Design Challenge 2021 Project Pitch Session

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00:02

Okay, now we're good. Everybody. okay with being recorded, I hope. Okay, great. So hi guys, good to see faces again, haven't seen you since what? October, November, December time. So it's so good to hear you guys. I'm going to be very brief. I just actually basically have a whole list of thank yous. Thank you, first of all, to you guys, we know this process is a different one for you. We know this process requires a lot of work a lot of out of the box thinking and putting yourself out there, especially during the assumption testing. So I want to thank you very much for your efforts. We benefit so much from the projects you do, not only do we learn, helps us develop our skills. But in addition, it gives us examples to share with other communities. So know that your work is not just been kind of cordoned within your community, it's really going to be helped us kind of nationwide, I want to thank FTA, especially for their support, they've always been a really excellent partner through all of our grants. Without them, we couldn't do this. So I want to thank them. And I want to thank the staff, Bill Wagner and Kirby and Willa rectly, who have been working with you guys directly. This again, this is not an easy process to learn. And they have just really jumped in. And I want to give a lot of good. Thanks. And kudos to them. So with that, Kirby, I think, I will turn it back over to you.

01:34

Any roll over? All right, well, Thanks, Amy. So all four teams have been up to a lot since community mobility design challenge grant kicked off in October of last year, an awful lot has been accomplished since we began. So I want to thank like Amy, each of the team leads for your great work and commitment to your project so well, so long so far, and all team members on this meeting for for the work that you all put in over the past seven and eight months. This grant started in the planning phase before applications are even submitted with the teams conducting interviews in their communities and research. To further understand the mobility challenge at hand to collect as much good data as possible. Then the work within CMM kicked off with a a to date in person meeting in October November, where this data was munched on and broken down through a series of exercises that aim to get to the core of the data gathered from interviews and research and preparation for developing solution concepts. So the first day of our two meetings, which is really the bulk of the discovery phase resulted in pick, picking out key findings from the data and categorizing them into insights that would eventually lead to design criteria, mature criteria that would be necessary for the solution to be successful and things that we wanted to keep in mind as we started designing service. So in the second day, these design criteria are flushed out even more so. And eventually three, three potential service solutions are chosen to go forward with and from there, it was a lot of really heavy work from each of the teams. So with the help events team, and they began to develop more, so

there's solution concepts, better ideas about how, say customers would use the service, how it would look and function, and maybe even how it was funded eventually. So teams identified assumptions, build prototypes, and then tested these assumptions with these build prototypes out in the community, which is something that has been going on for the past two months or so. And then ultimately, from these tests, chose a solution that was best suited for the community and as it acted on paper. So not all teams had an easy path. But I'm all really putting in all the great work to get to this point. Today, we're gathered to listen to their service solutions from all their work that they've done. And I'm really excited to get started and to hear from each of the four teams. So before we get started, just some information, reminders for presenters and the general audience. So each of the four presenting teams will have seven minutes to present on their solution concept. I'll send a one minute or remainder reminder in the chat, and then a timer will go off at seven or I'll let you finish your train of thought if it gets to that point before we move into the q&a part. So then after each presentation, there's going to be 10 minutes worth of q&a time from responders, the end CMM and the audience. And I'll keep the timer going and then we'll pass along to the next presenter once that those 10 minutes are up just a few reminders so please keep yourself muted through each of the presentations and there is some loud noise I'll just mute you. After there will be opportunity to ask questions of the presenter about their team and project. I know there's some other team members on there on the call for some of the teams and they want to jump in and answer some questions. That's totally fine too. You can send your questions through the chat for me to queue up to the presenter. And you can raise your hand as well. And I'll call on you to voice it when it gets to that point. So, as well, I know there's some team members that have the same name as their project leaders just totally fine. But I'd like to ask anyone who's choosing to voice their question to just tell everyone their name, and who they're with before they begin to ask the question. So let's get started. I'm going to and this is the order as well, of the presenting team. So first step is Washington then Nevada than Iowa, Florida. At the end, so mark, you are teed up first, I'm going to stop sharing and then allow you to share your screen. And we'll just kind of bounce back and forth for each of the four teams. So that my share up to you Mark.

06:14

Okay. Let's make sure I get the right slide. Everybody get on the slides. Welcome, everyone to the morning in the Pacific Northwest. I'm Mark smutny. I'm a transportation project specialist for sound generations, a comprehensive Senior Services nonprofit in King County, Washington. And I want to introduce also my colleague fairen lache, who is the Director of Transportation and will be assuming lead responsibility instead of me here in a few weeks as I go into quasi retirement, teaching and consulting and gardening and hiking and doing all those good things. So our concept is called Eastside mobility for all rides and smiles. Same day response service. Our target audience are the three cities, suburban cities of Kirkland, Redmond and Bellevue. And our focus question, how might we meet culturally appropriate transportation needs, including the need for spontaneous trips, and address social isolation among the most impacted older adults in these three cities, for I would say a decade and a half people have been advocating for enhanced transportation services for older adults in these communities, and have been frustrated. But now, this process has been just like spot on, for really listening to the folks that have been expressing this need for a long time. The design criteria that emerged from all of our research and focus groups include the following. People want affordable door to door transportation, to absolutely all destinations. People are concerned in particularly suburban communities that don't have a lot of good infrastructure, for bus stops and sidewalks and so forth. They want to be safe from our crazy wet rainy weather. They want to be able to make same day reservations, recognizing that before that's good, but there are lots of trips that they need, that need to be arranged on the day of they also want this is really important. They want to be able to book by phone, online, and particularly because our so much of our audience is non English speaking,

particularly Chinese, Indian, Russian, Spanish, they want it was a really cool idea. They really would like to see a language app specific to their preferred language that they can access the call center and make reservations that way. We're our focus group is people 55 And older or adults with disabilities companions allowed a lot lots of discussion about our trips only within these three jurisdictions or beyond that we have a kind of hybrid model that we're going to propose. People don't want long waits, they can't stand out in the rain for hours waiting for a bus on limited fixed bus routes. They want people to be compassionate their drivers the call center folk and particularly be patient with new immigrants who may have struggling problems with with the language and they want to have vehicles used that accommodate all kinds of mobility devices who live in a motorized wheelchairs. So this is our concept to meet those criteria. We want to have a service that is free demand response door to door curb to curb, within all the three destinations, same day reservations. As I mentioned wanting booking by three methods a day adults 55 And older people with disabilities rides across. But we got a lot of feedback about medical destinations that are outside these three cities. And we want to put a priority on medically related so that people can get into Seattle itself. For what we call pill Hill in Seattle, where most of the major hospitals are limited. When accurate pickup and drop off times people don't want to wait outside their door. What specially trained drivers in Call Center staff that understand the unique needs of older adults and new immigrant groups. Building a culturally competent workforce is really critical.

11:07

We want to have shuttle vans with lifts 12 to 14 passenger vans. And a key ingredient that comes out of our research with various cultures and other language groups is that partnering contracting with community based organizations is essential to creating an environment of safety and trust. And then we want to have a second program, which is a charter like service for special trips, festivals, cultural events, casinos, religious gatherings, etc. Our value that we provide is the essence of a research question, reducing social isolation among older adults, especially people with low incomes, new immigrants and people of color that will permit aging in place and continuing an independent lifestyle and being connected to the larger world. cultural intelligence is at the core of the program, and we believe ridership will grow and strengthened because of our chart, contracting with community based organizations. Just a little bit about our market size, it's huge. These communities have gone through dramatic change in the last 15 years because of high tech industry. And so 41% of the population in the three cities has been born outside the United States. And in a recent survey, 56% of the respondents said that transportation is a real challenge for participating in social activities. And And finally, because these are a fluent communities, it can hide the underlying poverty. And low incomes have long term residents, particularly older adults, who are basically priced out of the market. And so need affordable transportation solutions. Our business model is built around a concept in which we would start with 12 shuttle vans, our Proform forma for each unit, have a have a salary, fuel maintenance etc, would be about $85,000. So multiply that by 12. I didn't have time to get a detailed call center budget developed. We know that we can go to King County Metro, our public Metro service, to get freely leased vehicles to makes our affordability improve a lot. We plan to have contracts with each of the municipalities for lots to store vehicles. And I'm a part of and environ is a part of a comprehensive Senior Services agency with a long history of providing transportation to older adults. We think as the lead agency, we're in a great position to do this. We know that in addition to FTA monies, we can access county, state and federal grant funds. That's the program I would just say. And going a little long. I would just say that I thought as a transportation provider that I knew what would be the outcomes without having to go through the process. And I was shocked and surprised and pleased that the process really helped us create a better product. Thank you,

14:41

Mark. So first, I'm going to ask anyone on the call, who's not in this room with me right now if there's any questions for Mark feel free to voice them or send them in the chat.

15:00

Ruby, can I just pipe in real quick?

15:02

Sure. Well,

15:03

so mark, you mentioned the the desire to have an app and each language or I guess an app, a singular app that has multiple languages provided is the goal kind of do. Like I mentioned, first, the have a separate app for each different community you're trying to work with? Or do you want to kind of have one central app that is able to then be converted into multiple languages.

15:25

I'm not a software engineer. All I know is that two of our focus groups said, we need this because calling into an English language call center, when you don't understand the language is a huge barrier. So we one of our board members is an executive at Microsoft, we're going to approach her and ask her to have an engineering team put the app together for us. And I assume that when a person brings up their smartphone, and they are Mandarin speaking, they will see it in Chinese characters. And same would be for South Asians and etc, etc. Got it. Thank you.

16:09

Okay, Mark. Hi, Amy, I have a question for you. Your team get any sense of the level of energy within the rest of the community for addressing this issue right now.

16:25

Each each of the three municipalities a little different. The former co chair of arcing county mobility coalition, there's the Human Services Director at Bellevue, and she is really excited about this initiative. Redmond less on the municipal side, but more the senior center of Redmond is a huge advocate for this initiative. And then in Kirkland, we had more city staff supportive in both human services, transportation, and sports and recreation. So the thing we really need to work on in the next phase is elected leadership at the state level, as well as at each of these municipalities. We haven't really nurtured that yet.

17:17

Okay, thank you. And you do you have a with three different municipalities? It's quite complicated. Another question is, I know that your team did a really deep dive into the cultural needs or the cultural specific needs of each of the populations. As you were understanding those more, were there any particular cultural mores? or what have you that you think would be the most challenging to respond to?

17:46

So the Mandarin speaking group focus group was yesterday. And there was a cultural assumption that they didn't want to push too hard. They were afraid of pushing too hard to get what they most wanted. And there became a breakpoint about two thirds of the way through, I said, No, no, we're not just looking at improving existing services. We want you to help us create an ideal service. And then I outlined what the other groups had come up with me main, namely a demand response service dedicated to older adults. And they said, you could just see their lights turn on. and think, Oh, we're really being asked to be what we really want. Yeah. And so there was a cultural sort of hesitation to express assertively, what would be the ideal solution.

18:39

Hmm. Interesting. So they really need a advocate summit to encourage their voice then? Yes,

18:46

absolutely. Well, they mentioned that most of the Mandarin speaking folk are in particular neighborhoods. And the distances to get to the bus stops are so long that a lot of the older adults just don't go so they stay home.

19:05

Mark, this is Marsha in Las Vegas. So do you guys already have a software program for your on demand, right, or is that part of your level two in your research?

19:17

Our volunteer transportation program does. But our Demand Response Program, which is called Hide shuttle, does not. So we're going to have to develop we're going to have to work with a software developers to get it specifically for our and you know, we'll look we'll research that there may be other products out there that we can just acquire. But no, for demand response. We do not have an app. Thank you.

19:50

Mark, this is Pam, with the team in Florida. Your project sounds very exciting. And the one thing I was just going to mention is that, in Florida, they do have an on demand shuttle service called Palm Tran. It's a public service. And they do have online scheduling. So they have software developed, I don't know if it would be sophisticated enough for what you need. But that might just be something to look out, we can get your contact information, if you are interested. That'd be great.

20:23

And Mark, this is internet in Las Vegas. And I was actually going to share via chat, but I'll just speak up because that's what we're doing. We have a micro transit program that we've been operating since August, and we're using a company called Bright Cove, their technology and they have a web based portal and an app based portal. really user friendly. They're a great company. So I can also share the contact information and any any information that you like to know or ask questions about, we'd be happy to share that with you.

20:57

Thank you very much. That's great.

21:02

Mark, I have a question. So I know that today was or yesterday was the last of the many focus groups that you conducted with the rest of the team. I was just curious if there was any themes that stood out that common themes I know they were varied cultural groups and language groups as well. But is there anything that really stood out to you that they all seem to have a shared idea about?

21:33

Something that I mentioned that the Hindi, Spanish, Russian, and Chinese groups all talked about the importance of partnering with the organizations that know them the best. So, so it's not just a central nonprofit agency that knows all things about all people. But those partnerships and even contracts with those culturally based either centers or associations is central to building trust, and having ridership. And that was just underscored over and over and over again, the English speaking group didn't mention that, but they were sitting in the Redmond Senior Center, talking about all the networks of relationships and friendships that they have through that center. And people that they know would use our service if it was designed that way. So even though they didn't talk about community based organizations, in essence, they were one as they gave us the feedback.

22:40

Thanks, Mark. Got Time for about two more questions. So if anyone in the audience has, we want to ask Mark. I know Amy has questions to ask. All right, Amy.

22:55

Okay, Mark, actually, just kind of a segue off your last comment. When you think about those community based organizations. Do you have any thoughts on what their role might be? Clearly they're going to be that bridge between their community and your solution? Do you have any other ideas about what their role might be?

23:17

Well, I think, I think writer recruitment, language specific training on how to use our service educational events, at the various locations that these groups meet in that say, This is what the program is, this is how it works, those kinds of things. So and then, in some cases, particularly with the charter service, they are going to be the organizations that will be scheduling the ride to Chinatown in Seattle, or to the Tulip Festival in Skagit. County, or a religious event. And so there'll be a real partnership, they need to guarantee rides, we can provide the service of for the transportation.

24:10

So thank you. And I just I do want to say that often when we think about interacting with other cultures, we say, well, we'll translate our materials into their language. And that's enough. And I think your team has definitely taken it well beyond that, to an understanding of how important it is the whole entire kind of grab that culture, and all of the implications and it's not just a language thing, that

24:38

it's not about written translations. It's about building relationships and trust and listening to stories and having the patience to really get to know people. Before you get down to action and work. It's a it's a white cultural, American thing to get to business too fast for most cultures, and so you got to spend the time and build the relationships, eat the food, and develop trust before you get down to problem solve it.

25:08

Great, thanks, Mark for answering all these questions and your presentation. I'm really excited to work with fire in going forward that thank you so much for your, for your work on this project. Thank you. All right. So we'll move along now to Antoinette in Las Vegas, and feel free to share your screen and get started when you're ready.

25:29

All righty, thank you very much. And can you see what I'm seeing?

25:36

Yep, can see your presentation. Perfect.

All right. Well, good afternoon, everybody. My name is Antoinette Brannock. I'm the director of paratransit and specialized services for the Regional Transportation Commission of Southern Nevada here in Las Vegas. Also present president with us today is and a member of our working group is Miss Marsha Blake. She's the executive director of helping hands of Vegas Valley, which is a great RTC partner but also they are senior citizen focused nonprofit organization also here in Las Vegas. And then Angela Perkins, who is rtcc neofolk, senior financial analyst, excuse me and grant liaison. Unfortunately, other members of our team were not able to be present today. However, in general, our team was comprised of subject matter experts and community stakeholders that really are dedicated to improving the quality of life for our senior community, and specifically when it comes to access to healthy food. So our focus question for the community mobility design challenge is how can we improve socialization and healthy food access for homebound individuals and persons with disabilities in Clark County through transportation and community support. And just to note, Clark County is a very large county, I'll also refer to it as maybe the Las Vegas Valley because it's really all encompassing in our area. So as we work through our design challenge, specifically the design criteria, we identified 10 areas that were a must solve if our concept was going to be successful. And just in consideration of time, I'm going to highlight four of these items as we again 10 As a lot, so we wouldn't have time to go through all of them. One of the most important things we knew that we needed to solve for was to work and educate our seniors to remove any perceived barriers when it comes to public transportation. We also wanted to ensure that we solved for how seniors can effectively use public transportation and travel with their food items. We also wanted to look at food access in the broader context of socialization. Another thing that you may not be familiar with is, although the Las Vegas area is very sprawled seems very busy. We have a lot of food and transit deserts, in even our urban areas. So we needed to look at and solve for the seniors that are at risk of poor nutrition because they live either in a food or a transit desert. And then something that was really at the top of our minds and consideration our whole through everything that we discussed, was how to ensure that we were considering and keeping in mind, our seniors level of independence and desire to maintain their independence, as well as thinking about just their general dignity through all the services that we thought that they may need, or they may want. So our concept, just simply stated, is creating an age friendly community and provide healthy food access for seniors. So we determined that using some sense of status of our research data that we have found, and then just our

our team's

general knowledge of our senior community that we wanted to identify several sites for food pantries, and farmers markets as well as a healthy senior meal event every month. But locations, the locations that we wanted to choose. We needed to ensure that they were within either walking cycling, or they were easily access through already existing public transit and a service that we have here at the RPC called the Silver Star. It's a senior transportation service So, what we decided to do is we could

restructure than 12 existing SilverStar routes that are already operational. These routes operate two days per week. And they are the they are done in an accessible vehicle, they are provided on a fixed time point. So kind of like a deviated fixed route, we would then start to modify these routes and we would add in the stops. So the food pantries the farmers markets, so we can ensure that our seniors would have safe, reliable and consistent access to affordable and healthy food, we would then further kind of add to this concept with that healthy monthly meal. And we would coordinate a monthly senior meal event similar to a congregate meal. But we wanted to not call it a congregate meal because I think that has a certain stigma. But we wanted to add, add in, in addition to the healthy food, some resources as well. So some examples of the resources that we would work to engage our seniors are information about Medicare and Medicaid, maybe vaccine clinics, application and applications and information for our seniors to sign up for SNAP, and then just other buried in services that we could provide or resources that we could provide through our Nevada Senior Services. Our concept really provides value through access to transportation, access to affordable and healthy nutrition, access to important resource resources. And really just by creating an environment of community among our senior neighborhoods. In 2021, there were over 394,000, people aged 60 and older. So in our senior community, this represents over 16% of the total Las Vegas population of $2.3 million dollars. So certainly a lot of seniors that could benefit from this service. But we also had an opportunity to use already existing neighborhoods, senior transportation services and the Silver Star. And these silver stars are heavily clustered around low income senior communities. So really, we had the need, and we had the opportunity with the already existing service, how we could modify. Our business model really is a low investment approach, which would allow us to tap into this already existing transportation model and repurpose it to have to be more meaningful for our community, our senior community, and focus heavily on the access to health, healthy and affordable food. And just notably, this service is currently funded. With the slight modifications that we would need to do, it would basically add about 120 additional service hours annually. And that would cost us anywhere between 80 and $100,000, which might sound like a lot, but for the transportation and everything we need to actually make this happen. It's actually relatively affordable. And we believe that we could actually secure those funds through just other grants. And I think I'm on time. So I will conclude with any questions if you have them.

33:38

Well as the audience, do you have any questions for her? I know we have.

33:48

To get off again, Kirby, if no one else wants to go first. And I think that's a great presentation. And it's really awesome that you guys are able to use existing resources and leverage the systems you already have. So I mean, my main question, I think, is, Are you're planning certain events, especially the meals, are they going to be based around the 12 routes? So like each route would have their own event? Or is it kind of the idea to structure it all to come together into one?

34:14

I think it would initially be so just to give a little bit more context on the 12 routes. So they are in our whole Las Vegas Valley. There's 12 routes that are kind of sprinkled in various low income, high need areas that surround clusters of senior communities. So we would look to coordinate an event per

route so that we wouldn't it would allow the those community members to kind of stay within their community and have easy access. Now certainly we can promote those and there's other transportation services that those folks could use to include our fixed route paratransit services to get to those other events. And if you want it.

35:03

Got it. Thank you. And then just one other quick question you said, you know, one of your goals was to kind of help support your community members through any perceived barriers that they had to using transit. Were there any common themes that you guys noticed throughout this, that were of perceived barriers?

35:20

I think there are, and Marsha Blake is also on the call, and she really deals with every day is not even just through our research, but literally face to face. So there is a perception of public transit, certainly in our area, it's probably not uncommon and other areas also in an urbanized area, especially of safety, and just kind of the know how to navigate some of these systems. The Silver Star is not your typical public transit. But I don't want to say too much. And I'd love for Marsha to give her perspective as well.

35:59

So some of the perceived barriers are, how to get there. So it's still getting to that transit location to get on the fixed route, if they're not a member of the silver route. And so many of our communities are built as boxes. And then the transit route is on the outside of that box. And so it could be a mile walk for them to even get to the transit station. And so that's one of their perceived, the other is that they don't know how to use the route, even if they get to the bus. How do I get there? The interesting thing is when we tell them I'm RTC has a mobility management training center, where they can learn how to use the transit system. And we tell them about that they've never heard of it, they don't. So a lot of the perceived barriers can be rectified with the resources that we talked about and sharing at those community meals. And a lot of it is the education piece that when you live in such an urban area is hard because they tend to live in their little silos. They go to their five places that they go to, and they don't spread out. And their community tends to be in that area. So that's another one of the perceived barriers is that if it's not within that little five mile radius that they live in, then it's too far.

37:26

Got it. Thank you. It's great to hear about the the training center on so I think that's a great opportunity. You guys have.

37:36

Internet, this is this is Bill, I have a question for you. The silver routes that you are mentioning and talking about restructuring, what was the original criteria to develop those routes? And what's going

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So it's, that's a great question. And theirs is everything is very timely, honestly, for us is so the initial structuring of the rounds are just some necessity stuff, but beauty parlors, some small local casinos, things like that. So you know, it's it's time based loop, and they hit all these places, you know, couple times during the course of a day, and then they do it two to three times per week. So when, through the COVID pandemic, we actually restructured those a tiny bit anyway, just for safety and because things were closed down. So we removed all of the casinos we removed. beauty parlors, banks, things like that, that were really non necessity. We changed the hours to hit the supermarket's earlier for the at the time, if you remember, they have like the senior hours. And we've not gone back to the initial intended purpose. And through our research and our outreach to the customers that are currently using the service. Really, the they're not interested in going to those places right now. Anyway, so it's kind of changed their their method of thinking and kind of their needs. So the timing right, we are even just post COVID Just getting folks to nutrition or nutrition to our seniors, which actually we use the services during COVID with one of our partners who's who's not on the call today three square, we actually boxed up their food and we took that food using some of these SilverStar routes to the clients themselves so the clients wouldn't have to get out. So we started playing with the service anyway. So we know we want to keep the intended purpose which is necessity things so food and but we saw with this opportunity that we can actually turn it into something where we're also thinking about economics, right? So not all of our seniors and most of these seniors, a grocery store is already over their budget. So adding the food pantries and the farmers markets was a great way to get them what they needed. And I don't think I mentioned the cost on this either. So there's a cost to our agency. However, the cost who are the seniors that use this service is actually a 50 cent donation, so they don't have to pay. But we've found with our research and surveys of the customers that use it, is they like to have an option to pay. So we keep it low and whatever they want to give is okay. But it's really a free service to the to the clients. So a good time to be able to look at some repurposing.

41:00

Okay. Hi, this is Amy wanted to ask, I have two quick questions, we don't have a lot of time left. But um, so one of the things I like about your project that she's acknowledged that adults, it's much more than just an issue of food access, there are a lot of complexities to what they're looking for. I know you team probably hasn't had a chance to think about this in depth, but just your gut reaction, and Marsha you as well. Have you thought about how you might measure the impact of providing the transportation and all and almost the wraparound services that you guys are thinking about including.

41:40

So Amy, this is Marsha, as far as the impact goes, it would definitely be the increase in the user's number one. But we would also do surveys and follow up as far as how many of the resources that we gave the information out to how many of those seniors are actually linked to those resources. And we do that with current programs that we provide using our case managers and our intake coordinators. So we would do that follow up to make sure that not only where did they get the resource, but where they linked actually to the resource. And I think that will be a big impact. One of the great things

about seniors is they are really happy to tell you everything you want to know and more. And so we don't have any problems getting information back from them normally. But we will we will have that model and way of tracking how, how often we're able to link them with additional services,

42:37

and then comment and then one last question. So I just recently ran across and Marcia or you may already know about this, a tool for measuring sense of well being. And that might be something else, you know, kind of an inventory that might be interesting as well. And then last question, going back to Mark's presentation about being able to make that connection with different cultural audiences. Have you found that older adults? I mean, do they quote unquote, speak a different language? Do you need to reach out to them in different ways than say you would other age groups?

43:18

I mean, I think certainly, yes. So in our area, I mean, we're kind of a melting pot of people in our community, but heavy on the Spanish speakers, we know that to Gallo is kind of a close second and actually growing. So we, internally and I know, Marcia and our other community, team partners, who were our team members, we do do our marketing efforts in Spanish and we were looking for. And we actually to Mark's point, right? We we don't just use Google Translate, we actually use like a real human being who can kind of help translate the things into like, a real conversational reads so that we can ensure that they have the same level of information. But it's, I think with when you're talking about culture and language, it's we can never stop learning and we can never stop challenging ourselves to do better and ensure that we are really seeing and adapting whatever we need for all of our community members.

44:32

Thanks good tonight. I'm gonna interrupt for q&a. So I just want to thank you for your presentation and for answering those questions we had was even Marsha. So I'm gonna turn it over now to the real Kelly Schneider to present on the Johnson County project. You can get started whenever and all for yourself Hey,

45:00

you guys should be able to hear me and see my screen now. Yeah. Okay, great. I have to identify my my presentation rounded up a little longer than seven minutes, but we're gonna do the best we can here today. I'm Kelly Schneider. This is the Johnson County team. We're based out of Iowa. And our concept is called trip connect and voucher system. As you can see here, I was embedded within the Midwest or part of the region for Federal Transit Administration. Our county is one of the 99 counties on the east central side of the stage. We have a robust county because we have our urban center, as you can see there in this in the middle, pictured in gold, and then rural communities on the outside. pictured in gray. We have three separate fixed route systems that are operating in urban areas Cambus, which is the University of Iowa kohrville, transit and Iowa City transit. And then we also have Johnson county seats, which operates in the rural areas outside of that, and also has paratransit contracts with corvil, transit Naira city transit. Our work really was focused on looking at how to solve

or solve the areas where our public transit systems fell short. And through that process, we identify that there were some apparent barriers when it came to accessing employment. So while these public transit systems do a wonderful job of meeting the needs, there was just some shortcomings there. So to tackle this issue, we developed a really great cross sector team and I planned on singing on and on about how awesome we are and what everybody does. But for the sake of time, I'll let you soak this in and then we'll buzz by. But yes, we had a really great cross sector team here. Our focus question that we pinned down in October when we began is how might we provide a menu of transportation options just sort of employees and employee ORS not served by the currently available transportation network in Johnson County. We also set up the set of design set of nine design criteria which guided our work throughout the process. Again, for the sake of time, I'm gonna draw out the key components here. There's work shifts and locations that are not accommodated by our current public transit system. And we really did identify that employers have hiring needs. So we spent a lot of our design challenge engaging both sides of that issue. So we talked to employers about what it was like to seek employment within the confines of our current public transit system. And then we talk to employers about their hiring needs and invited them to come to the table and participate in the solution. One thing that I'll stress a little bit later on is, we heard time and time again, at the places that we did our testing at. The affordability is a big component of our our program. And some of the people that we were connecting with would be food pantries or free lunch programs. We really had a wide net that we cast and it was heard time and time again that taking to ability, the riders income is something that

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we should consider. All right.

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So our final concept that we wound up with here is called trip connected voucher system. Ship Connect is a demand response service that provides a solution for employers and employees in Johnson County, who are experiencing employment related transportation barriers. And expanded opportunity is available for low income individuals through the voucher system. We visualize door to door trips being available to those experiencing the barriers that they can book on call center, app or website. Again, if they need that extra financial support, they can get enrolled into the trip connect voucher system. And last but not least, we oversee, we've received the need for a coordinator, somebody that will kind of orchestrate these relationships between the employer, the public and then

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the riders. Some more

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finer details here that I'm going to shout out is we do anticipate our service needing to have a 24 hour in advance. Notice for booking the ride. We would love to do on demand or same day request at some point but to get started we're going to focus on on Jimmy perks up the demand response needs, again, we're going to take into consideration that low income factor. There will be a flat rate and rides

where we'll be able to be accessible. I'm now going to show a brief video that features one of our team members Mohammed Oh, hottie, and he called me. I'm the mobility coordinator in the Social Services Department. He called me last summer asking for a solution for how to get to work at his shift at 1am. So let's take a peek at this video here oops

50:51

Kelly, I'm gonna hear an audio on my end. Okay, he's a visuals. I don't know if there's anything leading up to him speaking but

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I think okay, I'm going to just try to start it over if that's okay, I think I forgot to hit that audience share audio. Sure. You have your

51:07

headphones in I don't know if they're attached to your computer at

51:10

all, but I do. Okay, let me give it a second shot. Okay. Yep. Worries.

51:18

There is a connection time time

51:21

here but we don't see the PowerPoint now.

51:23

That's also made it very hard.

51:29

Okay, let me take my headphones off

51:42

my name is Mohammed Al Hadi. I was working at shift. We're still 20 There is no copy

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here. Me we're we're just seeing your desktop. So I think you just need to select your PowerPoint presentation.

51:55

Sorry.

51:56

No, it's all good. No worries.

51:59

We'll try this one last time. Okay, here comes the story. Yep.

52:10

My name is Mohammed Al Hadi. I was working shift, which started at one in the morning, there is no public transportation at that time, because I'm blind. It's limit my opportunity to find the job and the ability to use transportation. Sometime you have to take like two routes, and there is a connection time in the wintertime weather is very cold. And that's also make the transportation very hard. If you have that solution, it will take you directly from your place to other place. It saves you a lot of time also,

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Hi, I'm Kelly Schneider, the public transportation exists. assisting in Johnson County is available to get people to work. But that's not always running 24/7. And there's parts of town that are not covered by service. And that's where we see barriers such as Mohammed will become apparent our project will supplement our existing public transit network and offer an opportunity for better economic wellness within our community. Okay, so that was kind of the inspiration for our story is connecting people to employment that want to work. Let's go ahead and take a look at some of the market size that opportunity.

53:31

Kelly, since will bit of video Well, look at this screen, we have the population that would be the service area anyway. Seven kind of up now. So if you want to move over to q&a, just so we can have the final presentation. Thanks for sharing that video. I met my husband and he's a really special person and

presentation. Thanks for sharing that video. I met my husband and he's a really special person and hearing his story. Really important to kind of understand the impact that this solution can have. So glad he got traded. So any questions from anyone in the audience? For maybe turn it over to NC men?

54:22

Kelly Hi, this is Amy. Do you have? I was wondering, um, can you talk about a few more of the insights you maybe gotten from some of the employers that you talk to they're often one of the hardest people to kind of rope in because it's really hard to show how it's gonna impact their bottom line. Yeah, so we

54:47

it was something we identified early on, and I could definitely say that it's a delicate issue and we really want the employers to tell us the level that they're willing to buy it So we've had in mind a few examples of ways they can contribute, whether that's helping pay for the cost of their employees, right, so that are getting to their worksite. Or looking at helping with the cost of vehicle. So there's several different ways and we really want it to be at a level that reflects the employers need. But we've just really started with an informational based relationship. So we haven't come out and said, Hey, we need this bottom line for you or this bottom dollar from you just yet. But we are inviting them to the collaboration table. So that those real relationships are still evolving.

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But from what we

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what we can say that we identified that employers think that there needs to be a solution. So there's been a lot of excitement about our work. And when we do talk to employers, they say, wow, we're so glad that somebody's doing something about this, because we think that this is an issue. So that's that, that kind of reaffirms our work.

56:03

Good, thank you. And actually, maybe just more of a comment. I think we all recognize that having that on demand, transportation is a big trend now in our industry, and certainly is what is helpful to individuals, but I just want to applaud your team in realizing that, you know, you need to start small, and you need to start, you know, with that 24 hour demand response, and start there, and then hopefully kind of work into an on demand. So, so well done on that,

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thank you that we're very excited to see what can become of this. But since there really hasn't been

on demand. During these times of the day, which is like late night, early morning or weekends, we need to kind of test how much need there is gonna be. And that's a little unknown at the time. The the more effective that it, the more information that we gather, I think the more effective we'll be. And we definitely plan to have ongoing collaboration, right. So we didn't get to this part in the presentation. But we definitely need community stakeholders, such as public transit, existing providers, potentially a new provider, the employers need to be at the table, as well as human service agencies that are training or serving those that are looking for employment.

57:25

Okay, and then I'm just going back real quick to that 24 hour demand, are you going to have you built in the option for people to have standing trips, so like, say Muhammad, you know, having to go to work maybe four shifts a week, at the same time.

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We've not gotten to the point that we've considered whether or not subscriptions will be a part of our, our model, but I feel like there there were definitely some industries or sectors of employment that we talked to that do have very reoccurring shifts like that. Well, on the other hand, the food industry or hotels, they kind of seem to have seem to have more varying shifts. So we're hoping that we can find a balance of allowing some subscriptions, but also being able to provide rides when those shifts to change. That's a great question.

58:16

Thank you. Kelly, this is a

58:22

bill from an CMM. Hi. All right. Thanks. First, I want to applaud you for you know, getting the employers to the table. But I was wondering, just a follow up from Amy's question. Can you give me a specific example of what the employer may have brought as part of the solution? Now that the saying is if you're not part of the solution, you're part of the problem? And do you have any specifics that you could give?

58:49

Yeah, sure. So one example is, oh, gosh, who are they? I just went and talked to one of our hotels in the downtown urban area. And they were saying that if this is a dependable service to get our staff to their ships, we would help pay for their rides. So what they're currently doing is paying for their Uber or Lyft, or not hiring them or training them, and then things ended up tumbling. So they've identified that they would like to move on to kind of what we're developing is like our evaluation team when we transition to the learning launch, and we start writing out these finer details on the operational plan. We're going to have that set of employers that are interested in review how the process was involved in evolving. That way when we get to the point that we're ready to pilot. It's been vetted by various

employers. On the manufacturing side of things. We also talk to a local business name alpha, and I am failing to remember what they are producing right now but they definitely are a manufacturing industry that has for at least three different shifts, right? So they're gonna have demand for staff very different all throughout the day. And they were, they've been kind of testing the waters in the area, and their other job sites not in the community on how they can address issues for transportation. So they were kind of already tipping the scale in that direction and looking at how they can solve it. So it was a perfect opportunity to bring them into the group as

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well. Thank you, Kelly.

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And thinking beyond employers, what has, you know, when speaking to potential users beyond Muhammad? Was his feedback bit?

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When is the starting? And how much is it? Yeah, people are very excited. I think, honestly, it was kind of interesting. I'm thinking of going to the shelter house, which is one of our homeless shelters in the area, and talking to the jobseekers in the job lab there. And presenting what we had at the three times at the time, which was three concepts. And they really liked them all. And they were just so shocked that we were asking them for their opinion. And it hasn't started yet, right. So they they were kind of confused about that point in the process, that was a new exploration for them to be a part of the table. So it really kind of provided motivation for our team to know that we're on the right track, and that there is a need for this. And that also really confirmed the pricing. We, you know, we had a carpool model that we didn't end up going with and the cost of that was $1. And some people strictly chose that concept as their favorite concept because of the affordability factor. So that's why we kind of tweaked things around and said, Okay, let's do the door to door service, because our Uber Lyft and taxi network is not meeting the demand. And the stories that we learned when we go to these places in the community is it's expensive. It's unreliable, and there's not always drivers. So it's just it wasn't enough to meet the need. However, having that financial component is just it's critical, critical for the success. So we look forward to the next phase, when we're identifying how much financial assistance we're going to be able to provide people. You know, we've talked a little bit about doing three to six months of employment, or really just letting their employer say, okay, these new hires can have this many rides as a part of their deployment package. So we definitely have a lot of more discovery that's coming to us. So the next face.

1:02:51

Great. Thanks, Kelly. And then there's time for more questions. So anyone from the audience have a question? And I'll just ask one more. Any thoughts here on who would be operating service?

1:03:06

Oh, that's a really good question. So we do have the slower public transit providers that I mentioned to you. I don't believe that any of them are going to be at the point that they can expand. So we really do think that we'll be contracting with an unknown provider at this time. We looked very closely at our neighbors in Linn County that has a supplemental service run by a nonprofit agency. And they're actually using via mobility. And to shout out for Mark, if he's still on the call. They did share with us that the via mobility platform can be available in different languages. So their call center, smartphone and website can all be booked in somebody's primary language. So we really liked what they had going on up there. But that's definitely an unknown so we're kind of looking to see who stands out and it's up for the job.

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And I know that you'll figure it out. So thanks, Kelly. Thanks for your questions. So we'll move on now to our last presentation. And and whenever you're ready to go, I will start the timer. Pam, you are muted right now. So

1:04:52

sorry about that. Worries. Okay. Thanks for the opportunity to join you guys. It's really been a pleasure to hear of all all your projects. I do want to mention that Haley Ortiz, I believe is on the call. And she is CEO of Center for trauma counseling, which was the lead organization with our initiative. And I am representing a leadership team for the Glades. So that involved center for trauma counseling and transportation providers. And then community leaders and volunteers from the area of the Glades, which is an area of three rural communities in Central Western Florida Center for trauma counseling is located in urban suburban, Florida. So this is our project. Our focus question was how might we expand access to mental health supportive services for the Belle Glade, Pahokee and South Bay communities called the blades. And the background of that is that everyone has known for a long time that though the blades has a really interesting history and culture, and add potential, it really struggles a lot with low educational attainment, high poverty, high crime, and really chronic mental health needs that have not been addressed. And to her credit, hell, your Ortiz with Center for trauma counseling, has wanted to try to help be part of the solution, which is part of what led to our seeking this opportunity. So our key assumptions for this initiative, there were more but these were really the primary ones were that we wondered whether the community would see the solution as trustworthy, that was very important. Again, we were kind of coming from the outside in which they had happened other times, and sometimes people would come, you know, dabble in their stuff, or start a service and then disappear. So that was really important. Another assumption we had to test was whether individuals would actually be interested in and participate in mental health supportive services. And then another question was, would they participate if the services were provided or led by an entity outside of the Glades. And then another assumption that we were testing was whether or not individuals would use existing services of go glades, which is an on demand shuttle service. And then palm Tran, which was scheduled bus routes, which could connect people from the Glades to existing mental health services in suburban and urban Palm Beach area. And the other part of that is, you'll see part of what we were proposing was that we could perhaps look at streamlining the services to get people from the glaze to the urban area, because right now, they're having to connect perhaps three times. And you know, it might take a couple of hours to travel a 30 minute distance. And then by the time you go to your counseling session, and travel back, it's taken a day. So the concepts that our team came up with, and that we shared with the community, we're one stop shop of hope. So that was multifaceted facility or mobile service that would integrate services of counseling and pharmacy

and screenings and so on, along with other services that people were already accessing, so maybe food distribution, for instance. The second concept was glades Wellness Spa and nature retreat. And that was looking more broadly at wellness. Giving people experiences like community gardening, or maybe therapeutic horseback riding, or massages, in addition to more traditional counseling or peer support groups. And then the third idea was the streamlined transport to urban care. So taking people outside of the Glades community, but to be able to access services that are already available to them and that they probably already have some funding for.

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The key findings were that the community members really got pretty excited about the idea of the One Stop and particularly the Wellness Spa concept. You know, they could see the need for experiences that were perhaps more preventative and more nurturing, maybe giving Kids this kind of wellness experience, before they got to a crisis point in their lives, for instance. Another finding was that there was a strong distaste for the solution that would help streamline the transportation, but take them outside of the community to access their mental health services. They just generally speaking, didn't even want to consider that option. They really wanted a homegrown solution right there accessible to them in their own communities. There was a willingness to use expanded public transit services, to access mental health support resources within the Glades. So maybe even taking that existing palm Tran service and linking the community. So an odd Dance On Demand shuttle service that could take them from town to town, which currently they don't have that option. But they liked that idea. There is one pretty large hospital based medical facility in Belgrade, where people from the neighboring can meet other two communities and the Glades already do come to Belgrade to access that service. So they kind of have that model in mind. And then, another finding was that it didn't seem feasible for them, or viable for them to coordinate the resources to be able to set up mental health supportive services within any of their existing communities. So right now, what we discovered was that it's not just a transportation issue, that though there were more mental health services in the area, right now, there are very few. And so even if we enhance transportation within and between these glades communities, there's not much to transport them to. And they didn't feel confident that they had the capacity to be able to lead the way to build the services themselves. And as I kind of alluded to, they weren't so sure that they wanted we outsiders coming in to do that. For them, obviously, we could help do that with them. But that just wasn't the solution that they were looking for. So without significant local investment in infrastructure for mental health, supportive services, transportation can't be or provide the solution for improved access to mental health and supportive services, we were really disappointed to come to this conclusion, because, you know, we were really excited about the potential of this community. But obviously, we were very appreciative that we had gone through this process to make these discoveries and have these learnings before we did try to invest more time, you know, or more resources to second structure in this kind of a solution. So right now, where things are, is that our team is not moving forward in the design challenge. And I know that some of us are interested in continuing to have the conversations with them locally, they have a couple of other options that they can pursue, to perhaps begin to build their own their own leadership team and their own capacity to address their mental health infrastructure to try to build these services locally. And I know they were glad that we had already had these conversations and come up with some concepts that they can begin pitching locally, or you know, perhaps even for some legislative funding. So that's kind of where we're at with our project. Like I said, you know, disappointed we can't be part of the solution. And transportation can't be the solution. But glad that we made these discoveries now.

Thanks, Pam. I'll ask anyone in the audience if they have any questions or comments on the Gleeks team experience.

1:14:31

They have a comment. And Pam and your team I think I applaud you I think it's hard to come up and put so much work in and then you just find that from funding it's hard when when it's not there and when the support of you know different things is not there and they can all tie together. It's a lot of work that we all went through and it sounds like a wonderful thing that you guys were trying to accomplish for for your community members. So, good job, and I hear you and I see you, it's hard to come up to that final. We can't fund it, but good work. And it sounds like you guys put a lot of work into it. And I just wanted to recognize that.

1:15:20

I appreciate that. Yeah, we had, we had a lot of great people on this team. And, and I really do feel confident that if the local team members decide to move forward, that, you know, they'll, they'll make it happen, it might take a little longer. We hope it does happen for them.

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So Pam, this is Marcia, from Las Vegas. And in kind of in our group, I think as we went through the process as well, that we discovered a lot more things that we didn't know that we did know, and a lot more directions that we could probably go that we didn't even know about. And I think it sparked some conversations that are going to take us maybe in a different direction than we originally intended. But because of the process that helped us to work better together. It strengthened our relationship and our trust with each other. And so if nothing comes up our project, I think what we were able to accomplish as a group is amazing. So hopefully you guys were able to build those same relationships with each other.

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Oh, go ahead, Pam. Sorry.

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I was just going to say you're exactly right. And I think we have all learned a better way going forward, you know, to work with each other.

1:16:41

Okay, so

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again, this is Amy, I was gonna say, I know Pam and Hell yeah, Anna and, and Priscilla have had discussions about this project. And I told them all that I actually considered a project to success, because the process worked the way it was supposed to. We definitely as a team, and this is one of the teams I facilitated, you know, did our did our research, and I think came up with some pretty honest insights that I think resonated with the community. And, and we with all of those insights that you came up with, when we got to the communities, we realized that we, even though our understanding of the community had expanded and deepened, that we this wasn't their priority right now that they had other priorities. So the process worked, you know, it kind of stopped this project before it went much further. But as you say, there were so many valuable positives that came out of it. I probably just take well, let me just ask one quick question, then I'll see if anybody else has a question. I'm thinking back in Hell, yeah. This goes for you as well. Thinking back over everything, is there anything you would have done differently? Or do you think it just wasn't the right time for a project like this?

1:18:11

Am I didn't know Pam wanted to answer that, or is it? Did you want me to give because I wasn't as heavily involved as Pam and Priscilla. So I wanted to kind of direct that to Pam, if she wanted to answer.

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Well, I'll I'll come up with then how you please do jump in? You know, I guess. If we had had maybe deeper, longer ties with the community, then we might have made some of these discoveries, kind of, before we even started into the planning process. Although, you know, I mean, even in that case, you know, in the early stages, even before we apply, you know, we had conversations and, you know, when we looked at the primary and the secondary research, and, you know, they, the need was there, I guess what we didn't really uncover until later on was just the critical lack of service of mental health services, period, you know, or, or understand maybe how that would impact us going forward. I don't know how Yeah, anything you want to add?

1:19:37

I think I couldn't have said it any better. Pam, I think that that is kind of what you know, I take from it as well. So you very well said.

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Amy, you were involved with us early on and I think got to know our team members pretty well in our process as you look back. What's your thought about that? Boom,

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that's it. Well, actually, I do have to tell you that based on our experiences here, we're going to be revising yet again, how we do, like, like we asked you guys to do, we keep iterating. And we came back and as our four person team kind of discussed, and we've revamped the application process going forward, to remove some of the emphasis on that primary research, and instead kind of build that at the very beginning phases of when we work with you guys. So that perhaps, together we can have a more informed understanding of what the community might need. So again, we learn all the time from our grantees, and it's almost not fair on you, we should be paying you to teach us you know, so Okay, I think we're about at time, um, I'm, I've got a few kind of general thoughts that I want to share. And then I'll let Kirby close this out. Or well, actually, before I do that, I is Daniel's to want to can't tell if she's still on or not. I think she may have had to leave. But our project officer from FTA, actually was on the call for a while, so I'm very appreciative for that. And I wanted to let her know if she had any questions or not. But um, so here, it's interesting to listen to all four of your presentations, and there are definitely common threads. I think one of the first thread across all four grants is that you guys all succeeded in creating a deeper understanding, and appreciation, I think, for the people you were trying to solve for. And I think I heard each of you say we learn things we didn't expect to learn. And that warms my heart. Because again, that's why I liked this process so much, it really kind of pushes you into that place. The second thing that I heard several times, again, tickles my heart, is that people were pleased to be asked what they wanted. Mark, we heard that from you, Kelly, we heard that from you. I love that, because that shows that that keeps the focus where it should be on on serving those people. It's not about and we so often, and I do this, we also often go in thinking we know what people need, we know what people want. And this process really kind of keeps you humble, because you realize you don't and again, we heard from Marsha, and from Pam, you know that we went in and we learn things that were completely different from what we thought. So that's definitely a very common theme I heard. And I guess just the last thing, my theme I want to mention is and this was common among all of you, and it really stood out in a heartbreaking way with the Glades in Florida, is the importance of building that trust. Mark, we heard that from you, Kelly. And from all of you we heard that it the glade story is a heartbreaking story of an area that's been very economically disadvantaged. And as Pam said, people have come in, they've tried to help and they stay in as long as it feels good for them to stay, and then they leave and then the community is right back where they were. So I suspect that's a lot of what's behind their absolute insistence on a homegrown solution. And Mark, you saw that too. You said, don't try and use the resources were most comfortable with reuse the the relationships that we have already built. And who knows mark as your project matures, you know what might happen as the people you're serving, get to know the organization, sound generations or wherever it might be better, then maybe they'll start to kind of blossom their relationships beyond just that community that shares their culture and shares their language. So those are just a couple of themes is actually it's fun to see the commonalities across all the projects. I think that's all I had to say. And anybody else is welcome to kind of chime in with some last comments in the oral Felipe de Kirby to close this out.

1:24:19

Just say I had a lot of the new immigrant communities, not necessarily ones that we studied or traumatized. And it takes a lot of time and a lot of patience. And so like, pre pandemic had a really important program with Afghani women, Muslim in full regalia who so looked at authority with fear coming of trauma, and it just takes just takes a long time to nurture that. We have pockets of that reality everywhere in the States and all over Hello, just a comment.

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We saw that again in the Glades, that trust factor. And Kelly, I know, for people maybe who have been unemployed for a while, they tend to kind of want to give up. You know, it's been that difficult. And so um, you know, that's something that again, that trust factor is important. And Marsha, can you remind me, what was the phrase you guys kept using in our meetings? There was that phrase, and I didn't write down an intranet, you may remember, it was about how they didn't want to ask for help to help other people needed it more.

1:25:36

Right? So a lot of our seniors, they, they're like, No, give it to give it to somebody else who needs it more than I do. They, they're very reluctant to take help. Because they feel like somebody else needs it more than they do. So they're afraid of I think a lot of it is is partially pride. And that is their way of kind of stepping back. But even I helped to add a three square food distribution to two Saturdays ago, three squares, our local food bank, we had a gentleman come through the line and, and he's like, Oh, I don't, I don't want any food. And I just wanted to see what it was about. And I said, Well, actually, you're doing me a favor, because all the food here, I gotta go figure out how to give it to somebody else. So if you'll take some you're actually doing me a favor. And he's like, Oh, well, if I'm doing you a favor, then I'll take it. And he was probably 7075 years old. And so it's, it's very much a, you know, if we can help them feel like they're not a burden, or they're doing us a favor, it makes it makes a huge difference. We have a lot of our volunteers at our food pantry are senior citizens that are also our clients, because they want to give back, they don't want to take a handout. They want to feel like they are a participant in the process. And that when they participate, and they give back then they're willing to accept the help.

1:27:06

Yep, absolutely. Absolutely. And before we go, I do want to acknowledge Wendy heaps, who's on the call Wendy, is from the CDC. But she's been kind of seconded to the Federal Transit Administration for some work. Again, just like we're trying to do at the community level, kind of that cross sector work. Wendy and Danielle have been very busy trying to build those cross sector. Relationships at the federal level. And when did you have any quick? Again, we're at time, but any quick closing thoughts? And you may be a no

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Hi, thanks for letting me listen in. And I had to join in quite late just due to dueling meetings. But it's really interested, interesting for me to hear and just to get your frontline perspective, and just to hopefully help create a more holistic approach to addressing some of the issues. But thanks for letting me join in. Thank you, Wendy. Okay, Kirby, I'll leave it up to

1:28:04

me. And I'm just going to share one final slide, which has to do with wrapping up. So team leads, final monthly report, supplemental report and invoice are due May 15. And the day, final monthly report is cumulative of all months. So just a reminder that you should keep it going. As well as supplemental

report will be sent to the team leads. And really everyone tomorrow when I fully get the recording of this up on our website, and we'll let you all know of that same email. And also NTLM would need and once you're submitted with the reports, a copy of your assumption, testing worksheets, prototypes, illustrations, whatever you have from this grant, that you haven't sent along to us yet, results of the survey and any other collateral that you develop with your project. And then additionally, the post grant survey that you should all have the link to if you can just remind your team to fill that out as many responses as we can get is what we're looking for. So may 15, is the deadlines and then the survey, please get your team to fill it out. But just want to say thank you for taking the time out of your day to to meet and share your stories. And I'm really excited to see what comes next for the teams that are moving forward. For those teams that are not I want to thank you again for all the work that you've done. So we'll be in touch and I hope you all have a great rest of your day and week. Talk to you all soon.

1:29:53

Thank you