Virtual Summit Day 4

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00:00

Start the record. Welcome to the day for the National Center for Mobility Management, mobility management connections Virtual Learning Summit. I think I've said that a million times this week, I'm getting tongue tied. But it's I love your flapping. We have had a great week, and a great lineup. And today we have another great lineup. So we're excited to kick the day off with Jackson Hotelling, which is the community engagement director for Missouri's responsible transportation, which is actually a conglomerate of several groups. And I will let him talk about that a little more and not give it away. Jackson is, if you haven't met him already, and some of you guys have, he has had many travels through many countries, 58 countries to be exact. Is that correct? Jackson? Maybe it's more than that now.

00:54

I think you'll just have a 16.

00:56

Okay, now it's 60. So you have to update your bio. But I think it's really, really cool. Because Jackson always uses public transit. And a lot of times he's always traveling by bike, which is really, really neat. And it would people say can't be done, it can definitely be done. So really, really excited for Jackson to be our keynote today and and present on all the information that he has about advancing connected community. So I'll let you take it away.

01:26

Awesome, thank you. Anjali, really great to be here with you all. As Angela said, my name is Jackson Hotelling. And I'm here representing Missourians for Responsible transportation and some of the coalition's that we're able to be a part of throughout the state of Missouri. So before I get started with that, I just wanted to provide a little bit more background about who we are, and what we're really doing in the transportation space here. Smithsonian's for Responsible transportation. The mission is to be the leader in fostering strong communities by aligning advocacy efforts for streets, roads and trails that work for all Missourians. So we're a partnership of four, active transportation focused transportation organizations that are existing in Missouri's four largest communities. spikelet Casey and Kansas City Local motion in Columbia, it was our greenways in Springfield, and trail net in St. Louis. They recognized working in their own cities on their own projects focusing on education and policy by Bob Casey runs their bike share system as our greenways runs trails, what they saw is that they're creating these program doing all these things at the local level, but there is not a lot of coordination statewide. So they created the Missouri as for Responsible transportation partnership to be able to fill that void in the state legislature and at the state capitol. But also to be able to, to provide opportunity to work in rural areas that just weren't necessarily being reached by some of these kinds of projects. So while a lot of you are focused on the transit side of things, maybe your mobility managers working to connect folks to different transit agencies or you work at those transit agencies, just wanted to make sure that we're level setting that we're really focused on the overall transportation system here. bicycle pedestrian, is really a part of the overall transportation network, once you get off the bus might need to walk to where you're going. So to share a little bit about what I wanted to talk about today, because of our, our opportunity to work statewide, and we've been able to work in some specific kinds of transportation advocacy projects and different levels of our overall state transportation network. And we really noticed a lot of themes through the process of community engagement, developing diverse partnerships and coordination, were some of the main themes that I wanted to highlight here. And I wanted to do that by highlighting specific examples that we've seen in the coalition that we've been involved with, up to this point. So wanted to get started on the community engagement side side of things. Were involved in a campaign to help develop a potential long distance trail across the state. So to give you a little background on that this is called the Rock Island corridor. It used to be a freight and passenger rail line play passing between Kansas City and St. Louis on the southern side of the Missouri River. And it passed through quite a different communities providing goods and services and a transportation link for rural areas to those larger cities and to the rest of the country. But decades ago, at this point, the Rock Island, rail road ceased operations and along the Missouri portion here, and you know, the tracks had empty, the forest took over. And the communities along the way really lost a lot of that investment that they were seeing in the industry that existed, the population was a part of that, in the landscape. So long, these communities really started to look a lot different. But there's opportunity through the federal roads to trails Act that was passed in the 80s in order to to find a new use for this corridor, at least until it's turned into passenger or freight rail link in the future. So a lot of the communities really have taken this on, and are trying to find alternative ways to, to be able to stay connected and, you know, be financially viable in a different kind of way. The challenge to that is that there's quite a lot of resistance at the state level, in certain areas, in particular with one lobbyist that's been interested in trying to not see this past. But, you know, one lobbyist can't necessarily stop several dozen communities that can't necessarily stop the hundreds and 1000s of people that live along the corridor and want to see safe links for, you know, kids to be able to bike to school, and not on the roadways, you know, want to see opportunities for physical activity to be increased in their communities. So, Mr. T is this partnership, we're poised to be able to, to help elevate some of these voices through establishing monthly virtual update meetings. And also having a separate financial donor campaign that quite a few organizations are involved with to try to get private donations and other other means of funding to be able to help secure this corridor as an actual trail that people can use. So while we're the convener, while we might, you know, open up the zoom and get the meeting started, we're really not the the folks that are making a lot of this, this happen. It's really a lot of the community leaders that are getting involved. And also state legislators that that have their districts along the trail. Other state employees are involved and business owners that have have interest to see their business increase, as well as a lot of community members from just from their own interest in wanting to have a safe place to walk or ride a bicycle. So with that, Mr. T has been able to work with this campaign work with the different communities along the trail. And we've been able to help identify some specific funding sources that have helped move some of the discussion along and are able to help understand or help folks, you know, communicate that the trail is a really important link. But what the trail can do goes much beyond that. So we were able to apply for funding and work nickel assistance provider through a CDC funded program. Every call active living communities of practice, we worked with different cohorts of communities across the state. And most recently, we decided to work with a cohort of communities along the Rock Island corridor. So you can see on this map, that these are nine communities that we bring together with in some funding attached to that, in order to develop active transportation plans. So through this process of bringing communities together for trainings, doing demonstration projects, showing what Safe Streets might look like in different towns such as here in Versailles, Missouri, we've actually been able to help establish active transportation plans that are making community connections in real time. Some of the communities are building sidewalks that are connecting to schools or additional trail links to different parts of their town to be able to allow that safe access to be possible as a convener as well. Our coalition of folks has gotten together to create a Rock Island trail Summit. So an opportunity for everybody to get on the same page in person in a trail town and see in, you know, in reality where we are talked about all the different pieces of the puzzle here. I think one of the most valuable pieces here during the discussion was for the communities had an opportunity to ask their state legislators directly through a panel that we helped to organize, of different legislators that have districts along the trail, and talk about what the the opportunity for state funding would be. How are we going to get this trail passed, but really through a lot of the efforts of the communities. The Rock Island trail was actually accepted into Missouri state park system this past year. So, you know, I said that the trail has been or the corridor for the rail line has been closed for decades, there has been interest for almost that many decades and creating this trail, and having it become a part of the state park system is a huge leap forward, even if there isn't necessarily funding at this time.

11:16

So here I have a photo of the ceremony for that acceptance into the system is Missouri's 93rd. State Park. And all of the community members pictured here, you know, have just been working harder than, than almost anyone I could imagine. And they're really the ones that are that are engaging with the rest of their community. It's not an organization based in Colombia, which isn't along the trail. It's the communities themselves really putting themselves out there. We have this map here, the orange piece is the Rock Island corridor that I've been referring to the blue portion is actually existing rail trail that's been developed and is operated by the Missouri state park system. So this would complement that. But because of the lack of state funding, all of these little dots here, all of the different communities are actually finding different ways locally to find trail themselves. So the first breaking fat open and jailed marry, even though it's for a state park, that community was able to raise their own nations, they had, you know, all sorts of different ways to get together different events to raise awareness, and they're paying for their mile of trail through their town with their money, which is pretty, pretty impressive to see. I wanted to switch gears a little bit with talking about no matter the coalition that were involved in. So while community engaged has been a really important part of the process for the Rock Island trail, developing diverse partnerships, I thought could be framed really well in the hands free coalition of Missouri, which is a very different kind of coalition than, you know, a more traditional trail coalition that our organizations have been involved in in the past. To give you a little background, Missouri was one of two states or US territories that didn't have distracted driving legislation. So, in effect, it was legal to be able to text and drive in the state of Missouri. What we understand as bicycle pedestrian advocates is that vulnerable road users or the folks that are walking or biking or potentially are low income or minority folks are more likely to be impacted by distracted driving crashes. And we've seen a lot of data within Missouri, that that demonstrates where this is happening. And we recognize that this is a problem for for some of the communities that we work in. But beyond that as well. Simultaneously, we've seen that the other 48 states and DC other US territories that established distracted driving legislation, were able to concretely say blocks the passage of the legislation. Of course, that's not the only component to getting distracted driving to seats, but it's an important part of the process. And MODOK recognize that or state do t by establishing that as a legislative priority. So through that interest in through our understanding that this could impact vulnerable road users, a Missouri hands free coalition was formed over a number of years. Similarly to the Rock Island trail campaign. We also hosted virtual coalition meetings with our full coalition. But we also took that a step further by CO posting different kinds of work groups in different areas. So when I'm talking about developing diverse partnerships, there's a lot of different aspects to diversity that need to be considered here. I think the three work groups really cover a lot of, of those aspects of people skill level and interest to be able to carry the message forward. Um, so we hosted data education, we hosted legislative affairs and victims, advocacy, work groups, some other folks on our organization like ourselves or nonprofits, we can't necessarily lobby, triple AAA, Missouri is one of our partners, they have a lot of financial resources to help with creating awareness campaigns and educational materials. We have state legislators themselves that are a part of our coalition, even car company representatives. So when you see bicycle pedestrian advocates and car company representatives on the same side, we really recognize that this is as holistic as it can be in a lot of senses to be able to try to get this message across with that, as well. You know, put folks working directly in local communities at hospitals and county health departments and schools, across the board there. So, one of the examples of some of the work that we've been able to do as part of the coalition is to create such educational materials, we really wanted to highlight through this data that we have, and through that, that process of creating these materials, that distracted driving is something that impacts everybody. And it could be really able to help a lot of folks, we did that here in this material by demonstrating that not a single county in Missouri isn't affected by a fatality or serious injury. We might think that this is an urban issue, that folks in rural areas are less likely to be impacted. But honestly, we see, you know, higher rates in some rural counties than we do in the larger cities in the state of Missouri. I'm switching gears though, while data can can demonstrate through numbers, the importance of the issue. People's realities related to our transportation systems tell a completely different story. And the victims advocacy component of our work, really was was the piece of this discussion that was able to push the needle over the long term. We had been working for years with some victims advocates. In photos here you can see Adrienne Siddons and Stephanie Benning. These are two folks that lost their spouses in different distracted driving crashes in Missouri. It's the hardest thing that they've experienced and retelling that story to people at the state legislature that at times could be frankly rude, or, you know, disrespectful in terms of not necessarily wanting to, to listen to what the data has to say, might take a different tone when they're hearing directly from one of their constituents that they lost a spouse, not just as a one off issue, but as a systemic problem. So what they've demonstrated through telling their stories, talking directly to legislators, and being able to communicate, the real human impact of our transportation policy choices, has been just incredibly effective. Just across the board. What I wanted to do is kind of share how the the data education component and the storytelling can really come together and that we've been able to help create some materials that have been valuable to explain this issue. So I did have a short two minute video that I wanted to play. I just wanted to provide a trigger warning that this is Adrian Siddons story about her personal experience with losing her husband to distracted driving so it's very hard to watch so for this two minute period if you need to look away understand but I just wanted to share about what this coalition can do to convey the importance of this message here. So we'll see if this video works. On Julia, let me know if the odd

19:56

Okay sure. I'll let you know

20:05

Should they have sound he may have to turn it on, on your end. Before you play, you have to gotcha.

20:18

I have sound here. So you're not able to hear the sound? Yes. You may have to hit the sound, I might. Gotcha.

20:31

Or if you want to, I can perhaps play it, it's up to you. Yeah,

20:35

I think that would make more sense, I think, if I could pass it on to you later. But essentially, this, what I wanted to share with this video, is that that this was an incident that was recorded on on a police dash cam. And, you know, sometimes it takes that visual component, to be able to really understand the true impact and gravity of the situation so incredibly grateful for, for their efforts here and do in most parts of their efforts and communicating the gravity of the situation, the legislation was able to be adopted. And it was signed into law this past year. So the coalition in a sense, largely accomplished its goal, they were able to, to get distracted driving legislation passed, which is really the mission of this entity. But, um, there's still efforts to, to make folks aware that this is a law and to move that needle towards behavior change. So a lot of the efforts in the coalition have really shifted towards educational efforts creating different flyers and handouts like the ones I've included here on the slide. And also, I'm thinking about what's next, like we were able to get a lot of people at the table to focus on the distracted driving component. But what's another area that a lot of the people here might also be interested in, and Missouri is a state that doesn't have mandatory driver's education really became the the next step that this coalition wants to take on. So I think that that capturing that energy has been a crucial part of progress, and redirecting efforts for the future. The last piece that I wanted to highlight here is coordination. This is a really important part of the process. We're coordinating throughout, you know, with other members of the coalition's people working in different areas, but there also are several Statewide Transportation Advocacy organizations. So how do we navigate that system? Like what what does that mean? We have the Missouri Complete Streets Advisory Committee, and we have Missouri transportation Task Force, Missouri Complete Streets is really focused more on the bicycle pedestrian advocacy side of things, and the Missouri transportation task force came out of a background of more transit related and holistic transportation opportunities. So it gives you that background here. Is there a complete streets that came together to advocate for complete streets concepts or streets that are designed for all road users regardless of mode of transportation, so whether you're bicycling, driving, walking or taking the bus, you have a safe place to access that roadway. And through the broad coalition that's formed? There are four primary goals of the coalition that they've identified. There's statewide complete streets policy, a statewide active transportation plan, focus more on the educational components like how are we reaching engineers at the beginning, so they know to design for these kinds of concepts and also, the equity component, which we see is integral to all the work that we do. More specifically, one of the major needs that we're currently working on as a coalition is a statewide active transportation plan. So we are one of only seven states in the United States that doesn't have a kind of statewide active transportation plan to really establish a vision for connected trails between communities. These are having more standards at the State Department of Transportation use when establishing sidewalks, trails, things like that. And we don't really have coordinated coordinated statewide funding. So the plan would be able to help define what that could look like. There are a coalition, we've really recognized that we're working in a lot of rural communities. I've taken some of these photos here is in Butler, Missouri, a lot of our state roadways just are built without any kind of ability for, you know, walking across them, and some towns that have sidewalks, maybe they haven't been developed in 80 years. So what can we do to try to create a more holistic approach for folks to walk bike around town? Simultaneously, the Missouri transportation task force was born through a Missouri transportation summit that was first held in 2019. So they wanted to really focus on like transportation services that exist and how to bolster and improve the the event availability for those transportation systems. And one of the main things that they've really been able to help tackle is trying to identify some ways to increase some of the the state transit funding that we have, there's more than 30 transit agencies, a few very large ones and a few rural operators as well. But about $11 million in state funding is going to those agencies, which honestly is a huge increase from the year before. And years past, all of our eight neighbors had more per capita transit funding than misery did, but that number is, is increasing. What we do recognize is that at the same time, this past year, Missouri funded $3 billion for a single interstate 70 highway widening project. So there's immense funding disparities. And we understand that the priority of your budget really defines, you know, what you want your transportation system to be. So one of the things that the Missouri transportation task force was able to work with other advocacy organizations was to establish study that helps to define some of the economic impacts and demonstrate the positives that that can come from a transit investment in the state of Missouri. So these two quotations are working on different sides of the issues. But there really are important ways that we can collaborate together, one of the most crucial ways is to attend each other's meetings. Each of these coalition's has quarterly update meetings where they talk about different projects going on and different things to be aware of. Missouri Complete Streets had their meeting yesterday, for example, and there is space for folks on the Missouri transportation Task Force to bring to light and ask questions and share expertise and experience there for the full group. And another opportunity to stay informed is actually to collaborate in person at different kinds of related events and other projects that are happening around the state level. So during our meetings, we're making folks aware of planning opportunities. It's not just the Missouri Department of Transportation that has planning opportunities that that may impact our transportation system down the line. An example of this is the Missouri Department of Health and Senior Services has started with a campaign to establish a master plan on aging and transportation subcommittee was a big, big portion of of that process. So folks from the Missouri Complete Streets Advisory Committee, the active transportation side, and the Missouri transportation Task Force, the transit side are coming together and this community or this committee to be able to share what we're hearing from working within our local communities. We've also had the opportunity as part of the master plan on aging to attend a town hall and facilitate some of the discussions where we're hearing directly from some of the seniors that are impacted by our transportation decisions. That it's really important to be on the ground and hearing directly from folks whenever we can

30:01

There's some takeaways I wanted to leave you with, from the community engagement side, vulnerable road users or folks that are walking, biking, taking transit or might be economically disadvantaged in other ways might not be able to afford a car, and other communities, you know, rural communities that might otherwise be left out of the process really need to have a seat at the table here. That's something that we really hear a lot is that folks feel left out of the process and decisions are made without their voice. So we just want to be able to elevate the voices and hear all the different perspectives that we can and make sure to connect the leaders to the issues that we're hearing. Another piece related to developing diverse partnerships, hearing from lived experience is crucial. As Angela said, like, you know, I live without a car in Missouri, I'm hearing it often when I'm taking the bus, even if it does in my city come once every hour and a half, I still try to make it work. But, you know, that's not only my experience, I'm hearing from so many other people at that time, like what, what is the reality? Like? How challenging Can it really be to try to travel around our state without a vehicle. And I think that elevating those lived experiences is really important, again, for leadership, and collaboration, it really comes in all levels of this, how are we connecting the stories that we're hearing? And how are we working together to make all of that happen? So with that, I just wanted to say thank you all. I really appreciate the time, and I'm grateful for the opportunity to share a little bit about what's happening in Missouri.

32:00

Thank you so much, Jackson. I'm going to scroll up the chat here to see what questions we may have. Really quick here. If you have any questions, please feel free to raise your hand or drop it in the chat here. I also dropped the links in for Missourians responsible transportation, and it will also have the links to all of the other groups that are connected to coalition's with them. And I dropped information in the chat for the Missouri master plan on Aging, that talks about those different subcommittees. Jackson, I actually been working on that we have a lot of work to do. Yesterday, we were just won a town hall for that. And they had I think 20 Something town halls and other other virtual town halls. And it's basically her, it's basically SEEK Him like the Coordinating Council and access and mobility, which is a huge initiative of FTA. Right now, if you've not had time to read the C cam plan, I just want to share that with everyone. And I'll actually go ahead and drop that in there as well. And rather than later because we will be touching on that at another time. But the governor, just like many other states has sent an executive order that all of the cabinets, everyone in his cabinet, so all of the agency leaders must work together. And he especially highlighted transportation and mobility. So we're really grateful for that, um, as the aging population will outnumber every population of the state. So I'm the rural chair and Jackson's working on, I think, between the rural and the urban committee, so I appreciate your help Jackson. And we still have a lot of work to do as residents of Missouri. But this is really, really great. And Missouri has been very receptive to also the seat cam strategies, as we've been working on, on them, coordinating that with their ag master plan. So I think I do have one question here. Jackson, can you talk a little bit about, you know, if I think they're trying to ask me see if I can rephrase this question. How to Start a coalition or advocacy?

34:22

Yeah, it really depends on what the issue is. I think that's one of the things that I wanted to highlight is that there really needs to be a broad range of partners that are involved in this. I think just having in person discussions, or finding a way to be able to connect and share about what your interests are, what their interests are, and see where they align is really important if you think that someone wants to be a coalition partner. So you know, I think that there's a lot of differences that we could focus on, but if we really think Think about the similarities that we all share, finding how to, to communicate what that is, and, and be able to work towards shared goals is a really important part of it. I think the thing that I didn't necessarily stress here, but has been the most important part of all of this work is like, we'll have a meeting, you know, maybe at the state capitol or something like that. But then there's lunch after the State Capitol. And that's where we've really been able to have a lot of the more real discussions, learn about people's personalities, where folks are coming from share about yourself as well. And just to know, people as people is, is the most important way to help communicate, you know, the work related goals that you have, it goes so much beyond that. And I think people that are involved in the transportation sphere generally understand that, you know, this is really something that impacts people at the ground level, when you cut service you, you take away somebody's opportunity to get to the grocery store. So that's what we need to be thinking about every day and try to preserve that through the connections with with folks on the ground.

36:19

Okay, thank you, Jackson. You don't see any other questions. I don't see any other questions at this moment. So I will go ahead and move right along.

36:30

Thank you.

36:32

Let's see if we can switch screens here. Our next speaker is Matthew Wilson, the Mobility Manager with Georgia D. O. T. He's going to talk about the partnership between Georgia D O. T, DHS and DC H partnership. We're going to learn about the three departments and how they coordinated to help develop a framework for delivering better mobility services. Matthew, I'll let you take it away.

37:02

Awesome. Everybody see my screen? I'm not used to using Zoom's. I apologize.

37:12

Yes, we can see it. Okay.

37:14

Fantastic. Well, good morning. I first want to thank the National Center for Mobility Management, and personally and Joe Lee for putting on this webinar. I've listened all four days and have learned something some amazing initiatives around the country. My name is Matthew Wilson, I have the pleasure of serving as the first Mobility Manager for the Georgia Department of Transportation. I was hired in April of 2021. And before joining G dot, I spent about a decade at the National Transportation planning firm. Today will provide an overview of the start of the 2050 Georgia rural and Human Services transition plan. This is a unique study study that goes beyond G dot and includes our partners at the Georgia Department of Human Services and the Georgia Department of Community Health. We believe that Georgia is the only state that provides artisty services across three state agencies and this requires careful coordination. I mentioned this as a tri agency plan in partnership with the Department of Human Services and Community Health. I'd also like to note that this is the first time all three state agencies have partnered on a statewide plan. I'd also like to recognize our consultant team who helped develop this plan led by modern mobility partners and supported by Cambridge, systematics and AECOM.

38:43

The state of Georgia administers three systems to provide public transit, human service transportation, and non emergency medical transportation. Each system is administered by a different state agency using different funding sources. Do you that focus is on public transit for rural and small urban populations. DHS focuses on transportation services for seniors, low income individuals, families, individual disabilities and vocational training, while DCH focuses on transportation to medically necessary services for eligible Medicaid members. Coordination exists at the state, regional and local levels. However, each agency's system operates independently using a variety of service delivery models with different requirements. The state's role in governing transit is primarily to oversee compliance with federal grant requirements. There's no single state authority to set priorities for public transit and Human Services transportation or to coordinate planning and funding of transit services for rural communities. That's why this plan is so critical. This slide shows what that system looks like at the statewide level on the left We have G dots purview over rural public and small urban transit oversight. In the middle is the Department of Human Services, Transportation Program options, and on the right is the non emergency medical transportation system in Georgia. This shows the system at a regional level. We also believe that Georgia oversees the largest number of 53 Loving sub recipients in the country. This is because the majority of Georgia is rural public transit operators are single county operators. Georgia has the second highest number of counties 159 Right behind Texas. Today we'll be discussing rural and Human Services transportation. Here in Georgia. This means mobility services that are provided for the benefit of disadvantaged populations, including persons with disabilities, older adults, and persons without a vehicle. This includes services provided by public transit operators, service, human service agencies, private providers, and private nonprofit agencies. Our 2050 Our GST plan builds upon previous artisti plan and an identify projects programs and policies to meet current and future demand of our GST services.

41:31

There we go. I know that this was the I know that this was the first time all three agencies have partnered on a statewide plan. This is true, but it's not the first time that Gina and DHS have partnered. Back in 2007 G dot DHS completed the first coordinated public transit Human Services transition plan. This setup at the initial coordination recommendations between the two agencies, and 2011. This plan was updated and retitled into the Georgia rural and Human Services Transition Plan 2.0. This plan initiated a technical coordinating group consisting of G dot DHS, and statewide stakeholders and the planning fluid recommendations for improved service delivery for the state's public transportation and Human Services transportation customers and implementation of a mobility management program at the state and regional levels. It's not noted on the slide, but I would call out that in 2020 G dot completed our first statewide transit plan. This plan touched on RST services in Georgia. And then finally in 2021, G dot DHS and now DCH have begun developing our update to the rst plan 2.0 called the 2050 ga RST plan. This plan focuses on providing a framework for additional coordination at geographic and administrative levels, and expanding our technical advisory group to additional statewide stakeholders. At the beginning of the plan, we established a vision and goals with our technical advisory group, which I'll discuss on the next slide. We developed six goals for this plan. And I would like to note that these are in line with the goals of the 2020 statewide transit plan. The overall vision is to continue and grow statewide rural and Human Services transportation coordination to improve the quality of life and economic activities for all Georgians, specifically those in rural areas, those with disabilities, older adults and persons without vehicles. Our goals focus on coordination, safety, system optimization, access, connectivity and technology. I mentioned our technical advisory group, this group was established at the beginning of the planning process. The group is made up of several statewide representatives, including transportation providers, human service agencies and other services that are impacted by transportation. There are four key functions of this group to provide feedback during our meetings, review documents, share information with their networks and encourage participation and outreach efforts. We depend on them for their knowledge and to help get the word out to their members about this plan. They will also be critical in a successful implementation of the plans recommendations. I'd also like to highlight the organization's in the boxes. These are critical partners who serve populations in the state that are generally not included in other transit or transition planning activities. They represent key demographics that utilize artisty services in the state and their voices are critical to this plan. Once we developed our vision and goals we needed to understand where in Georgia there are gaps are rural transit services, completed an existing condition trends and needs assessment. The graph highlights two key observations. The graph shows the the bottom. The graph shows the low to high unmet rural transit trip demand by Regional Commission. We found that Georgia has a need for expansion across the state. But those most rural areas of our state see the highest needs like northwest Georgia, the Georgia mountains, Three Rivers part of Georgia, northeast Georgia and southern Georgia.

45:38

Based on the input from the needs assessment surveys, the technical advisory group regional workshops, we identify nine key artisty needs in the state administrative planning, technology and administration and operations, marketing to increase awareness, diversify funding sources, community partnerships to expand service and funding, regional and multi county transit service flexibility and responsiveness, expanding workforce transportation, and finally customer amenities on board and at stops. With all the comments and the nine key needs, we heard from surveys in the workshops, and the tag, Department of the Department of Transportation, Human Services and Community Health, rolled up our sleeves, and we attended an all day workshop where we identified 86 recommendations to address those needs. We are able to further synthesize and organize these 86 recommendations into 14 categories. And we under each of those categories, we then subdivide the recommendations into either a policy program or project. This slide shows an example of that process evaluation process where we start with the goals and objectives recreated an evaluation category for the goal, then an evaluation measure question, we assigned an answer. Here it's high, medium and low, and the score is assigned with each answer. Those recommendations with a higher scores indicate better alignment with the goals and lower scores indicate less aligned. I noticed that we had 86 recommendations, we don't have time to review all of them, but I'll highlight the top five that were most closely aligned with the plan goals. These include creating more connections from rural areas to activity centers. What type of service this is really will depend on the local regional characteristics and different service types such as commuter bus versus a local transit option that might be applicable expand transit of rural systems. This gets to the need for transit that I showed earlier. providing flexible services such as micro transit, connecting rural areas with high areas of development, which may be different than an activity center, and may be focused on a cluster of jobs. Finally, leveraging inner city and long distance transportation services, which includes coordination with inner city bus operators and expanding regional transit operations. Once we had the alignment results, we had to think about implementation, primarily who was responsible for each recommendation and how quickly can each recommendation be implemented. The recommendations were broken out into four categories. At the top you have the recommendations that are the state's responsibility, either G dot Department of Human Services or Department of Community Health for our state agency, technical advisory group members, and then you can and then can they be implemented within five years or they likely take longer than five years to implement some of the larger more expensive projects fall into this category. At the bottom the categories are similar except you have recommendations that would be the responsibility of a local government or Regional Commission. This is critical because G dot DHS DCH. We cannot implement all of these recommendations on our own. We'll need the support of other state agencies, regional and local agencies and nonprofit organizations. As an example, here are the short term state recommendations that would fall on your G dot purview. And what I is the GM Mobility Manager will will be responsible for working on over the next couple of years. These include focusing on creating more guidance and best practices for our providers and operators. Working to expand our Let's ride rural transit mobile application, and then some project I like projects like developing a statewide one call information number and website with transit and provider information. This also includes coordinating within G dots for example, regarding guidance on fleet electrification of the state. The GI Planning Division developed the state's Navy plan, the national electric vehicle infrastructure plan. So transit fleet, electrification can build off that plant. And we can coordinate with the Atlanta link regarding their bus electrification plan. I went through that a little quickly, but I would be happy to answer any questions and talk through anything and appreciate the opportunity to present on this initiative. Thank you so much.

50:35

Thank you very much, Matthew. Let me check for any questions. If you have any questions, please drop them in the chat. Or the q&a?

50:53

Matthew, can you share a little bit? And I think you kind of touched on this, but any maybe challenges or do you the pros and cons that you think to developing a joint plan or just trying to communicate across the agencies?

51:08

Sure, so I guess I'm the first Mobility Manager here at Georgia do T and each agency is no separate. DHS receives FTAs, picket 310. Funding from from the National FTA. And so there are different, you know, hemispheres of of oversight within the state. And so a plan like this really is about bringing folks together around better coordinated system planning. JIRA is working towards a regionalization model. So using our regional Commission's and the state, to be the Regional Coordinator for 311 and 5310. And then any M T funding and then using a network of operators for that region. That way, it reads sort of reduces administrative overhead and oversight responsibilities, and allows us to focus on expansion of transit, and enhance customer satisfaction with transit in the state. And so getting folks together aligned around these policies is, is definitely critical. without stepping on too many toes and ensuring that the departments still have their their responsibilities within the state statutes. So it's just about creating those partnerships, creating those conversations with stakeholders, and slowly moving forward doesn't nothing's going to happen quickly. So it's about just making slow progress. For instance, we're working on a combined vehicle inspection form. So for operators that provide figure 11 5311 services, and 5310 and 53, and non emergency medical transportation, instead of taking that vehicle at a service for three days out of the year. And going through and paying for inspections, you can do it once with one common form that the state DOD, DHS and DCH. All agree meats are our oversight requirements. And so small things like that really are critical to moving the needle forward for an integrated, coordinated system.

53:31

That is great, Matthew, you're right. Even small things like that make a huge difference. So are going to be in the same same page and are working towards the same goal. Okay, let me scroll up as people will drop comments, comments, great presentation. I'm sure you'll be contacted and see how they can do that in other states. And yes, I will be sharing the presentation. Also. I will drop the link again in the chat. And I don't know if you have it handy, Matt.

54:04

Yes, I can drop the PDF. Okay. In the chat. I'll do that out wrapped dry.

54:07

And it also has the information for GA D O T as well.

54:10

Yes. And the plan website will be on there too. Okay, great.

54:14

Yep. All right. Thank you very much, Matt. That was a great presentation. Lots of great information. And we will be moving right along here. The next presenters, I and Olivia hook, you saw Olivia yesterday with Oklahoma D O T. We will be reporting on mobility managers reporting methods. We have been asked a lot on how we can report and show what impact we are making, what type of reporting has been done, what is required, and there's no standard form. FTA does have a standard form because we've been asked that question, is there a standard form on how we can report things whether it's to the RPC that Post us or to the D O T that we work for. And so there's not really a standard form as that was just stating, but you can develop your own. And we're going to kind of show you some snapshots of what others are doing in other places. And then we're also going to talk a little in depth about a tool that is used in Oklahoma, that kind of makes things a little bit easier for reporting, and helps them to organize. So I'm going to kick it off here, and then I'll hand it over to Olivia. So let me share my screen here.

55:37

And live, if you can just let me know if you can see it here. I may have to turn my camera off just to say because y'all know, I live in a rural area and the internet is not great. So I want to make sure I don't get cut off here. Okay, can you see the screen here?

55:54

Yes, I can see your presentation. Okay, what it looks like when you do your slides. Yes, looks great. Okay, awesome.

56:03

All right. So we want to show how you can when talking to stakeholders, or when you're providing a report to your Regional Planning Commission to your D O T. If you're working as a Mobley manager on the nonprofit and social service agency. And they ask, well, what are you really doing? Are you making an impact? And so I'm just going to kind of show you some quick examples and some quick ways of how you can show that data. Or maybe some quick statements or blurbs to show that mobility management is we've also had the question, let me back up is mobility management is a job Yes, it is a job. And it is a hard job. And it is a job where you may wear 234 Or five hats. I like to say that as Mobility Manager, you are a social worker, you are a transportation planner, you are sometimes an advocate, you are a therapist, you are everything trying to serve everyone in your community in so many ways. And so I'm gonna kind of run through and skip all of this because you all have seen this before, National Center for Mobility Management, I have the regional liaison for regions four and seven. And I'm glad to see we have everyone from all the regions on here specifically, of course, those reasons that I'm assigned to. We are a consortium of three organizations, which is apt American Public Transportation Association, CTA, we Transportation Association of America, and Easterseals. Our goal is to promote Customer Center mobility strategies that advance good health, economic vitality, self sufficiency, and community. And big, big, big thing we're promoting that we've always promoted. But more than ever this year is cross sector partnerships. It takes a village to move people around to get people to where they really need to go to get to work, to get to education, opportunities to get to healthcare, and more. And so we can only do this as we partner together. And what I mean partner, partner in our programs, also partner in our funding, and partner on our initiatives and our goals. We touched on sea cam a little bit earlier, as Jackson mentioned, the Missouri master plan on Aging, that's really a giant sea cam roundtable that we participate in. And I say monthly because there's various subcommittees and all of those agencies come together. And so we participate in those monthly and then the large one, the quarterly and then now the roundtables which have been every week, there's a roundtable in a different place. And then now they're virtual. And so that was a perfect example there, if you want to kind of see what that looks like. But C cam is an interagency partnership that was established by the executive order in 2004. And we want to make sure that we are targeting the following populations, individuals with disabilities, older adults and individuals of low income to improve availability, accessibility and efficiency of transportation. The MMC connections platform, that is one of our platforms that we partner with partners with us disabilities, they're a great partner to us. And that is the platform that we have used to host this summit. We will drop the link in the chat and for those who are interested in sign up for that platform, it is free. There's no we don't allow vendors in there and sales and things like that. But it's just an intimate space that you could share ideas, post questions, and gather a lot of information like you're getting this week for the summit. So mobility management, this is straight from FTAs website you can find on our website, and I thought this was important to put this on here. This is actually all in one document I broke it down I'm not going to read all of this. We'll provide the link and you all can read this. But I just want to highlight some things and what mobility management really is because we constantly get that question like What is mobility management? I've even got the comment, I got the common answer me that mobility management is just a fad. And it's going to go away, it's not going to go away. Mobility Management is an innovative approach for managing and delivering coordinate transportation services to customers, including older adults, people with disabilities and individuals with lower income. But really, it's managing all modes, getting people, all people in your community, anywhere they need to go, is what it is. And it's not going to go away. As we have new things arriving in our communities, whether it is a scooter, we have a bus, we have all types of bikes, whether it's just the E bikes, the regular bikes, little three wheeled cars, and I can't remember the name of those right now. Someone on the air may know drop it in the chat. But every time we go into community, we see something new. The other day, I saw a legislator riding his skateboard down to the Capitol. And that was his way to get to work, right. And I was kind of scared because it was a big hill. And I was like, Oh, I hope he's going to be safe going down there. We see a lot riding scooters, we see all sorts of things. But it's all about connecting the modes, right? Because he could ride down there. And if you need to go somewhere else, you could connect and catch the bus, because there's a big stop down there. So a multimodal hub down there. So there's all different ways to get around. And we have to manage all of those modes that are coming in our communities, you go out to a lot of places out west and southwest, they have the autonomous driving vehicles, that's another mode. And some of those modes and some of the communities are solutions to getting people around, or options that otherwise they may not have an option. And I'm not saying that one option is better than another. But what I'm emphasizing is that as a Mobility Manager, we need to keep up on that. And we need to make sure that we're managing all of these modes that just pop up everywhere. As I said before, mobility managers, they serve as everything. you coordinate your policies, you may be the broker, you do travel training of people navigate your programming or your outreach, you're developing partnerships, you may be also the grant manager, you do everything. And I also want to make sure that you are aware that mobility, mobility management is an eligible capital expense under most types of funding FTA, I always hear people say that, it's just 5310 funding. And you can only have this little bitty piece of mobility management. And that's not necessarily true. And that's a whole nother presentation by itself and a whole nother conversation. But I just want to make sure that Mobley managers are aware DLTs are aware that organizations are aware that this information is out there, and you can read up a little bit more on it. And then definitely make sure that you're reading your circulars. The other part of this is eligible activities for funding. And so I'm not going to go over the whole list. But there's a whole lot of activities in here that a lot of people are not aware of. And initially these activities have been translated into what your job duties are. So supporting local partnerships, that is your job as a Mobility Manager, right, and showing that impact that you make on the people that those partners serve. And then down below here, it talks a little about how a mobility management approach kind of differs from the normal transit services. And so I'll let you read up on that when you have a little more time as well. And then it talks about all about getting started. This one pager guide is great. Like I said, if you have not looked at it, please look at it. When you start as Mobility Manager, this should be one of the first places that you are guided to if you're not fully aware of kind of like what I need to do what's eligible, how do I get started, right? This small checklist right here is the first steps of what you need so and how you can meet the transportation needs of your community. Check it out technology is included into this. Okay. Now, while I ts is great in many areas, across our across the United States. It's not the solution, right? Because we know that we still live in pockets where technology. It's not assessable internet is not great. And I think if Jack's is still here, we have that conversation yesterday and some of the tourist areas. We were talking about the master plan, how that they have aging populations and very high income developments and they really, really target come and live here and golf courses, golf courses and things. It's almost like oh, we can have a cool app and develop this. However the internet is bad and that particular spot was Branson, Missouri. Great fun, great things down there. But the population is aging, and they need transportation, they can no longer drive. They have some kind of interesting, some rowdy, that usually goes around to the tourist spots. But it's not. It's not one of those places where you could just roll out an app, because most likely it's not going to work. And so this one, you know, wouldn't say is something that you can use everywhere, but it is and it can't be included. So I wanted to throw this up here. And during part of this, we may have a little bit of a breakout, we're going to break out during this day. But I want to throw this up here and ask you is this mobility management? And I said, I can't see the chat. So Bolivia or someone can look at the chat for me. Is this mobility management? And I want you to sit drop in the chat yes or no? And if yes, why if no, why? Just real quick, we'll take a minute or two. I'll give you that.

1:06:06

Go for it. And I on that chat. So this

1:06:11

is the mobility management center in his in Texas. I believe it's in the Austin area. And this is a report that they put out to show their impact. But I want to kind of throw out some things that are on this report talks about critical traffic impacts to the Public Adjusting type for incidents, spontaneous congestion, talks a lot about signal upgrades, signal upgrades, signal improvements. And lane closure is in signal timing and traffic alerts and highway. So is this mobility management.

1:07:00

Don't be shy guys put it in the chat.

1:07:09

Okay, we're getting some responses here. William says I think no, there's nothing about helping clients with transportation to get around. Caitlin also responded and said, I'm going to say no, also, okay, not person centered. Todd? Yes. Tammy? No.

1:07:28

All right, no. Okay. And so, I go a little bit further, and I just pull pieces out of this talks about construction, incident management, you know, um, you know, crash data. And I think I'm not sure who said they hit it right there on the nose with, it's not person centered. It talks nothing about the different modes, it's coordinating with various types of transportation systems, nothing, it just talks about the highway, and accidents and watching cars. And while cars are a part of a mobility option in your community, this is not what we mean by mobility management at all. And so I want to make that very clear that a lot of times, people don't know, the true definition, or the true concept of mobility management. And this is not to knock Kimberly horn in their in their team. Formerly being a consultant, we've worked with them, and they have some great transportation planners. But in this incident, this is not mobility management. And I found this. And I thought, wow, this is really, really interesting, because it was labeled as a whole mobility management report. And if you you know, if you didn't know any better just glance at you, that's what you think it would be. So this is mobility management. And this is how you show reporting and your impact. I'm going to pick on Mississippi here, I bought, I blocked out the names here. And I know they don't mind. But this is one of their quarterly reports. And when they first asked me to kind of, you know, lend them a hand and help them out, I was like, I need to see what what you're doing. Let's let's go on, on how you reporting because formerly when I would give out the funds as a grant manager for mobility management, you know, I was very firm like, well, what am I gonna give you money for if you're not doing anything? Right, you know, so I didn't see what you're doing is a great report. They have what their goals are. And it's pretty detail. Their, you know, use your regional plan and community dialogue. What were the goals schedule activities for the quarter, and they talked about the issue, focus meeting, goal 123. Their grant submissions, older adults Month event, all sorts of things are regional activities. And they outline everything they've done, who they've reached out, they touch 100 People events, they pull the media in. They have a newsletter. Um, And then I like this, what did you accomplish? And it outlines again, everything they've done, how many people they touch a touch 1000 people, I remember they did a try transit day, that's something new. And you've seen that pop up in communities, they offer free rides media coverage. And I want to highlight down there, I believe it's the weather person and one of their news outlets. And she's been a really, really big advocate of transit, you know, you don't know who your partners can be and thinking outside the box and who your partners are. So this is really this is one example. And I'm just showing the rest. Also, I think what's really nice with this report is, what are your lessons learned? Since your last reports? You know, how can you look back and say, oh, man, we learned maybe we can do this better, maybe we can reach out to more people, or we did this really, really great, we should keep going with this program. And that ties into day one. When Steve workman and I were talking about the impact tool, right? You can use that to kind of review and analyze and evaluate and kind of look at your lessons learned. How are you doing? You know, kind of, you know, use your low, medium high and how you evaluate things? And kind of look at okay, what did you do from the last time all the way down to the presence of also number of increased regional partners? You know, we want to see who your partnerships are? Do you have any new partnerships, it's the same old people, you tap into the same resources? Because there's always new people out there, there may be people out there who don't know how to find you. Okay. The increase expansion relationships with community employers, colleges, universities. So that was there's a great outline there. Also, how many of them, did you visit and call? And what was the outcome? And then measurable outcomes over the core? Did you talk to any of your local elected officials and legislative outreach? Any of your success stories and events? Then what are your goals for the next time? Where the goals met for the quarter? And if they weren't, why not? You know, because things happen, right? Um, like, we know, some goals weren't met for a couple years, because the COVID couldn't go out, couldn't really reach people, you know, maybe could virtually but didn't have the same impact, right? And then, is there any type of training needed in your region, for example, this one CDL training was very needed, because they need to increase drivers. And so then it goes on down was any future meetings, any trainings, any activities that were held with different stakeholders on the locations, upcoming meetings? So this is their report? That's, um, I think it's a couple of pages, and then any additional comments. So I thought, this is a great example of a report. It's pretty detailed, it's probably the most detail that I've seen that any D O T, or RPC or anyone has given me and I think it's great. Then we're going to move on. This is from Missouri. So formally, as I was a great manager for Missouri gave them 5310 funds from a building management and we had several. Now this is the only mobility management billing RPC with Mobility Manager that's publicly funded in Missouri, the other I think, eight now, eight to 10 are privately funded. But they did an excellent job at booths like Regional Planning Commission of doing these snapshots. Now, this was not the only thing they will give, they will also give a write up as well. But a lot of times, if they wanted to apply for funding, or just pass this out, on the community or to partner, they carry these earrings. Or they sit these are they posted these, and this is excellent. They show how many calls came in, how many rides were coordinated the successes, the resolution rate, could they find them a ride mo rides is a system where you can call in and you can find a ride throughout the whole state that connects you with someone. What was the need, was it for medical, how many people could not afford a ride, I think that's important to note. And then they broke it down the counties, they initially started where they only did the surrounding counties in St. Louis area, because that's where their base, and then as the people retired and kind of downsides of the different RPCs. They eventually took on the whole state. And so as their reports have continued, they take calls from all across the state. And then here's just another way that they presented it, how many rides the highlights, and then you know, you can find them on Facebook, Twitter, their marketing efforts. And then as the years gone on, they transformed them something else and added more of this is when they start taking calls from are the other counties. They even have Jackson County and that's all the way six hours across the state if you drive straight across. So that's a big deal. And as you see from last time where they just used to take 212 calls to 204 calls. Now they started taking 1200 calls and 1600 calls and then That's a lot. And they only have one Mobility Manager. That's it. So, and then you see how many visits to their site, which is a huge difference. And how much of an increase they've had over the years. So and then they talked about how many calls originating there County, how many were assistants for those aren't aged 65 on the trip, purpose, medical shopping other because that's important, and reporting for other types of reporting. And then they also started to know what the barriers more were and cost was the primary barrier. And then some of it was due to lack of drivers. So I wanted to just show a couple of reports, and show how you can provide just that snapshot of the impact that you're making. It doesn't have to be a full out brief or report doesn't have to be a whole story. But you can tell that story pretty easily right there. And that can give someone a good idea of like, wow, you know, there, you guys are doing great things in the community. And then, as you all know, I just wanted to present you know, all the TA centers and all the resources that you have mobility managers, and we all have examples of how you can tell the story, show the impact, different types of reporting. So feel free to contact, whether it's in CMM, and abtc, National Art tap charities MOBILITY Center are incat on ways that you can show all the outreach that you're doing the programs that you're rolling out, and show those reporting methods. And now hand it over to Olivia.

1:16:43

Thank you so much. Okay, I'm gonna go ahead and share my screen. Are you guys able to see this big white screen? It says Oklahoma mobility manage? Yes. Great. Okay, well, I'm gonna go broke in a minute, I'm going to walk you guys through a few steps on the my presentation. But then I'm going to take you to the actual platform of where we do our reporting, and kind of show you guys some of the stuff that we're doing here in Oklahoma and action. So one thing I do want to piggyback off of what Andre said, because this is amazing, as far as what other states have done for reporting is extremely hard to not only define what mobility management is, but also to explore what are the performance measures of mobility management. I've been doing this for years. And it's really, I still learned something new every time I see what other states are doing. So like I said, yesterday, in a presentation about Oklahoma, we're new, we are babies we just started last year. And with Missouri and Mississippi, you guys are doing what I want to do when we grow up. So a lot of that great stuff that you're doing with performance measures and this snapshot for, you know, for cross sector relationships. That is what we're working towards. So with Oklahoma, yes, we are new, but we are up to six programs covering 58% of Oklahoma with mobility managers working in between transportation agencies. One of the things Anjali was saying is that it's mobility managers are such a unique program, they work in between the transportation providers and other services, cross sector relationships, and the entire ecosystem of transportation. Function functions very much like an engine in a vehicle. So if you think your transit vehicles, how would you feel about running your car without oil in it? Well, the mobility management program is oil and that engine is going to run roughly probably do a lot of damage. Things may not necessarily work, right. But they will get by without a mobility management program. But it'll work so much better, having that oil, lubricating the parts, having them help work together, work together with other social programs, things like that, so that transportation can work cohesively within an environment. So really glad to hear that I do want to piggyback on all of those things. But one of the things I would love to share with you guys today is some of the things that we're doing in Oklahoma to gather performance measures from the mobility program. I was blessed at the state level to have access to a system within my Oklahoma Department of Transportation Management System. My agency utilizes a system called Smartsheet. And I actually applied for what they call a license. So I have full access to be an administration administrator and my Smartsheet system. So that means I could set everything up. But the thing is, is I'm going to show you guys a lot of these concepts, and it could be well Wow, that's amazing, but I don't have Marty here. Well, a lot of these concepts can be easily replicated in other systems, including basic spreadsheet. So for those reasons, I want to share it share with you a lot of the things that we're doing. But if you're exploring data management systems for mobility management programs, I think Smartsheet is actually really a good system to utilize and you guys can always reach out have you personally, I will give you all the information and templates that I utilize a lot of the stuff, I had to kind of figure it out on my own, it took me a long time to do it. So this was not overnight, did a Mobility Manager needed a paid license to know it, they do not actually. So this is the great thing is I can get this entire system set up, they can work in between my system and provide reports information, utilize it as much as possible, that they do not have to have one, it would make their lives a lot easier if they did. But that costs a lot of money. And we understand that that's not necessarily always available. Okay, so one of the things I will be showing you guys today is what I call a task list. And task lists are essentially your To Do lists, mobility managers are great at being organized. They have information on on spreadsheets on their personal computers, a lot of them use project management tools like free tools like Trello, or something like that, where you could just manage a lot of projects. But the Smartsheet system has the same kind of mechanism. And we're starting to explore that possibility. Because with mobility managers utilizing that as their to do list, there's a lot of information that we can collaborate together on. And there's a lot of ways where we can actually put an a line item on our to do list and then mark it as, hey, I have a mobility management partner, I'm going to work with Lydia at ODOT. And what it will do is it'll copy it over to my task list as well. So that we can work collaboratively together. Each line you can upload supporting documentation, like a copy of your your flyer that you published or things like that we could put a presentation on there, especially for working on something together. And there's also different levels of information that you can pack into this as well. One of the columns that I pointed out here is transit agencies that were either impacted or involved in that activity, because I'll show you guys on the performance measure side is where I can pull out reports that show how many activities did the mobility managers do and did it impact with these transportation providers, because on a statewide level, it's really good to be able to have that information, understanding of all transportation agencies that are being fully supported by the mobility program. And also being able to communicate with those transportation providers, especially if they feel like they're not receiving the level of support as other providers are, you can really look at this and see the true essence. We could add more. And some of the things that came out with, you know, conversations about cross sector relationships, see cam funding. If I get seeking funding from another state agency, maybe that agency is focused on children and youth and families, I could put a column on here and said, you know, that says what activities that you're doing, does it impact us. And I can read a report at the end of the year and give it to that agency showing the impact of what they invested in through the Seachem federal braiding table. So there's a lot of potential here. And but there's this turned into so many different ways of using it because of the fact that I do realize that our state level mobility managers are so busy, you guys are working, you're communicating with a lot of different people, you're juggling all the balls in the air, and sitting and filling out a report once a quarter or once a month, it could take two hours out of your day. And that's that's just it's not necessarily the direction we want to continue to go down. Oklahoma, we are actually doing no report on a monthly basis. But we're starting to test out these task lists because I could pull reporting from these task lists. And if I can eliminate a lot of the paper burden off the mobility management program, that means more time for them to be out talking to their transportation providers talking to community members getting out there, I don't want to have them tied to a computer all day long. Some of the task lists reporting metrics that I'm starting to find I get pulled from these these lists their to do lists, the number of meetings that they attend how many activities impacted or included transportation providers, and specifically which ones number of travel training activities completed.

1:24:06

Number of training activities completed community engagement activities, projects completed and the number of new projects and more, there's so much more. And I'm just starting to crack that open this past month. We also have dashboards for every Mobility Manager. And we also have shared dashboards that way we can communicate, we can see your information, we can operate and handle our own systems. And like I said the mobility managers do not have to have a license to access all of this. However, it keeps me extremely busy, because they cannot give an edit some of the things on the dashboard. They can submit information users get their task list very easily. But as far as changing the actual way it looks that's going to be a licensed thing. And we're still having conversations about maybe seeing if a building managers can get one. But this is an example of what is on Christy's dashboard. She's my Mobility Manager that's both yesterday and the southwest region. She has 350 Free 11 providers, I'm sorry, actually, there's 250, free 11 providers, the one on the left is the 5307 provider in the urban area. And we also have physically 10 providers, we did not give them specific names, I just want him to the general for now. But this data can capture from the past was how they're balancing their time. And this Mobility Manager, specifically, we sat down together and looked at this and see if this was useful for her, but also for me, because it's just, you know, we're trying new things. And she thought this was really great, because it just showed how she's spending her time and she's giving everybody enough attention. Or maybe she needs a circle back with a specific transit agency that maybe she's having a hard time connecting with them regularly. So one of the things she mentioned is, oh, yeah, I've noticed that this transit manager has been really busy lately, and now it's showing on my report, I can really see that now. So it was really good to explore this process with her. Okay, I'm gonna take you guys off the grid, and we're gonna go into my smart cheat system. And bear with me, because sometimes this is not necessarily showing exactly that. Because now the screws can be, I did enlarge this. So I'm sorry, if it's really teeny tiny, thankfully, is going to be recorded. But if you guys need anything at all, please also please feel free to contact me if you would like to have any copies of that. But this is what my Smartsheet system looks like is essentially a document management system. You see my different folders, this is a section I have is only allowed viewing for me, my supervisor and a few administrators at the ODOT office. And mobility managers do not have access to this information here. Because I have invoices, I have program data, I also have reports. So there's some stuff here that I had to lock down. But there is another folder that they have access to. And that's where they have their task list. And I pulled a lot of stuff from that. So I'm gonna go into my reporting, or my reports, spreadsheet really briefly. But this is just a quick summary. And I don't block out anybody's names. But you know what, we're all friends here, we all do the same thing. We understand mobility management reporting. So there's absolutely nothing to hide here. But you can see a lot of the different things that I collect where I have the data, namely your mobility, manager, reporting, period, what region are you in? And I ask some of those things that, you know, similar to what Angela just went over to with the other areas, like how many meetings Did you attend? And how many publications Did you distribute things like that. But one of the great things is there's an opportunity for comments and attachments as well. And if you click on one of the attachments, like right here, you could see a copy of the report that she has submitted. There's another one here where they attach wires, and I'm gonna actually see if I can find one here from Chandler because I looked at this earlier. And because she was submitting a copy of her brochure, and it's actually her newest brochure that she just released. So she submitted it with her November report. And it will load for a second. And my internet is also slow. So if it doesn't fill up, I will proceed. This is great. It's pulled up. As you can see here, she has admitted a copy of her newest brochure in both English and in Spanish. And it's all right there on that reporting line, I could go back and see when the last time that she had submitted those kinds of documents. I have other things too, like Christie Williams, she submitted some information about one of her activities that she attended. And there were pictures from that event that she wanted to fill out as well. And she submitted a full report with her report about that activity. So there's a lot of potential in here, you could submit a request as well and say, hey, I want you to update your record, because I didn't put anything in here about barriers to coordination. And I can really communicate through the system and it documents everything, I could see what state what time they submitted that information. And I get reminders. So it really it makes my life easier. Another thing I developed was a report dashboard. And this is not necessarily the best view. But I wanted to put it together for you guys today. Because like I said, we're new, we're still developing a lot of this stuff. But this is really great, because it shows me on one page, a lot of the things that mobility managers are doing, and I broke it down by region. So I can see really easily on this snapshot. How are the mobility managers using these reports? are they submitting everything, and I can see where some of the areas are committing a lot of current information, and I can see where things might be slipping behind. So I can actually intervene and follow up with things before all of my reporting starts to fall apart because maybe I'm not receiving enough information from maybe the Northeast or southeast region or whatever that case may be. I also have this is a talking point that I pulled from the mobility managers task list. And that actually is with their high level what are you doing? So for me really briefly, I could just take a quick glance and know exactly who is doing what across the state and I could give a full report to my dress supervisor if I hadn't check in meeting that week, rather than Oh, let me go through my reports. And I have some things, I can just glance right here and see that I have some other stuff. But just for time, I don't want to drive you guys through that. But I've been talking to Angela about doing an intensive presentation where I take you through a lot of the information that we're collecting. But we're collecting a lot of stuff like the top NET News for transit agencies. So even as a state level, this is good for me to advocate for the transit, because I know that everywhere, they have a lack of drivers, they're struggling for transit fares for individuals that can't afford their transportation, vehicle availability. So that's really important on a state level, for us to be able to support them. And I'm just going to take a quick glance at Christy's tax task list. So this is just a really good example. He or she has like a monthly template where it breaks down. So she just copied that to the next month where she just has, she needs to be working on her outreach materials, relationship with her 53 elevens and 50 pretense meeting with him regularly. Her meetings that she needs to be running regularly as well, monthly activities, unmet needs, tracking her transit stories and intake documents from talking to individuals. Here's her March Break down where you can see and hear that some of the activities that she's currently working on. And like I said, a lot of this, I could pull reports from this, rather than have her sit down, you know, a couple hours a month and fill out my report sheet. I also wanted to give you guys a snapshot of the dashboards that these mobility managers have, it actually has a snapshot of their talking point. So if there's some high level activity that they're doing, all they have to do is just check this little star on their task list and it pops up right here. It also pops up on my report. So if I'm to give an update on what my mobility managers are doing, I can easily do that. So it just connects us on a new way. Because all of my mobility management programs don't work for ODOT. They all work for different agencies, we have to be able to have a way to collaborate, share documents, share templates, and do effective reporting, so that we can do our jobs and do it the best we can. So just wanted to kind of walk you guys through this before I wrap it up. But this is this has a lot of links here for her as a Mobility Manager. And here's one specifically her report link, which is due on the 10th of each month. And once you click on that, it'll take her to the form. And she'll just fill that out and submit it and then it goes into my dashboard, basically. And I could do what I need to do with that. Other things I have on the dashboard is really easy shortcuts getting around her smart sheets. So she can go to the mobility management dashboard or associations, a lot of this other content, we have an inventory of transportation providers in her area, and also the balancing activities per transit. The other one I was going to show you is Todd. So Todd is actually I think he's on the call today. He has a few other things that were different than Christie's right now on his task list. And mounts are his dashboard. And as you can see here, he has some of his reports, showing up where his transit needs. So he can scroll over here and see right now, right before he goes into a meeting, he can be talking about some of the needs in his area. They're looking at getting transit staff funding for operations and lack of drivers. This just sets him up to have a successful meeting, if he's going to go talk to some decision makers. He also has a training checklist. So these are all of the technical assistance center training. And it just shows where he completed that or he can submit a new one. So if he attended a webinar, like this week, all of the trainings and great learning opportunities that he was collected, he could submit that to me. And that's also recording showing that Mobility Manager for taking time to invest in their own knowledge, and building up their skills to serve their communities better.

1:33:48

And that is all I have to share with you guys today. Like I said, I would be more than happy to go in and deeper sighs I could talk all day long about mobility management, because it is a wonderful program. You guys do amazing things. And as at a state level, I just love talking about that. So getting us the information so that we can see your craziness is even better, because that just drives more importance behind the program. What is it that you guys are doing? Hopefully, they'll get more eyes on you as far as funding goes as well. Because like I said, You guys are the engine oil, you keep things moving, you make sure it runs smoothly, you work in these three things, and you keep us running effectively. And we want to definitely give you the tools to be able to do that. So it's not an easy job. And it's not an easy job to actually collect performance measures. But you know what, as you work together and identify ways to do that, I think that we can really pan out a really good path for future mobility management programs. Thank you so much.

1:34:46

Thank you, Olivia. I hope that everyone found that helpful. I thought when Olivia first showed me this, and she showed it to me not long ago and I was like oh, we got to put that in there because I know that I Look at Smart sheets. And like you said, it can be very overwhelming. And I'm like, What in the world? And I'm like, it's just a fancy Excel sheet, as far as I'm concerned, you know, why can we use the old school thing. But I think the way you broke it down makes a little more manageable. And I know that stay tuned, we will be posting very soon, beginning of next week that Olivia will be doing an in depth and showing her training of how to use that for mobility managers. So that will be posted, we'll be sending that out, it will be posted on the MTA events calendar. So super excited to see that part of it, where you can actually have a building managers or even transportation professionals to use it for projects really learn how to use it in more depth. So I can't wait to

1:35:44

see Yeah, we're actually using the Smartsheet for coordinated regions as well. And a lot of our lead agencies are utilizing that Smartsheet tool on a different folder, and for reporting on their updates and things like that. So we're trying to still figure out and navigate that out too, as well. But I think there's a lot of opportunities, and different layers of transportation conversation that we can utilize. Marty.

1:36:05

Thank you so much. And we will make sure I have the question again, we will make sure that we have all these presentations posted in the video will be posted. So as I stated before, give us about a week or so to try to get all this coordinate and push it out because there was there are a lot of things this week, and a lot of information. So it looks like David has logged on. David Kochi, which is with Los Angeles County Aging and Disabilities department, we are so excited to have you. There New Freedom transportation program is designed to address the service gaps and barriers between fixed route and demand response service. They are out in the sunny California, please send some son our way. We are excited. I will let you share your screen and take it away.

1:36:46

All right, thank you so much. Very glad to be with you. And thank you so much for the invitation to present on this. I'm going to go ahead and share my screen

1:37:05

right we can see it if you just make the slide show me Yeah.

1:37:19

And Timmy Hagen I see your hand raised, not sure if you meant to raise your hand. If not, I will get you right after this presentation.

1:37:30

Okay, um, can everyone see my screen?

1:37:36

Yes, you may have to make it a larger to hit it. Hit the couple buttons over a slideshow, presentation or at the top there.

1:37:47

I'm so used to teams as opposed to wow,

1:37:49

that's okay. If you go to the very top where it says from the beginning slideshow, or if you go to 1234 over down by the zoom area. There's a key going live your arrow down? Yeah. If you go over to where has full presentation. See what it's on now. And then if you see the four squares, and then a few more.

1:38:17

four squares, your PowerPoint.

1:38:18

See where the Zoom is where you can go from zero to 100. Down here at the bottom. Yeah, and if you see the No, you don't need to zoom it in that way. Okay, over to the box right there. Oh, keep going left. And hit that note the next box right. Go to your right. Nope, the next box. One nope, the next one to your right. This one's going. There's the next one. And one more. Hit that one.

1:38:53

Oh my goodness. Thank you so much. Is

1:38:55

that welcome. It's okay. Okay, I have to hit it again. Because I think it seemed out so far. It's you might want to hit that box again.

1:39:05

Now, I don't have it unfortunately on my screen. Okay. I'm just hoping that the slides will advance. I'm going to just test it for a second and see if it advances.

1:39:20

Sure very little just bear with us and we will

1:39:24

did it advance to the next one? It did on my screen.

1:39:26

It's just not it's not large. So goodness,

1:39:31

okay. Let me see if I can do this from

1:39:34

here. If you hit from the play from the beginning up in the under the file, and that will make make it larger for you.

1:40:06

Still not

1:40:11

let's see here. Okay. Okay, if you let's try. There we go.

1:40:22

Oh, you got it? Yes. Oh, all right. Honestly, I'm not even sure what I did. I think it

1:40:30

might have been just a delay. So I think you were okay. Go ahead.

1:40:33

All right. Okay, very sorry for the technical glitches. So, my name is Dave Cochin. And I'm a Human Services administrator with the Los Angeles County Aging and Disabilities department. We are a relatively young department, we actually were part of a March, a much larger one for many years. And there was a, you know, a study done a few years ago. And there was, it was determined, there was definitely a need for us to be a standalone department. And so we have been in existence for about a year and a half now. And we have a number of different programs that we administer. And so I am very happy to be able to present to you a presentation on our new freedom transportation program. This is a program that provides transportation throughout Los Angeles County to adults 65 years and older and adults with disabilities.

1:41:38

The program provides transportation and mobility management services, and it is sensitive to the needs of seniors and adults with disabilities. And the main goal is to enhance their quality of life, at the very least, to maintain it, but hopefully enhance it by providing transportation services where they may not have been able to obtain them otherwise. Because we do recognize that there are a lot of service gaps in the public transportation system within Los Angeles County. And this is certainly to be expected and understandable. LA County is by far the largest county in the United States. It's it's larger than 42 US states and it's larger than a number of countries. But so this is meant to address these gaps and barriers to public transportation. And it's also to assist older adults and individuals with disabilities by increasing their access to community engagement and to foster that sense of connection and to avoid and prevent the social isolation that they often encounter as they get older. And so the program provides services throughout all of Los Angeles County through grants from the Los Angeles County Metropolitan Transportation Authority, also known as Metro. Now the program actually comprises three separate sub programs. They're called volunteer driver, mileage reimbursement or VDM are taxi cab services or TSP, and door assistance, transportation, or da da TP and I'll be getting into the details about each of these programs in a little bit. First of all, the eligibility for new freedom the program is available to anyone planning to travel within Los Angeles County. However priority of service is reserved for individuals meeting the following criteria that the applicant has at least 65 years of age and or has a disability. The applicants are accepted on a first come first serve basis and the program is offered at no charge to eligible individuals it is fully subsidized. And so the as I said the priority is given to individuals who are 65 and over and or who may have a disability but others are not turned away. However they may be put on a waitlist until there is an opening for them. So what can you use the transportation program for where can you take it where can you go with it? The clients will be able to travel to any destination within LA County there are no limitations, no restrictions. So for example, medical therapy and personal appointments, grocery stores and other shopping destinations, any kind of social recreational events, senior centers, recreation centers, or Adult day programs, employment education, volunteer sites, these are just examples. They can be used to go really anywhere they need to go. As long. It's all as it's all within Los Angeles County. So now I'll give you a little bit of background about each of the different programs within New Freedom transportation. The first one I'll talk about is the volunteer driver mileage reimbursement program, otherwise known as V DMR. This we consider to be a very innovative program, it's a little bit different, a little bit off the beaten track. But it it really offers some options and some convenience. And even some, a little bit of peace of mind, I guess you could say for the people who use it, especially if they're, if they're a little bit hesitant to to use a driver, like a taxicab driver or a driver that they're not familiar with, you know, a total stranger. The way it works is that the volunteer driver can be selected by the participant. So essentially, it's someone that they know who's willing to help them. It could be a family member, a friend, a caregiver, a neighbor, anyone they know to help with their transportation needs. And the client tracks and claims trips through the program, and then reimburses the volunteer driver, the participant is is actually reimbursed by the program and then they provide the reimbursement to the driver. The drivers use their own personal vehicles to provide the client with transportation services, and the clients can claim up to 150 miles per month to reimburse the volunteer drivers. Next we have the taxi cab Services Program. And this is more of a standard type of program that uses tack standard taxis. We have a contract with the largest fleet of taxis within LA County and that's called the Administrative Services Co Op, also known as yellow cab. So taxi cab services are simply like traditional taxi cab services. However, for a seamless customer service experience, the clients are issued a pre loaded swipe card, which includes a monthly transportation allowance. And so the rides are available seven days per week, 24 hours per day. And what is the transportation allowance it's for one way trips well up to four one way trips or 40 miles per month, whichever comes first. And then wheelchair access, accessible vans and ramps are available. And finally, we have our door assistance transportation program. So whereas the taxi cab services program is called door to door, which means the assistance can be provided between the vehicle and the door of the client's home or other destinations. With da TP you have the door to door option but then you also have door through door and so the drivers are specially qualified to assist the clients with special needs. So clients with significant mobility limitations for example, and an ortho an escort driver helps clients through the door of the residence or destinations or maybe may be able to provide assistance with with belongings such as groceries or luggage or anything they they need help with. They're also qualified to assist the participant from the vehicle perhaps into a wheelchair or other type of mobility accessory. Again, the rides are available seven days per week, 24 hours per day. And also for one way trips or 40 miles per month is the maximum whichever comes first. And so this slide gives you an idea how to apply for the program. We have the three different ways that can that participants or I should say applicants can apply. They can do it through email at the email address shown they can do it through our new freedom website. It's actually our department website, which is Aging and Disabilities, and then there's a submenu that focuses specifically on new freedom. But then, for those individuals who do not want to use a computer or you know, are not as familiar with using a computer, they can also call the new freedom hotline. And that's the phone number provided 888-863-7411 If they call, of course, it'll be just during business hours, but a message can be left and they will be contacted on the first business day following that.

1:50:44

Okay, so how does the referral process work? If one of your clients expresses interest in the New Freedom Program, or transportation services in general, the phone, the phone number hotline can be called. And then the proof there is certain doc, there's documentation that must be provided. So for example, the applicant must provide proof of age and or disability in order to be approved for and enrolled in the program. The approval and processing can take up to 15 days, we actually try to limit it to 10 days. But sometimes that's not possible, especially when we have very high volume of applicants at any given time. But it is highly recommended for clients to apply as far in advance of the need for transportation as possible. So this is, once again, this is just a summary of the different programs. And again, it is available to individuals who are at least 65 years of age and or have a disability. And again, they must provide documentation indicating their age or disability. And of course, there is no income requirement. And so we just kind of wanted to show off a little bit, our, our numbers, the volume of clients that we've had since inception of the program. The program started in 2017. VMR, specifically started in 2000 in August to Sep 2017. And we have provided nearly 100,000 rides just through VDM. Our alone, we've had 647 enrolled clients. So as you can see from those two numbers, we get a lot of repeat business from our clients. As for taxi cab services, through the through the beginning of this month, since December 2017. There have been 32,202 rides provided with 20 597 enrolled clients, the door Assistance Program, we actually had to put that on hold because we actually depleted the funding for that particular program. The good news is that we will be re implementing it pretty soon we are on our way to reactivating it probably within the next couple of months. So from December 2017 to January 22. There were 56,350 rides provided for 70 151 clients. And so you can see that, in total 185,073 trips have been provided.

1:54:02

The main challenges that we've had for new freedom, basically come down to a lack of public awareness for it. It really is a very beneficial program for our target audience. And we really simply need to get the word out as much as we can. We have very much intensified and enhanced our public outreach. To raise public awareness. There are many events that we insert the new freedom transportation program information into. In fact, just last weekend, we had our annual while the county had its annual Abilities Expo, which takes place at the Los Angeles Convention Center and this this year it drew over 7000 people over the course of three days. And among our programs, we provided information on new freedom So yeah, these are some of the efforts that we've made to raise awareness to the communities. Our priority has been to make individuals aware of the benefits that these programs have. There have been a lot of outreach events that our department has been a part of in order to bring more awareness.

1:55:28

And so I just wanted to throw out a very uplifting and inspiring message better to illuminate than merely to shine. And with that, I will go ahead and open it up to any questions that anyone might have. Thank you so much.

1:55:43

Thank you so much, David. I'm going to scroll up to see if there's any questions. If you have any questions, please raise your hand or drop your questions in the q&a or the chat. And Tammy, I see that your hand is raised. So let me just find you here. And I can unmute you. Thank you for being patient with us. Go ahead and talk. You can unmute yourself Tammy.

1:56:17

Wonder if maybe she raised it by accident.

1:56:26

Okay.

1:56:35

Okay, I do not see any other questions, David? Oh, wait, no, I do just popped up looks like it's a little slow. What is the percentage of trips conducted through the volunteer driver program? Ah, very good question. It requires me to do math. So let me I'm gonna pull up the slide. Sure, go ahead. Let's see here. And we do have another question after that. So they're coming in. So just to let you know,

1:57:08

okay, no problem. So let's see, we've got

1:57:17

it looks to be about 50%. Because we have nearly, it's even a little bit over 50%, because you've got about 90,000 rides that have been provided through the combination of taxi cab and door assistance, and you've had over 96,000, from volunteer driver alone. So that really has been the one that people have benefited from and felt very comfortable. And what's great is that they do have enough of a support system, that they can designate someone specifically for that program. But yeah, that's a great question. Thank you.

1:58:02

The next question is, can the same individual apply for all three programs?

1:58:09

Another great question. The answer is no. Unfortunately, we have to, through our agreement with MTA, we can't allow what they call double dipping. And so but on the other side of the coin, there are other transportation programs that are available to county residents. And they are allowed to be involved in this program at one of these three programs as well as an outside program that's completely allowable.

1:58:42

Can one transfer across the programs? Yes, when Pell apply for many other things, but they're trying to say?

1:58:49

Definitely, definitely.

1:58:53

Okay, let me just check for any more here. These are great questions. Okay, do you not see any more, I do see a comment that Bay transit New Freedom Program and mCherry volunteer gas reimbursement they've been doing the program as well. So I'm glad to see there's other programs out there. If you do have these programs, I do want to just make an announcement that FTA and all listeners, we are always looking for great examples that we can share with our partners. And so if you do have a program, and you can share that information, please drop the information to us. Or if you have a write up or a brochure, I will drop my email in the chat. And then we can add it to our inventory that we can post so that people have that information. That way, they're not trying to reinvent the wheel. So we would greatly appreciate that. Thank you very much, David for taking time out to present with us today. That was a lot of great information. You guys have a great program and keep doing great work.

1:59:51

Thank you. Thank you. My pleasure. I really enjoyed being able to present this. So thank you so much. Thank you

2:00:26

Sorry, thank you for letting me know, I still have to apologize because we went a little bit out of order here. But that is okay. I was supposed to go next. It's been a long week. So I just cut on my eyes skipped over certain parts of the agenda here. However, I was supposed to go next. And then we have an each of these next presentations that I'll be presenting to you will have some activities that you'll have to take time to do. So don't shy away from them and a little bit of reporting and be more interactive and dropping things in the chat. I was asked specifically, and also sent a couple emails from mobility managers the last couple of months, and talking them about developing the summit, that they really want to know kind of more of what I call the ins and outs of mobility management. And as we talked about for job before doc JavaScript, you didn't certifications, the resource centers available, the TA Resource Centers and things like that. So I'm going to talk a little bit about that. But I also want to see what you already have that is out there. And we'd like for you all to share. And they're rolling out of the ins and outs of mobility management into how to build your mobility, management toolbox like tools that you can use, right. And these are different tools that I've shared across the regions, with mobility managers with the do T's of how to make sure that you're reaching people in the community better, your marketing, your programs, better, your reporting better all of those things. So I'm going to share my screen here real quick. Just two seconds.

2:02:15

And if someone could just give me a thumbs up when when they can see it.

2:02:34

All right, thank you for the thumbs up, I was just waiting for that. Okay, so I'm going to talk a little bit about the ins and outs of mobility management, we're going to skip all the beginning slides, because we've already talked about that a little bit earlier. I'm also just want to make note, if you are just joining today, all the slide presentations will be posted. And they will also this has also been recorded. So the ins and outs of mobility management, but I first want to take a little bit of time. And you can drop this in the chat, but I hope you have a pen or paper with you. So we're going to take about five to 10 minutes. And I want you to it says to pick a person. But normally we do this when we're in person, but we're not in person now. But I want you to create a mobility manager or someone that mean that maybe that role. So it may be a Mobility Manager. It may be again, it may be you may be the transportation planner, you might be the grant manager, whatever you are, I want you to create the person for this job. So I may create Tim, he's my Mobility Manager. And I'm going to develop develop a job description for my Mobility Manager. And so this doesn't have to be anything that's too lengthy, but I want you to write down and they can just be like keywords, like five essential functions that you want or initiatives that you want. Mine is the intent that I want him to focus on. So maybe for me, Tim is going to focus on outreach outreach, he's going to focus on coordination, and also right down to target audience in your community. And then the last thing I want you to do is write down a list of helpful resources that can be recommended to that Mobility Manager. So I'm going to, for my person for Tim, I'm going to say you know what, I think that you need to check out the FTA technical assistance centers because they have a wealth of resources for you and various trainings and guidance and I think will be helpful for your position. So I just want to take a couple minutes to do that. Also with that, you can write it down or you can drop it in the chat here. And I'm gonna stop sharing my screen for a second so that I'm able to see since it's just me on here, but I want you to create A persona of what a Mobility Manager is in your mind. So create your Mobility Manager. And let's just take about five minutes to do that. So again, you're going to select a name for your Mobility Manager, five key items, essential functions of their job target audience and jot down some helpful resources and then if you don't mind I would like for you to share that and I can unmute you or you can drop it in the chat as well. So we'll take about five minutes.

2:06:58

While everyone is working on their like to call it out like kind of Build A Bear build a manager if any of you all remember build a beret, they still have those around build a manager

2:07:19

and some of you already may or may already have this but I think this is great and you can pull what you already have and share that but I think this is an excellent example. And if you have anything to share, please feel free to drop it in the chat already if you have a link or if you have some sort of document that you can share with everybody that's on here

2:07:47

you have any questions just once again, regarding this or anything else, please drop it in the chat.

2:08:49

You're also able to chat with me as just a panelist if you don't want to drop in the chat and that's perfectly fine. So I just wanna remind y'all I do have someone who is wanting to share what they have. And so I am going to add them on so they can share we have about two minutes left or your building manager

2:09:16

and Steve, I will go ahead and add you and so that you're able to share yours here. Let me know if you receive that request

2:09:32

There you are. I can't see if I'm sharing screen so and we have about one minute left

2:10:06

All right. If you are wanting to share, please just shout at us down in the chat or send me a notes. And I will add you in so that you can share your Mobility Manager that you have created and highlight the things in the job description that you feel are important. Also, if you just honestly are like, I have no idea, please let us know. And that's why we're here to do this activity. And that's why we're having this presentation today. Because we know that we consistently get those questions. I see Olivia has chimed in, too. So let's see, we'll go ahead and let you share what you have been working on and how you're creating our kind of you're building Mobility Manager in your area.

2:10:54

Sure, so it's great to Well, I can't see you all, but it's great to connect yet again this week. This has been an incredible experience with all the information that's come out in the sharing. I'm going to I'm going to do this exercise reflecting on the work that we have actually done in New Hampshire. That is our blueprint. Well. Okay, there it is. So this was a three year planning person process. And we did exactly what Anjali asked us to do, which was we built mobility managers, so I'm going to use our statewide Mobility Manager, Terry Palmer. So that's the name of mine. So as Olivia said, with her balls in the air, and if you saw my my plate spinner from last Monday's presentation, mobility managers are doing 1000 things and come in all shapes and sizes. For New Hampshire, we really said, you know, it would be helpful to have someone that could maintain a regional focus. And so we started to build out regional mobility managers, and they were told that they would work on behalf of the entire region, not with just one provider, if you will. So this position them to collaborate, to build capacity, and to really look at the needs. In addition to that they are also that trusted, friendly face, who can help you find your mobility services that you need. Then I said, Terry, our statewide Mobility Manager, so Terry's position was on top of all of that. So I think there's some similarities like Olivia, who you've heard from how she's sort of overseeing and guiding. And so Terry, we created that position to carry that type of work out. So ultimately, in terms of resources, and I think this is where it's important, because while I know a lot of you come into this field with diverse background and experiences, we all still have a lot to learn in our field in mobility management is changing all the time. So the resources that we actually asked our new mobility managers to review included the suite of materials that you can find on the National Center for Mobility Management website, we had them look through our statewide plan. So that can be everything from the title three B to statewide transportation, statewide transit plans, of course, our mobility management blueprint that I held up how to tons of information and establish criteria for what sort of skills do we want in a new hire? And then we decided what sort of activities would they focus on, and those took the form of statewide, regional, and then special projects as that became available. So we definitely found that the research piece getting somebody on boarded and up to speed was critical, because we all have this problem of not knowing what we don't know. So I'll stop there and let someone else share

2:13:37

it right, is there anyone else on here who would like to share some hand claps there? See? Is there anyone else who would like to share from any of the other regions? Don't be shy.

2:14:04

No, okay.

2:14:12

You're on mute again.

2:14:14

If you want to share at a later time, then please let me know. But I will move on that. Thank you, Steve, for sharing. And the reason why I did that is because we'd like for you to really think about the role, the position, what the job really entails, and what you're really looking for. What you would like that person to do in your community, and it is a lot. I like to save some time being a Mobility Manager is not for the weak at all. Sometimes you have to have tough skin, you know, you may get a lot of nose but then sometimes you get super excited you get a lot of yeses and you just kind of have to you know roll with it as it goes. So, but it's very, very important. The reason why we did this is because It's very important to define what the job is what the description is. And also making sure that you have that support those helpful resources. So I'm going to go right into actual job descriptions, okay, I left the name of the actual Transit Authority out on purpose, and maybe kind of somewhere in between. And it's not that it's a big deal. But this is a Regional Transit Authority. And this is the JavaScript ship for their position as mobility mutual. Talks about who they're under the direct supervision of, and the central functions, which is quite a bit. And as I stated, before, you know, sometimes you do a lot of work. But it talks about that they're going to perform a variety of duties, and look at all these duties, duties in the areas of mobility management. So for their as its planning, implementation, coordination, education, monitoring new, and I talked about a little bit ago, monitoring the new of what is coming in your community, and not just your community, but what is all around you the innovative transportation options for individuals who are elderly, or who have disabilities. And then it goes over the specific essential functions here. And I think that's super, super important. Also, it also talks about how they need to identify the options, best practices. I really like this develop productive relationships. Really, really love that. Okay, the emphasis on that, and relevant community partners and stakeholders. Okay. How many times do we have stakeholders and partners that are part of a committee? But are they really productive? Do they really attend? Are they're really helping you put things in action? Are they really doing anything, okay? We need stakeholders, they're gonna be committed, they're gonna be supportive, and that are really going to help enhance and sustain the mobility options, and really coordinating to helping people get to where they need to be. Also maintaining your database of your clients. And this part that's important that Olivia and I touched on earlier is tracking and reporting periodically. And major performance program performance indicators. also managing public concerns or any complaints. This one includes vehicle procurement and distribution. And that's a lot. And so I'm not going to go through every single thing on here, it also talks about establishing a one call one thing, but this job description right here is probably to pursue people. And I want to make that very clear, because we had a lot of questions also from devotees, as well as in what should they really be doing? Is this too much? Is this too little? Also, we get the question is, what should the pay be? I was in a, in a space the other day, and they posted a job. And it was, I don't know, some Facebook, Instagram, whatever. And they were looking for a professional. And when they posted the job, it was actually out in California area in LA or athlete. And the first thing I looked at was the pay, and I said, Oh, you're not gonna find anyone, because the pay is too low. For all the job duties that you want them to do, that person would not be able to live. And so then people started chiming in. And so that's very important to is making sure that what they're doing is actually, the big and actually, they're actually able to do their job. They have time to do the job. And it's not too much, right. It's not the job of two or three people and that they're being paid their worth, as well. Another job description, and this one falls under a different entity, its parks and public works. I'm curious to see and you can drop in the chat. And if you could, what entities that you work under we know that some work under health care providers, or for nonprofit some work for social service agencies. Is there anyone on here that works under a parks department or a public works department, or something that's a little bit unique? And if so please drop that into the chat. But this one, their title is transport transportation Mobility Manager, and they work in the public works in the parks department. And it's a little bit different. They have to look at all the local regional activities. They also look at the short long range traffic and the parking policies. So this job, this position right here, and I didn't crop out everything, but it really is they combined the job of two people. And you'll find that quite a bit. And they still may receive mobility management funding for it as well. But they also emphasize that The transportation and Mobility Manager works collaborates and engages with stakeholders, and developers, elected officials, businesses, schools, regional agencies, everybody on the transportation projects, and so they have a huge task in front of them, and also talks about how they have to have a lot of self direction initiative, they have to want to do the job. So I think that's important. And that that's an important important statement that they put in this job description, you have to want to do the job. This one is under a planning commission, which is what a lot of people will fall under, as a Mobility Manager. And I thought, this one was interesting to you, it talks about public private partnerships, as well, a lot of times, we see that there's only collaboration with the public. But that's important, you know, think outside the box, bring in others, um, that you wouldn't normally partner with. Also develop ways to communicate transportation options to the public into the community. So I think that's super, super important, because sometimes we forget that there are so many ways to do outreach and communicate, right, sometimes just posting a sign on a bus, or posting a sign the social service office, it's not the way to communicate, we talked about this in some region, that regions that some people, and with the different populations coming in, they may not be able to read your sign. They may be visually impaired, they can't see the side at all, you know, right? Or languages fall into this, okay? So when you're also looking at the task in the description for your mobility managers, not saying, you know, if you hire them speak like 50 languages, that's not what I'm talking about. But I'm really emphasizing that they need to think outside the box. And that's something that you can also include in, you know, when you're interviewing them. And those questions, you know, this could be somebody could say, how would you communicate with those in the community and making sure that they know what options are out here, to kind of get an idea of you know, what their thinking is, and maybe what they would do. Also creative building partnerships. And I like among a diverse range, so they spell it out here in this description. And, you know, we see some descriptions just say, We want you to do this, this this. And that's it. It's pretty generic. But I think now more than ever, that it needs to be defined exactly what you're looking for. I like this one, I'm used partnerships to develop and enhance cost effective travel options for customers in the region. I think this goes very well with partnering and tying in your funding and writing your funds together. And then it talks about participating in various interest, interest groups and advisory committees. And we know that a couple of presentations earlier this week, they talked about really stepping outside the box, and making sure that as a Mobility Manager, part of your job duties being in spaces that you maybe wouldn't normally be. So I also want to talk about funding, we have some questions. And each of these pieces that I'm touching on could be presentations all on their own, but we don't have time for that. So I'm just touching a little bit on descriptions a little bit on the funding a little bit of certifications, just based on questions and feedback that I've gotten. It's always talked about funny options, because we have a lot of questions on we have some fun. So where can we find other funds? Who has grants? Who has matching funds, all sorts of questions. And so, you know, one of my readers, they work a lot with USDA, and USDA has a lot of grants. In fact, they have grants just like a lot of agencies that sometimes people just don't even apply for. Now, I will say that their website can be overwhelming, very much so. But go to USDA, click on the grants, look through them, a lot of them are pretty easy, where you just select your state and it shows you if your state's even eligible. And then it shows you the type of grants. And then if you read through, pretty much all them have some sort of component where you can embed transportation and mobility. And then also

2:24:12

reach out in your community and see what organizations or what projects that may already be using this money or maybe they're applying for this money. And you can partner with them and say, Hey, we can try in the transportation we can tie the transportation portion. How are people going to get to that if you're building a new farmers market, community gardening or rehabbing a training facility for employments? How are people going to get there in a rural area? Well, that's a component transportation part of that funding from USDA proud that grant and so you all can tie all that together. DHSs has variety of funding and grants especially if it's dealing with health care, the CDC they've had a lot of grants and they've been rolling out. USDA ot course which ties in with FTA, they have a lot of grants as well. And they're thinking outside the box to partners that we don't normally think about. And those partners are in Thank you, Calvin, I just saw your pop up about presenting grant opportunities for USDA. And that sound of the Mississippi region, they do a lot of work with a USDA, those rural areas. And I want to, I want to note because they really, really try to protect and preserve the land, especially the farming land there. But they also have a lot of food access and food access that ties into health care. And then they tie the transportation portion making sure people get there, and they're able to access it. But back to you, I want to talk about thinking outside the box with funding. This symbol right here, I purposely did not put the name on it, it's United Way. United Way has a lot of funding campaigns or grants or sources for transportation, and for mobility options, whether it's biking, even whether it's pathways, it's walking, it's veteran transportation, bus, transportation, vanpool, all sorts of just kind of depends on what their focus or what the need is in their area and your region. Also, another one that tends to be a partner is the YMCA, they have a lot of programs and mobility for seniors, were school aged children. And for those with disabilities, a whole lot of programs that a lot of people normally don't think of that are connected with the YMCA. And they have various grants and funding initiatives that you can reach out to them, and you can partner with them. So those are just a few that I just want to mention. But there's a whole list and you can certainly contact us to talk about more. Sorry, certifications, we always get the question about certifications, you know, should I be certified? Should I not be certified? Can I do still do my job if I'm certified? What certifications are out there that we want to look at? How much do they cause all sorts of things. So I'm just going to touch on this quickly. And I'm going to say first, it varies from state to say, I will tell you that there is no specific certification for mobility managers that is mandated that you have to have it's not like if you're an architect, you got to be licensed to stamp the drawing and put it into place. Or if you're an engineer like your P license, even, you know through APA, the plenty Association they do have the AIC P, some planners are certified, some are not. Like I could say I have not sat and taken my ICP and that's okay. But I've still practice as a planner, that does not make me any less of a planner, right? It has become larger and larger over the years just like the P E and and the architecture license. But I say all that to say that it's the same thing with mobility, managing management, it is a very, very important position in our field. But there's no specific certification until an FTA design certification until now we've had their blessing. And actually there is a national Mobility Manager service certification that Easterseals project project action does have I know a lot of you all been a bit on this week are going through that certification. However, Wisconsin WAM Association mobility matters, they did touch on their certification that they developed, which is outstanding as well. And so you can take a look at that. And also, if you're if you're looking to develop one in your state, I think they have a great example. community asset builders has a mobility management certification. Also, that's more of a healthcare focus. So if you are in a nonprofit that focuses on health care if you're at a hospital, or medical facility or clinic, a lot of the medical facilities in their area, and now it's reached across the United States were happy their patient coordinators are those who, you know, set appointments and also have to help coordinate transportation for those patients making sure that they have access to get back for their follow ups. Go through this training. Um, if you're trying to find it, I do want to I was formerly under the Missouri Rural Health tab, but now you'd have to type in community asset builders to find it. And that's in conjunction with University of Missouri. The National Center for Mobility Management has a base level certification. A lot of these certifications tie into that making it more economical and they have certifications as well. And you do get a certificate with it. Excuse me, it'll go back. And then as I mentioned, the only national Mobility Manager Certification is through Easterseals project action. And then there's also a travel trainer certification because we've also had questions for that. The next thing is that resources we always get asked for resources. What are other things out there? So I want to start off on purpose. A lot of people hear me say the term unofficial TA centers. And when I say they're like, What do you mean? A lot of entities, organizations, nonprofits have technical assistance centers, but I say on official TA centers is that these are not the Federal Transit Administration TA Centers, that's okay. Some of them do receive funding through FTA. And they are our partners. And we love working with them. Because just like they learn from us, we learn from them. And they have a wealth of knowledge and a wealth of tools that we can definitely partner with them to use. So I like to bring to us a couple of unofficial TA centers that I think will be very helpful for mobility managers, Center for Neighborhood Technology, they have some great things for mobility managers on their site. NACTO, National Association of city transportation officials multicity is one of them equitable cities is one Smart Growth America is one and make a building. And those are just a few. There's a whole list and there are more than I can give you. But those are just some wines that I've noticed, in the last, you know, six months or so here, they've been doing some really, really great things in communities and that other mobility managers have said that they have been using and it's been very beneficial. And then, of course, I'm going to end with the official technical assistance centers, sponsored through FTA. And that's of course, again in CMM. In a DC National Art tap shared use MOBILITY Center and accounts.

2:31:24

If you have any questions, please drop them in the chat or drop them in the q&a. I thank you, Steve, for sharing with us on the are building mobility managers project. As I said, kind of like I like to think of it as like a Build A Bear kind of projects, as well is there anyone else before I close out and roll into the next presentation, who would like to share on any any job descriptions or anything, any tools or resources that you think you would like to see in the mobility manager's role? If not, then I will go on to the next thing. So the next thing that I'm going to present on based on responses previously, is what I call build your mobility toolbox, tools that you can use. With that, let me share my screen here, just give me a second. To close out the last one.

2:32:34

I also want to clean this up, just want to make sure again, that you all take time and just take two minutes, we did hear you, as I've said every day that hey, you know, we'll take these surveys. And we'll provide a valuable feedback, but they can't be too long, too long. So if you wouldn't mind taking the two minutes to provide feedback for today. But even throughout the week, we would greatly appreciate it. So I will drop that survey link in the chat here.

2:33:11

All right, I'm going to share my screen here. But we will have a little bit of a session. And you all know that when I do presentations, I like it to be interactive. Because I like to have you take a break and use your brain a little bit and think about things. So we're going to take normally would take 10 minutes, we'll take about five minutes just to save time, I'll give you a little bit your time back today. And I want you to grab a pen and paper, kind of take notes, it will be with yourself. But this is a similar thing only I'm sorry, I think my slides got switched around between the two. But I want this case you're not building a mobility major. But I want you to list various tools that you are currently using, or tools that you think could be helpful to use as a Mobility Manager. So we're just going to take a couple of minutes. And if you don't want to jot it down and then share out publicly, you can drop those in the chat. So again, I'll give you five minutes. And those tools could be anything, it could be just like Olivia, presented on like smart sheets, that may be a tool. You could say well, we have a sophisticated Excel system that we use. It can be any of those things. But please write those down. And then I would love for you to share or drop them in the chat. tools could be some sort of graphic design software, how you do all of your outreach or your mapping. Dry presented earlier this week with harvesters and he talked about using the tool, some different tools that you may not know were in Google Maps and I certainly didn't know they were there on how to map and tell the story where people can catch various routes to the food pantry the grocery store or the public gardens in there. Are you? So there's so many different tools that are beneficial for mobility managers to use, or just to be aware of, that they can have in their toolbox. And I do see something in the chat here. Let me see if I can pull it over. Oh, crap and you're hilarious cat was so cute. We have a virtual snack. I wish I could send you all snack. We are almost done. Gavin, I will zoom through this really quickly. I know it's been a long day. And I haven't even eaten breakfast yet. So I totally hear you. Rob was done. Bear with me.

2:35:40

We just have a couple more minutes there. Calvin, do you have any tools, I know that you all have some some tools that you all use, please drop them in the chat for me and share with your fellow mobility managers.

2:35:59

Oh, thank you appreciate it.

2:36:18

So when you're thinking of tools, once again, we always get the question various software's of Yep. Steve. So one of my tools, the MFAT tool. Some of the states that you are probably have developed tools that we may not even be aware of some of your community partners may have and even some of their aid some other agencies that are outside just you know the transportation brands as well.

2:37:06

All right, well, while you're thinking it's Calvin, note that he's hungry, and I don't have any virtual snacks to pass out. I'm sorry, guys. I'll go ahead and keep going. So the first tool and Steve had already dropped into the chat is the mobility management sustainability assessment tool, we did an in depth to the deep dive in that on Monday, and it's the inset tool. This is very, very helpful for mobility manage, or any transportation professionals, all the way up from you know, your higher up that maybe the D O T, the RPC the CDTs, whatever your housing, your nonprofits, at the Hospital Foundation, wherever your base all the way down to just you as the Mobility Manager, or even the coordinators to assess and evaluate and making sure that you sustain your programs. And so this is a great tool. The next tool is smart sheets, which we just saw a little bit of a presentation on from Olivia, she'll be presenting in depth for you all a couple of months for mobility managers on actual training on how you can use it. Another one we saw earlier is universal mobility tool, which was developed by in CMM N sub c. And I just took a screenshot here. Um, you know, we touched on a few of the components on it, but it is a module that you can go on and you can learn believe all together it takes about 30 minutes. It also has a checklist and as an implementation guide at the end. And then you can take that and you can use there you can develop it, adapt it to your own area. And that's what you can do with actually all of these tools. So in a DTC as a Coordination Committee toolkits, and I think this is super, super important as you're reaching out to stakeholders and various partners. How do you coordinate them? How do you get them on one committee? How do you build that coalition? And I think toolkits of this nature are super important. You don't have to reinvent the wheel and develop these checklists and toolkits. We have them all here for you. And national, our tap has a whole lot of toolkits. They have a whole page that is the toolkits, overview. And even us across the board and the various TA centers. We reference these others toolkits, you know, instead of us reinventing another toolkit, or someone asked us or, Hey, can we work with you guys to develop this? No, they already have it, we can go over to our partner center, and we can look at what toolkit they have. And if there's something that may be missing from toolkit, then we may partner together and do another a joint enhancement or update or develop that toolkit together. They have a toolkit anything from ADA toolkits, how to do a Bus Rodeo a find anything to get they have a marketing one that's really great. If you're also in the role of our tap manager slash mobility managers, some of you will oversee the mobility managers and and look at how, look at their funding for their trainings and things. They have a toolkit for that. For transit managers, it pretty much anything you need, they have a toolkit for. If they don't have it, they certainly reference everyone else's toolkits, where they will find it for you. CMT, as we mentioned, as another artificial TAS as an unofficial TA Center. They have tools, and lots of their tools are interactive, which I think are absolutely great. Um, they have a lot of social impact calculators and even tools that are about climate control and the environment. And justice 40 has been a component of a lot of grants that have been coming down the pipeline, and how to analyze them. So they have justice 40 analysis tool, they have a tool that looks at housing and transportation, affordability, they have a tool for parking, calculating green trips, and they have a tool for almost everything that deals with kind of the environmental aspect of it. And that's very, very important in our line of work as well. Another tool that I've been talking to mobility managers a lot in the last couple years is how to market our programs, how to catch the writers eye, how to catch the stakeholders eye, how to capture that partner, whether it's to come on board, and we can use their tools or even attract funding. And Cuba is a great tool. Some of the mobility majors in various states, they use Canva for everything they use Canva to do their brochures to do their handbooks to do their I'm going to mention in Kansas, I went to their the KP ta Association, me and they have these cool stickers. And I was like, how did you make these stickers. And everyone loves stickers, and they're like, we might have a Canva. You know, they made their own stickers, and they were great, really cool. So Canva, you gotta have a free account, or it's like $10 a month for a pro account. They have all these other accounts, but it's great. And you can share it with other people to do designs and edit. So this has been a very beneficial tool I've learned from mobility managers, just across the board. So I'd certainly want to share with you all. Now don't get me wrong, you can also use PowerPoint to make flyers and things like that. But there's some pretty cool things in here that you just type it in. And they can kind of find a template and so you don't have to reinvent the wheel. Also, I want to know, in Canva, you can do, because we've had a question about marketing as far as videos and on Facebook, because a lot of agencies have Facebook pages, you can do videos in Canva, as well. You can post, you know, telling the stories of your passengers in Canva. You can do all kinds of neat kind of shorts and presentations and like documentary styles. And you can do a whole website in Canva, too. I also want to back up a minute. And I just popped in my head, I forgot to mention with websites, National Arts app has another page where they can assist if it's an agency, especially small agencies, and also tribal agencies and building websites. So that is the end of my presentation on tools. These are just tools that I think they have been very beneficial to mobility managers across the board. And they've been very helpful, and has made a difference in their outreach to them reaching out to stakeholders and communities and establishing partnerships, just those simple tools. And also in analyzing the data that is needed for them to do their reporting, or to fill out information for grants in their areas. And so if you have any questions, please drop those in the chat. And certainly there are a whole lot of other tools that we can continue to talk about. But just, you know, shoot me an email, and I will be more than happy to give you a list of more. Also, I have some that are dropped in the chat here. Google Drive for file sharing. Google is a great tool. He writes, As Calvin has mentioned software could be considered a tool. Yes, certainly.

2:44:15

So I'll just check to see if there's any other questions, or are there any other comments on tools in the chat?

2:44:29

Do you not see any other questions? Or I do not see any other comments, either. I'll give it about a minute or two. But with that, I want to thank everyone for joining us this week. I know it has been a long week. And I want to say that we did listen with you. We didn't want to consume all of your days. You know a lot of times the different regions we do a whole day for a summit. Sometimes it's three days for a summit, but we tried to do the best we could with fulfilling Your requests of the various types of programming that you want it that you wanted to hear about and doing half day so that you're able to actually make it to other meetings. And also do your work as mobility managers as well. So please give us about a week or two, or weekend, get all of the PowerPoint presentations assembled, and that we can download and post all their presentations, as well. And when that happens, you will see them posted on the NC mem site under webinars. And we will make sure that we get that out as soon as we can. I just want to say to my colleagues that are still on here, Steve, and Olivia, thank you so much, and anyone else who is out there for presenting this week, and also for helping with this, um, it takes a village of me, Colin, everybody, can you help? Can you present? Can you do what's new? What's going on? And are there any last words that you would like to share, you would like to say?

2:46:01

Absolutely. Because there's one person that actually we owe a debt of gratitude to and that's you, you know, as your colleague, work with you, but I know firsthand how much work this was for you to pull all these pieces together and develop this. And it just underscores, in my opinion, you represent the type of people we need in transportation assistance, our TA centers, and why they're so incredibly valuable, because I don't think any of us focused on our immediate jobs back home, we'd have time to do something like this. So really, you know, take a victory lap, you've worked hard, and I hope you have some downtime this weekend. Thank

2:46:42

you, I will tell people that I will be having to take a break or so because we had quite a few of bids today. I also want to thank those that that are on here. We had an F hw a the FTA convenient at the same time that I traveled to while I was doing this. And some of them have joined in. And they were very much in line because they didn't know a lot about mobility management. So I look forward to talking to them on that side of the other agency as well. And giving them more information. And I want you to reach out to your FH wa partners in your area. To talk more about connectivity. And how you can bring them to the table. They have a lot of different tools. I'm in fact the inset was kind of branch from some of the research that FH wa had did. So they have some great people over there. And I was very excited to share that with them. So Olivia, is there anything that you would like to say, um, if any of the FTA staff on here would like to say any last words as well, then please let me know.

2:47:43

I don't have anything to add other than it's been amazing. This is such a good way to showcase all things mobility management, also to clear the air about what is mobility management, and how important that is. And it's really great to have you put this together because it's really wonderful to actually just hear all the things that are happening across the state is benefiting mobility managers that are listening, also us on a state level that are trying to you know, drive things forward. And, you know, just having this this consensus of all of us together has been so beneficial. I would like to see this happen at least annually. Because yeah, that's that's the missing piece. A lot of times when we go to a lot of trainings and stuff, there's a lot of great things we can bring back to our transportation providers, but sometimes it doesn't feed us as mobility managers, and you've given us this opportunity. really thankful for that. And but yes, I'll leave it open to anyone else like the HFH wa or FTA that would like to talk about this too. But thank you guys so much.

2:48:37

I want to know the chat that Lynn just said speaking of H FH wa beide Harris administration announces nearly 45 million available funds to improve bicycle and pedestrian connectivity and safety. And she provided the link there bout of Jackson and them are on here of our equitas. He's on here. They do a lot in the bike space. So they are I'm sure certainly doing cartwheels and xootr on their bikes, and they're very excited about that. So I'm excited as well. All right, if there are no other questions or any last remarks, then you all get about 35 minutes of your time back for an early lunch. So have a great Friday. A great weekend everyone. It was great seeing everyone and sharing ideas and I look forward to continue doing this. Thank you