

Mobility Management Connections Conversations: Integrating Emergency Management and Mobility Management

Welcome to NCMM's MMC Conversations

This meeting's purpose is to convene mobility managers and program managers, hold informal discussions, and facilitate open information exchange of issues mobility managers face in their work.



Welcome to NCMM's MMC Conversations

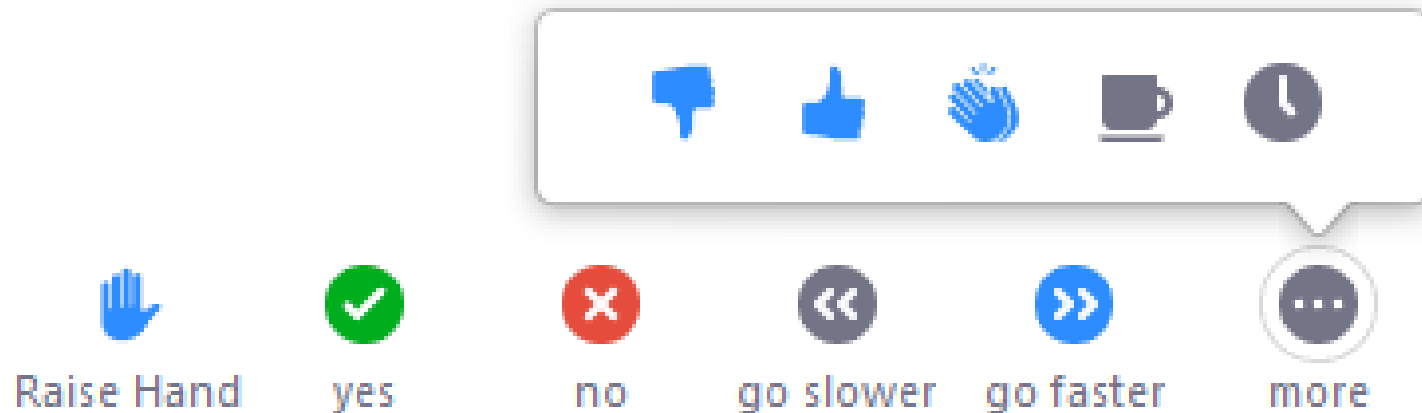
To better everyone's experience:

- Be respectful to everyone.
- Announce your name when you are speaking and speak clearly.
- Participants are automatically muted upon entry. Please mute your microphone during presentations or when not speaking. Hotkey: Alt A (command A) for muting/un-muting yourself.

Welcome to NCMC's MMC Conversations

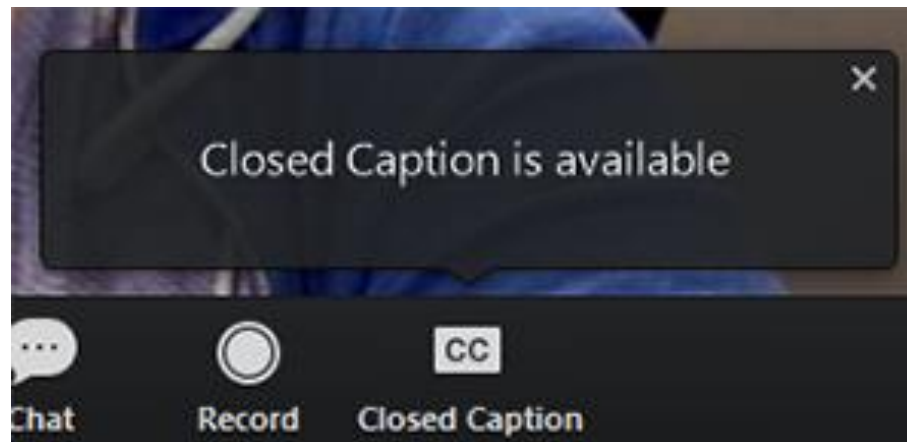
To better everyone's experience:

- Click on the participants icon to see who is in attendance.
- Use the “raise hand” feature so that everyone can have a chance to speak. The host will ask to unmute you when it is your turn to speak.
- Use Alt Y (command Y) for raise hand.



Welcome to NCMM's MMC Conversations

- This meeting is being recorded, closed captioned, and will be posted on the NCMM website.
- If you have privacy concerns and do not wish to appear in the recording, you may turn off or “stop video” now.
- If you would like to ask a question privately, you may do so via chat to the organizer's name and not to “everyone.”



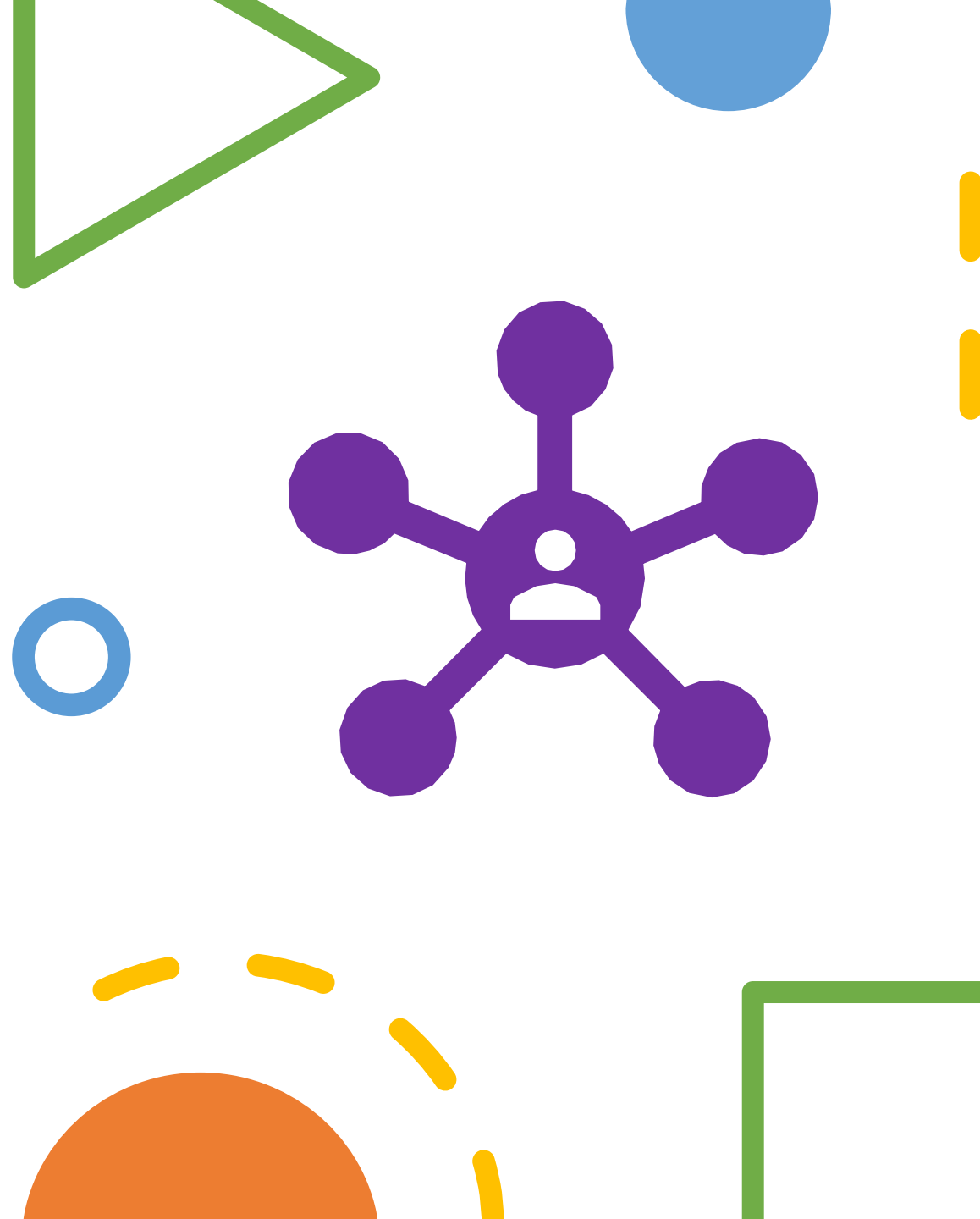


- National technical assistance center launched in 2013 – In 2nd year of second 5-year cooperative agreement with the Federal Transit Administration
- Goal of the Center: Promoting customer-centered mobility strategies to advance good health, economic vitality, self-sufficiency, and community.
- Operated through a partnership of :



What is MMC? Who is it for?

- A platform to share ideas and mobility management strategies related to building transportation connections and identifying mobility solutions.
- This community is for mobility management practitioners who are actively advancing mobility management in their communities, regions and states.





Jerom Theunissen ▾



Home



Webinars



Courses



Guidebooks



Discussions



Events



Members



Contact

Mobility Management Connections

Private
Group

93
Members

[HOME](#) [ACTIVITY](#) [DISCUSSIONS](#) [EVENTS](#) ¹ [MEMBERS](#) ⁹³ [SEND INVITES](#) [EMAIL OPTIONS](#) [MANAGE](#)

Welcome to the homepage of our peer mentoring platform, Mobility Management Connections (MMC). With the help mobility managers from across the country, this platform enables mobility managers from all backgrounds to engage in coordination topics. Alongside our partners at PYD, [NCMM](#) hopes that the discussion will continue to engage the community of practitioners about this dynamic field. The goal is to **build a community to share ideas and mobility management strategies related to fostering**



GROUP INFO

This community is for mobility management practitioners who are actively advancing mobility management in their

Mobility Management Champions

Each champion acts as a facilitator of community activity by

- Sharing questions and issues of their choice that are relevant to mobility management activities;
- Disseminate resources and tools that pertain to this topic; and
- Respond to questions posed by other mobility management professionals via the MMC discussion forum.



Introducing this Year's Champions!



Amber Simmons

Regional Transportation Educator for Move Together NY - Cornell Cooperative Ext. of Tompkins County



Sarah Hidalgo-Cook

General Manager
Southwest Area Regional Transit District (SWART)



Sheila Holbrook-White

Mobility Coordinator/Policy Analyst for Washington County,
Minnesota

What's your title?

What type of organization is your current employer?

Government: State, region, county, or local

Public transportation or transit agency

Health care provider

Planning Organization

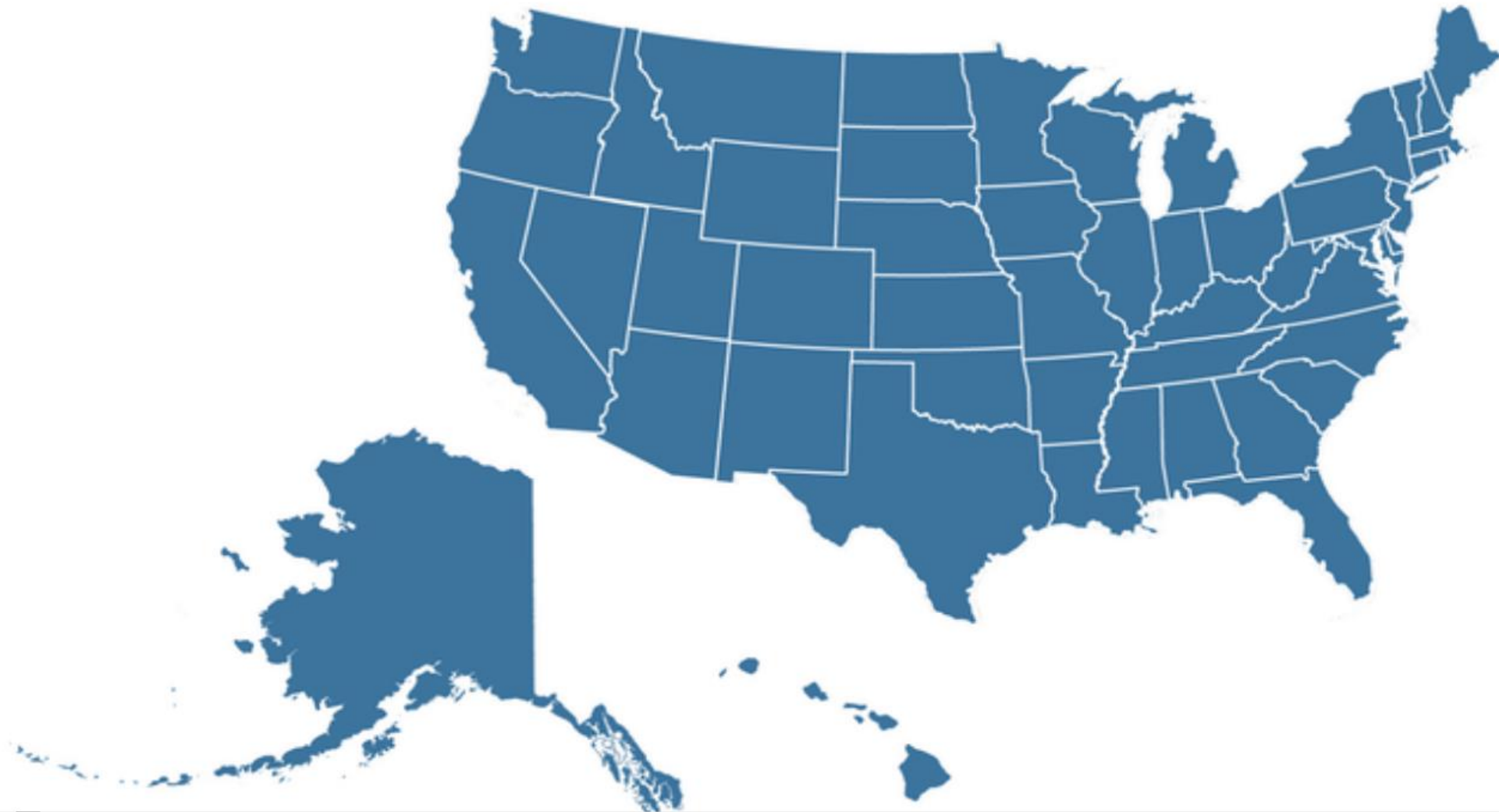
Economic Development Agency

Non-profit

For-profit/private corporation

Other (list in chat which sector)

In what region of the country do you work?



Integrating Emergency Management & Mobility Management

Mobility Management Connections Conversations

NCMM Convener



Jerom Theunissen
Project Associate, NCMM
Easterseals

Featured Guest Speakers



Olivia Hook
Statewide Mobility Coordinator
Ohio DOT



Bree Boyce
Program Manager for RARET and Sub-
Regional Coalitions
Hopelink (Seattle, WA)



Nathan Emory
Emergency Management/RARET
Mobility Coordinator
Hopelink (Seattle, WA)

Mobility Management Connections Conversations

Facilitators



Amber Simmons

Regional Transportation Educator for
Move Together NY - Cornell
Cooperative Ext. of Tompkins County



Sarah Hidalgo-Cook

General Manager
Southwest Area Regional Transit
District (SWART)



Sheila Holbrook-White

Mobility Coordinator/Policy Analyst
for Washington County, Minnesota

Questions for Bree, Nathan, Olivia or Jerom?

Either raise your hand (Alt+Y) at the end of the presentations or type the questions in the chat box.



Raise Hand



yes



no



go slower



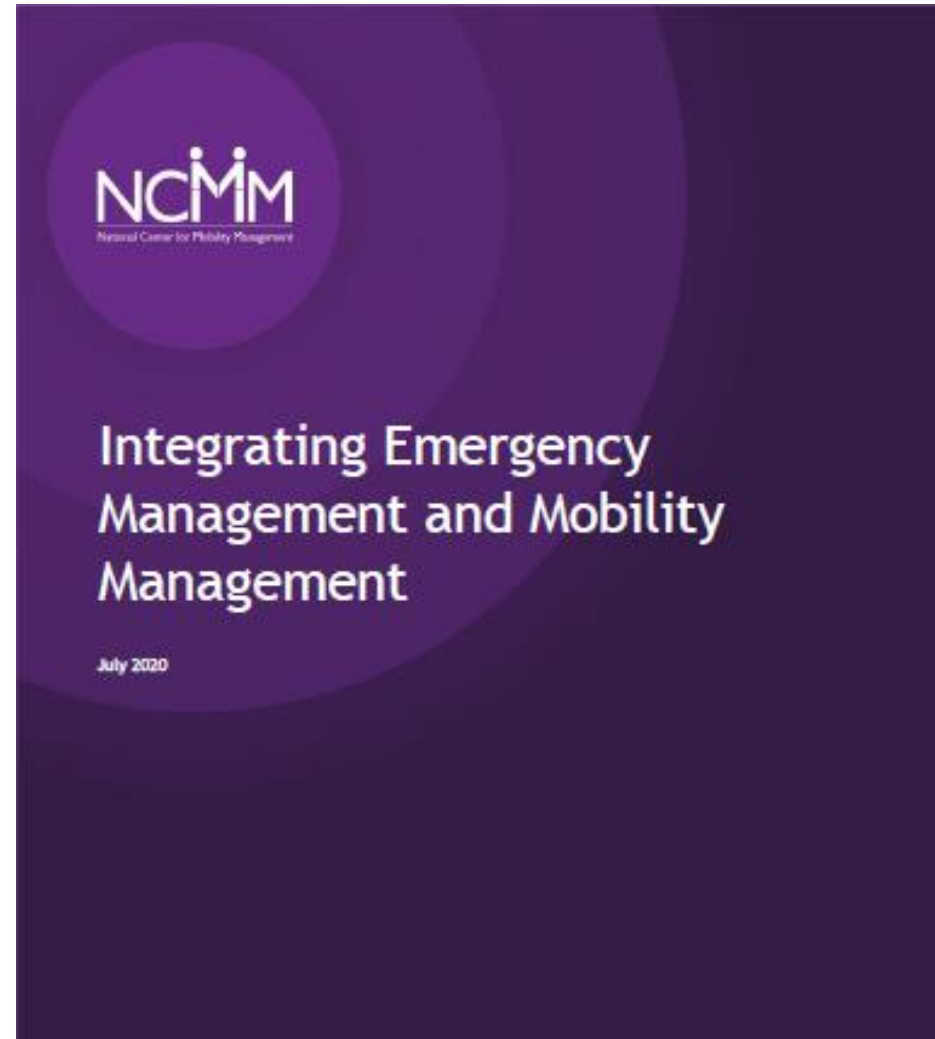
go faster



more

New NCMM Report and Features

- Emerged from COVID-19
- This information brief is divided into three sections:
 - Overview of Emergency Management and Synergies with Mobility Management
 - Framework for Action for Mobility Managers to Address Transportation Challenges During and After Emergencies
 - Examples of Integrated Emergency and Mobility Management



What is Emergency Management?

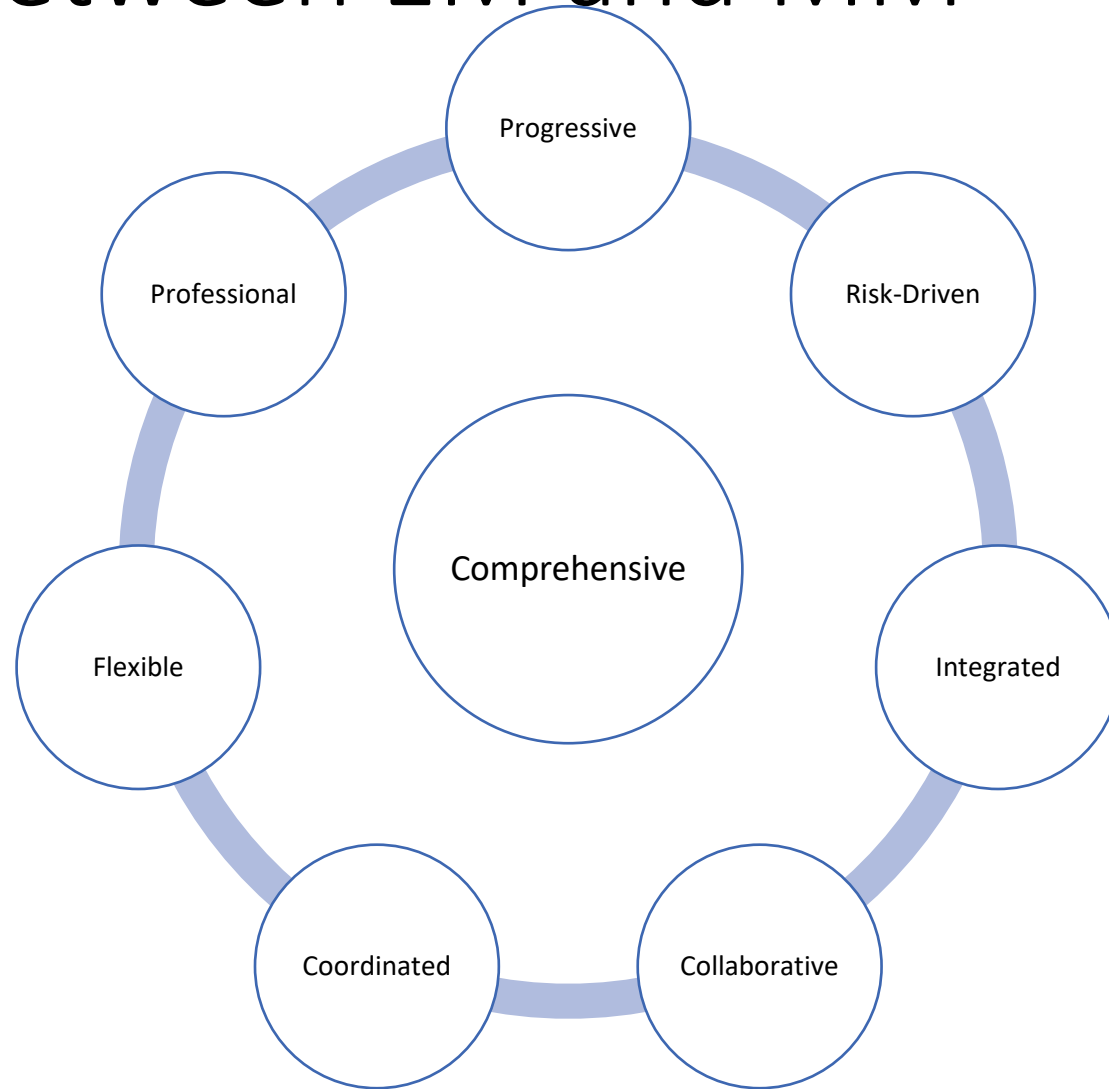
- According to the Federal Emergency Management Agency (FEMA), emergency management is defined as the “managerial function charged with creating the framework within which communities reduce vulnerability to hazards and cope with disasters.”
- The mission of emergency managers is often to “protect communities by coordinating and integrating all activities necessary to build, sustain, and improve the capability to mitigate against, prepare for, respond to, and recover from threatened or actual natural disasters, acts of terrorism, or other man-made disasters.”

Emergency Management as a Continuous Process

The phases of emergency management are not linear, but circular; with interrelated phases and continuous improvement key to ensure resilience to natural disasters.



Synergies between EM and MM



Guiding Questions for Mobility Managers

How can we help emergency management partners assess the roles, capabilities and needs of transportation partners in emergency situations?

How will all of my customers be served in an emergency, keeping in mind everyone's access and functional needs?

Build Relationships



WITH EMERGENCY
MANAGEMENT PROFESSIONALS



WITH TRANSPORTATION
PROVIDERS IN THE COMMUNITY



WITH LOCAL ELECTED OFFICIALS

Bring Your Expertise to the Table

1

Engage customers with disabilities

2

Amend your Transportation Asset Inventories

3

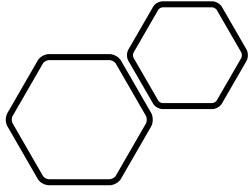
Strive for diversity, flexibility and redundancy

4

Assist Emergency Managers with developing action plans

5

Include disaster response as part of all transportation planning efforts



Continuously Improve and Respond to New Hazards

Participate	<p>In planning and tabletop exercises, frequently hosted by emergency management agencies.</p> <p>In coordinating and planning meetings designed to establish and improve interagency and public communication before, during, and after an event.</p>
Include	<p>Include disabled, low-income, and elderly populations in the emergency planning process</p> <p>Include a focus on emergency management planning and resiliency in your mobility management grant applications.</p>
Assess	<p>Assess agency resources- current plans, committees, staff, vehicles</p> <p>Assess hazards & community vulnerability. Learn from emergency managers and ask them how they assess population risk.</p>
Preserve	<p>Preserve institutional memory by documenting successes and failures and updating emergency plans while the experience is still fresh. There are often years or even decades between major disasters. Maintain and update a contact list</p>

Case Studies

Regional Alliance for Resilient and Equitable Transportation (RARET)



<https://www.kcmobility.org/raret>

Des Moines Area Regional Transit Authority (DART)



<https://www.ridedart.com/dart-covid-19-community-partnerships>

Ohio Mobility Management Partnership with EMA

Transportation Services Available COVID19
SELECT A COUNTY TO FILTER DETAILS:

Transportation Service Providers
Select a provider to view more detail.

- Provider: Adams County Senior Citizens Council, Inc.
Service Type: HPC
- Provider: BROKEN ARROW INC
Service Type: HPC
- Provider: CARLA HUGENBERG
Service Type: HPC
- Provider: CECELIA HUMMEL
Service Type: HPC
- Provider: DEBBIE MORRISON
Service Type: HPC
- Provider: EMPOWERING PEOPLE INC
Service Type: HPC
- Provider: FAIRFIELD CO RD DD
Service Type: NMT
- Provider: HIGHCO, INC.
Service Type: HPC, NMT
- Provider: JUDY K SETTY
Service Type: HPC
- Provider: KATHY A AYERS
Service Type: HPC
- Provider: KATHY LEE
Service Type: HPC
- Provider: MARGARET A RAMMEL
Service Type: HPC

1 of 50

Provider Details

Updated: 4/9/20
County: Adams

Provider Name: Adams County Senior Citizens Council, Inc.
Other Counties:
Provider Type:
Contact Person:
Contact Phone: 937-544-3879
Contact Email: arccmatout@yahoo.com

Days of operation:
Hours of operation:
211 Listed:
Delivery:
Cross County/lines:
ODA:
Medicaid:
EMS:
DODD:
Other Departments:
Comments:

Exp. HERE, HPC

This site displays transportation resources for Ohio counties. The intended use of the information is to provide a single source listing of providers, regardless of which program or funding stream they are normally captured under, to provide for critical transportation needs to vulnerable populations in this public health emergency.

Select a county to view a list of available service providers. Select a provider from the list to view more detail.

1 of 85

County Contact Information

County: ADAMS
Status:
Contact Name: TBD- Denise Neu
Alternate Contact:
Contact Organization: Adams Brown Community Action
Contact Email: dneu@abccap.net
Contact Phone: 937-378-6041, ext. 226



Key Takeaways

- Inclusive planning is essential. Be sure to include representatives of and advocates for diverse groups of vulnerable people in the planning and exercises.
 - All successful planning for emergencies is local. All phases of emergency management require active engagement with partners in the community that have the capacity to quickly and nimbly understand and respond to local needs. As a mobility manager in your region, this is another arena where you can bring your expertise about local transportation options to assist in your community's response to all kinds of emergencies.
-



Key Takeaways

- Be outcome-oriented. By increasing transportation providers' ability to operate during and respond to emergency situations, improving providers' preparedness, and informing customers about expectations, the following community needs may be met:
 - reliable transportation
 - safe and secure transportation
 - clear information on available transportation options
 - culturally relevant information resources
 - accessible transportation infrastructure
-

OHIO MOBILITY MANAGEMENT COVID-19



Olivia Hook, Statewide Mobility Coordinator

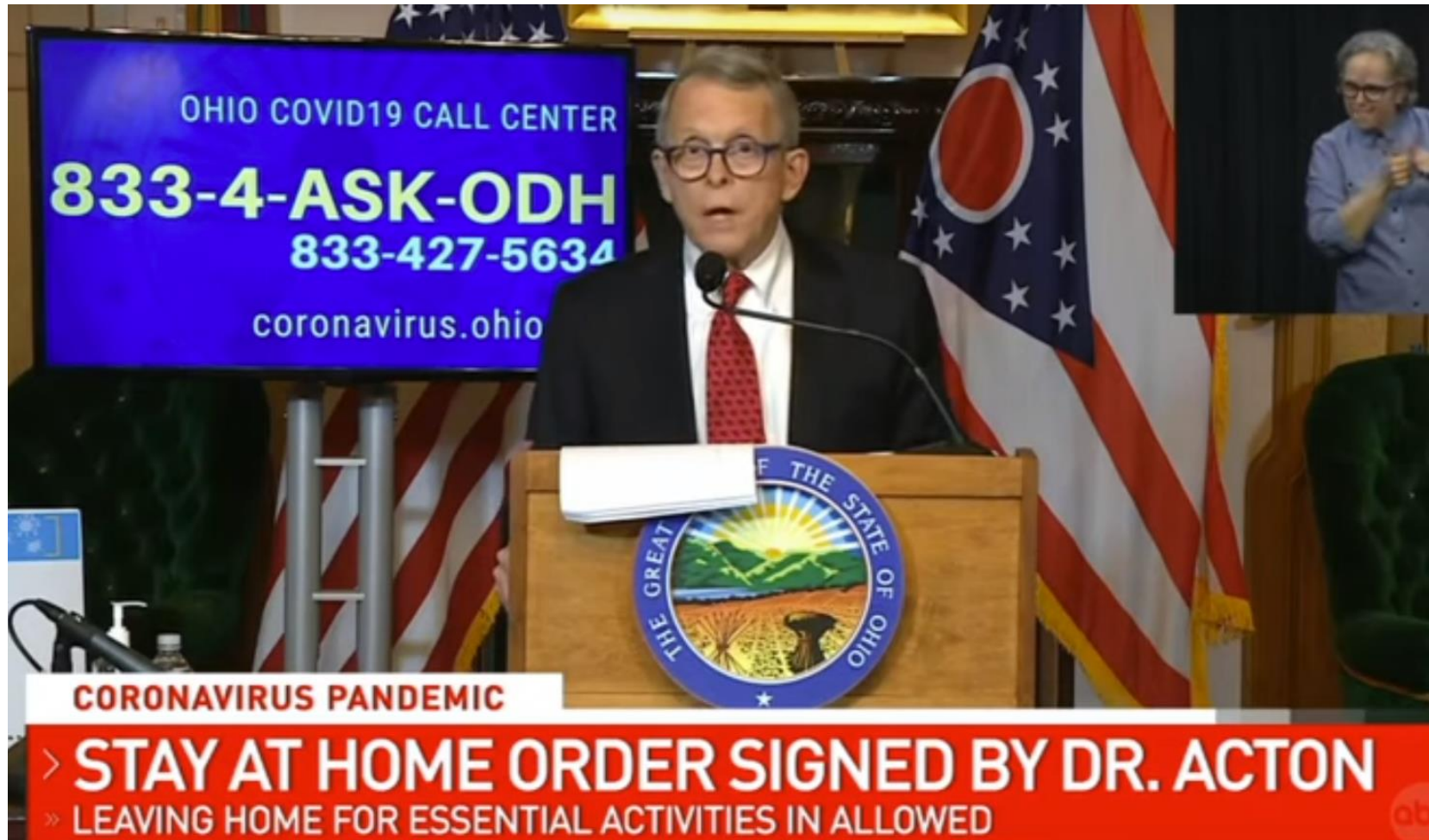
Olivia.hook@dot.ohio.gov

614-466-8957

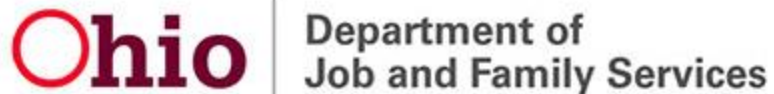
MOBILITY MANAGEMENT IN OHIO

35 Ohio Mobility Managers
6 Large Urban • 4 Small Urban • 25 Rural
8 in Pilot Regions





EMERGENCY TRANSPORTATION WORKING GROUP



EMERGENCY TRANSPORTATION WORKING GROUP

By April 1,
transit was
operating at
50% - 70%
Capacity



Purpose

**Communicate issues
in transportation
between ALL state
agencies**

**Maintain service for
critical transports**

STATEWIDE DATA



LOGAN COUNTY COVID-19 AVAILABLE RESOURCES

Transit Provider Updates

Update the data weekly (or more if needed) on provider availability

	Type of Transit (Open to public or specific groups?)	Hours & Days of service available	What is the coverage area?	Is this provider included in the local 211 service list?	Do they offer meal/supply delivery? (explain in detail)	Are they willing to travel outside county lines?	What else should we know about? (provider is <u>short-handed</u> on drivers, there is a need for supplies, vehicle broke down, etc.)
	RTC Transportation	5:30am-10pm M-F	Logan County and surrounding counties	Yes	Yes - <u>at this time</u> they are taking requests on a case by case	yes	20 drivers with numerous vehicles all wheelchair accessible. 8 <u>drivers</u> <u>opted</u> out of driving at this time.
	L&L Transit	9am-5pm M-F	Logan County	No	If needed	no	1 vehicle and 1 driver available. Not wheelchair accessible
	Veteran's Services	M-F	Logan County to Dayton and Columbus	Yes	No	Yes	1 van not wheelchair accessible
	Green Hills Community	9am-5pm M-F	Logan County	Yes	No	For appointments	4 vehicles. 2 are modified mini-vans and 2 are LTVs Wheelchair accessible
	Logan Acres	9am-5pm M-F	Logan County	Yes	No	For appointments	3 vehicles all wheelchair accessible
	Robinaugh EMS	Ambulance 24/7 Wheelchair 8am-5pm M-F	Logan & Union Co.	Yes	No	Yes	4 wheelchair accessible vans and 7 ambulances

STATEWIDE DATA

Meal/Supply Delivery Resources

Are there any volunteers, businesses, providers providing local meal, grocery and/or medication delivery to vulnerable residents?

Name	Organization Name	Hours & Days of service available	What is the area they are serving?	Contact information	What types of goods are they delivering?	Anything else we should know?
LifeCare Alliance	Meals on Wheels	M-F	Logan County	614-278-3130	Daily/weekly meals to homebound seniors	
RTC Transportation		M-F 5:30am-10pm	Logan County	937-593-0039	Delivery groceries	Also transporting to food pantries and trucks
L&L Transit		M-F	Logan County	937-539-3776	Willing to deliver groceries on a case-by-case basis	There is a fee
Aries Pharmacy			Russells Pt./Indian Lake area	937-843-3700	Prescription delivery	
Second Harvest Food Bank		M-F	Logan, Clark, Champaign	937-325-8915	Delivery pantry food to those in need	
Indian Lake Delivery		M-F 7am-9pm	Indian Lake/Huntsville area in Logan County	937-722-7734	Delivers medications, groceries, and restaurant food	\$5 fee per delivery

CARES ACT FUNDS FOR 5311 RURAL MM'S

Mobility Management has a critical role in the Statewide response to the COVID-19 pandemic.

Currently Mobility Managers are serving as the point of contact to provide real-time information on what services are available during the pandemic

As Ohio starts to recover-MM's will provide information for residents to restore mobility

Factors to Consider

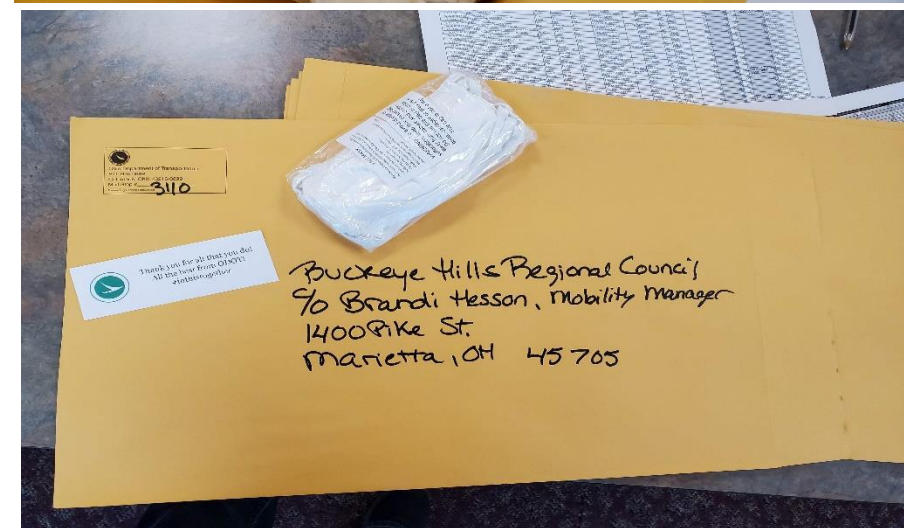
Not every mobility management program received CARES Act funds

Not every county has a Mobility Manager

5310 specialized transportation providers did not receive relief funding-significantly reducing service



160K FACE MASKS FOR TRANSIT WORKERS & PASSENGERS



OHIO 211 INFORMATION HOTLINE

**24 Hours A Day
EVERY DAY**

FREE & CONFIDENTIAL
information and
referral to health
and human services

211portage.org

Call

2-1-1

Connecting people to services

LIVE UNITED

**United
Way**



TM

MOBILITY MANAGEMENT FROM A DISTANCE



RTC TRANSPORTATION IN CONJUNCTION WITH UNITED WAY IN RESPONSE TO COVID-19 IS OFFERING:

GROCERY DELIVERY TO OLDER ADULTS

Free grocery pickup & delivery for Logan County residents 60 years & older

For more information call Tam at (937) 539-3351 | Mon - Fri | 8am - 4pm

*RTC NOT RESPONSIBLE FOR MISSING, DAMAGED, OR SUBSTITUTED ITEMS.

United Way
of Logan County



MOBILITY MANAGEMENT FROM A DISTANCE

Lorain County Mobility Management
4d · 🌐

Where in Lorain County is this popular bus stop? Be specific.



WHERE IN LORAIN COUNTY WEDNESDAY?
This is a Lorain County Transit bus stop. Where is it located? Be Specific.

👍 2



MARIETTATIMES.COM
New options for seniors to get produce | News, Sports, Jobs - Marietta Times



MOBILITY MANAGEMENT FROM A DISTANCE

Podcast: CARES Act & Mobility Talk with Olivia Hook at ODOT



Check out this podcast episode featuring Olivia Hook, the Statewide Mobility Coordinator, from the Ohio Department of Transportation, Office of Transit. Olivia took time out of her busy schedule to share with us some information about the CARES Act (what it is and why it exists) and how your local Mobility Manager can use that funding to help during the COVID-19 pandemic.



TESTING SITES IN RURAL OHIO

DRIVE-THRU TESTING

*** FREE ***

Bring Insurance Card and Photo ID

No Out-of-Pocket Costs

No Appointment Needed



Sat. Aug. 8
8 AM - Noon
KNOX COUNTY
FAIRGROUNDS

Testing is for the detection of COVID-19, NOT antibody testing.

KNOX COUNTY COMMUNITY
Health Center

Knox Public Health

Open to anyone 18 yrs. & older

Regardless of where you live

Or whether you have symptoms

Pop-Up Testing Sites

 NORTHEAST OHIO

WANT TO GET TESTED FOR COVID-19?

ANYONE CAN GET A NO-COST TEST AT THESE LOCATIONS

Lisbon Monday, June 29

■ Lisbon Community Health Center
7880 Lincole Pl, Lisbon, Ohio 44432 | 9:00 a.m. – 4:00 p.m.

#IN THIS TOGETHER

Ohio

coronavirus.ohio.gov

STATEWIDE TRANSIT DATABASE

Transportation Services Available COVID19

SELECT A COUNTY TO FILTER DETAILS: None

Transportation Service Providers
Select a provider to view more detail.

Provider: Service Type:
Provider: Service Type:
Provider: Service Type:
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Provider: Service Type:

1 of 100

Updated
County: Cuyahoga
Provider Name
Other Counties
Provider Type
Contact Phone
Contact Phone
Contact Email
Days of operation
Hours of operation
211 Listed
Delivery
Cross Countylines
ODA
Medicaid
EMS
DODD
Other Departments
Comments

TRANSIT_STATUS - Rural Service Status
● Full Service
● Reduced Service

TRANSIT_STATUS - Countywide Service Status
□ No Public Transit Agency
■ Full Service
■ Reduced Service

Search by County

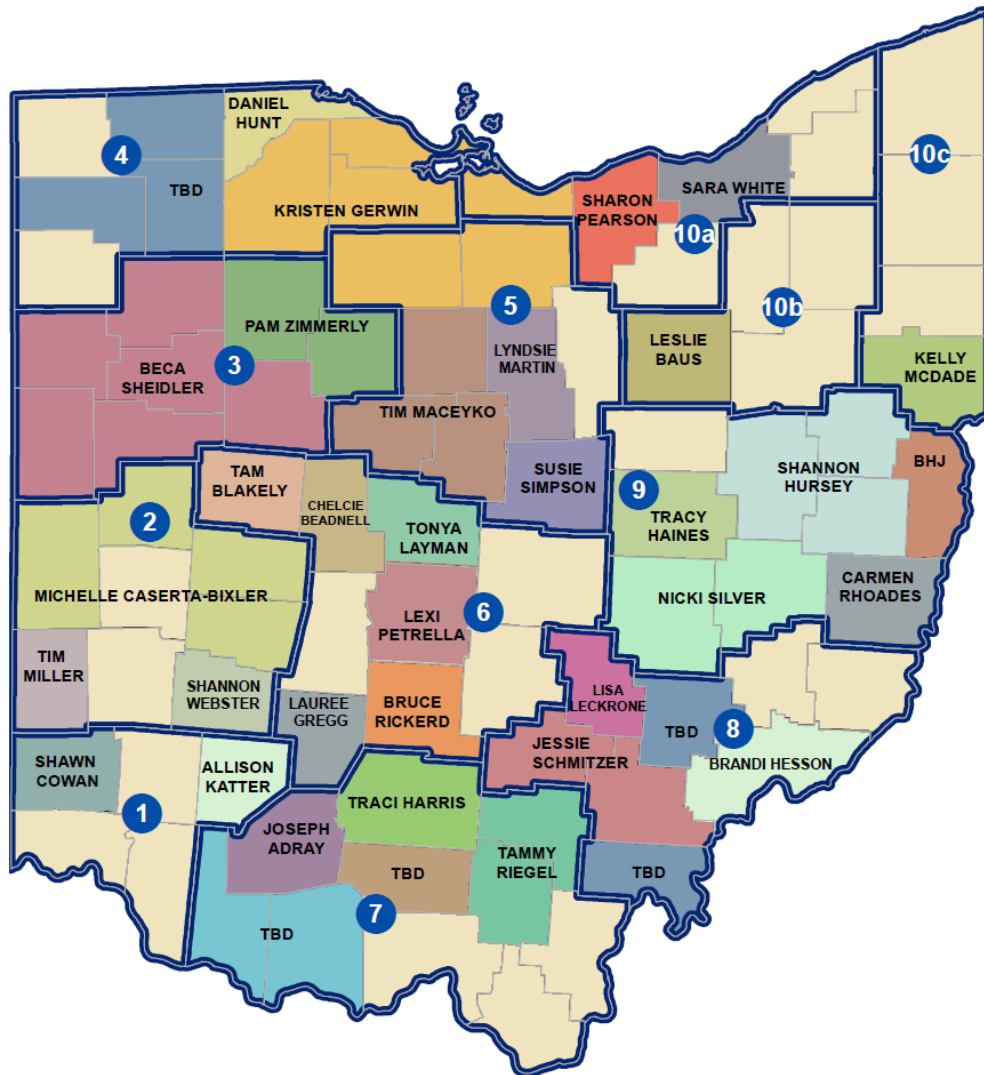
Detail & Map Legend

Information Legend

1 of 88

County Contact Information
County: COSHOCTON
Status: Reduced Service
Contact Name: Tracy Harjes
Alternative Contact:
Contact Organization: Coshocton County Board of Commissioners
Contact Email: tracyharjes@coshoctoncounty.net
Contact Phone: 740-623-8666

County Point of Contact Information



Olivia Hook

Statewide Mobility Coordinator

Olivia.hook@dot.ohio.gov

614-466-8957

RARET

Regional Alliance for Resilient and Equitable Transportation

Bree Boyce & Nathan Emory

- RARET history and overview
- RARET's response to COVID-19
- How we help emergency management and partners assess the roles, capabilities, and needs of transportation partners in emergency situations
- How we seek to understand the needs of customers served in an emergency

Agenda

RARET Overview

- RARET was formed in 2013 following an Urban Area Security Initiative (UASI) conference where transportation for vulnerable populations was identified as a major regional need.
- RARET is primarily funded through the Federal Transit Administration (FTA) Section 5310 funding with local match provided by local transit agencies and emergency management departments.
- Composed of diverse partners such as emergency managers, transportation providers, human service agencies, and community advocates.



RARET Overview

The Regional Alliance for Resilient and Equitable Transportation (RARET) pilots key strategies to increase the critical transportation services available to populations with access and functional needs including older adults, people with disabilities, English-language learners, and others in the event of an emergency in the Puget Sound region (Snohomish, King, & Pierce Counties).



Projects and Coordination Efforts

Trainings:

- Adverse weather preparedness workshops
- Transportation staff trainings

Pilot Projects:

- Snow coordination response with local public health and transportation providers
- Road closure database

Coalition Building:

- 28 Active workgroup members
- Coordination forums/workshops

Resources:

- [Adverse weather driving resources page](#)
- [Weekly COVID-19 Impact Summaries](#)
- Surveying

COVID-19: RARET Response

- [Weekly COVID-19 Transportation Impact Summaries](#)
- Bi-weekly partner meetings by individual county
- Bi-monthly workgroup meetings and regular monthly newsletter have shifted to focus on COVID-19
- COVID-19 Partner Roundtable Event
- Post-event provider survey
- Post event after-action report

COVID-19: RARET Response

- Weekly contact with over 45 transportation providers
- Operation updates
- Requests/offers for assistance, additional resources, and funding information

King County Metro: 206-553-3000

Operation Updates: No new updates to report this week. (Website, 7/30)

- Metro will **lay-off 200 part-time transit operators** on August 7th due to unprecedented revenue losses. These lay-offs are based on seniority and also come amid the announcement that Metro's General Manager, **Rob Gannon, will be departing from Metro at the end of July**
- **Fare collection** will be suspended through the month of August.
- Metro plans to have September service changes which will be about 85% of pre-COVID levels. Revised schedules will be posted on **Metro's Reduced Schedule page** and an updated **Canceled Trips page** will show which trips are still not running. More information can be found in this **email** and **blog post**.
- Face coverings are **required** on King County Metro.
- Metro is offering temporary **Vanpools** for as few as two riders for essential workers only. Essential workers interested in forming a new vanpool can email **vanpool@kingcounty.gov** with "Emergency Vanpool Formation" in the subject line.

COVID-19: RARET Response

Within the Impact Summary is also the Quick Guide which allows partners to filter the information and get live updates:

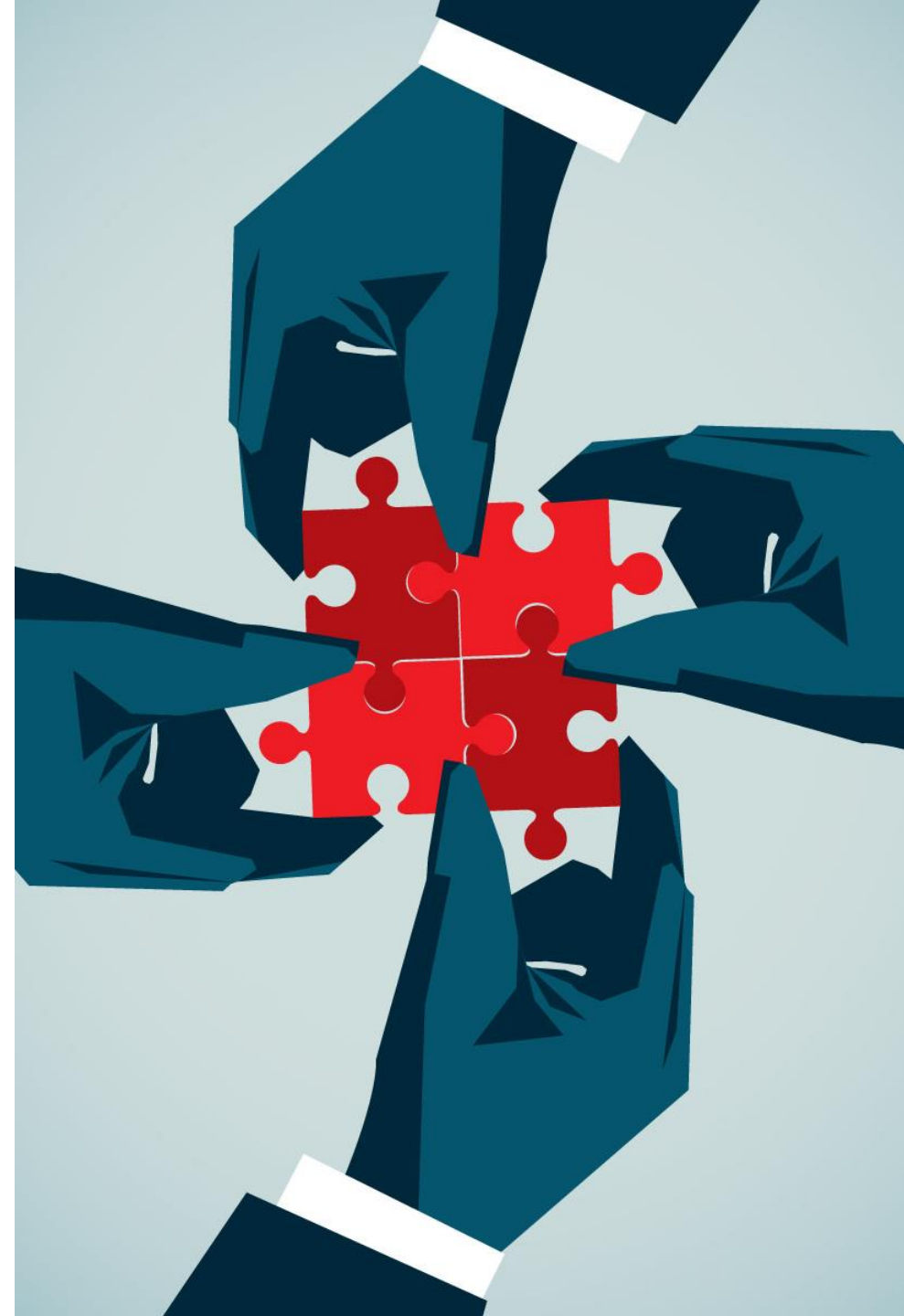
Organization Name	Details on Level of Operations	Is this provider able to help with access to food (yes or no)	How can they help with access to food?	Is this provider able to help with access to healthcare? (pharmacy pick-up, appointments, etc.)	How can they help with access to healthcare?	Can they transport COVID positive patients
American Cancer Society	Closed until further notice	No	NA	No	NA	NA
Around the Sound	Serving all clients to all locations. Still serving COVID positive individuals as well. Hours changed to 4AM to Midnight. Operations reduced; only transporting for life sustaining appointments. Increased cleaning procedures on all vehicles. Can transport COVID-19 positive patients.	No	NA	Yes	Normal Operations	Yes
Beyond the Borders	Connector is reduced to Monday, Wednesday, and Friday service. On demand rides are available for anyone who has an essential appointment or needs to go to work. Partnered with Catholic Community Services and able to deliver meals in Pierce County. Providing normal level of service to dialysis and other essential appointments including grocery and pharmacy; not able to shop or provide pharmacy delivery for clients. New riders should contact 211 for intake first	Yes	Working with Catholic Community Services at meal sites. Able to deliver all over Pierce County. Also providing grocery trips	Yes	They will drive individuals to the pharmacy but will not pick up prescriptions for them.	No
Camano Center	Providing food and moving clients to groceries and pharmacies.	Yes	Food delivery, hot meals, and groceries	Yes	Just critical medical drives	No

**How has
RARET helped
partners
assess roles,
capabilities,
and needs of
transportation
partners in
emergency
situations?**

- Weekly phone calls to transportation providers & Impact Summaries
- Bi-weekly county/partner meetings
- Bi-monthly workgroup meetings
- Hosting events, sharing resources, and providing trainings
- Building and maintaining strong partnerships!!
- Transportation Provider's Alliance

How does RARET seek to understand the needs of customers served in an emergency?

- Diverse partnerships and workgroup members
- Regular communication and collaboration
- Surveys that assess the needs of both providers and community members



Mobility Management Connections Conversations

Facilitators



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Questions for Bree, Nathan, Olivia or Jerom?

Either raise your hand (Alt+Y) or type the
questions in the chat box.



Raise Hand



yes



no



go slower



go faster



more

Round Robin on COVID-19 Updates, Trends from Mobility Managers

Mobility Management Connections Conversations

Guiding Questions for Discussion

- Where are you at during COVID-19? What trends are being seen in your community for differing services?
- How has your organization/agency changed the way it has provided service since the outbreak of the coronavirus?
- In what ways has your interaction with customers changed?
- Has your organization/agency added any new services or formed new partnerships to help respond to the coronavirus outbreak?

Please share how you are dealing with the ongoing effects of COVID-19 on your work as a mobility manager!

Either raise your hand (Alt+Y) to be acknowledged or type your responses in the chat box.



Reflections and Closing Thoughts



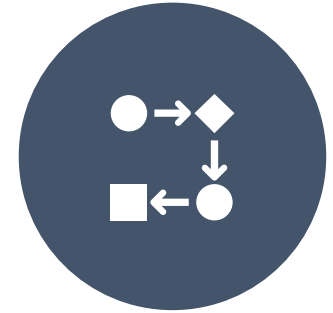
WHAT IS ONE THING YOU
LEARNED FROM THIS
MEETING?



WHAT WILL YOU DO
DIFFERENTLY BECAUSE
OF TODAY'S MEETING?



HAVE YOU MET NEW
PEOPLE THAT YOU CAN
NETWORK WITH?



HOW CAN NCMM
IMPROVE FUTURE
ITERATIONS OF THIS
MEETING?

Continue these conversations on MMC!

- SIGN UP - Tell us about your role as mobility manager, interest areas, and contact information
- ENGAGE - Share experiences, network, and ask questions of peers with experience in the field
- LEARN - From your peers, NCMM technical assistance, and other national resources

Register now for Mobility Management Connections via our website:
<https://nationalcenterformobilitymanagement.org/for-mobility-managers/communications-and-networking/>

Your feedback is important to us!



Please complete the evaluation form that will be sent after the meeting.



Your participation can help us plan better events for you.

“By failing to prepare, you are preparing to fail.”
— Benjamin Franklin