WEBVTT

1
00:00:01.195 --> 00:00:11.875
All right, so we are now recording, so I'm going to get started. Good afternoon.
Everyone my name is Sandy Kaiser. I am 1 of the employment 1st specialists for the
state of Missouri.

2
00:00:11.875 --> 00:00:23.214
So, Steven Taylor, who is our other employment for specialists on the western side
of the state he is not able to join us today. So you just have me sorry about that.
So.

3
00:00:24.539 --> 00:00:35.575
For those of you, who are not familiar with us, we started this back in January as a
way to engage with more support coordinators. So that's kind of our target audience.

4
00:00:35.575 --> 00:00:41.005
However we are very open to having anybody and everybody join us.

5
00:00:41.905 --> 00:00:56.725
So each month, we kind of focus on a little different topic and this month, we
decided to kind of take a closer look at transportation. So for this month and next
month, we're gonna focus on that transportation this month.

6
00:00:56.783 --> 00:01:07.015
We're going to talk about some of the resources available to assist us and then next
month, we'll kind of talk a little bit more about coordinating transportation.

7
00:01:07.734 --> 00:01:21.745
So a little housekeeping before we get started, so all of the attendees, you guys
are muted, you cannot talk to us. So the only way we're going to hear from you is if
you use the lovely chat box.

8
00:01:22.194 --> 00:01:22.674
So,

9
00:01:23.064 --> 00:01:24.504
when chatting with us,

10
00:01:24.625 --> 00:01:27.745

you want to make sure that in the drop down menu,

11
00:01:27.894 --> 00:01:29.754
you have everyone selected,

12
00:01:29.905 --> 00:01:35.155
but if you're a little bit shy and you don't want everyone seeing your question or comment,

13
00:01:35.635 --> 00:01:40.495
make sure that at least you have all panelists.

14
00:01:40.799 --> 00:01:46.019
Selected that make sure that Chad Lisa.

15
00:01:46.435 --> 00:02:00.594
Our ghost behind the scenes, and myself can at least see your question and be able to respond if you're experiencing technical difficulties and the assistant you're meeting is more from our goes behind the scenes.

16
00:02:00.594 --> 00:02:08.634
Are our host instead of the panelists you just want to make sure that you choose host.

17
00:02:08.939 --> 00:02:12.270
Um, so.

18
00:02:13.074 --> 00:02:25.284
Other than that, we do have poll questions we do expect that you guys will be putting things in the chat box. We want this to be very engaging. We want to hear from you.

19
00:02:25.705 --> 00:02:30.594
So the more participation the batter so to get us all started.

20
00:02:30.900 --> 00:02:43.405
We're going to start off with a poll question and what we want to know is, what's your role? Are you a support coordinator? Are you 1 of our contracted service providers? Are you a regional office employee?

21
00:02:43.435 --> 00:02:51.955
Maybe you're the, your chair or the self directed support coordinator, or assistant
director, let us know what you are.

22
00:02:52.319 --> 00:03:05.395
Maybe you work for another state office, the Department of higher education, maybe
you're from our behavioral health side, or maybe you're an individual, a family
member or somebody else.

23
00:03:05.395 --> 00:03:12.594
So so you guys will have about a minute and a half. The poll has already started.
So.

24
00:03:12.870 --> 00:03:22.740
Go in and your response and cap for some reason, it's saying the pull has ended.

25
00:03:23.514 --> 00:03:25.405
I don't know if you can start that backup again.

26
00:03:42.085 --> 00:03:43.764
It doesn't seem very flushing.

27
00:03:45.780 --> 00:03:56.430
As with anything, we always at some point encounter some technical difficulties. So
it's always a learning experience.

28
00:03:56.430 --> 00:04:07.919
So, some individuals are just saying, hey, let's you, this chat box for that. So
feel free to use the chat box to, to put in your.

29
00:04:07.919 --> 00:04:12.780
Your response and we're going to move forward.

30
00:04:15.419 --> 00:04:18.720
So, as I mentioned today's topic.

31
00:04:18.720 --> 00:04:33.444
Is gonna be all about transportation so we have Chad Egan from Mo rights who's gonna
talk about how we can utilize that resource for figuring out what are the

transportation options in the

32
00:04:33.444 --> 00:04:44.634
county we need and what might be most feasible for somebody we also have Lisa WOMACK
from ride or from Kansas City area Transportation authority.

33
00:04:44.634 --> 00:04:56.245
Excuse me? She will be talking all about that public transportation. What it is,
what is it giving us some tips and strategies for helping us.

34
00:04:56.548 --> 00:05:01.499
Advocate for those accommodations that people might need. So.

35
00:05:01.499 --> 00:05:09.928
All ready so now we have another poll question. Hopefully this 1 runs a little bit
smoother and doesn't.

36
00:05:09.928 --> 00:05:21.689
Get ended quickly. Um, so for this 1, we want to know how much do you know about Mo
rides? Maybe you've never heard anything about it and this is the 1st time and
you're kind of like.

37
00:05:21.689 --> 00:05:31.499
This 1st time I've heard something about it, maybe, you know about it, but you've
never used it or maybe you've used it some, but it's sporadic. It.

38
00:05:31.499 --> 00:05:35.309
It's been a while maybe it hasn't been any.

39
00:05:35.309 --> 00:05:43.348
Thing recent, or maybe you use all the time and you're always sharing this resource
with others.

40
00:05:43.348 --> 00:05:48.598
So, hopefully we can get that pull question.

41
00:05:48.598 --> 00:05:51.838
Hold up and you guys can answer that.

42

00:05:53.278 --> 00:05:55.014
There we go, you've got about 1 minute.

43
00:06:54.533 --> 00:06:59.093
Okay. It looks like our poll has ended and can we have the results? Please.

44
00:07:11.399 --> 00:07:12.293
All right,

45
00:07:12.324 --> 00:07:20.514
so it looks like the majority of people haven't heard anything about it so you guys
have come to the right webinar hopefully,

46
00:07:20.514 --> 00:07:21.024
by the time,

47
00:07:21.024 --> 00:07:21.983
you leave this,

48
00:07:22.254 --> 00:07:25.884
you're going to feel like you have a lot more familiarity with Mo rides and,

49
00:07:25.884 --> 00:07:26.303
you know,

50
00:07:26.303 --> 00:07:27.204
how to use it,

51
00:07:27.204 --> 00:07:27.684
so,

52
00:07:27.983 --> 00:07:28.613
um.

53
00:07:29.069 --> 00:07:32.639
Next close answer, um.

54
00:07:32.639 --> 00:07:44.249

People have heard about it, but they've never use it. So, again, hopefully after today, you guys will feel a little bit more comfortable with being able to use it and share this resource with others.

55
00:07:44.249 --> 00:07:49.288
So, awesome. All right, so now.

56
00:07:50.338 --> 00:07:53.699
I am going to hand things over to Chad eagle.

57
00:07:53.699 --> 00:07:59.699
With Mo rights, so, Chad.

58
00:07:59.699 --> 00:08:03.358
All right, thank you. Sandy. Do you hear me? Okay.

59
00:08:06.988 --> 00:08:10.259
Thank you, it's a pleasure to be here.

60
00:08:10.259 --> 00:08:13.769
I just wanted to say that, then I am the director.

61
00:08:13.769 --> 00:08:21.028
And boots, like regional planning commission I am not the manager of Bo rides. We will have a new manager on board this month.

62
00:08:21.028 --> 00:08:28.348
But, but I have been involved since 2015, but I'd like to give you a little background, real quick on boat rides.

63
00:08:28.348 --> 00:08:36.208
Mo rides was a was a planning project that started out in 2013, and it came through.

64
00:08:36.208 --> 00:08:40.438
A series of regional plants, and they are called.

65
00:08:40.438 --> 00:08:46.859
Coordinated public transit, human services transportation plans so.

66
00:08:46.859 --> 00:08:49.918
In the planning world would come up with all these great names for things.

67
00:08:49.918 --> 00:08:56.933
Unfortunately, no, nobody necessarily knows what they mean except for the planners so we are trying to change that with, with Mo rides.

68
00:08:56.933 --> 00:09:05.004
We really are, because the other the other obstacle we run into is what's mobility management and so that would be a question that you would ask.

69
00:09:05.754 --> 00:09:20.724
Well, all of the people that fund programs that we operate, they know what mobility management is, but nobody that uses it knows what mobility management is. Eventually they become acclimated. But so anyway, moat rides is a program.

70
00:09:21.028 --> 00:09:24.839
That the bones like regional planning commission operates.

71
00:09:24.839 --> 00:09:36.208
And I want to take 1 more step back with regional planning commissions. The state of Missouri is divided into 19 different regions. And so you really.

72
00:09:36.208 --> 00:09:39.899
What what what I'd like you to take away from this is to know.

73
00:09:39.899 --> 00:09:51.028
You know, what county that you're working in and serving and then what region that is in, because for me, other than mow rides, it's important that, you know, what region you're in because.

74
00:09:51.028 --> 00:10:01.139
Every 5 years, they update these plans that I mentioned that human services plans, and these are for all of the providers and the service industries.

75
00:10:01.139 --> 00:10:04.379
In every county, and every region of the state.

76
00:10:04.379 --> 00:10:14.668

And so we'd like you to be represented with those planning processes because then we know about the difficulties that you're having or I really like the poll question.

77
00:10:14.668 --> 00:10:18.089
20 out of 37 has never heard of Bo rights.

78
00:10:18.089 --> 00:10:22.798
So, if we, if we don't know that kind of information, we really don't know.

79
00:10:22.798 --> 00:10:30.028
Who we need to talk to so, in our audience, we always want to help people, but it really helps to understand.

80
00:10:30.028 --> 00:10:35.009
Who who needs that help? And, and I think a lot of the support coordinators.

81
00:10:35.009 --> 00:10:38.938
I think, I think highly of you guys and the role that you play.

82
00:10:38.938 --> 00:10:42.448
Because your clients are in that same position where.

83
00:10:42.448 --> 00:10:45.509
They know they need help. They really don't know.

84
00:10:45.509 --> 00:10:51.989
Where to ask, they don't know who to talk to and you are that helping hand that that takes them and.

85
00:10:51.989 --> 00:11:01.168
Either provide some information or makes contact for them and really lays it out on on how to make it work. And so with Mo rides.

86
00:11:01.168 --> 00:11:14.969
It's not our official theme. However, we like to think of ourselves and our role, as we help connect the dots for people and we know that there are a lot of people out there that talk about transportation options.

87
00:11:14.969 --> 00:11:19.198

And I don't want to single groups out, but.

88
00:11:19.198 --> 00:11:30.298
There are public options and they get money from the government to help people and there are private options and both can be very helpful depending on what region you're in.

89
00:11:30.298 --> 00:11:37.198
But in our, in our case, we're on the metro St Louis area. So we're just west of St Charles.

90
00:11:37.198 --> 00:11:42.719
And there are a lot of people that don't have transportation options in our area.

91
00:11:42.719 --> 00:11:53.183
They, they can't take public transit, but but they can change their schedule if they know public transit is available. So, I know for us, the bus is big in our area.

92
00:11:53.604 --> 00:11:59.634
The bus will connect to the other public transit agencies and I'm interested to hear about Kansas City too, because.

93
00:11:59.938 --> 00:12:05.278
They have another coordinated system, but basically, I say all this, because Mo rides.

94
00:12:05.278 --> 00:12:08.788
Helps you guys and it helps the users and understand.

95
00:12:08.788 --> 00:12:12.538
What are their options and how do they make those connections.

96
00:12:12.538 --> 00:12:21.568
Because a lot of the fear that people have is the unknown and so most of them, they don't know the particulars of transportation. They don't know.

97
00:12:21.568 --> 00:12:25.558
Necessarily where to go to look for information who to talk to.

98

00:12:25.558 --> 00:12:29.519
But also, a lot of times, they don't know.

99
00:12:29.519 --> 00:12:32.788
That there is funding available to pay for their ride.

100
00:12:32.788 --> 00:12:38.639
Based on their, their place in life or the.

101
00:12:38.639 --> 00:12:46.259
Medical options that they may have, and that that may take care of a lot of the
issues. But until we talk to people.

102
00:12:46.259 --> 00:12:50.849
Uh, we, we really don't know that information so please feel free to call us.

103
00:12:50.849 --> 00:12:54.568
And the numbers will be on the, the slides coming up.

104
00:12:54.568 --> 00:12:58.889
But they will also be a website if anything go to the website.

105
00:12:58.889 --> 00:13:02.068
Mo rides dot org, our phone number's on there.

106
00:13:02.068 --> 00:13:10.109
And we are there to help we have a grassroots approach to this, and we're willing to
lend a hand.

107
00:13:10.109 --> 00:13:20.698
Take a phone call, send an email, and we'd also be very interested in coming and
doing presentations. If you have small groups that you'd like us to present for.

108
00:13:20.698 --> 00:13:24.658
We really want to get back in touch with people, especially since the pandemic.

109
00:13:24.658 --> 00:13:28.889
And we found that the small group setting is very effective.

110
00:13:28.889 --> 00:13:40.558
And we've done a lot of those, so I know that's a lot for the 1st slide. I want to give you that background, though. So, you know where we're coming from. But, like I said, we started out in 2013.

111
00:13:40.558 --> 00:13:43.769
And we were just a, a planning study.

112
00:13:43.769 --> 00:13:47.158
And that rolled into a pilot project.

113
00:13:47.158 --> 00:13:56.009
From 2014 to 2017, and so we had 3 different pilots throughout the state. And the reason I say that is mow rides, started out.

114
00:13:56.009 --> 00:14:04.708
As that grassroots approach, we went to seniors, senior, senior complexes we were independent living centers, Chamber of commerce.

115
00:14:04.708 --> 00:14:09.058
And we gave a lot of presentations we asked questions.

116
00:14:09.058 --> 00:14:14.099
And we started to find out what people needed we started.

117
00:14:14.099 --> 00:14:19.229
A call center, we started a website, we've updated the website twice.

118
00:14:19.229 --> 00:14:27.568
And we have, we consider ourselves continually evolving to meet the needs of those people and their transportation needs.

119
00:14:27.568 --> 00:14:32.249
So, we do not provide transportation at this point in time.

120
00:14:32.249 --> 00:14:36.509
But I would really like to purchase buses and start providing our own transportation.

121
00:14:36.509 --> 00:14:43.499
Not to go against the other providers, but we just know that there's a lot of need
out there. And there's a lot of gaps in service.

122
00:14:43.499 --> 00:14:47.038
And a lot of people need this.

123
00:14:47.038 --> 00:14:59.399
Just special or special circumstances, dictate that they need a ride at a certain
time. They can't catch it at 8 o'clock or they don't. They're not there on the 3rd,
Thursday of the month, but if they could.

124
00:14:59.399 --> 00:15:04.198
We help them coordinate that too, but anyway, we always see this as an evolution.

125
00:15:04.198 --> 00:15:14.818
And so, if there are things that we can make better, we would we want that feedback
from you guys to let us know what else we can do. And we also want to know what the
needs are. If the needs are changing.

126
00:15:14.818 --> 00:15:22.078
We would like to evolve our own program and make contact with the network that we
have.

127
00:15:22.078 --> 00:15:25.438
And I think if you take away anything from today.

128
00:15:25.438 --> 00:15:28.948
Other than if you need help, go to the website or give this call.

129
00:15:28.948 --> 00:15:33.479
Is we have contacts with other state departments?

130
00:15:33.479 --> 00:15:39.509
We have contacts with other states. We have other other regions, regional planning
commissions.

131
00:15:39.509 --> 00:15:42.509
And we are also in contact on the national level.

132
00:15:42.509 --> 00:15:48.808
So, if if there are things that you need, if there are resources, you're looking for if there are changes to make.

133
00:15:48.808 --> 00:15:52.469
We feel like we're a good forum for those conversations.

134
00:15:52.469 --> 00:15:57.089
And that is not about necessarily transportation as a ride.

135
00:15:57.089 --> 00:16:04.558
But it does involve transportation and getting you to where you need to go. So I will.

136
00:16:04.558 --> 00:16:09.719
Start with the slides now and if you have questions, I do, I do see the chat box.

137
00:16:09.719 --> 00:16:17.519
Or if you want to go through Sandy, that's fine, too. We can, we can do them as we go. We could do it at the end. I'll stick around for the whole session.

138
00:16:17.519 --> 00:16:22.229
And also we could email any follow up or phone calls. So.

139
00:16:22.229 --> 00:16:25.558
Mo rides it does connect individuals.

140
00:16:25.558 --> 00:16:29.038
Is there to help for transportation needs.

141
00:16:29.038 --> 00:16:36.418
And as I said, we don't provide the ride, but we help coordinate the ride for you are to target audiences. I will tell you.

142
00:16:36.418 --> 00:16:43.408
Our older adults, we used to call them senior citizens now older adults, right? And the disabled.

143
00:16:43.408 --> 00:16:54.389
Those are our 2 focus groups. Those are not the only groups we help, but those are the ones that we have found have the most need another 1 is low income individuals. You know.

144
00:16:54.389 --> 00:17:07.709
They cannot afford a ride and an Uber or Lyft. They may offer it for 35 dollars 1 way, but somebody can't afford 35 dollars 1 way to go to the store or doctor's appointment.

145
00:17:07.709 --> 00:17:14.189
So, we, we do try to find the best affordable providers in the area. We try to give you 3 options.

146
00:17:14.189 --> 00:17:20.159
And so I'll go through if we have time at the end, I'll go through the website. We'll go through a typical call that we get.

147
00:17:20.159 --> 00:17:24.898
But we do partner with organizations across the whole state of Missouri.

148
00:17:24.898 --> 00:17:28.709
So, just because you're in a certain County, don't think that you're not included.

149
00:17:28.709 --> 00:17:37.409
We started out in our own region, which is recovery county Warren county Lincoln County Franklin County St Charles County.

150
00:17:37.409 --> 00:17:40.828
So just west of St loss, but.

151
00:17:40.828 --> 00:17:45.449
We have expanded numerous times and we do cover every county in the state.

152
00:17:45.449 --> 00:17:54.058
And what we do is we coordinate with the local, so, like, in Kansas City, we would coordinate with the transportation providers in Kansas City. But you see our number on there.

153

00:17:54.058 --> 00:18:06.959
And just so you guys know that back when we started this, we had long distance charges for our phone. And so that 844 number that you see on the screen is a toll free number.

154
00:18:06.959 --> 00:18:14.848
Um, for most people with cell phones, it doesn't matter anymore, but if you do have older adults or anyone that has a landline.

155
00:18:14.848 --> 00:18:24.598
They are free to call that number. There's no charges involved. Just I wanted 1 and especially the support coordinators to know that if you wanted to give out our number, it's not going to be a charge.

156
00:18:24.598 --> 00:18:28.648
So, they can call.

157
00:18:28.648 --> 00:18:40.739
Toll free also we have an email address there if anything all else fails rides dot. Org anyway, we do partner with other groups. I mentioned we are transportation group.

158
00:18:40.739 --> 00:18:50.638
We are planning group, so we have other organizations throughout the state that you can get a hold of, and we can utilize them on the local level to help you.

159
00:18:50.638 --> 00:18:56.939
With your transportation needs, so mobility management I mentioned that term earlier.

160
00:18:56.939 --> 00:19:07.949
A lot of people, it's a foreign, it's a foreign term to them, but mobility management is just like the slide has on there it's coordinating rides coordinated transportation.

161
00:19:07.949 --> 00:19:12.538
With the people that need it, and the providers that give that service.

162
00:19:12.538 --> 00:19:19.558
And that is not just for a doctor's appointment, it could be to go to the movies. It could be go to the grocery store.

163
00:19:19.558 --> 00:19:24.568
It could be for summer camp. We've had people with special needs.

164
00:19:24.568 --> 00:19:36.203
We have gone to the lake of the Ozarks in central Missouri for Wonderland camp, and
they did not have a ride to connect to their other ride. So they called Moe rides
and we were able to connect to him to another provider.

165
00:19:36.203 --> 00:19:44.183
Who could take them down to camp and if you have anyone that, you know, with special
needs, I mean, that's what they look forward to every year.

166
00:19:44.459 --> 00:19:54.179
So, we are there to improve access. We're looking for affordable options and we give
you multiple choices so that you can pick.

167
00:19:54.179 --> 00:19:57.328
What is best for your scenario and your situation.

168
00:19:57.328 --> 00:20:01.078
We also have been working with providers on vouchers.

169
00:20:01.078 --> 00:20:04.558
And being able to help pay for those rides.

170
00:20:04.558 --> 00:20:13.828
So, depending on your circumstances, we try to evaluate all the funding options that
we have and the best transportation groups that we know of.

171
00:20:13.828 --> 00:20:18.509
To assist you with your needs and so I put on there the goals because.

172
00:20:18.509 --> 00:20:22.078
We really are there to assist the users.

173
00:20:22.078 --> 00:20:26.519
And by assisting the users, we assist those support coordinators.

174
00:20:26.519 --> 00:20:32.009
Those parents, because they're the ones that are making the phone calls and and
making the connections for people.

175
00:20:32.009 --> 00:20:36.239
So, we are there to help we're there to find affordable transportation options.

176
00:20:36.239 --> 00:20:41.159
And we do call and check on everyone that calls us. We call everyone back.

177
00:20:41.159 --> 00:20:44.219
To ensure that if you, if you got a ride or not.

178
00:20:44.219 --> 00:20:53.098
And really, that's that helps us, but it's also that satisfaction to make sure that
we know that you got it right?

179
00:20:57.358 --> 00:21:01.229
So, I think I went the wrong way. Sorry about that.

180
00:21:01.229 --> 00:21:07.108
This is just a snapshot so we get about 100 calls a month.

181
00:21:07.108 --> 00:21:11.098
And you can see the counties that are split out there.

182
00:21:11.098 --> 00:21:19.048
And the calls that are coming in and what they're for so you can see that 67% of the
calls are for medical transportation.

183
00:21:19.048 --> 00:21:31.259
And I can share this information with you all as well. We do keep keep up on this.
How many how many rides we were able to coordinate some people are just looking for
information. So we provide information and it's not a ride.

184
00:21:31.259 --> 00:21:40.919
That's some of those some of them are for work. We're finding more and more people
people want to work, but they don't have a ride. And so we're trying to work with
those other providers to make sure that.

185
00:21:40.919 --> 00:21:50.459
You know, we have a ride share program, or if they're going on public transit, maybe
somebody can go with them. And we'd like to do maybe an ambassador program in the
future too, to.

186
00:21:50.459 --> 00:21:56.278
To be there to have that helping hand to help people find transportation and
overcome any of those barriers.

187
00:21:58.979 --> 00:22:05.818
Is another partner that we have as a regional planning commission?

188
00:22:05.818 --> 00:22:12.388
And we partner with them every year, and we come up with a need. So I mentioned that
that human services plan.

189
00:22:12.388 --> 00:22:17.909
Please, let me know if you have questions about that. If you're curious about what
region you're in, throughout the state.

190
00:22:17.909 --> 00:22:21.239
We really need your feedback during those planning sessions.

191
00:22:21.239 --> 00:22:26.219
So that we can report to to say, listen, every, everyone in these counties.

192
00:22:26.219 --> 00:22:30.689
Once more transit we need to have money because.

193
00:22:30.689 --> 00:22:40.288
That helps them talk to the other federal legislators that they work with, and they
partner with. So, anyway, according to their their citizens guide, which they did in
19.

194
00:22:40.288 --> 00:22:45.239
There's 80Million dollars of unfunded transportation needs.

195
00:22:45.239 --> 00:22:50.969

Every year, you know, that the gas tax just passed I will look for the governor to sign that.

196
00:22:50.969 --> 00:22:54.148
That will be a small increase in Missouri.

197
00:22:54.148 --> 00:22:59.999
But you can see on the on the graphic, the per capita spending on transit.

198
00:22:59.999 --> 00:23:04.739
In Missouri, compared to other states, it's extremely, extremely low.

199
00:23:04.739 --> 00:23:09.989
And I know Kentucky is in a similar situation to us. You don't have a lot of rural areas like that.

200
00:23:09.989 --> 00:23:17.429
But we have found even even in our state, getting to St Louis, getting to Kansas City, and getting the Springfield getting to Columbia.

201
00:23:17.429 --> 00:23:21.298
That's that's the major need because that's where the healthcare providers are.

202
00:23:21.298 --> 00:23:29.548
That's where other regional opportunities are for people. So, if we can get people from the rule areas to those metro areas.

203
00:23:29.548 --> 00:23:41.669
Um, that that is something of value, and we've been working with oats and as the public transit providers in every county of the state to, to look at more of those opportunities.

204
00:23:42.898 --> 00:23:48.058
So, coordination, that's the key coordination is.

205
00:23:48.058 --> 00:23:53.128
Is is when multiple groups work together, but but really, it goes back to our goal.

206
00:23:53.128 --> 00:23:59.128

Our goal is to overcome transportation barriers, and we know that we can't do it alone. We know that you can't do it alone.

207
00:23:59.128 --> 00:24:04.798
But we're there to help, and we're there to help make ends meet. And, as I said, we'd like to connect the dots.

208
00:24:04.798 --> 00:24:11.999
So we know that we don't provide the ride, but we want to give you 3 or 4 options so that you can find a ride.

209
00:24:11.999 --> 00:24:16.739
But coordination, what we found is the key and.

210
00:24:16.739 --> 00:24:24.808
Behind the coordination is actually explaining things to people providing them that information so that they can understand.

211
00:24:24.808 --> 00:24:31.108
You know, if I need to go to dialysis, do I qualify for not? Will Medicaid pay for that? And if they do.

212
00:24:31.108 --> 00:24:36.868
Great now we have coordinated rides and it's through you guys to as support coordinators.

213
00:24:36.868 --> 00:24:45.058
We've helped, we've helped you help the other people. So, in a sense that that is the coordination that we're looking for, we're looking to provide information.

214
00:24:45.058 --> 00:24:51.209
To help you do your jobs and to help people get the transportation needs that they have out there.

215
00:24:53.999 --> 00:24:59.249
This is, this is a slide. It's probably easier if we just send these out to people.

216
00:24:59.249 --> 00:25:03.328
Um, but it goes through the integration part of our coordination.

217
00:25:03.328 --> 00:25:06.749
And I've talked a lot about these things already, but.

218
00:25:06.749 --> 00:25:12.509
The main thing is, we need to we need you to be able to coordinate with us on what
is your need.

219
00:25:12.509 --> 00:25:16.919
Tell us what that is talk to us about what you've tried.

220
00:25:16.919 --> 00:25:24.749
And we'll give you feedback on that. We'll give you some other options that we know
of. We, we are not a State Department.

221
00:25:24.749 --> 00:25:28.709
But we act like a State Department as far as our institutional knowledge.

222
00:25:28.709 --> 00:25:37.528
You know, we've, we've been around for a while and in the mobility world. 2013 was a
long time ago and so.

223
00:25:37.528 --> 00:25:46.409
We have kept that information within our organization and have trained our ability
managers as they were called program administrators.

224
00:25:46.409 --> 00:25:51.989
On all of the issues that have come up so that helps with our coordination, but
also.

225
00:25:51.989 --> 00:25:55.169
You have to understand just like you guys in the State Department.

226
00:25:55.169 --> 00:26:01.528
We are connected to a lot of different groups, transportation groups, planning
groups, economic development groups.

227
00:26:01.528 --> 00:26:04.858
Workforce groups, and they all have transportation needs.

228
00:26:04.858 --> 00:26:12.239
So, they are all curious about what we do and that's that collaboration effort and
then on the consolidation side.

229
00:26:12.239 --> 00:26:21.719
You know, we try to have just 1 entity 1, point of contact. So we had 3 pilots. I
mentioned throughout the state.

230
00:26:21.719 --> 00:26:25.348
When they were figuring out what to do with mobility management.

231
00:26:25.348 --> 00:26:30.118
We wanted to consolidate that into 1 name. So, instead of having.

232
00:26:30.118 --> 00:26:34.949
Kansas City wasn't 1 of them, but I'll just say Kansas, instead of having Kansas
City rides.

233
00:26:34.949 --> 00:26:38.969
In St Louis rides and the Ozarks rides.

234
00:26:38.969 --> 00:26:45.778
We agreed on mow rides so we have had that name and that branding out there as 1
entity.

235
00:26:45.778 --> 00:26:57.118
And we may have 3 or 4 groups that help us with those things, but they're all going
to be under that umbrella of mow rides that way. It keeps it simple for everyone.
And then you have 1 website 1 point of contact you go to.

236
00:26:58.949 --> 00:27:03.358
So some of the benefits this is really for our federal.

237
00:27:03.358 --> 00:27:10.949
Grant funds that come through with I had mentioned to you our to target groups,
older adults and.

238
00:27:10.949 --> 00:27:15.628
Disable, but these are some of the other goals that we have that.

239
00:27:15.628 --> 00:27:23.788
Coordinated transportation can help provide and we've talked a lot about the
inefficiencies of multiple providers and that would be.

240
00:27:23.788 --> 00:27:29.548
2 bus is showing up at the same place with 1 person and each bus and 10 to 12 empty
seats.

241
00:27:29.548 --> 00:27:34.769
For the rest of it so we have worked I know with the department mental health and
with other departments.

242
00:27:34.769 --> 00:27:40.409
On on making sure that if we have seats available, if people can ride together.

243
00:27:40.409 --> 00:27:44.729
We try to share rights, you know, eliminate those inefficiencies.

244
00:27:44.729 --> 00:27:51.509
Stretch those dollars as far as we can and that has led to a lot of operating cost
savings.

245
00:27:51.509 --> 00:27:56.219
Which, again, that just helps put out more opportunities more routes.

246
00:27:58.469 --> 00:28:04.858
In a community, the people matter, and the people know what's going on.

247
00:28:04.858 --> 00:28:17.788
And so, at the level that we're at, we are really looking for those affordable
options for people. And if we can help them with that and if we can help those
communities, find those options, then that's what we're going to do.

248
00:28:17.788 --> 00:28:21.209
And 1 of the ones I wanted to quickly mention was the link.

249
00:28:21.209 --> 00:28:26.429
So the link is operated by oats it's not a separate transportation provider.

250
00:28:26.429 --> 00:28:32.068
It's coordination on a county level, so they have routes that they run every day.

251
00:28:32.068 --> 00:28:35.669
It's oats buses that run the routes. It's a dedicated route.

252
00:28:35.669 --> 00:28:43.888
But you just need to know where your point is where you can get on that route. So it's in Lincoln County. It's north of St Charles. It's it's Troy.

253
00:28:43.888 --> 00:28:51.568
And it's on the eastern side of the state, but they're small towns, small towns of 300 to a 1000 to 3000.

254
00:28:51.568 --> 00:29:00.749
And they go to the city of Troy, which is 12,000 on a regular basis every day because that's where most of the things are. That's what the stores are. That's what the jobs are.

255
00:29:00.749 --> 00:29:03.778
And so they get on the bus in the morning, and they go to Troy.

256
00:29:03.778 --> 00:29:07.858
On the bus brings some home at night, but they have then.

257
00:29:07.858 --> 00:29:13.318
Seeing definite increases in ridership because they have a.

258
00:29:13.318 --> 00:29:27.808
A route that's there on a continual basis and that route can provide opportunities for them. So, the link is is a great case study be happy to talk about that more. I just I wanted to mention that and it's not us providing the transportation.

259
00:29:27.808 --> 00:29:34.739
It's us helping coordinate and helping people understand what their options are. And the old buses are the ones delivering the folks.

260
00:29:34.739 --> 00:29:39.989

So, finding a ride, I mentioned the website.

261
00:29:39.989 --> 00:29:49.558
Sandy, you can tell me if we have time if you want to go through this now or if you want to go through it at the end. I'm happy. I know I was talking a little bit too long there, but mow rides dot Org is our website.

262
00:29:49.558 --> 00:30:01.104
If I could show you real quick the website, or if you want to skip it that's fine, too. You just tell me so what I'm thinking for us to do that demo we'll go ahead and skip through these slides really quick.

263
00:30:01.104 --> 00:30:08.874
So, for for those of you on the call in the presentation there is that step by step instruction.

264
00:30:09.239 --> 00:30:23.814
Um, so, like I said, this will become available later this month or next month. We will have the slide show available that people can download it from our website. If you need it before then please reach out to me.

265
00:30:23.814 --> 00:30:34.374
And I did put my email address in the chat box so that you can reach out to me directly and I can send you a copy of the presentation. So let's go ahead and go to that.

266
00:30:34.679 --> 00:30:38.009
I think slide number 21, and we can switch to.

267
00:30:38.009 --> 00:30:43.979
Actually, taking people through the website, so, Chad, you want to pass me the ball.

268
00:30:43.979 --> 00:30:49.048
Sure. Hey, there you go.

269
00:30:51.088 --> 00:31:04.949
Okay there we go. Got it. All right so everyone should be seeing the website mow rides dot org.

270
00:31:04.949 --> 00:31:08.038

1st place we're gonna go to is find a ride.

271
00:31:09.419 --> 00:31:19.709
Now, we need a county, so you guys need to put us what, you know, let us know what county in the chat box and Chad or Lisa. If you can let me know the 1st, 1 that you see.

272
00:31:29.548 --> 00:31:34.439
Harry.

273
00:31:34.439 --> 00:31:40.378
Perry Perry County, so going down the peas.

274
00:31:41.608 --> 00:31:49.108
Here we go Perry county. Okay.

275
00:31:49.108 --> 00:32:00.269
So, Chad, what do I need to do next? Okay so you selected your county and if you have a phone, this is made for a phone too. You can just do by your location. It'll pick up your GPS location.

276
00:32:00.269 --> 00:32:05.699
But if you're on a computer, then you're going to select search for transportation providers of the blue.

277
00:32:05.699 --> 00:32:10.048
Okay, again, if you need help, please give us a call.

278
00:32:10.048 --> 00:32:16.769
If you scroll down just a little bit. Okay these are all the providers that that we know of.

279
00:32:16.769 --> 00:32:22.409
And they are for different transportation needs, but you'll see at the top MTS.

280
00:32:22.409 --> 00:32:29.848
The algorithm that we have, that Mo rides, every top entry will be a public transit agency.

281

00:32:29.848 --> 00:32:33.628
We feel like they are our partners, they are receiving federal funds.

282
00:32:33.628 --> 00:32:44.909
So, we will put our our public transit providers. 1st, so then, yes, if you click on
their name, it pulls up their phone number. It pulls up the website, the location of
their.

283
00:32:44.909 --> 00:32:51.628
Their office wheelchair accessible, and if they're demand response, if they're
fixed, if they're a public transit.

284
00:32:51.628 --> 00:33:06.118
If you have any questions about any of this, please feel free to call us we do have
a call center, and we will walk you through that. But those are your transportation
options for Perry county? We have for each county. So you'll see on there, like
angel flight.

285
00:33:06.118 --> 00:33:12.179
Obviously, that's a that's a specialized flight, just for certain things and we'll
explain that to you too.

286
00:33:12.179 --> 00:33:19.409
Um, Lyft is on there disabled American veterans obviously have to be a veteran in
order to be part of disabled American veterans.

287
00:33:19.409 --> 00:33:23.939
Logistic care is a big 1 for any kind of Medicaid treatments.

288
00:33:23.939 --> 00:33:28.828
Uh, but we may have 2 that you will need to get to where you're going. Especially if
you're going to St Louis.

289
00:33:28.828 --> 00:33:35.548
You may have to have 1 ride into town and then another ride pick you up from there.
So we have all those listed.

290
00:33:35.548 --> 00:33:39.868
Uh, but the public ones are 1st, so is a public.

291

00:33:39.868 --> 00:33:43.769
Public transportation provider, public transit.

292
00:33:45.659 --> 00:33:49.798
So, before we get off this is there.

293
00:33:49.798 --> 00:33:55.739
Are there any questions from our attendees? Anything you want us to show you on the
website? Real quick.

294
00:34:09.898 --> 00:34:19.108
And I will say as closing thought if you guys get together in a group and have
several coordinators in a region, or if you have a statewide group that you want.

295
00:34:19.108 --> 00:34:24.208
A presentation on this and to go into more details I'd be happy to come and walk you
through that.

296
00:34:24.208 --> 00:34:29.818
Or take you through a typical phone call that we have, and bring our managers there
to.

297
00:34:29.818 --> 00:34:34.679
Sorry, at least I don't want to take up any of your time as well. All right.

298
00:34:34.679 --> 00:34:40.438
Thank you all very much, though. Appreciate it. So I'm going to stop sharing this.

299
00:34:40.438 --> 00:34:44.248
So, thank you very much Chad.

300
00:34:44.248 --> 00:34:58.438
Um, and again, you guys have any questions, you can definitely reach out to mow
rides directly. There's that phone number. There's also that email Chad. Can people
contact you directly?

301
00:34:58.438 --> 00:35:10.079
If they have questions, especially about what you were talking about, those regional
planning committees, and how individuals can get involved in advocating for their
transportation needs.

302
00:35:10.079 --> 00:35:13.528
Yes, do you want me to put my phone number and email in the chatbox?

303
00:35:13.528 --> 00:35:21.268
Yeah, go ahead and do that. Okay, so all right. Thank you so much Chad we appreciate
you taking time.

304
00:35:21.268 --> 00:35:26.458
All right, so our next guest speaker is Lisa WOMACK from.

305
00:35:26.458 --> 00:35:37.523
Kansas City area, transportation authority, like I said earlier, she is going to
talk to us all about that public transportation. So we can understand it a little
bit more what it is.

306
00:35:37.523 --> 00:35:44.693
What we can expect kind of talking about transit as well as a function of that
public transportation.

307
00:35:45.233 --> 00:35:53.094
So, and then again, talking about how we can request accommodations and what those
accommodations might look like.

308
00:35:54.989 --> 00:36:00.208
What we want to know real quick how well do you guys know your public
transportation?

309
00:36:00.208 --> 00:36:03.208
So, in the chat box or.

310
00:36:03.208 --> 00:36:09.119
Hopefully, the poll will pull up. Okay and you'll have 4 options.

311
00:36:09.119 --> 00:36:16.378
Don't know, don't have any public transportation available in my county, or I know
it's available, but I don't even know who provides it.

312
00:36:16.378 --> 00:36:22.228

You are okay, I know how to, who provides it I know how to access it. All right and then, of course.

313
00:36:22.228 --> 00:36:32.009
Hey, I not only know who provides it and had access it have even used it myself or I've even helped people access accommodations. So.

314
00:36:32.009 --> 00:36:36.268
Go ahead, and let us know how.

315
00:36:36.268 --> 00:36:40.168
How familiar are you with your public transportation? You've got about.

316
00:36:40.168 --> 00:36:43.318
40 minutes left or 40 seconds left. Excuse me?

317
00:37:23.518 --> 00:37:27.869
Okay, so our poll has it. So now if we can get the results.

318
00:37:30.329 --> 00:37:35.849
All right, so, um, it looks like majority of people.

319
00:37:37.704 --> 00:37:38.034
No,

320
00:37:38.034 --> 00:37:38.664
it's available,

321
00:37:38.664 --> 00:37:53.603
but they're just not sure who provides it and closely behind that group is that a number of people who have actually even used the public transportation themselves have access accommodations when needed so all right.

322
00:37:53.634 --> 00:37:58.554
Great way for us to hand it over to Lisa here in a 2nd.

323
00:38:02.429 --> 00:38:07.168
I'm going to give the ball over to Lisa and.

324
00:38:07.168 --> 00:38:14.460
She is going to talk to us about public transportation. Lisa it's yours.

325
00:38:14.460 --> 00:38:22.739
I caught it. Okay, thank you. And hey, everybody, thank you for. Having me. My name is Lisa WOMACK. I'm the director of mobility services that.

326
00:38:22.739 --> 00:38:26.130
And I actually represent, which is the.

327
00:38:26.130 --> 00:38:36.869
Um, service that actually has 4 transit agencies and get an independence in Missouri, Kansas City, Missouri, wide that county and Johnson county in Kansas. So.

328
00:38:36.869 --> 00:38:51.655
We use some mobility, mobility, management tactics and over the past years and have coordinated and try and are still, I think we're still a work in progress on making sure that from the customer facing side that we.

329
00:38:52.019 --> 00:38:59.039
Are working very hard to be a seamless transportation option in the Kansas City metropolitan area.

330
00:38:59.039 --> 00:39:07.469
So, I was asked and I'm excited that I was asked to talk just about what your options are when you're talking about public transportation. So.

331
00:39:07.469 --> 00:39:17.940
I thought that it would be a good idea to talk about what we have here, because most public agencies have either 1 or some form of what we have.

332
00:39:17.940 --> 00:39:28.559
And some have probably more than what we have some of the larger systems have more than what we have but there should be something that sounds familiar. If you have some public transportation in your area. So.

333
00:39:28.559 --> 00:39:42.414
And also knowing that when we talk about the mobility management piece from a public transit agency, we love all the options, not just ours. So I am, you know, we work with outs and outs is actually a partner of ours in part of our service area.

334
00:39:42.414 --> 00:39:46.074
But even the Ubers and lifts and anything else that's out there.

335
00:39:46.530 --> 00:39:54.480
We welcome it as long as people are able to get from here to there. And that's what that's our goal is to make sure that we are providing everything that we know about what we have.

336
00:39:54.480 --> 00:40:05.309
And hopefully, every other transit agency is in that same space. But so ridesharing is just what it sounds like. There's usually some form of that. And I'll, I'll dig into some of these in different ways.

337
00:40:05.875 --> 00:40:20.155
There a lot of agencies have vanderpool programs. We have 1 point had 1 up until January of this year where an ample program is usually where there's a van, a certain amount of people work here and they all kind of maybe live within a 5 mile radius. And.

338
00:40:20.519 --> 00:40:25.199
A public transit agency may subsidize a part of the.

339
00:40:25.614 --> 00:40:34.914
Price to rent that ban and the rest, and then the people get a discounted rate. So as an example, we had an account or a contract with enterprise.

340
00:40:35.094 --> 00:40:42.175
So, we had encoded actually really is the reason why our vehicle program kind of dwindled and hopefully we'll get it back up again. But.

341
00:40:42.539 --> 00:40:56.400
We at 1 point have maybe a 100 or so van pools that were running. And basically you don't have anywhere from 5 to up to 12 people who all paid into sharing for a vehicle and they would have 1.

342
00:40:56.400 --> 00:41:09.900
Primary driver, 1, secondary driver, everybody didn't have to know how to drive, but they all paid to shared piece of that vehicle and that included gas maintenance and then an upgrade of the vehicle once that got to a certain amount of mileage and.

343
00:41:09.900 --> 00:41:13.590
It was great. There was a lot of employers could help.

344
00:41:13.914 --> 00:41:25.135
Alternate that, with no liability all the liability was typically on either us as
the agency or our contractor enterprise. So that's 1 thing to look at. If there's a
ride share or a van pool program.

345
00:41:25.135 --> 00:41:30.594
So, if you hear those names, I just want to kind of give you the familiarity of all
the buzzwords that we all say.

346
00:41:30.960 --> 00:41:37.440
That we know that nobody else uses unless and unless, and until transportation is an
issue.

347
00:41:37.440 --> 00:41:44.969
And I got farther ahead of myself because I was taking notes when Chad was talking,
because I'm a pretty big fan of mow rides. And I remember when they started.

348
00:41:44.969 --> 00:41:48.719
Um, we also have a transportation.

349
00:41:48.719 --> 00:41:58.530
Plan and you're asking if there's a way to find out if there's right your vehicle
program at a particular County, and you might actually almost have to go to the
county.

350
00:41:58.530 --> 00:42:03.750
Especially, I, I'm not sure of every county, but you might either have to go to the
transit agency. 1st.

351
00:42:03.750 --> 00:42:14.219
And find out if it's there, because usually they come through a transit agency when
they're public. However, we had a large we have the hallmark here and hallmark
before we had.

352
00:42:14.724 --> 00:42:28.974
Van pool have samples that they sponsored, so sometimes you might find and it's rare
a large employer who has actually put a little transportation department inside of

the company but I would suggest going to the transit agency closest to you. 1st.

353
00:42:29.250 --> 00:42:35.099
And then, if not, maybe check in with and see if maybe Mo rides can help you find that out.

354
00:42:35.099 --> 00:42:44.730
It would just depend, I'm not sure where I went somebody go back to here and I'm looking in the chat as well and I'll try to answer your questions as they come up.

355
00:42:45.355 --> 00:42:56.905
Right share Van pool. That's available. We also partner with bike share and we actually even partner with scooters here. So as those become available I encourage if somebody is physically able to use those.

356
00:42:56.905 --> 00:43:05.994
Those are great form of transportation to either connect you with something bigger. If you're in a more suburban area, or just get you, if you're just kind of go on a short distance.

357
00:43:06.210 --> 00:43:15.840
When we get to bigger vehicles, we have fixed flexed and express and commuter routes and I think it's important to understand what those are when we get into the Paratransit. So I'm going to kind of go through those.

358
00:43:15.840 --> 00:43:23.820
A fixed route is kind of what it says. So when we talk about a button going to a bus stop, it's what most people think of when they think about bus companies is.

359
00:43:23.820 --> 00:43:30.989
A fixed route bus it starts in the morning, and sometime at night, late evening, it goes in the same route. It has.

360
00:43:30.989 --> 00:43:43.644
Very, it has not very, it has exact predictable points and times that it does, and they're usually anywhere between 1530 45 minutes, and not much longer on a fixed route and they just go, they don't deviate.

361
00:43:43.644 --> 00:43:48.894
They just drive this thing throughout the circle or whatever shape it makes and that's what they do.

362
00:43:49.650 --> 00:43:53.099
You also have smaller routes, which are called Flex routes.

363
00:43:53.099 --> 00:43:57.119
Flex routes are typically in a very smaller area usually.

364
00:43:57.119 --> 00:44:10.230
Someplace where fixed route is maybe the most appropriate, or to collect connect people to a fixed route and they can deviate a little bit from their route there. A lot of times occurred to curb service. Although they can sometimes pick people up if there's best steps in there.

365
00:44:10.230 --> 00:44:18.570
It just depends, it's a lot of different agencies use flex routes differently, but they can typically deviate and they have different hours. Ours.

366
00:44:18.570 --> 00:44:21.869
We have some curve curve service, but you have to call ahead of time.

367
00:44:21.869 --> 00:44:36.599
And so you might have a flex route, remember the fixed drop, though, because that's what we'll talk about and we talk about paratransit and then express and commuter best or bus routes are usually designed exactly. For that. They're designed for a commuter.

368
00:44:36.599 --> 00:44:40.500
Run so those routes are usually run in.

369
00:44:40.500 --> 00:44:52.434
Might go from, like, a, maybe a little bit further out suburban area into your downtown where you might have a big appointment have, or that maybe not even downtown. They might go to some other business park.

370
00:44:52.434 --> 00:45:00.054
That has a lot of employment, but they are typically designed to center around some type of employment and those hours are usually around.

371
00:45:00.360 --> 00:45:06.659
Whatever that area runs, so we have express reps that come into our downtown area.

They start it.

372
00:45:06.659 --> 00:45:14.429
5, in the morning, shut down around 8 and not 839 and then they don't start back up
again until about 3 330.

373
00:45:14.429 --> 00:45:19.230
And they're just basically used as a commuter to get into a employment hub.

374
00:45:19.230 --> 00:45:26.969
Micro transit is kind of our new shiny word that we have. It's a new service. It's
very similar. In my opinion to flex services.

375
00:45:26.969 --> 00:45:37.769
The small little service, or it's a smaller service area and it's going to provide
you with the differences that it provides you with an on demand service. So it's
sort of like a shared.

376
00:45:37.769 --> 00:45:41.940
Uber on steroids, maybe so it, it.

377
00:45:41.940 --> 00:45:47.730
Pet you have a service area, you usually you always almost always have a mobile app.
Um.

378
00:45:47.730 --> 00:45:58.619
If you're lucky, you have a web portal, because that's not great as a support person
to be able to just go online and help somebody set up a trip. And we have that. And
I think it's a great tool for you to use.

379
00:45:58.619 --> 00:46:09.269
And then you should and public transportation always has to be accessible. So
everything that we have, we always usually have a call in number for anybody who
doesn't have a mobile app and yes. All of our services are accessible.

380
00:46:09.269 --> 00:46:18.090
So, micro transit is sort of like an upgraded flex route, better software it's on
demand and it's just always call it like a shared.

381
00:46:18.090 --> 00:46:29.070

Share it, it's my, my thought process and I could talk about that more. If you went, then you know what street car is and I was redundant and put bus on there as well.

382
00:46:29.070 --> 00:46:32.639
Um, so then we get into paratransit and paratransit is a big.

383
00:46:32.639 --> 00:46:41.760
Big, it could be a big scary thing or not, depending on if you've ever had to dive in as a support coordinator and help somebody get through the process. So I'm hoping.

384
00:46:41.760 --> 00:46:53.280
When I'm done, it'll be maybe this a teeny bit easier. Paratransit can be either ACA or non. And the difference with paratransit is based on your fixed routes.

385
00:46:53.280 --> 00:46:59.670
So, if you have that fixed route, that same predictable time points that are 1530 40.

386
00:46:59.670 --> 00:47:13.050
Uh, 45 minutes to an hour, you at the FDA says if you're getting federal funding and you have a fixed route, and you have to provide people who have disabilities with an option if they can't get to the bus stop.

387
00:47:13.050 --> 00:47:20.730
So, if you've ever encountered 80 paratransit, and you go through our eligibility, you go through an eligibility process.

388
00:47:20.730 --> 00:47:35.099
And that's also guided by the so, the eligibility process that any transit agency that you're dealing with is very much guided and built around what standards say they need to be in addition to the American with Disabilities Act.

389
00:47:35.099 --> 00:47:42.449
So, because it's a service that we have to provide, we can't necessarily plan for because we have to provide whatever the demand is.

390
00:47:42.449 --> 00:47:42.960
Um,

391

00:47:43.014 --> 00:47:46.704
we have an eligibility process to make sure that the people who really need that
service,

392
00:47:46.704 --> 00:47:53.545
get it and that we can have a process that if you're someone who maybe has a little
bit more mobility and can use a fixed route,

393
00:47:53.545 --> 00:47:54.804
we can direct you in that way,

394
00:47:54.804 --> 00:47:58.554
so that we make sure we keep this service for people who really can't get to a bus
stop.

395
00:47:59.125 --> 00:48:12.925
What's what's different about that is the eligibility process for has nothing to do
with the person's diagnosis per se. So, people that are looking at eligibility are
typically not medical doctors.

396
00:48:12.925 --> 00:48:14.275
They're not medically.

397
00:48:14.610 --> 00:48:18.059
Trained they have training in what.

398
00:48:18.059 --> 00:48:27.059
How just how different disabilities and diagnosis might affect people but what
they're trying to do is figure out, if that applicant has the mobility to get to a
bus stop.

399
00:48:27.059 --> 00:48:35.429
And a lot of times I do hear from case workers that, you know, well, it's really
dangerous. And that area's really I don't like it. And and.

400
00:48:35.429 --> 00:48:38.460
If you just talk to me, personally, I'll be like, yeah, I know I hate that.

401
00:48:38.460 --> 00:48:43.974
However, I'm from a transit agency perspective, it's really about the mobility and a

person's ability to get to her from that.

402
00:48:43.974 --> 00:48:54.775
But that and that could be because of their mobility or either physically and or
cognitively because sometimes you just cognitively shouldn't travel around by
yourself.

403
00:48:55.079 --> 00:49:05.070
On a fixed route bus, maybe you need a little bit more from the Ga, door's
perspective. Right? But it doesn't mean because they live in a bad neighborhood and
it's just kinda yucky and you don't feel comfortable.

404
00:49:05.070 --> 00:49:08.579
That doesn't necessarily give you the eligibility. If that makes sense.

405
00:49:08.579 --> 00:49:20.070
Then on the other side of the fence, you have the non services. So we have a little
mix of that. So you have we have a big county here in Kansas Johnson County, which
you probably already know if you have any work close over here.

406
00:49:20.070 --> 00:49:31.675
They don't have fixed route, but since they have flex express commuter, but they're
a county that understands that they have a responsibility to their community for the
people over 65 for your people with disabilities.

407
00:49:31.675 --> 00:49:42.144
So they have a paratransit service that they run as well. It's not so it's
different. So, on the AA side, when you have it yet again, based on that fixed
route.

408
00:49:42.900 --> 00:49:46.860
That service is going to run when those buses run, so.

409
00:49:46.860 --> 00:49:58.050
If I apply for paratransit and I live by the main street route, then I can get
paratransit service when that main street route runs. And within 3 quarters of a
mile of that main street round.

410
00:49:58.050 --> 00:50:06.360
If I live in Johnson County, which doesn't have and I apply for non services, and
it's pair transit and it's still going to pick me up.

411
00:50:06.360 --> 00:50:12.000
Then they pick the hours that they want to run the price that they want to charge
and where they want to go.

412
00:50:12.000 --> 00:50:23.250
So, we have some rules that we follow on the side and on the non side, it's
basically based on whatever a jurisdiction or an agency has budgeted for.

413
00:50:23.250 --> 00:50:32.670
In addition, if you have some public transit agencies, there's other accessible
programs, or other programs that we have for people who may need some help. Um.

414
00:50:32.670 --> 00:50:41.489
Johnson county has a low income program for their parent transit. So aircare
transit, which is 9, they offer it to people with disabilities. They offer it to.

415
00:50:41.489 --> 00:50:48.539
I will explain it again. They offered to people with disabilities. They offered to
people over 65 and then they also have a low income component.

416
00:50:48.539 --> 00:50:59.429
So, I'm going to say this again so if you have a fixed route, if you have a public
transportation fixed route, the is going to mandate that you have transportation.

417
00:50:59.429 --> 00:51:07.170
Transportation is going to run within 3 quarters of the mind of the bus route. That
is by the person that you're.

418
00:51:07.170 --> 00:51:10.349
That's applying for care transit and also run.

419
00:51:10.349 --> 00:51:14.969
At the same times and areas 3 quarters a mile with their destination.

420
00:51:14.969 --> 00:51:24.835
Non means, I don't have any fixed route. All I want to do is make sure that I still
provide this curb to curb or door to door service to the people who need it in my
community.

421
00:51:24.835 --> 00:51:33.204
So, I'm going to make a service that looks just like this 1, but that just means
they get to make the rules. So they can set the hours. They can set the rate.

422
00:51:33.480 --> 00:51:42.420
And they can set their service area, you know, on the side. We don't have that same
leeway. Our hours are based on whatever that bus routes are in that area.

423
00:51:42.420 --> 00:51:56.815
Our survey syria's always 3 quarters of a mile of whatever those bus route those
fixed routes are and our air can never be more than twice, whatever the bus fare is.
So, if a bus fares, a dollar 80, a paratransit can never be more than 2 dollars.

424
00:51:56.844 --> 00:52:08.215
It can either be a dollar it can be free or it can be 2 dollars, but it can never be
more, whereas on the non side, I can say, well, I only have this much money in my
budget. So, I have to charge 5 dollars for this route.

425
00:52:08.550 --> 00:52:14.099
Just to be able to keep this service going, is that I hope that helps. Um, and on.

426
00:52:14.099 --> 00:52:22.559
And if you need more, I can go deeper on the other side. There's other accessible
programs. A lot of public transit agencies will have low income programs.

427
00:52:22.559 --> 00:52:25.679
Um, for fixed, and for it, sometimes prepare a transit.

428
00:52:25.679 --> 00:52:31.860
Uh, we had a an opportunity pass that we did with a bunch of support agencies where.

429
00:52:31.860 --> 00:52:35.130
We had agencies who came to us that said.

430
00:52:35.130 --> 00:52:43.530
Hey, we put a lot of people on the best we buy a lot of passes from you guys and our
funding is we're struggling. Is there a way that we could just.

431
00:52:43.530 --> 00:52:51.510

Come up with some sort of program where we can put people on a bus. So we had a pass called the opportunity pass and it was a pilot program that we did with.

432
00:52:51.510 --> 00:52:57.059
I don't remember how many how many agencies, but we did it tried to dip into each 1 of our service areas.

433
00:52:57.059 --> 00:53:10.914
And we just came up with a set price and provide and they and we gave them these passes and they were allowed to give the passes out to the clientele that they worked with. We work sometimes with some of the support agencies here on our eligibility.

434
00:53:10.914 --> 00:53:18.655
There's a couple of support agencies where they know our qualifications. So well, and they're for prepared transit for the eligibility.

435
00:53:18.989 --> 00:53:33.775
And they're already screening customers probably more than we ever would. So, with them, we have a, we, we take their applications and run them through because we know they've already gone through more than we will. So, there's a lot of different programs that different agencies will work with you on.

436
00:53:33.775 --> 00:53:41.724
So if you have an idea, or if you're have a roadblock, I would suggest and you're working with the transit agency and there's always a roadblock that you have.

437
00:53:42.119 --> 00:53:49.320
Maybe come up with an idea that you can push that roadblock down, or you partner with each other. We're always looking for ideas how we can partner with.

438
00:53:49.320 --> 00:54:03.420
Especially with the support, all the support agencies in town and and help make life easier. There are often not always, but often also guaranteed right home programs for people who use transit.

439
00:54:03.420 --> 00:54:16.260
Um, so we have a guaranteed right home program, and we don't run it. It's run by our planning organization, but we support it and we push people there. So guaranteed right home means if you're a public transit user.

440

00:54:16.260 --> 00:54:22.889
We know that sometimes the reason people won't write the bus or won't do a thing is because 1 of my kid gets sick and I can't get home.

441
00:54:22.889 --> 00:54:32.454
Um, we're short on time, so we might lose some people. Okay. We're going to hit 230 so guaranteed. Right? Home program. It's different you register and you'll have that available.

442
00:54:32.454 --> 00:54:42.414
So, I'm going to skip some of these other things, and I'm just gonna go to some tips and tricks that you might need just to keep you and then I'll take whatever questions and you can reach out to me.

443
00:54:43.405 --> 00:54:50.215
Aca is a personal care attendant please know that on any transit agency in any mode that they have red free.

444
00:54:50.215 --> 00:55:00.025
So, if you have a customer who needs some support and needs somebody to ride with them, have them take a PCA, they ride free some services required to register a PCA or at least let them know you have 1.

445
00:55:00.420 --> 00:55:13.949
I I'd suggest doing that planning a bus trip. There's a lot of resources. There's mobile apps. Most transit agencies have a call center, or they have a I have a person in there that handles mobility. Who will help you learn how to plan a transit trip.

446
00:55:13.949 --> 00:55:18.599
Navigating the application process for reduced fares and paratransit.

447
00:55:18.599 --> 00:55:27.719
And, no, we don't still have an agreement with enterprise that ended in January navigating through the application process. Usually if you get with the pair transit eligibility.

448
00:55:27.719 --> 00:55:34.019
Department they will help you get through that application process help try to make it easier.

449

00:55:34.019 --> 00:55:42.625
Scheduling paratransit again, the eligibility department helps you do that there's
usually, I think, the eligibility department and I, and I think eligibility team is
on here.

450
00:55:42.625 --> 00:55:53.965
So, I'm throwing all these things that they do, but they're great for helping
navigate all of the things that are parent transit and even helping you on if you
have to navigate the fixed route as well, there's curve curve and door to door
service.

451
00:55:53.965 --> 00:55:59.965
Basically, it means, so the driver would pull up to the door, pull up to the curb or
he'll go knock on the door. That's the only difference.

452
00:56:00.210 --> 00:56:05.905
Most agencies have codes of conduct and anytime I talk about transit, I always talk
about safety.

453
00:56:06.594 --> 00:56:18.565
I just always want to stress that if you're working with the transit agency, please
know that we all have a safety plan behind us and we strongly encourage safety and
we want all of our customers and our drivers and operators to get home safely.

454
00:56:18.684 --> 00:56:32.784
So, a lot of the reason we have some of the rules in place for our writers code of
conduct all really just deal with keeping people safe. So I'm going to keep my put
my contact information there. So, I don't run too long because it looks like we have
3 minutes and I want to respect your time. So.

455
00:56:33.239 --> 00:56:46.195
And I'm always willing to take Lisa. Sorry I had put in the chat, but I wanted to
make sure we got to tips and tricks and something that I want to make support
corners, aware of.

456
00:56:46.195 --> 00:56:52.644
So, you and I briefly talked about travel training and you mentioned because of
certain.

457
00:56:53.369 --> 00:57:06.449
Um, budget issues and stuff like that, it may not be available in every area, but at
1 time, you guys were able to kind of offer that travel training, teaching

individuals, how to navigate.

458
00:57:07.074 --> 00:57:13.675
That I talked about that real quick that public transportation. Yeah. Go ahead. And
talk about that. What it looks like in Kansas City.

459
00:57:13.675 --> 00:57:24.505
And then also, I want support printers to be aware of don't be afraid to when you
find out who that public transportation provider is don't be afraid to ask them if
they've got.

460
00:57:24.809 --> 00:57:39.204
A travel training option, if they've got some way of teaching people how to utilize
those public transportation's. So Lisa, go ahead and talk about it is exactly what
it says. It's basically teaching people how to use the transportation options
available to them.

461
00:57:39.204 --> 00:57:53.844
If it's a good robust program, it'll teach them all the options available. We used
to have a 1 on 1. it can be. There's 3 different types you can do 1 on 1 training,
which is usually it's exactly what it says. We work right with the person. There's
group trainings, which, because just and.

462
00:57:54.090 --> 00:58:04.139
Not necessarily budget just personnel so right now in Kansas City, we can do groups
where we can come and talk, like, in a classroom setting, or we can let people come
down and learn about the.

463
00:58:04.405 --> 00:58:17.784
The features that are on a bus. Most agencies should allow you. If they have it
available to come look at a bus with people. We have some, some teachers who teach
blind students who come down at least once a year. And then there's also train the
trainer.

464
00:58:17.784 --> 00:58:23.514
Where we can teach you how to be a transit expert, so that you don't always have to
come to us and you can teach.

465
00:58:23.760 --> 00:58:37.375
Your clientele, and I'll tell you just really quickly if you has a transportation
newsletter and a, and a focus there, the shared use mobility center, the National
Center for mobility management.

466
00:58:37.554 --> 00:58:38.815
All of those places.

467
00:58:40.644 --> 00:58:53.605
We'll have funding available and I say this, because if you're in an area where you have public transit, and there's maybe not a travel training program, a lot of that is usually through a grant and those are some good resources to look for outside of 5,310.

468
00:58:53.605 --> 00:59:00.235
and 5,311 funding for some other grant programs that maybe you can get some training programs up and running in your area.

469
00:59:05.250 --> 00:59:11.130
And I see Chad, Chad, why don't you take my email down and get with me I see your asking some good questions.

470
00:59:15.090 --> 00:59:21.539
Oh, let me give you the back. Okay.

471
00:59:21.539 --> 00:59:28.949
So, please, if you guys have any questions for Lisa, please pop them in the chat, or even questions for Chad.

472
00:59:28.949 --> 00:59:32.730
Um, so.

473
00:59:32.730 --> 00:59:46.135
Again, special thanks to Chad and Lisa, so I've put their email addresses on this slide. So can't, thank both you enough for coming and talking to all of us about transportation.

474
00:59:46.164 --> 00:59:55.135
How Mo, rides can help us find out who those transportation providers are in our area. And then, of course, Lisa, all your.

475
00:59:55.469 --> 01:00:03.090
Your experience and advice with knowing about public transportation, how to use it what options are available.

476
01:00:03.090 --> 01:00:06.630
What terms to use when asking for things.

477
01:00:06.630 --> 01:00:12.300
So, please don't hesitate to reach out to either of them. If you guys have questions.

478
01:00:13.284 --> 01:00:27.355
So, next month, like I said, we are going to continue this transportation discussion. We will have David Hoff, from you, you mass Boston is to, for community inclusion he will be talking to us about some.

479
01:00:27.869 --> 01:00:31.019
Suggestions for how do we coordinate things? How.

480
01:00:31.019 --> 01:00:36.570
You know, just talking like Chad was talking about becoming familiar.

481
01:00:36.570 --> 01:00:40.530
With those regional planning committees, so that.

482
01:00:40.530 --> 01:00:44.280
Um, individuals and their families or their loved ones can get.

483
01:00:44.280 --> 01:00:51.599
Involved and advocate for their needs with public transportation.

484
01:00:51.599 --> 01:01:02.219
Lisa was kind of talking about just those accommodations with public transportation about personal care attendants, writing for free.

485
01:01:02.219 --> 01:01:10.139
About knowing about how our paratransit works, and even that transportation training.

486
01:01:10.139 --> 01:01:15.929
So, hopefully David will have some more suggestions for us that we can help.

487
01:01:15.929 --> 01:01:20.039
Used to help our individuals, so.

488
01:01:20.039 --> 01:01:32.460
Just a reminder we meet every month, 2nd, Wednesday of the month 130 to 230. so next
month, July, 14th, and then August 11th, September 8th will be year.

489
01:01:34.469 --> 01:01:42.925
So, also a quick reminder to you guys when you leave, please answer those survey
questions at the end of the webinar. We do take a look at them.

490
01:01:42.925 --> 01:01:52.164
We do use them for trying to determine topics and how we can make this webinar
better for you guys, because that's what it's about.

491
01:01:52.195 --> 01:01:58.164
It's about making it worthwhile for you that you all are getting what you need out
of these webinars.

492
01:01:59.514 --> 01:02:13.135
So, again, reach out to myself, I am the employment for a specialist. I serve the
eastern side of the state. Steven Taylor is the employment 1st, specialist who
serves the western side of the state.

493
01:02:13.164 --> 01:02:21.235
So, there is our contact information. Please feel free to reach out to either of us
anytime with any questions.

494
01:02:21.539 --> 01:02:26.400
And with that, thank you all we, thank you for joining us today.

495
01:02:26.400 --> 01:02:29.250
Thanks for having a great day. Yes.