

Ai-Media Transcript -EMPOWERING_MOBILITY_TOGETHER (English)

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JANE MAHONEY:

Good afternoon, and thank you all for turning, attend, empower and mobility together webinar in a collaborative forum. My name is Jean Mahoney and I am one of the technical assistance specialists with the national aging and disability transportation sector which we affectionately call NADTC.

I am excited for today's discussion. This is the first of a two part webinar series with an online discussion forum that accompanies through these next 2 weeks, the things we are discussing at the end of the webinar will be carried on in the discussion forum, however this is meant to be interactive. We want to have a discussion between our staff, our panelists, as well as about audience members. All about the planning, conceptualization of the program.

We have three panelists joining us today that are going to talk about their experiences, successes, and challenges. But we also want to hear from our audience members as well. We are going to have some polls that we are going to do as well to ask questions.

Before we get started, we will go over some quick housekeeping issues, everyone is muted, but if you wish to ask a question audibly you can request. And with all of them that session is being recorded at the recording will be posted after the webinar in the online forum. We have Ai-Media providing live captions for us today and the captions can be viewed in the cc button on the bottom of your screen or you can click that link in the chat in order to view them online.

If you have questions at any time you may raise your hand to speak, or use the Q and a button to ask a question. We encourage participants to freely ask questions as they arise, instead of waiting until the end. And if we have questions we may drill down to a specific question that your agency will probably ask that you address that in the online forum. We also have the chat open for any general comments or technical assistance needs. Another bit we are a federally organized technical assistance center that is funded through the guidance for the administration community operated through a partnership between Easter Seals and the US. And our overall mission is to promote the availability and accessibility of transportation actions that serve the needs of older adults, people with disabilities, caregivers and communities.

We strive to meet our mission by providing resources and support to help agencies solve transportation challenges and we do that through our technical assistance toll-free number as well as email. You can ask any kinds of questions and we will have our professionals respond to you. We also have a website that is full of publications and resources as well as a photo gallery.

All focusing on accessible transportation. Many of our resources have a focus on building partnerships and coordination as we believe this is vital to the success of community transportation programs. And, finally, we are finishing up our latest round of community grants and this year for the planning grants in rural areas. You can read about our 11 amazing brands on the website. You can find us at our website.

You can subscribe to our monthly E news or find us on social media. And now we are going to get to our panelists and I have asked each of them to just give us a really quick blurb about their agency and themselves and just a little bit of a teaser and as we go on with our presentation we will be hearing more about them. We will start with Jess.

JESS MAFFEY:

Thanks. Hi, everyone. I am Jess Murphy, the statewide program manager with the Virginia Department of real and public transformation, so we are the agency that registers the transformation for the state, a little bit of a unique agency, so I see some of you in the chart, but for those of you that are familiar with the RPT.

I understand and I am the manager for Virginia committee RPT is the direct recipient of respondent and we manage the funding for rural, small, urban, and the large urbanized areas in Roanoke, and so our scope includes the entire state outside of DC, the metropolitan area that is managed by the Metropolitan Washington Council of governments or the W cog.

Our program provides funding for replacement and expansion vehicles, operating expenses for public services only. And we also provide other casual funding under which falls mobility management, contract transportation and software. This program, just to give you a bit of context goes into this is a program that they apply to every year.

A little interesting in that way because we do have some new grantees every year for funding. And also I want to note and we will talk about this later that the RPT creates our coordinated human services mobility plan which is an FTO requirement.

That is also something different than some of the states do, but it comes from the state devil here. Alright, thank you.

JANE MAHONEY:

Thank you for joining us. Let this go on to Lucinda.

LUCINDA SHANNON:

Hi, everyone. I am Lucinda Shannon, the 5310 sub recipient. I seen you at the Thomas Jefferson planning District commission. A regional planning body for the Charlottesville area that also includes former counties and half of my time in the planning district is dedicated to our 5310 mobility management program at the mobility manager and we started our program in 2024, so we are pretty new with information and the protocol center.

And now we are also offering travel training, information workshops, and we support the expansion of volunteer programs.

Our program name is PATH which stands for partnership for accessible transportation help and you can learn more about the program and activities on our website at www.pathva.org. And I will put that in the chat. Thanks.

JANE MAHONEY:

Great. Thanks so much. We are excited to have you here. And we will go on to Kristin.

KRISTIN LAM PERAZA:

I am the director and a little bit outside of Northern Virginia I cover a five-county region accessing the funds for about a decade now and we have grown and transformed quite a bit in that time and learned how to use our funding in a lot of different and comprehensive ways which we are excited to share in today's webinar. I have been working for the planning district for the regional commission office in this capacity for about six years now and we have been working closely

with our state representatives and also our neighboring region which is what was in the covers, so yes, thank you.

JANE MAHONEY:

Awesome. Thank you, all. And we are going to get started. I will stop my screen share. So that we can see each other a little better. First question, sorry, so we are going to start by talking about the conceptualization and planning part of these programs. I want to ask you both as sub recipients how did you identify the need for your funded projects?

A lot of times, we know that the need is there, but could you tell us how we identify the specific needs for the grant funds? Do you want to go first, Lucinda?

LUCINDA SHANNON:

Yes, thank you. So, as a regional planner, I am in a lot of committees and planning and one of them is the coalition of aging service providers. Called the Charlottesville area alliance. And I was on the transportation working group for that committee. And their main goal was to increase transportation for older adults. I heard a lot about the need for transportation for older adults from the resource providers in the area.

Also, our regional paratransit provider had the mobility management program and at some point they asked us if we wanted to take it over because we are a regional body and we have contacts with all of the service providers in the area.

They felt that it would be better situated in the office. And then, also, the community held the implementation plan from the Blue Ridge health district to identify transportation for underserved populations as one of their top priorities for the year. It kind of all just fell together with those partnerships.

And then right away we met with the RPT to discuss ideas for the application and the priorities to make sure that we are on the right track. And just connected me with Kristin which was fabulous. The RPT kind of suggested that we look at Kristin's model as far as coordination and we met with Kristin and she was very helpful in preparing the application and better understanding how coordination can work on a regional level with partners. So, our programs were, as far as the application goes, we had the support of the local plan like the community health implementation plan from the health district and that also the Charlottesville area alliance has our area dedicated to the AARP livable communities program.

And so their first grant, our first year they got a grant from the AARP community to support the program and to continue work through that.

And as far as finding partners, I found most of them through the Charlottesville area alliance coalition and we have the regional transit partnership in our area which is transit providers and also stakeholders around transit and they have been for many years I have been on that committee staffing it.

I give updates to everybody and I was like we are applying for this, here is what we want to do. And people really engaged, so that helped me. I already had those relationships with the transit providers in the area, but they were very supportive also.

JANE MAHONEY:

That is a lot of great coordination, that is just what we discovered that coordination is so important. Kristin, do you want to tell us about your experience of how you figured out what the mean was and how you decided to work on your program? Christine back about 10 years ago we started the funding and we heard from three different sources, so we actually had from our public transit providers that there were lots of needs that they were seeing that were really easy to be satisfied by the services they were being provided.

They naturally identified the gaps and tried to preserve options that were not available at the time and reported back. From that initial report, we actually linked up with aging services and supports group that had completed conversations with a whole host of different folks over the course of about three years. And so they were meeting frequently with community members and really talking with older adults and people trying to access transportation options and kind of hashing out what were the real challenges.

Due to service times, what were the issues? We had a lot of great information from those conversations about accessibility as a whole. And what that type of population was looking for in regards to transportation support. And then, lastly, we heard from a health foundation that was invested in solutions for older adults to get to medical appointments and follow-up there.

This health organization had it on their radar to really focus on this population's needs and realize that transportation was a big kind of That was not being

addressed. And when we put all three of those sources together we paint a picture of there really is a need in this area for some kind of focus to transportation. And, from that, we developed our first round of funding which was really about pulling in a contract of service and a very basic option to introduce a call center to our community.

And, over time, would transform that greatly and went back to the public when the administration shifted during one of the presidential shifts we realized that some transportation funding was going to be shifted away at federal level and it was going to trickle down to the state level and that would have the community impacts, so we went back to our community at that point and went through a mitigation process where we set up town halls, set up opportunities to meet with stakeholders that were both traditional and nontraditional, so really going beyond our sector and transformation into the Department of social services, into housing, services interviewed support services.

And really talking with those folks about what the challenges were for the people that they were serving which happened to be a very similar audience to what we were serving. And by the overlaps were. We identified even more of these and went back to 5310 funding and transformed our program around to mitigate that federal funding and then also to reinvent what we were doing and expand our funding.

Really try to implement a more comprehensive program which is what we have run over the last six years. And that funding has taken that mitigation process of kind of engaging with nontraditional stakeholders and really made it a part of our operation.

We engage with partners all throughout the year that may have nothing to do on the day-to-day with transformation but they are serving the same audience that we are in some capacity of our own sector, and so through those conversations we have been able to clean a lot of information and to continue to grow and adapt to the program to the changing needs.

JANE MAHONEY:

Fantastic. That is great. Lots of community engagement with where this lies. Just, as the direct recipient, how did you identify and prioritize local mobility needs?

JESS MAFFEY:

Yes, as I kind of mentioned in my intro, the RPT is the creator of our coordinated plan, so we do it at a state level and we update that approximately every four years and as part of that process the direct recipients are the people that do the plan and there are several FTE requirements as part of that plan which involves going out, identifying the gaps, the needs, the strategies.

To address those needs. And so from our statewide plan we have the state broken up to six geographical regions, fairly large regions, that share similar features, and then basically out of that we do the statewide outreach, we focus on what are the regional gaps that we kind of identify, what are, essentially, the priority gaps in that area.

There are a variety of different gaps, service, accessibility, it could be funding, it could be just the availability of transit at all, that sort of ends on the area. Then, basically, we create an action tracker for the entire state that was set out all of the Tender Strategies to Address the Gaps and Then the Specific Project Types or actions that would relate to them and then we prioritize, basically we give each region priority strategies to complement the gaps that we see as both prominent in that region. That is how we identify that and distill it so people can follow along.

And then when they apply to our program we ask them to identify which of those action items they are addressing as part of the plan and we look and see whether the project aligns and a competitive application there are points associated with how well they are aligning with the strategies and the plan.

We try to make sure that we are kind of integrating the application process with the plan and making sure that the people applying are kind of aware that they need to be thinking about these strategies and how they address them.

JANE MAHONEY:

That is great. I love how much effort you put into making sure that they are identified, so if someone is applying to the program it is not really fitting into where your identified needs are and have been chosen, so that is really interesting. They have said that she connected right away, which I think is a great idea. Go ahead, Kristin.

KRISTIN LAM PERAZA:

I was also going to say it provides a really great opportunity for them to align their projects with opportunities, so if they see this in their area and it aligns with

objectives and strategies that they have identified in the coordinated plan, it gives them the opportunity to capitalize on that moment to secure the funding and to coordinate to come up with solutions, versus you may have an issue where there is a project you want to work on but you do not have a partner aligned or any other additional funding aligned, so you may wait on those strategies that take advantage of the strengths that do align with the project at this time.

The change from year to year is also a great opportunity to not be stuck in only one type of project for many years, you can kind of reinvent those projects and reprioritize every year that Virginia sets up that plan.

JANE MAHONEY:

It is really interesting, thank you for sharing.

CARRIE DIAMOND:

I think this is a great way to use that process and if you had mentioned about that plan. I know a lot of other agencies, there are a lot of plans and I love that you are integrating those. Do you have any suggestions for others on how to make those connections? For those that do not have or know where those plans are, or a lot of times they have transportation issues and planning of some sort, they may not have identified it as a priority, but certainly into some coordination priorities.

LUCINDA SHANNON:

Yes, I would say that it goes through a lot of meetings, but if you are not plugged in I think it would be hard to find the right means to go to, but I think that asking questions, contacting planning agencies in their area would help and start asking people we have that aging coalition that was really great and Java helped form that.

Connecting with the area agency and transport providers and the planners that help to play in transit, they are a great resource also. And I just also want to say the flexibility from the coordinated service implementation plan that is good for us. As a new program we started off kind of with the information at front and center and we learned so much in the first year and then started doing work shops and travel training. I think that every year for us probably for the first five years is going to be evolving in different ways.

It is really nice to have that flexibility and also the guidance for the state plan.

CARRIE DIAMOND:

Any other thoughts on that?

JANE MAHONEY:

We have a couple of questions in the Q&A. So, the first one, I would love to know what the panelists think of the need or the ways to reduce the services tools like trip planning tools etc. One we could offer a broad range of solutions and look at what agencies can be used.

KRISTIN LAM PERAZA:

I will take the lead on that one. The best way to reduce is to bring everyone to the table. It sounds very cliché to get everyone to play together in the sandbox, but it really is the best way to come up with is strategized plan that is using the resources efficiently, so even if the resources are from region to region or even state to state, you have the invisible locality lines that the clients don't really say on a day-to-day.

They are going beyond state lines. You want to have those programs talking to each other, even though they are separated by the County line at the only way to do that is to really to invite them to engage together. We have a collaborative, working collaborative model in our region, and we really present opportunities to get folks together and talking to each other and working together on ringing applications together.

And they partner together, working on projects together and they facilitate a lot of that to make that engagement as easy and as doable as possible. When you are thinking about how agencies can be encouraged to work together more, Virginia also does a really great job of doing that with their grant administration.

The encouraged programs to work together and to greet us on that, that is one of our metrics, how many partners do we have and are you coordinating with the services or the transportation support? And it helps to encourage the programs to work together because they will be rated higher if they have that partnership in that communication with their neighbor, so to speak.

JANE MAHONEY:

Thanks for that. There is also a question for Jess. How could transport researchers help agencies like RPT identify and address the needs? What don't you know or wish that you could know? Or maybe there is no formal method that you understand some needs systematically.

JESS MAFFEY:

That is a great question. There are challenges with understanding all of the needs but I will be honest we are actually in the midst of our update, currently, to the coordinated plan to stop and I think what I am finding is that we have the plan and to do data and service and outreach and focus groups, so we take a lot of different approaches at the state level to try to find out the needs and have an up-to-date understanding of that.

But I think that at a broader level it is, to me, thinking about how we can go beyond just the planning process and make a four-year update and sort of identify technic areas that come out of the plan that might warrant more of a deep dive, and so it is just something that has come up in our conversations with our advisory group.

Like within the scope of the plan we might not be able to go deeply in, for example, thinking of the disability community, there is a huge range of different needs in that community that can be different from adults and the program serves both, so, to me, I am not sure if I am fully answering the question but there is a lot of opportunity for giving a bit more of a specific into the different needs and how they work within the context of a region or what options are available or what is not available and if we have trouble accessing those.

KRISTIN LAM PERAZA:

Right, understanding the barriers, right? Yes.

JESS MAFFEY:

Yes, so I mean I am always interested in talking to people and learning about research that is going on, so feel free to reach out if you have ideas for that.

JANE MAHONEY:

Great questions and we can carry the discussions after the webinar, and then one more to that point if there was one thing that you would like to see changed, what might that be? Within statute, of course. Anyone?

KRISTIN LAM PERAZA:

Yes, the easy answer for that is expectation replacement services. So, we tie all of our funding to an actual person, a vehicle going somewhere, but there are, at times, when it makes better sense, strategically, and may be financially for that person to have a transportation services like a delivery of food, things like that, it would be awesome to have a funding source which is very typically difficult to find.

JANE MAHONEY:

I think an interesting thing, so I think that we are going to do a poll.

CARRIE DIAMOND:

Asking about what we have seen and the funds is not necessarily what would change in the statute and the program is much more than a vehicle replacement. And it is not a huge amount of money it can make a huge difference in terms of transportation, so I think that not just other ways that we think it could be used but sharing that program that we currently find.

JANE MAHONEY:

Great. We are interested in how these are integrated in the process, so the question is there, if you want to answer them.

CARRIE DIAMOND:

The first question is are you involved in the coordination planning process? If you answer yes, no, not applicable, not sure. And then if you scroll down to the second question, what area does your coordinated transportation plan cover? Local, regional, statewide, not sure, not applicable. I see that we have about 10% of people responding right now, so for just a little bit more with your responses, we will give you about 15 more seconds.

JANE MAHONEY:

I did want to say that I do look at the attendees here today and I remember I think that 68% of the people that registered for the webinar today do receive 10 but over 30% do not and I thought that was really good telling the community organization that they are interested in accessible transportation, so that is fantastic.

CARRIE DIAMOND:

The results are in, 66% of those in the webinar are involved in the planning process. 22% not, and then 11% either not applicable or not sure.

And then 99% of everybody who responded, 26%, about 1/4 of their plan is local, almost half, 46%, have a regional plan, 9% statewide plan, and about 20% are unsure or it is not applicable.

JANE MAHONEY:

Thanks, Carrie. OK, I think that we can see the results. Do you want to move onto the next section? Thank you, all, for a great discussion on the coordination.

CARRIE DIAMOND:

You could not see the results? I thought I shared them.

JANE MAHONEY:

I think you did.

CARRIE DIAMOND:

I will stop sharing.

JANE MAHONEY:

The next thing to ask is to all of you the challenges of people the most in need and how did you overcome them and how did you meet the people in the community that you feel have the most need? The community engagement methods.

LUCINDA SHANNON:

We conducted a survey. It is hard to reach people in need, especially when you are covering an entire region and it is not just your neighbors, so we worked with service providers who worked with people in their areas probably attended an interagency Council meeting and spoke with people who worked directly with our target audience and people with disabilities.

We conducted a survey through them where they answered questions and then they also asked their clients to answer questions.

And we conducted focus groups of service providers who worked directly with our target population, and then because I am part of a lot of committees I give you a lot of updates to people to aging groups and elected officials and the regional transit partnership, talking about our application and everything getting feedback that we.

And through that process the University of Virginia offered us funding to help hire a consultant and we were not able to finish that during our application process. It was after our application, but that was really helpful for us. We were able to use the consultant to conduct a survey in focus groups with the target population themselves, and the area agency to help organize the focus groups and distribute the service. It is really hard to get that.

We were able to go to community centers and senior centers and talk with people directly there, and it was really eye-opening to me that each of our counties is very different and has different cultures because it was really nice to see what the county was like, we do not want to ride the bus.

We want to ride with people that we know where it is safe in a car that was unexpected for me, so I learned a love through those focus groups.

JANE MAHONEY:

Something I loved about that, they all have to do those plans and killing two birds with one stone and another bad idea, it is always interesting, that happens all the time. Did you have something to add?

KRISTIN LAM PERAZA:

Yes, for our process we did a lot of work and we also hold yearly strategic reviews, kind of analysis meetings with all of our partners and any kind of stakeholder programs that we interact with all throughout the year, so if we go through those programs we can talk with staff and interact with the same audience that we serve and really kind of trying to dig into some of the trends and information that they are seeing and some of the challenges and the barriers that they have traces formed over the year.

Example, in the last few years we have seen a real influx in dialysis and a lot of our programs that have also seen some of those barriers for those individuals in the care, so it is a unique opportunity to hear that perspective from the provider and what they do and change their processes to consider the needs of folks that have

transportation issues. And one of the challenges that we faced with that kind of engagement is what to do with the information that we gather about people that do not fall into the target audience.

We are often finding out about people that are typically age between 30 and 50, there under that age they do not have a disability and they are struggling and they do have their own transportation needs that we would love to address as a community but we do not have widespread funding to support that.

Our challenge has consistently been what to do with that information, where to put it and where to find funding to address those needs and how to incorporate them in larger solutions so that we can have a community overall and that is the issue that we deal with every year.

CARRIE DIAMOND:

Excellent. We have a poll, so I am going to launch that now, and it is two questions because if you scroll down you can see, question one is what is the most effective community engagement strategy you have used? And it only allows one for this one, so we have surveys, listening sessions, public events, online tools, or other. And if you pick other, feel free to explain in the chart.

The second question is the short answer with two others and the learning experience because they are heavily engaged and they know all of that towards that they have used for years and these were new to me and I am excited to hear what your responses. So, let everybody respond. We have about 40% responding, there is a short answer, that may take a little longer.

We still have people participating, so thank you very much. Once it is closed down, a few more seconds, alright, so I will end the poll and here are the results. You should be able to see them. Strategies, surveys, 23%, focus groups at 11 from a sorry, surveys was not the top, focus groups at 13%, puppet, 11%, we love to hear, let us know what kind of public events that you do. 5% did online tools and 2% had other. I do not see anyone responding in the chart. Let me see.

Short answers.

JANE MAHONEY:

Where do those short answers go?

CARRIE DIAMOND:

I found it. So, the short answers, coordinated surface transportation. Social media, activity boards and meetings. Someone recently designed an AI survey tool. Social media platforms, assisted scheduling platforms but also have great selection and a combination of all things to access the information.

And this is a very good point, technology changes rapidly. Keeping up with the latest trends. In the suburb of 2007 in transportation of adults and I think that speaks to what we brought up earlier in terms of it might not just be your plan but it might also show up elsewhere.

Social media Zoom and social media, using a professional, the University of Minnesota, Constant Contact with email lists.

Provider interviews, a living Center, yielded a fantastic discussion and then interactive mapping. You have remix as another one of the online tools, survey shares, and going to conferences, so we can share those later in the chat, we had the Meals on Wheels distributing the service, so those are all some ideas for engagement.

So, I have stopped sharing that now. There is one more pop up event because I could not choose that meaning as well like how these are all great. There was a question in the chat that I wanted to pose. Kristen, thank you, you typed a response already, but how could a small group access support for seniors and disabilities? Kristin suggested one idea, a volunteer transportation program.

I know that you just responded, but if you want to come off mute.

JESS MAFFEY:

Go ahead if you want to talk about the volunteer work first.

KRISTIN LAM PERAZA:

naturally, in our community, we have a small footprint, so the volunteer programs filling the gaps of our public transport lives off and we use our funding to support these volunteer transportation programs, funding and also community funding that we find took kind of support them with all types of needs, whether it is staffing or

coordinating volunteers to provide transportation or it is funding to share vehicles among transportation programs, which we do across six different agencies.

And we utilize vehicles to facilitate the sharing program and the funding to pay for insurance and maintenance and fuel, so there are a lot of different ways that you can support volunteer programs if you are drawing in community money and just the volunteer funding, money for marketing or help just connecting these programs with other types of resources or rent opportunities, just to really kind of strengthened them because a lot of them are volunteer-based. They do not have a widespread staff or a large infrastructure.

When you are coming in from the original or a more comprehensive perspective you are able to provide the ability that they otherwise would not be able to access.

JESS MAFFEY:

and just to add onto that in terms of options for using the funding if you are a small transit agency, yes, so if there is a small provider you could hire them to do if there are personalized trips for funding that is available for that. Someone mentioned vouchers, you can offer vouchers to offset the cost of your transportation for the population. That is sometimes a challenge here, at least in Virginia with transit because transit is open to the public. To everyone, so you kind of have to be careful with how you use the funding to make sure it is only being used for that population but there are some ways to use that together to make sure that funding is only going to those populations.

CARRIE DIAMOND:

Thank you and we had somebody in the charting that we use the volunteer program as well with taxes, I think these are popular in the local transit agency. And the other thing I mentioned about this if you are collaborating with local agencies one of the great things is that the older Americans act as a match and so I used to operate a volunteer program in a small area to match 5310 to support the volunteer that lessened the amount and really helped our small community. I see that Bobby has her hand up.

I have allowed you to talk and you can unmute.

SPEAKER:

Adding to what you were talking about the volunteer program, we have a volunteer driver program in Eau Claire Wisconsin and recover 41 counties with the volunteer driver program but we also contract with a lot of agencies, a DRC, senior centers, Lakeland, inclusive. We have a lot of different contracts that help our director.

We try to look outside of the box and he will write small grants that will cover people to go back and forth through dialysis so that we can make our grant stretch, otherwise it will run out before the end of the year.

But we are just trying to look at other places that you do not think to look at, we have a lot of corporate offices around us, writing to them, asking for help purchasing vehicles, things like that, so we make our money stretch by contacting and also used to help pay for all those rights.

CARRIE DIAMOND:

Thank you. And Bobby did a webinar maybe one year ago, so we tried to find that link and put that in at length about how they have created the large volunteer driver program.

SPEAKER:

Thank you.

CARRIE DIAMOND:

Current in the chart mentions being from Michigan and we have also highlighted they do a little bit of a different take and they fed the program where the relationship is between the driver and the writer they find their own driver and then Karen's program reimburses the writer and the driver. I think, Karen, it is modeled after the program that was started in California, I do not know if you want, I can take you off you if you would like to talk it little bit about your program. No pressure. Let me find you. There we go.

So, I think that you can just unmute.

SPEAKER:

Can you hear me?

CARRIE DIAMOND:

I can.

SPEAKER:

Hi, how are you? Good. I was just thinking of the person that was speaking just before me and they said that they had to pay for vehicles and insurance and maintenance and things like that and in our program we do not have that because our relationship was with the writer and to get their own driver, so they do their own scheduling and we allow them to hundred miles per month, so this ending mileage forms and we pay them \$0.55 per mile, so this helps us stretch our 5310 funding dollars incredibly because we do not have the insurance or vehicles or paid drivers or maintenance or anything like that.

So, I was just hoping that somebody could mimic our program and see if some money and make it stretch.

CARRIE DIAMOND:

Thank you very much, Karen. I think this is a great topic for somebody to start a discussion in the forum because the volunteer drivers are very popular in terms of how do you support it and I see there is another question in the queue and a box, do we have time for that or do we want something else? You are on mute.

JANE MAHONEY:

I think that we have time for one more and then we will wrap it up, answering that rest of these next week as well.

CARRIE DIAMOND:

So, the question is does anyone support access for trip planning tools and the pathways for users.

JESS MAFFEY:

I was just going to comment, we have not done any projects that are infrastructure related, I think that Steve mentions this is a little bit. I think that with this and I think that administering that type of program with a smart agency would be a little more difficult just because it does go into procurement infrastructure, building construction projects which are not usually as familiar with but that is an eligible expense through 5310.

But we definitely do offer funding for travel training, the program, the funds travel training and different agencies. And then trip planning tools is something we have done at the state level to contact them through the grant. That was a little bit different, just to answer that question from that perspective.

JANE MAHONEY:

Thank you for that. So many questions and I will bring it back to the PowerPoint and left five minutes in the online forum we will talk a bit about. I hope that everyone has been able to access the online forum, it is your presentation but in PowerPoint view. Now is it right? OK, there we go. So, I hope everyone was able to access the forum and get logged in and once you are in there you will find the recording of the webinar today in the place where you can introduce yourself and then just sort of an open place where you can ask a question, make a comment and we will probably put some of these questions that we have been talking about into that conversation there and then people can just respond. You are welcome to share resources and ideas and there is an option when you are responding to someone.

To respond to the whole forum, so I hope that everyone gets on that forum and we can see more discussion about these great topics. I can tell from 160 something people that we experience that out there and working with each other we can make a real difference for people.

So, when you're looking in just remember it is your email address in all lowercase as your username. If you forgot your password, just use the forgotten password link. If you have any trouble at all, please just email me.

And check back often. There is a comment, there is a little box that is automatically checked that will indicate that you will get an email notification. If you do not want those emails, you can just uncheck that. Any other questions? We have put in the chat the link that you can use to get to that online forum.

And we do have a survey for this webinar. In which you will have an opportunity to add any additional ideas on topics or questions that could be addressed next week. We did not get to some of our questions that we were going to talk about regarding the application process, as well as some thoughts on sustainability.

We will, for sure, be getting into that on our webinar next week. So, we will be talking about that application process as well as sustainability. Any last questions or comments from any of the presenters?

JESS MAFFEY:

I am excited to connect with everyone. Seeing a lot of great information. Thank you, all. Looking forward to next week. I am sure we will have a lot to talk about.

JANE MAHONEY:

Super.

LUCINDA SHANNON:

This is a great audience, I am learning a lot and I cannot wait to talk to everyone on the forum.

JANE MAHONEY:

Great.

CARRIE DIAMOND:

We encourage all of your question did not cut and said we can do it next week, if you want more immediate responses make a new discussion thread and put all the discussions together, not everyone posts, we have five threads, but I know that there is a lot in several topics to respond to in the forum.

JANE MAHONEY:

Great. Thank you to the presenters and our audience members and we will see you next week in the forum. Have a great rest of your week.

JESS MAFFEY:

Thanks, goodbye.