

# TP4A Mid-Project Report (Goals, Implementation and Activities, Deliverables)

In the first design team meeting of TP4A Round 2, the overarching goals that were identified during Round 1 were ranked based on their relevance and importance to the design team. Subsequently, Round 2 design team meetings have focused on exploring and expanding the details related to the implementation of those goals.

The following brief report is a summation of the input generated and gathered by the TP4A design team during the past three design team meetings. It outlines the overarching goals of the project, the methods and strategies for implementing those goals, and the final deliverables expected at the end of the project. It also offers a timeline for the continued development of the details related to the implementation of the goals, as well as for the continued collection and analysis of relevant data.

The goals below are listed in order from highest to lowest priority:

1. Statewide Transportation Association Development
2. Update the Information Highway
3. Sensitivity Training
4. Peer-to-peer Travel Support
5. 'Ride With Me' Day

# Goal 1: Statewide Transportation Association Development

## Goal

The purpose of the 'Statewide Transportation Association Development' goal is to develop a model inclusive transportation association report that can be distributed to relevant organizations and used as a guide during the development of Nevada's transportation association. The 'Inclusive Transportation Association Model' report is intended to ensure that inclusivity is maintained as a priority during that development.

## Implementation and Activities

Note: To date, the TP4A design team has developed a related report containing details about existing transportation associations. Trend analysis was completed across the documented associations for the categories: activities, events, membership composition, funding sources (both initial and continued), and inclusivity.

- **Vote:** From trend analysis, identify and rank the items that are highest priority in each category.
- **Brainstorming discussion:** Explore, expand on, and document the details of the items selected.

## Deliverable

The end product of Goal 1 will be an 'Inclusive Transportation Association Model' report to be distributed to organizations and people participating in the development of a Nevada statewide transportation association.

## Goal 2: Update the Information Highway

### Goal

The purpose of the 'Update the Information Highway' goal is to improve the quality and ease of access of existing resource directories in Nevada that provide health and human resources including transportation information. Specifically, the design team aims to identify parts of these directories that are challenging to use, compile a set of recommendations for improving the accessibility of the directories, and identify information gaps within the directories. At the end of the project, a report will be generated containing this information. The report will be distributed to the resource directories with the aim of aiding these directories in enhancing the inclusivity and accessibility of their service.

### Implementation and Activities

- **Group activity:** In order to identify parts of the resource directory websites that are difficult to use, the design team will explore the website as a group (using a laptop and TV screen) and identify issues as they arise, in real-time, during the activity. When issues are identified, the design team will brainstorm and document potential solutions.
- **In-meeting assignment:** In order to identify gaps in the information provided by these services, the transportation services that were identified using the 'Updating the Information Highway' form will be assigned to design team members.
- **Homework:** Each member will research whether the transportation service they were assigned are listed on existing resource directories.
- **Reporting:** From this research, a list of services that are not included in the directories will be generated.

### Deliverables

The end product of Goal 2 will be a report containing information about parts of Nevada resource directories that are challenging to use, as well as a set of recommendations for how to improve the accessibility of the directories. A list of transportation services that are not included in the directories will also be generated. Both the report and list will then be provided to the resource directories with the aim of aiding in their improvement.

## Goal 3: Sensitivity Training

### Goal

The purpose of the 'Sensitivity Training' goal is to increase the knowledge base and awareness of all transit service providers (not just drivers) such that they're better equipped to work with people with disabilities and older adults. Specifically, the design team will identify successful training programs already in place in other areas, best practices for training programs, the topics that new training programs should include, who the training should be provided to, and potential methods for funding new training programs. This information will then be compiled into a report to be distributed to the agencies who have the capacity to implement new training programs.

### Implementation and Activities

Note: The topics that are highest priority for new training programs have already been identified by the design team.

- **Assignment/homework:** To identify existing, successful training programs as well as best practices, design team members will each be assigned one transportation association and asked to research the existing training programs offered by that association. **Need:** need list of specific questions for people to ask and list of transportation associations to contact.
- **Vote:** Topics to be covered by new training programs that were identified in previous meetings will be ranked.
- **'Yes and...':** Identify who the training should be provided to/targeted at
- **Vote:** Rank the results of the 'Yes and...' activity regarding who the training should be provided to/targeted at.
- **Research/review:** The N4 team will research possible funding sources for the training programs that have been identified/prioritized and present the findings to the design team.

### Deliverable

The end product of Goal 3 will be a report containing a brief summary of existing, successful training programs including best practices, as well as a detailed review of topics that the new training programs should include, the people new training should be provided to, and potential

funding sources for these new training programs. This report will then be provided to the relevant agencies and organizations who have the capacity to implement new training programs.

## Goal 4: Peer-to-peer Travel Support

### Goal

The purpose of the 'Peer-to-peer Travel Support' goal is to create a new travel training program for people with disabilities and older adults that is designed and facilitated by people with disabilities and older adults. This program will increase the ease and comfort of the trainings as it allows people to be trained by someone with similar experiences, resulting in a greater degree of understanding and better communication. It also enhances the inclusivity of the training programs as it allows people with disabilities and older adults to act as trainers and not just trainees.

To achieve this, the design team will determine what transportation systems should be included in the training, the specific details of the protocols and curriculum to be used during the training (including curriculum for 'training the trainer'), and recruitment strategies and practices for bringing on both new trainers and trainees. The training program will then be piloted by a design team member and the results of the pilot will be presented to the design team for review.

### Implementation and Activities

- **'Yes and...':** Identify the transportation systems that should be included in the training program.
- **Vote:** Rank the responses for transportation systems that should be included in training programs.
- **Brainstorming session:** Design the specific protocols and details of how the training will be completed.
- **Reporting:** Compile information regarding specific protocols and details for the training programs.
- **Review:** Present details of compiled information regarding training protocols and details for review.
- **'Yes and...':** Generate best practices and strategies for how to recruit trainers and trainees.
- **Program Implementation:** Member of the design team will act as the trainer during a pilot training session.

- **Review:** Review the results of the pilot training program.
- **Homework:** Provide referrals of individuals who may be interested in the training program using an online submission form.

## Deliverable

The end product of Goal 4 will be a new, active program that supports and implements peer-to-peer travel support. The program will include a list of systems the training will cover, curriculum and protocols for both the direct training as well as training for trainers, and recruitment strategies for both trainees and trainers.

## Goal 5: 'Ride With Me' Day

### Goal

The purpose of 'Ride With Me' day is to increase the awareness of relevant public officials regarding the difficulties faced by older adults and people with disabilities when using public transportation. Increasing the awareness of these difficulties will drive greater advocacy and support for enhancing the accessibility of transportation services at the systems level.

### Implementation

- **'Yes and...':** Identify the public officials who might participate in the event
- **Homework:** Identify participants by submitting individual referrals through an online form.
- **Brainstorming session:** Identify alternative methods of recruiting participants.
- **Brainstorming/design discussion:** Design the specific details of how the day will work.
- **Brainstorming/design session:** Create a marketing plan that includes how the event will be marketed, how the event will be recorded and subsequently shared, and what local news/media should be contacted to cover the event during a brainstorming/design discussion.

### Deliverable

The end product of the "Ride With Me' Day' goal will be the implementation of the event. The TP4A design team will invite local elected officials, city planners, RTC board members and administration, etc. to ride with community members who frequently utilize transportation programs in Washoe County to learn about their lived experience and how they typically access their community.