

TIP LEARNING LAUNCH

9:00AM-1:00PM
AUGUST 24, 2017
CENTRAL PUBLIC
LIBRARY, MADISON
201 W. MIFFLIN ST.



Maintaining customized transit solutions for Dane County citizens transitioning to a new long-term care system in 2018 will take focused attention. The TIP is committed to designing helpful tools for understanding the unique needs of our target customer, sharing helpful information about transit options, and providing assistance with navigating the complexities,

On August 24th, you are invited to join the TIP Team, along with other community stakeholders, to continue the Design Think process and further explore key prototypes imagined at the June 8 workshop. We need your help developing these ideas into real life products and services. You will hear presentations of each prototype, join a small group discussion about what works and doesn't, and then co-create the next iteration. Stay for the Lunch and Learn to hear about cool new technology! Please, register by August 11th.

The Transportation Independence Project invites you to participate in further developing these prototypes:

- **Assessment of Transit Needs**
- **Continuum of Options**
- **Role of a Navigator**

How to register:

Please RSVP by August 11 to
DawnWians.TIP@gmail.com

Lunch provided.

Contact Dawn for meeting accommodations or dietary restrictions.

Drop off and parking:

There is an accessible entry on Mifflin Street and an elevator to the 3rd floor at that entry. Public parking is available at the Overture Center public parking lot and meters on side streets. Metro city bus stops on the N. Fairchild St. side of the library.

Transportation Independence Project (TIP)
Thursday, August 24, 2017 from 9:00 am – 1:00 pm
Madison Central Library, 201 W. Mifflin St., Madison

LEARNING LAUNCH: What works?

AGENDA

- PURPOSE:** Explore how prototypes support informed decision-making.
Provide feedback on each prototype.
Participate in discussions about ways to improve each prototype.
- RESULT:** Learn from stakeholders what aspects of the prototypes are most attractive and should be further developed.
- 9:00 Join us for coffee and refreshments in the 3rd floor Atrium
- 9:30 Welcome
Overview of the Customized Transit Navigation Process
- 10:00 **Prototype #1: Assessment of Transit Needs**
Description
Complete Feedback Form
Facilitated Discussion and Recommendations *
- 10:45 break
- 11:00 **Prototype #2: Continuum of Options**
Description
Complete Feedback Form
Discussion and Recommendations *
- 11:45 **Prototype #3: Role of the Navigator**
Description
Complete Feedback Form
Discussion and Recommendations*
- 12:30 **Lunch and Learn** with Josh Massey, owner of Mobile Software product company, Alfred LLC
Learn from a content expert in the field about how new technology will connect groups of people along the travel journey from ride reservation to arrival at destination.
Please RSVP by August 11 to reserve lunch.
- 1:00 – 1:30 Networking (optional)

*All recommendations will be reported out by email after the meeting.

Project Summary

The Transportation Independence Project (TIP) set out at the start of 2017 with a mission to understand practices that contribute to over-reliance on paratransit. Focus groups, stakeholders and generative processes uncovered the complexity and the evolving nature of the transit and human service systems. We discovered that our target customer, adults with intellectual and developmental disabilities, have highly active lives in our communities and that they depend on customized transit solutions, like paratransit, that have made this possible. There are challenges. Gaps exist. Access to bus lines depends on where you live and your travel skills. Paratransit is expensive and doesn't work for everyone.

Promising Solutions

Design Think has been a great tool that has helped us carefully engage many stakeholders around creative concepts that meet our guiding principles (see side bar this page). Our collective thinking has generated a number of promising prototypes. We are in the final "What works?" phase of this four-step process. The Design Think tools will help us continue to learn what is valuable to stakeholders and our target customers. Our efforts have established a set of themes to build on. These themes include:

1. Transit Options and Resources- Knowing what is available improves decision making.
2. Self-assessment and Planning- Understanding what you need increases self-direction and autonomy.
3. Navigating Customized Solutions- Removing barriers increases access and decreases isolation.
4. Early and Ongoing Instruction- Systematic instruction in school programs, vocational, home and community settings increases independence.
5. Communication Technology- Assistive technology and mobile applications are under-utilized.
6. Coordination with Partners- Efficiencies are achieved when resources are shared and not duplicated.

Guiding Principles for Designing Customized Transit Solutions in Dane County

Create and Sustain Full and Complete Lives

Transit options should be flexible, convenient, easy to use and continue to enable individuals with Intellectual and Developmental Disabilities (I/DD) to access ordinary places in the community from where they choose to call home so that they can live, shop, work, learn, play, and contribute as do other citizens without disabilities.

Informed Decision-Making

Individuals, and their supports, need access to information regarding all transit options, including costs, levels of service, and available supports so that they can make informed decisions about the best transit mode for each trip. We need to create convenient, comprehensive and reliable access to this transit information and assistance for solving complex needs.

Develop Capabilities and Encourage Independence

New transit solutions should be individualized to meet the unique skills and abilities of each person in ways that promote capacities and maximize independence. Making travel arrangements should be as simple as possible. Offer accommodations, modifications, assistance, support, and resources to remove individual barriers and increase safety.

Concerns

Given the vulnerability and complexity of our target customers, combined with their highly engaged lives, Year 1 of the TIP demonstrated that our goal of reducing reliance on Metro paratransit is a multi-faceted challenge with high-stakes consequences.

The upcoming systems change to a managed care model in 2018 may impact availability of transit options. Riders and their caregivers will need support in order to make informed decisions about transit options.

- Many of our target customers have highly customized solutions while others require multi-site ride coordination.
- There are currently few transit planning tools that assist caregivers to make informed decisions.
- Informed choice will require that people understand what their transportation needs are and how to meet them.

Therefore, there is urgency to implement the prototypes that hold the greatest immediate promise:

- 1) coordination/navigation, 2) access to information on transit options, and 3) more robust self-assessment

Sustaining Solutions

Looking ahead, Year 2 of the TIP will give us the opportunity to further develop and pilot these prototypes. We believe having an opportunity to put these new products and services in riders' and their caregivers' hands will better equip them in their transit decision-making in a managed care environment.

Stakeholder Input

The TIP grant team would like to thank the stakeholders who have contributed input, energy and support. Thank you!

The Transportation Independence (TIP) Project is funded in part by Dane County Human Services, and the Federal Transit Administration (FTA) as authorized under 49 U.S.C. Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. Funds are made available by the Madison Area Transportation Planning Board (MPO), in cooperation with the Wisconsin Department of Transportation (WisDOT) and Metro Transit.

Provide Supports Strategically and Thoughtfully

Individualized supports should address gaps in rider skills and gaps in what the community already offers. Plan well. Coordinate resources. Use technology to address unexpected contingencies and constraints. Make it your goal to find solutions that are most cost effective and sustainable, keeping in mind that these may not always be the "cheapest".

Build On What the Community Already Offers

Public transit systems and private transit providers, collectively, in Madison and surrounding areas should offer a rich array of accessible and safe transportation options. They should include elements that increase safety, reliability, timeliness, responsiveness, and driver accountability. We must leverage these, and new community assets, and incorporate them into transit solutions.

Partner Well and Share What Works

Families and other caregivers are busy. Transit systems are complex. Resources are limited. Design transit solutions carefully to maximize community connections and permit the option of using natural supports when that support works best to meet the individual's needs. Partner with employers, friends, coworkers, and social networks to design transit solutions. Solutions you find should be shared with others so they can benefit.