way that it has three transit agencies that serve the Johnson County MPO. So you have Coralville transit, I was city transit and Canva. So it can be kind of confusing in that area, figure out which bus to ride so she provides the service for them. And then for the 2023 Mobility design challenge grant. So in our cog, I would Northland Regional Council of Governments received this and they want to develop and ultimately implement a solution that will address barriers transportation experienced by the youth in Waterloo. So getting them to activities and just helping their transportation access in that area. So for Des Moines, one of the big things that Catlin does for the area is how to ride monthly training. So as you can see, in 2024, they have from February to December, monthly trainings that you can attend and these are located at their, in their multimodal room on the second floor, the Dart Central Station in Des Moines. So the Dart staff provides a small group training to help individuals to ride the bus in greater Des Moines. And trainings will demonstrate how to plan a trip read maps and schedules recognize bus stops, pay fares, practice riders safety and more. So these trainings are free and open to the public and no reservations are necessary. So if you were to show up, you will get that training. Another project I kind of wanted to talk about was the heard of flex connect. So Janee snap horse kind of helps with this as Mobility Manager at Harada. So for the flex connect their vision is to provide service we're all customers can have the quick and easy option to pay fares or buses arrive safely and comfortably at their destination. They're striving for future where transit agency borders and service boundaries. Blur where interconnected transit options become apparent and easy for users where we operate with cultural competence. So this is a checkpoint style transit service available in the city of Perry that allows people to catch a bus at several designated areas in order to enhance access to health care, employment, shopping, education and community services such as food pantries, or financial assistance. So here's the schedule for the heard of flex connect. So you can just kind of see the hours of operation so it is Monday through Friday. And these are their six different stops and they run from 8pm or 8am. Sorry, until 4:45pm. Another cool project that Hurd is doing is the Health Connector project through it is for us. And this grant ultimately is to support seamless travel for all users across all modes regardless of location income or disability. So you can see that there was four sites selected for the I ts fate for you was phases two and three. So hurt it was one of them. And it didn't. Their project intends to demonstrate an innovative concept that will address various bottlenecks associated with healthcare transportation access for her to communities, mostly in rural Dallas County. So it aims to enhance that convenience, availability and reliability of healthcare transportation. So there have been so far they've done phase one, which was the first phase was to spur complete trip deployments nationwide. And identify needs challenges by populations develop and deploy mobility solutions that meet needs, measure impact of integrated deployments and identify replicable solutions and share lessons learned. And now they are currently in their phase two. So over this 24 month period, the Herta public transit team and partners will work to design test and deploy a complete trip solution. And then evaluations on framework and planning will also be completed. And then in phase three, a minimum of 18 months will be spent to demonstrate multiple large scale scale deployments. So the team will share data and lessons learned. The overall goal is to sustain operations for a minimum period of five years after the program is completed with no additional funds focused on rural areas. I will skip over the video. But this video just gives a brief overview of this project. All right, and then some other things I kind of wanted to touch on. So we have a statewide GTFS feed, which is general transit feed specification, it's now required for the National Transit Database reporting for all systems that operate fixed routes. So as an IOU, as I would do t we actually pay for a software system that all the fixed routes can use in order to provide this service. So basically, what it does is, if you're going into Google, and you look up, I want to get from Iowa State University to Walmart in Ames, Iowa, you can type it into Google Click on the transit bus, and then it will show the routes. So it's basically integrating the transit routes from their web page website into Google Maps. And then we also currently we are working on rebooting our Iowa ride share. But for the past five years, we've been having an Iowa ride share account where people across state of Iowa can come and do carpool matching. So right now we contract with Dart, and we're using their HBSS cue ride. Contract for the state's ride matching website. The ultimate goal for this new site is to have similar functions to our previous one, which was to connect people across the state needing rides in sharing rides. And then we just kind of want it to be more user friendly for the public and administrative users, our previous one was a little hard to navigate, and we're keeping the same domain name. But this site will just encompass all different types of transportation, whether it's cars like carpooling or transit. So we'll have links to the transit schedules as well.

1:18:33

So as you can see, the role of mobility management in Iowa kind of varies from region to region. We don't have mobility managers in each region. But the overarching goal is to provide Iowans with transportation options to help them efficiently and effectively get from point A to point Z. And another thing I'd like to kind of know is that we do have in Iowa and Iowa transportation Coordination Council. So I'm the chair of that council. And basically what this group does is we bring in all different forms of ideas from different agencies. So we work with the Disabilities Council, I want you Agency on Aging, Veterans Affairs, I will Medicaid, to discuss transportation issues that need fixed in Iowa and how we can all work together as a team, and keep that communication open. So we aren't just missing any of the possible alternative options of transportation for specific riders. And then each year, this group helps put on an Iowa passenger transportation Summit, where we focus on different topics sometimes it's been COVID During COVID effects on public transportation. We did passenger interviews last year, which was really fascinating just to see and get firsthand like experiences from people who are actually using the services, and how much of a difference it's made in their lives. So we're hosting that in May. So that'll be May 8 this year. But this is just kind of a high level overview of what we do in Iowa. And I think we've been really successful in getting some funding to help with these programs and projects to kind of create innovative and new ways for transportation in Iowa. That's my contact information.

1:20:46

Thank you very much, Emma. I will check to see if there are any questions.

1:21:07

Let's see. There's a question that states it's asking. I think regarding all the landmass, what challenges do you have trying to manage all the different, I guess, mobility options in your community with so few mobility managers?

1:21:24

Yeah. So basically, how we handle it is if there's not a Mobility Manager in your area, the contact will be myself. And then I will get you connected with your local transit agency, because they're kind of the first step in finding you transportation, whether it be their services or other community transportation options. So since they are more active in that area, so I'm just kind of a initially tried to get everyone connected. And that's kind of how we approach that right now, it'd be nice to have more mobility managers to do more of the rider training for all the agencies, but on this is kind of how,

1:22:17

Okay, another question. Do you all have any interaction? Or do you work with the tribal communities in the state of Iowa? We do

1:22:25

not. So we have one? And I don't know if it's classified as community, but it's the Meskwaki. So we don't work with our tribal community. We've tried.

1:22:44

Do your mobility managers we know that some they're housed in various types of agencies? Do you all actively recruit host agencies? Or how do you all work with other organizations such as Bibi? social service agencies besides me know you have the one but how do you all approach them? Or are they aware of the funding that they can host a manager?

1:23:10

Ah, I think there's a need for maybe more education on that. And I was because I think that is one thing we struggle with.

1:23:19

So that'd be something, I think that can be beneficial to Iowa.

1:23:24

Okay, another question I have is, do you all have any challenges working across border states with transit or transit, transportation modes? And also do you coordinate with those mobility managers?

1:23:40

So we do have a couple areas, so we have by state. And then one of them I showed was the Southwest Iowa, so that crosses over into Omaha, so they mainly work with the transit agencies in those states, and then I guess, I will say there was one as of this month. Interesting thing that come out of Iowa, which is a water taxi. So there was a lot of discussions with Wisconsin do T private. So I think they hired someone privately to do the water taxi, and then also vanpool options. So there was a lot of communications through Wisconsin, DOD, IoT different departments within the DOD to get this up and running in the Coastguard. So I think we do have really good communication with our neighboring states. And I think that project, really, as it was an emergency situation, really showed how good we are at communicating with those neighbors.

1:24:53

Do you all have any type of projects regarding refugee training Mobility managers.

1:25:03

So in our i o transportation Coordination Council, we do have a very active member Rashid Abraham, and he works for the Iowa refugee services. So he provides transportation for those people. And that's kind of how they're actively growing. I think he could probably explain it better, but they are getting more offices or they're reaching, I think Cedar Rapids, they've added like a couple of cities that they're providing service to now. So that has been a focus in Iowa. Yes.

1:25:43

Do you have any toolkit that you can share for travel training or coordination from Iowa?

1:25:52

So we do have, I guess, are like more local travel trainings, and some other like public transit toolkits, or what I can provide to you guys. So

1:26:06

and I do know for that question, I think it's Kelly has some travel training.

1:26:12

Yes, she has an in brochures. Yep. So I have a link to the the her training online, I

1:26:20

believe. Okay, if you could drop that in the chat. I just wanted to let that person know. Yep.

1:26:24

I can go ahead and drop feelings in the chat after we're done.

1:26:28

Okay, let me just check for more questions. There some comments. Great to hear about all the work that's going on. Let's see.

1:26:45

Do you have any privately funded mobility managers in the state of Iowa and do you all coordinate with those groups?

1:26:54

I am not aware of any privately funded mobility managers.

1:27:08

One of your mobility managers is in a social service office, how its How is she fully funded?

1:27:17

I am not sure how they fund through Johnson County. I can ask Kelly and get back to you guys on that too. Oh, Kelly's here. Perfect. Oh, Kelly,

1:27:27

did you want to maybe jump on and share that real quick to answer that question, Kelly? Okay, I can do that really quick. And that will be I think that's our last question. So I will allow her to come on and share quickly. And then we will move on.

1:27:52

muted, unmuted here and start video. Sorry, I'm having some respiratory junk going on. So I know it's okay.

1:28:02

And thank you to Julia Castillo she, yeah, no. Training there.

1:28:07

Yeah, there was several times I'm like, I want to talk, but

1:28:11

I appreciate the the permission to do so. Okay. So I'm actually, yesterday was my seven year anniversary, being a Mobility Manager for Johnson County. So when I first started, there was JARC funding, so Job Access, reverse commute, that the Iowa GOP had, and supported a couple of mobility managers at the time. So that fizzled out after a couple of years. And then because the county was excited about the work that I was doing, and all the travel trainings and how that was going, they ended up bringing me on full time as a county staff. So I'm actually in our social services department. I personally have a background in social work as well, which is really helpful for the populations that I work with. So now that that JARC funding is gone and been gone for some time. I am 50% funded through Johnson County, and then I receive 35% of my funding is from the city of Iowa City. who operates one of the fixed job systems that Emma was mentioning in our urban area, and then our smaller urban system, which is kohrville supports my position 15%. So it's a group effort. It's a good example of, you know, collaboration amongst the agencies here. I do a lot of travel training with immigrant and refugee populations. So like this month I'll be I'm mostly connect through them through our English language learning classes at our Community College. He offers free English language classes. So it's always a great way to connect with people from all over the world and get them out on the bus and teach them firsthand how to ride. I really liked when Oklahoma was talking about there, connecting with the MCOs. One of the very first documents that I made when I started was a document explaining how to access transportation when you're a Medicaid patient. That one is so heavily used in our health care systems, that we had it translated into several other languages for folks in the area. And because Iowa does managed care organizations, we see a lot of changes go occur between the businesses that are operating the managed care for for patients, and then also the brokerages has been through some changes. So that document is constantly updating. And every time there's a change, I have people kind of knocking on my door like, Hey, when are you going to get this updated. So it's definitely one of the more popular documents. And it's pretty straightforward. I was disappointed to hear that you guys are having an Oklahoma that denials past a certain amount of miles, I have never heard of that occurring in our state. But kudos to you for getting you know that kind of a workaround to when that happens. We see that a lot, particularly here. In Iowa City, we have a one of the larger health care facilities. So we see that patients from all over the state or even other states traveling to Iowa City for their health care. So Medicaid is one of the you know, most effective ways to do that. So we always pursue that avenue. I'm touching base on the ncnm. Grant that you mentioned, Emma, we are have officially, you know, we started that work in 2021. We're officially ready to launch this summer, we're working on finding an operator to increase service in a suburban community that just doesn't quite have the regular transportation as the Iowa City area. So that's what's there all drop my information in the chat. I think I talked more than what you wanted me to share. So I'll leave it there.

1:32:41

No, that's perfectly okay. That's why we're here. So everyone sees me and share information. And keep asking the questions. And this may be a program that they can apply in their community. So thank you very much. And I see the information being dropped in the chat, just scanning to see if there's any other questions. If you do have any questions, please drop it in the q&a or drop it in the chat. Thank you, Julia. She has provided information about her to travel training information and the help connector fact sheets. So we appreciate that very much. And Kelly's provided her information. Thank you ladies. So we will move on. We're running just a couple minutes ahead of schedule and that is okay. But we will go ahead and move on in. Maybe it'll give you some of your time back for the afternoon. And for y'all to have a longer lunch today. We want to move on to three presenters that are coming up next we have Laura Lowe, Bill Bowman. And we have three boys who will be joining us. And we have bill which is with Washington do T and Laura and Bri are with Hoplink as mobility managers. They're going to talk about mobility mansions management state of Washington and talk about their final RIDE program. The Puget Sound regional is one called one click system and how to develop and support coalition's day to day long term projects, including advocating through the development of county wide partnerships where increased transit mobility access, and they will take it away now and kind of give you a little bit more details about that. And they're also been talking about the marketing side of things.

1:34:27

Good morning. Laura, do you know where Bree is? And you're on mute?

1:34:36

I think she needs about five minutes. Okay, that's perfectly fine.

1:34:41

Do you have the main presentation that we're sharing?

1:34:43

She's bringing it so if we could just maybe pause for five minutes.

1:34:47

Sure, that's fine. Everyone wants to take a stretch. Also, I can kind of do go over some housekeeping items again, which we've been doing in between the breaks here. If you're just joining us Today, this is day three of the National Center for Mobility Management, mobility management connections. Virtual Learning Summit. We've had a great week, and a lots of great presentations. And speakers are sharing all sorts of ideas and projects and things to come. So all these sessions will be recorded, and so that you can share them with your organization's or you can go back and reference them later, all the presentations will be posted as well. And I also want to make sure that you all see the survey link, please take time to fill up a survey. We listened to you over and over again. And we make sure there's not a ton of question, it takes like exactly one and a half to two minutes to fill it out. So we definitely, like your feedback is valuable. And with your feedback, which is how this summit was developed this week. So anything you wanted to hear whatever the hot topics were challenges, barriers, or any exciting successes that was going on in your community, we wanted to bring them and highlight them. And that is what we are doing this week. So with hopes that everyone else can learn. And they can take it back to their communities and look at how maybe they can do a similar program. It looks like Bri has joined us Bri if you want to go ahead and share your screen.

1:36:23

Sure, give me one second.

1:36:28

Also, if you did not have time earlier, if you can drop your name in the chat and the organization that you are with where you reside today. I've also dropped the program in the chat that lists all of the sessions for the week. And the agenda for each day.

1:36:48

No, sorry, I'm just trying to get my screen situated. You're fine.

1:36:52

I'll let you I'll take it away

1:37:03

All right. Can you all see these sides? Okay, am I showing the right? Yeah. All right. Um, let me pop back on camera to sorry. My internet's been a little spotty, having a little difficult time with bandwidth and videos. So it's okay, take your time. Perfect. Just let me know if I start lagging or you can't hear me. Okay. Let me know. I might have to try going off video. But good morning. And thank you Anjali for the time today for us to share. My name is Bree Boyce, and I use she her pronouns. And we're going to be sharing about some of the mobility management work in Washington state during this session. So, Laura, and Bill, would you like to introduce yourselves as well?

1:37:45

Sure, good morning. My name is Bill Bellman. I'm a community transportation planner with the Washington State DOD. And I have about seven years of background in mobility management, and that gets you roped into mobility management presentations.

1:38:01

everybody, my name is Laura Lowe, I use your pronouns and I work at home blank, I work on a project called fighter IDE, which is a one column click project for Pierce King and Snohomish County. So that's kind of the three counties that you know have Tacoma, Seattle, and Everett as kind of their main urban hubs and excited to talk about it more and the work that we did over the last six months with any DTC and every ride counts. So excited to talk about that.

1:38:32

Thank you, Laura, and Bill. And as I mentioned, my name is Bree Boyce, a US share pronouns. And I'm the Senior Manager of mobility coalition's with the help link mobility team and King County. So working alongside Laura. No. During the session today, Bill is going to start out by giving an overview of mobility management in Washington state from a Washington State Department of Transportation perspective. And then I'll give an overview of what our mobility management programs look like in King County. And Laura will close this out by highlighting an example of the role of marketing and our mobility management work. So with that, Bill, I'll pass it over to you to kick us off.

1:39:18

Thank you, Bree. And good morning, everyone from the from the state of Washington, the west side of the country. We're here to talk about mobility management. So this is just my title, slide bring you want to move to the next one, please. So at the moment, we were asked to talk about what is mobility management looked like in the state of Washington. And so that's what I'm here for. And so at the moment, mobility management at the state level is very much informal. We have quarterly meetings, we're building and growing the membership of those meetings. We're using those meetings to foster connections and relationships between mobility managers around the state where they're sharing best practices and experiences and working together to To develop the solutions to complex mobility problems. So with that, to my knowledge, there's only been a handful of meetings. This is some, this was a coordination that happened, I would say almost about a decade ago. And then due to some organizational changes, sort of the state level coordination of mobility management fell away. And then, only a year or so ago, folks came to the realization that they really enjoyed talking and working with each other and sort of experienced the same problems, even though they might be designed differently based off of the community's needs. But the overall sort of the under arching problem is still the same and that they still have valid experiences that they can share with each other and work together to alleviate those problems. Next slide, please. So with that, this is just a slide of all of the was dot funded projects across the state of Washington. There's more projects than this, there's projects that get direct 5310 funding through their local transits that are not on this list because they're not washed out funded. So this is just a snippet of some of the mobility management projects currently for the 21 and 23. And then the 23 and the 25. So to buy Enya was that funds expand projects through two year by idioms. We have 22 projects across 17 agencies. So was that funds mobility management projects through our consolidated grant program, our consolidated grant program mixes state and federal funding to fund operating planning, capital construction and mobility management across the state of Washington, we found that it's better for us to figure out the state and federal funding portions on our side and just leave one grant opportunities open for the grantees. So that's why it's our consolidated grant program. Currently, we're providing about 110 million in grants for these projects. And that includes just shy of 11 million for 27 projects that are continuing from the 2123 biennium. So these are four year projects that will extend all the way to 2025. And then we're providing about 99 point 1 million for 124 new projects that are covering that 2325 biennium. So we are funding a lot of projects that are operating planning, capital construction, but also mobility management. The mobility management projects range from one call one click systems to travel training, to information sharing, about transportation options, and community engagement to coalition building and regional planning and transit coordination. So we all know that mobility management activities can look very unique dependent on what your community's transportation needs are. And we are seeing that here in Washington, the programs that we are funding for mobility management are very unique dependent on what the community's needs are. And then real quickly was that monitors, there's excuse me, was that monitors these projects via quarterly status reports in person site visits, technical assistance, and sometimes we have failed to even sit on the project project team. Next slide, please. So with that, here's my last slide of this quick presentation. And so I was just doing a quick project highlight, I would have talked about Laura and Brees projects, but they're already here to present so I haven't pivot to something else. And so this one is a unique one that's happening in our Columbia Gorge region. And so the Columbia Gorge is where the Columbia River bisects the state of Washington in the state of Oregon. And so we have five counties here that are working together and have a Mobility Manager who covers all of them. That person works for the mid Columbia economic district, and her name is Kathy Fitzpatrick. And so not only is she covering the five counties, but she's also working in area that covers the by state region of Oregon and Washington. At the moment, this project has one travel trainer that serves on the Washington side so the travel trainer covers Romania and to look at that counties. And then we have one travel trainer who is funded by ODOT, Oregon Department of Transportation who provides travel training and COVID River Wasco in Sherman counties. Part of this regional work, the work that Kathy is doing is trying to get these five different counties and the five different transportation providers to come together and have a sort of cohesive transportation planning mechanism. So as you can imagine, that is quite tough because of one politics, two different governing styles, three different attitudes across these five counties in terms of transit and mobility. But she has done a great job of getting the transit partners together they actively meet at least twice a year I think pretty sure more to make sure that their schedule are in coordination. So folks are using, say, Mount Adams transportation and Klickitat County and trying to get to Hood River and good Rivard county are not waiting at a bus stop for an hour or two for the next bus. They have it down to I think buses are within 1015 minutes of each other. And I think that's pretty amazing for five complete different systems. And the folks who are operating in this area, it's called the area transit that operates in Hood River counties Germania transit, and stir mania county Mount Adams transportation services in Klickitat. County, the link public transit and Wasco County and Sherman County Transit in Sherman County. Each transportation providers authority ends at its county lines, but the transit connections to the neighboring counties are important and the region shares a common workforce with common geography. Residents regularly cross jurisdictional borders for many reasons. Currently, transit in the gorge region is limited mostly by service gaps. This might mean the service doesn't run early enough or late enough and doesn't reach the desired destinations or fails to make timely connections with other services. And so that's the work that they're doing through their mobility manager is to provide this coordination to ensure that those gaps are alleviated or reduced. So that's probably enough from me. And I'm going to turn it back over to Bree, I believe who is next in line. Thank you.

1:46:23

Thank you, Bill. And Anjali, I see someone has their hand raised. I don't know if we want to take that now or wait.

1:46:33

We will wait for questions to the end. Okay, perfect.

1:46:35

Thank you.

1:46:37

All right. So this is brief speaking again. And I was just thank you, Bill for giving an overview of what mobility management looks like in Washington state, it is hard to cover it all in just a couple of minutes. But Kathy has done such cool work and appreciate that highlight. So now I'm going to pivot to focusing more on what our mobility mobility management work looks like, in King County. So on the slide here, you'll see a map of Washington State with all the different counties identified on them. And King County is highlighted in yellow, which is the county that we serve. It's also where Seattle is located if you're not familiar with the area, so I'm a part of the mobility management team serving all King County. So we do primarily just focus on King County. But some of our programs cover Snohomish, and pierce counties, as well, which is just to the north and the south of where we're located. But we really try to focus on not duplicating the regular day to day mobility management work in those counties. So they have their own respective mobility managers, it's more of projects or initiatives that are kind of above and beyond day to day mobility management and really tried to work with them, and complement the work that they're doing that sort of maybe outside of their regular scope. So as Bill mentioned earlier to mobility management can look very unique. throughout Washington State can be different from city to city or county to county, and our team is no exception. So I often hear of mobility management teams that are more just a small team of one or two people. They're a part of a transit agency. They're doing travel training, maybe some sort of intake and eligibility and things like that. However, in our work with hope link, we're a part of a nonprofit. So not associated with a transit agency, but a nonprofit instead, which comes with some sets of pros and cons. Were also a pretty large team of 14 people compared to what I typically hear of like one, maybe two, were a lot bigger than what I see in some of our neighboring counties, which you know, just sort of allows us to do some different programming, really try to work with partnering and supporting the other counties as well. So that's a little bit just sort of overview of the general work that we do and how we're sort of unique, and how we conduct our programs. But before I dive more into about details about the programs that we offer, when I go over how we're funded, so as is pretty typical. Our work is funded through the Federal Transit administration's section 5310 funding to provide enhanced mobility to seniors and individuals with disabilities, which as Bill mentioned, are United States through watchdogs consolidated grant program. So that funds the majority of our work, but we also use a lot of smaller grants. Sometimes not so small, but some other grants to fund maybe some specific projects or initiatives or can speak to that bit and a little bit of this a small grants that she uses to supplement her work. But just to give a couple of examples. We currently have two years of funding through the rural Transit Assistance Plan. are grim. And through that we're going to be creating a rural Transportation Advocacy, one on one curriculum. So this will help rural areas better understand transportation planning and how advocacy works. So that we can all become better transportation advocates, especially in rural areas where there's already fewer resources to work with. So, one example of kind of supplemental grants, we also are huge fans of National Center for Mobility Management offerings. If you're not familiar, they've got a number of either sort of grants or just like technical assistance programs that they offer. We've used many, many times extremely valuable, like their issue focused meetings, or they're ready to launch grants. And I'll share a little bit more later about how we've used those and some of the impacts. But we also have a number of local contracts, such as partnering with cities to do transportation demand management work, or to facilitate some of our volunteer driver programs. And then, I also just always like to call out graduate school cohorts. You know, it's not necessarily getting like funding to do our work, but it's sort of that technical assistance, that expertise. So we will often use graduate students to help do our research projects or marketing projects, things like that. And it's been extremely helpful to our work. So if you're not familiar those resources, consider graduate students as well and how they might be able to help with your work. So moving on to more specifically what our role is, as mobility managers in King County. I like to think of ourselves as a conduit, sort of between the community and transportation providers or other providers. So we educate, advocate and coordinate in an effort to create a coordinated transportation network that allows all people to move freely around King County in the Puget Sound region. And then in the next few slides, now I'll explain more what these programs look like in practice. So just to kind of set the frame of who some of our partners are, because we can't do this work without our partners. So a lot of different cross sector partnerships and sort of bringing different voices to the table, you never know what perspective they'll have, what resource they might be able to offer. This is probably nothing, you know, super groundbreaking for y'all probably familiar with working with a lot of groups like this. And it's not necessarily comprehensive everyone we work with, but sort of general buckets. So we've got transportation providers, municipalities, such as cities, local government, elected officials, human service providers, our Washington State Department of Transportation, writers, advocates, community members, you know, folks that can represent the community or writer perspective. Other mobility managers and experts, as Bill sort of mentioned earlier, as well, having these meetings where we connect statewide about mobility management topics, and how can we learn from each other share best practices help problem solve? Or other experts? Like in CMM? We've gone to them often. What was one recently I reached out to Amy Conrick. And I just said, Hey, what do you know about post sedation or anesthesia related trips, and now we're considering launching a pilot because of the connection she made in Connecticut. So, you know, doesn't hurt, ask your national partners what they know, and opens a whole world of knowledge. And then lastly on here, got our regional transportation planning organizations, extremely pivotal in our work as well and sort of participating in regional plans in the future, and how funding works. So just a quick sampling of some of the partners that we typically partner with in this work. But now diving more specifically into our programs, we offer three main programs, which are our mobility, education and outreach programs, our mobility coalition's, and our volunteer transportation. And like I mentioned earlier, I often hear that we operate a little bit differently than what other mobility managers do, or especially those that are housed within transit agencies. So we don't provide travel training. We don't really do intake or eligibility for programs, but our nonprofit does hold the contract for an EMT services in King and Snohomish counties. And then we also have a department that contracts with King County Metro or local transit agency to provide a number of their services as well. So while our agency does provide some similar services, it is completely separate teams. We have nothing to do with that we can access these databases and things like that. So this slide provides visual about some of the services we offer through our mobility education and outreach programs, and our outreach programs really served educate folks on the current transportation options available to them and help sort of increase the understanding and utilization of services. So tabling events was really just when we're out in the community, helping to answer questions and share resources with folks, our travel Ambassador trainings are our training the trainer type of model. And these includes events such as training Human Services, teams on the various transportation options, how payment works, what reduced fare options exist, things like that. So then they're better able to chat with their clients about transportation. And then our education and outreach team also manages a phone line, and a website to help the community identify transportation options, Laura will talk a little bit more as well about how that will soon allow folks to actually book through the service as well. And then we also have a community transportation navigators program.

1:56:05

And this is basically a from the community for the community outreach model, where we leveraged trusted community members from different demographics to do outreach in their own communities. So, for example, we currently have what's called a health through housing cohort, which is navigators who have either experienced homelessness in the past or currently experiencing it. And they're trained and paid to provide outreach to other unhoused folks in the community, I'm gonna help support them in obtaining permanent housing. And then we also offer public transit orientations, which are basically just field trips where we take small groups of people out to try out the system, you know, creating that safe space to try it out, ask your questions, hopefully feel a little bit more comfortable next time they read. And then lastly, we also do transportation demand management work, which is typically through contracts with cities and focusing on targeted, diverse communities that may not be traditionally included in TDM programming. Pretty good snapshot of our outreach programs, there's a lot more involved in that than what I mentioned. But we also do some direct transportation services on our team, which is through a volunteer driver program known in our area as the community man. I feel like there's probably a Canadian program in every single city. But in our area, it is a volunteer driver program, and is operated by King County Metro to a local transit agency. So they own the program and contract out to different folks to operate it in different cities. So we currently operate a handful of those jurisdictions. And that really involves all of the program manager management of it. So recruiting and training volunteers, marketing and doing outreach for the program, coordinating trips, running the vehicles for maintenance, and all sorts of things. But just sort of a snippet to what I normally hear other mobility managers operating full fledged programs, we do a volunteer program in a couple of cities that is owned by Metro. And then lastly, we also lead seven different mobility coalition's which each focus on a specific geography or scope. So we have one overarching county wide mobility Coalition, which looks at larger projects and initiatives, such as advocating for zero fares during emergencies. And then this coalition also has a couple of subgroups. So currently, we have the access to health and wellbeing workgroup where we're focusing on some systematic improvements we might be able to make to post sedation or anesthesia related transportation needs. So as I mentioned earlier, we said hey, this is the need, this group keeps talking about, we're not really sure where the breakdown is in this or how we can help improve it. We went to ncnm, Amy Conrick said, Hey, what do you know about this she sent us, connected us to multiple amazing people who sent a lot of great information about what they know of other programs that have successfully tackled this problem. And we were able to hear from a group in Connecticut and how they've been operating a volunteer chaperone program. And now we're talking about how we might be able to develop a some similar pilot in this area. So really exciting work going on in that group. And then we'll also be launching a access to affordability and a volunteer transportation workgroup in the future, but hopefully it helps give a little bit more picture of some of the initiatives and projects that we take on. We also have four sub regional mobility coalition's, which basically just split the county in four ways and say, hey here, you take a couple of cities all take these cities. And then we have a dedicated staff support in each of those four sub regions that really becomes an expert in that region. So they're developing relationships. They're very familiar with the specific needs of those communities, and are taking on projects and initiatives that specifically help that sub region. We also have to Tri County coalition's so a mouthful, but the regional alliance for resilient and equitable transportation, covered for short, focuses on transportation coordination during emergencies or adverse weather. And they're currently focused on developing an emergency transportation provider network. So as I mentioned earlier, to those other counties have their own mobility managers. And so this is one example where we step in and say, hey, you've got regular day to day mobility management. But we can help coordinate during emergencies, you know, if you'd like and sort of complement their day to day work. And then Laura, her coalition also serves tri counties. So I'll let her again talk a little bit more about that in a minute. But she covers both Tri County area as well. So our mobility coalition work is really more of the advocacy branch of our work. So as I mentioned in some of those examples earlier, sort of taking, what we're hearing from the community, what's working, what's not, and then how can we convene folks and leverage resources to make some improvements? So no, I like to think of it as our education and outreach work. We're out in the community letting folks know, here's what currently exists, they can also sort of help have an ear to the ground and let us know, here's what we're hearing back from the community. These are things that aren't working so well. Then we could take it back to one of our coalition's which has cross sector partnerships and say, hey, you know, what are some ideas of how we could help improve this? What are resources available to us who can do what sort of rally around and see how we can improve that? So this is a lot of research, collecting data needs assessments, sharing information and resources, just sort of, you know, whatever we need to do to move the needle forward. What data do we need? What stories do we need? What do we need to do? Who do we need to tell the making improvement? Again, not being a part of a transit agency, we usually have a little bit less control and involvement in that decision making. So we have to get creative, oftentimes, what's the data we need? Who do we need to tell it to? So, as one example, look, at my time, we took a project where we knew there was a need for, especially older adults, in our east side area. The having some troubles with certain certain day, flexible transportation. So we sort of did some research came up with a proposal, and it came to our coalition and said, Hey, we know we need to improve flexible transportation for older adults. Here's some ideas of how we might be able to help with that. Maybe we pilot a service that's better designed to meet these needs. Here's some ideas for funding we can use to support that work in CMMS, ready to launch grants? And we're not going to take that on ourselves. But is there a current transportation provider who might be willing to do that, and one of our partners who was already serving older adults said, hey, yeah, we'll take that on. And then we'll basically rally the coalition to do everything to support with that work. So helping with writing the grant application, creating spaces in our meetings to sort of develop our plans around that pilot, and evaluate the programs give feedback, just sort of ushering along the project and supporting it along the way. And now it has two more years of sustainable funding. So that's a really, really quick snapshot and got my eye on the time. I'm gonna get to learn a second here.

2:04:08

Why you guys are good on time. Cool.

2:04:11

Thank you. Anjali. So to kind of maybe explain a little bit more step by step process of like, what are coalition's typically do to help usher on a topic? So this is a visual of just sort of, almost like a flowchart and a way of executing a solution, not necessarily comprehensive, just sort of a quick brained up when we usually go through these steps. So really starting out with identifying needs and gaps. So like I said in the previous example, you know, we're hearing all the time that older adults need more flexibility. They don't want to have to book a trip a week in advance. They want to be able to jump on maybe same day or 24 hours notice. So what can we do to help support with that? drafting solutions. I mentioned in the previous example, as well, sort of doing some research, chatting with our different partners, sort of figuring out, maybe a roadmap I affectionately call this are possible. Let's throw pasta on the wall, see what sticks, let's get creative with our solutions, think big. And then we can really right size that to meet community needs in the future. So and then the cross sector coalition engagement, we can't do this work without other perspectives. So like I mentioned earlier, with the type of partners, we usually work with cities, transit agencies, all different types of partners. And this other example, we weren't going to take on this pilot ourselves, like in terms of operating it. So we needed a current transportation provider that was willing to do it, we didn't have that existing relationship, this initiative wouldn't have gone very far. Or we came to a point where we were ready to launch the pilot. But we didn't have a place to safely Park the van. And we were able to leverage our city partnerships where they basically said, don't worry, we got to cover like, we'll figure out a temporary place, and we'll work with you to figure out something long term, we're just really rallying and supporting the initiative is truly cannot drive that home enough. We only get so far with limited partnerships. And then sort of collectively agreeing, you know, all right, here's the pasta that stuck on the wall, here's the steps that we're going to take how we're going to move forward, and what everyone's role is in the solution, applying for funding or any resources we need to make it happen. Really making sure we're implementing inclusive planning and human centered design approaches. So is the solution we're coming up with truly going to meet community needs and work for them, or does it just work for us and our minds, and then providing ongoing support and coalition engagement. So really continuing the momentum, making sure we have the right engagement and support from folks so that our initiatives are successful. And then also making sure they're sustainable funding, you know, I'm sure we've all experienced this many times have pilot projects that come on for a little bit, a varying degrees of success. And then maybe they're gone. So we're really just trying to make sure there's ongoing support and commitment to these pilot projects. So hopefully, a little bit long winded, but hopefully that gives you a decent overview of what our programs look like in King County. And I'm gonna pass it over to Laura now. Good morning, everybody.

2:07:47

Hope everyone's having a fantastic Thursday, I cannot believe that we're almost in April. I've been at hopefully for about a year but this project is much older than that. It was thought of back way back when it's part of the King County mobility coalition and an inclusive inclusive planning grant that we got years ago. So this is we're about 678 years into this in thinking about this work and finally starting to have something to show for it. So really big milestone so perfect timing to start talking about this on bigger stages like this one. So appreciate that opportunity. So what is find a ride find ride is as big hopes and dreams to be central Puget Sound's multimodal trip planner and referral system. And, and the term that all of you've probably heard at different events and conferences and trainings is a one call one click System. But the branding for it is fine to ride and we are in phase one of a multi phase multi year roadmap that I will be talking about. Next slide. So way back when on November 3 2018. I wish I could have been there honestly. There was a beautiful event. And out of that came so much of the work that Bree just spoke about. Our action plan from the King County mobility Coalition, which has you know, sometimes 5060 people or more at our meetings, lots of folks from communities with older adults, people with disabilities, we're working alongside those folks that are at the table. We're not having them just come in at the end is like a checkbox. It's really special place to work. I'm really lucky to work at home blank and the inclusive work kind of embeds and infuses everything we do. This image is a multicolor image that was an artist's rendering of the event spirit. And it says things on there be bold in bright, yellow and orange. There's parts about funding and Logging in Olympia, having more empathy for people that need low cost options. So more empathy for people in community, we've really stepped up with like our navigators working with unhoused folks this last year. So a lot of the stuff that was thought of in 2018 is kind of was kind of our roadmap for the whole team. And part of that, they're like, Oh, someone should do a one call on click. And then it was like, Oh, wait, I guess we're doing it. So as free kind of alluded to, that ends up that's kind of a theme of our team is like, someone should do this. And it's like, oh, I guess we're gonna do it. So here's another example, really exciting. Next slide. And find the rights governments. So we have what we call mobility for All Coalition. So there was that initial King County mobility coalition, like, like I said, has like lots and lots of people on that from all across the county. But then we also worked with partners early on from Pierce and Snohomish, the adjoining counties. So it was a cross county project from the beginning. We have a group of advisory committee members that is made up of about 30, unique organizations, we regularly some of them are national, some of them are local, we have technical advisors, our technical advisors, include folks from academic spaces, people with lived experience, low vision and blind individuals. And lots of technical expertise, we're very lucky to have it's one of the strengths of this project is, you know, being in the Pacific Northwest being we have a very tech rich environment and people that want to help out and do this kind of work.

2:11:40

Next slide.

2:11:44

So what happened in 2023, fast forward from 2018? We had done some software development, we gotten that funding from the consolidated grant from you can say watch that, or was that you can say both. So I say watch that some people say what is that Potato Potato. And you feel shaking said. So this last year, we received a grant from any DTC for their every ride counts campaign. And so if you're not familiar with that, I would bookmark that page. Right now. It's any dtc.org/every Ride counts. And what's great about that page right now, it has comprehensive publicity campaign pilot that they did. It's targeted to older adults and people with disabilities. It's an English and Spanish and they have samples, this is what's so great is that they have samples of ads, posters, social media, and infographics that you can customize. And so we were part of like a second phase of that pilot. And the second phase of the pilot is going to come out with like a whole new set of customizable reusable graphics, social media, other other marketing materials that you all can use in your work. So it's a really great program. And they're making improvements. So stay tuned this year, they're come out with a report that includes our work. So what we did is we completed a four month community testing period, we had over, actually over 150, people sign up for to access our website, which was in testing phase. And that was through our marketing materials that we got from them, we saw a 25% increase to our Find arrived.org website, just from doing like five outreach events. So imagine if we had, you know, put up a billboard with the every ride counts materials, we're not quite ready for the billboard, on a you know, higher, higher skywriter do some other cool stuff and Braille and other things. One day, we're not we're not we're doing a slow soft launch right now. So next slide. So, big news, you can go to find a ride that org last slide. Oh, it's okay. You can go to find a ride.org. And our trip planner is on there. So that is as of March 4. So we're 17 days and you're some of the first folks to hear about this. So again, we haven't done a big Local Launch, because we're still getting some technical fixes. We're waiting on some other things to make it even better. We're foking focusing on a sister communities. So people that do call center work, navigators, folks, Bri mentioned that we then hopefully we have the 100 folks that were in the transportation department and do our non emergency medical transportation for King and Snohomish. So I'm going to be meeting with them in the spring, training them up on this tool. So a lot of our work right now is internal organizational work to get this tool into as many books hands as possible. And it's it's really exciting to be at this place where we can start seeing this in practice and learning in improving it, it's constantly improving. Next slide. So who's in here. So, just today, we got the test to be hit for American Cancer Society road to recovery in there. Again, you guys are hearing about that kind of even before our advisory committee that happened this morning. So there's new feeds every day, it's a lot to manage, there's 20, new GTFS flex, which is a new data standard that's being voted on soon. GTFS is a general transit specification, feed specification. And GTFS is used for open trip planners for open source work. So our project is open source, which means that folks can use this and incorporate this in their projects, we could expand this, you know, eventually, you know, fingers crossed across the state. And that, you know, if other people wanted to use the data feeds that we created, like if Google or someone else wanted to use all the work that Washington is funded, it would be able to have the services show up in in their Apple Maps other things if they wanted to. So I can't chat all the partners on the slide. But amazing partners, some of these organizations are run by one person, two people out there, you know, every day making really tough calls, really struggling in rural areas, mixed with really giant, you know, Sound Transit, which does our link. And, and King County, Metro has an amazing funding partner. And so I do want to say all the names on here, because they all mean so much to me, I think the what I've learned with this work is that there's a lot of relationships that that we're all doing so much work out of the goodness of our hearts. And it's so good to work on something that gives people hope. And it's really cheesy, or places called Hope blank. But we are giving people a lot of like hope that we're focused on them and their needs, both rural transportation providers that sometimes feel ignored, as well as riders that have felt left behind. And without transportation mobility options.

2:17:07

So next slide.

2:17:11

So every ride counts. So we reached out to them early on, and said, you know, we're not launching it, but we want to do this community testing phase, can we use your materials for that, and they're like, Sure, go ahead. I'm really excited to partner with them. Very iterative, iterative process, we have a very active advisory committee that I always say I have like very 30 bosses, not just one boss. So we had to do a lot of demonstrating to them what the materials were getting their feedback. Hope blink itself has a lot of very high standards when it comes to diversity, equity inclusion, making sure that, you know, our di folks were involved in this as well. So it wasn't fast. It was it was most of last year. So if you're planning this building a lot of extra time to do inclusive planning and marketing. To get it right. We had a high standard, all of our materials had to even if your materials had to have alternative text, because we're designing us alongside folks that are low vision and blind. So it couldn't just be like, well, if it's print, we don't need that, you know, so there was a lot of like, really focusing on that deep commitment to our disability and accessibility work. And just so happy to have these materials. And, and, you know, the grant was for I think it was like for 10,000. But, you know, we think we've gotten a lot more than $10,000 out of it. So thank you any DTC. Next slide. So what did we get, we got a full social media kit that we can customize the graphics to share with with alternative texts and you know, descriptive language posters to put up some really big posters to put up. Sometimes it's hard to find a home for them, flyers to bring to events. We have a whole outreach team, our mayo team, I think six or seven folks on that team that do hundreds and hundreds of events every year. So again, we're not trying to make this get too big yet. So doing some outreach at like community courts, food markets and other places that that team goes. And we have Spanish English materials, we have magnets. The magnets have actually been really popular and infographics that explain what is a trip planner because a lot of the folks that are using this have never used a trip planner before a lot of us that work in like transportation spaces, we take it for granted or when we go on vacation we use a tree planter or things like that, but a lot of people are brand new never ever, ever have used a trip planner before. So there's a lot of barriers, digital equity barriers and other barriers to engaging in that part of this work. Next slide. So there's me doing some outreach at a at a farmers market. And and, you know, now the Meo teams kind of taken that work over. But this was one of the engagement events. It's me standing in front of a canopy and a table with lots of materials. And, yeah, super exciting work. It was really fun. I don't get to be out in the community as much as I'd like. So that was a fun time the spa. Next slide. So this was one of the recruitment flyers for testing the trip planner, so folks could see any cute QR code they could call, we always want to stress that this is not just a one click project. It's a one call project. And that means there's always phone support ready to go, whether it's when support for me or my colleague rose, people can call and get help with their trip planning and then also understanding what the trip planner is. So really important to put that phone number on everything you do. And then here's me out in the community, this was a walk for white cane day, it was a folks every year gather. Mostly folks that are blind. And one of my advisors Jeff and I are on the right we're doing a thumbs up in front of the Talking Book Library. And there was a beautiful celebration afterward word with fantastic doughnuts and, and got to kind of have that informal as we walked and the kind of mile we got to talk about find a ride and interact with a lot of people. And, of course, I was recruiting user testers along the way. So next slide. Funding so lots of different funders. This slide is kind of a mix of funders that aren't funders anymore, but got us kind of to where we are in funders and that are current funders. So that we got funding through 2027 for hosting and maintenance from the Washington State consolidated grant, and no worries free and and then we got funding from match partners from Sound Transit, can county metro. The Disability Empowerment Center and hope blank is a really great supportive match partner. So hope point has actually been really critical itself in helping fund this work. Age aging Disability Services. So this is a very expensive project. I it's constantly shocking how expensive this is. So that's next slide. Shout out to our nerdy, awesome developers. I meet with them every Thursday. So Cambridge systematics is doing the front end on the back end, you've got Arcadis IBI group, doing a lot of the open trip planner work. Super important, and very difficult to work with two different development teams, but they've coordinated really well. And this new feed today is a testament so much faster, the process is getting better and better. And then I'm Trillium octopus is that luckily, we have washed out supporting that work and they're building all of the GTFS flex feeds. So a shout out to Chris and Julian who's been great to work with to and Thomas and washed up. So for more information, you can contact me l l o e at whole point.org 425-941-6791. And I put my information in the chat earlier. I could go on and on and on about this project. But just just people are so excited and we've applied for phase two funding. We'll find out at the end of August. Phase two is eligibility determination and verification systems. Some of our future roadmap includes integration with Access Map, which if you don't know what access map is, it's an amazing tool out of University of Washington's Tasker Center for Accessible Technology. And that's something that it is for us funding and access map is sidewalk data. So we hope to have integration with like sidewalk information like how steep it is like the path when you're getting out of your vehicle, things like that. So highly recommend you check out that project that's based in Washington, but has global impacts they're doing the like sidewalks for the Paris Paralympics for to help people get around for the Paralympics. So really important work. So thankful to the community so thankful that we've had advisors that have stuck with this project for years and years and years way longer than many people stick with things and are just big champions for the future. And stay tuned for more

2:25:00

Thank you very much. That was an awesome presentation. And like you said, I'm sure you all have much more that you can share. And I know you all were trying to have a certain amount of time. So I apologize for that. We have a lot of comments on Greg's presentation, other mobility management networks will be reaching out to you all. So, so expect phone calls and emails. Let me scroll all the way up here for either questions. Any questions in the q&a here?

2:25:42

It looks like Bree, you did provide an answer to a question. I'm not sure that everybody can see it. But I will read out loud, can you provide examples of the types of trips being completed by volunteers? Are these one time trips medical or ongoing needs employment? Also, who is eligible to receive a volunteer ride seniors or veterans? And if you could just touch on that, for those that may not be able to see this? Yeah,

2:26:06

absolutely. I was trying to grab a link as well. But I was paranoid, I was gonna cover up Laura slides. So there's a link in the chat if you want to reference that Programs website for a little bit more information. But basically, the way I answered it is yes to all of the above. The really only the restrictions for that community and program is that you need at least two writers in the trip has to think the plan, sorry, I got distracted by that. The trip has to start in one of the current jurisdictions, so like one of the cities that's currently operating the program. So as long as you have two writers starting in one of the cities, and then you can go anywhere within a two hour radius, which can get you practically from Seattle to the Canadian border, for some perspective, or all the way down to Mount Rainier, you can get pretty long distance in the two hours. And that's really it. And then you just pay a standard Metro bus fare for that entire trip. So there's no restrictions for this program in terms of like, who can ride or what type of trips so it can be to get to the airport to go with, you know, your neighbor down to the food bank or something like that. Sometimes, youth groups or senior centers will use it for larger group trips, you know, 20 of us want to get over to this event, can you help coordinate a ride for us? So it's really kind of anyone who wants to ride any type of trip, it's more of meeting the minimum writer by Jensen

2:27:39

and mentioned that they're the, the vans are also accessible, which is really nice for some people, like, I think some people have said, like, Oh, I thought I was gonna have to buy a van for my family member, like coming to visit or we're, you know, people are new to using like, a wheelchair. And so the vans provide like that super, super, super low cost cost option for people that, you know, can't afford to buy their own van

2:28:09

Can you touch on any resources that maybe you present? And in your outreach that people think, don't think that they have to buy a vehicle, we know there could be a high cost? We know that some of the other networks talked about going to like community fairs and things like that, are those some of the other activities that you all do in your area? Can you talk a little bit about that?

2:28:34

Yeah, so I'm my colleague, my counterpart leaves that program. So when acknowledged, not my program, but yeah, I think probably all this sort of regular places folks are at resource fairs, senior centers, really just started trying to touch on different key demographic demographics. Sorry, I cannot speak this morning. You know, youth, older adults, people with disabilities, veterans, immigrants or refugees, you know, and sort of having an eye for how can we meet those communities where they're already at and be in these different places. So there's always showing up the library you're only going to get certain demographics right. So for example, we have some like hotels that are helping to house recent refugees or immigrants and going to do outreach there maybe once a month or something and being around to help for that. So hopefully that help answers that well enough where it all sorts of places in the community and you're always open to new ideas around that but really just trying to make the community where they're at.

2:29:42

Now, that does lead into to the question Do you know how many type of different nationalities or languages your community do you have any specific programs that target for travel training or, or things like that?

2:29:57

Yeah, um, we always try to have an eye for That usually one of the first things is like what language do we need this translated and so always try to be mindful of that. I would say our community transportation navigators program. Laura, I mean, if you could snag a link for me if you have a second. But that really gets at the unique needs of different demographics. So we currently have two cohorts, the program is rapidly expanding. But it started out with a Filipino cohort. So it's Filipino folks who are trained and they're paid to be out in the community is really sort of that trusted model like different spaces sometimes or even in folks house and working sort of more one on one almost like case management, like really supportive really involved. And then now we have this healthier housing, supporting folks who have experienced homelessness. And sorry, I have a needy dog on the other side of the door. With those demographics to help them have more sort of stable housing. So that program in particular, and looks like Laura was able to put a link in the chat as well for some more information.

2:31:13

So one of one of the inclusive planning meetings that I didn't get to be a part of over the years was which languages would find or I'd be translated into. It's Google translated into 16 languages. And that was done very carefully. But what we're learning because we have deep trusted partnerships, we're hearing you know, now that we've done the soft launch, you know, these Google Translate, translated, you know, it's not culturally competent. These aren't the words people use when they're, they're training. So now we're doing that deep community work to have that iterative translation. So we have funding, again, from our partner metro to do like professional translations. But we're working with community to identify exactly which words and phrases on the website are like the top highest priority, and then training them to train their staff. So that when people go with mobility questions, you know, at the bare minimum right now, in this kind of a sister phase, they'd be able to pull up the Find a ride tool, and do that trip search, you know, starting ending location, your eligibility criteria, do you need door to door curb to curb? Do you have a folding wheelchair? Are you a veteran, you know, all those kinds of what's special about our trip planners that you can, you know, search Beatty sort based on your criteria. So it's really like a call kind of like Angie's List of mobility. It's really a matchmaking service way more than you know, most trip planners can do. So same thing with community van community, Dan is discoverable both on our existing website as well as inside find a ride. And that's been quite a data just had another data meeting, about how to how to really tell that story more accurately. So constantly making improvements to the data accuracy and learning as we go because this is a new data standard that hasn't been ratified globally yet, so that'll happen soon.

2:33:10

Another place to find good language data or data on what languages you should be translating things into is your agency's title six plan or different agencies title six claim that covers the same area. And so if you receive federal funds, you're required to have a title six plan and the title six says you will not discriminate off of race color or national origin and part of doing the title search you have to do a four factor analysis which identifies which languages are spoken within your regions and so that can be a good resource as well and so quickly just pulling up information from Hope links title six clan, it's not letting me put a picture in there but there's about 10 different languages that you guys shouldn't be translating stuff into all the way from Spanish to Vietnamese to Hindi to Tagalog to Russian to Japanese, and stuff like that. So for folks who are looking for places or what in languages are being spoken with in your communities local title six plans are good as well as your just census data is good places to look.

2:34:29

Immune enjoy

2:34:33

is it thank you very much. Sorry, I hit the button but it was just getting pretty laughs questions. We have some comments Bri everyone loves your dog. Is he presented today? But thank you, you all had a great presentation and lots of information. All the links are dropped in the chat. We also had a question if the presentation will be provided with the partnership so they can see the type of partner Ships and yes, that will be provided. So if there are no other questions, I am just going to go ahead and move on. But just some housekeeping items and the wrap up for the day. We have had a full week as I started off talking about the beginning of day three today. And so I went ahead and I dropped the program in the chat, I will drop it in again for those who joined us late for you to download and view. I've also provided day four registration for tomorrow hopefully ABA boys tomorrow. For day four, we have a great lineup, kicking it off tomorrow, and I will share my screen here so that you can see the lineup for tomorrow, we will kick it off with the keynote speaker Jackson Hotelling, which is the community engagement director for Missouri's for Responsible transportation. He has been working with communities to build streets, roads and trails for work, and it says for all Missourians, but actually, Jackson is very unique in that he travels all across the world. And when he does try to travel is normally by a specific mode. And that is by a bicycle, which is really, really cool. So you may see him pop up, as you attend various transportation and transit conferences or mobility conferences across the United States. You may have met him already. But he has some pretty cool stories and projects and things that he's working on and a great advocate. The next person will have will be Matthew Wilson is a Mobility Manager with Georgia D O T. And I want to make note that he is their first Mobility Manager. And they have a really cool partnership between the D O T, the DHS and the DC H partnership in down the state of Georgia. So he will talk about their plan that they've developed across the three agency to provide a framework for coordination and delivery mobility services. Next, I will present again with Oklahoma D O T. And we had some feedback earlier in the year about how to properly report the impact that's made as a Mobility Manager in your community. And kind of like some software tools to make sure that you're more organized, and that you can capture the outreach that you're doing the programming that you're doing. And you know, early on Monday, we had a little more of a deeper dive in the inset tool with C workman and I and so this will also this will connect to that and it can kind of show you a way that you could organize these this is whether you're a Mobility Manager, or you're with the D O T, and you're kind of trying to keep track of all your mobility majors that you have around the state. Or even if it's just looking at using this for your planning projects or anything at all. So it'll be a great tool that Olivia will talk about that Oklahoma D O T has been using, which you'll kind of see some of the projects that she'll be talking about from her presentation today. Next, after that, we'll have Los Angeles County, Aging and Disabilities department out of California will learn about their new freedom transportation program that's designed to address the service gaps and barriers between their fixed route and demand response. Also, with those sessions, we will have a couple of breakout sessions per the feedback from mobility managers. We constantly get requests on what exactly is a mobility management activity that we should be doing? What is my job? What is my exact role? Do you have job descriptions? What are other types of funding? What about tying funds together a whole whole lot of questions that we've been getting. And so we will address some of those questions. Also certifications, also the Technical Assistance Center resources. So we will talk all about that and the part of mobility and an output with that, we will have a session where you can talk to Oh mill mobility managers and have just a little small breakout during that. And then towards the end, we will have a session on building your mobility toolbox. So kinds of tools that you can keep in your pocket, in your pocket, but on your computer or at your desk, just kind of hands on things that you can grab or your go to, or like you're learning this week, their mobility managers that you're creating a network that's nationwide that you can contact and maybe you can touch base with those peers every once in a while and say hey, we'll learn about this program, how's it going, and maybe set up your own networking meetings and that's that's kind of your Mobility Manager buddy for lack of a better term. So we will talk about building your mobility toolbox and tools that you can use, whether it's from marketing, outreach, reporting, just community partnerships, all sorts of things, just to help you enhance mobility options in your community development or partnerships and to make a greater impact. So that will be what we will have for day four and we will now conclude day three, please make sure that you take time and continue to provide the feedback each day from The summit the survey as I stated before, we did listen to you and only takes exactly two minutes to fill out so we do appreciate your feedback. And we will see you bright early in the morning tomorrow at nine o'clock central time. Have a great day.