

MDOT Mobility Challenge

Feonix - Connect Technology & Training

Valerie Lefler, Executive Director

Enhancing Accessibility for Michigan Transit Agencies





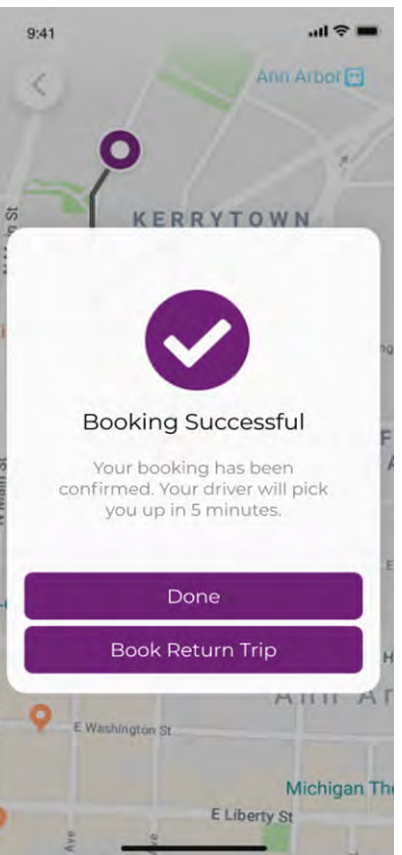
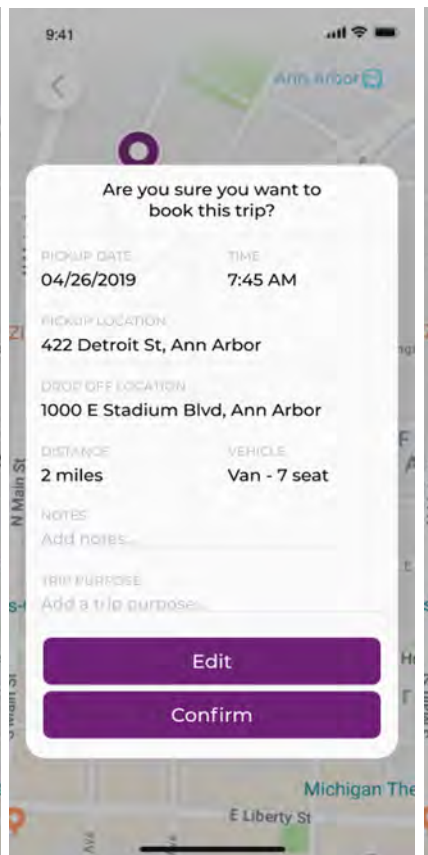
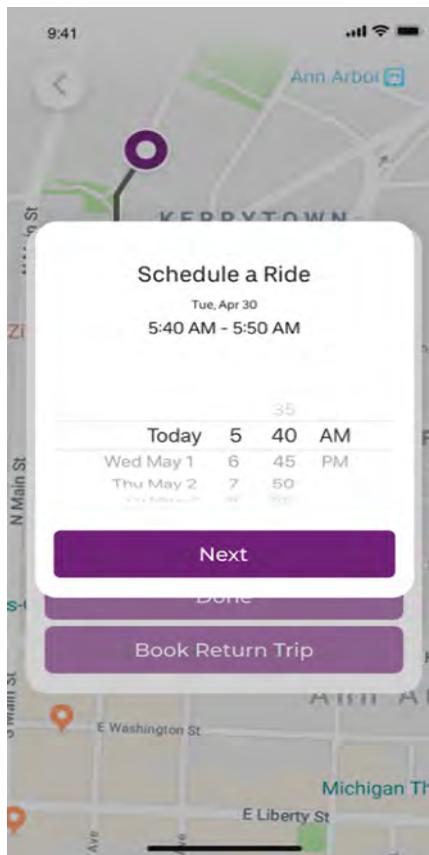
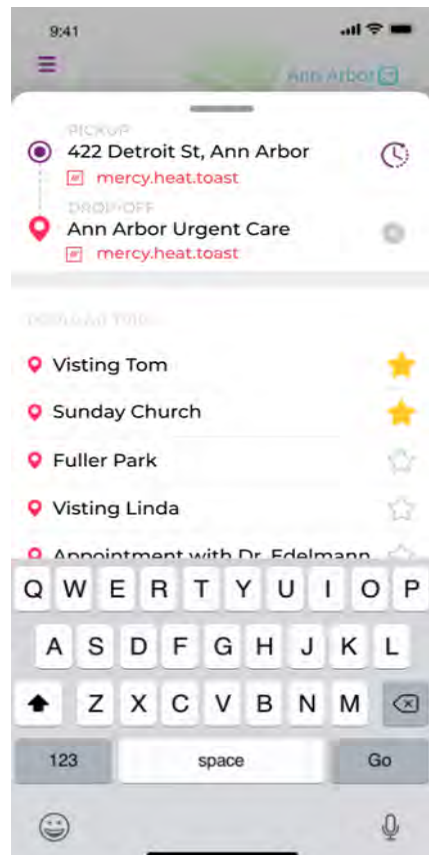
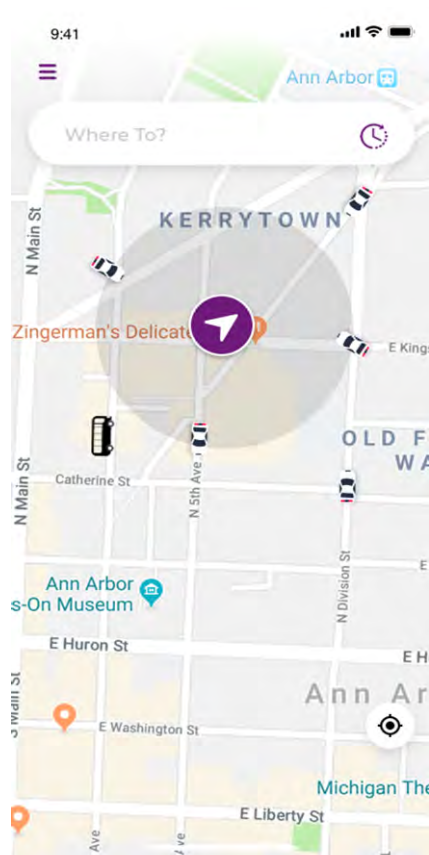
Part 1: Technology

Feonix - Connect

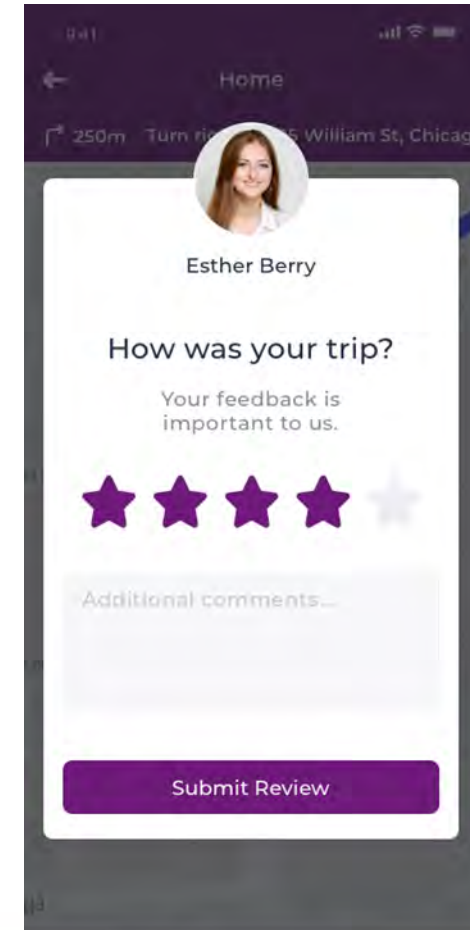
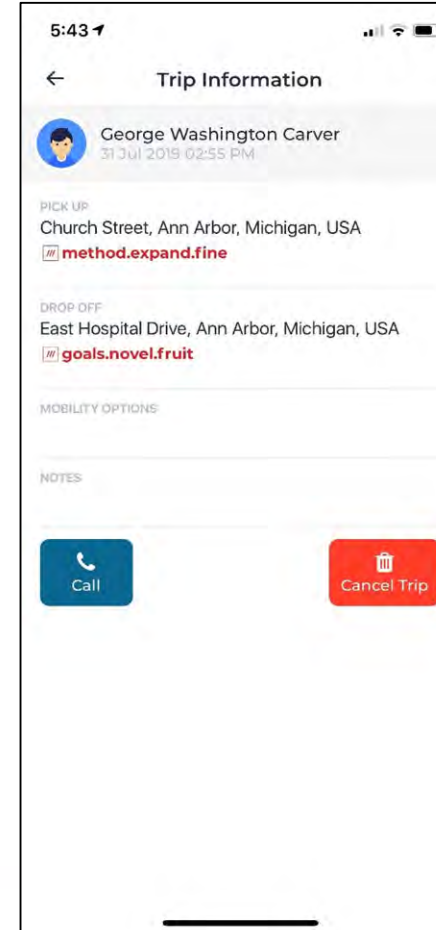
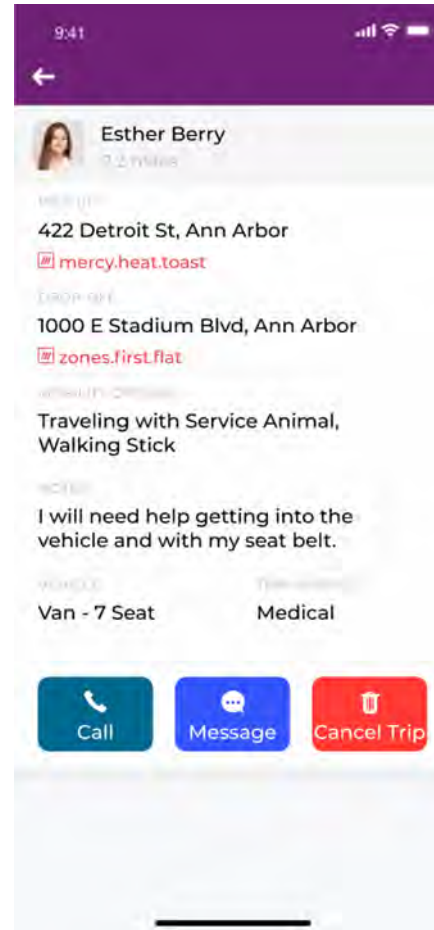
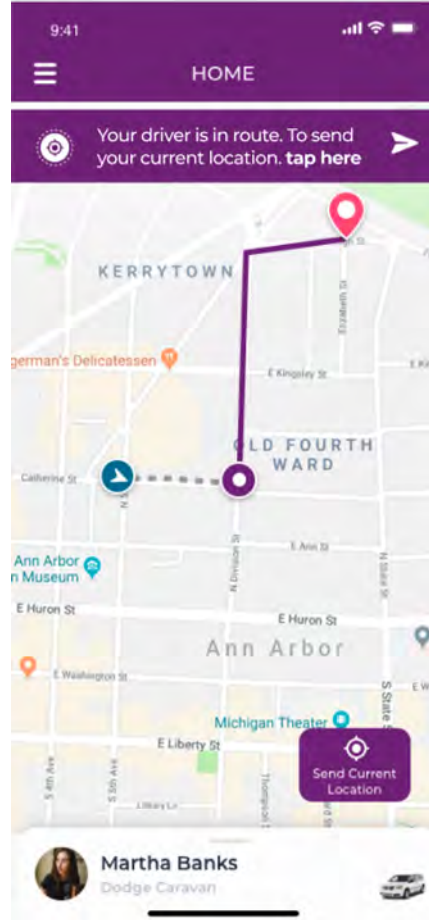
Summary of Activities

- Beta Technology Developed – Passenger App, Driver App, & Dispatcher Portal (Screenshots Following)
- Reviewed Phase 1 with Ride Corp Manager & Dispatch - On Site: June 6, 2019
- Reviewed Phase 2 with Ride Corp Manager & Dispatch - Remotely: July 31, 2019

Beta Passenger App



Beta Driver App



Beta Transit Dispatch Interface

The screenshot displays the 'FEONIX MANAGER APP' interface. On the left is a dark sidebar with navigation options: DASHBOARD, VEHICLES, SERVICE AREAS, PASSENGERS, Trips (with sub-options CREATE TRIP and FUTURE TRIPS), CANCELED TRIPS, TRIP HISTORY, SETTINGS, and MESSAGE BOARD. The main content area is titled 'FUTURE TRIPS' and contains a table of trip data. The table has columns for Trip ID, Passenger Name, Date, Pick Up Time, Pick Up location, Drop Off location, Status, Assignment, Messaging, and Actions. Five trips are listed, with various statuses like 'Could Not Be Scheduled', 'Pending', and 'Scheduled'. Each row includes an 'Edit' button and a 'Cancel' button. A pagination bar at the bottom shows page 1 of 5.

Trip ID	Passenger Name	Date	Pick Up Time	Pick Up	Drop Off	Status	Assignment	Messaging	Actions
#1568475	Phillip Hansen (13256846)	9/8/2019	9:30 PM	Ann Arbor Urgent Care, East Stadium Blvd, Ann Arbor, MI zones.first.flat	Zingerman's Delicatessen, Detroit St, Ann Arbor, MI tricky.sling.trips	Could Not Be Scheduled	Unassigned		Edit Cancel
#1056487 Return Leg	Carla Johnson (38069724)	9/9/2019	7:00 AM	Ann Arbor Urgent Care, East Stadium Blvd, Ann Arbor, MI zones.first.flat	1114 Prospect St, Ann Arbor, MI hype.retail.picked	Could Not Be Scheduled	Unassigned		Edit Cancel
#1089654	Doug Reed (106423571)	9/9/2019	12:00 PM	4480 Varsity Dr, Ann Arbor, MI chest.pays.melt	2515 Ellsworth Road, Ypsilanti, MI reworked.appearances.could	Pending	Unassigned		Edit Cancel
#965874 Return Leg	Maxine Palmer (658419768)	9/9/2019	2:55 PM	Church Street, Ann Arbor, MI method.expand.fine	East Hospital Drive, Ann Arbor, MI goals.novel.fruit	Scheduled	AAATA		Edit Cancel
#1368347 First Leg	Rachel Quinn (1789542352)	9/10/2019	8:15 AM	1020 Olivia Ave, Ann Arbor, MI view.among.nodded	1540 E Hospital Dr, Ann Arbor, MI pounds.than.surely	Scheduled	AAATA		Edit Cancel



Part 2: Training

Feonix DATTA & ADAPT

Summary of Activities

- Beta Disability Awareness Training for Transportation Agencies (DATTA) – February 4, 2019
- Final DATTA Workshops @ PACE – August 8 & 9, 2019
- Beta 3.5 Hour Online Accessibility and Disability Awareness for Professionals in Transportation Training (ADAPT) – Deployed

Disability Awareness Training for Transportation Agencies

Feonix - Mobility Rising, a non-profit organization, is holding two final sessions of their disability awareness workshop designed specifically for professionals in the transportation industry.

Date: Thursday, August 8th and Friday, August 9th

Time: 10 AM - 3 PM

Location: Huron Valley PACE
2940 Ellsworth Rd, Ypsilanti, MI 48197

This training consists of experimental activities that aim to enhance participants' understanding of the unique experiences, and potential challenges, people with disabilities have when using transportation services.



For more information email Rachel Kosla at rachel@feonixmobilityrising.org



DATTA Interactive Sessions

Participants engaged in a series of hands-on activities, small group work, and large group discussions that provide insight into the ways disabilities impact the overall transportation experience. Throughout this training, in each of the 9 sessions, participants were prompted by expert facilitators, many of whom had disabilities themselves, to critically reflect and develop strategies for providing customers who have disabilities with exceptional customer service.

Station 1: Fine Motor

Participants get a sense of what it is like to experience hand tremors and limited dexterity through simulated activities requiring fine motor skills.

Station 2: Cognitive

Participants complete worksheets that simulate Dyslexia, dysgraphia, and other learning disabilities that impact reading, writing, and the processing of information. A discussion about the Autism-spectrum, sensory processing disorders, and "stimming" behaviors is also facilitated.

Station 3: Deaf & Hard of Hearing

Participants work in pairs to practice lip-reading and basic finger spelling skills in order to learn how to facilitate communication with passengers.

Station 4: Speech & Communication

This station highlights some issues related to formulating speech that can frustrate communication. The activity has participants working in pairs to communicate directions with limited use of words and sounds.

Station 5: Blind & Low Vision

This station consists of two main activities. In the first activity, participants work with a partner and practice giving and receiving verbal directions in order to find an object. In the second activity, participants learn how to use a White Cane and then take a blind-folded walk using a White Cane to navigate.

Station 6: Wheelchairs

Participants learn how to maneuver a wheelchair and then take turns going up the ramp into a bus or van and navigate into position as a facilitator simulates securing the wheelchair.

Station 7: Canes, Crutches, Walkers

Participants test out a variety of mobility devices as they move through doorways and everyday obstacles in order to experience what it may be like to have restricted mobility. Participants also take part in activities that require them to bend down and retrieve and balance items.

Station 8: Auditory Hallucinations

Participants listen to an audio recording of an auditory hallucination simulation and are then asked to complete tasks that involve basic cognitive skills such as memory recall and pattern recognition.

Station 9: Service Animals

A service dog user provides a demonstration of their service animal approaching a vehicle, entering a sedan, and modeling the various positions the animal is trained to position itself in the vehicle. The facilitator discusses proper etiquette for interaction, general do's and don'ts, and reserves time for a Q&A period with participants.







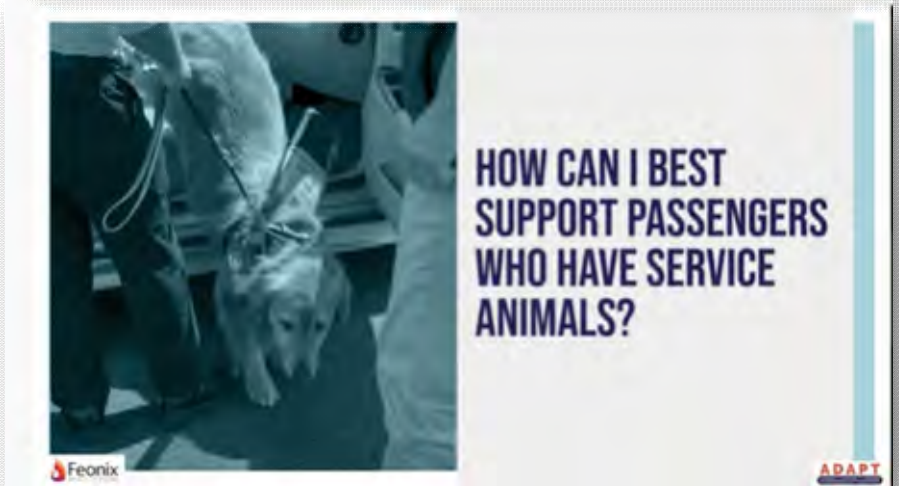
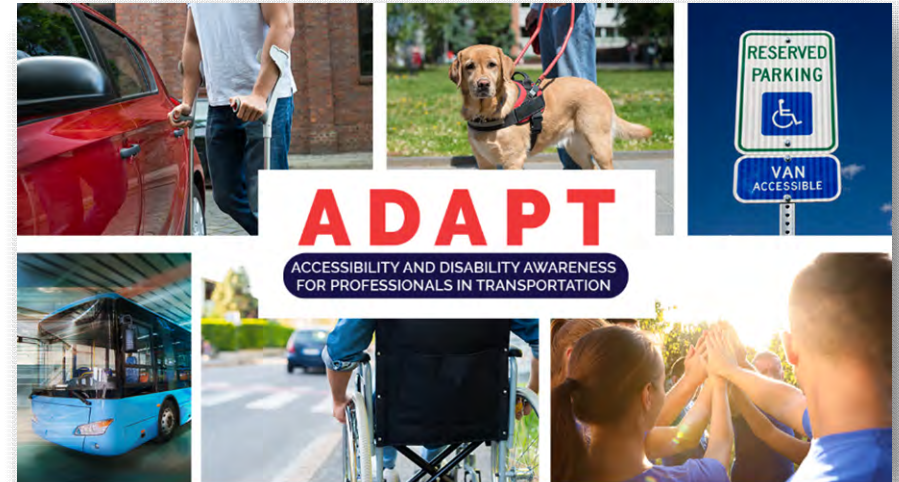
Would you recommend this training to a colleague? Why/why not?

100% of DATTA Training Participants Would Recommend the Training to Their Colleagues!

- “I would definitely recommend this training to my colleagues. I think this training needs to be completed by all new drivers in training.”
- “Absolutely, it was very eye opening.”
- “Yes, it was beneficial. The workshops were well thought out.”

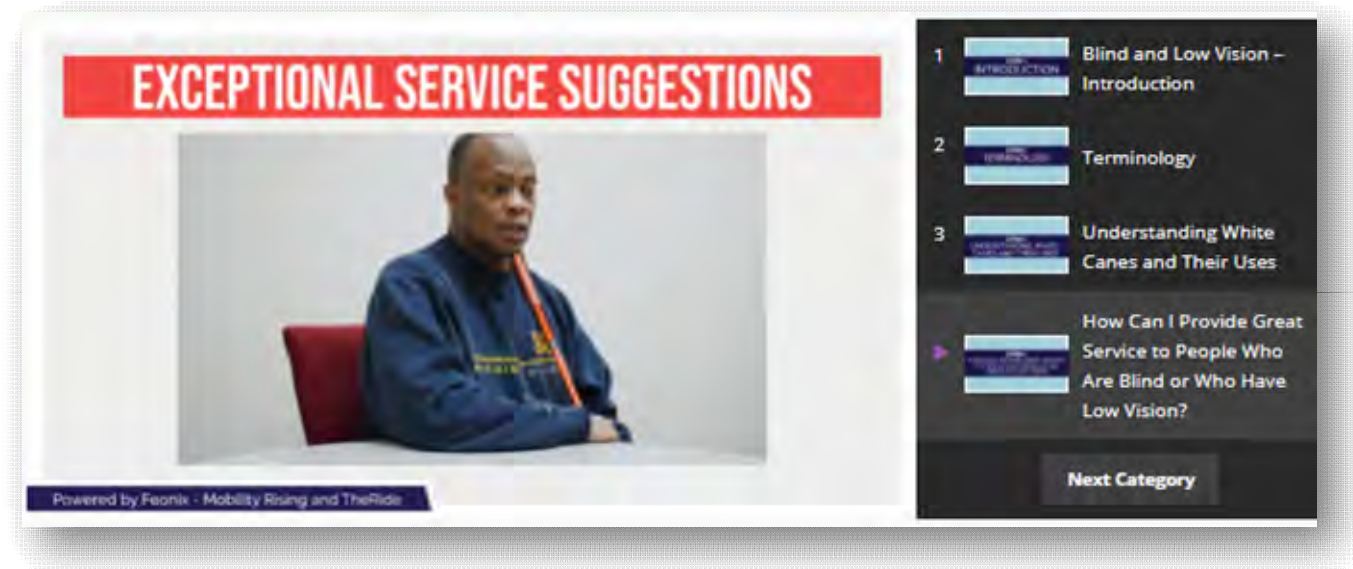
ADAPT - Online Education

- Micro Module Based Learning
 - 3.5 Hours of Education
 - 40 Modules (Most Modules Under 20 Minutes)
- Subject Matter Expert Video
- Video Interviews with Individuals with Disabilities
- Fixed Route & Paratransit Experiences




ADAPT Curriculum

- Welcome & Overview
- Understanding Disability
- Service Animals
- Blind & Low Vision
- Wheelchairs
- Limited Mobility
- Autism Spectrum Disorder & Invisible Disabilities
- Conclusion





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Questions?

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