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>>CARRIE DIAMOND: Welcome everybody! To today's webinar, Inclusive Mobility, Enabling the Participation of Older Adults and People with Disabilities. My name is Carrie Diamond. Before we get to our presenters today I would like to give a brief overview of the national ageing and disability transportation center, one of the two hosts for this webinar today along with the Shared Use Mobility Center. Al will talk about that shortly. The NADTC was launched in December of 2015 and it is a partnership between the national association of area agencies on aging or n4a and Easterseals. For those of you around long you will remember those combined to form the NADTC. First off I would like to introduce our moderator, Steve Yaffe is an Easterseals contractor, has vast experience in the ADA as well as fixed-route buses. Steve, I will hand it over to you.

>> STEVE YAFFE: Thank you, transit is a family of services that's why I've got three in the middle. Many of these services are connected like branches on a tree so you see picked here are a variety of shared ride modes and accessible transit bus, shuttles, neighborhood-based microtransit, taxi, volunteer services and bike share including the three-wheeler on the right. Some may ride on just one of these modes to reach destinations, however transit is changing. Most resources are being concentrated on fixed routes to connect high intensity land uses. That leaves those living and working in the suburbs to other options. They may walk, ride, bike to hubs where they can transfer to and from bus or train to complete trips. So transit is a revolution, with new technologies and practices transforming what we do and how we pay for these rides. The successful innovations are based on inclusive planning and partnerships. Inclusive planning and community engagement produces solutions that meet a wide variety of needs. One of the slogans I use is nothing gets done except in partnerships that's sustainable. The picture left is for rural Laramere county outside of forth Collins, Colorado. Faith-based human services agencies and others help to lead to efficient solutions including food did hes certificates, rides to the doctor and rides to work. Those who could ride transit but need help can get that using the travel training, that's from Boulder, Colorado. Those traveling in the same direction at the same time but have different funding can share the ride. New software has improved the efficiency of volunteer-provided rides. Funding options are changing as well. Medicare Advantage, for example, has joined Medicaid in paying for rides to and from rehab services, some Medicare Advantage programs will pay for rides to grocery stores and opportunities for exercise.

We're seeing innovations in urban, suburban and rural settings, and the NADTC has been proud to help foster planning studies to improve transportation in all these areas. So we're looking forward to this. So what we are working toward is inclusive mobility in the emerging shared ride network. I picked a couple of quotes that I think are illustrative of what we're doing. First one is from James Charleton who is a disability rights activist, "nothing about us without us" and for those of you who work with centers for independent living you are familiar with that. We don't plan something for a group of people unless you consult with that group to see what their needs are and how it will work. Sometimes if you meet me in the future where we can go to conference I have some stories about mistakes that occurred when we tried to do that.

The other quote is from Steve Jobs, "design is not just what it looks like and feels like. Design is how it works."

And SUMC has pie neared those connections how does it work in various aspects of the shared mobility world. So Mitch LaRosa is going to give us a presentation on inclusive shared mobility: Enabling the participation of older adults and people with disabilities, nothing about us without us and Al Benedict is going to give an overview of SUMC's work with accessible shared mobility and mobility as a service. . Let me introduce Mitch. He's a program director at shared mobility, I think. He leads development and implementation of new mobility initiatives working with project stakeholders to coordinate solutions. His work is focused nation wide primarily in western New York and California San Joquin valley and he works at fostering cross-collaboration with teams projects, he oversees the launching of new bike sharing programs in underserved communities, research to make mobility more inclusive for people with disabilities and creating shared options for rural communities.

His work with NADTC began in 2018 with research on how increasing inclusivity in shared transportation programs can aid in the implementation of successful programs and since then Mitch has worked with partners to implement these findings including the launch of new volunteer transportation programs. He's a graduate of the CAVB University of Buffalo's Master of Urban Planning program. Mitch?

>>MITCH LAROSA: Thank you so much, Steve, thank you for the introduction, Steve, I appreciated the quote there and if you all have not had a chance to attend a conference with Steve Yaffe, I implore you to do so. I appreciate the nice shout out and the kind words.

As they mentioned I'm Mitch LaRosa, I am the director at shared mobility. We started in 2009 as Buffalo Car Share which is the nation's first shared mobility program, we transitioned that program to Zip Car and in the time we have transitioned ourselves to be focused on western New York and car sharing and elevated our work to be more nation wide focused and shared mobility options all around. We have had great opportunities to do new research on innovative programs and trying to push the limits of shared mobility programs across the nation. As Steve mentioned we started with NADTC back in 2018 with the research that I'm going to take you through today and we have been fortunate to continue that workup to now. Next slide, Carrie. I will take you through the background of the research that we outlined with NADTC and I'll get into recommendations that are critical to think about on how to make shared programs for inclusive and I will wrap it up with the work that we are doing now, putting these findings into actions nation wide and it's the more interesting outputs of our work and how we are carrying this torch forward.

So rewinding to 2018 when we started this project we came to NADTC with a problem that we had identified, as shared mobility was becoming mainstream and programs were scaling and growing, and Uber, Lyft, et cetera, were taking over the marketplace no one was focusing on inclusivity and there were a lot of populations being left behind namely older adults and people with disabilities, these programs were growing and there wasn't a focus on making sure that all communities could be served. So it felt that it was our role as a nonprofit that wanted to push the envelopes and work at community develop solutions that this was the right time to jump into this research and try and figure out how we could make it better. So we chose to focus on four segments of shared mobility, ride hailing, car sharing, bike sharing and volunteer transportation which is not considered part of the shared mobility suite but I'll get into that later. We tried to take a holistic approach, look at all options from all angles and we worked through that as we went along. So our methodology for this and how we went about it. We partnered with the University of buffalo Center for Inclusive Design, they call it the "Idea Center", we partnered with them to figure out how we could get in front of folks in these communities and work on focus groups and develop a research methodology around that. The Idea Center is a great program that University of Buffalo and they were a great partner to have throughout our work. So with that we hosted a few focus groups with our target population and brought in folks with hearing impairments, visual impairments and folks who really needed to have their voice heard around these issues.

We tried to do our best to include a diverse set of voices from these communities and we thought we did a good job of that throughout early 2019. Additionally we convened a steering committee of folks from our local area who had a lot to say on this and gave us feedback and just the same we did a bit of a sweep on other programs that had done innovative things in this space and had implement new ideas to their programs so we could look at it and find best practices nationwide. We tried to put people first and we think we did a good job of that and we got interesting feedback from folks as we went about this process. It was great to have a more ground-up approach to this research and we felt that the findings we had were critical to how to move these ideas forward.

So within that, we really identified four key barriers to older adults and people with disabilities and sought top kind of look at options within these four buckets. Physical, economic, geographic and operational barriers. Physical barriers are obvious, if you are a wheelchair user and a ride-hailing vehicle comes that's not accessible to you, you cannot get in the vehicle and there are other options around that. That was a fairly obvious barrier and we knew it was one of the four. Economic was key. We found that folks in these populations didn't have the means to pay for all of the trip options in the shared mobility suite and there was a disconnect between the pricing of these options that could help extend their mobility and the financial reality for folks in the field. Geographic we focused on rural populations, accident suburban populations, and not all of these shared programs reach folks out that way so there was major gaps in direct access to programming in the shared mobility space so that was our third barrier and short of the fourth barrier and maybe the most unique and hard to pin down was operational. It boils down to not every shared mobility program is focused on serving everyone, especially not older adults and people with disabilities, so we found programs didn't have their model focused on serving everyone. So these are the four barriers we came to focus on and following that identification we sought to go through and identify specific recommendations we can make for these programs to move forward. So the one group in here is overall recommendations for all shared mobility programs and we came up with targeted education and outreach and co-location of services around target populations and subsidies for shared mobility users. It's unclear how to overcome all of these but we are committed to doing our work. Education is are important for the operators and potential users. We have a picture of our CEO, Mike Gellegano who is talking with folks from a nursing facility about using car share cars that we had deployed at their facilities in the city of buffalo. Not all of them had heard about this type of programming, not all of our attendees were aware of the programs that were available through shared mobility options so if you're a program that serves your community having the ability to do this outreach to different focus groups and target populations can help expand the knowledge base of folks locally and serves as a transit program. The second with co-location and subsidies, I had mentioned the barriers here, if you don't live in the core portion of a lot of small and mid-sized cities these programs don't exist or not in the region at all and even if they do especially with ride hailing we found a disconnect between the price people were able to pay for a ride and the price offered by the services to get from point to point. We heard from folks that they thought this could expand their community mobility and make them more active and allow to use services but they were not unfortunately able to base on the current price point so we thought subsidies could be a way to go about that. So for bike sharing two major recommendations we found were adding adaptive bikes to your system, this is from MOGO in Detroit, a great bike sharing program, focused on getting all populations involved in their program and there are an array of different bikes and there isn't one specific adaptive bike you can deploy at all stations to give people access to offering a diverse set of these bikes was a great way for MOGO to get people involved and we profiled them in our research. Electric assist bikes provide the same thing as people age bikes can help people ride longer, for more time and distance and it's a way to keep people active while taking away the physical strain of biking. It's an adaptive technology: Adaptive bikes and electric-assist bikes together. In carsharing, not everyone is able to drive the car themselves but a lot of folks have friends, family, and support around them that can help accentuate that mobility but not all people have a vehicle that people can access but by allowing dedicated drivers and this expands their ability to give access to people so we had profiled carshare up in Canada ask a program out in the bay area that had done some of these programs. In ridehailing, major cities like the city of Chicago, Washington and San Francisco and a small handful of others had implemented these policies where it TNCs wanted to operate in the city they need to do provide vehicles for people with disabilities. Unfortunately not all cities have the clout to demand this regulation whereas TNCs may pull out of the market if they were encumbered by this, in their words, but we felt it was a strong bay to lead and put that forthright in how they make mobility decisions. Even though there are a small handful of cities that have those policies, we think it's positive for folks. And enhanced driver training is good, a lot of folks felt their drivers didn't have a skill to work with them, not knowing how to communicate orally, handle interactions and they made them as a user feel uncomfortable. So we feel there is a lot of room to work with there in enhancing driver training practices just like enhancing training practices for any program would be good. So overall these are recommendations for these programs.

Lastly, volunteer transportation programs, when we focused on rural areas we didn't have a lot of good, conventional options that would help enhance people's mobility, in a lot of cases it's difficult to launch a bike share program and very difficult for carshare programs to work in rural areas. We tried to think outside the box on what is a shared transportation option in general and volunteer transportation programs were a great way to do that. They're low cost for communities and the users, they can focus on older adults and people with disabilities and they're adaptable. So in terms of shares mobility options we thought this was a strong -- implementing these programs was a strong way to increase accessibility. So with all those recommendations in mind and I know that was a lot, I ran through those ten quickly. I would like to focus on three things that we're working on right now in our project sweep that is helping to put these ideas into action. It's critical for us when we were thinking about these programs on how we can do this research, we want to do this examination and be thorough and it wouldn't be meaningful unless we took that to our partners, tried to incorporate these meetings in our programs and worked to push these models forward.

The most direct impact and output rather of this NADTC grant in 2018 was a subsequent grant in 2019 that allows us to create our own volunteer transportation center and if you look at a New York state map they're up in the top corner so we worked with them to replicate their model and with support from the FTA. They have been a great partner and it's helped to add to our own program suite and how we can offer more mobility programs throughout the region. This program is still getting off the ground, we're working with NADTC and the FTA and we will it be to work with it and make sure it gets up to scale. So it's a great way to show the support for our community and great way to increase mobility options for everyone.

Secondly we have the Miocar program that we are working on, it's a 27-car electric shared fleet in the San Joaquin valley and it's offering folks low priced option to shared vehicles at low income housing regions and we have been able to expand the program with partners and we're considering incorporating a volunteer transportation program with this as well so this community has been supportive of this program and it's the world's largest rural sharing car program so it's a great way for us to implement options on co-location of services, these are populations that don't have any other transportation options and ways to work on community outreach. So it's a great way to work these options into our program so far and with this possible volunteer transportation integration we can take this further. The last thing I want to talk about is a little more in-depth is related to the point about E-Bike and how that can help older adults and people with disabilities increase mobility. He were just awarded a donation from Uber of 3,000X jump bikes as they transferred their division to Lime so our goal is to create access for disadvantaged communities and that includes people with disabilities and older adults and disadvantaged communities nationwide. We have a broad goal and we want to give these bikes back to communities and create nor access through this program. We're going to use them as a basis for what we're determining transportation libraries as a way to give people free access to these bikes. The operation model is coming into focus, we unloaded the last truck load yesterday morning, so we have finally gotten the whole donation together and we're moving forward with that now. Our goal is to form these libraries and we have a few partners in mind but a large chunk of these bikes we don't have assigned to projects right now so we are going to issue a national call to partners nationwide so people can get in touch with us and we can work out where we think these bikes will work best in the nation and we want to hear from folks like you. So we've got everyone on the webinar today that is interested in these topics and if you feel that you are passionate about this and your community has something to give back to these bikes and you think there could be some partnership here, I encourage you, my email is on the next slide reach out to me personally. We are forming a national steering committee to figure out what to do with this donation and it's our mission to do community-driven mobility and we want the communities to be first and we know there are plenty of places this can be used for. We hope to incorporate a model that would serve people with disabilities and older adults and we're still figuring that out but we know this last potential and we want to take the principles of our research and put that forward with this donation. Again, if you have any interest in this, if you have anything to say, you want to be part of this process as we move forward I'm at Mitch@sharedmobility.org. Reach out to me and we will see what we can do. Additionally in terms of our research report if you are looking for the full report on that with all of our recommendations and findings detailed, the paper is hosted on our partner's website www.mobilitydevelopment.org/NADTC in case you missed it, find it there. We don't want this stuff to sit on the shelf so if you are interested in any of that, email me, find our report on the link and I think we're doing questions at the end so happy to answer anything about that. Thank you all very much for listening, I appreciate Carrie and Steve having me on today. Thank you so much.

>> STEVE YAFFE: Excellent, thank you, well done.

I think this is the point where I get to introduce Al. Al Benedict provides technical assistance to transit agencies through the FTA mobility on-demand program. As part of that work he leads the MOD Learning Center an online resource highlighting shared mobility practices and case studies to help cities and transit agencies navigate the field of shared mobility. He's worked on various projects to estimate the impact of shared mobility on greenhouse gas emissions and looked at ways of estimating the demand and market around shared mobility. He leads SUMC aced efforts around accessibility issues related to shared mobility and people with disabilities inequity considerations for providing access in underserved, low income communities. He has expertise in geographic information systems, which you have heard as GIS and he has a master's in geography with an emphasis in planning from the University of Akron in Ohio.

>> AL: Thank you, Steve. Thank you, Steve, it's great to be a part of this webinar and co-host is with NADTC and Mitch, great presentation. Great examples around shared mobility around the country. I want to take what Mitch said and build off of that and think about what would it mean if all those different services were bundled up under one platform, mobility as a service platform so a user can access that information and pay for that information all sort of under one umbrella. So first just a couple things about the Shared-Use Mobility Center, we are based out of Chicago, we have offices in Los Angeles and also North Carolina. We are focused on mobility on demand and shared mobility and what it can do to be accessible to everyone. We see transit being the backbone to that and the other modes, bike share, car share, car pooling, all fit into that mobility ecosystem to create mobility options for everyone. We do work with the FTA, we work with their MOD pilot projects, the SAN box and the latest round of projects as well as we work with the California Resources Board on a $20 million initiative for economic investment and mobility investment in lower income communities throughout California that have also poor air quality standards. So kind of taking what we learned in the field and put that go into practice with the work that we do.

This first map is -- first of all it fascinates me that shared mobility has grown so much, when you look at where it is across the country it's widespread. So there is that but secondly how the technology has changed in the early days, early 2000s of car share, we saw bike share and TNCs and in the last couple of years dockless scooters, and E-scooters, and with those mobility options it helps to highlight the need for mobility as a service platform where they can all be accessible and integrated into one mobility platform. So these -- many of these private operators are out there, it's a great service but they all have their proprietary apps so it makes it difficult and imposes a lot of obstacles for consumers that are trying to find and pay for trips.

first off, what is mobility as a service? In its basic form it's an integrated platform that in a single interface allows users to plan and pay for their mobility. So center to the mobility as a service concept is this mobility operator or a broker. The broker really acts -- through data, data agreements in the data standard, mobility operator is able to interface with these mobility option that are out there and able to help the user, guide them through what is best to meet their needs. It could be, you know, physical limitations, a wheelchair or wheelchair accessible vehicle is needed or visually impaired person that needs assistance or perhaps extra time boarding a vehicle. As well as just other considerations, too, for example, cost, time, and convenience are all things that we consider as users when we look for mobility options and having them central in one place it allows users to, in realtime find out what mobility solution meets their needs at any given moment and it changes day-to-day. For example, if I'm late for a meeting time is the most important thing for me. If it's a Saturday afternoon and I have nothing to do then cost is maybe a primary consideration and that shifts with the issues everyone has and having all that integrated into the ecosystem allows a user to plan for and coordinate their trips. It offers an integrate use of the platform. There are user profile information stored in the back end so it knows if you do need extra time to be loading a vehicle or if you -- if a particular trip qualifies for a subsidy, it has all that information stored in the back end so it can give you the options that suit your needs.

It improves the efficiency for the whole, the whole transportation system and in turn having this mobility ecosystem with all these options helps people live without a vehicle or live without a car, when they know there are plenty of mobility choices out there for them. That they can realize. And their different needs. So this slide here looks at, for example, you have the transport operate or and the MAAS operator and the user and the user doesn't know this MAAS operator is in the middle, they just care about how do they book and pay for these services and the MAAS operator is able to present those options. Think about the airline industry, as great example. If you visit any of the travel sites, Travelocity, or others, that happens because there is a data -- mutually beneficial data exchange that happens with the airlines and they share information so you type in you're going to San Francisco it presents the options that are available for you to make that trip.

And it works in that case and it could work for, you know, our mobility infrastructure that we're seeing here as well. It allows the user then to make those decisions, what is most important to them and what their needs are and what's most important and, again, take you into the cost and the convenience of these options available. So this is the MaaS topology. It's one thing to think about where we are in the U.S. compared to international MaaS where it is further developed but we are making great strides in the U.S. Level zero is -- there's single, ride system, no integration. And that's many of the cities across the U.S. that's what we see. If you want to rent a bike share you've got to use an app, if you want to go to transit, you can do that. Level 1 is there is some integration, you can't pay or or book a trip. Google maps is a good example of a level 1. Provides valuable information but it doesn't allow you to complete that transaction. Level 2 and there are examples of level 2 here in the U.S. with transit agencies around the country but also the private sector has taken this and moved forward with it. For example, TNCs in many cities you can pay for your transit while using the app. Through ape interface. Transit app, the actual app has multi mobile trip planning, payment, and in certain markets throughout the U.S. Level 3 is taking that one step further. So building off of level 2 you have that integrated system and allows you to bundle and pay for those services under one subscription. So, for example, think about your monthly transit pass that you might have. Think about if you had that same monthly pass but instead of transit you were able to use car as share and bikeshare, microtransit. It allows for you to plan and better manage your transportation expenses because you have a monthly flat fee you're able to coordinate and know when you have the mobility options to meet your needs. And then level 4 that's where there is an integration of policy at a government level that really sort of lays out guidelines and standards that both the transit agencies and the private sector need to adhere to so that communication can occur between those different operators and that sharing of pretty basic information actually so that mobility services can coordinate options based on the availability of modes that are out there.

There's plenty of examples of international examples, maybe one of the more recognizable is the FlexDenmark program a software company in Denmark that's owned by the five regional transit agencies and it's a demand-responsive system in Denmark that -- prior to this they had a system that wasn't too far from our typical NADTC services that we had in the U.S. and they had bus services that served rural areas. But they realized that it wasn't economical to run these services in rural density areas so they developed these transactional standards or standard that the different operators need to adhere to and in doing so they have over 550 providers that are sort of in that system or in that portal under the mobilities and services platform and they coordinate over 5.7 million trips annually and they have a 95% on-time performance. You may find yourself in the same vehicle with a person who is in a wheelchair paired with somebody who is going to school at the university so it's universal in design and given that the transactional data that is in place they are able to coordinate these trips in jurisdictional boundaries are no longer an issue and the planning happens at that national level and the trip coordination happens at that national level. If you go to AARPs website this is a slide from this photo -- this photo is from the AARP but they have information on FlexDenmark and I encourage you to visit that site. This shows all behind the scenes so the user doesn't know what's happening but the client in this case they request a trip and basic information is shared with the providers, pick up, drop off address, type of funding that's used any mobility aids that might be necessities and from that pool of providers, given they all adhere to this transactional data standard anyone can meet or serve that trip so they increase the level of the options for a person with disabilities and the elderly as well as the general public at large. Then that trip is assigned to a vehicle, the trip is made, again this is all behind the scenes. The user -- the client is dropped off and the billing happens on the back end, follows through the system and whether the person is responsible for it or an insurance company or the human services agency, that's handled all in one system, all the mobility options are laid out and streamlining and making it easier for the client. In many cases we have worked with -- there are examples where we have worked with communities and if smaller communities where they only have two or three wheelchair accessible vehicles, maybe there are language barriers in place as well, if they don't have the capacity to meet those requests then that burden then falls on the user to then call the next county over to call somebody else to coordinate that but under the mobility as a service platform with that data standard in place, it stream lines that for the user and lays out the different mobility options that meet their needs.

So there are some examples in the U.S. TriMet has a great example, this is their trip planner and they have a transportation wallet that I think is equally interesting. Their trip planner is the first multi modal trip planner in the U.S. at present it combines TNCs, bike shares, and car-to-go and transit. All of it could be coordinated and a user puts in their destination and would find out what modes best suited their needs. This was all developed on an open platform and people can adapt this to their community. Other Ning that Portland has which is interesting and if you think about the MaaS scale this is moving toward level 3 they have a transportation wallet in several low income neighborhoods in Portland it is partly subsidized by Portland, residents of those neighborhoods can purchase a monthly subscription and it will have access to transit and car-to-go when it was available and bikeshare so it's moving toward that subscription and it helps these neighborhoods in particular because it has an equity focus to it plan for and manage their expenses knowing that they have one flat fee they need to pay for travel needs.

Another project that I think is also interesting this is also FTA SAN box project. Vermont was faced with an interesting problem. There was no typical trip planning or applications that allowed for coordination across jurisdictional boundaries, necessarily or different transit agencies across services. They developed a trip planner that combines the GTFS, the general transit fee specification with this "flex" component to it and GTFS is a standard for reporting of trip data. With that flex, users are able to coordinate across county lines, they're able to coordinate across different services such as carpools, wheelchair accessible vehicles are also part of this so they're able to step back and plan for their trip and Vermont when they were designing this they did have an inclusive planning and design process as well as Portland, to really involve the community members and the visually impaired and those with disabilities to find out needs and develop this platform to ensure that it was accessible to everyone. Again, this is based on the Open Source application as well and other cities across the U.S. are looking to this GTFS flex to build on their trip planning platforms for their own communities.

So this offers this trip planning software but doesn't have that integration of services and will allow people to pay for the services. So that next level is what we are looking to achieve here. So what are some of the steps to implementing mobility as a service? First of all, having a human-centered design approach, inclusive approach to really understand what the needs are in the community. Also, having standardized data format and in particular trip planning and transactional data standards allows communication to happen among the different mobility providers, without that it isn't an integrated system it's a stand-alone system. And these can be done through incentives for the mobility operators and on some level -- a lot of times when cities or transit agencies are looking to renew their dispatching software this is a time to think about these transactional standards and how to work them into the RFPs they may be issuing to renew or procure new services. It's an open door to really think sort of, you know, how do we expand the service and how do we really create an inclusive system.

Looking at the mobility assets that you have in your community and what would you like to include under an MaaS system, and building coalitions, especially if you think about a local project and how do you scale or build that to a region, how do you scale or build that to a state and to the nation, you need to build this crowd base as a coalition support. Realize people first of all with the MaaS concept and what the benefits are and what steps are needed for implementation.

Then, I think you see the different mobility options, integrated into one place and, you know, with the benefits that are present.

Kind of going through this quickly but the -- we have here -- this is our learning center. It's FTA funded and this is the MOD learning center and it's aimed at a repository clearing house or shared mobility and mobility on demand, learning modules, case studies, we have a shared mobility calculator on there to estimate the greenhouse gas emissions. Summaries of different pilot projects both accessible and throughout the U.S. I encourage everyone to visit and we're going to be adding another case study up there recall next week looking at food delivery programs for the elderly and persons with disabilities during this COVID pandemic. We have seen great things with the transit agencies offering these services and stepping up and filling needs that are needed within the community. That's it. That's all for my slides, thank you. Please let me know if you have questions and I'll stop sharing my screen.

>>CARRIE DIAMOND: Great, thank you very much, Al, Mitch and Steve. We've gotten some great questions. I will pose the question and any of you are welcome to provide your feedback on, there are a couple I will note who it's for but if you could say who is speaking when you start answering. We've had a couple -- several questions on the E-Bikes and there are two related questions that I will pose right away. First of all, how useful is it to frame electric bikes as a tool for aging. We see electric bike use with a variety of demographics in situations and paired with that a few people were asking how that's going to work in areas that are rural with limited road accessibility or places without sidewalks or bike lanes. I will open it up to the E questions if anyone wants to get started.

>>MITCH LAROSA: This is Mitch here, first I just want to say, Al that was a great presentation, I just wanted to say that before we get into questions.

>> AL: Thanks, Mitch.

>>MITCH LAROSA: We are not necessarily look to go use E-Bikes in rural areas though if we worked with a small town or a village center in a rural center there is some viability there and we have gotten local interest from villages who really a little off from the urban areas, but we're not putting people into positions where they can't handle a bike on a certain road or not prepared to be in, and our goal is not certainly to put people in that position but to the more inclusive question on how we can use these, E-Bikes are not exclusively a tool for folks who are ageing and there is reply ability in their use and diverse applications in a shared setting where folks in many different communities can use these and they have been shown through other studies to help folks in disadvantaged communities and those who have fixed transit and many others in a variety of settings. I think there is a lot of great use for them with older adults and the AARP has profiled those use cases but they're not necessarily the only use cases, that's what makes them dynamic. We want to accomplish a lot of big goals, serve a lot of communities that are underserved by current mobility options. So we like that the E-Bikes give us a good amount of flexibility in that and hopefully we can design programs around the concept that we are trying to expand mobility options for everyone, older adults and people with disabilities are the forefront of our mind especially coming off this research.

>> STEVE YAFFE: Regarding the question of pathways in rural areas, I'm living in South Carolina now where in the south you will find many collector and arterial roads that don't have continuous pathways so advocacy is key both with your state Department of Transportation. There is lots of national resources, complete streets.org, walk America.org, I'm a transit guy, nobody floats to a bus stop. So the transportation reauthorization bill is supposed to expire in September, the House passed an invest act, the Senate has not acted on it, they may kick the can another year but advocacy to ask that paving projects include extra pavement for bike is certainly a reasonable ask. I thought I would throw that out there.

>>CARRIE DIAMOND: Al did you have anything that you wanted to add?

>> AL: No, Steve and Mitch hit it, having educational programs and mobility goes hand-in-happened with proper infrastructure and having a base and lobbying for that is critical. This may be off the subject but with the pandemic we have seen a lot of pop-up ability of structures happen so seemingly easy things that cities can do to make it safe for people to, you know, walk to cycle, (Away from mic.) . But electric bikes are fun.

>>CARRIE DIAMOND: I will just add that somebody else mentioned the trikes, three-wheeled bikes give additional stability and there is a county in Wisconsin providing electric trikes to older adults and they are using them on one of the trails that happens to connect kind of the outskirts of town to one of the grocery stores that moved out of the center of town and that's been popular and it gets people to the grocery store that maybe they were able to walk to before it moved but also it gives them the freedom to use those bikes for other purposes. Those of you who may be familiar with the Cycling without Age program that started in Denmark, those are electric trikes that have places for the passenger engineer in the front. They're larger bicycles that a lot of training for people to use the roadway to take the lane and to have proper bicycling habits are really a good avenue for that education for getting people to use those bikes in an area that does not have a designated sidewalk or a bike lane. Thank you, so the next question I believe will be one primarily -- for Al. Where do you see the future hope of university mobility in the U.S. happening already?

>> AL: Good question. There are programs out there right now that are moving forward universal mobility, in Kansas City they have a universal accessible program that serves both the people with disabilities community and the elderly and also others through an app, anyone can access that service. So I think we need to -- I think there does feed to be some intervening govern answer, though, and we're working with AARP on this transactional data standard, the demand response transit standards in general and what those can do in a community to offer that integration to occur, so there are basic things that need to happen but I do see us moving toward a universal system and it's exciting to see just to increase the mobility options for everyone. It's not a this system, that system, it's one system that everyone can access.

>>CARRIE DIAMOND: Great, thank you. Mitch you mentioned the Mio car program. Is that program an example that uses cost sharing across public and private sectors to support the service? Was it hard to get buy-in from agencies? Especially those public agencies to share -- to cost share the service?

>>MITCH LAROSA: So it's not necessarily direct cost sharing but we have subsidized the pricing through support from the California Resources Board and the Department of Energy, I think it's more of an example of public/private partnership where mobility as a nonprofit with working with the state of California and entities out there to make this program work. We're currently developing a stand-alone nonprofit that can work with more agencies out there but in terms of support in that region there has been a lot of support for that program. We have had plenty of requests from folks who want to see that extended to their communities across the valley. It's been interesting and definitely something that's different for carsharing in general where carsharing is usually seen in the defense urban areas or college-driven markets so working in a rural area doing different outreach and targeting new populations and of course working with the costs of the program and the pricing has been very innovative I think from our end and where we want to see carsharing going and see it become more inclusive. It's a bit of a couple different answers in there but that's the model we are working with and still evolving as we go forward here.

>>CARRIE DIAMOND: Thank you, Mitch. Al, can you tell us the difference between MaaS and MOD?

>> AL: So they're similar. The FTA uses MOD, mobility on demand and MaaS is sort of this global term that's used but they have similar qualities. Through the MOD program, through the FTA there's pilot projects that work toward incremental steps to having that integrated service and creating mobility options. But, yeah, I think it's -- they're not exactly the same but they're sort of close. They are similar at least.

>>CARRIE DIAMOND: Thank you, very much. This question is for Mitch. Are you familiar with the transactional data specification? Is this something that the projects you are working on could use to coordinate services?

>>MITCH LAROSA: I'm only a little familiar with TDS, it's not my focus of the work but I do know it has a lot of great applications and demands for responsive transportation and has flexibility so we're not working with it at the moment but when we are looking at trying to coordinate services it's something we want to consider. To Al's point and what he was talking about, here, the coordination and integration of services key. While it's not necessarily the focus point of any of the projects we are working on at the moment it's definitely something we want to keep in mind and as we operate and help assist programs any way we can get integration through these programs and become more demand responsive I think is good so the answer is a little yes and a little no on that one.

>> STEVE YAFFE: Let me jump in, with tractional data specifications, one can create an electronic record for new clients, at an aging and disability resource center or 211 or any other informational referral service, send it to a call center where they can add the ride request, send it to a ride provider to provide the ride, if the ride provider is running late they may swap it with another ride provider and then the information with the completed trip information goes back to the scheduling center for billing and reporting purposes. So it facilitates integration and accurate delivery of rides. There is a software program, a sum of them, I think, that do it within their own universe so they can exchange ride requests with participants. It's far less complicated. Right now some scheduling software providers use apes, it's not quite as thorough but tractional data specification is certainly an objective to work forward to improve our functionality.

>>CARRIE DIAMOND: Along those lines, GBFS, general bike share feed specification is looking to go expand to be more representative of adaptive bike share systems. What key information should be included in this extension?

>> AL: That's a good question. The GBFS which is the counterpart to GTFS, so it's also available to the public and provides a standard that puts forth that information so everyone can access that same information moving forward, but in terms of what should be reported, I need to think about that but some of the basic information, how many bikes are available that are accessible to three-wheel bicycles, where they are, when and how often they're used, this is where that basic information will then tell you where they're being used, what's the market for them, do you have a market for more? Are they always at capacity and always being checked out? So it's not -- it's just -- I would love to sort of think about this more and give you -- and follow-up but it's some of the same sort of information that's reported through GBFS system and just to really get a picture of how -- what kind of role they are serving in the community.

>>MITCH LAROSA: And to build off what Al said and I'm not nearly on the data side as much as Steve and Al are but from a program side if you have a rideshare program that integrates bikes, you're only going to have five or six or ten if you are a large program. So what we found in our research is from a program modeling standpoint these devices probably won't be able to be thrown across a bike sharing system because you have a cohort of users, specifically people with disabilities who need the devices it would be untenable to, just, put these devices out there, they can end up in any hub in your system anywhere and may actually lockout the people who need them the most so from a logistics standpoint and a program standpoint it comes based on our feedback easier to put them at one centralized location and treat them as a bike rental where folks if they have a mobility device, other things, they can be left at that central location and have that location be accessible to modes for which people can get there so transit, paratransit, et cetera. And then, you know, build your program around that, so adding it as an option. It would be logistically hard to have that across the program. From a data side it's important if these are going to be in the feed how do we delineate that and make sure that information is available and what kind of impact the bicycles are making without singling out the devices themselves because you will have so few of them in your system compared to the mass of bikes it could be easier to track motions on who was using those devices specifically. I don't know if anyone is asking those questions, I think that's a great thought to jump off of with that as we look at integration but more things to consider. It's an interesting question, actually, I think it's a great one to dive into.

>>CARRIE DIAMOND: Absolutely, thank you. Here is another question, for anybody, are there any app software platforms that are seeking to go solve integration issues by pulling in information from existing systems or are they all requiring migrating to entirely new platforms? We addressed that a little bit but if there is a specific way we can answer that question.

>> STEVE YAFFE: There are some apps, such as transit app they have agreements with integrated payment systems such as Mosabi to allow integrated payments. Chicago I think you can use the Venture card which is for the transit systems and also on their bike share system. So it's emerging. The concern is what David Zipper calls "walled guard dens" where you have this consortium and you have to use app for those participating providers but if they're not on the consortium you can't play with them and we want to avoid that. We're in a revolution. We're getting new providers every which way on the microtransit several have consolidated and renamed and so on for those who are brave enough to use scooters, which I'm not. We really need a central playground that enables folks to provide that. It may be that each municipality needs to take a lead. This is a platform we want, please join us, and rather than having private industry work, private agreements with certain transit systems, that's my take.

>> AL: That's right, what Steve says, without the system in place, what it becomes is there is integration and examples of that across the country but it's like sort of one here and there. Not having that integration is until some levels actually creating more work for the private sector because each new partnership where there is an integration requires sort of a new sort of learning of how to report that -- those data and incorporate those in the transit agency and incorporate that through apes, typically in August through apes that information or access to that information. But there is definitely examples, Dallas has their dark transit agency has great -- their mobile app is good and integrates multiple services and also has, you know, cross-sectional transactions --

>>CARRIE DIAMOND: Al, you froze up on us.

>> AL: Some great examples out there. Sorry. I told my son not to play Play Station. There are examples out there, Dallas is one that -- it's interesting if people want to look into that further.

>>CARRIE DIAMOND: I know we were focused on the shared mobility and I know we've done other webinars and volunteered driver programs but this is related to accessibility of the shared programs and you talked a little bit about TNCs and accessibility of those. This question is do you have any recommendations about accessibility driver programs wheelchair accessible vehicles? Mitch?

>>MITCH LAROSA: So on that we've worked close well a volunteer transportation center up in Watertown and they're the preeminent entity in our region. They have 300 dedicated volunteers who do 5 million passenger miles every year so it's incredibly scaled work over rural, portion of New York state, about the size of the state of Connecticut. They have a lot of experience in this over the last two decades. What they found is integrating a handful of wheelchair accessible vehicles into their fleet that certain volunteers drive has been the way to go. Their dispatching system is adjusted so if a client has a mobility need for one of those vehicles that that is scheduled then to be sent to them as part of that trip. So it's kind of sort of like its own wing of the organization where the Uber drivers drive their own vehicles but it's the same reason that this doesn't work with Uber and Lyft off the gate, who owns a wheelchair accessible vehicle, no one. So the challenge is scaling to a point where you can manage those vehicles where a fleet management side where you probably don't have because you're not a transit agency, to capital purchases takes time to grow and from our western New York program that's in our long-term goals is to integrate those vehicles but we only have about ten volunteers so we haven't reached that scale, but at some point we would like to integrate those features. So where the model is on people driving their own vehicles that's one portion of the service that the organization itself needs to step up with and provide that service as part of its suite. I think that's the primary way we found it. There's more than one ways to do that but from a program standpoint we think that's the simplest option to integrate that service.

>>CARRIE DIAMOND: Thank you. And we only have a couple minutes left but I think this question is really important. Do you know of any studies being done around the human and social impact on increased universal mobility?

>> STEVE YAFFE: This falls into social determinants of health. We're overseeing at NADTC some grants for both ICAM and HSRTC and these are funded grant and some of the performance measures are tied to reduced missed appointments and increased access to food or medical care. This developing common health transportation metrics is an effort that several organizes are involved with. This is emerging. Thank you, Charlotte just posted a link, TCRP report H-55. There is research out there and performance metrics that are available and the new ones are being developed.

>>MITCH LAROSA: Building off what Steve said I won't reference any specific report but the concept of social determinants of health is key to think about in our work and I think it's important to remember that transportation and mobility is a human right so the work everyone here on this webinar does and your interest to this points to that. Any way we can increase the options I think is good for communities, disadvantaged communities generally suffer from lack of transportation and mobility options so it's important in our work, Steve's work, Al's work, Carrie's to increase healthy, more sustainable communities in the end. While I don't know of any active research, I think it's important and we should focus on that moving forward.

>>CARRIE DIAMOND: Yes, Al, did you want to add something?

>> AL: I was going to say the work that Mitch is doing with the California Resources Board, there is that human component to it and looking for mobility options in low income neighborhoods. Anytime these systems are involving the community and the stakeholders in the process is key. First of all, buy-into the program and secondly they have valuable information that's needed to make it work.

>>CARRIE DIAMOND: Absolutely and I'm glad we ended on that note about this work and expanding mobility options. Thank you Steve, Mitch and Al and thank you to the Shared-Use Mobility Center for co-sponsoring with the NADTC, this recording will be available in a few days and sent along with an evaluation and the PowerPoints including the links to the reports and all. We appreciate everybody joining us. Have a great day.

(End of presentation.)

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