



# Inclusion Successes and Lessons

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# Goal

Reaching out to seniors and people with disabilities to ensure their voices are active in transportation planning.

Because if we can provide *quality and timely* transit for seniors and people with disabilities, we can for everyone.

- The NAIPTA 5 Year and Long Range Transit Plan
- Regional Transportation Plan
- The FMPO Coordinated Public Transit Human Services Transportation Plan
- The FMPO Active Transportation Master Plan
- NAIPTA's Bus Rapid Transit Study



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# Project Activities

- Get on the Bus
- Surveys
- Feedback on Taxi Program
- Coordinated Mobility Council Meetings
- Five Year Plan Workshop



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# Project Outcomes

- 15 unique mobility improvements identified
- 54% of input on 5-year plan was from OAPD
- Revamped Planning Department structure
- Revised “paratransit” brochure to “service for OAPD brochure.”
- Completed switched the model of the Taxi Program and made it paperless, allowing use of TNCs.
- Additional funding for Taxi Program



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# Challenges and Resolutions

- Meeting Management
  - Allow for twice the amount of time to allow for reading and repetition of ideas for people with disabilities related to vision.
  - Nearly impossible to facilitate meeting alone and assist with variety of disabilities to ensure people are able to engage at meaningful level.
- Reaching New People
  - There is balance between reaching many people and going deep into conversations with people.
- Gathering New Ideas
  - Potential need for “transit advocate education” to explain processes to people so they feel comfortable providing new ideas rather than just responding to ideas presented to them.



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# Lessons Learned

1. It's harder and takes more time than initially anticipated.
  - Advertise, advertise, advertise.
2. The survey was still too long.
  - ideally, be specific to a person's daily mobility needs and not the community as a whole in order to keep their interest and get really thoughtful answers.
3. Create formal application process for the committee membership.

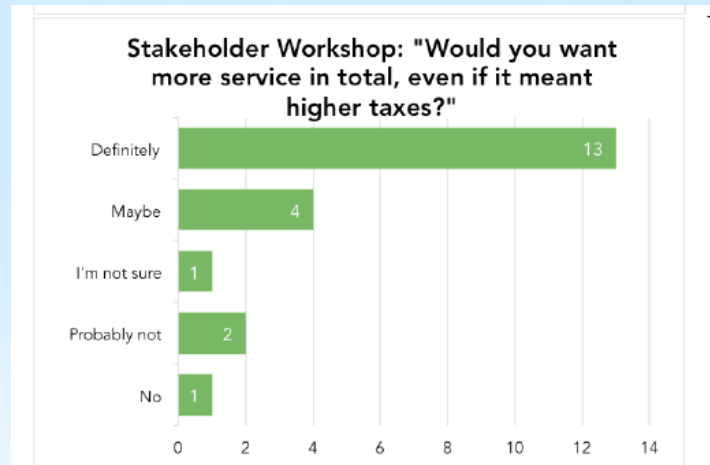


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# Status and Sustainability

1. Coordinated Mobility Council continues to meet.
2. Taxi Program went paperless Nov 1.
3. 5 Year Plan scheduled for adoption in December
4. Hired new Associate Transit Planner to focus on outreach and mobility services
5. Moved our Eligibility Specialist to Planning Department
6. Using input to discuss possibility of new transit tax in 2018 election



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# Questions

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