Virtual Mobility Summit Day 1

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00:04

So I have a few more people popping in here

00:15

so yesterday, you know that we kicked off our deep dive for the National Center for Mobility Management, mobility management connections Virtual Learning Summit. And we had a great time gathering and sharing ideas. And it gave us at the center and our partner center should use MOBILITY Center and transport New Hampshire, lots more work to do. And that is perfectly okay. We heard your feedback for sure. And today is the official day one of the summit. We have a great lineup today. We do want to go ahead and start off and kick it off this morning with OBE read which is with one of our other partner technical assistance centers located in chicago and that is equity assisity. Many of you all know him from across the world, actually internationally. So I think he needs a big introduction. I will go ahead and let Obi e take it away.

01:07

Awesome. Thank you, Julie. I'm going to go ahead and share my screen here.

01:25

Are you able to see my screen? Yes, we

01:27

can see your screen.

01:29

There we go. Opportunity with Edwards s&c tall for me a chance to feel a sense of free.

01:44

My name is remail Terry and I am the Director of Programs with equity racial equity. And today we are here to celebrate the mobility opportunities fund. This fund was made possible by our very generous donors comed. And it has allowed for us to provide climate friendly transportation to North Lawndale residents in the form of stipends to purchase conventional bikes, electric bikes, electric cargo bikes and electric vehicles because oftentimes communities like North Lawndale get left behind. And so we wanted to be at the forefront of ensuring that they are moving in the same direction as this industry. Today we are here we're going to go on a bike ride to celebrate all of the eligible applicants that received their new mobility opportunities, one stipend and then we're going to come back here to fellowship to have food, we have activities, face painting, just making it a whole community affair,

02:37

we're still mobilities opportunity for what I purchased was to conventional bikes, for my daughter's and for myself, I got a Fargo eBUY

02:47

I had an opportunity to ride electric bikes before. But this is the first time I got to own one like this, the mobility opportunity spa means freedom man, and it opened up a new portal for me to get to any part of the city and check it out.

02:59

I went down the wrong path when I was younger, a lot of time was taken away from me. So this program basically brought my family back together and made me feel that childlike exhilaration of riding the bike again, it's just a sense of freedom. So if it wasn't for the program, I don't know how we've been doing DoorDash or what have been moving around and see my kids without a vehicle. It's

03:22

always good to see people riding through the community when they're new bikes. So it's been very beneficial. It's also spurred a new entrepreneur spirit, and some of our youth because they have access to like these e cargo bikes where they can offer services to do deliveries where it may not be traditionally available. So it's been an opportunity to just give people access to something that either they wanted or didn't even know that they wanted, but has been able to benefit and change their lives.

03:49

I would like to see everybody tap into the forum because a lot of people have no transportation, they limited to the old neighborhood man and get a bike to get an opportunity to get out and check everything out. You know what I'm saying?

04:00

I don't drive my car as much as I used to. I'm reducing my car. This is a great program, I stamp out 100% Everybody's straightforward and upfront. And I look forward to growing with it.

04:13

And we had so many people that were like, Oh wait, I don't live in North Lawndale. can I benefit? So our goal is to obtain more funding so that we can have it more widespread across the city of Chicago and then of course from the city if we can go across the state and then across the nation and then eventually globally,

04:30

potentially bigger UPS last ride. That's right. That's right.

04:34

Let's ride.

04:41

Opportunity with Edward says.

04:45

All right. reimagining our transportation system for racially marginalized communities. Here's my contact information. Feel free to reach out to me in case I can be of any assistance to you all. My name is all by everyone calls me by my middle name or by My full name is Ola 2g, or by Reed. I am the founding president and CEO of the Equity Diversity, racial equity movement. I'm born and raised in Chicago, where I am right now and interesting. A couple of interesting facts about me. I'm a father, to my one year old daughter, T Wah. And I recently relocated to Salvador, Bahia, Brazil to co parent and raise my daughter. All right, we'll have a brief agenda today. First, I'm going to talk about equity city. I'll share an overview of our organization. Specifically, I'll talk about our mission, our vision and the geographies we serve. And then I'll dive a little bit deeper into our work and talk about what we call our pillars. Sometimes we refer to these as focus areas. And that includes research, advocacy, programs, community mobility, rituals, and social enterprises. And hopefully, we'll have time at the end for some discussion. So let's start with equity city. Equity City is a racial equity movement operationalizing racial equity by harnessing our collective power, through research, advocacy, programs, community mobility, rituals, and social enterprises to improve the lives of black, brown and indigenous people in our society. Our vision is to help establish a US city where racial equity and mobility justice are fully operationalized. At that city, those those frameworks racial equity and mobility, justice, policy and even better, the legislated to force a city and all of us departments all of this resources to undergo and an analysis for how to distribute resources to ensure that racially marginalized people are benefiting, benefiting from those from the city's resources we serve. We prime we're headquartered in Chicago, and Chicago, we focus on one neighborhood, we work in North Lawndale. On the west side of Chicago. We do work across the city. However, in that particular neighborhood, we execute what we call an all in strategy, what that neighborhood receives the vast majority of our work. We also work across the city in black and brown neighborhoods. We also work at the national level. We're working on park equity. In Richmond, California. We're working on ebike libraries in upstate New York and LA. So we do work across the country as well. We also work at the international level, were doing advocacy work, and Kampala, Uganda, and we're doing bicycle giveaways in Cartagena, Colombia. And those two markets at the global level are a new to our work this is working with, we're starting now. So our first pillar research, we have several research projects that we've done and several research projects we've participated in. I'm going to talk about each briefly here. The first one I talked about is our first research study that we executed a bow for perhaps five years ago, called mobility justice in Chicago. This was a comprehensive research study, to better understand the impact of our transportation system in Chicago, on black and brown people living in low to moderate income neighborhoods on the south and west sides of Chicago. And I'll mention two findings that came out of that research that is incredibly poignant for us to understand when we think about some of the transformations we need to make in our transportation system. One finding that came out was the degree to which black and brown people are deeply concerned about violence, and not simply interpersonal violence. When we talk about violence, we're talking about interpersonal violence, police violence and vehicular violence. So what we uncovered was that black and brown people are deeply concerned about about violence, to the extent that it shapes our mode choice. So we're making decisions about walking or driving or riding a bike with one of the primary consider issue has been which mode of travel keeps me safe, which mode of travel allows me to avoid violence in my neighborhood. And as I'm moving around the city. The second finding we uncovered in this research is I believe the number was about over 75% of focus group respondents said, the trash transportation is a barrier to them getting and or keeping a job. You know, unfortunately, in Chicago, and many mid to large sized cities across the country, black and brown neighborhoods are often low to moderate income. And what we're finding is, on one hand, our concerns around violence are compelling us to own a car, even when car ownership is a significant part of our the cost of car ownership is a significant percentage of our income. And we're willing to spend it because of those concerns around violence. And when we are, when we don't have when we don't own a car, and we were forced to use public transit, we're finding that transit is not always a viable option to get us to our jobs. So those two findings came out of this work. It's a much broader research study, I encourage you a lot to check it out. It's available on our website, and equity city.org. The next research, your next research project, I'll mention briefly here is our biking where black research. This research explored two things in Chicago, bicycle ticketing by the Chicago Police Department, and the bicycle infrastructure in Chicago. And what we found and this may be true, in some of the cities you all come from, is that black people are eight times more likely to receive a bicycle ticket for riding bikes on the sidewalk, relative to white people. And largely where we're being stopped by police and receiving bicycle tickets for riding bikes on the sidewalks, or on arterial streets with no bike infrastructure. In essence, people are doing what I do every day, and what's reasonable for anyone who's a cyclist when you're riding on a street. And you get to a point where the street feels dangerous. There's no bike infrastructure, you hop on the sidewalk, you ride on the sidewalk until the street is safe again, and I get back on the street. So when we do it, we get tickets. When white people do it. They don't. Um, a couple other projects. I'll mention briefly we've recently wrote a paper about equity in Evie adoption, as you I'm sure know, Evie adoption is going to continue to grow in our society. And we our position is we want to make sure that these emerging technologies that are coming to our cities and neighborhoods don't leave black and brown communities behind. So we're thinking about how do we execute against Evie adoption in our in our cities in a way that's racially equitable and operationalizes, around mobility, justice. And then we're part of a couple of NCHRP projects organized by the Transportation Research Board, as well. And I'll also mention, the focus of our research is to support our advocacy work, when we and I'll talk about advocacy. Next, when we take an advocacy position, we want it to be foundation on our research, you want to have research and data to support our advocacy position to make our position stronger.

13:44

The next thing I talked about is advocacy work. There's a few projects I want to focus on. At the broad level, we're racial equity movement largely focused on the transportation sector. So there's two frameworks that we lean into with regard with regards to the nature of our organization, racial equity and mobility justice, the framework we use for racial equity is our principles. My apologies, our racial equity statement of principle, that statement that framework defines and envisions racial equity. And a discount describes the guiding principles which make up a full throated, uncompromising commitment to racial equity. And that framework is available on our website as well. And therefore mobility justice, the framework we lean into is the untold opening principles of mobility, justice, this, that organization and that framework, I think, is doing the best job that really helping people understand what is mobility, justice, and how do you commit to it as an agency, a community based organization or another type of institution? Primary to our advocacy agenda is equitable investment. infrastructure, we see infrastructure as critical a critical part of the process to grow mobility for black and brown people at the neighborhood level. Should we want people to use transit we need bus only lanes, or we need viable rail services. Should we want people to ride bikes, we need bicycle protected bike lanes. So we want people to walk we need sidewalks and neighborhoods. So in order to grow our mobility, we have to invest equitably, and infrastructure. And then another advocacy position is our work to ban police pretextual stops. Some of you all may know priests pretextual stops done by the police is when the police pulls over someone for an infraction as legitimately illegal. So somebody ran a red light or they didn't do a full stop at a stop sign. So there's a legitimate reason to, to pull this person over. However, that's not the intent of the of the stop. The intent of the stop from the police perspective, is to check for warrants check for guns check for for drugs. As of now these pretextual stops are legal in our society. And we want to ban these because they do a terrible job at reducing crime. Research shows that pretextual stops does not reduce crime. However, police departments across the country still executed against the stops in a way that they believe will will reduce crime. The research says otherwise. It also is incredibly harmful to black people, black and brown people our neighborhoods become more criminalize as a financial harm because of the tickets and fines and fees that we face as a part of this. This work of pretextual stops, and it just erodes the relationship between our communities and the police. You know, it just makes it harder for us to coexist in our community. So we want to ban pretextual stops. Another advocacy position is ending automated enforcement, automated enforcement is growing in Chicago is growing across the country. What we find is that in many cities, and this is certainly true in Chicago, the people who are the most impacted by automated enforcement are black and brown people and this these are significant financial harms that come to us as a result of automated enforcement. We're confident there's a strategy to execute to reduce traffic violence, to speed up bus lanes, using infrastructure as a primary vehicle and not inequities, such as are the inequities such as that are in automated enforcement. And then the final one I'll talk about, and this sort of connects it all together as a project we call reimagining stony Island stony Island is a corridor in the it traverses several neighborhoods. It's also one of the neighborhoods in his high park on the south side of Chicago. Some of you may know Hyde Park because that's the home of a former President Barack Obama and Michelle Obama, First Lady Michelle Obama. This is an arterial corridor, and is the intersection along that corridor at 79. Stony Island, South Chicago, South Chicago has three corridors intersecting this that intersection is one of the most dangerous intersections in the state of Illinois. And for decades, that intersection in that corridor has not gone through any reengineering to make it safer. So as a CBO. As a community based organization, we are taking it upon ourselves to reimagine stony Island and work with the city and a state to re engineer Estonia. Alright, next I want to talk a little bit about our programs. I'll try to be brief here to ensure we have some time to do some q&a. The next the first program I'll talk about is our mobility Opportunities Fund. That's the program that was being featured in the video I shared at the beginning of the presentation. Mobility Opportunities Fund was a stipend program to help black and brown people in the North Lawndale neighborhood purchase climate friendly devices. So those devices included conventional bikes, e bikes, e cargo bikes, and electric vehicles. The stipends, I'm going to try to remember this the stipends were $250 for a conventional bike $750 for an E bike $1,500 for an E cargo bike, and we started with I believe Even $3,500 statement for electric vehicles. However, we found in North Lawndale, which is a low to moderate income, predominantly black and brown neighborhood, we had a hard time finding people who could use that stipend to purchase an Eevee. So eventually we increased the stipend I believe to $7,000. We still have some some challenges in a LMI community, finding people who are able to use a stipend and purchase a vehicle. However, we did help three people purchase electric vehicles in North Lawndale. The next program is bike force is a workforce development program and helping high school students understand the technologies inside of the ebike. Electrification is going to continue to grow in our society. And that's certainly going to have an impact on the transportation sector from E bikes becoming more popular to E scooters, e skateboards, electric vehicles. So we want our young people at the neighborhood level to be in front of this wave of technologies coming to our communities. And we see E bikes is just a starting point to graduate young people into higher levels of understanding of electrification is coming. The next program is one Lawndale bike team. It's a program that we do in two high schools in North Lawndale to introduce young people to the world of cycling, and introduce them to how to be a bicycle mechanic how to work on bikes, how to ride bikes, how to do group rides, introduce them to some of the careers associated with cycling. CERAM is a bicycle component manufacturer headquartered in Chicago, we take our young people to visit suaram. We have community bike shops, not far from our communities, we take our community, our young people to visit those community bike shops. So it's a program to really introduce young people to the world of cycling. And then another program is one that we're still developing. It's called the Go hub. It is a community MOBILITY Center is our vision of a mobility hub, reimagined when considering our primary audience are black and brown people living in a low to moderate income neighborhood and experiencing severe transportation inequities. Given that audience, our vision for a mobility hub that we consider a community MOBILITY Center has three components. software, hardware and a physical building the software is socialization work that we do to socialize people around the act of mobility. I'll talk a little more about that shortly. That includes community mobility rituals, hyperlocal, advocacy, coalition, mental health services, given our concerns around violence, and the trauma we experienced in our neighborhoods. So that socialization work is what we call software. The hardware is the physical infrastructure from the streetscape, infrastructure, transit infrastructure. The devices themselves shared ebike, shared e scooters, and shared electric vehicles, all of that makes up what we call hardware and then a physical building at the neighborhood level was critical because we want the physical building to represent a space where people are able to come and be in community as we're growing our mobility at the neighborhood level.

23:28

All right, we'll start to wrap up here. The next pillar of our work is community mobility rituals. We do five types of rituals, including neighborhood walking tours, community bicycle rides, public transit excursions group, Scooter rows, and open streets festivals. And I just share briefly some of the elements that all of these rituals have in common that lend themselves to these mobility events becoming ritualized and normalized at the neighborhood level. The first one and the most important element is a rhythmic schedule. So these community mobility rituals happen with rhythmic frequency. It could be the first Sunday every June so there's an annual frequency, or it could be the first Saturday of every month there's a monthly frequency or it could be every Friday night, we ride bikes in North Lawndale that rhythmic frequency is critical and when that is compared, paired with the next element, it lends itself to increasing socialization at the neighborhood level, and also having an impact on reducing violence in communities. And that next element is a hyperlocal focus. So when we do a community mobility ritual at the neighborhood level, our primary audience are black and brown people who live in that neighborhood. Anyone's welcome to come. However, what we're really driving for is people at the neighborhood level to attend our rituals. So when People at the neighborhood level are coming to the rituals. What happens is, people begin to socialize because when they first show up, they don't know anybody don't recognize people. However, after a few times coming to the rituals on a regular basis, they start to recognize faces start to speak to one another learn names start to socialize. And that increase socialization does have an impact on people walking, biking, shopping, exploring our neighborhoods more, instead of driving out of out of our neighborhoods to run errands, and enjoy recreation, people are more likely to stay in our neighborhoods. And that leads to more vibrant streets in our neighborhoods, more people walking more people shopping, our streets become more vibrant. When that trust grows at the neighborhood level, when people are more socially connected, and the streets are more vibrant, we have an impact, we have the potential to reduce violence at the neighborhood level. And then a final pillar of our work is social enterprises. This is a part of our work that we're still in the early days of exploring. The vision here is to incubate social enterprises, which may one day financially support our organization. We want to use some incubated concepts now to see are we able to grow them over time and they do two things, they one financially support our organization and two, they help create jobs at the neighborhood level. So give you an example of some some ideas that we're incubating. One is a workforce development program, a more formal workforce development program, similar to buy force, however formalized that works with adults, and works with corporations to see is there a partnership that we can create to help prepare people to work in these industries that need a workforce that's in need of a workforce. So that's one concept. We're also exploring a mobile bicycle repair business, where when there's neighborhoods that don't have bike shops, someone can reach out to our company and we, you know, show up to repair that bike. In the absence of a bike shop. at the neighborhood level it is these are early concepts that we're just incubating with the vision at one day, some of these may turn out to to financially support our organization and create jobs and our neighborhoods. All right. To close it out, I want to ask you all to do something. So I want to first say, what happens when we turn on the power and equity moves like electricity through our homes, our streets, our neighborhoods, and our city's equity city, power plus equity is greater than. So what I want to ask you all to do as you all leave and go your separate ways today, turn on the power and let equity Hello. And I'm going to close out with a video and hopefully we'll have some time for q&a after people want.

28:22

We came together community based organizations, corporations, city agencies, we all came together to ride our bicycles on the street in North Lawndale to remind the brothers and sisters who are in our community that there's a positive, embracing community this you're waiting for them to make different choices, we're

28:41

here to make sure that we achieve things in North Lawndale. The street love rat was about boxing out negativity, joining forces with community organizations, community churches, community leaders, and ran through the streets of North Lawndale to show peace in the community. But most of all, to Yvette a great energy and violence revenge on a

29:05

soul to dance to my toes a tag. So I'm not supposed to nobody. That's the true fun. No.

29:14

All right. I'm gonna stop sharing my screen.

29:20

Thank you very much. Oh, ye. Looks like we have a one or two questions here. We have in the chats. Let me just scroll back up here. So we'll take those questions and then we'll move on. Do you also support the inclusion of individuals with disabilities by offering assessable bucks?

29:40

Will you repeat that question? I heard do we offer inclusion for people with disabilities?

29:46

Yes. Are so are those with individuals with disabilities? Able to bike do you offer assessable bikes on your? Okay.

29:54

Okay. That's a great question. We don't at this time i co founded But organization prior to equity city, and it was it was called Slowbro. Chicago and we did do some bike rides with. It was a community of deaf people who joined our rides and a community of blind people who rode tandem bikes. We haven't done that with equity city not because we don't want to, it's just you know, it just hasn't been a hasn't been a matter that we focused on. However, everyone's you know, welcome to arise, the bigger vision around accessibility, we do try to make our CMR as accessible to all people. So that includes distances that are not too onerous speeds that are not too onerous. And just ensuring that we're supporting people who are participating. We don't we don't want our CMRS to only be for people who are like, you know, in the best shape, we want all people to be, be able to participate.

30:59

Thank you. And we have a raised hand from Michelle and Michelle, hold on just a second and I will allow you to ask your question here. Okay, go ahead.

31:24

Michelle, you can go ahead and speak.

31:44

Okay, let's show Can you drop your question in the chat? Maybe she raised her hand by accident. Okay. Well, thank you, Bobbi, that was an excellent presentation. And if anyone has any questions, he did leave his information. In I think the first slide. Um, you may also contact us and we will have the full program posted to our site with all of our speakers and presenters contact information.

32:14

Yes, and I'll share the presentation with you and you're welcome to share it with your with your attendees here.

32:19

Okay, great. Thank you very much.

32:21

Thank you, everyone, take care.

32:23

Take care. I do want let everyone know that we did drop the full program in the chat. And so it has the lineup not only for today, but for the whole week. In case, you all just need a little bit of reminder that you can't find your email right away. So we're going to move on to the next presenter. And the next presenter is national our tap with Kevin chambers, they will be presenting on the right sheet pilots. They are doing two pilots currently, I believe this presentation will be focusing on one that is located in the state of Kansas. So Robin Phillips and Kevin chambers. I'll let you take it away. You may go ahead and share your screen. Great.

33:05

And see I'll share my screen first I think if that's okay, Robin. Sounds great. Great. And everyone can hear me? Yes. Fantastic. Love it when this stuff works. Well, that was a hard act to follow. fantastic presentation. Big fan of that project in Chicago. I'm in presenter mode. And now I've can't think of the name of the program. But it was second time I've heard about it. And it was just amazing. So I'm going to talk about ride sheet. This is a project that I've been working on for a few years and and our tap has been a supporter of and now a funder of. And since we have a fairly brief amount of talk and three presenters, I'm going to this is going to purchase that sort of a speed talk. So let me go in here. So is myself and then Mike Wilson there and Robin will be wrapping

34:11

up. You want me to introduce you, Kevin.

34:14

Sure. Do you want to take it? Yeah. I'll take a

34:17

stab at filling in some background. Kevin. I met Kevin many, many years ago well, more than 10. And when he was in this first incarnation in transit, I think is working at ride connection. And he got into the it part and was helping coordinate the services which is a it's like a 53 to 10 Super system where they work with 17 Different organizations to purchase vehicles and then started allocating rides on those vehicles coordinated. And Kevin, out of that grew his interest in looking for ways that coordination gets spread all over and he has gone out on His own. And I've worked with him in different guises on different aspects in the last 10 years. And it's been really exciting to see this kind of blossom as what are the ways that we can share pathways to sharing access, mobility and capacity and help rural communities maximize the value of their transit capacity and programs to meet the needs of their community. So Kevin, is on the front end, and I'm really excited to be working on this.

35:34

Thank you so much. Yeah, I when I worked at organization based here in Portland called Ride connection, and I spent years learning the ropes of how small transit works and seeing in a very concrete and daily way, the pain points for small organizations were need to manage their data, not only for reporting, but for being able to tell their story to their community of what they're doing, and, and then, and be able to just analyze their services and improve their services based on data they collect. So it's credibly difficult for small organizations to do that. And right cheat is aimed at solving some of those problems. So I'll just launch in with what it is. So it is a spreadsheet. And that serves as a small scale database. It includes a set of programming scripts designed to make data and and tedious tasks related to data easier. What problem is it aiming to solve? Well, there is a data management tool gap for small community transportation services. So if you are, if you've got 2030, plus vehicles, there's a lot of tools out there for you, if you are small and just getting started. And you are suddenly like trying to get this or a transportation services going. A lot of you know that can be exceedingly difficult. And trying to figure that out with your own ad hoc tools can be very difficult. And you find out later that you're not tracking everything you need. And you find yourself kind of like cobbling things together as you go. So we're addressing that gap for small demand response or transportation services. So that's rural and small, urban. It's also urban specialize. So there's a lot of small services out there in cities that also fit this description. So so any agency that is ready to make that transition from paper whiteboards, ad hoc spreadsheets, that's who this is for. So there are some design priorities for right sheet one is approachability, and specifically around that spreadsheets are universal. If you are need to manage data, at some point, you need to learn how to use spreadsheets. And so let's design the tool that you can track your services in in spreadsheets, rather than. And so we're kind of hitting two birds with one stone, you get your tool and you're learning spreadsheets as you go. It's we want to enhance collaboration. And so Google's collaboration tools and workspace are top notch was built from the ground up to support collaboration. We want data security, and Google workspace, which all of this is based on. Is provides HIPAA grade security. For its part, it doesn't you know, there's there's a lot to HIPAA for but for the tool itself, it is very secure. It's very flexible. So as spreadsheets are. And so we've designed all the tooling around ride sheet to allow it to be highly configurable. And it's designed to be interoperable so that it's easy to get your data out into other things we use Excel we use, it's easy to export trip manifests, for example, to PDFs, so that people can put them to paper or put them on their tablets or mobile devices. And it has powerful reporting, so that everybody can get their numbers out not just for reporting, but also for analysis. And so on. So the idea here is that ride sheet will be a data hub for your operations. So what goes into it over time is your vehicle driver information, all your riders, your trip requests, you put your assignments in of like when your trip requests come in, you need to assign them to a vehicle. You do that and then all the outputs go out. So creating those manifests. And then at the end of the month producing your summary reports. So The design is that you're not putting it in once and then copy and pasting your you enter, for example, your trip request, once you move it over, you are able to assign it, then after the trip is done, you're able to take that same piece of information, put in the results, which is then used for reporting. So it's very much thought as a whole process. Ride sheet is free. So it is open source, it's available on a code source repository system called GitHub, all the code is you could just find the link on GitHub and then make your own copy of it. But the real costs are more around setup training and updates and bug fixes. So I think, three, I kind of put this in here as a semi humorous slide. Because what we really know about technology, even if quote, unquote, free technology is there's always costs and we don't try to hide that we try to show that, because what it looks like in the conversion here am I some things got cut through. So here, I want to point out the cost iceberg that the things that are monetary, in terms of being able to use Google workspace, Google workspace is actually free to nonprofits. So there's no cost there. Right? She's support is low cost, or we put that at roughly, depending on how you're using it $3,000 a year or less ongoing maintenance. But there's some merge costs, there's and these are the ones that we try to point out and try to use ride sheet as a sort of a leverage point. So that organizations can scale up and be more increased their capabilities with technology. So cost that you need to plan for a any organization to be able to use ride sheet is enhancing or just making sure you have in place Excel and data management skills. A reliable internet connection is very important, of course, not always available in many rural areas. So that needs to be part of the planning. You need to have your agency specific documentation processes, and put in place your data security processes, so that even though Google workspace itself is very secure, it's not secure to have you know, a password on a sticky note on somebody's monitor. So you make sure that you're not doing handling things that way. And most perhaps difficult to quantify. But important is the will to change organizationally. Right sheet is designed around setting up workflows for data management and tracking. And that involves change. So if you're switching for papers switching from whiteboards to a data to a cloud based system that involves leadership and championing that change. And the goal is that ride sheet become sort of a catalyst. Its aims to be a viable stepping stone, an agile, lean tool for small agencies to track their services and allows them to move some of the data management out of the way so they can address other capacity gaps and and stuff and supporting supporting their growth. It's currently being used at four sites across the country. We have other agencies that are taking a look at it, but these are the ones that are live now. Lake County, Oregon two agency has been using for over three years now. That was our initial test site supported by originally funded by the AARP Public Policy Institute, also currently being used as of last year in Utah County, Utah, by the United Way, labor County, the Metropolitan Planning Organization. On the front range is using ride sheet and then Clay County, which is where Mike is supporting red sheet. He'll be talking next. So we have a user group that meets regularly providing peer support and we're developing documentation. With our installation with Mike we have basically done a major upgrade from the Lake County version, enabling Clay County to do everything they need in terms of tracking and they're been live with it since last month. And we interface with new organizations 2024. I'm going to see if I can do a just a quick show you what this thing is. So here it is. It's a spreadsheet as promised, each tab along here is a Data table. So we have a table of customers, we have a table of trips, we have a table of runs, which is basically a

45:09

vehicle on a day with a driver. And so this is what trips get assigned to they get assigned to a run. And then you'll notice trips and runs. And then we have trip review and run review. This is part of the data flow process so that after a trip happens, you enter what whether those trips were completed, you can see here, completed or no show. So this is all dummy data that we put in here. But this is based on data from Clay County. And then once trip, the data is entered after they're tracked, did a complete did it not whether the odometer readings, then the data gets moved into an archive. And this is where reporting happens. So just to give you a quick thing of like I mentioned that there's some code involved, I'm just going to show you a quick thing here. So if I enter Bernita, or zone, as is going to get a trip tomorrow. One of the things that does it just copies in Bernita is home address, which is already located over here in customers just copies that in. And then I can just type in H O S P, because there's a common addresses table over here, I'm just going to just enter the short name. And then once I do that it copies in the hospital information. And as it says here, it produced a set of travel estimates. So which are way over here on the side here. But basically, this is a long trip, it's 157 miles, this trip estimate actually came from Google Maps, we have an integration with Google Maps, that allows us to get those trip estimates. So now that I have that single trip estimate, I can say this person is wanting to be paid, arrive at their appointment at 1pm. And then that then produces a an estimate of well, this needs to be person needs to be picked up at 1012. So they could arrive at 1255 and arrive at their appointment at 1pm. So that's just one thing that the the programming code does. There's a lot of other things in terms of moving data and validating data and so on. But that's just a quick snapshot. So I'm going to stop there, I can continue to show slides here for Mike, who is up next.

47:45

Great, I know we're real short on time here. So I'll kind of keep it pretty high level. But my name is Mike Wilson, I'm Mobility Manager out of the Flint Hills region in Kansas. I'm actually housed out of Manhattan, Kansas, but I do work with Clay County general public transportation, Clay County, about little over 8000 people in the county just give you a little background they were before right sheet just working with paper and pencil. And one of their issues with that was that paper and pencil was actually being rewritten three to four times before the trip. So the dispatcher takes the information that write it down on a notepad and they write it down on this other sheet. And then it gets over to these daily sheets or manifests that goes to the driver. So and when I say paper and pencil, I really mean pencil with the eraser. So a lot of mistakes were made, even trips were being missed. So we were really looking for a that solution where they a small provider that you know less than 10 vehicles where they don't have to spend $50,000 For a full on cat AVL system that just is overkill, really. And I met Kevin a few years back. Similar presentation I think I was at CTA and then when this this pilot came out, I thought it was a perfect fit for them. And I've got a technology background myself. So I thought that would be very helpful in the implementation of the pilot. And I think it really has been we took about six months to because you know, all these small agencies they're they're trying to run a general public transportation with with minimal staff. So we weren't really able to just implement write sheet like that. Let's just commit, you know, at solid hours right at it. So the process did take about six months. Kevin was really great to work with, we were able to customize a lot of it. I think that was a was really key. I think moving forward that we're able to build right sheet for a small agency, or in particular for really any small agency in Kansas. Some of the prerequisites, I want to touch base, I don't know what's on the next slide there, Kevin? Yep, so we kicked off August 2023. Yeah, I wanted to go over a couple of the prerequisites. I think those are important. And one of the things Kevin mentioned, that is really the key is that willingness to change. You do have to have people on board, who are willing to learn how to use a computer, learn the Google workspace, I had to help using TechSoup, were able to get the Google workspace for free, you have to pay a little bit for that domain, which it's good to have domain as well. So we were able to, you know, create emails. So it was more than just the setup for right sheet presented even more benefits from you know, having an email and calendars. And then we'll work on a website next. But, you know, without taking too much more time, I'll just say that. It's been a great benefit, where two months, and we didn't really even touch base that much on the reporting. I really think this could probably be a two hour presentation, Kevin. So the reporting, you know, it's exactly what k dot needs. We're still we're still tweaking a few things there. But But what I'd say is that it does match. So they did the first couple of months to do it. The old style still. And we're very, very close on on matching what right sheet and doing it by hand. Other than that? Yeah, I think one thing that we've the impact I wanted to mention is that that, you know, it's a little bit more work for the dispatcher at first. But in the end, it cleans up the process quite a bit, and the mistakes are going away. So, and there's data that we can track a lot better to help planning for the future. But I'd be happy to talk about this more. And I'm sure we'll present more on this as well. So I'll let Robin, I want to thank Robin and Liz with National Arts app, thank you so much for supporting this pilot. And I'm excited to next phase build out the documentation, so we can replicate this over and over.

53:14

Well, thanks. both Mike and Kevin, I just will run through a few things quickly. Do I have it up? Do you want me to share? Or what is the next set of slides so I'll share my screen? Okay. All right.

53:46

You're

53:55

no what why this is not working right?

53:58

We see slides, Robin? Okay.

54:03

So I'll just, if I can do this. We worked with Kevin instead of the pilot, the pilot process was one where we wanted to get like three agencies that had discrete use cases, and so that we could work with figuring out how to do this more streamlined fashion. We see a need between paper and pencil and $50,000 a year. Do the smaller systems need a way to capture data and manage data and reduce the time cost and the organization costs for managing their reporting data and get some support for engaging with outright allocation. And I think the other aspect of this project has been the But moving to a more professionalized environment where people can share, you can have people, different people doing the job of allocating rides and has the same outcome. And the riders have the same experience, whether they're using the system, or asking for setting up a trip so that you have more consistent experience, which I think has a lot of benefits to the program. I can do. We have opportunities, if you're out there, and you're thinking, Oh, wow, we need to have some assistance with this. This looks like an interesting project for us. What we wanted to do is work with operators who are funded to fit section 5311 able to adopt a Google workspace environment, Kevin went over this willingness to change commit time, I think we've gotten better at streamlining the upload process. And why we were interested in as I was saying was streamline data capture, it's an unfamiliar structure and environment with spreadsheets reduces communication time, reduces reporting time assists drivers and dispatchers potential to share capacity with to share destinations, I think that's one of the things that Michael didn't talk about is Clay Center is in this purely rural area where people are going to Wichita and Kansas City to pika. Other systems near him are in our near Clay Center, our Clay County go through through Clay County to get to those destinations. So looking for ways the shared capacity can lead to more share trips, and more utilization of existing capacity. And we need to be moving reporting to digital just to save time, energy and improve accuracy. This is one of the things about this spreadsheet is it gets the data data. This is a picture of the NTT DATA that comes out that 33 level and operators have to report on and that this can be you can get the outcome of having it more easily available through this spreadsheet, right sheet program. And I think one of the things to think about is our our lives are regional, especially in rural areas, you know, is the center or the grocery store or the your favorite restaurant and your best friend, are they still? Are they in your community? Are they adjacent communities? And how do you access and make sure that you have access to those people who are important to you services that you require? The job that you're looking for or accessing is a car a requirement for someone to be employed, receive medical care, or be engaged in your community. It's this transit make your engagement available without having to resort to core car ownership or if you own a car that you need more than one. Because if you have a family where someone works in one town and someone else works somewhere else, or even is at home, providing home care, you know is the car then required each of the people, the members of the household. So, you know what our program is about is assisting people that are working in systems that are in this environment, rural or tribal, and we provide free technical assistance and training. We would love to work with you. If you haven't used any of our resources, please click on the national archive.org. And we're happy to work with you. To help you build your program, be more responsive, be more engaged, and be more able to meet the needs in your community. If you're interested in this pilot, get a hold of any one of us. And it'll get to the right person. And if you have any questions please ask away. If we're not able to answer them today. We will answer them as soon as possible or your next opportunity. Anjali,

59:28

thank you very much. That was an excellent presentation. Let me I'm looking in the chat for questions. And in the q&a Looks like we did have a question I'll read it and the Kevin did answer your answer it from Karen right sheets could be used as a middleware that could help service providers with different software to communicate or to join in your mass. Software and Kevin are more like a statement and Kevin did answer that question for or her? Um, he did say it is possible. But right she has the ability to receive data via an application programming interface API and also to push data out to other systems if they provide an API. And looks like there are a few other comments that are coming in.

1:00:20

Well, I just I want people to think about this is a work in progress. And what we are doing is it's being used in different use cases, if your system is one of those small systems that could benefit from moving from paper to technology so that you don't have to be ruffling through pieces of paper to get your data out every month. I know that all your people at the DoD would be excited to get a spreadsheet with your data in it, rather than have you spent all that time with paper and pencil. All right, well, I

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do not see any more questions. Thank you, Kevin. Thank you, Robin. And thank you, Mike, it's a great if they didn't leave their information in the chat. And if you cannot find it, by scrolling up, you can certainly contact us. And we will make sure that we post that information as well. Well,

1:01:16

and thanks, Angela Lee, for creating this forum. And for getting us all on the on the Zoom together. I've really been enjoying the presentations. And I look forward to more of this. And I love the rest of the discussion you've set up. Thank you very much.

1:01:34

You're very welcome. Thank you for participating. Our next presenter is a TISA McKinney, she's a Mobility Manager out of Mississippi, she will be presenting today on the Jackson medical Mall. The reason why we're having her come present is really, really poor, we got a lot of feedback when people could have discovered this project on their own. But I'm gonna warn you, there's a lot here, it's kind of got to fit into about 30 to 45 minutes here. But think about this, I'm gonna I'm gonna put this in your mind first as you drive around your community or ride around your community. And you see a lot of empty strip malls are those big mega malls that used to exist because now a lot of times we do online shopping, think about what that could be in a transportation and a livable communities concept. And so think about that as she goes through this presentation. So Tessa let you take it away. Good morning. I just want to stop sharing her screen. Okay. There we go. Okay, now go ahead.

1:02:47

Good morning, everyone. I am glad to be here. As Anjali said it is a lot to fit in. I actually went in and kind of took some slides out of the PowerPoint just because there's so much but I'm gonna go ahead and share my screen with you all. And we'll jump right into it. Okay, so again, as Angela said, my name is Tina McKinney and I am the Mobility Manager at the Jackson medical mall in Jackson, Mississippi. So I'll start with just a little history about the medical model. This is Dr. Aaron Shirley, who is the founder of the Jackson medical model, and Dr. sheerly dedicated his life to others as a pioneer in rural and urban health care for the state of Mississippi. I'm able to his commitment to the profession that inspired his vision for a one stop shop healthcare facility for the underserved. The concept became a reality with the Jackson medical mall and it is acclaimed as one of the nation's most unique community health care endeavors. And the medical mall is actually located in what is considered a low income area in the city of Jackson. So just a small timeline of the Jackson medical Mall. So in the 1970s Mississippians were shopping at the city's lot first mall, which was called the Jackson Mall. And it was actually one of the largest, most most diverse malls within a 400 miles of stores. It's 900,000 square feet and it sits on 53 acres of land where in 1978, the Metro Center Mall open as in seven years later, North Park Mall open which caused us to lose businesses that move to those other mall and took their of course their customers with them. So by the time the 80s came to a close, the medical market already started to decay and just became an empty building. Doctor surely one day walking through the mall here in his head God came up with the idea of the medical model. And so as you can see a timeline here 1995 We got partners to strategically plan and got partners in order to bring this vision to life. So we opened our first clinic in 1997. Of course, renovation started in 1996. So our vision statement here as a medical model is to become the leader in healthcare, economic, artistic and technology. Our mission statement is to eliminate healthcare disparities holistically through the promotion of creativity and innovation. And our tagline is, you matter. And for us that tagline is basically selling any person that comes with into this space, whether it's an employee, a patron, just somebody walking in to come from the cold that they all matter. I'm, here we are. Over two decades later, we still stay proudly in the center of the state's capitol, where we provide high quality health and community services to the public. These are our three partners, Jackson State University to glue College and the University of Mississippi Medical Center. We're actually located like a mile from the University of Mississippi Medical Center, and they occupy probably about 90 to 95% of the space in the medical model. Their Cancer Institute is actually located inside of the Jacksonville Kemal says we look at the medical model statistics, again, we are 900,000 square feet. Now, we're 100 plus acres because we obtain more properties that are that don't actually sit on the medical model. But we have some properties that are across the street, a couple of streets over. I'll spend too much time on that. So this is who we are. We've always had healthcare and community development. But we intersect the innovation and technology along with art and culture into our four legged stool. The population that we started when we started the entire state of Mississippi because, again, we have people come in all from all over the state here to our facilities to go to different doctors that are located within the medical Mall. We also serve the Jackson metro area, the medical model district is about two to three mile radius. And I actually live in the Jackson medical mall district. So I've benefited a lot from being here. But the first 10 years of operations, we focused on the main property renovating the main property, Tina recruitments, to get businesses inside the mall as well as different support services to offer to the community. These are just some of the partners and tenants that are within the Jackson medical Mall. Of course, we started the healthcare piece in 1997. And we have a variety of health and retail support tenants operating inside the facility. Because this is not just this is a destination. It's not just a transaction. And with that we actually some of our transportation partners are now housed here at the Jackson medical Mall. So that makes it great for me as a Mobility Manager because I can go over actually walk over to them and we partner a lot with just getting people moving in. This is great access for those that may come into the mall that are stranded, I can reach out to my partners that are already here on site. As we talk about our transportation problem here at the Jackson medical mall, it actually started with one of our partners is University of course the University of Mississippi Medical Center. We transport their cancer patients from they have what is called the Hope House. And it houses clients who have cancer that needs to come to treatments that mainly are far out far out where they're put into the Hope House for that week of treatment. They come in on a Monday and they leave on Friday. Well we partner with Bolivar County Council on Aging who actually provides that transportation they pick them up from the hotels, they bring them to the medical mall to get their treatments. At the end of their treatments, they take them back to the Hope House. Another part of our transportation services as you can see here on the futures is our patient escort. From the time that person enters this parking lot. We have a golf cart on the outside that picks them up from their car and brings them to the door. We have our golf carts on the inside that gets them from the door to wherever clinic or restaurant wherever it is in the mall that they need to go out escorts to get them there if they prefer to walk or escorting and walk with them to show them exactly where they need to go because again, this is a very large space. We have three floors, and you can get lost. I've been working here a little over 10 years yours, and I see you don't know where everything is. And that's not a joke. And we partner of course, Mississippi Department of Transportation. Again, I've already missed it mission Bolivar County Council on Aging. We have Hans County Human Resource agency, we have community development Incorporated, we have a couple of private providers that are now getting into transportation to our counseling is one of our providers is will say, my counseling, Bolivar County Council on Aging, and now Hinds County all have a space that they rent from the Jackson medical Mall. And I'm actually in the process of planning a, what I call an open house. And my theme is a taste of transportation, where I'm going to start here in our call center, where we'll bring in people to to our call center, and then we'll take them around to each of our providers that are here so they can tour their facility as well. And just kind of see how we all work together to provide those transportation services to the clients not just in the medical model district, but the clients that all of our providers serve. We also have care for me services, so many services came on in 2014. And is to help with the outcomes of persons living with HIV, we offer services to them is to bridge the gap so that they're able to get access to service educational and supportive services that they need, that they may not be able to get anywhere else. We kind of felt the first few years of course, is that we focused on tenants Well, now we're focusing on community development, affordable housing, as well as business development. We do rent a lot of our spaces to smaller businesses that are trying to go grow and get their feet off the ground. And we're located in what is considered the opportunity's own, it just means that people have opportunity to grow. Whether it's their business personally, we're in that zone to offer that help to those clients.

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This is a part of our community development and affordable housing, which is also the officer next door program. And believe it or not, this is actually my home. So I rent my home from the medical mall, I work for the medical Mall. My son is in daycare at the Medical Mall. And my daughter participated in the dance classes that are offered at the medical model. And I actually live next door to the officer who is buying his home from the medical model. Um, it is a great program. It's very, it's very low crime. He on the street that I live on actually in this area. And it was just a way to show people that it was safe to live in this area. And I enjoy it. I love my neighbors. I love the opportunity that the medical model affords me and my personal life as well as working here and getting to help other people. This is some homes also that were built is the 81 multifamily homes 40. And we also have 49 new single family homes. And this all started in 2001 where we started the business development and we focused on the affordable housing in the Jackson medical mall district. Now this was contributing to the poor health outcomes, we saw a need to transform our community. And granted we can provide transportation but also if those people don't have anywhere to live because they can't afford housing. They kind of that plays a part in their poor health. And again, this is just some areas of the townhomes that we helped build. This is Kay chapel. It is a senior living facility. So we were part of it as well. It's located about a half a mile from the Jackson medical mall where we house seniors can they also have access to their closer to the medical mall to get to see their doctors as well. And one of the other things we do in our transportation program is we partner with Humana and it allows us to put on events for the seniors in the community because a lot of seniors are just home, they don't have anything to do, they don't have anywhere to go. And so our transportation providers, our partners Bolivar County has county CDI and say more actually bring those seniors here to the medical mall where we're able to put on an event we've hosted a fashion show for their we've hosted a tailgate during the football season, where they get to come out and just have fun and enjoy themselves where they may normally not have access to do any of that. And we're able to do that through transportation partnerships, and just partnerships with sponsors like Humana to help us pay for those things. Um, one of the other things in the community that we noticed was there was no access to healthy food. So now we have save a lot which is also located right We're here at the Jackson medical mall just outside the gate. And it gives fresh fruit options to the community. And it's probably one of the only grocery stores within a three mile radius. And it's actually a model for other stable lots across the country. We are home to the regional headquarters of American middle medical response, also known as Amr, and then located just north of the Jackson medical Mall. We have more than 300, paramedics, medical technicians and support staff. They moved in the Jackson medical mall in 1997, because they believed in the medical models vision and they continue to support the vision of the medical model. They actually were inside of the medical model. But however they grew and so now they're right outside the fence across the street in a bigger building. At the Woodrow Wilson place, another part of the Jackson medical Mall. And when it was built, it opened up the opportunity for several employee employment opportunities in the area. As you can see, Mississippi smiles industry I care subway, and creaky and it's actually located in the same parking lot is destabilized. So how did all this begin? It all started with a grant creative placemaking.

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There were,

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as you can see, are six grades six people, six pieces, I'm sorry, that one the grants in Jackson, Mississippi was one of those cases. And it allowed us to do asset mapping to identify what was actually needed in the Medical District said that we were able to provide those services. As a part of providing healthy food to the community. This was at farmer's market and with our farmers market, and we actually had a farmer that worked for the Foundation, who will go out and do all of our planting. Again, we have a garden, it's called prosperity garden where the community can go into the garden and pick whatever it is that they need, there is no limit, they do not have to pay for it, they can just go and get it. So depending on what season we're in, we plant those particular plants for that season. This is our culinary kitchen where we offer cooking classes to the community where some people don't know how to cook. And we were able to bring them in and show them how to do simple meals and things that they could do at home. And even then we rent the kitchen out people are allowed to come in and utilize this space. And again, we bring food from our garden just gives the community access to things that they would not normally have access to. And this is just a small video of our former that's Mr. Otis right, farming it's in his blood. And so this is our garden as you can see the medical model here in the background across the street and this is our community garden.

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All of our employees have a hand in going over and working in the guard. It's fun until it gets like rear rear MIssissip and hot heat. And then that's a little different. But the way we intersect our intersection of art and healthcare technology, so we have dentists anytime we have any event here we bring in those vendors, the dentist's office comes in, they do as you can see, teeth cleaning and they do all of these things to us, with us for free as a way of giving back to the community. We have the proprietary Healthcare Institute, and this is to train individuals in a non traditional manner for lifelong skills and health care. So seeing a phlebotomy we've done that through a lot of grants that actually would help those students pay for it they could not afford it. We are licensed by the Mississippi commission on proprietary proprietary school and college registration. Another problem we offer to our community is a young futuristics project. And it serves youth ages 13 to 18 during the after school, and ages eight to 18 during our summer camp It is free to any student that is in the Jackson public school district. If someone came outside of that they could come they will just have a feet. Um, this is one of our groups is causing Jackson is the youth performing arts program offered by the Jackson medical mall Foundation, where they seek to discover talent, the best talent in the Jackson medical mall area.

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And actually, this young lady here She's in high school now and she sings for the gym here high school choir. If you ever get a chance, go look up gym here they have perform, and some amazing places and her voice has grown and she has a beautiful strong voice

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and this is just some of the things that we offer to our students that they work on when they're here after school as well as doing the summer program. And they learn how to play chess still have not learned that yet. They learn how to quilt, they learn how to sew. These are just we tried to open it up for them to just get experience on things that they used to teach in school and now they don't. This is another one of our bands as you can see we have some very talented students here in the Jackson Mississippi area.

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And only this video they were actually performing at one of the Jackson medical mall signature events which used to be called CRA Community Reinvestment Awards, where we would give out scholarships to students in the Jackson medical Mar district for college. They have access to music production and theater. And they have access to dance we have a dance. It's called the village which is located here inside the medical Mall. So they get access to that as well. This is just a some of the testimonials from the students that have participated in our young futuristic project is so twice a year we host a tenant appreciation here at the Jackson medical mall just to thank our tenants for being here for being a part of our vision. And what we stand for. This is actually our executive director apartments wheeling, he loves to get on a grill. So he actually cooks for all of our tenants. These are just some of the children from the daycare that is located here at the Medical Mall. And as you can see our tenants they're being for prizes, but it's something we do twice a year just to show them our appreciation for being here with us. We have an annual trunk or treat every year, and it's free to the public. We have over 2000 citizens that attend it. And that attend the event where we give away prizes. We have health care screenings, we talk about the transportation options that are out there. So while the kids are trunk or treating, the parents are learning what options and opportunities are out there for them. This was one of our senior events that we hosted here at the Medical Mall. As you can see, it brings out a lot of seniors, a lot of vendors. And if I'm not mistaken, this is one where our seniors did art projects. And they were on display for everyone to kind of walk around and see it was a way for them to tell their story. So if you are not familiar with Jackson, Mississippi, you one thing people say we got bad roads and we always have water issues. So one of the things the medical mall has done is you know, we've repaved our parking lot. We put out more lighting in the parking lot. We have 24 hour security. And so that lets people know that it is safe. They can come here they can host events here. We have a couple of spaces where they can rent out to have events There's some upgrades to our H back system, which saved us 1000s of dollars on our light meals. Because we've always been have water crisis in Jackson, Mississippi a lot since the winter 2020. Whenever there's a water crisis in in Jackson, we bring in tanker so that we do not have to shut down the medical Mall. We have a dialysis facility here and water is crucial to keep it going. And so we always bring in water tankers so that those people still have access to their dialysis treatment because that is a life or death situation. And also, people can still come to work and do what they need to do, people can still come to the clinics, because we have water. We now have a dual power property. So basically, if power goes out in this area, the medical ma will still have power. So again, it just provides the community some ways to go. Over the next 25 years, these are things that we're looking forward to having and doing at the Jackson medical Mall. First three to five years. This is basically our plan. And what we're trying to do, we want to complete our Art and Culture Center, which is estimated at 1.7 million. We want to reimagine or redo our common space. And in the medical mall, we want to add some more to single family housing. We have some vacant buildings that have been donated to us that are located around the medical model that we want to rehab and do some things with those spaces to just provide more opportunities for the citizens in this community. Because at five o'clock, everybody goes home and there's nothing left in the area for the community to do and so we want to provide something for them to do after five. So we're looking at rehab on one of the buildings that we have and our vision is to bring in small businesses that are looking for space to provide an affordable space is just the vision bakery coffee, just different things to have out there for the community. This is what we want to do with our art center and just add a place for children to go parents to go and to just have something to do is really our biggest thing here. We did an evaluation in partnership with Jackson State University as well as neighborhood works in America to just kind of see what we how can we make all of this happen. Um, we did a master plan with Central Mississippi Planning and Development District is well and this is what we hope we want the medical model to look like in the future. The outside of the medical model we want to provide a full court area when people come in we want to be able to tell our story along the walls of where the Jackson medical mall first started as the Jackson mall and how it has advanced if people when people come in we want them to be able to just go along the wall and see everything that we have done because if you'd like to support the Jackson medical mall you can always donate to the Jackson medical mall Foundation. We want people to be able to live eat workshop and play at the Jackson medical mall while also understanding and knowing that they do matter to not just us but to their community. Thank you are trying to get through my 30 minutes so any questions?

1:28:58

I am

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Anjali I am actually stepped away first thinking

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let's see see. Thank you, Teresa. Okay, can you hear me? Yes. Okay. Sorry. My son was I think was kind of frozen here. I see lots of hand claps and hearts for you. Thank you. Thank you for squeezing all that in because I have to tell you guys, when I would have done it. I can't wait to go back to actually sit at the bus stop and interact more with but I'll let the comments keep going. I'm scrolling for questions it was quite the tour tickets. What almost two hours. You get through it and we still yes and we still didn't go through it. Everything, right, but it was great. And so if you get a chance to ever go there, it is amazing, a great example of what you could do in your community. And it's applicable everywhere. I don't care if you live in a city that you feel maybe too congested. If you live in a rural area, there's always an open, vacant buildings that you can transform into something that serves everybody in the community. And definitely, that's served by public transit. There's lots of comments, I'm just trying to scroll up, because every time I try to keep popping back down,

1:30:30

I was trying to scroll. I see one questions in the q&a. Let's see, I think it's this one. Um, how would you recommend an agency start to get these hooks and multiple locations as well. So I also took a lot of planning, and getting people on board, we were actually able to start because we got funding from three, three banking institutions here. But if, if you send me your information, I can definitely schedule a meeting with our executive director and our chief of staff to just kind of give you more insight, because they've been here since the beginning. And so they can definitely give your insight. But University of Mississippi Medical Center being one of our partners, actually, like I said, they have probably about 90% of the space. And so with them being here, it definitely attracted other clinics, other businesses to also be here, because you have people coming in tomorrow to go see the doctor. And so when they go to the doctor, when they leave, they want to grab a bite to eat, or they may need to stop at the bank. We also have pharmacies in here, so they can just get their medicine here. So it is this a lot of moving parts. But I can definitely set up a meeting with you and our Executive Director, just to kind of help you navigate how to maybe get that started. Because our goal is to be the leader in healthcare and also just be for people to market behind us and what we do.

1:32:18

Hey, we have two questions. Hope these raise hands or raise hands? Is it dire? I'm allowing you to speak if you want to unmute yourself

1:32:35

hey, if not, if you can drop your question in the chat and Michelle, go ahead and speak.

1:32:51

Maybe they didn't mean to raise their hand. So I will lower their hands here. Hey, I do not see any other questions. Thank you for that great presentation.

1:33:04

Oh, I think we have another one that has popped up here. Okay, again, a TC Can you put up your contact information?

1:33:14

Yes. Or if you could drop it in the chat. So they can just get that I think there were a lot of comments and so people are unable to.

1:33:24

I see a lot of people are mentioning the garden. And I can't even think of the name of right now. But there are groups out there. If you are wanting to do a community garden there are going to be out there that will help you do the garden we're actually working on a new one right now. So that we're able to do a community garden at our there's an elementary school right across the street from us. And so we want to be able to do a community garden over there with the students.

1:33:56

And I did drop in the chat that USDA has many grants that can help you implement community gardens. And a lot of times the gardens are in conjunction with different community development such as a project like the Jackson medical mall, but if it's serving also another purpose that ties in he'll public transportation hub, things like that. So if you go on their site under grants, you kind of scroll down make sure that you read all of the information and see if you're eligible and you will find in a lot of their grants that public transportation slash community developments and such is one of the eligible qualifications for those grants. So if there's any other questions

1:34:42

okay, we do have a bright tight end to the day today because we know that it's kind of makes for a long day. So we have a 15 minute break. It was normally scheduled for 1045 but what we will do is we will go ahead and schedule for our leave at 1035 Central Time and We will reconvene here

1:35:13

I'm sorry my mute somehow got stuck again but we will reconvene here at 1055 and we will start with Arizona.

1:53:57

All right, I hope everyone had a good break. Looks like everyone is back. Hope you got to stretch got some water coffee. I hope everyone has joined all of the speakers and presentations so far. We are going to keep it rolling today. And our next presenter is all the way from Arizona. Well, she's still in Arizona for that person. She's the Maricopa association of governors or governments. And as DD Garcia, I say right DD make sure I didn't get it wrong. Services transportation program manager and I are going to let her take it away and talk about their network. They have a lot of things that they tackle out in the valley. So I'm excited to hear what she'll be presenting about today. Go ahead, you can share your screen.

1:54:46

Okay, I hope you can bear with me. I am doing this. There you go.

1:54:58

Is my screen show Yeah, he

1:55:00

just wants to hit the bottom there, see where you can zoom in, but it is the 123 the four. There you go. There you go. Okay.

1:55:14

So are you seeing my notes? Also?

1:55:17

No, I cannot.

1:55:19

Okay, that's great. Hello, everybody. My name is Ed Chrystia. And I am the Human Services Transportation Program Manager at the Maricopa association of governments in Arizona. And I will be providing an overview of our mobility management and our coordination participation efforts here at mag. And I keep moving forward, I'm trying to look at the notes that I had. But that I can't get to. Okay, I just want to give you a little bit of background regarding Arizona, we are we have about 7.2 million in population at Arizona, we have six Council of Governments cogs, and we have eight reachable regions, a mobile MPOs, and metropolitan planning organizations. And each of those MPOs has a Mobility Manager representative. So we do have consortium and that comes together every other month. And we have an MP, cog MPO statewide mobility managers coordination meeting. This is also attended by our local DLT, our Arizona Department of Transportation dot, and it's an opportunity and it is led by mobility managers. We rotate chairing this meeting and developing the agenda. And we're really grateful to partner with the and having the DLT being able and present to answer any questions that we have. And this is an is our opportunity that we can ask them questions that our sub recipients are asking us. We are in a phase right now where we are looking at our scope of work. And we're trying to talk about what we will be working on in the next year and how we would like to work. And the projects that we will use. We also share best practices from each of our region. And it's just an opportunity where we can all come together and is a share and hopefully, you know, I can gain some information. Some really neat techniques like here today of what other regions are doing. Thank you, Angelina for this format to learn about what other people are doing on a national level. So at Mac, we have about a population of 4.7 million. The mapping the map on the left on the right background, we encompass our member agencies we have 27 cities and towns, three native communities. We also have Maricopa County has our member agency and parts of Canal County where we encompass an area of about 10,600 square feet. So we do have a large planning area that we are trying to coordinate mobility management for the next map is our section 5310 planning area. We are now have two urban areas in in our region. We have our Phoenix Mesa Scottsdale, urban area. And then we have the Phoenix West good year and Avondale area. They also these two areas do have their own apportionments that come for Section 5310. So we have a large area, very diverse. All of our statewide mobility managers work with a diverse population. Some are very rural, some are some are n has the presentation before with Kevin, some are doing their scheduling with pencil and paper, Excel some have, you know, a working software to do that. So we're all working at different levels of where ours our stakeholders are providing services

2:00:06

So we do in just a little background, I'm pretty sure everybody knows this already. Human Services transportation coordination was a requirement for those regions receiving section 5310 funding. That was in 2007. Under safety Lu, our first plan came out. And we have some strategy to engage providers and coordination, planning, and support discussion of coordinated service delivery, very lofty goals. So we had to take a step back and really look at how we were going to accomplish these goals. So in the next year, we develop the transportation ambassador program, and we borrow this has Chris Zeilinger would call it case it will just copy and share everything. We borrow this model from a partnering region in Pinal. County, of getting together our Human Services, Transportation stakeholders together. And for quarterly meetings where we come together share resources, talk about best practices, but in the beginning, our our goal was to at least have our 12 section for two to 310 sub recipients attend these meetings, we work to increase that. And in in first couple of years, we only had really about 12 to 20 people participating. But, you know, I came on at that time. And I work to expand the participation of of these meetings. I went to community events and I presented on tap. I talked to them a lot more than what it was at the time. I went to community events, I developed this little pamphlet to hand out at these community events. I also attended rotary club meetings, and I did attend a rotary club meeting. And I was celebrating a person's 100 year birthday. There is a photograph out there, insensitivity of all these veterans and me at this 100 year celebration. So we worked really hard to get the word out to me to let people know that this was a venue a community venue where you could come and hear about best practices and resources. And 2013. Under the FAST Act, breaches were able large urban areas were able to choose their designated recipient. And at that time, Matt got approval to change our designated recipient to the city of Phoenix. And then back, I took on the role of doing the application section 5310 application process. And we also do the programming for the program. Doing this MC and asking for approval to take it more regionally provided us with the support to have a lot of our strategies focus more regionally and add to our recipients of stakeholders in the region. So we look to expand it not only to have a section 53 sub recipients. We wanted to expand this to include other stakeholders. On our agenda, we expanded the agenda. We have updates, a set agenda place for our Regional Transportation Authority belly metro to provide updates on public transportation, because we know that public transportation, if it's appropriate, if it's available, is a good alternative as an alternative transportation option for staff of nonprofit agencies, other consumers if it is appropriate. We do have a have a standing agenda item for the City of Phoenix as our designated recipient to provide brief dozen recipient updates on compliancy updates. I also reached out and this was during COVID to the Maricopa County Department of Public Health provide us updates on COVID and they are still a partner today. They have been providing updates during the winter time on on flu and ours be p, because we know a lot of our stakeholders attending our meetings, their consumers are more vulnerable. And so we they provide updates during the heat. During the summer time, they talk about heat related illnesses and and where to get resources. Just recently, they provide us an update on measles being on the rise. And of course, our consumers are in the population of older adults and persons with disabilities. So this is really very important information. We know our stakeholders, if they're receiving federal funds, and you know, they're federally required to attend these meetings. So we want to make sure that we also highlight the great work that they that they do. We do have an agency spotlight at every meeting where we focus on one agency where they can share the great work that they're doing, share the best practices. And hopefully we can get dialogue going and having agencies really knowing each other and knowing with the programs that they provide. We've worked really hard on moving this forward and expanding our scope. And we are now at our mail list has over 100 stakeholders on our mailing lists, and we have over 1000 that self subscribe to receive updates on our coordination activities. And we utilize gov delivery. So this is an effort, we want to ensure our main purpose and goal of having a more diverse agenda is that our stakeholders that attend our participants that attend these meetings are mostly staff, and they are sub recipients. But we've expanded we now have participants that are from our local D S agency, we have municipalities attending, we have profits, nonprofits, and for profits attending our agency. So we would like to provide information that they can take back to their agencies and share with their consumers information and resources. And we hope that we'll start that we'll start building that communication with all of our human services, transportation stakeholders, we now like I said, we've expanded quite a bit, we have between 50 and 60, participating or attending our chat meetings, every other every other every month, no, quarterly. Thank you. So regarding human services coordination, we utilize our tab as a community venue where we can talk about where we can get feedback on what our service providers are facing the challenges and best practices, and to address some of them to address some of that those issues during COVID. A lot of our agencies, and nationally, I'm sure a lot of our agencies were experiencing the theft of there, catalytic converters. So we brought this topic up at one of our top meetings. And we took a poll and we said how many agencies are experiencing, you know, catalytic converters, you know, death. So we have quite a few. So from tap, we took it and then we said, well, if we had a focus group regarding this, would you be willing to stand? And a majority of the people said yes. So we, from the tap meeting, we then have focus groups to talk about the issue of the catalytic converters, we got gathered best practices from those stakeholders. And we developed a summary sheet of best practices that we offer to our stakeholders for their for their use. Another issue that we heard from our participants was on training and having kind of a standardized, you know, training. So at mag, we are, we offer past training and certifying our sub recipients. We first

2:09:45

we first have the opportunity for training open towards sub recipients. Those are our focus. But if we have an open space we have other agencies come and also attend And this is actually twofold it, why we're doing this, we provide past training, we utilize our section 53 pin administrative funding to support this and then have our participants certified. Again, this is to fold it in the benefits. One is that we have a uniform training for all of our sub recipients. The second is that we hope to move the dialogue of sharing vehicles forward. And another focus group, we heard, we talked about sharing vehicles. And what were some of the barriers of doing that. And a lot of the agency said, Well, you know, insurance, and I'll, you know, the liability issue is really big with insurance. So having a standardized training, we hope to push that dialogue of sharing vehicles forward. And and addressing that issue, liability, liability issue. That is actually Michael. That is what I hope will happen with this. In moving this forward. tab also provides us a venue to ask other polling questions of what you know, our agencies are facing. And I've been to a lot of calls, conferences and webinars. And I know that staffing is still a big issue, not only in our state, and not only for volunteer agency programs, but for other non service programs. And I've heard it is an issue nationally, too. So we this is an opportunity at our tap meetings to ask these polling questions. So are we asked is your agency fo staffing capacity for your programs for all your programs, we just wanted to get an idea where our nonprofit agencies were at through their whole program. And unfortunately, we have 6% of those that have attended that meeting, say, yes, they are. They are not? Well, their agency said no, their agency is not a capacity for all their programs at staffing, then we wanted to get an idea of what their transportation programs look like. So we did ask, Does your agency have enough drivers, for the transportation trips you provide to consumers, we wanted to continue to to ensure you know, to see if there's ADCs and weightless, are they is the or they're needing other support, you know, in their program. And, again, unfortunately, it was more than 40% said they do not have enough drivers to provide the trips for their consumers. Again, this was across the board, you know, from our nonprofit agencies, for profit agencies, volunteer programs, they, they just didn't have enough staff. So this is an issue that we are looking at and we are hoping to take on in the coming year, we will have focus groups, again, it is such a great benefit of utilizing tab so that we can roll over all of the issues and topics that we see that is affecting our, our agencies and, and try to work on a strategy to help support them. Again, we realize we want to make our coordination meetings friendly. We know the majority of those attending are nonprofit agencies, and they receive 5310 fundings. So these are not agencies that are transit agencies. These are agencies that are providing transportation services, because there is a need. So section 5310 is has a lot of really high requirements. And we just want to support our agencies to help meet those requirements. But like I said, we also have agencies that don't receive any federal plans. We have agencies that are for profit. So this is a venue where we can all come together and talk about strategies talk about resources, and best practices and look at ways where we can support each other. I'm so used to saying next slides but if it gives me as to how But with this coordination effort and moving forward, we utilize a sub region mobility managers, and sub region mobility managers receive funding for their positions through section 5310. These are our community voice. I like to say they are community liaisons. We have four in the region. And they are from nonprofit agencies. We have one from tele Gilbert arc, Gompers, we have stars and we have the center of rehabilitation. And each of our mobility managers are noted for their strengths that they provide to this program. We have two mobility managers that are on the administrative level. And they provide resources and support for higher level issues. And then we have to Justin McGregor and Eric panic Hora fleet managers who provide support and information on maintaining your fleet and providing trainings. They do provide trainings to our stakeholders, such as rubber driver safety, fleet management, we have one on the escalation training workshop that was recently recognized from FDA and is part of their FTA resource directory. And we have this open up to all of our all of our stakeholders and providers. We do have all of the information on our mag website with our social mobility managers information about tap, and our training workshop calendar on the website. So we here today are either mobility managers, slash planners, or both. And then our task is to develop strategies for stakeholders, especially if you're such a 50 to 10, we sub recipient, and it doesn't benefit anybody if we develop strategies that aren't implemented or unrealistic. So we utilize our social mobility managers to help with comments and feedback on strategies that we're looking to develop. And they are very open. They know their community, but you know better than I do, I think I know the community, but it's a vast, diverse community, in our region, but they know their community, they know the churches, they know the consumers, they know the schools, they know the resources. So we utilize that knowledge to help us when we develop strategies or coordination activities. And they have been such a great resource. And I'm very thankful that we have them, because I am, I am now in a division of one I lost, my colleague went on to go in a different career path. So having these selfish mobility managers has that has that continuity of making sure that our strategies keep moving forward. And we are able to do this because we have a great partnership with our designated recipient. At for TAP, we have a newsletter that we provide monthly that has updates on our program, section 5310, you know, application process, any trainings that come up. So we we kind of have a toolbox of materials that we do, that helps us you know, give support to our section 310 sub recipients because we don't want to lose that focus. We've made a dashboard for our sub recipients who apply for funding, and we're able to tell them how they did in certain sections and categories of the application when they apply. And again, like I said, we cannot do this without the great support from our doesn't even recipient, the city of Phoenix. They do have monthly meetings on compliancy just specifically for fifth through 10 programs are reporting. So that we don't have to have a large portion of our tap meeting dedicated to the technicality of having a section 5310 Brown award.

2:20:13

And we, I attend their meetings, they attend our meetings, we work in conjunction, and we're so happy that we have their support. Again, all of our information is available on our mag website. We record our meetings, our quarterly tap meetings, and we make sure we offer that in our newsletter, we have a link to where that recording, so they need materials that we have, we make sure we provide it on our website that it is open to everybody. The purpose of this meeting is so that we get to know our community. And we hope to encourage discussion with each of our participants, whether they are a sub recipient or not. The success of the program is a success that reflects on the region, we hope to continue to keep furthering this goal. But tap is just one tool that we utilize in building our coordination efforts and our participation. And it's worked out for us. I know that was really fast. Again, we I hope you found this information useful. Again, we use a different variety of tools, and our TAP programs for community meetings, or regional sub recipients who are 5310 sub recipients, a submission mobility managers we help with our coordination efforts. And we still go out. I recently went to the library to participate to present on our program. We still continue with outreach and dialogue. But we also ensure that all of our information we provide that we offer is on our mag website for easy access to everybody. If you have any, if you would like some more information or you have any questions, here's my contact information. I know that was really quick. So I open for questions.

2:22:34

Thank you very much, didi. I'm scrolling up because we do have some questions here. In a second, we have a question, do you have a template from the transportation ambassador program that you can share?

2:22:48

I I am trying to stop my sharing my screen, I'm sorry, I don't, I don't have a template, but I do have my brochure of it. And I can share that. With everybody on July, I can provide that for to you.

2:23:11

Right. And I did drop the link to that page that talks about the transportation master program right there in the chat so that you're able to view that. And it also has some newsletters so you can sign up for their newsletter. It also has where you can email DD on there as well. And it has when they have their meetings as well.

2:23:36

Thank you. And again, we don't want to take away too much focus from our sub recipients. We are here to support them. But we also have on our website, if you look through the materials, resources from our Dr. So we it is kind of a we are the middle person where we're supporting our sub recipients and our regional stakeholders. And we are supporting our designatory our Dr. And in ensuring that everybody is meeting compliance, which is one of the tasks that we are we are in charge of. But this is just one tool that helps us do that. Further our outreach. I think was there another question?

2:24:27

I am looking to see if there are any more questions, chat here we see that people are dropping their comments and their thank yous. Okay.

2:24:38

And the other thing I would like to say too, is that we could not do this alone. I looked at the participants here we I have there are some of our state mobility managers on here who have been very helpful and our statewide meeting of sharing forms sharing templates. We take that back regionally. I'm Kevin chambers, and has provided us information on best practices on technology, JD Shamli. From the Easterseals has presented at, we used to have conferences, pre COVID, a a year and tap conference where we brought in speakers to share information. But we cannot do this alone. I am very grateful that whoever I've asked to present to us, and we've had like the city of Phoenix accountability, come and talk about their new program, which is a program for a residents that have a support when they have a negative interaction with the police department. And we know that a lot of times, some of our customers that we provide services to older adults and persons with disabilities, especially on persons with disability, it can have negative run ins from the police force. So they presented at our meeting, to share about the resources and this new committee that they have to support those consumers. Everybody that I've asked to present or share information has been very open. So those of you that I've talked to on here, thank you for your support on July has been a great resource also. So in developing our transportation advance abroad program, we're just looking out who is in our arena, who is in our environment. Again, one of the things I say and when I am each meeting, I thank everybody for their time out of attending and be participating in coordination efforts. Because we know that they are the ones on the front line, those of you on the one here today spending your morning with us are on the front line, providing those services. So when we have this meeting, we want to make sure that it's beneficial to you and not and that it helps you in your agency.

2:27:24

Thank you, didi.

2:27:25

Thank you.

2:27:27

That was a great presentation. I see there are no other questions. So we are going to move on to our next presenter. I think we have everyone on here. Presenting we have Wisconsin Association of mobility managers, also known as weigh em, correct. And we have Holly and Nikki with us, they are going to share a wealth of information as much as they can in the limited amount of time that they have about mobility management across the state how they develop their association. And so we're excited to hear that well let them take it away.

2:28:06

Morning, I'm going to go ahead and start. I'm Nikki Voigt. And I am the Mobility Manager at door Tran. I'm also the executive director, I have been working in transportation for almost 13 years. And although I was not around in the beginning stages of wham, I heard a lot about how everything got started. So I just wanted to give you a little history of door Tran and where we are at can you guys see my PowerPoint?

2:28:38

Yes, we can. You might want to put it on full screen. Okay. If you scroll up to the bottom down a little.

2:28:48

There, yeah. Second.

2:28:51

You go to the fairness. Yes. Okay.

2:28:54

So in 2005, the United Way it needs assessment identified transportation as one of the greatest needs in Door County and our little piece of the pie. This began the creation of a steering committee. A grant was written and received from the Door County Community Foundation that provided the ability to hire a part time Mobility Manager. That person was in position to complete a research project, and they hired Pam bush to answer that call. Later, she became the full time staff person. And then in 2007, the Door County Transportation consortium was found formed, recruiting a membership of over 40. Those members represented both city and government health care for profit businesses and not for profit organizations. A survey project completed by the University of Wisconsin Green Bay students and a call center that also launched launched in 2007 indicated people were not aware of what was created and door Tran web site went live. So the transportation consortium evolved in later years and is now known as the trip transportation resource improvement partners. So, what about this other funding besides the Community Foundation and United Way, they found this enhanced mobility, mobility of seniors and individuals with disability programs. So it's the 5310 funding back then it was the new freedom grant. So that was two in place for the mobility management and operating budgets. So this support, this would support the needs and services that was identified by the steering committee, utilizing those funds to the greatest extent possible, meant extensive training. So in 2011, Pam became one of the first certified mobility managers in the state of Wisconsin. And the program was funded by and developed in conjunction with the Department of Transportation certification requirements was six courses and professional development, there was professional information management skills, there was four of 10 electives that folks had to take, they also needed to do a 45 minute presentation of pure sharing of what their services offered within their scope, which was a great opportunity for, you know, sharing what works, what didn't work and avoided everybody else from recreating the wheel if they wanted to start a program similar in their area, and then a final examination. So we also have continuing education within our wham every three years, we need to get certified. And that means completing eight hours of continuing education each year, and then logging that attendance at our membership meetings, which are held monthly. These used to be a telephone conference. And they're now a virtual webinar, like the through the Zoom platform every month. So it was it was it's a nice opportunity to network and get out and see what everyone else is doing. So that is my presentation. And I'm going to turn it over to Holly Kenan Holly has been with WAM since the early days, so she knows all the history that I do not

2:32:27

use your PowerPoint working now that. Okay,

2:32:31

there you go, wow, it

2:32:34

looks really bad, I should use a different color. So how did we get started, the Wisconsin Association of mobility managers started or it was created. In 2008, when the 5310 funding came out the new freedom, as Nicky pointed out, and as a condition of getting that funding was that you had to attend a Wisconsin Department of Transportation training to get the funding. So when I started getting these funds in 2010, that was a requirement that when I believe they did it twice a year, they did it in the spring in the fall, and we had to block off three days. And it usually was held, you know, in different spots around the state because all the different mobility managers that were getting funding had to come to it. And so we did a three day training. And that's where the curriculum comes into play that Nikki was describing. It was started by the Wisconsin Department of Transportation. But in 2012, the state decided they they really couldn't. They couldn't support it, as they doubted in pass the money wasn't there. So a bunch of us that had been doing it for a while said, you know, we really got a lot of value out of these meet these trainings. We got a chance to network. And so we really wanted to, you know, continue the effort. So next slide, please. And so a bunch of us mobility managers got together, and we started talking about what the next steps would be. So the first thing we needed to do was to start putting together our bylaws, and I was actually on that committee, and we had a couple of individuals who were really good at Robert's Rules. So we sat down and started pounding out what our vision was, what we wanted to do, and basically, we wanted to continue the training, and maybe enhance it. And then we also wanted to make sure that we had in person networking at least once a year. And so those are kind of the starting blocks of that. And then we created a bunch of committees and you can't see my typing very well. I should use black, but we have a bunch of committees that are under the board. There's a board of nine board members that are all elected and then the general membership. And then we have these committees where other mobility managers can be involved in, in our association. So we have a finance committee, we have a fundraising committee, a membership committee, we have our own website, which wow, I didn't even put the website should have put the website on here. We do have a website and I can put, maybe you can do that for me, Nikki put it in the in the chat. Yeah. The website, so we had to create an internet committee or a website committee. So there's different committees so that we want to get the membership to be involved. And that's one way they can do it is is to join a committee and be active. So right now we have our most active committee is our conference planning committee. So once a year WAM sponsors training in the spring, and we pick, you know, a place within the state, that is assessable. This year, we're having an Appleton, which is a small, urban areas, just south of Green Bay, Wisconsin, you know, the Green Bay Packers just south of Green Bay, it's a central location, so all the mobility managers in the state can can come to that. And that's going to be done in April. So that's why our most active committee right now is planning our spring conference. And so right now we have six curriculum classes that we're going to be providing the mobility managers to count towards their certification as Nikki outlined earlier. Next slide, please. So and then, each of us in mobility management, in this role look very different. Some of us like myself and Nikki are in the nonprofit world, my employer is actually Lutheran Social Services of Wisconsin, we're one of the biggest human service agencies in the state. And so, Nikki is also in a nonprofit environment, some of our mobility managers work for counties, some of them work for transit agencies. So we really all look very different. And each of us has specifics to what our community needs. So that's the first thing is that, no matter the manager learns their community, and develops programs based on that, and one of the things that the association helps us with is with with our networking, if we are a new Mobility Manager, we come into a community, we think we might want to start a volunteer driver program, for instance, we have a ton of volunteer programs all over the state, and we can learn from each other. So that's probably been one of the biggest advantages. So that was, we started in 2012. And then in 2021, we kind of did some strategic planning, because we started to see those of us have been doing this for a while, how our rules have changed. And the funding was changing. And lots of different players involved what what our curriculum it was when we started were neat, we're needing to change because different things are important now than it was in 2012. So we decided to get together, we spent, I believe it was two days strategic planning, and we came up with a new mission and a new vision, which I have outlined in the PowerPoint, which you can't see very well sorry about that. But now because we see our world changing a little bit, and so we needed to create a new vision and mission. Next slide, please.

2:38:42

So that's my contact information. I actually manage a program here in Appleton, north eastern Wisconsin, and we have a volunteer driver program that we serve older adults and people with disabilities. I also have an employment ride project that I'm working on down in Winnebago County in the city of Oshkosh, where we help disadvantaged low income workers get to their jobs. And we use a base of volunteers. And then we have taxi providers that help us out we try to keep the cost of the ride. Minimal, we're kind of a stopgap for those individuals who are coming back into the workforce. They need a cheap ride to work so that they can get you know their savings in place and potentially buy cars. We also have a project in a pack account county right now where we have a micro transit program that we're developing there. And then we're also going to create a volunteer driver program in that county. That's a very rural county, where and they had absolutely nothing. So we came in there with a micro transit program. One of our partners in that program is called Phoenix mobility rising and they manage the shared taxi ride system that they created and then we're going to develop a volunteer Your driver program to help with some of those rights to medical and all that. So each of us mobility managers here in Wisconsin are very, very different. And again, it's all based on what is needed in the community. And as Nikki outlined, the curriculum that we presently have for certification for mobility managers, is we're looking at doing some changes, because things that we deal with today are very different than they were in 2012. So we're, we're looking to change some of those, you know, probably a good example of that would be this whole issue of equality and diversity and integrating that into our programs to make sure that we're fair and equitable, and that we're serving all the people in our communities. So that's just one example of some training that we had to bring in to, you know, meet the needs of today's world. Some of our mobility management products do have public transit alongside us. I know, Nikki has a public transit system in her community, as well as I do. And so we're always trying to work with them and enhance and not duplicate services. We're trying to fill gaps where the public transit is not, is not meeting the needs of everybody. We're trying to help fill those gaps up. So that's really all Nikki, did you have anything else that you wanted to say? And certainly, if you have questions specifically, about our program and our association, please give us a call. There.

2:41:32

There are a couple of questions, Holly in the chat. Okay. So I think I'll go ahead and I don't know maybe I'm stepping on Angela's toes, but

2:41:40

we'll go right in Nikki.

2:41:42

So the first question is from Michelle, it says, How long did it take the Mobility Manager Association? And how does it function under your State Public Transportation Association.

2:41:56

So it took us probably a good because we, you know, we developed the bylaws, we had to have a lakshan. We had to create the committees, I bet it took us probably a whole year, nine months to really bring it all together, we were lucky, because at the time that we did that, like I said, we had a couple people that are really good with Robert's rules and all that. And so they, they kind of guide because I had never been through anything like that before. But that was really, you know, to make sure we did it, right. And then we applied for nonprofit status, you know, 501, C three, we had somebody that helped us with that. So I'd say nine months to 12 months before we were really functional. And, you know, since we started, we've made changes as we go along. And like I said, in 2021, we did this huge strategic planning, because we could kind of see that things were changing. And we needed to change along with them. As far as the Wisconsin Department of Transportation, they are a partner of ours. They're very supportive of what we do. We keep them in the network, we always invite them to our spring conference. One of the people that works for the state presently used to be a Mobility Manager. So she really understands what we do. And I think she's helped to educate those individuals in in the at the state level from a real hands on approach. We also have another partner, I guess, you would say is we have the Wisconsin Public Transit Association, which is comprised of all of the transit agencies through the state, and we also attend their conference in the fall. So that provides some additional training to our members. That varies depending on where you are in the state, how involved, they are with mobility managers, but we do have several mobility managers that work for transit agencies. So, you know, they I think if if they work in the transit, they have a better understanding of what mobility management is because they come to the trainings. And then there's some communities that don't have any transit, so they don't have that partner. Another. Another thing that happened in the last year actually is another one of our associations. It's not emergency medical providers, like share taxis. And they used to have their own Association and would sometimes come to our conferences because we did a lot of the same work. And they recently disband and the some of those people have joined our association now because they want to keep up on the mobility management side. They also see the value and networking with us because we are the more we work together, the better we're going to provide service right. So and in Wisconsin, we have a broker system for non emergency medical We have an what's it called? MTM?

2:45:04

Nao MTM? Yeah. And so

2:45:06

we that's another thing is try to stay current on what's going on with that the broker system and all that I'm sure many of you probably have similar brokers, we have that most Gunson as well.

2:45:19

There is another question to Holly. And there's also a comment in the chat, as well. But it says, do you all raise money or get funding separate from the state association? And that answer would definitely be yes. We don't get any money at all, from the state association from wham. And in fact, we pay dues to wham, what do we pay $50 a year, I think it is for your agency's membership. And if you want to have multiple people that each pay that that fee, that covers like the monthly meetings and corresponding between everybody, and then we have the conference that we charge a fee for. For that, we invite vendors there, in the beginning, there was a lot more interest because of course, they didn't know who was present. So we had probably upwards of maybe 20 to 30 vendors, and we could, you know, charge them a sponsorship fee, if you will. And they would have lunch and meals for us. So now we're kind of finding that we're all set in our own little niche. And they it might not be the people that we just were in a board meeting a few minutes before this. And, you know, they're finding that some of the people that are attending, these are mobility managers, but they're not procuring new vehicles, and they're not doing the grant writing that sort of thing. So they are not the ones in attendance at these conferences, did be different people. So the vendors are slowly slipping away. So we are going to have to be a little creative moving forward as far as how we're going to support us, with just the conference fees. Obviously, food is going up, we're finding that AV and video all that stuff is is costing additional money, we like to send everybody away with a little design pack, usually something like a mug or a bag or something, you know, that they can put their items in. So there's always we're always trying to at least break even and some years that just doesn't happen. So we're a work in progress. And we're evolving, you know, AI and transportation has become something new that doesn't is not currently in our curriculum, but needs to active shooter training is something like, wow, you know, what, we definitely need to be looking into this and, and I think COVID really brought forward the public health emergencies and what role we play. So bringing a lot of that, now to that, that curriculum and updating that and evolving is a huge piece of not being stuck in the mud, we have to evolve with transportation, just as much as transportation is evolving. So that's kind of a little bit extra on how we get our funding. And then someone says, uh, Tessa says, Would love information on your volunteer driver program. Both of us run those I know, Holly introduced her programs. So I think I'll let her go ahead and, and talk a little bit about her program. And if there's some some things that we do differently, I can certainly interject and our contact information is on different slides throughout. And Anjali also has that. So yeah.

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And just to give you an idea of your question about funding, so my program, I get all kinds of funding, I get funding from Community Foundation's United Way I get 5310 funding, I get the county transportation money for older adults and people with disabilities. Who I've gotten private donors involved. I also because I run an employment program, we get Wisconsin employment transportation funding, and we call it we tap. And then our project in what pakka actually our governor here in Wisconsin took some of the ARPA dollars and put it out there for us to apply. And because we were doing this employment, low income employment right program, and in the city of Oshkosh, we said, you know, this would work really well. And so we got to Wisconsin employment grant that's funding that project. And that project, you know, I'm just a sub recipient, but there's several other partners in that project, but that that project was $2.1 million. That was a big project. So I'm just the sub recipient of that, but basically, what I'm saying is I have all different kinds of pots of money that we're able to collaborate and get the local share requirement, and I'm sure Nikki's the same way.

2:49:46

Absolutely, we sure. Yeah,

2:49:48

yeah. County staff crazy, but

2:49:53

I am the accounting staff here too. So yeah, going back to the volunteer program, though, I know we run one of those as well. So we have a volunteer coordinator that she meets with all of our drivers. She does background checks, she does, you know, recognition training. Orientation like she she really cultivates relationships with our drivers, they use their personal vehicles, door Tran puts in an excess liability umbrella policy over the top of their auto insurance. So if they exhaust that something catastrophic happens. The passengers and themselves are covered and door Tran is is covered. Of course, it doesn't work. If you're using company vehicles, it's just on their personal vehicles, which is what they do here. We don't own any vehicles. We reimburse our our drivers 50 cents a mile. We do meal reimbursement if they're on the road more than four hours in any given month, we do a cell phone stipend if they're working that month, volunteering that month, many of our volunteers donate that money back. So it's it's a lot of our inkind, which is phenomenal. We have amazing group of volunteers. We're in Door County, we're in the thumb of Wisconsin. And so we're very unique, we're surrounded by water, we don't have any, but anybody to call from either any sides of us except southern Door County, so very unique lot of little towns and villages. So we're trying to find drivers and match our drivers with the rider or rider closest to a driver. So if we have somebody in say far north Door County, we're not going to send a driver from far south, we're going to try and find a driver up here. So recruiting is very interesting. Kim, our volunteer coordinator tries to get into the little towns and villages, service clubs, churches, just about anyone that will hear her speak and try to recruit volunteers because even if you're doing a commute to work, hey, maybe you can pick somebody up for dialysis in the morning. And then we just have one leg to get them home in the afternoon or something like that. So very creative that way more trying back to do share drives again, which is convenient. And our passengers are their fares are based on a sliding fee scale based on household income. And that federal those federal poverty level, so anywhere from 10 cents to 40 cents per mile. And then if there are extenuating circumstances, they're going multiple times, they cannot afford it, we can do a waiver or a fare reduction. So we have that flexibility. There is a registration that our riders also fill out and, and a policy handbook that they also sign they're not going to smoke, they're going to wear their seatbelt. They're going to be respectful of our driver, they're going to communicate with us or the driver, with their pickup times and really just working, that's our volunteer coordinator, she does all of that. And she's here a lot. We do quite a few rides for that program every year. We also have a free transportation for our veterans to get to medical appointments outside of our community outside of our county. So that one is using a county owned vehicle. And our county veteran's service officer pays for the fuel for that. And then we again, we're doing those driver background checks and recruitment and setting up those rides with the riders. So another completely different program, worked into our volunteer services. So very interesting. You've got a lot of work to do for cultivating those relationships and collaborations, but being very, very coordinated. You know, talking with people not recreating the wheel. If they want to provide a service, how can you complement that service. We have, at our office, a half price voucher travel voucher program that we can use with private taxi providers, wheelchair transport to go across county lines, which our public transit does not provide. That can be upwards of 250 $300 for a trip, so we can offset those costs with our half price taxi vouchers, which is really nice. We also offer those to our hospital. So if people come to the hospital in the emergency room, they don't have any way back to their home. We can offer them a voucher where the Hospital Foundation pays for part of that trip and we pay for the other part. So really, really neat partnerships. We also have an island at the tip of the peninsula, people that are coming down from Washington Island into the mainland who need physical therapy or physician ordered appointments. They are eligible also to use those half price dollars with our ferry system. So another great collaboration with the Washington Island Community Health Plan and door key Answer, and which is our nonprofit for cancer survivor, you know, people in active cancer treatments, and our our Washington Island Ferry and door Tran again using those half price taxi vouchers. So there's a whole lot of different ways to be creative and collaborate with your community. It's just you really have to have that core group of people that love transportation, and are on board to be your champions out in the public. So I know it was more than volunteer programs, but I just kept going.

2:55:35

Oh, that's absolutely great. That's a wealth of information. And I'm sure everyone appreciated that. And I'm sure that there will be more questions, to ask a little more details and a dive in more of how maybe they could take those programs that you present it and apply it in their own community. So that is what the summit is all about. So definitely appreciate where I'm presenting today. Let me just check and see if there's any other questions in the chat. I think we answered all of them. One last scan. I see some handclaps and things going across the screen. I'm not sure if you all can see them. Yeah. Thank

2:56:13

you for inviting everybody. There was a an emergency within our wham association that Holly and I pinch it at the last minute. So we appreciate your patience. I fumbled through my technology in the beginning. So Oh,

2:56:27

no, that's okay. It happens. All right. I do not see any other questions in the chat or in the q&a. So thank you, ladies for presenting today, we look forward to continuing the partnership across with you all the mobility managers across the US. So definitely, we want to say as we wrap up this last day, and you guys might get a couple more minutes back to enjoy your lunch. Hopefully, it's one where you're at it's kind of chilly here. But we really do want to start having a call every other month with mobility managers across the United States, not just regionally. So whoever can attend can kind of chime in, ask questions we can have discussions are present any new projects that they have going on. So, look for that information. We do have the mobility management connections platform, of course, but a lot of times people want that face to face or virtual connection where we can talk and have those discussions. So I think that's a great idea. So we're looking to start that coming up in around April, or May. Oh, I do have one last hand raised here. Regan. Go ahead and ask your question, Ryan.

2:57:49

Regan, I see your meats off, but we can't hear you. She said it's, uh, oh, accidentally. I'm sorry. Okay. All right, then that's okay. It happens. All right. So as I was saying, we had a great day, please make sure that you take time and provide feedback, your feedback is very valuable for us to continue these type of events. We heard you. And that's why we had this event this year, I did drop the survey link, we've made sure that we also listened to you all that the survey is not lengthy at all. So it takes about exactly two minutes to fill it out. So we value your input, please make sure you take time to fill that out so that we can know what other topics that you all would like to discuss or any challenges or any successes that you have that you would like to share. And make sure that you register for the remaining events that are happening this week. We will have this type of event every single day this week. And it is half day so we can make sure that everyone is attending other meetings and able to get their daily work done. And so I also dropped the link there, where you may go are registered and that you can share it out with all your constituents. Thank you for attending and we will see you tomorrow morning at 9am sharp tomorrow morning, we will kick off day two with Milo Bucha, Director of Tribal Affairs and the Office of Tribal Affairs with us D O T to kick off as our keynote speaker and then we will go into Kevin to FOIA who is the Eastern Band of Cherokee Indians, public transit, and mobility management. And then we also have presenters Dre Taylor with Mobility Manager with lorrison, Douglas County and Kansas and Jessica Kerr, who's the Director of Programs and food at harvesters footbrake to talk about connecting food access and transportation. And then we will have a bonus on Wednesday we will in early while the bonus learning event and that is a food access and mobility community partnerships to plan for better access webinar with Michelle Coates and Dr. Jennifer Garner. So we have lots of great events tomorrow. We look forward to seeing you all everyone have a great day