

ADA  AUDIO
Conference
ADA NATIONAL NETWORK

ADA Audio Conference Series
December 15, 2016

This session is scheduled to begin at
2:00pm Eastern Time

Real-Time Captioning and the PowerPoint Presentation are available through the Webinar Platform. Audio Connection is available through the webinar platform/telephone/Mobile App.

1

Listening to the Session



- ▶ The audio for today’s webinar is being broadcast through your computer or via telephone for those that registered for that option. If using your computer, please make sure your speakers are turned on or your headphones are plugged in.
 - You can control the audio broadcast via the Audio & Video panel. You can adjust the sound by “sliding” the sound bar left or right.
 - If you are having sound quality problems check your audio controls by going through the Audio Wizard which is accessed by selecting the microphone icon on the Audio & Video panel



2

Listening to the Session, *continued*



MOBILE Users (iPhone, iPad, or Android device
(including Kindle Fire HD)

Individuals may listen** to the session using the
Blackboard Collaborate Mobile App (Available Free
from the Apple Store, Google Play or Amazon)



**Closed Captioning is not visible via the Mobile App and there is limited accessibility for screen reader/Voiceover users

3

Captioning



- ▶ Real-time captioning is provided during this session via the webinar platform.
- ▶ The caption screen can be accessed by choosing the  icon in the Audio & Video panel.



- ▶ Once selected you will have the option to resize the captioning window, change the font size and save the transcript.

4

Submitting Questions



- ▶ If you are listening by phone you will be instructed by the Operator on how to ask a question.
- ▶ You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area. You will not be able to see the question after you submit it but it will be viewable by the presenters.
- ▶ If you are connected via a mobile device you may submit questions in the chat area within the App
- ▶ Questions may also be emailed to webinars@ada-audio.org



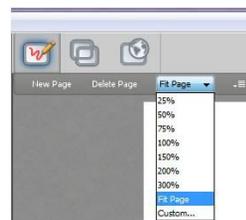
Please note: This webinar is being recorded and can be accessed on the ADA Audio Conference Series website at www.ada-audio.org within 24 hours after the conclusion of the session. The edited written transcript will be posted at this same site within 7 business days following the conclusion of the session.

5

Customize Your View



- ▶ Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page”



6

Customize Your View *continued*



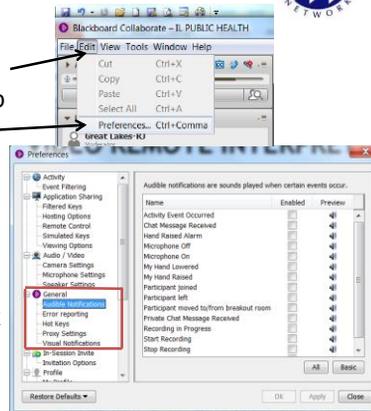
- ▶ Resize/Reposition the Chat, Participant and Audio & Video panels by “detaching” and using your mouse to reposition or “stretch/shrink”. Each panel may be detached using the ≡ icon in the upper right corner of each panel.

7

Adjusting Preferences



- **To turn off notifications (audible/visual)**
 - Select “Edit” from the tool bar at the top of your screen
 - From the drop down menu select “Preferences”
 - Scroll down to “General”
 - select “Audible Notifications” Uncheck anything you don’t want to receive and “apply”
 - Select “Visual Notifications” Uncheck anything you don’t want to receive and “apply”
 - For Screen Reader User – Set preferences through the setting options within the Activity Window (Ctrl+Slash opens the activity window)



8

Technical Assistance



- ▶ If you experience any technical difficulties during today's session:
 1. **In webinar platform:** Send a private chat message to the host by double clicking "Great Lakes ADA" in the participant list. A tab titled "Great Lakes ADA" will appear in the chat panel. Type your comment in the text box and "enter" (Keyboard - F6, Arrow up or down to locate "Great Lakes ADA" and select to send a message); or
 2. **By Email** webinars@ada-audio.org; or
 3. **Call** 877-232-1990 (V/TTY)

8



The ADA Participation Action Research Consortium (ADA-PARC) Presents

Moving from Transportation Towards Mobility Management: Disparities, Data and Action

Presenters: Judy Shanley, Lauren Nolan and Marian Vessels

Funding

- This research is funded by the U.S. Department of Education, National Institute on Disability, Independent Living, and Rehabilitation Research, Grant Number H133A120008.

- Principal Investigators: Lex Frieden, LL.D. & Joy Hammel, PhD, OTR/L
- Collaborating ADA Centers: Southwest ADA Center, Great Lakes ADA Center, Southeast ADA Center, Pacific ADA Center, Rocky Mountain ADA Center, & Mid-Atlantic ADA Center



The ADA Participation Action Research Consortium



Agenda

- **Moving Towards Mobility Management**

Judy Shanley, PhD, Assistant Vice President, Education & Youth Transition, Co-Director, FTA, National Center for Mobility Management, Easterseals Director, ACL, Inclusive Coordinated Transportation

- **Mapping Transportation Disparities**

Lauren Nolan, Economic Development Planner at the Nathalie P. Voorhees Center for Neighborhood and Community Involvement, Collaborator on ADA PARC

- **Using Data for Action: Baltimore**

Marian Vessels, Director of Mid-Atlantic ADA Center, a member of the ADA National Network TransCen Inc.

- **Questions and Comments**

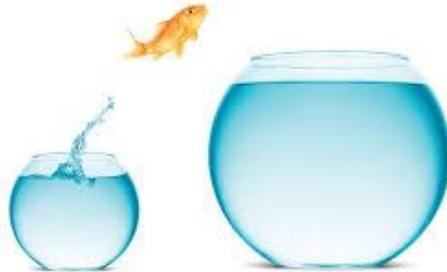


Moving Towards Mobility Management

Judy Shanley, PhD
Assistant Vice President, Education & Youth Transition
Co-Director, FTA, National Center for Mobility Management
Easterseals Director, ACL, Inclusive Coordinated Transportation



Its not Just About Transportation...its About Mobility Management!



Judy L. Shanley, Ph.D.
Asst. VP, Education & Youth Transition
Co-Director, National Center for Mobility
Management
Easterseals Inc., Chicago, IL



Moving from Transportation Towards Mobility Management

December 15, 2016

15

Learning Objectives



- Enhance understanding of mobility management
 - Create opportunities
 - Enhance equity
 - Extend innovation
- Learn about opportunities to leverage mobility management resources
- Identify evaluation methods
- Acquire national and community resources to support your work



Moving from Transportation Towards Mobility Management

December 15, 2016

16

Type into the Chat Function



Your connections...how many of you....

1. Are involved in coordination/collaborative activities that involve your local transit agency?
2. Not really even thought about how I can coordinate/collaborate with transit or transportation providers.



Mobility Management: *Connecting & Innovating*

- Riders with Disabilities
- Older adults
- Veterans
- Low SES
- Rural, Urban, Suburban

Education, Work,
Housing,
Community,
Spiritual,
Recreation,
Healthcare, Food,

- Fixed Route
- Shared Ride
- Shared Vehicle
- Volunteer Driver Programs
- Travel Instruction



Mobility Management can Support Connections

- Mobility management is an approach to **designing and delivering** transportation services
- Starts and ends with the **customer**
- Establishes a community vision in which the **entire transportation network works** together
- Deliver the transportation options that **best meet the community's needs**
- Use **data** continuously to monitor and improve mobility network



Moving from Transportation Towards Mobility Management

December 15, 2016

19

Introduction to Mobility Management

- Who is a Mobility Manager?
 - A problem solver
 - An advocate for those who need transportation
 - A facilitator of groups
 - A teacher, communicator and cheerleader



Moving from Transportation Towards Mobility Management

December 15, 2016

20

What Does a Mobility Manager Do?

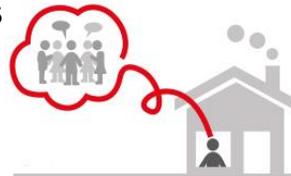
- Understands the population they're advocating for
 - Environmental scan, inclusive planning, and solicitation of feedback
- Builds networks
 - Transportation providers and planners
 - Workforce development and educational agencies
 - Healthcare agencies
 - Elected officials



Why is a Focus on Mobility Important?

Some people with disabilities who are willing and able to work cannot do so because of inadequate transportation. Others cannot shop, socialize, enjoy recreational or spiritual activities, or even leave their homes

National Council on
Disability (2005)
[Update 2015 Report](#)



Why Is Mobility and Transportation Important for Youth?

Recently, travel skills were identified as a predictor for positive post-school outcomes (Mazzotti et al. 2015). In addition, students with disabilities who could travel independently outside the home (e.g., school, local store, neighbor's house), were more likely to be engaged in post-school employment (Carter et al., 2012; McDonnall, 2011).

[Quick Guide: Transportation and Travel Instruction](#)



Moving from Transportation Towards Mobility Management

December 15, 2016

23

Legislation & Policy Reinforce a Focus on Inclusive Mobility Options

- Least Restrictive Environment
- Inclusion
- Access to the General Education Curriculum
- State Employment First Initiatives
- IDEA
- Americans with Disabilities Act
- Higher Education Opportunity Act
- Olmstead Act
- Workforce Innovation and Opportunity Act



Moving from Transportation Towards Mobility Management

December 15, 2016

24

Why Mobility Management?

- **Creates opportunities** for inclusive education, integrated work settings, and community engagement
- **Enhances equity** by improving access to work, school, and community
- **Builds a network** of service providers across geographic boundaries
- **Extends innovation** by developing customer-driven mobility solutions



What Can CILs and ADA Centers Do to Engage in Mobility Management?

- Understand and identify key participants in your coordinated transportation network
- Identify opportunities for participation and engagement
- Encourage your audiences to participate and to be decision-makers in local planning
- Build competency in mobility management and integrate this knowledge in service delivery
- Look for opportunities to write grants and collaborate for funding ([section 5310](#))



How to Identify and Encourage Mobility Management in Your Community

- Contact your local transit agency, transit authority, or planning organization to learn about coordination activities
- Learn about State DOT Programs
- Google...Local Coordinated Transportation plan, transportation advisory committee
- [National Center for Mobility Management](#)



Moving from Transportation Towards Mobility Management

December 15, 2016 27

Resources to Enhance Understanding of Mobility Needs and Transportation Accessibility

- Understand needs of riders
 - Physical, cognitive, social, sensory
 - [Transit assessment guide](#)
 - [Travel assessment observation form](#)
 - Assistive devices, sensory, hygiene, speech, demeanor, social skills, time on task, time management
- Understand capacity of modes and system
 - [Checklist for accessibility of transportation](#)



Moving from Transportation Towards Mobility Management

December 15, 2016 28

What Services Can be Included in Mobility Management Systems? (even in rural areas)

- Fixed route – bus, subway, rail, trolley
- Shared vehicle (car share)– such as Zip Car, Enterprise Plus – 400 cities in US
- Shared ride – ride boards, slug lines
- Feeder systems
- Volunteer driver programs
- Voucher programs
- Paratransit – door to door, curb to curb
- Bike share – 100+ cities in the US
- Travel training
- Pedestrian programs – walking buses
- Paths of travel – first-mile – last mile
- Transportation Network Companies (TNCs)- Uber, Lyft, Bridj – 200+ cities in US



Considerations when Establishing Relationships with Transportation Network Companies (TNCs)

- Reliability & performance
- Vehicle safety and maintenance
- Driver training especially related to sensitivity or cultural diversity
- Costs -who pays what? Is this a fixed or variable cost?
- Service hours and geographic scope
- Vehicle accessibility & accessibility of platforms to request service
- Equity in service
- Customer satisfaction systems and measures
- Performance monitoring system and continuous improvement
- Participation of people with disabilities or those who are culturally or linguistically to inform the service



National Recommendations related to Shared Mobility

- Build in accessibility from the ground up
- Continue to develop common processes and standards
- Ensure data reciprocity
- Address inequities in access to information
- Consider unbanked individuals
- Evaluate the use of new modes

[TCRP Report 188: Shared Mobility and the Transformation on Public Transit](#)



Moving from Transportation Towards Mobility Management

December 15, 2016

31

Evaluating the Impact of Mobility Management

- Continuously review environmental scan to identify gaps
- Survey and talk with diverse audiences about experiences
- Garner feedback from employers, medical providers, and others to discern potential transportation challenges
- Ask questions about community mobility options at diverse community forums
- Participate in community transportation and mobility events



Moving from Transportation Towards Mobility Management

December 15, 2016

32

Tap into Mobility Management Systems & Mobility Managers in your Community... It's about Breaking Down Silos



Moving from Transportation Towards Mobility Management

December 15, 2016

33

“If you always do what you’ve always done,
you’ll always get what you’ve always got.”

In *Fierce Conversations*
By Susan Scott



Moving from Transportation Towards Mobility Management

December 15, 2016

34

The National Center for Mobility Management

Can Help you Make Connections

The mission of the National Center for Mobility Management (NCMM) is to facilitate communities to adopt transportation strategies and mobility options that empower people to live independently and advance health, economic vitality, self-sufficiency, and community.

www.nationalcenterformobilitymanagement.org



About the NCMM



- National Technical assistance center
- Launched in early 2013
- Jointly operated by three national organizations:
 - Easterseals
 - American Public Transportation Association
 - Community Transportation Association of America
- Through a cooperative agreement with the Federal Transit Administration (FTA), U.S. DOT



Take Advantage of Our Resources

- Webinars, Newsletters, Products
- Mobility Management & Information Practices Database (MMIP)
- Technical Assistance – ask your liaison
 - [Link to Liaisons](#)



Tap Into Resources



[National Center for Mobility Management](#)



[National Aging and Disability Transportation Center](#)



[Rural Transit Assistance Program](#)



[ACL Inclusive Transportation Partnerships](#)



Passion!

“Success is not permanent and failure is not fatal”

Mike Ditka



Always Measure Mobility Options



It's a Wrap....



Judy Shanley, Ph.D.
jshanley@easterseals.com



Mapping Transportation Disparities

Lauren Nolan
Economic Development Planner at the Nathalie P. Voorhees Center for
Neighborhood and Community Involvement
Collaborator on ADA PARC

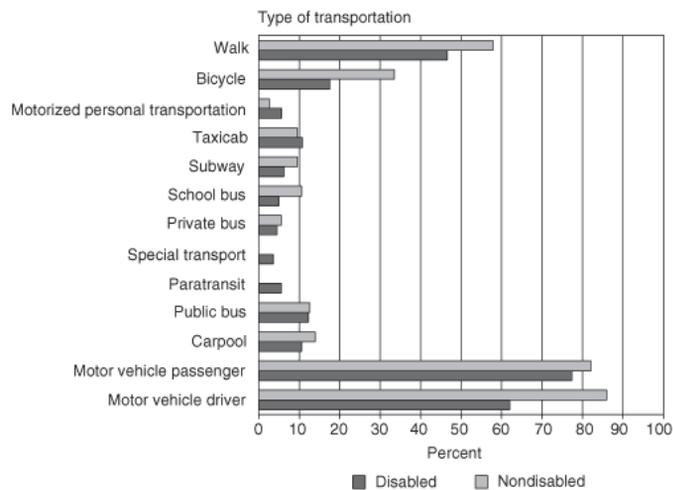
Outline

1. Transit use patterns and why improved access to fixed-route transit is important
2. Mapping disparities: method & results
3. Planning and advocacy implications

Why is this important

- Transportation was a key issue identified by our CABs
- Transportation is important to quality of life as well as challenging for many people with disabilities

Understanding Transit Usage



Bureau of Transportation Statistics (BTS)

Why this matters: User perspective

- Low rates of public transit use (subway, bus, streetcar...)
- 16% of respondents who had not used available public transit reported that failure to do so was related to impairment or health problem.
- Higher taxi usage than the general population
 - Twice as likely to utilize taxis over subsidized services like paratransit.

Field, M.J., & Jette, A.M. (Eds.). (2007). *The Future of Disability in America*. Committee on Disability in America, Institute of Medicine. Washington, DC: The National Academies Press.

Why this matters: User perspective

- Flexibility and convenience of fixed-route transit (vs pre-scheduled paratransit)
- Cost (vs taxi service)
- Right to access

Why this matters: Transit provider perspective

- Providing paratransit is expensive
 - Single demand response (paratransit) trip: \$23
 - Single bus trip: \$4
 - Demographic trends mean rapid increase in paratransit demand
- Systems can struggle to accommodate riders with mobility difficulties while maintaining schedules
 - Incentive to improve accessibility of vehicles and stops

Cost data source: 2015 APTA Public Transportation Fact Book



Research Questions:

- Do people with disabilities have access to fixed route transportation?
- How do cities differ?
- Are there disparities?
- Hinges on many factors including *proximity*



Process

1. Map location of persons with disabilities
2. Map location of transit stops
3. Analyze proximity

Example Cities

- Chicago, IL
- Houston, TX
- Baltimore, MD

Chicago, IL El Lines

Number of PWD

- 0 - 202
- 203 - 370
- 371 - 554
- 555 - 822
- 823 - 1,452

 City Boundary
 CTA Stations
 CTA Train Lines

Data Source: 2009-2013 American Community Survey
 Analysis: Voorhees Center, University of Illinois at Chicago

0 2.5 5 10 Miles 



Moving from Transportation Towards Mobility Management

December 15, 2016

51

Chicago, IL El Lines

Within 1/2 Mile of Train Stop
 -31% of PWD
 -34% of all persons

 1/2 Mile Buffer Around Stations

 City Boundary
 CTA Stations
 CTA Train Lines

Data Source: 2009-2013 American Community Survey
 Analysis: Voorhees Center, University of Illinois at Chicago

0 2.5 5 10 Miles 

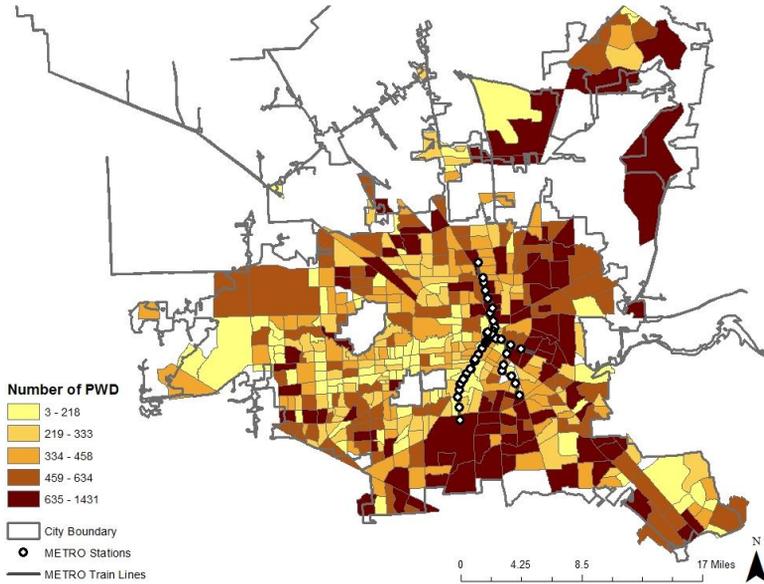


Moving from Transportation Towards Mobility Management

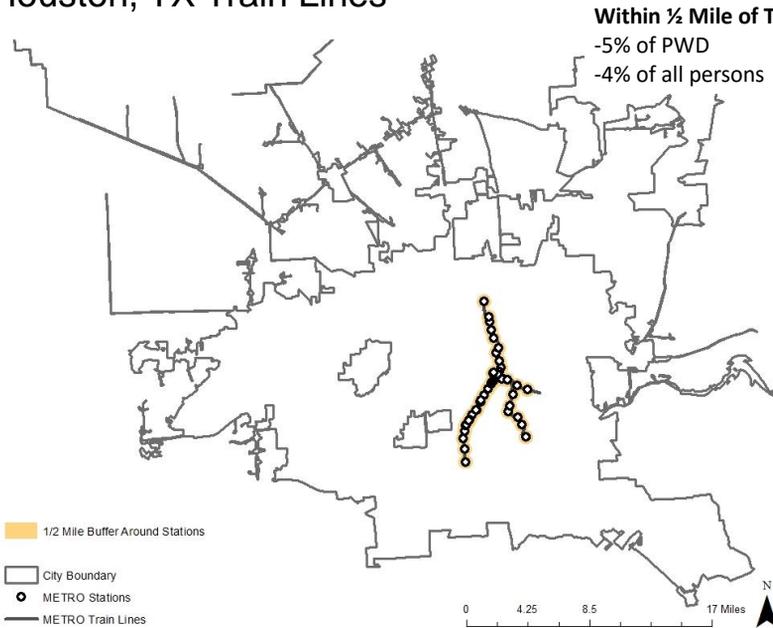
December 15, 2016

52

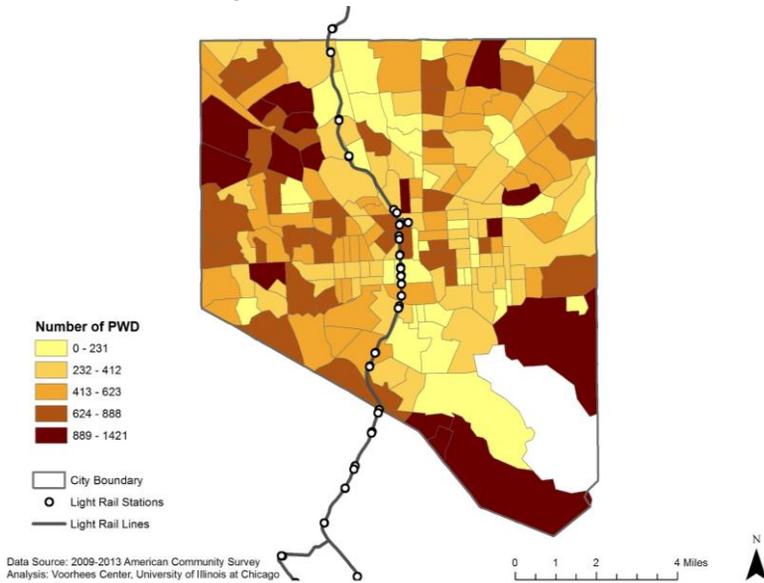
Houston, TX Train Lines



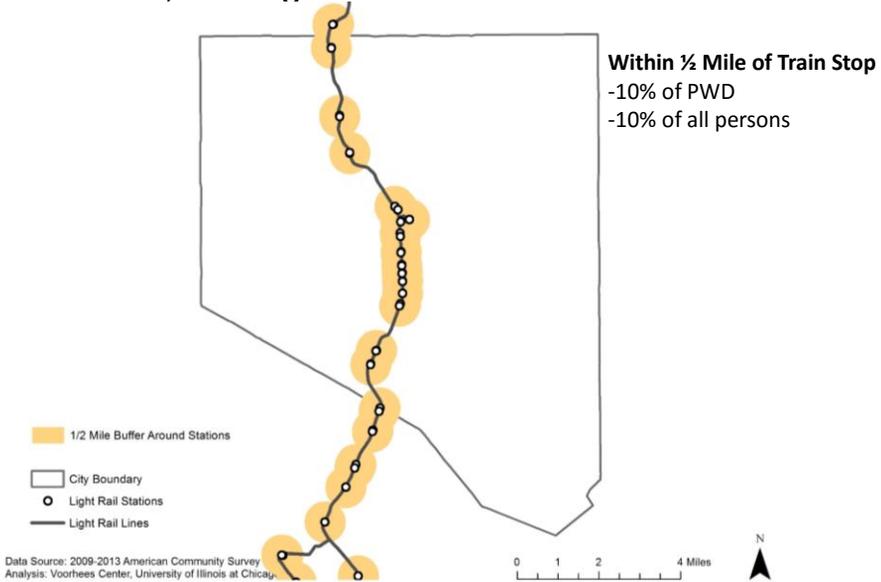
Houston, TX Train Lines



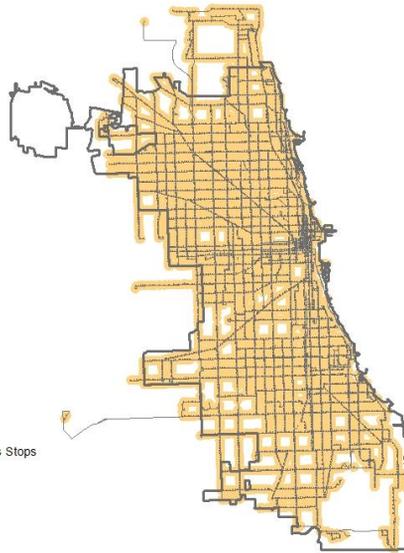
Baltimore, MD Light Rail Lines



Baltimore, MD Light Rail Lines



Chicago, IL Bus Lines



Within ¼ of a Bus Stop
-94% of PWD
-93% of all persons

- 1/4 Mile Buffer Around Bus Stops
- City Boundary
- Bus Stops
- Bus Routes

Data Source: 2009-2013 American Community Survey
Analysis: Voorhees Center, University of Illinois at Chicago

0 2.5 5 10 Miles

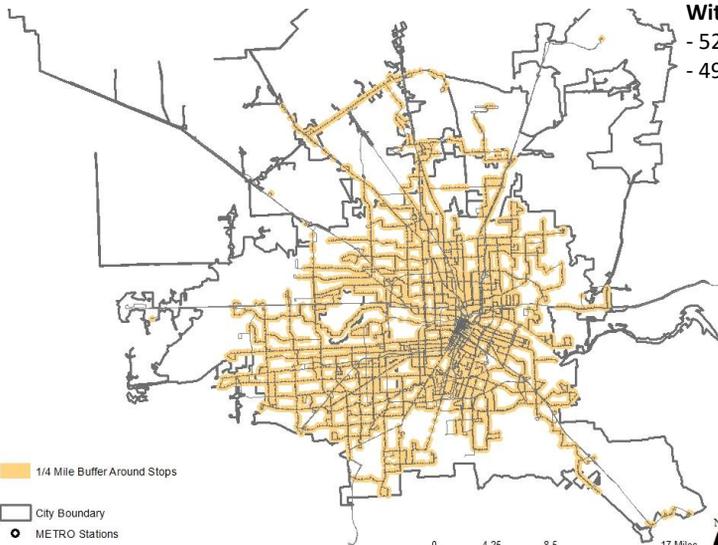


Moving from Transportation Towards Mobility Management

December 15, 2016

57

Houston, TX Bus Lines



Within ¼ of a Bus Stop
- 52% of PWD
- 49% of all persons

- 1/4 Mile Buffer Around Stops
- City Boundary
- METRO Stations
- METRO Train Lines

0 4.25 8.5 17 Miles

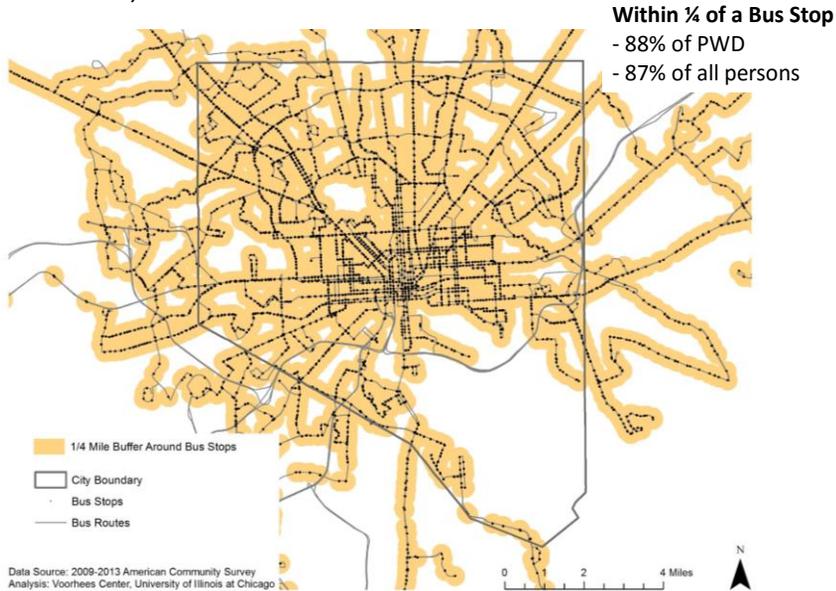


Moving from Transportation Towards Mobility Management

December 15, 2016

58

Baltimore, MD Bus Lines



What this can tell us

- Benchmarks city performance
- Identifies disparities and gaps
- Prioritize investments

ADA-PARC City Results

Proximity to Rail Stations		
City	PWD	Total Population
San Francisco, CA	57%	55%
Washington, DC	39%	45%
Salt Lake City, UT	35%	28%
Chicago, IL	31%	34%
Seattle, WA	20%	15%
Oakland, CA	19%	17%
Sacramento, CA	19%	17%
Portland, OR	17%	14%
Minneapolis, MN	12%	13%
Pittsburgh, PA	11%	11%
Denver, CO	11%	10%
Baltimore, MD	10%	10%
Houston, TX	5%	4%
Austin, TX	3%	3%



ADA-PARC City Results

Proximity to Bus Service					
City	PWD	Total Population	City	PWD	Total Population
San Francisco, CA	98%	98%	Spokane, WA	63%	62%
Chicago, IL	94%	93%	Birmingham, AL	61%	58%
Washington, DC	93%	93%	Fresno, CA	60%	58%
Minneapolis, MN	91%	90%	Montgomery, AL	58%	55%
Milwaukee, WI	90%	88%	Columbus, OH	55%	53%
Oakland, CA	90%	88%	Tucson, AZ	54%	54%
Baltimore, MD	88%	87%	Memphis, TN	53%	45%
Pittsburgh, PA	86%	87%	Houston, TX	52%	49%
New Orleans, LA	85%	85%	Austin, TX	51%	46%
Honolulu, HI	84%	84%	Anchorage, AK	50%	44%
Seattle, WA	84%	82%	Las Vegas, NV	49%	45%
Lansing, MI	83%	86%	Sacramento, CA	48%	50%
Missoula, MT	83%	77%	Little Rock, AR	48%	41%
Detroit, MI	82%	81%	Indianapolis, IN	47%	41%
St. Petersburg, FL	79%	76%	Nashville, TN	45%	41%
Denver, CO	77%	74%	Raleigh, NC	44%	38%
Portland, OR	74%	73%	Tampa, FL	44%	42%
Tacoma, WA	73%	71%	Phoenix, AZ	39%	36%
Albuquerque, NM	71%	70%	Columbia, SC	29%	20%
Riverside, CA	67%	65%	Tulsa, OK	25%	22%
Salt Lake City, UT	66%	66%	Asheville, NC	12%	13%

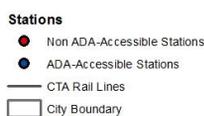


Accessibility

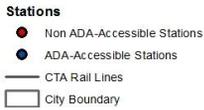
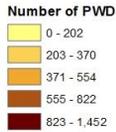
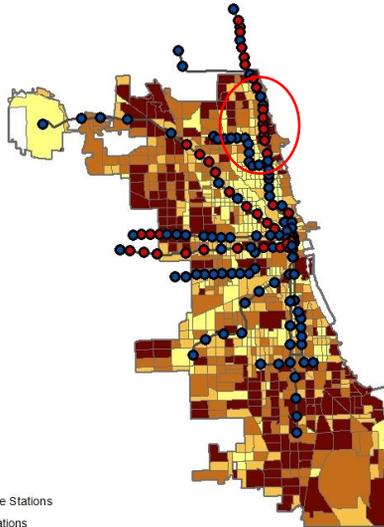
- All new stations and vehicles must comply with ADA standards
- Gaps: older (legacy) systems
 - Tend to have better geographic coverage
 - But may also have stations that are not accessible

Chicago, IL

- 67% of stations are ADA-accessible (as of 2014)



Chicago, IL

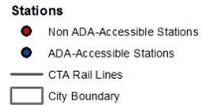
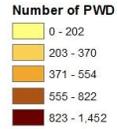
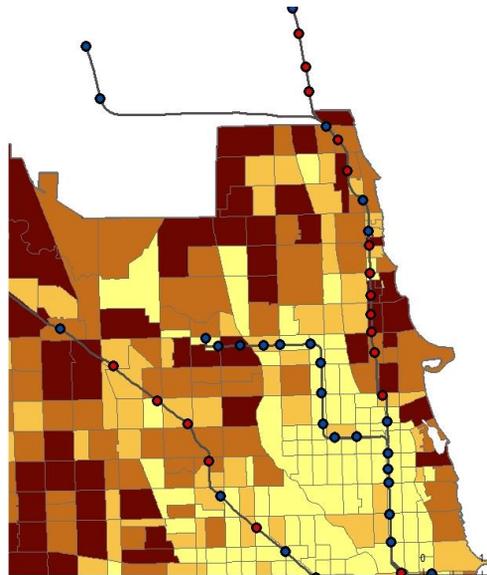


Moving from Transportation Towards Mobility Management

December 15, 2016

65

Chicago, IL



Moving from Transportation Towards Mobility Management

December 15, 2016

66

What this tells us

- Where to prioritize investments in system upgrades
- Where to target advocacy efforts
- Where resources (i.e. ridership training) may become relevant

What's missing

- Hours of operation or other measures of level of service
- Proximity does not always mean accessibility
 - Sidewalk conditions
 - Safety

Using Data for Action: Baltimore

Marian Vessels
Director of Mid-Atlantic ADA Center, a member of the ADA National
Network TransGen Inc.

Mid Atlantic ADA PARC Community Advisory Board (CAB) Process

- The Mid-Atlantic ADA Center PARC team reviewed the data from the ADA PARC website for Baltimore City, our target city.
- <http://www.ilru.org/html/projects/adaparc/index.html>

Transportation for Baltimore City

- Baltimore City has many modes for transportation
 - City Buses
 - Paratransit
 - Amtrak Train station
 - Commute rail north and south
 - Light Rail
 - Subway
 - Taxi cabs
 - Lyft and Uber

Accessible Transportation

- All of the modes of transportation are accessible to those with disabilities
- Paratransit is often unreliable, untimely and inefficient as many other systems across the country
- City buses often do not have operable lifts or ramps, drivers often do not test lifts or ramps before their routes begin
- Bus drivers do not often announce stops
- Routes to bus stops are not often accessible
- Other challenges

Focus on the Use of Accessible Transportation

- Mid-Atlantic ADA PARC team decided to focus on increasing the use of the accessible transportation in Baltimore City and surrounding jurisdictions based on the information found in
- Recruited a core Transportation CAB Team

Baltimore City CAB Team

- Center for Independent Living
- State Department of Disability
- Baltimore City Mayors Office on Disabilities
- Maryland Transportation Authority (invited but not very active)
- Easter Seals National
- Regional Disability Transportation Agency
- State Department of Education Transition

Process

- Meetings facilitated by members, staffed by the ADA Center
- Determined strategy:
 - Held meetings and had variety of stakeholders in to discuss issues, including
 - Taxi cab companies
 - Transportation providers
 - Entities serving those with disabilities
 - Taxi Cab Commission
 - Public Service Commission

Decided to Revive a Transportation Summit

- Last Transportation Summit held 7 years ago
- Facilitated Funding and Support from State Agencies
 - Maryland Department of Disabilities provided logistical support and secured Maryland Department of Transportation financial support
 - Maryland Department of Transportation provided \$10,000 of funding

Maryland Transportation Summit



**Maryland
Transportation**
Ensuring Independence
For Those With
Disabilities
Through Accessible
Transportation
October 28, 2015



Transportation Summit

- Held at the National Federation of the Blind Headquarters in Baltimore on October 28, 2015
- Day long summit with keynote speakers including representatives from
 - Federal Department of Transportation
 - National Center for Mobility Management/Easter Seals
 - Maryland Transit Agency



Break Out Sessions

- Transit Accessibility & Increasing Ridership of Fixed Route: Employer Benefits
- Self-Advocacy
- Transitioning Youth
- Transit Accessibility & Increasing Ridership of Fixed Route: Travel Training
- Improved System Management Ideas: National Center for Mobility Management's
- Mobility Management Information and Practices (MMIP) Database
- Regional Accessible Taxi Services
- Preparing for the Future: Accessible Transportation through Technology Panel

Summit Summary

- 142 people registered for this free event with approximately 120 attending, representing federal, state, city, and county governments, non-profit organizations, the private sector, and members of the general public/transportation users.
- Half of the attendees felt the Summit was excellent, half good
- Most learned new information that they will use
- CAB to reconvene this fall to assess process and determine outcomes

CAB Successes

- Successful Summit
- Transportation planning and education now a mandated process for transitioning students
- Testimony by disability community for accessible on demand transportation at Public Service Commission Hearings
- Enhanced the profile of the need for people with disabilities to know and to use accessible transportation in the Baltimore region

ADA  AUDIO
Conference
ADA NATIONAL NETWORK

Questions?

Telephone: Follow the instructions given by the Operator

Webinar Platform: You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area

ADA  AUDIO

Conference

ADA NATIONAL NETWORK

Thank you for participating in today's
ADA-Audio Conference Session

The next scheduled session is:

“Understanding Disability & Entrepreneurship”

January 17, 2017

Register at: www.ada-audio.org or call 877-232-1990 V/TTY

83