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under this process, you see these other shared loads really, really helping to just complete the mobility ecosystem and providing more options for people to, to access different transportation services. So I'm going to jump right in, so we have to save plenty of time for our discussion. The so this is the homepage or the landing page for, for the learning module. And it's also available on ncnm. site. We did this, we worked on this. And it was really just a really exciting effort. We, we convened a working group with a diverse working group with with experts from across the field to to really understand what what solutions these different communities were, we're trying to really promote accessibility within rural communities and in what was working, what wasn't working and, and what barriers and challenges they encounter along the way. And, and through those those targeted discussions. We we collaborated and develop this this resource here the universal mobility, learning module and implementation guide. So what is universal mobility, it's in its in the basic in the most, most common or basic sense, it's, it's really practice that ensures all transportation products and services are inclusively designed and available for all user groups. And it's really centered on the complete trip, that's really an important component to it. And within that, we see there's these two sort of overarching themes, universal design and inclusive mobility that helps you to frame this work. Universal design is really looking at more than just the physical, but just the how those services are accessed in how they available within the environment itself. And inclusive ability really sees mobility as a human right, and, and really strives to, to make sure all transportation modes are accessible to all people across all neighborhoods. And so that's in within those two sort of broad categories. We then we elements, we call them in the learning module, understanding passengers service planning and coordination, and mobility, data and technology. And I'm going to today I'm going to be talking giving a brief overview on universal design and mobility data and technology. And Angela is going to be talking about the understanding passengers and service planning and coordination. So this is the landing page for for the module, and these are the sections that I just mentioned. Each of the sections, has, it gives an overview of, of the topic, why it's important, and what are some of the considerations. And then it also has some of the barriers or challenges that we learned from the working group discussions, and as well as a set of recommendations for communities to take and see, you know, explore these within their own within their own communities. And there's a checklist to that accompanies this, so that it's, we tried to make this really quick, this resource can bridge the gap from, you know, knowledge sharing activity, to really offering something that can be taken and used within, like, within your own communities. But it's, there's a lot here. And so, and no one agency would really can take on all these pieces, and, but it really stems from changing the culture, in really, within an organization or within an agency and really striving to promote accessibility, across all all the different services, and it really does require coordination across different different public agencies within, you know, within a city from the transit agency to mobility managers, and MPOs. And county governments because there is, it is best, but it's really, you know, that's that's a critical critical piece, as well as coordination with, you know, community working groups and, and transit users themselves to really understand what their their needs are. But this is this available on the Learning Center, there's the URL, and we can paste that in the chat. And again, it's a bill also available on ncnm website. So, yeah, I thought we'd just start with a quick you know, what is a complete trip, you know, before we before we enter into this and, you know, all these these are, you know, really spans from, you know, planning a trip to navigating the pathways to a bus stop or bus shelter, you know, sidewalks and pathways of travel are critical. The vehicles themselves of course, boarding and using and, and with, and in exiting also, you know, really trying to understand what are the transit needs of users, in particular users with disabilities. And, and, and, you know, within this, this continuum of service and, and really planning accordingly to make make make these this as accessible as possible and really understanding what the needs are and, you know, one of these links is broke within this within this continuum, then the service itself may not be accessible, you know, somebody can't access the bus because the sidewalk isn't available or it's in disrepair, then that service may not, is not really accessible. And so really taking a comprehensive look, and, and trying to understand what the needs are of users and really designing services to meet those needs. So, universal design, and when it's gonna, there's really three components, this is the, one of the sections in the module, facilities, upgrade operations and information systems, and it's to touch on those and those pieces. So, you know, universal design really considers the, obviously the physical features within, you know, as the bus stop accessible, is that or is the, is there curb cuts, or is there a bench, you know, all these different components, too, that are that are really necessary to, to make a service that it's available to all users. And as well as the neighborhood itself, you know, like, like I mentioned, if the bus, if a bus stop happens to be accessible, or the bus itself is accessible, but the people have no way of accessing it, then then that service really isn't, you know, accessible. And so, really stepping back and trying to understand what those components are, and, and what your needs are within your community. And so the module digs into this. In its, we also consider operations, a part of the universal design component, you know, how individuals learn about services, the schedules and costs, how do they purchase tickets and pay for fares Is there is there different is there different ways that they can access that the, you know, the payment of those, and then, of course, the boarding and in boarding the vehicles themselves, but you know, and the ride, and again, like, if, if the F a piece of that that chain is broke, then that's that service really isn't accessible for all users or mean. So part of the information systems here, this is, you know, looking at signage, and from, you know, here, there's an example of somebody, the photo, somebody using an app, that's, that's providing sort of verbal directions, who's visually impaired version, verbal directions to, to access this bus stop, and, you know, so technology can play a role in this, but it doesn't necessarily have to, you know, start small, not everyone's going to be able to kind of develop these, these, you know, state of the art technology solutions. But, you know, over time, and starting small and making sure there's proper, proper signage at at these facilities around the way to these facilities is really critical. And, you know, so that, not necessarily going for the, you know, the, the technology driven solution that, you know, but let's be you know, striving for that perhaps, but really starting small and really trying to build that ecosystem of, you know, accessibility within, you know, of the services, and cognitive disabilities are also really critical and, and often aren't given often are considered at the same level. And so just really recognizing that these are, these are important considerations. And this actually leads to this next next slide. But really, understanding that, you know, in order to really understand what the user's needs are, you really have to have an established two way communication. So one, you're learning from the users, what their needs are. And two, you're sharing that information about the services with the users. And this photo here is really, you know, one of the some of the earlier photos and

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advocating for, you know, accessibility of buses and on end, you know, there was this wasn't about that long ago. And we've come a long way, but we still have a long a long way to go to really assuring the accessibility of of this. So I'm gonna jump into the other components of the magical mobility data and technology. So, the module digs into the role of data standards and open source data solutions, and, and how those can promote, accessible, promote universal mobility and access to services. And, you know, if any, you know, GTFS, the General General transit feed specification, most most have heard about that, and, and, and now it's, it's required to NTD. So it's, it's even more prominent, but if you've ever used Google Maps, or Apple Maps, and you were able to get transit directions, it was really pulling from this GTFS feed. And the reason that is able to occur is it these platforms are able to talk to each other is there's that common data language, and that common data languages GTFS. And, and so there's, there's other data, data, open open source data solutions, but really sort of starting starting small and building toward that is the process and, and this, this diagram here to the right, looks at the Minnesota D O T, mass platform and how they were able to incorporate GTFS and GTFS flex, which is a kind of an extension of GTFS to for demand responsive service. So really offering for agencies that smaller agencies that might not have fixed route service, offering a way for them to also share and communicate that information with the users. In you know, in the last platform, Minnesota gets into the tech e ticketing and in coordination of demand response, transportation services, so there's, there's a lot of alar out point ways we can go but you know, just really sort of thinking about that, and, and understanding what what the needs are in the community and not developing the solutions in a vacuum necessarily. But that they they're, they're really aimed at meeting the needs of their intended users. And so this really sort of builds on on that piece, you know, mobility data. And, you know, it's some of the early one call one click platforms that, you know, that were developed, the, they often didn't, they often didn't have the uptick of adoption that they that they had hoped for. And in a lot of cases, they really sat idle. And even while their intentions were really good to sort of bring these services together, but they were many cases developed in silos, or it's really critical to, to involve, you know, different agencies, you know, that are they're involved in this process in the community and community groups and users to that, that helps to, you know, create support or buy in, or it also helps to ensure that the, that the data technology is being explored, actually serve their intended purposes. And, and, in, in many cases, can help avoid costly, costly retrofits, you know, some of the early one call one click platforms are, are now just sitting there and they're no longer they, you know, they were never really used and to, to update them will be more costly than to develop a new so we are seeing though a lot of there's a lot of encouraging work that's being done right now to, to help really sort of bridge that and create these, these technology solutions inclusively. Hopefully, for example, in Seattle, as is developing, actually just launched that binder ride platform, that at least the the beta version of it, and it's what the Finder AI platform is it brings any one of these numbers also. But it's something like 40 different transit agencies and Pipi different services that, you know, across the Seattle region from small to large and makes them available within that platform so the users can then access them and that whole process was really done through this inclusive approach to really involve user in in the agencies throughout there. And so, while the process itself may have may be taking longer, the end result is you The promising and exciting to see when was when this launches and, and there's, you know, really in the early stages of this initial sort of find a ride, you know, if you think of a one call, one click, they call it find a ride is your art actually, you don't actually have the capacity to book services at this point. But, but, but it's you know, it's really encouraging to see in, you know, and as they grow and expand this, it'll, it'll be exciting to watch it unfold. The other other piece that within this is really before any of these data solutions that are, are, are, you know, really explored within your community is really to kind of step back and understand, you know, what, you know, what kind of what kind of solutions you're really aiming to, to achieve? And what kind of, you know, what is the what is the end result, but involving, you know, the community within that process to make sure these solutions are, are designed appropriately. But then also, you know, understanding, you know, what the staff capacity is, within your, your agency, you know, and do you have the knowledge and funding to adopt and maintain and operate these technology solutions, you know, are all critical, as well, as, you know, identifying the trade offs, you know, with every technology solution, there's a, there's a trade off and understanding what that is upfront is really critical, so that it can help guide the process moving forward, this diagram to the to the right, it's, it's, it's from an AARP publication, transactional data specifications for demand responsive service, but I think I included it because it helps to demonstrate how this communication can occur across these platforms. There's a another complementary diagram that shows plugs going in every single direction. And so each platform needs kind of a unique instance to communicate with each other, but it's not very costly, effective, and it makes communication very difficult. And, and in part, because of the proprietary platforms that often exist in the space. But using this data language, you're able to sort of understand and communicate across systems, and then that really goes for all these data specifications. So there's a, you know, a lot, a lot here, you know, insight, you know, in terms of, you know, in the module digs into this a little bit more and, and with the understanding that these solutions need to happen in tandem with these other components, these other elements that are discussed in in the learning module. So, just wanted to touch on a couple federal policies that promote accessibility. And then I'll turn it over to Anjali, she's going to give an overview of the other two elements discussed. But this one, really, you know, the All stations accessibility program, here's a link here, if you're not familiar with it, but and we can paste that in the chat later. But there's, there's federal competitive brands available to help retrofit and assure, you know, the physical stations of the rail bus are accessible. And so there's, you know, that's a great resource to look into. And the other is this pen, which is, which is really exciting is the Access Board. Again, here's the link for that. But, you know, they sort of recognize the fact that the pathways of travel are critical to creating accessible services and from the sidewalks and crosswalks and, and making sure that those are all accessible. So this is another, another opportunity to explore and keep an eye on within your own communities. So that was my so I'm going to turn it over to Anjali and then we're gonna come back and have our breakout session.

19:19

All right, thank you, owl. I will. Looks like all right. Can you hear me better now? I can. Yeah. Okay. Great. To have you advance the slides here if that's okay. No problem. I'll do it. All right. So understanding passengers will go to the next slide here.

19:42

And shouldn't be passengers. We want to make sure that from the beginning when you start to develop a plan of how you're going to serve the customer, which is your passenger, that you're engaging all parts of the community, making sure that it is inclusive Number One. So that means bringing in all of those community partners, and organizations to make sure that you have an accessible and sustainable service and facilities in order for the person to be able to get to the various modes that you have next. We also want to make sure that you're very selective of how you engage your community, you want to make sure that you are there and you are present you are doing Does anyone remember the old intercept surveys, and I know that we've kind of gotten away from those. But that kind of helped you to understand while you were at the stop, so you were walking around how people actually navigate the community as a passenger. A lot of time, as the people that implement the routes, as transit managers, mobility managers, and directors, whatever tell you may home, we may think that they get around one way, when in fact, a lot of times it's the other way, and then really be a barrel about analyzing what influences their choices and influences the modes that they decide to take to get to wherever their destination is next. I think to just get one out, there we go. Go back. And so we found that when we were engaging the community, there were a lot of challenges. And a lot of it was just if we truly understood and truly understood and evaluate the framework, to understand how the travel patterns worked. First and foremost, we need to look at the hotspots, right? And we need to look at in relation to the hotspots, which modes actually connect to those hotspots. We all know that we see certain parts of transit routes, for example, in certain cities, that only gets you to a certain point. But there's a lot of times not that first or last mile to get you there. And so therefore, we have to struggle sometimes as passengers on the different type of mode choices that will allow that connectivity, and that's the universal mobility, right to connect. And so that's very, very important. The other part is, is that you need to look at your current mobility services and look at the opportunities and the actual needs in the area. Look at what you already have, and how you can enhance that and how you can add on to that for but good examples that first or that last mile, or what you can have that is parallel to that. Because we need to, we need to realize that everyone may not be able to take the same mode, right? A good example is when you have your fixed route, and you have your BRT, we know that obviously BRT is designed to go faster, it's not going to be at every single stop. But we know also that sometimes it takes a detour and a little bit alternate route in many places, to get people where they need to go, as opposed to fixed route that's going to stop at every single stop at every single destination along the way. Next. We also found that a lot of times the writers stated that, you know, we have these new types of mobility, but it doesn't really help us. And so a perfect example was a city that we were working with a couple months ago, they saw this cool new micro transit, and actually caught in some sea because it was a project that they also worked on somewhere else, they found the example. And, you know, their mayor was like, we want this in the city. And we want to get rid of the transportation system that we've had for like 40 something years. However, we had to make them realize that that's not exactly how it works, you may think that this shiny new thing is going to meet the needs, but it actually doesn't meet the needs of your residents in this city. And so we had to go back to the drawing board, and we had to look at all of the different studies that they've already had done. And luckily, I was very fortunate to be a part of some of those studies long ago, but we had a look at and I had to have them, you know, kind of reevaluate what were the needs, what are you looking for what is the best? What's the best solution for your residence, and that also things have changed, certainly, since COVID has happened. And the destination hotspots have changed. And also looking at their housing, they've had a lot of new housing developments, you have to pull all those partners in their employment notes have changed, and they start to expand a little bit further out. So that's when you start looking at the urban core out to the rural core. And so without evaluating that, it's great to see drop a new shiny thing in the city. That looks great. But is that really meeting the needs? And is it really going anywhere? And so the first step was, you know, you need to start having public meetings again, put out another survey, writing the current system and look at see, what can we do with the current system that you have and maybe revamp that Making a little more shiny and new, and then adding that first and last mile option.

25:03

Next.

25:09

Also, comments are made a lot of times that you know, the ridership is low. And I see Judy's comment, everyone's like, wants a shiny new thing that is very true. I will say from that, though, I did see not long ago that they do have some shiny new buses, which are very exciting. But anyhow, the ridership of a lot of times, they'll look as slow as low, and the surface not reaching the passengers in the end. And so this happens whenever you're not analyzing the area properly, and you're not actually targeting the right audience there. And so that means that they're not trusting you, they're not buying into the molds that you're giving them, they're not buying into the plan. And so that's why it's very, very important for you to really have boots on the ground really understand the passenger. And a lot of times just giving those tools to the passenger and making them a part of the process, letting them go around and evaluate, you know, the system currently, the stops the facilities, really, really engaging them in the process. And that's why this tool was developed next. And so a lot of the recommendations that we have, well, we have a lot of recommendations, but one of them is to make sure that you establish guidelines and guiding principles for the community. So to make sure that, you know, you can kind of hone everybody in and come to one unified vision, which we know it's not going normally happen. But let me rephrase it to kind of compromise, because we know that there's not gonna be the perfect system, right. But we know that unified visit vision is not going to be realistic, like just this one thing. But we want to have some sort of compromise, or that it serves the majority majority of the community. And first and foremost, it needs to be assessable. First and foremost,

27:05

next.

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So a lot of times we know that the planning process can be long, right? But we want to make sure that there is a plan to make sure that you have the short term goals and the long term goals. And you want to always have some sort of action plan that the people and the passenger chart starts to see some sort of tangible outcome that comes out of it. We know that before, a lot of cities put in a light rail system. They start with BRT. We know back in the day, BRT was what we call light rail on wheels. And so we know a lot of the systems that are implemented now, Arizona, the Phoenix BRT, it started out with a light rail. I mean, the Arizona light rail, it started with the BRT system that went through three cities, it was Phoenix, Tempe, and Mesa, and then it went into Chandler. And now it's a pool light rail system. Same thing with Kansas City, we know they have their BRT routes, and now they're enhancing their light rail system now, and then next two years or so be a pretty much complete almost a full light rail system. And so people start to see the small kind of outcomes in those somewhat short term plans, and may not seem sharp to most of us, but, but um, you know, in a timeframe, looking at 10 to 15 years, you know, five years or so 10 years or so, is what we consider shorten the transit world. And then we want to look at making sure that you have low costs, community engagement exercises, there are a lot of tools out there that you can use to engage the community engage the passenger, and it cost nothing, but it's really just asking them to get involved and just being present. Next, make sure that you establish those partnerships locally, with your various organizations, and you're meeting with them constantly. The worst thing that can happen is if you meet with them in October, and they don't hear from you again till March, and you just kind of leave people hanging, you should try to meet with them on a regular basis, if it's not monthly, maybe every other month, quarterly at minimum, but just making sure that you're letting them be involved, they feel valued. And then also, that's where you start to gain that trust. And you can get really, really valuable feedback. Because they're like, Okay, they actually care. And they actually want to understand me as a passenger and what I need. And then also, the more and more that you get that trust and you start to get more of that feedback, you're able to better provide a better assessment. And I think the passenger will always provide a better assessment sometimes than we do because especially if we are not the regular writer, if you're not a regular writer, it's kind of hard to make that assessment if you maybe ride the bus once a year. So that's where you meeting with them regularly and gaining that trust that can really give you valuable feedback. Next. Really, really important to kind of develop a persona write different types of writers and what their goals may be. We have three personas here tonight and go into super, super detail just to save time. But we have Lisa, she's 26. She's a teacher. She hangs out in the city, we have Bob, he's 61 social worker, he's a commuter. So he can use back and forth for his job. Rachel's 38, she's an engineer, she's a tourist, okay, which means that they're, they're a passenger patterns are going to be completely different. So it's really, really important to think about how they experienced the system, where their destination might be, Rachel is probably going to go to the more touristy spots in the city, Bob, maybe just go straight to work and straight back home. Lisa may go to work, may go visits, you know, hangout spots may go, I don't know, what's our teacher, maybe do some research, you know, may go to some of the touristy but we just don't know. So maybe you kind of mix pattern there. But it's really, really important to understand and, and really be considerate of the threat of the different types of Persona, not just three, but there may be many, next.

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And then your marketing and your outreach is super, super important. A lot of times, you go into communities, and they may have a system. And people don't really know. And they're like, I don't know, we had transit here, I didn't know we had scooters here. I know, we have bike, you know. And so you really, really need to look at how you market your program, how you market your system. And I know the first thing that comes to mind is oh, that costs a lot of money. But you can also easily market and provide a lot of outreach by partnering, partnership, partnership partnerships. I know, we really, really stress, C cam, and a lot many of y'all know what that is. And that is all about partnerships. And a lot of times all the various agencies and nonprofit organization, we mark it and provide services to the same group. And so where we may not be able to market in some areas, another group may be at a market and get that word out about the assessable mobility options that we have in our community. Next. Customer service, make sure that you have a great process Wayfinding is huge. How many times do we go into an airport and we get so confused. And we're like, man, if they just have a sunlight, I'm gonna pick on the Cassidy airport, because I'll be flying out there in a couple of months, and they have the new airport. It's great, it's awesome. But they have a huge signage problem there. And it can be the same thing with transit. A lot of times, we don't know how to get to certain places, the signs missing some arrows, some words and direction. And so really, really important that we have a good customer service process. And we have great signage, and that the signage is available in many languages, and may have to be in Braille, that everything is accessible so that everyone can use it. Next. These are just a breakdown of some of the components of customer service. And like I said, I won't go be go in depth, you can look at a little bit further in the module. But we want to look for first and foremost information. Is it easy for the passenger to access information, who has their first person that they may come in contact with a lot of times it's the driver. So we want to make sure that they're properly trained to make sure that they have the correct information. And also the operators that goes into their the frontline workers, they need to leave that great impression on making sure that they are helping the passenger and making sure they understand where they're wanting to go. The complaint process if there is an issue, and we hope there's not. But how do we address that? What is the process? Who do they contact? Is it by emails in a phone call, and then making sure certainly that it's ADA compliant. Next challenges that we found with customer service is that they rely on the operator A lot of times or those who work in the station to give them the information. So the worst thing is, is that if you go to a station, and they may have outdated signage, and they may say the route goes one place, and maybe the route is shorten, or it's cut or it's over 30 minutes, it's on the hour, that really, really can make a huge impact on whether someone can get to work on time get to a doctor's appointment on time or just where they're going. So misinformation can cause a lot of confusion. If your operator doesn't respond to the Customers that can leave a bad impression. They want to underwrite your system, or be involved in any of the programs that she may have. And so we want to make sure that they are fully trained, that they know they have the correct information, and that they know what they're talking about when you come in contact with them. We also want to make sure that the agencies know what I'm sure that they're required to make sure that they have assessable services for all passengers. Next, so it's a recommendation, make sure that there's great communication between your operators, and your planning staff, any updates that are coming now that they know whether there's a route detour stations out of service, anything that they are aware of that makes sure that they have the attitude that we want to serve the customer, and that it's a friendly attitude, making sure that your agency or RPC or nonprofit, um, whoever is, is at the table that they can use us as FTA centers as an aid and that we can help, you know, and facilitate those trainings, right. Also look at the ADA guidelines, and how you design for your customer and understanding your passenger. And also look at ways how you can have better signage and mapping education materials and making sure that all customers can understand your systems, your programs. Next, play planning and service coordination want to touch on that a little bit, we want to make sure that there is connectivity, and that's reliable. Any of the options that are available, that you can connect to each one. So whether it's a bike share, whether some systems have Uber lifts, that connect to the rail that connect to the bus, that they're not all fragmented, but that there is one universal system next. And that leads into the system fragmentation. That happens when there's all sorts of services, and they just run on their own, and there's no coordination. A lot of times they are this county runs in this region, part of the reader runs it. And that's when it's important for all parties to be at the table and look at how they can coordinate together, they can pull their funds together, and how they can sustain the system, they can get everyone where they need to go. A lot of times when it's fragmented, I can get to one part, but I can't get to the next. And then usually we're all going the same place rather than one organization can get to one part and then maybe the next can pick up and extend that service. And this just helps us sustain the system by having better planning and service coordination. Next. So a lot of the challenges are payments, I think I saw Kelly Schneider on here, and she kind of solved that problem and parcher area in Iowa. But a lot of times when you have to pay, you got to pay all these different ways in order to connect through the systems. And super exciting couple years ago that she you know, really advocate to have a universal pass. And especially help some of the populations she's a social worker up there in Iowa helped those populations navigate the system a lot easier than having to figure out what cost of what's right. And whether they will be left off because they couldn't get to the next destination because they couldn't connect to the next mode, eligibility, different requirements of eligibility between the different providers. And so it makes it really, really hard to coordinate your time to find coordinate the services. But if everyone worked together on their eligibility requirements, that will make it a lot easier. micro management is a whole nother thing. In itself. There's all kinds of devices popping up you guys. We've just seen scooters, bikes, things like that they have those little three wheeled cars and cities. There's all sorts of new things that are coming up that keep changing constantly. But those are all various modes of transportation that people are taking that or connect to our systems. So we just need to be aware into jurisdictional travel, those who live kind of on the edge of the cities or near the county, but making sure that they can travel across, we hear a lot, especially when we have to talk about funding that, oh, I can't go over there because it's right over the county line. And I'm like, it's literally like a block down right and that person needs to get there needs to connect to the next service or connect to the rail. So that means that there's not the conversation happening there with our partners to see how we can connect those people to get across the lines and to get where they need to go. awareness of the availability of mobility options. And once again, there's new boats coming and they continue to Make it a little bit more interesting for the customer. And so we just need to make sure that they have an understanding as a passenger, of how they can pick the right mode and how they can coordinate those modes and make it a better experience for them next. Again, we want to make sure that it is accessible for everybody, and that it's accessible as they travel throughout the systems throughout the region. Also, when you're working with basic, we're working towards universal mobility, making sure that the infrastructure

40:38

is kept up, and that you are at the table when say, for example, the city is implementing a new sidewalk project or new road project. A lot of times people can't get to a bus stop because they can't even get down the sidewalk, the sidewalk in it busted, it's broken, it's crumbled, things like that. And a lot of times, they will design a whole route of sidewalks or pathways. And then transit is afterthoughts. Sometimes our stops are removed, and they don't even think about us. And they just plop it back wherever. And it makes no sense for our passengers. And so it's super, super important that during that planning phase of those projects that we are off the table to say, Hey, this is this is not how it works. This is how we need to all work together to make sure that the passenger can navigate this in a better way and that there's no things like impeding their accessibility. And they want to go ahead. And then the last one is paratransit implications, making sure that the on demand become a little more prominent, okay. Recommendations, regional mobility management coordinators, making sure that you are surveying that you are looking at the different options and looking at how you can make it a more universal system. And that may be payment eligibility. There's different things that you can do to make sure to make sure that the customer can navigate the system a lot better. And it makes sure that your planning commission, your agency, whoever you're housing can understand the passenger better. Also making sure that there is a strategic plan as you all collaborate with the different municipalities, and also the private providers as well. And then also, it really helps establish a regional or metropolitan body to coordinate the transportation and look at the land use side of the planning as well. Next. Find ways to facilitate interaction between the providers, develop working groups, that's always a good thing. Also look at Coordinated fair policies. standardizing the fair payment process to make it more seamless, which we know that they are doing in a lot of places and also look at Interlocal agreements, look at the establishing MOU between the agencies and the governments to make sure that there's a seamless transition of mobility options and also payments, as well. Next. Mobility data, it can definitely definitely help them we'll review share data, making sure that's open. Because we can only learn from each other, we can only coordinate a lot better if we have the ability to share our data. And then also increasing the awareness of the various options that can benefit not only the agencies, but also the the users, making sure there's an inventory and making sure that there is intentional marketing to specific populations. Next, making sure that the local governments have policies and regulations, especially for micro mobility services that you know work for everyone. Making sure that you have someone that is a coordinator, they oversee the ADA compliance. And then making sure that you implement the tenets of C cam, which is the Coordinating Council of access and mobility at the state level, the regional and the local level. Next that is all that I have. I think now that we're gonna go ahead, and I'm gonna have Alex explain the activity and then we will put everyone in breakout groups.

44:25

Thanks, Angela. Again, we have we covered we covered a lot today. The intention was to to really just kind of what your taste buds if you will, to go check out the resource in and if you have any questions well, we're we're not done. We'll have time for discussion. So but we were really you know, again, just as excited to get this out there and

44:50

we try to try to get dates as fast as we could but

44:55

the we are just Incidentally we are getting you know, we're coordinating an update that. So it's kind of in the process now. And so we want to make sure we're always sort of capturing the latest policies in demonstration projects that are out there. But with that said, let me jump into the the group activity. So we Anjali is going to randomly assign everyone to a breakup. And we have two scenarios, which I have the next slide, I'll read those. And we're, we're hoping each group would select, well, each group is select one scenario. And we'll kind of leave that up to the group to decide really spend a minute or two and, and which one you like to discuss. And then you can really sort of centered it how the service or program can be more universally designed, or what, what are some critical things, it's important things to be considering with the scenario to really ensure accessibility and universal mobility. With it, worth approximately 10 minutes or so we'll do the breakout. And about

46:05

15 minutes out, they'll have about five minutes introduce themselves, and then about 15 or 15 minutes to do the scenario, then we'll come back. Okay,

46:13

that's perfect. And then, and then we'll meet and discuss as a group, we asked if you can, maybe an introductions, if there's anybody that volunteers that would like to be can report back on the group. Well, just at the end, we'll just have each group maybe, you know, one or two minutes, just kind of like some of the key takeaways. And but everyone, of course, without, we really want that to be an open discussion. So everyone is really welcome to, we'd love for everyone to participate in. So let me these are the two scenarios. And so and I'll put the, we'll put these in the chat too, so that they're available for you. And we're going to Hanny myself, Jeremy and Anjali, we're going to be kind of bouncing around from the difference in the different breakout groups just to see how, you know, we help spur some of the discussion. But really sort of just also want to listen to whatever one you know is done. So scenario one, the transit agency, the transit agency has has to do rail work that will impact upon the highly traveled subway line as provider plans for ultimate routes slash services for passengers, what might be some of the important considerations to ensure that everyone can use the alternate service? And I'll put these in the chat tube. And then scenario to really sort of drawing on the understanding passengers theme that we talked about, the bus operator is approached by a patron standing in the bus lane attempting to board the bus, the bus operator would not open the bus operator would not open the door for the patron to enter. What should the bus operator have done to assist the patron? How should he have assisted the patron further. So we'll again we'll copy those into the chat and in in if you take you know break into the breakout groups, five minutes to introduce yourselves and then the discussion.

48:13

It's been entered in the chat and I'm going to put everyone to breakout room. There'll be a five Breakout Rooms

48:40

Anjali

48:43

everyone's totally going in there. Okay.

48:47

So I'll just kind of bounce around to to Yes. Great.

48:59

We get a lot of people so let's go.

49:04

I'm gonna I'm gonna go join room five now. Okay. Okay, cool. Hey.

49:10

Let's see there's some people who joined late so I will put them in a room here. Share me. Let's see. I will put you in room eight. I think you're supposed to go on a did you miss yours? I was assigned to one. I mean that room not eight. I'm sorry, Room One is what is this? Sorry.

49:30

I can do that. Okay. swapped between both. Otherwise,

49:36

you should be the co host and they'll say you can leave the room. And then you can jump in between rooms. Yeah, your thoughts. Okay. Okay. And then I have Shannon don't have your there if you can hear me. It looks like you're supposed to be in room two.

50:01

Not sure if she can hear me?

52:46

Hi Danielle, we

52:47

just went to breakout rooms that I can place you in a breakout room. Great. Thank you a second here. Let me find you at the top and see what our numbers are

53:11

correct. Room three,

53:14

six people.

53:16

There you go and they'll explain to you what the scenarios are.

53:19

Okay, thanks

56:11

For lift

56:15

I'm sorry can you say that one more time Whoever said that

56:18

I said he should have asked the passenger if you needed assistance with the possible need of the ramp or the lift, ramp or lift okay

56:37

also with assistance he make, couldn't possibly get out of his seat and

1:04:30

Oh I'm moderating

1:04:39

think they want one of you to to be the spokesperson. Michelle, you've been pretty active. Do you feel comfortable? Just a two minute blurb about what that big highlights of what we talked about Thank you muted you're muted. So

1:05:01

I'm talking and I'm maybe

1:05:05

you weren't very profound

1:05:08

I will do it I didn't take notes I know what I said

1:05:30

infrastructure wise cannot input the the signage they have to have the code in everything through city

1:05:38

whether it be m dot two I would think Minn dot would have be part of it. Yeah, that's the way it is here too. But so, in this scenario, we have lots of things that

1:06:07

Hi, Jeremy, I'm gonna get ready to close the breakout rooms

1:06:12

Can you can you hear me? Yes, okay. Okay. They are about to close

1:06:28

Oh, that's you. I was gonna say Jeremy something real that you didn't look at the last name.

1:06:35

Hello, Kelly. Welcome back. I think I clicked on a button and left my group really?

1:06:42

Oh, that's okay. It also gives you the choice to leave early or accounts down so it's okay.

1:07:20

That was, that was that was a great I was gonna bounce around from from room to remember. They ended up having a great discussion. So he stayed I stayed in wonder. But

1:07:40

so yeah, well, did you wear purple because we're in CMM. Notice that yay. You

1:07:49

actually know, my closet. Found this shirts

1:07:59

purple is a great color.

1:08:05

So well, this is this is great. You know, I? It looks like you know, we have maybe, you know, why don't we go around, we have 15 minutes left. And if we could have a report back from the, the different groups. And, you know, there's a dozen person that was designated. And we'll take a couple minutes. And there's five groups and then we'll leave, you know, 10 minutes or so for just an open discussion. And we'd love to hear from you.

1:08:33

Can I say out? Oh, looks like somebody popped out their back. And we had some great discussions.

1:08:44

Yeah, it was, it was really it was really good. And I actually we need to talk, Judy and Anjali because there's some, when we work on the update, there was some great just, you know, on the ground examples, and so that we'd love to incorporate into our

1:09:01

we have our work cut out for us. There were a lot of ground examples that came out this morning too. And I suspect as we move through the virtual Summit, actually we're gonna have tons more. Right. But that's okay, we you know, your voices from the field is what we want to be reflective of what your needs are, and you are all doing amazing, amazing work. And so we want our tools to be really responsive to what your needs are. So we're happy to do it.

1:09:31

All right, do we want to start with group one?

1:09:33

Yeah, you know Anjali, maybe if you one, one quick recommendation, maybe stop share, you know, stop sharing your screen share, but we can kind of all see each other then too, and for this discussion part. There we go.

1:09:51

Hi, I'm Tristan Lawrence. I was designated to speak for group one. We went with scenario two, the bus operator not opening In the door for the patron. Some of the things we discussed worth, there's a lot about the scenario that we don't know. So we had to look at a lot of different things. Was the driver, intimidated by the patron? Did the driver feel unsafe and opening the door? How was the patron trying to signal the driver that they wanted to board the bus? Was there discrimination on the part of the driver? You know, more questions, was the patron aware that they were standing in the wrong place? Or that they were in the bus lane to begin with? And is there somewhere safer that the patron could have been? We felt like the driver probably should have opened the door to have some sort of communication with the patron asked the patron what type of assistance it was that they needed? Were they trying to actually board the bus? Or were they trying to get somewhere else? Could the driver have gotten out of their seat to assist the patron further or direct them to the correct area, if they were in the wrong area, radio dispatch to maybe get somebody out there to help the patron to give them further assistance. Point out where the patron could have stood to be safer for where a bus stop might have been to be able to board the bus. The just some good customer service talking with the patrons so that they don't feel ignored or neglected, which I think sometimes people who have specialized transportation needs already feel singled out. And so that could have exacerbated that person's perspective of the transportation system or that particular driver. And what was going on? Could we refer the patron to travel training or for some sort of training to use the transit system? And should we refer the driver for maybe some sensitivity training? Were all the topics that we kind of discussed?

1:12:00

That's great. It's, it's, it's really does a really good, you know, really good points to bring up in the context of a situation and insert in what, you know, the driver would work. What should the driver do in that situation? Excuse me. Just recovery from a little bit of a call. The maybe we can jump to my group, but yes, yeah, would you?

1:12:29

Sure. Hello, everybody. Yeah, z. So I am from Massachusetts, montachusett Regional Transit Authority. And we have a sorry, our question was number two. And we have a flag down service where riders are allowed to fly down the bus at the bus stop car or within the bus routes. So the common thing for the driver to do would be to open the door. And I was surprised we have multiple states in our group, we had southwest Texas, we had New York, Iowa and Chicago as well. And I realized that New York they wouldn't open the door for insurance purpose reasons. Iowa does not have a five down service. But they started they don't during peak hour, please confirm correct me if I'm wrong. And also see, I was suggested that the driver should at least open the door to explain the policies and guidelines of the company if they're not able to allow the driver the rider to get in the vehicle. We did realize the inconsistent available services that we have, which could definitely be a disservice to the members in our community. We did suggest travel training options as well to get the riders and the community familiar with the services so that way, going forward, they know how to use transit services. But yeah, I was very shocked that the find out service is not something that's state to state but I realized so I think that's something that should be considered for other states to get to increase ridership.

1:14:08

Yazzie that is new to me. I've been in this space for going on 18 years. I've never heard a flagged down service. Really? I'm excited. No, I think I think I'd be scared to be hit by a bus but like out there like a cab, you know, but But no, that's great to hear that. I'm interested to learn more. It's a boy. Definitely. group three

1:14:40

Hello, everyone. I am Michelle, I've actually called MIssissip Michelle. So in group three, we did scenario number one. And in that scenario, the one of the main points was that universal Mobility, it still applies in if any system is disrupted, there is a call to make sure that universities are all mobility management, well, not mobility management, but mobility is is practice. And so within that we had a lot of key points to if a system is disrupted, making sure that the messaging infrastructure, the environment notices are sent out the the accessible options, but the tours are posted, whether it's elevators, stairs, all of that making sure that the visual impaired individuals with disabilities are taken care of that language is simple. And as well that there is a language translation available for a non English speaking. And as well, we talked about in terms of mobility management, we talked about exercising human capital, looking at our partnerships with the vocational rehabilitation services, honing in on their volunteers to exist to assist as well we talked about that IDI our volunteer drivers, in terms of partnerships, we talked about our private agencies, seeing that they would come aboard and helping out with the with their resources, their vehicles, and making sure that our individuals with disabilities are taken care of, and all of our community. That was it for group three, I think I summed it up.

1:16:56

Thank you. Yeah. So I don't know if we went in order. I was group five, so I know I went

1:17:07

335.

1:17:10

Baby, baby. So baby, group two, are you did you present you? Okay, who hasn't gone yet?

1:17:20

Nope, four hasn't gone. Okay. All right. So, okay, so we went with scenario two. And it's Ditto on everybody else that did scenario two, really, it's about, you know, being respectful to the patron. But yet knowing what your rules and regulations are for your transit system, and how can you train you know, is it videos that we send to people is that whatever anyway, everything else that Trista and there was one other place, person that spoke anyway, it's really the same thing right across the board. That right, Terry? Thank you. Yeah, I think, well, Tammy, just did a great, thank

1:18:13

you for sharing. Is there is there another group that hasn't reported out yet?

1:18:22

There should be one more.

1:18:36

Well, you know,

1:18:38

we can you know, that's we have a few minutes left in, you know, maybe we could just open it up to, you know, just an overall discussion and questions you might have had, I know, Angelina covered a lot. And in a very short amount of time, and we encourage you to please look at the resource. But is there any questions about what we what we talked about? Or? Yes,

1:19:00

we have about four minutes and I'm scrolling back to look for any see if there's any questions here. I know we did have some questions across the discussion. There was one one question which I thought was interesting about how do we make our operators nice or sensitive to passengers? So I was trying to light them but it'd be great if anyone else have had any input I said it kind of started with the culture. I mentioned Julia Casteel. This morning at Herta talking about the things that she does to about for her operators and a value them and let them know that they are the on the front lines and mentioned some other examples of places. So it kind of their policies if the interactions are not appropriate customers and how that would look. And Judy has her hand up as well. But

1:19:49

I have a question to everybody. Do you see universal mobility reflected in your human service coordinator transportation plan? or your state transportation plan any plans that are required in your state or region? Do you see universal mobility principles reflected in those plans? Just curious.

1:20:24

No, oh,

1:20:28

that's that's where it starts writing. If all these entities in a state or region are required to do a plan and provide service, we want there to be some way for those plans to be really valuable to the field to you in in the state. And if they reflect the tenets of universal mobility from the get go, I would think that would be an amazing resource for you.

1:20:58

God wouldn't some of that depend on whether that is a curb to curb door to door or door through door service, because how you deal with your universal design and and how your transportation providers assist riders is going to be different with each one of those services. So they have different policies and procedures.

1:21:25

Could be, but I guess I'm of the thinking that universal mobility pervades every transportation and mobility service

1:21:34

there is. Okay, I could be getting too granular here. Okay. Yeah, I agree with

1:21:39

you totally, that there's different, you know, policies and requirements legislatively, or, or whatever, however, mandated, but I just think there's certain infrastructure and kind of that being nice thing about operators that that could be built into a lot of different planning that goes on in the community to really hit home how important universal mobility is. Yeah.

1:22:08

And they that goes into what I was talking about, you know, everyone may have their own policies and regulations. But we really, really want to work to try to coordinate those policies, and kind of work kind of reference each other's policies, but kind of have the same policies across the board. Because at the end of the day, we are serving the same groups.

1:22:29

Yeah. So you're just gonna,

1:22:32

you've got driver training, you've got required driver training that transportation providers are going through? So that deals with part of it.

1:22:43

You Yeah, I think, yeah, there's driver training. And one of the themes, Tom, you had your hand up, but so I'll circle back to you. But one of the things, seeing themes is really recognizing the role of drivers in this and they're there on the ground and making sure there's an open line of communication from the driver to management, and they know firsthand, you know, the needs of the riders and barriers they might be encountering. Tom, please, you have did you still have a question? We have?

1:23:12

Oh, yeah, I was just going to point out, please, sometimes I get lost in the weeds, I was going to point out the potential conflict in in some agendas and policies of some of the of transportation organizations I'm thinking specifically of here in Spokane, we have a sta Spokane transit authority. And they're, I'm not gonna say they have an agenda. But I do, I will say they have a concern about their design of some of their infrastructure. And this just comes to mind, how it might conflict with our points of universal access or whatnot. Like, I believe, just as an example, I believe they're trying to limit the amount of public say, you know, phone jacks, for people who might decide they're going to, you know, for some of the homeless community who might need to sit there for a little while and charge up their phone. And I believe they're trying to limit the access to that, which in turn, then limits the access to individuals who need to charge their, their motorized vehicles or the motorized a wheelchair devices. So I see conflict. And that's just one example that comes to mind. But I'm wondering if if you folks have seen other examples of where there's a sort of defense or defensive architecture being in conflict with what we're talking about right here. And did I bring it up right at the end?

1:24:38

Yeah. Yeah, that's okay. I will say, Yeah, I mean, I don't know. I think there's a I think there is, you know, that coordination across agencies in I think there are competing, not competing interests necessarily, but competing for funding or, you know, in maybe You know, it's but understanding that, you know, they're all everyone's really striving to serve passengers in sort of breaking down those silos and barriers is really important. But yeah, no I, I can I can I can understand what you're what you're saying what you're suggesting to Tom, I

1:25:18

wanted to know, Danielle dropped a comment in the chat here. Um, if you have any comments on FTAs grant guidance, it is open until April 15, for you to make any comments. And she provided the link there. Danielle, did you want to talk any more about that?

1:25:38

Just it's FTAs overarching guidance. So what you guys are talking about policies, and you can do word searches to see what's in there, what's not, it's an opportunity to have an impact on what you think is missing or so I just wanted to mention that that opportunities open until April 15.

1:25:55

Thank you. And we did run out of time, I know that we could talk much longer, I went ahead and dropped the survey. In the chat, if you would fill that out, we would greatly appreciate that. Also, this was the kickoff to the virtual summit for this week, and if you have not registered, please do so I will also drop the link in the chat where you can find all the events and it's all half day events starting at nine o'clock am Central time. Till 12:30pm. For the wrap up one day we do in early because we also have a food access and mobility webinar, a special webinar with Dr. Garner and Michelle coats. So there'll be the only day we live early. But that's really just an extension of that day. So that will end around 1230 or one as well. So please feel free to register for those and provide our feedback. We really, really appreciate you all being here. We got lots of great feedback. And as Al said, and Judy said, we will be doing the update and so we have a lot more work to do, which is great for this tool. Also, please feel free to send us any questions on how you can implement this tool in your communities. We are certainly here to help at both of our TA centers. And we look forward to seeing you later on this week. Have a great day.

1:27:15

Thank you, Angela. Thanks, Judy. Thanks, everyone.