



# Mobility Management Connections

Virtual Engagement: How Mobility Managers Can Support Coordination and Mobility Management in Exurban and Rural Communities

# Some Things to Remember

- Please add your name and affiliate in the chat
- Please mute yourselves if you are not speaking
- A recording will be available on the NCMM website
- If you have a question, please use the chat and let us know to whom you want your question directed. We will facilitate audience Q&A at the end of the session.
- Closed captioning is turned on for this session
- Enjoy and learn from each other!

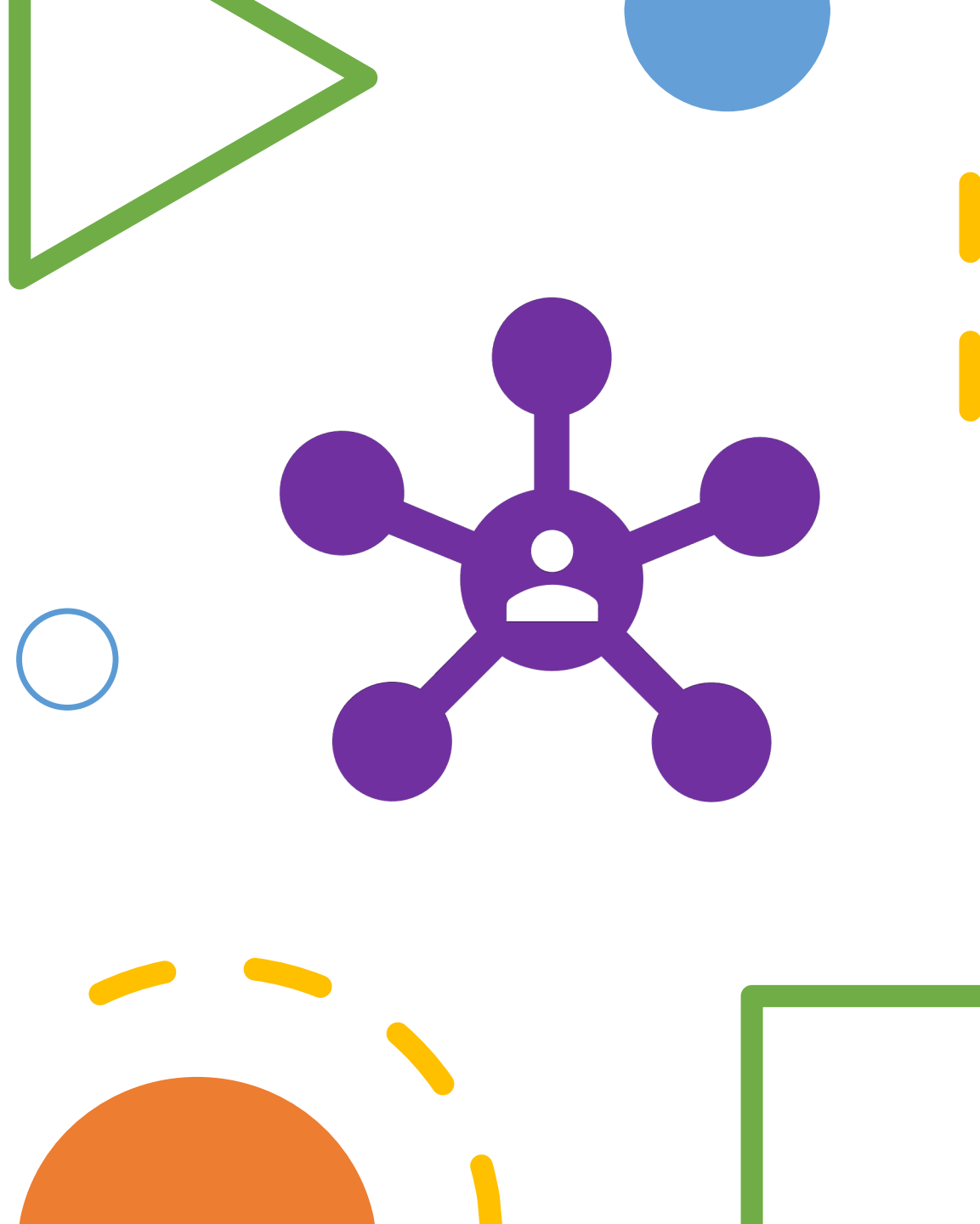


- National technical assistance center launched in 2013 – In 2<sup>nd</sup> year of second 5-year cooperative agreement with FTA
- Goal of the Center: Promoting customer-centered mobility strategies to advance good health, economic vitality, self-sufficiency, and community.
- Operated through a partnership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



# What is MMC? Who is it for?

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



# How to sign up for MMC

- SIGN UP at <https://learn.pyd.org/> - Tell us about your role as mobility manager, interest areas, and contact information
- ENGAGE - Share experiences, network, and ask questions of peers with experience in the field
- LEARN - From your peers, NCMM technical assistance, and other national resources

# Mobility Management Champions

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

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



# Today's Panelists



**Dr. Sheryl Burgstahler**



**Emily Smoak**



**Kristen O'Toole**



**Maria Wardoku**





# Accessible & Inclusive Online Engagement

*Sheryl Burgstahler*

*Director, Accessible Technology Services*

*sherylb@uw.edu*

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© Sheryl Burgstahler, 2020; you can share these slides if you acknowledge the source.



# In an “inclusive” environment everyone

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



# Consider **ability** on a continuum



understand English, social norms

see

hear

walk

read print

write with pen or pencil

communicate verbally

tune out distraction

learn

manage physical/mental health

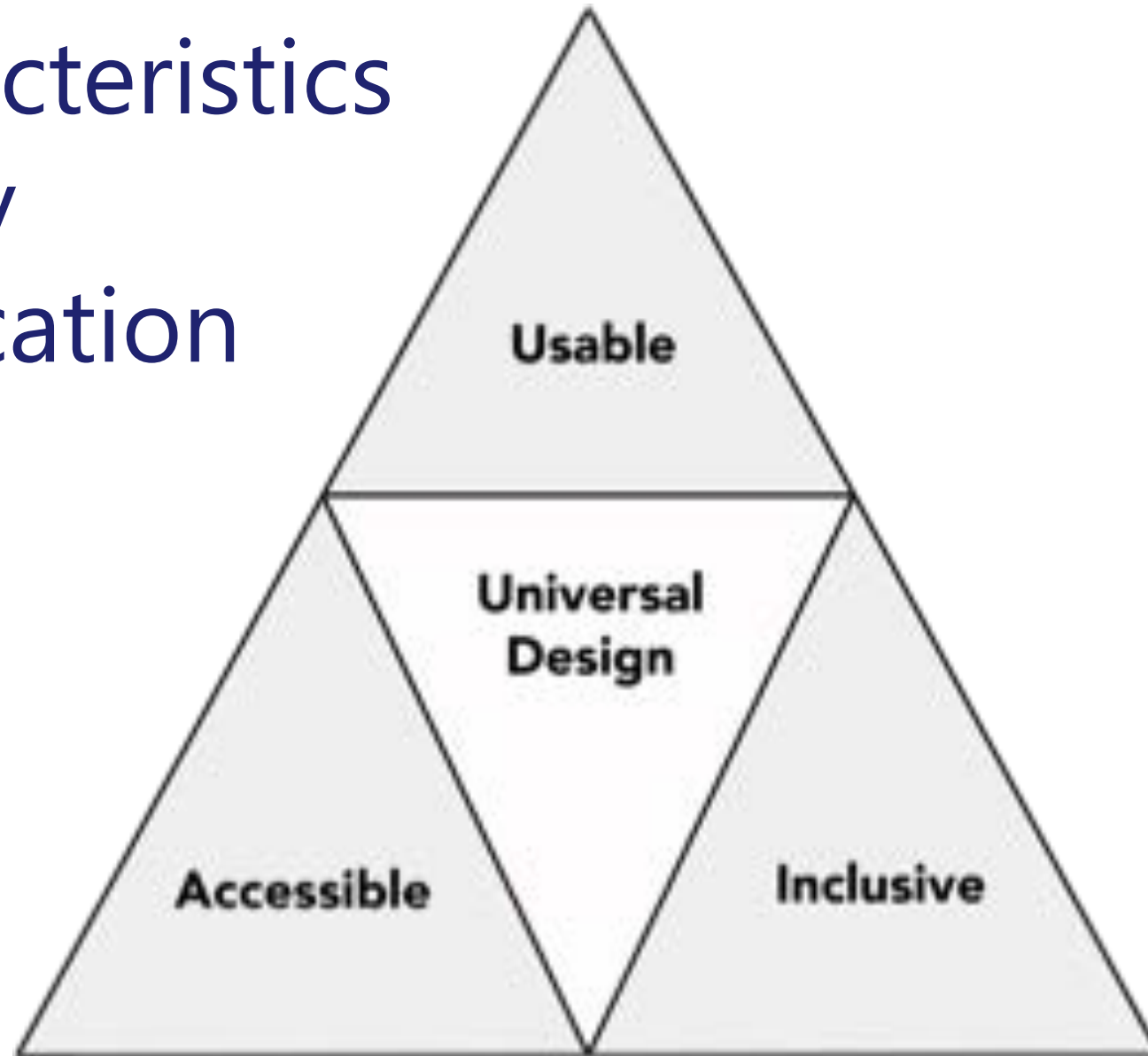
# Universal design (UD) =

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

The Center for Universal Design  
[www.design.ncsu.edu/cud](http://www.design.ncsu.edu/cud)



Characteristics  
of any  
application  
of UD



# *Ramp The Curbs*



**Forging** a stream of humanity, this silent protester carries his campaign on his back. His goal: to end high-rise sidewalks. (photo by grant haller)

UD of physical spaces

“The Daily”  
UW

1970



## UD provides **inclusive** access



# Apply UD to create inclusive

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- physical spaces
- instruction
- services
- **technology**



# UD of technology

- builds in accessibility features



- ensures compatibility with assistive technology

## UD of technology benefits diverse users

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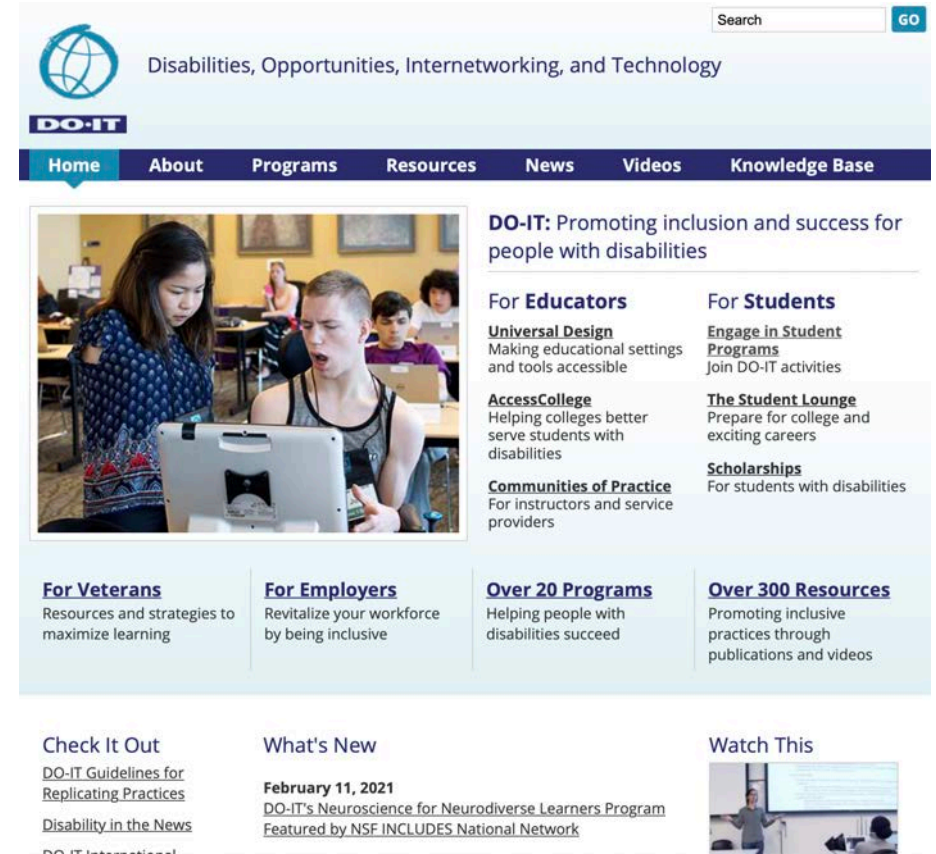
- **Videos:** caption, audio transcribed
- **Web pages/documents:** Text format, structured headings, lists; descriptive wording for hyperlinks; large, bold, sans serif fonts; uncluttered pages; plain backgrounds; do not rely on color alone
- **Images:** Text descriptions of content in images

- 
- **Content:** Address wide range of tech & language skills; present content presented in multiple ways; make instructions clear
  - **Engagement:** Allow multiple ways
  - **Conference tools:** Accessibly designed; includes accessibility features, e.g. captions
  - **Standard:** e.g., Web Content Accessibility Guidelines 2.1 AA

- 
- **Accessibility checkers:** e.g., for Microsoft Word & PowerPoint, Learning Management Systems, websites & other products
  - **When choosing IT tools to use:**
    - Check for accessibility page on website
    - Check for VPAT
    - Post question on ATHEN discussion list
    - Check operable with keyboard alone,  
...

# Resources

- **Sheryl Burgstahler**  
sherylb@uw.edu
- **DO-IT**  
uw.edu/doit
- **UW Accessible Technology**  
uw.edu/accessibility



The screenshot shows the DO-IT website homepage. At the top, there is a search bar and a 'GO' button. Below the search bar is the DO-IT logo and the tagline 'Disabilities, Opportunities, Internetworking, and Technology'. A navigation menu includes 'Home', 'About', 'Programs', 'Resources', 'News', 'Videos', and 'Knowledge Base'. The main content area features a large image of students in a classroom. To the right of the image is a section titled 'DO-IT: Promoting inclusion and success for people with disabilities'. Below this are several columns of text: 'For Educators' with sub-sections 'Universal Design', 'AccessCollege', and 'Communities of Practice'; 'For Students' with sub-sections 'Engage in Student Programs' and 'The Student Lounge'; 'For Veterans'; 'For Employers'; 'Over 20 Programs'; and 'Over 300 Resources'. At the bottom, there are three sections: 'Check It Out' with links to 'DO-IT Guidelines for Replicating Practices' and 'Disability in the News'; 'What's New' with a date 'February 11, 2021' and a link to 'DO-IT's Neuroscience for Neurodiverse Learners Program'; and 'Watch This' with a video thumbnail.





# Inclusive Walk Audits with the Minnesota Department of Health



February 23, 2021

# Today's Discussion



- Welcome and Introductions (5 min)
- Guide Overview, Development, and Findings (5 min)
- Virtual Walk Audit Example (5 min)



# Facilitator Introductions and Shared Meeting Agreement



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

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

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

# Project Purpose

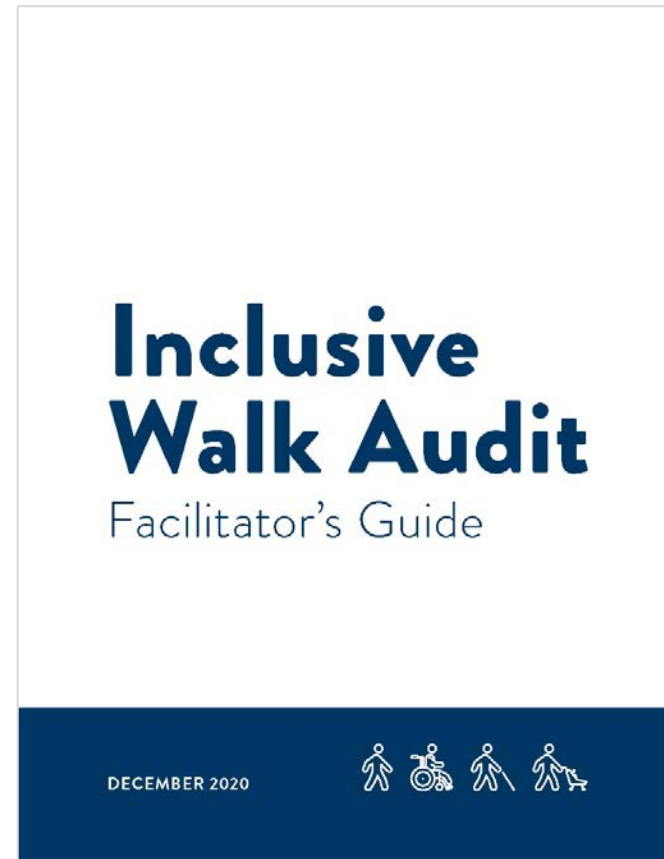


- Improve pedestrian planning processes by making them more inclusive of people with disabilities
- By developing more inclusive processes, we hope to achieve more inclusive planning and, ultimately, more inclusive streets

# How Mobility Managers Can Use the Guide



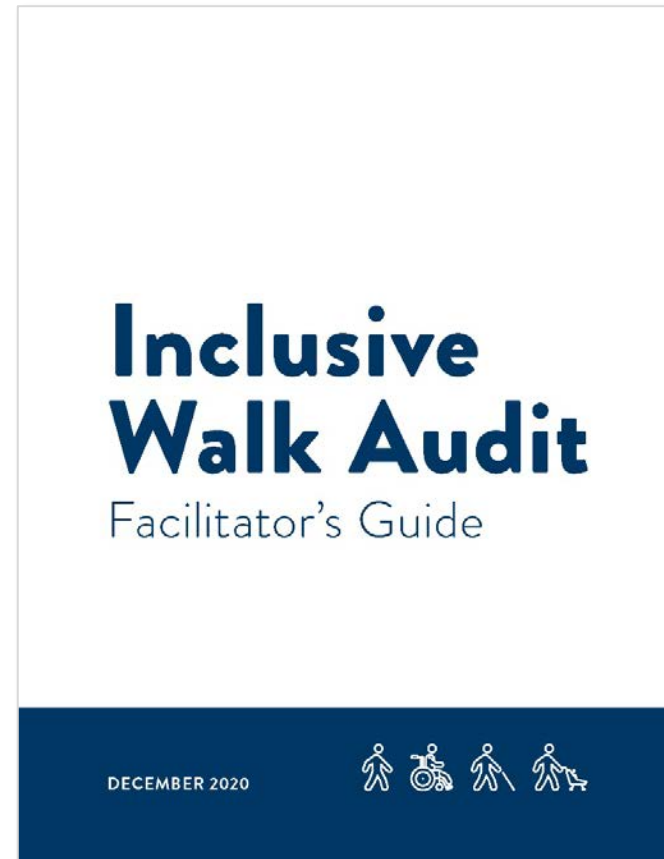
- Design and Plan: Use walk audits to bring together people with mobility challenges and government staff/officials to identify solutions to walkability issues
- Understand and Advocate: Use walk audits to document and highlight problems faced by people with mobility challenges and use to advocate for their needs
- Convene and Facilitate: Use the tips in the Guide to facilitate more inclusive meetings of all kinds



# How Mobility Managers Can Use the Guide



- Inform and Connect: Use a virtual walk audit platform to help clients preview routes or learn how to access key destinations
- Launch and Sustain: Use walk audits as an evaluation tool to assess how well pilot transportation improvements are working





**Guide Overview,  
Development, and  
Findings**





# Defining Key Terms: Walk Audit



DEPARTMENT  
OF HEALTH



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

# Project Process



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



# Guide Contents

The guide includes two main sections:

- Planning a more inclusive meeting
- Conducting a more inclusive walk audit

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# Guide Contents

The appendix contains useful tools that you can use to host your own walk audit and more inclusive meetings

MINNESOTA DEPARTMENT OF HEALTH

## EXAMPLE WALK AUDIT WORKSHEET

**A walk audit is an activity in which participants evaluate the walking environment and identify issues that impact their comfort and safety.** People do walk audits for a variety of reasons, including:

- A group of neighbors might do a walk audit of a street or area of their community to build consensus around changes they want to advocate for.
- A city planner or engineer might conduct a walk audit with community members to inform the planning or design process for a street or area of the city.
- Students, teachers, and parents might do a walk audit of the area around a school as part of a Safe Routes to School planning process.

**Date:**

**Location:**

**Walk along the route shown on the map back of this worksheet. You can make notes on the map, and consider the following questions as you walk:**

1. Do you have enough room to walk?
2. Is it easy to cross streets?
3. Do drivers behave safely?
4. Is the route pleasant?
5. Put yourself in someone else's shoes: How comfortable would you feel walking the route with a child? With someone who has low vision? With someone using a wheelchair?

INCLUSIVE WALK AUDIT FACILITATOR'S GUIDE

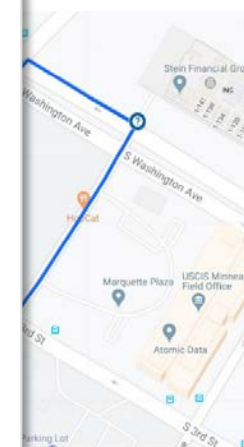
**walk audit:**

in Nicollet Mall toward S 3rd St and

est. 269 ft.

ington Ave.

you reach the library entrance.



# Types of Walk Audits



- Work group members emphasized the importance of providing a variety of ways to participate in walk audits
  - In person group walk audit
  - In person self-guided walk audit
  - Virtual experience during an in person meeting
  - Self-guided virtual walk audit
- Guidance on virtual and/or independent walk audits is especially needed during the COVID-19 pandemic

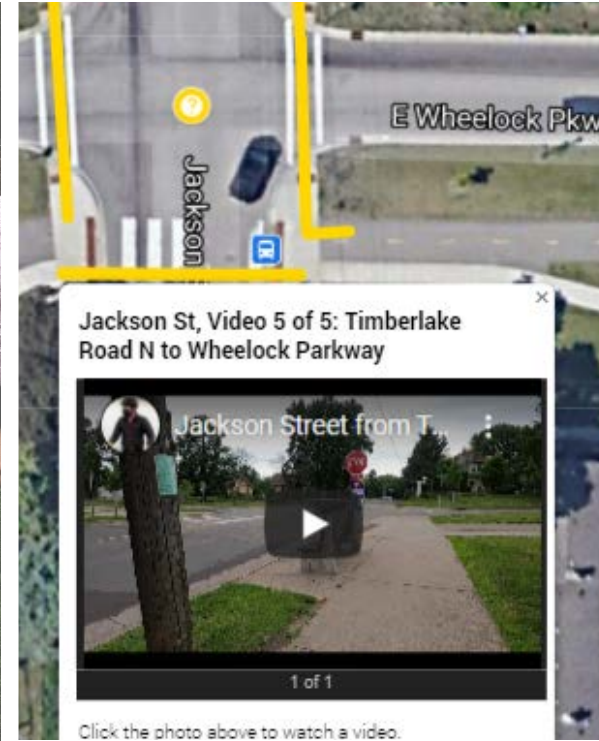
# Types of Walk Audits



In person walk  
audit



In person walk  
audit to try  
mobility devices



Self-guided virtual  
walk audit

# Facilitation Before the Walk Audit

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





# Facilitation During the Walk Audit

Facilitation during a virtual or in person walk audit:

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





## Virtual Walk Audit Example



# Virtual Walk Audit Example

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

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

**Start:** Library Entrance on Nicollet Mall

Walking on the west side of the street, head northeast on Nicollet Mall toward S 3rd St and walk 673 ft.

Cross to the north side of S Washington Ave.

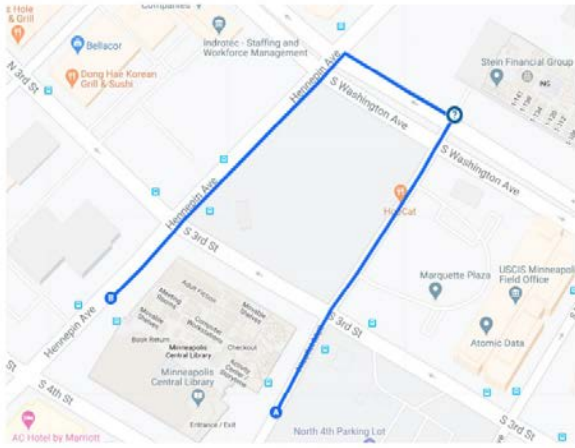
**Stop** to consider the questions on the worksheet.

Walking on the north side of S Washington Ave, walk west 269 ft.

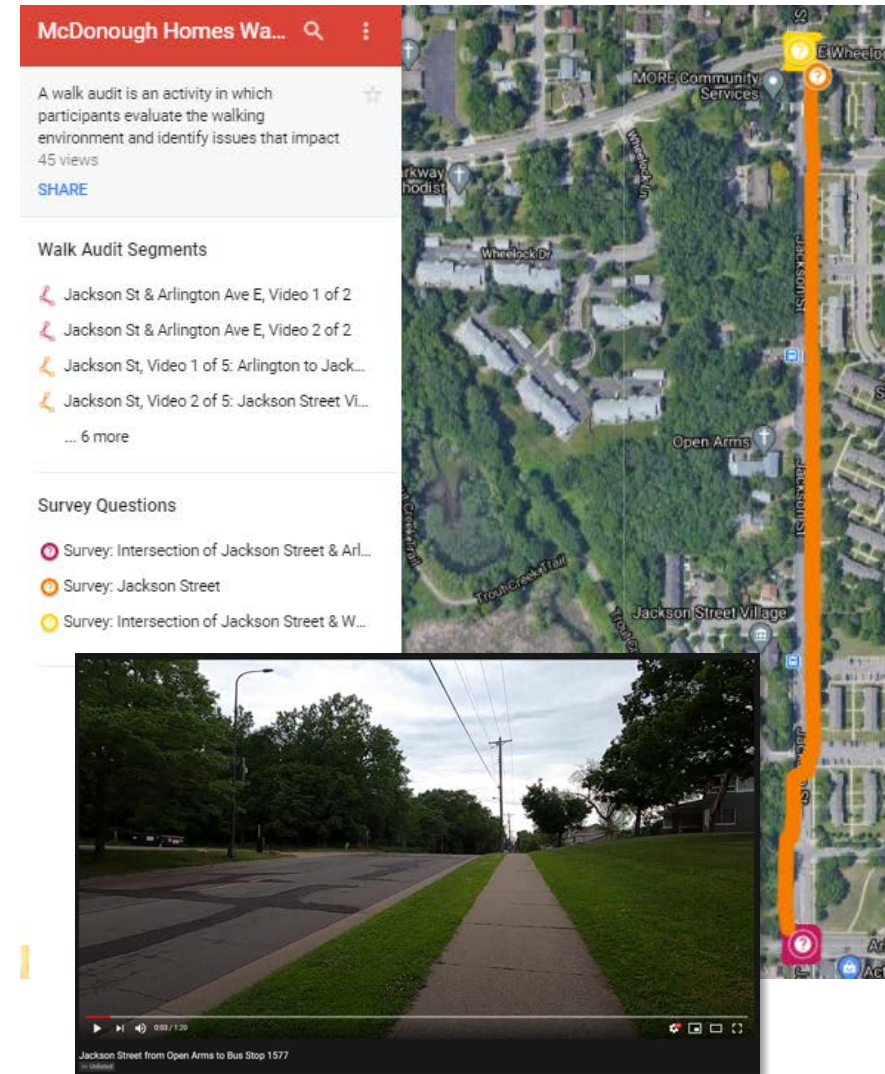
Turn left at the light to cross to the south side of S Washington Ave.

Walk on the east side of Hennepin Ave for 656 ft until you reach the library entrance.

**End:** Library Entrance on Hennepin Ave



31



**McDonough Homes Wa...** 🔍 ⋮

A walk audit is an activity in which participants evaluate the walking environment and identify issues that impact 45 views

SHARE

**Walk Audit Segments**

- Jackson St & Arlington Ave E, Video 1 of 2
- Jackson St & Arlington Ave E, Video 2 of 2
- Jackson St, Video 1 of 5: Arlington to Jack...
- Jackson St, Video 2 of 5: Jackson Street VI...
- ... 6 more

**Survey Questions**

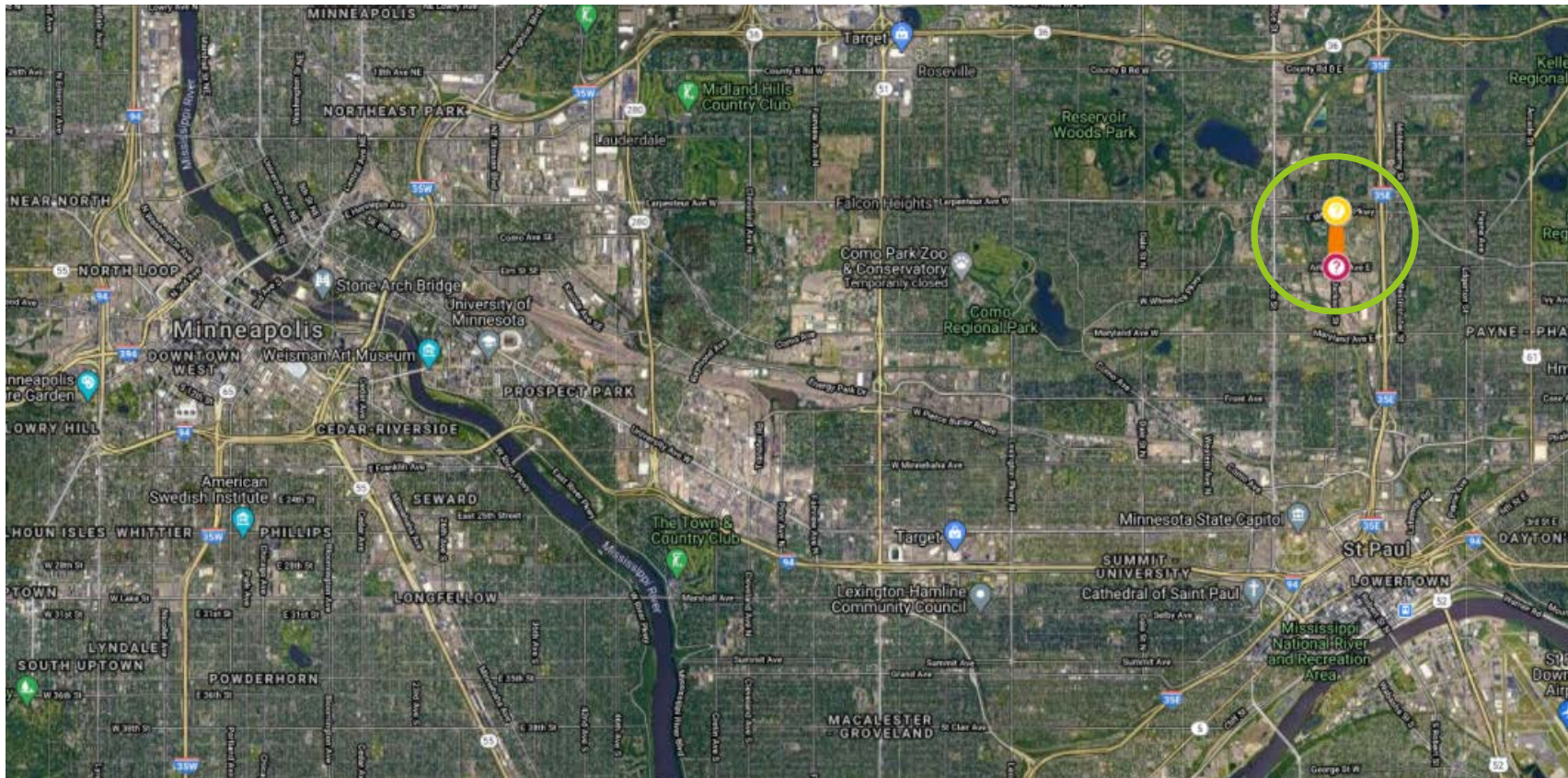
- Survey: Intersection of Jackson Street & Arl...
- Survey: Jackson Street
- Survey: Intersection of Jackson Street & W...

Jackson Street from Open Arms to Bus Stop 1577



# Walk Context

The virtual walk audit takes place in St. Paul and builds on relationships between McDonough Homes, St. Paul Public Housing, and MDH

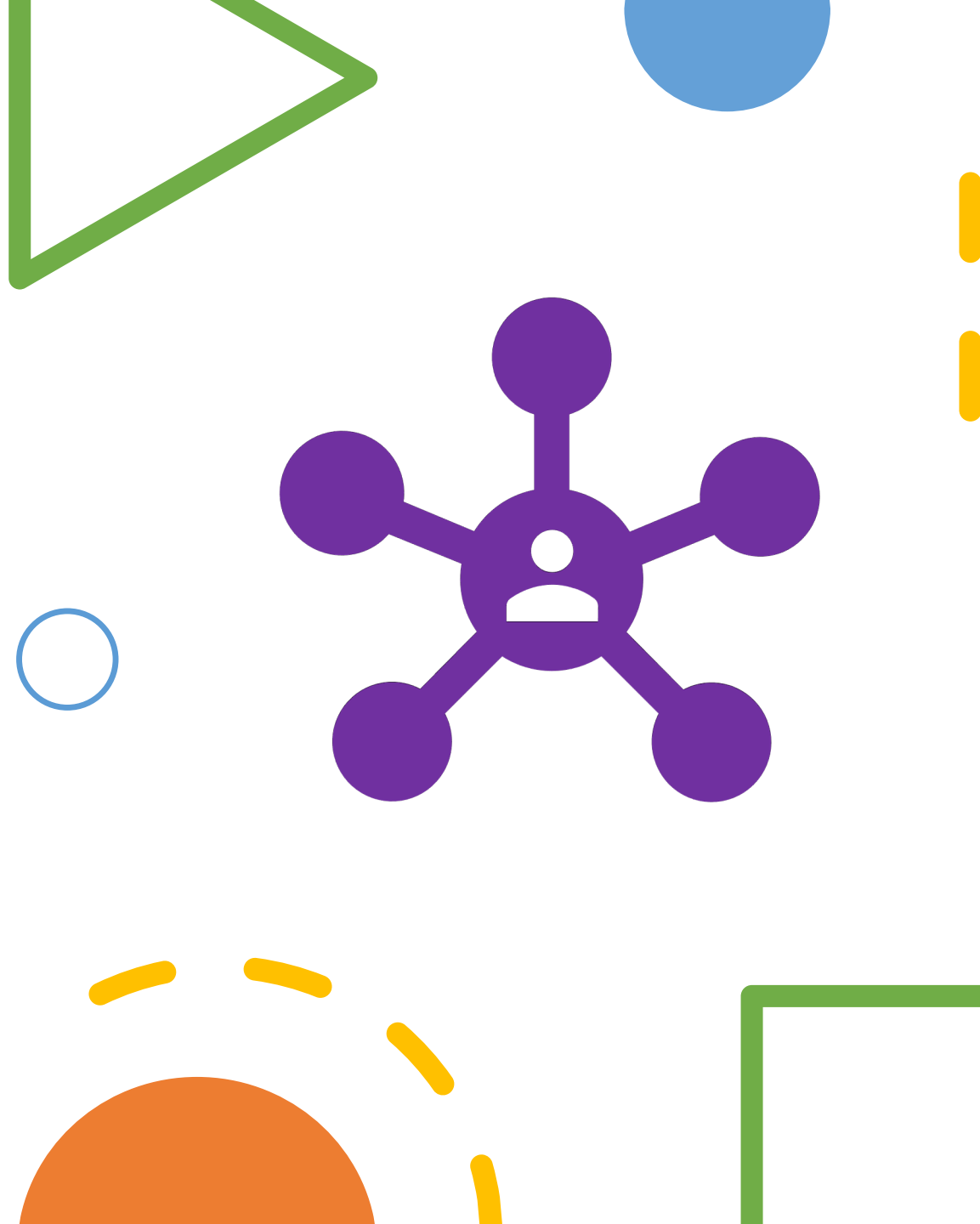


*thank you!*

Emily Smoak  
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651-201-3660

# Breakout Session

- Participants will now be broken into three groups for a 10-minute discussion facilitated by our MMC Champions
- Please share best practices, resources, insights and your own experiences
- After the breakout session, we will have a larger conversation with all attendees

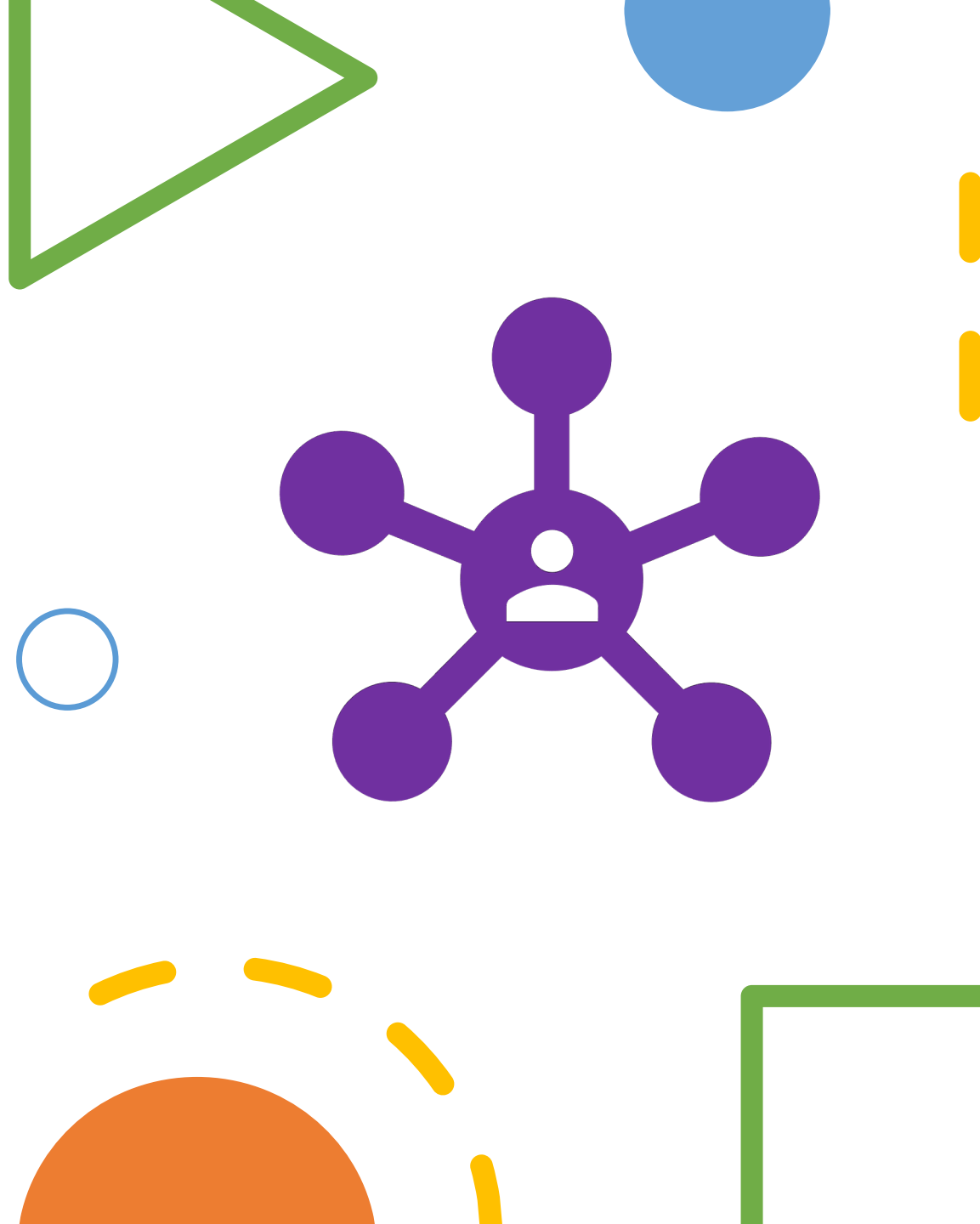


# **Group Discussion and Report Outs**

**What were your  
Ah-ha moments?**



**Please take a few moments to fill out the evaluation which has been posted in the chat box**





# Thank You!

**We're here to help!**

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