Mobility Management Connections

Virtual Engagement: How Mobility Managers Can Support Coordination and Mobility Management in Exurban and Rural Communities
Some Things to Remember

• Please add your name and affiliate in the chat
• Please mute yourselves if you are not speaking
• A recording will be available on the NCMM website
• If you have a question, please use the chat and let us know to whom you want your question directed. We will facilitate audience Q&A at the end of the session.
• Closed captioning is turned on for this session
• Enjoy and learn from each other!
National technical assistance center launched in 2013 – In 2\textsuperscript{nd} year of second 5-year cooperative agreement with FTA

Goal of the Center: Promoting customer-centered mobility strategies to advance good health, economic vitality, self-sufficiency, and community.

Operated through a partnership of:
What is MMC? Who is it for?

• A platform to share ideas and mobility management strategies related to building transportation connections and identifying mobility solutions

• This community is for mobility management practitioners who are actively advancing mobility management in their communities, regions and states
How to sign up for MMC

• SIGN UP at https://learn.pyd.org/ - Tell us about your role as mobility manager, interest areas, and contact information

• ENGAGE - Share experiences, network, and ask questions of peers with experience in the field

• LEARN - From your peers, NCMM technical assistance, and other national resources
Mobility Management Champions

Each champion acts as a facilitator of monthly community activity by:

• Sharing questions and issues of their choice that are relevant to mobility management activities;

• Disseminate resources and tools that pertain to this topic; and

• Respond to questions posed by other mobility management professionals via the MMC discussion forum.
Today’s Panelists

Dr. Sheryl Burgstahler
Emily Smoak
Kristen O’Toole
Maria Wardoku
Accessible & Inclusive Online Engagement

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In an “inclusive” environment everyone

- who meets requirements, with or without accommodations, is encouraged to participate
- feels welcome
- is fully engaged in accessible & inclusive environments & activities
Consider **ability** on a continuum

- understand English, social norms
- see
- hear
- walk
- read print
- write with pen or pencil
- communicate verbally
- tune out distraction
- learn
- manage physical/mental health
Universal design (UD) =

“the design of products & environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.”

The Center for Universal Design

www.design.ncsu.edu/cud
Characteristics of any application of UD
UD of physical spaces

“The Daily”

UW

1970
UD provides inclusive access
Apply UD to create inclusive

- physical spaces
- instruction
- services
- technology
UD of technology

- builds in accessibility features

- ensures compatibility with assistive technology
UD of technology benefits diverse users

- **Videos**: caption, audio transcribed
- **Web pages/documents**: Text format, structured headings, lists; descriptive wording for hyperlinks; large, bold, sans serif fonts; uncluttered pages; plain backgrounds; do not rely on color alone
- **Images**: Text descriptions of content in images
- **Content**: Address wide range of tech & language skills; present content presented in multiple ways; make instructions clear

- **Engagement**: Allow multiple ways

- **Conference tools**: Accessibly designed; includes accessibility features, e.g. captions

- **Standard**: e.g., Web Content Accessibility Guidelines 2.1 AA
Accessibility checkers: e.g., for Microsoft Word & PowerPoint, Learning Management Systems, websites & other products

When choosing IT tools to use:
- Check for accessibility page on website
- Check for VPAT
- Post question on ATHEN discussion list
- Check operable with keyboard alone,
...
Resources

- Sheryl Burgstahler
  sherylb@uw.edu

- DO-IT
  uw.edu/doit

- UW Accessible Technology
  uw.edu/accessibility
Inclusive Walk Audits with the Minnesota Department of Health
Today’s Discussion

• Welcome and Introductions (5 min)
• Guide Overview, Development, and Findings (5 min)
• Virtual Walk Audit Example (5 min)
Facilitator Introductions and Shared Meeting Agreement

Each of today’s facilitators will share their name, pronouns, and organization affiliation.

We propose the following meeting agreement to guide our discussion. Feel free to add other ideas in the chat box:

• Turn on your camera, if you have a camera available and feel comfortable doing so
• If you’ve spoken once, allow others the chance to speak before you speak again
• Speak for yourself, not a group
• This meeting is a starting point; we acknowledge that these discussions and work will continue after this meeting ends
Project Purpose

- Improve pedestrian planning processes by making them more inclusive of people with disabilities
- By developing more inclusive processes, we hope to achieve more inclusive planning and, ultimately, more inclusive streets
How Mobility Managers Can Use the Guide

• Design and Plan: Use walk audits to bring together people with mobility challenges and government staff/officials to identify solutions to walkability issues

• Understand and Advocate: Use walk audits to document and highlight problems faced by people with mobility challenges and use to advocate for their needs

• Convene and Facilitate: Use the tips in the Guide to facilitate more inclusive meetings of all kinds
How Mobility Managers Can Use the Guide

• Inform and Connect: Use a virtual walk audit platform to help clients preview routes or learn how to access key destinations

• Launch and Sustain: Use walk audits as an evaluation tool to assess how well pilot transportation improvements are working
Guide Overview, Development, and Findings
Defining Key Terms: Walk Audit

A walk audit is an activity in which participants evaluate the walking environment and identify issues that impact their comfort and safety. A walk audit can be used as a community engagement tool.
Project Process

• A work group of people with disabilities convened twice during the project to try out engagement techniques
• The guide was developed using input and ideas from the workgroup
Guide Contents

The guide includes two main sections:
- Planning a more inclusive meeting
- Conducting a more inclusive walk audit
The appendix contains useful tools that you can use to host your own walk audit and more inclusive meetings.
Types of Walk Audits

• Work group members emphasized the importance of providing a variety of ways to participate in walk audits
  o In person group walk audit
  o In person self-guided walk audit
  o Virtual experience during an in person meeting
  o Self-guided virtual walk audit

• Guidance on virtual and/or independent walk audits is especially needed during the COVID-19 pandemic
Types of Walk Audits

- In person walk audit
- In person walk audit to try mobility devices
- Self-guided virtual walk audit
Facilitation Before the Walk Audit

- Center disability and lived experiences
- Clearly communicate the purpose
- Provide route context
- Provide worksheets or questions in advance
- Offer multiple ways to share ideas
- Develop a shared vocabulary / explain technical terms
Facilitation During the Walk Audit

Facilitation during a virtual or in person walk audit:

• Stick to the planned route and stops
• Ask participants the same questions you shared in advance
• Summarize what you heard and how input will be used
• Provide contact information for thoughts after the walk audit
Virtual Walk Audit
Example
Virtual Walk Audit Example

A virtual walk audit can apply recommendations from the guide in an online format.

Directions for a quarter mile (approximately 3 blocks) walk audit:

Start: Library Entrance on Nislick Hall
Walking on the west side of the street, head northeast on Nislick Way toward 3rd St and walk 369 ft.

Step 2: Circle the questions on the worksheet.
Walking on the north side of 5 Washington Ave, walk 269 ft.

Turn left at the light to cross the south side of 5 Washington Ave.
Walk on the west side of Harrison Ave for 256 ft until you reach the library entrance.

End: Library Entrance on Harrison Ave
The virtual walk audit takes place in St. Paul and builds on relationships between McDonough Homes, St. Paul Public Housing, and MDH.
thank you!

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Breakout Session

• Participants will now be broken into three groups for a 10-minute discussion facilitated by our MMC Champions

• Please share best practices, resources, insights and your own experiences

• After the breakout session, we will have a larger conversation with all attendees
Group Discussion and Report Outs

What were your Ah-ha moments?
Please take a few moments to fill out the evaluation which has been posted in the chat box.
Thank You!

We’re here to help!

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