2023 Mobility Design Challenge Pitches

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**SPEAKERS**

Carol K, Bill Wagner, Sage Kashner

**Bill Wagner** 00:04

Good afternoon, everyone. Welcome to the mobility design challenge planning grant team pitches. We will just give it one more minutes, let everyone get logged in and we will start.

00:35

Okay, it's

**Bill Wagner** 00:36

a beautiful sunny day in downtown Washington, DC. I hope you all are enjoying the sun as well. And stage thank you for starting the slides. Let's go to the next slide, please. Before we start the presentation today, I do want to take a minute to thank FTA FTA is our partner and funding source that allows us to do these grants. Without their support, we would not be able to be impacting communities like these projects are going to describe today. And other projects we have worried are worked on before, not worried about Of course we don't worry about it. So again, thank you FTA. And we can go to the next slide, Sage please.

**Bill Wagner** 01:37

Next, I'd like to thank the the teams that are presenting today. I want to applaud them for their work that they've done. The time they've spent the commitment that each of them have made the energy and creativity they put into these projects, you're going to hear some unique proposals today. They're going to describe the issues they're trying to resolve in their communities. And I think it's important that we recognize them, and thank them and applaud them for their efforts. Next slide.

**Bill Wagner** 02:17

Before we start with the team pitches, for those unfamiliar with our process, let's quickly recap where these teams have been and where they're going. For those not familiar, we operate under the practice or principles of the human set, you can go to the next slide slate sorry, we practice the principles of human centered design. Each one of these teams had identified a need and formed team early on in the planning phase before they applied for our funding. From there after approved, each team moved on. And as just completed both the discovery and the idea generation phases. You can see the green in the red on the slide. They've moved excuse me, of what in the discovery and generation idea generation phases, they've spent time, two full days with NCFM staff facilitating, reviewing that all the data collected from community interviews and identified insights to be used later in their building their concepts. They've also moved into the yellow phase, where they have designed prototypes, and begun the process of assumption testing. Later on in the final phase, they will go into what we call or refer to the learning launch. And we'll talk a little bit more about those steps later. Next slide please.

**Bill Wagner** 04:01

For our teams, hopefully, with all of the work and time you spent on these projects, you're feeling like you're you've hit a sweet spot or approaching a sweet spot. That sweet spot is a balance between customer desirability, operational feasibility and financial viability. Without any or without all of these three features. We contend to miss our mark. I often reference a movie when talking about customer desirability. This many of you may have heard me say this, but the movie I'm referring to is his field of dreams. There's a famous line in that movie saying build it and they will come. We know we believe that sometimes that can be a fallacy without customer desirability. In that very first important step. You're not going to hit that sweet spot and continuing kind of with baseball references for anyone thanks As played baseball, we know, your chances of hitting a homerun are much greater when you hit that sweet spot. So before we go on and I introduce our first team, I would like to remind the team still have seven minutes. At the end of the seven minutes, you will hear a chime from Sage. And we really asked you to wrap up your presentation wherever you're at right then. So we can move on to the question period. We will have a few minutes after each presentation for our viewers to ask questions. At the bottom of the screen, you will see instructions for the question. So there's a raise your hand feature at the bottom of your screen. And sage will call you out. unmute you and you can ask your question. So moving right along, I'd like to introduce our first team from next slide states from Waterloo, Iowa, team lead, Nick fret ski.

06:15

Thank you, Bill. So I just do need to also point out the fact that the Field of Dreams was was filmed and still located in the state of Iowa. So anybody ready to come out? Take a visit? Let us know when you get here. We'd be happy to join you. All right, moving on now. behalf of the Iowa Northland Regional Council of Governments, the McElroy Trust, the city of Waterloo met transit Boys and Girls Club of the Cedar Valley and Black Hawk County, I present to you next slide please. Let's go youth access to transportation. Next slide. Please. Try to keep my moving along here too, if

**Carol K** 07:01

I can.

07:05

All right. After finding a common theme across various Waterloo based organizations, our focus question became pretty clear. Next slide. And that is how might we eliminate transportation barriers for high school aged youth enabling them to fully participate in community life work and play. Next slide, please. And the city of Waterloo and each group represented here today have done a great deal to not only theoretically but also programmatically rebrand ourselves as the community of opportunity. Still, there seems to be a lingering barrier and needs access to sufficient transportation to available programs, various facilities ranging from health care to recreation, age appropriate activities and job opportunities. Many, many of the youth and I would almost go as far as to say most of of the Youth and Students that we interviewed relied pretty much solely on a parent or guardian for almost all of their transportation needs. The Outlier being those who who have access to to either transportation through the school district or a few that have their own vehicles. And interestingly enough, many of the youth we interviewed who are of or approaching driving age, are opting to postpone getting a license, some for financial reasons others just for the simple fact that they have no desire to or maybe even need to. So this poses a critical dilemma for many of the parents that we interviewed. Do I provide for my child's access to opportunity and well being or my own as a parent, it also became abundantly clear that safety is of the utmost importance for the parents from their perspective of their their youth next lease. So we do have a public transit system here in Waterloo, but very few of the youth are familiar or comfortable with that metropolitan transit system. And neither are the parents. So met transit seem to have been perceived as kind of a last resort. Even though our final survey identified that an overwhelming majority of 50 students that we had kind of take that survey believe that writing public transit is cool, as opposed to it being lame, and that was how we weren't in the question. Whether that wording is cool or lame, doesn't really matter. We got still some pretty good answers I feel like so our concept, hopefully could actually act as a catalyst to future utilization of mass transit and hopefully inspire some familiar are some familiarity and the next generation of adults. Next slide, please. And our community engagement has led to a greater understanding of the widespread magnitude magnitude of the problem. But a lot, a lot more than we actually are. At least I personally thought thought it was next lease. And next, again, got a couple of gaps in there. Okay, so stemming from our rigorous public engagement process specifically developed to reach out to and engage the youth has resulted in our concept. Next slide, please. And that is let's go to transportation. Next slide. So how does it work? Next slide. Um, in order for us to kind of further evaluate the real need and our own capacity and capabilities, we are proposing a fixed radius bus route on demand hybrid model model of public public transportation. Next slide. The routes including timing and destinations will be determined by predefined variables ranging from demand and sponsorships identified by staker stakeholders and end users. Next slide please. And the routes will have the ability to be seasonally adjusted based on the specific needs of the organizations and the youth who utilize the system. Next slide please. Buses will be wrapped and CO branded decals designed by the local youth so as to create an inviting means of transportation that immediately exudes a level of comfortability with those accessing the vehicle. Next slide. Parents and guardians will be given the option to either verify if it's not scheduled by them or to schedule the rides themselves 24 hours in advance and will be given real time access to their child's location while that child is utilizing the system. Next slide please. As for the demand grows, so too will the fleet in theory. Next slide please. The app will also provide a how to User's Guide and the platform to access all anticipated changes as I mentioned destinations will be determined quarterly by an advisory board so as to meet the seasonal demand. Next slide please. So how do you pay next slide please. Funds can be added as they're available and convenient for the person adding the funds with balances having the ability to be accrued up to a certain threshold. Sponsors can choose to supplement rides to certain riders and destinations for staff or participants in a particular program. Next slide please. Organizations will also have the ability to divert funds to the system by donations, various ways of allocation allowable to their own specific organizational structures, thus lowering the cost to the end user. Next slide please. So who drives Next slide please.

**Sage Kashner** 13:43

Wrapping up soon please. Yep, safety

13:45

and accountability is paramount. So drivers are vetted and held to the same standards as those required by the Federal Transit Administration. Next slide. Also, as determined necessary for each specific route chaperones will be available either through let's go or appointed accordingly by the sponsoring organization. Next slide. We can kind of skip that part. On the next slide. Yep. So community value value that our solution brings to the community first and foremost is access to opportunities and social determinants of health for local youth resulting in their ability to develop skills to become successful adults next slide. provides parents and guardians peace of mind in that it is safe, reliable transportation to specific destinations of their consent, further providing the parent or guardian an opportunity of their own to access the essential services they need to lead productive healthy lives as well. Next slide please. So funding there are several local thanks philanthropic, philanthropic foundations who have expressed support. Next slide. The Community School District has also expressed interest in, in the system that we're proposing along with the city of Waterloo, and local business sponsorships. So on behalf of the Waterloo team, I'd like to thank each of you for, for giving us the opportunity to go through this process. It's been pretty awesome, honestly.

**Bill Wagner** 15:33

Thank you, Nick. We'll take a couple quick questions for lick. And then we'll move on to the next project. Anyone have any questions?

15:47

The I have a question is, um, can you hear me Bill? Yep. Great. Yeah. Hey, Nick, nice job. Hi.

15:52

Thanks, me.

15:54

I had the privilege of working with Nick's team. So I had a couple questions. But sage or bill, if you see any other questions from the audience, please let me know. And we'll let them go first. Can you say a little bit more about the youth that you chose to focus on? And what impact you hope this will have on them?

16:11

Yeah, absolutely. I just kind of get into that at a certain point. But I sped it up a little bit, we did focus, mainly on disadvantaged youth, we do have a pretty high concentration of disadvantaged census tracts kind of in the heart of the metropolitan area. And that was definitely one of the specific needs. But as we kind of got into the process, we learned that it went well beyond that. But that was really kind of our focal point in starting everything. But I think it could go further.

**Bill Wagner** 16:43

So can I quick follow up on that, Nick, absolutely disadvantaged youth? Will there be an application and eligibility requirement? Or your referral base?

16:52

I, I don't think that we would like for it to be that way. I think that there will probably be certain programs through the school district that would probably you know, allude to that eligibility factor. But I think for the most part, we would really like for it to be open and available to any at all. But then again, some of where that supplemental funding might come from could could impact that for certain individuals.

**Bill Wagner** 17:18

Okay, thank you. Sorry to interrupt me.

17:20

No worries, thanks.

17:21

Well, that's okay. Sage, do you want to unmute Terry, or do you want me to voice her question?

**Sage Kashner** 17:27

Why don't you read Terry's question? And then I will unmute Carol, who also has one. Okay, great.

17:33

So, So Terry Palmer asked, um, will the program be eligible for younger youth to use as well? Is there an age range that you were kind of looking at? So

17:43

kind of for this process, we did narrow it down quite a bit, we started at age eight to 18. But then we kind of started to understand that there's a pretty big difference between some of where those particular age groups are interested in going or even have the, I guess, kind of parental support to kind of have a comfort level of comfort with them getting on a bus like that. But I think, ultimately, we would definitely like to be able to meet that need from age eight to 18. But I think just kind of for the overall kind of, you know, time and resource availability, you know, with the current, you know, session, we did narrow that down pretty significantly.

18:38

Thank you.

**Sage Kashner** 18:40

Carol. I am unmuting. You

**Carol K** 18:47

did you unmute? Yes. Okay. Yeah, I don't see the video. But anyway. Hi, Nick. Can you hear me? I sure can. Okay. I was interesting. You mentioned clearly the point that safety was a concern to parents. And I'm wondering what it was that you've learned about learned from parents about their concern for safety that might affect the project implementation overall. So

19:20

I think just kind of the overall uncertainty of what happens after their child gets put on this bus and where they end up. So that was kind of where we came to the conclusion that a chaperone, especially for kind of those lower age brackets would would probably be most ideal, at least until you know, hopefully, somewhere further down the line that becomes more of a I guess a point where where everybody becomes more comfortable with it, you know, I guess I'm not sure you know, My parents, I guess I never got really thrown out on a public transit bus. But on a school bus just didn't seem like that. It seems like almost like that's a new, I don't know, kind of a new element of parenthood where it's like, you just want to be as protective as you possibly can be. So I think of providing that element of a little more surety that things are going to be as safe as they possibly can be. I don't know. I mean, I guess, kind of playing that by ear and seeing how things go would be the best way that I could, you know, maybe plan ahead for it. But I think just providing the chaperone right off the bat and kind of planning for that is kind of the conclusion that we came to, did

**Carol K** 20:46

they give you any feedback on the use of the integrated app, you know, for payments or for the live updates on a kid's location that you mentioned?

20:56

That so actually, we didn't i At first, we didn't really consider having that integration of the true, I guess, traceability trackability of where the kids are at and that sort of thing. But that's something that kind of came in through those follow up conversations with the youth and parents as being able to have kind of virtual eyes, I guess you could say on on the individual.

**Sage Kashner** 21:24

Wise, Thanks, Nick.

**Bill Wagner** 21:26

I want an effort to make sure everyone has opportunities. If there's any other questions we can get in. There's any time left at the end. We'll get those to Nick but I'd like to introduce our next team and move this along. Our next team is from Camden Camdenton, Missouri in the Lake of the Ozarks and speaking is Ed Thomas. Ed, are you with us?

21:48

I am Thank you. Well, good afternoon, everyone. And thank you for this opportunity to present our solution concept. My name is Ed Thomas and I'm the Executive Director with the Camden County Senate Bill 40 board which was lead agency in this project. Although there are some concentrated populations of people along main thoroughfares that connects small towns, there is a significant population who lived throughout the more rural areas of all four counts. The area is unique and that there is more shoreline on the Lake of the Ozarks than the coast of California. And the counties geography requires a long winding roads through the region's hills and dales to connect people to community resources next. In March 2023, local community stakeholders brought the region's transportation problems to the forefront of the community's concerns when the Lake of the Ozarks Regional Economic Development Council hosted the workforce roundtable Summit. Participants at the summit where local businesses, healthcare providers and elected officials, school districts, Chambers of Commerce representatives and other community leaders, a special workforce transportation task force was also created this summit to address the issue which laid the framework for our focus question. Next.

23:10

Focus question is How might we provide transportation options to low income families individuals with disabilities and other underserved populations in Camden, Laclede, Miller and Morgan counties for accessing employment training, education and trade development opportunities. The grant team them develop the insights and design criteria which were born from the focus question and challenges facing citizens in the region are on our insights included. There are many places throughout the community that individuals need to go. There's a lack of transportation to take individuals to and from work health care and other community resources. The geography of the Lake of the Ozarks region presents challenges for transportation. For a lot of residents transportation costs in the area are a huge burden. The community needs more than just OCE transit for available transportation providers of transit as our public transportation rule provider. Boats current services have some several limitations with schedules and routes. There are limited resources within the community and we need to build a system that will last without a lot of state support. Next, we determined our concept design criteria must provide connections within the community. provide transportation solutions for multiple needs, account for time and distance be affordable. be built on community partnerships improve access for individuals with transportation barriers, and it has to be sustainable and lasting. Next. Based on our conversations with community stakeholders, we determine mobility coordination services would be our proposed solution concept. Mobility coordination services are a component of a broader mobility manage Smith system. The goal of this service is to identify and connect existing transportation resources, as well as promote the development of new transportation services that will address the customer needs. Mobility coordination services are defined as comprehensive interval individualized services, which support the customer with transportation resource discovery, identification of transportation service needs, and development of a transportation strategy to meet individualized transportation needs. Next. How does it work? In essence, the simplistic form of it is that the individual or representative, the individual will contact the service provider. The service provider then locates the resources within the community that will meet the needs of the individual that is verified and communicated to the individual who is requesting the service. And then the data and the information is recorded to record success or failure, and other important information that is needed for future use. Next, data, data collection information and data will need to be recorded to show successes or failures and identify potential new services needed. This information and data should include customer demographic information, trip purpose trip origins and destinations trip totals, trip distance, number of unique users, service outcomes, successes or failures, transportation service utilization, trend analysis, satisfaction surveys, needs assessments, cost analysis, national, state and regional data and other important information. Next. The mobility coordination services will be supported by an overarching mobility management system with multiple partnerships. Each partner will contribute its time and efforts towards specific activities aimed at expanding the mobility management system network and identifying additional community transportation service needs. Next. Mobility coordination services connect existing services and financial resources as well as focus on efficiency and service needs. The local area needs initiative in Camden County Senate Bill Senate Bill 40 board are well established organizations within the communities that have demonstrated until now an unrecognized client based mobility coordination services model, there's a demonstrated need to establish mobility coordination services accessible to the general public nugo transit has agreed to become the mobility coordination services provider for the four county region. Through the solution concept collaboration, all agencies will work towards breaking down transportation service silos, as well as establishing an information sharing network with the transportation stakeholders and potential funding sources. By doing this, we can potentially mitigate inefficiencies in service delivery, expand service delivery options, connect service delivery methods, and establish an increased return on public and private investment in transportation services. It should be noted that the services will be at no cost to the customer. However, there may be a cost associated with the secure transportation service delivery provider. For example, there is a fair to use out system for public transit services. Next, the grant teams next deep next steps towards realization of public mobility coordination services include operational plan development, budget development, determining essential data gathering processes, determine informational sharing processes, forms and content development, determined software utilization established primary and secondary communication methods control concept testing and a SWOT analysis. Next,

**Sage Kashner** 28:59

wrapping up please.

29:00

The grant team has identified many potential sources for funding in Confluence with further funding from the National Center for Mobility Management. They include federal, state and local agencies, foundations, healthcare providers, businesses and other community funding sources. Next. On behalf of the grant team, I want to thank you for the opportunities that were provided to us through the community mobility design challenge grant, we learned a lot more about our community through the grants activities and team member collaborations. It'd be an absolute honor to be selected as one of the teams moving forward. Thank you so much.

**Bill Wagner** 29:36

Thank you, Edie. I had the pleasure of working with Ed and his team and I've decided I'm definitely not going back to the Lake of the Ozarks until summer that midwinter so we'll open it up now for questions for Edie. Carol,

**Sage Kashner** 29:57

okay, Carol, you can unmute and speak and we'll be able to Are you?

**Carol K** 30:04

Okay, Eric, can you hear me? I can. Okay, is Carol the evaluator that this sounds like an exciting and rather complex project, the key to this project is obviously, the quite a bit of cross agency coordination. And I really appreciated your slide that outlined the quantitative data that you're going to be collecting. My question is, do you have plans for collecting some additional qualitative data that might capture the development of those crucial community partnerships, which seems to be for employers? And how you keep those and sustain those partnerships to make the coordination a success?

30:49

Yeah, actually, I think that's part of, you know, what we're looking at on ongoing steps is how can we work with, you know, specifically employers, a lot of the concerns that we had with with the lack of the workforce in the community included, you know, different different demographic groups that weren't necessarily tapped into or weren't thought about by the employers. So there's gonna be kind of an investment into making sure that we have overlapping, you know, quality outcomes, you know, being able to follow up with his employers to see the success rates, the failure rates, you know, what the trends are, as far as any kind of quantitative analysis that is done by the employer to say is this worth the time and investment may be necessary to include them as part of a funding resource. So I think the the data that we collect is really specific to the type of trip and there it will narrow down to the specifics for each trip type. And then we'll be able to, if you will, more concentrating more heavily on those deficient areas. Did that answer your question?

**Sage Kashner** 31:57

Sorry, I've muted her. I can unmute you.

32:01

So actually, in the sake of time, I'm Sage, I have another question if we want to kind of move on. Yes, please. Okay, great. So and yeah, so I have another data question for you. I love the fact that your data collections can be so comprehensive, but one type of data I didn't see that you're collecting is on trips that can't be made. So um, so what are your plans for collecting those data? And then what do you think you might do with that data?

32:30

Well, I think we are going to include include field trips and fail failure rates as far as the type of service outcome. So that is going to be included, we're also going to probably include the miles and some of the subordinate data that will go along with that, because I think it's critical to show that in the service delivery needs in the area, is it because of if it's an employer that we were unable to secure a ride for someone? Well, is it because that employer is too far from the individual? Is it an area where there's not a lot of transportation services available? So that adds more strategy moving forward on how do we concentrate our efforts to improve the services? And expand?

33:12

Yeah, you know, no, I do. And then who would you share that data with? Let's just say you, I don't know, let's just say 20% of your trips couldn't be made? What would be your next step to those data?

33:23

We would definitely share it with the local county governments, the city minutes, municipalities, the businesses themselves, and also state in any other agency at the state or federal level that would be able to take that data and look at it and say, Okay, where's the needed investment need to go? Because the economic impact on that is going to be critical.

33:43

Great. Thank you. Appreciate it. Those are all my questions.

**Sage Kashner** 33:48

That's about five minutes.

**Bill Wagner** 33:51

Okay, thank you in. Next we'll go on to our third team. speaking to us from Hillsboro, Ohio, we have Tracy Harris, and the region's seventh team.

34:10

Okay, I am Casey Harris and I am the Pickaway county Ohio Mobility Manager and I'm here with my colleague Chris Cecil back to the first slide please.

34:24

Okay, so the name preliminary name for our program is work rides and the slogan is empowering commutes empowering lives. We're focusing on low income residents across nine rural counties in southern Ohio. You can see there's those there on the map. And all our counties most of the population live outside of the county seat up to 30 minutes from the counties major trip generators such as employers, medical facilities and grocery stores. Most of the counties have public transit that serves the entire county but even then it's typically on a limited basis for exam Apple Ross County the second largest county in the state has public transit that serves each village outside of the Chillicothe. So there's limits, but only one day a week at 7am noon and 7pm. People who live in the villages must schedule doctor's appointments around the bus schedule or find a job that they only need to show up for one day a week. Other another one of our counties Galya County currently has no public transit system. Next slide. Our team is made up of mobility managers, public transportation users, representatives of a transportation provider that serves four of those counties, a Regional Medical Center with locations in five of the counties and the district's Area Agency on Aging. Next slide. Our focus question was recruited reframed over the course of the process. And we landed on how might we create transportation options for our region's low income are older adult residents to improve their economic status or health care access. Next slide. For our program to be successful, these are the design criteria we established and I will highlight some of them in the rest of our slides. One is addressing conditions that limit transportation providers from extending services. In the end, we realized that we lacked control of the two primary limitations, regulation over public transit jurisdictions and the lack of drivers. Because of that, the concept we've developed will be even more vital to answering the focus question two is addressing regional transportation not just local services. Three refers to our riders needs such as their destinations, four is developing a solution that the rider perceives as good value. Five includes working with our community partners, six is educating healthcare professionals on the transportation services available, so they can work with their patients who use public transportation. This will allow patients to schedule appointments that work with bus schedules. Number seven, users want to feel safe when using transportation services. Number eight, making residents aware of the options available and how to use them. And number nine refers to riders and their support systems. Next slide.

37:21

Key findings, we started this process, believing that the people need at rides to work and doctor appointments that cross county lines. And our first round of interviews, we found that some of our assumptions were incorrect. When we went back into our communities with our three concepts, we found that that were still mistaken. And some of those misconceptions altered our design criteria. For example, we found out that there were options already available that people didn't know about or they just did not know how to access them. There were even several options that we were not aware of. And we realized that more awareness and education is needed. Regional versus local trips. While there is some need for cross county medical transportation, most people we talked to are more concerned about local work and medical trips, employment or health care. Transportation is a huge barrier to employment in our region. We learned that many of our residents have medical transportation options available such as Medicaid or senior center transportation services. We talked to major employers throughout the region. And while they admit they do lose employees due to a lack of transportation, they see it as the employees problem not theirs and are reluctant to fund transportation services. We also talk to people that own vehicles or who have friends or family that can drive them that they cannot afford gas money or automotive repairs. Next slide. In the end, two of our concepts received an equal number of votes, increasing awareness and funding for employment transportation. A function of mobility management is to increase awareness of options and to educate individuals on how to access those options. Mobility managers have funding to do those things and they have started a collaborative effort to do so in a way that is consistent across the region. Funding employment transportation will take a more strenuous effort. Next slide. For this opportunity, we are moving forward with a program that will help people get to and from work. If someone needs a ride, they'll call their County's Mobility Manager. If the caller cannot be matched with an affordable option, the Mobility Manager would will determine if the caller is eligible for the work rides program. If so, the Mobility Manager will schedule the rides with the provider and be invoiced for the trips. The Mobility Manager will pay for the trips by accessing funds Abell available and pay for a limited number of trips for that person. Next slide. Mobility Management funding cannot be used for direct transportation. So to fund the program, we will apply for other grants and More will request funding from our local partners such as United Way and the Chamber of Commerce. Working with our regional planning organizations, we will seek out economic development and anti poverty initiatives. We will also accept personal donations for people who want to support the program. If our state D O T allows it, we will also hold fundraisers. And it may be a long shot that we will also seek funding from our local governments and major employers. And we will ask our customers to share the cost of their rides by paying what they can. Next slide. In the learning launch, we will work out the specifics, we are aware that the funding needs to be kept separate from mobility management funds. So we will explore how to do that with the mobility managers host agencies, we will develop an approval process that is the same across all counties knowing that the number of trips approved per person will be dependent on the amount of funds available to each Mobility Manager the options available and the cost per trip, we will establish appropriate guidelines, we will decide how to best market the program to users and donors. And we will develop a course of action to request funding from employers and elected officials. Next slide. And that is just our team mascot, saying thank you for this opportunity.

**Bill Wagner** 41:22

Thank you, Tracy. And I was told that mascot was a picture of me before we're not. Okay, any questions for Tracy?

**Sage Kashner** 41:32

Jonathan Katz, I'm going to unmute you.

41:39

Hi, can y'all hear me? Yes. Awesome. So this Jonathan, I'm from the Department of Labor. This was a really great to hear about what you guys are doing out until the coffee. My question is did you look at other other similar areas around the country where there has been some work on working between employers and transit providers to help folks provide transit we work in disability, employment. And we've seen a couple of things coming out of New York, Hudson's New York's Hudson Valley. And I think New Mexico was wondering if you'd look elsewhere in the country for examples when convincing employers we had heard about this, you know, and have been using it as an exemplar was wondering if there was just collaboration elsewhere.

42:23

We have not looked into that we know that moving forward, that is one step that we will definitely be taking is looking to see how it is being done. And especially in areas similar to ours. Because even though we have public transit, it's just so many of the people live outside of the routes that they offer.

**Sage Kashner** 42:49

Carol, I am allowing you to talk.

**Carol K** 42:53

Okay, Tracy? Yes. Is this a two pronged project? Will there be more emphasis on access to employment? Or versus access to health care? Or do you see this as a blended project? Because there's kind of two different target groups?

43:17

Right, for this program, we are moving forward with employment. Through our, you know, our interviews and talking to people, we found that there were a lot of transportation options available for medical people just weren't aware of those or how to use them. So we are just focusing on employment.

43:40

Okay, Tracy, Hi, this is Amy Conrick, I have a question for you. So it sounds like if I'm understanding your concept that there's going to you guys are going to work really hard to kind of create what you might call a bucket of funds that you guys can dip into as a Mobility Manager to kind of help play as you say, initially for employment trips, can you say a little bit more about what the rides will look like, who will be providing those,

44:02

it will depend on the options available to that person. A lot of times it may be public transit, and then that would look at purchasing bus passes for them. But for others, it is going to be like taxis may be the only available option. And so if they were going for a bus pass, we might be able to pay for 60 days, whereas if it's a taxi, it could be two weeks, maybe it's just gonna depend on the funding available and what providers are available in each area. And

44:35

my assumption is that for many of the people you've interviewed and talked with, they wouldn't be able to afford that taxi. You weren't supported. And you know, if you will your mobility managers, will they make an effort? Say for example, if to stretch your bucket of funds to kind of keep the analogy going. Would you be dropping people off at public transit like say there was public transit the next county in a small urban area that would take them to them job, would you be doing that? Or what do you envision as to be absolutely door to door? No, we

45:08

would look at shuttle services getting people like possibly to the closest bus stop. And if you know, there are so many jobs that are second, third shift, and I believe only like three of our counties offer second, third shift transportation. So it's just going to be where the person's working, where they're coming from. But definitely look at the most cost effective for every trip. That

45:34

makes good sense. And I know we've done a lot of research back in the old days of what that transportation actually I know, you said, it's a struggle to get employers kind of on board. But if you if you help them understand the cost of turnover and their employees and how it economically benefits them to have the same employee kind of, you know, long term or longer term, and they might come around.

45:59

Yes, one of the regions in our state recently did a return on investment study. And so we're looking at that, and we would like to be able to show that to employers so that they will see that investing a little money is going to save them money in the long run, they're not going to have to rehire and retrain and keep going through that process.

46:21

And there are some formulas out there that I've run across for those. We'll make sure we share those with you. Okay, all right. Next job. Thank you.

**Sage Kashner** 46:29

Thank you. That's about five.

**Bill Wagner** 46:32

Okay, thank you, Tracy. I think our last group is from Topeka, Kansas. And we have Mike spat a fort.

46:43

Alright. Thanks for having us today. My name is Mike spatter for your correct. And I'm the Mobility Manager based in Topeka, Kansas. Today I'd like to talk to you about the K Kurtz ncnm Design Challenge project, which we're calling safe spaces. Next slide please. Our initial focus question which drove so much of our activity in the past six months, is how might we increase affordable transportation services to health care appointments for older adults and people with disabilities in Douglas and Shawnee County. Next slide. I apologize. There were supposed to be Tinkerbell noises in between all these slides. So insights related to our focus question, we had a few and they mirror some of the other presenters that have been already speaking today. Some of ours were that there were actually more local needs for medical trips than we realized. There was some confusion as to who sets each agency service area boundary, and what that means to the kinds of services they can offer. While getting people to their medical appointments was important. The act of crossing the county boundaries to do so was far less important than we initially thought. And even though we had a handful of regionally significant medical centers, in our region, prior discussions among them to try and solve this problem had not yet happened. Next slide please. So here's our current our concept storyboard of our three potential concepts, our safe spaces concept, storyboard received, the highest level of support when we surveyed people in our region. And before you start squinting, I have them all split up for you. So next slide, please. Here's the process that we would go through. writers will be picked up at home and brought to a community safe splits safe space, such as a coffee shop or community center or some other central location. Next slide. Once there, they can have basic medical checkups, congregate lunch meals, and socialization opportunities with others at the same time. Next slide, please. Those that need specialized appointments with medical providers could be brought to their doctor's offices, and then returned to the safe space after their appointment is over. Next slide. We would advertise this program on our local television newscast known here as the Red Couch series to let people know about the available services through the safe spaces program. Next slide please. This would meet their medical nutrition No and some social needs for the day. Next slide please provide a rest area for the volunteer drivers to grab a cup of coffee or to use the facilities during their route.

50:15

Next slide please. And then everyone has returned home as their day is done.

50:24

Next, thank you. One or more medical centers could sponsor the trips to reduce the costs to both the writers and the operators of the services.

50:38

Once implemented, our concept will increase value in a variety of ways. Operational values will increase by having one vehicle make many short trips with multiple riders per day. And by addressing riders medical, social and nutritional needs at one site cost savings both in cost per vehicle trip and potential sponsorship, but keep operating costs low. And the value to our riders would be realized in providing a social outlet, reducing out of pocket costs by combining multiple trips in one day, and improving the overall perception of public transportation. That's fine. initial discussions have been positive with a variety of potential funders. There is support for our concept and an existing community needs to be met. financial backing for this project would likely likely come from a variety of partner funders, with initial outlays for vehicle acquisition, staff, and operating funds. We are hopeful that our concept would result in fiscal support from our region as we move forward. Excellent. Thank you, to you and CMM and to all your staff for the fantastic levels of support, guidance and encouragement we've received in this phase of our work and look forward to potentially moving forward with the next phase. I'd be happy to answer any questions you have at this time.

52:11

Great. Thanks, Mike. I'm going to jump in here. This is Amy. It's great to see the team. Hi, guys. Hey, everybody. Wonderful to have you guys there. I really enjoyed working with you guys. One question for you. Um, since I wasn't able to be out there when you guys were getting the feedback for the storyboards. Do you guys remember what were some of the comments you guys heard from some of the adults that you shared these with? Are there any that stand out to you?

52:36

There were a lot of ones that I heard, they were appreciative of a safe space, somewhere that they can go to that they're not worried about being there that they would have other people to share a little time with the medical appointments was a huge thing. They were super happy to have a potential for just a medical checkup, to not have to go to a medical center to do it. And just have an aside space for a nurse practitioner or a doctor to take care of that for them. And then the third one was the congregate meals, being able to merge programs like Meals on Wheels with this program, so that we can combine you know three birds with one stone, so to speak. Nice.

53:23

And I wanted to give a shout out to Millie I can see her sitting there behind you, Mike. Great to see you Millie Millie was our our end user and our community member who really contributed tremendous amount to our discussion. So it's good to see you.

**Sage Kashner** 53:39

Carol, you can unmute.

**Carol K** 53:43

Thank you. Thank you, Mike, and team for a great presentation. One mention that you had in the slides was that there hadn't been much collaboration with the medical centers or hospitals to date. And my question is, how do you see overcoming some of those long standing challenges with collaboration since that's going to be central to this project, this exciting project?

54:11

The question, though, the fact that the project crosses over the populations of all of the medical centers makes this something that the hospital doesn't need to bring up from the ground up, they will already be worked on here and piloted here. And that way each medical center could participate either financially or some other way or a location for a safe space in some way to help the program keep going. So it doesn't put all of the artists on the hospital to try and find rides for their patients that are being either going for appointments or being discharged from medical services and stuff like that. wouldn't be the tie in for us than not necessarily having them all come together at the table at the same time and deciding on what the program would look like, instead of giving them a program outline, and seeing if we can fit that into their needs.

55:16

Mike, you know, Zaim, you can you know, it could be interesting. And Bill, I'll be quiet in a second. What if you had like revolving nurse practitioners from the different hospital systems? You know, and they took turns and, and doesn't matter whose patients they are, and they was at a ding sage? Sounded like, maybe you weren't giving me the hook. But yeah, there's Yeah. And that would increase collaboration across the healthcare systems as well. So anyway, Nice job, guys.

**Sage Kashner** 55:47

Thank you. Bill, you're muted.

**Bill Wagner** 56:01

Can you hear me now? I knew I was muted. Cedros. Testing. Mic. Real quick. Can you remind me? How are individuals getting to the safe places? And essentially, are you going to be offering like a door through door to door within like a break in the safe place?

56:22

Sure. So the people that we interviewed before we got to concept level, we actually found that a lot of the seniors are still driving themselves. It's not odd. In Kansas, we have about a 96%. I drive myself, kind of rate, because we're we don't we don't have the density of most urban cities. So we found that relying only on people that take a bus to get to places is not enough. We wanted to open it up to people that could drive to the safe space, and then utilize all the services and then go home after that as well. So yes, the bus is part of it, and it's only a part of it.

**Bill Wagner** 56:59

Okay, thanks, Mike. Any other questions for Mike? In our team? going once going twice? Having no more questions? Actually, I do remember I think, well, there was a question from the first presentation. Kayla, you had a question. Did you for Nick,

**Sage Kashner** 57:26

it's in the chat. I can read it out real quick. Art, will there be payment plans or discounts available for low income families who might struggle to afford participation in this bus program?

57:40

Yeah, I think we're kind of still in the process of figuring out what that looks like. But I definitely think that that's going to be a part of, you know, part of the whole grand scheme of things.

**Bill Wagner** 57:54

Okay, thank you. And okay, now while we're done with questions, I'd like to turn it back over to Sage and sage is going to kind of talk about wrap up instructions for our grantees, and next steps. Wonderful.

**Sage Kashner** 58:08

Thank you, everybody. If anybody attending thinks have more questions, or would like to rewatch any of these presentations, the video and a transcript will be posted on our website at the link that I have just sent in the chat. At this point, we're wrapping up with our grantees don't feel obligated to stay. But there are next steps that they can go through. And our process I think is interesting at least. Okay, wrapping up to our grantees. We will need your final monthly report, supplemental report and invoice by May 15. As a reminder, the final monthly report is cumulative of all the months, not just this past one. team leads we will also be sending you a supplemental report within the next day or two. And we need your reports with this. All of these things listed here your assumption testing worksheets, prototypes, illustrations, result of a surveys that you did and any other collateral that you developed with your project. And then the next steps are discussing transitioning into a train train for learning launch grant. The first step would be well regardless of that we need you all to complete surveys which are due today. You shouldn't have all gotten them. And then your team lead and team facilitator will have conversation with Carol who you heard speaking today. And for teams who are moving forward into the learning launch phase. There will be a contract put in place in May. It would begin in May and end in December and you would be able to access As up to $20,000, to begin your learning and launch and assumption testing, there is no competitive application. It's a direct flow from the grant that you just did to this next one. Otherwise, thank you, everybody so much for all of your hard work your presentations. Thank you everybody who attended and asked questions. This is once again the link to the recording of the presentation and the materials. And that is all I have, Bill. Anything else?

**Bill Wagner** 1:00:34

No, I would just echo my appreciations to all the teams the work you've done, the projects you've come up with, for those calling in today to participate. Appreciate that and look forward to speaking or hearing or working with the rest of you. Thank you