

ANDREA CROUSE: Hi, everyone. Thank you so much for being here today. My name is Andrea Crouse. I'm the Community Development Manager at Zeitgeist. And I am super grateful that you're all joining us for this first webinar in our We Bike series: Planning Multimodal Trips in the Twin Ports. We're very excited to have a fantastic group of presenters from the DTA, the City of Duluth talking about bike routes, and Essentia Transportation Services. And a fantastic group of panelists will be extending this conversation out with the lens of accessibility for elders and people with disabilities. So, thanks for joining us.

Before we go any further, I just want to call out those great participants today: Isabelle Cervantes, Dave Clark, Miles Hansen, Ashlie Castaldo, Amanda Crosby, and Josh Sorvik. Plus our in-house team: Thomlin Swan who's worked really closely with Continental Ski & Bike to put on this We Bike series as a whole and handle the tech for this. This is part of our broader Transportation Equity series at Zeitgeist, and it would not happen without folks like those here who have shown up to listen and be part of this discussion, and our presenters who are sharing information, helping us make connections to new ways of community design and moving around our community and identifying what kind of barriers we need to be knocking down to make it more accessible for all of us.

So, I want to do a big shout out also to our Transportation Equity sponsors, including the DTA, and our We Bike planning team at Continental Ski & Bike and Essentia Transportation Services.

So, before we go further, I'm going to hand this over to my colleague, Thomlin, to talk us through a little bit of the housekeeping and the tech for this event. And then we'll go ahead and get started. Thanks again for being here, folks.

THOMLIN SWAN: Yes, hi! Welcome! So a couple housekeeping items. This is being recorded for future opportunities. So if you do not wish to be part of that recording, you can keep your video off and keep yourself muted. We have at the bottom of your screen with 3 dots it says more. That's where you can open up the chat box, and that is a way that you can send any questions. If you're having any technical difficulties, you can send a message to me directly. The chat is also a place where you can post any questions that come up about the content that's being shared, and we will have a Q&A at the end. So if you post your questions, we'll gather those together and then ask those at the end during the Q&A. Another way to ask a question will be to use the raise hand function. So also, at the bottom of your screen, you'll see a button that's called reactions. And if you click that there's a raise hand function, so that will be one option that you'll be invited to use during the Q&A if you want to ask a question. We'll ask that you just stay muted until that Q&A time to allow the presenters and panelists to fully share. And if, you know, for any reason you get kicked out of the meeting, just feel free to come back in, and I will admit you no problem. And I think that covers it for our housekeeping.

ANDREA CROUSE: Great. Thank you, Thomlin. Okay. So before we go on, I also want to note today is the Anniversary of the passing of the ADA, the Americans with Disabilities Act, signed into law July 26, 1990 — 34 years ago, not that long ago, really. When we think about how important that act has been for what it's done for our transportation and other civil rights, we

know ableism perpetuates inaccessible systems and contributes to health disparities and transportation barriers. And that's why we have this great panel of folks with on-the-ground experiences navigating bus and bike transportation in the Twin Ports that can help bring that lens into our discussion today.

But to kick things off we're going to first hear today from Isabelle Cervantes, a GreenCorps with Essentia Transportation Services. Isabelle's going to be sharing some tools that can be used for trip planning and highlighting, some specific apps that you can use as well. So, welcome, Isabelle.

ISABELLE CERVANTES: Hi, everybody! Thank you so much for being here. I will get my screen shared. So, yeah, I will be going over some of these planning apps which include My DTA, the transit app, which is the screen icon right here, and Google Maps. As well as some bikeway maps.

So first off, the My DTA map. So if you're choosing to use your phone to navigate using the bus, two apps are recommended, so My DTA — that acts as your digital bus ticket wallet. So right here is kind of that home screen. We have, you can add your own funds or keep it empty, purchase your tickets, and kind of look at all of your tickets in one spot right here. And the cool thing about these two apps is that they do link to each other. So right here we can see that Transit App rider alerts and weather. So, when you click Buy Ticket it shows you whether it's peak or off peak times. And this is what a peak fare single ride peak fare ticket looks like. And you want to activate that ticket just before you board because it is time sensitive. And it'll take a second to load. So maybe if you see your bus approaching, that's the time where you want to press Activate Ticket. And then you have this QR code image right here. And if you can't find... If you're not used to using the digital ticket, and you can't find it, like can't find where to scan it, the bus drivers let you know where it is, or you can ask. Say: "Hey, where do I scan it?" and they'll be like, "Oh, right there," and you'll be like, "Great. Thank you." It's pretty simple.

And then we have the Transit App. And this kind of acts as Google Maps but specifically for transit and bus use. And it gives those real time updates, so when you first open the app, you can really customize it however you want. It depends on your level of interest in that. So I have my icon up here. You can set your home and work locations right here for easy access. And then, typically, it shows lines that are closest to you, and how far away they are in relation to your house or your work. And then here at the bottom is that link to the My DTA app, or I think... Yeah. Should be the app. Yeah. And right here you can just enter where you're going. You can also click on these if you know what line you want to take. And when you enter a location you can choose if you want to leave now, depart at a certain time, or the last arriving bus. And it presents three or four more options of buses that will take you to where you need to go. Some of them have shorter walking distances. Some of them have greater walking distances, so you just kind of choose on timing and what it is you're comfortable doing. And it'll give you the fair. It'll give you more trip options. And at the bottom, if none of those work, there are...it gives you walking time, bike time, and some Uber and Lyft options, I believe. And then you pick your route. So I picked the blue line. It'll tell you when you arrive and all of these nifty little details.

And you can choose how detailed you want to get. So here it says, nine more stops. And yeah, so that's kind of the... And then you want to make sure you hit "Go" at the top. And that's about it for those apps.

Here I'll be showing two bikeway maps. I have them linked here. We can share... I can share the links in the comments, too. But if you click this legend... Is it showing? It's not showing. That's okay. This is basically what it looks like. You can zoom in and out into the map. It shows different types of bikeways: whether they're paved or not, etc. And then there's also this Twin Ports bikeways slope analysis. You can also click on this image. I think I'll have the slides linked. So you can click on this image and it'll take you to the website. And the neat thing about this one is that it shows you the slope of different areas in Duluth. You can zoom in, and you can also layer on existing bikeways, DTA routes, etc. So that's really cool.

And then I just want to go over just basic Google Maps. I would like if it would share... Oh, can you see my...the new tab? Yes. Okay, awesome. Ok, great. So let's say I would like to go to e-Bike Duluth. Alright, and I'll just hit those directions, and I'll start from where I'm at. And right now it's on biking. So that's the cool thing about this section up here: you can really choose whichever mode you're looking for. So, on the biking, there's this slope...kind of interactive slope tool, or elevation tool, I guess. And I think you have to click on the actual route itself and then you can see, as you drag along on the left, you can see where that coincides on your actual route. So there's that white ball traveling on the route, and you can get yourself prepared. I don't bike too often, so I do like to know what's in store for me if I'm going to bike.

Then there's the transit, and it's very similar. It'll give you... So the 103 will be leaving soon. The Blue Line should also be able to take you... No it doesn't just, just kidding. And you can get those details. You can see if something is.. If a bus is running late. It's very similar to the Transit App.

And then walking as well. Might take a while. And you can also zoom in. And just get really comfortable for what to expect on your trip. My screen is lagging, but, what I heard someone else mention on a similar webinar is, you can kind of also see, if you're going a route you're not used to going—if you're walking or biking—you can kind of zoom in and get a feel for what traffic might be like on the roads typically. So, if you're... You can drag your person, your yellow person, onto an area. And here you can see... you're like, "Oh, I've never been at this intersection before. It looks kind of intense and maybe like it hasn't been painted, repainted recently, so I know I want to be careful at this intersection." You can note the date in this top left corner. You can see more dates to get the most recent one. So if you're visiting a new place or a new section of town that could be useful just for getting a feel.

And I believe that was kind of it. You can't add destinations while you're on transit, the transit tab. But if you're walking you can add a destination. You can click and drag to reorganize your trip. You can get rid of them. And then or if you just... If you're doing that bus you can click these arrows to switch your start and end. Yeah, that's kind of all I have. Perfect. Thank you.

ANDREA: Thank you so much, Isabelle. So that was kind of a quick overview of some of the apps, how to use Google Maps. I saw in the chat people were interested in these slides that you prepared, Isabelle, and yes, we will make them available along with the recording of the event for anyone who registered, and we'll also be sharing this recording on our YouTube page and linking it to our Zeitgeist website, so that information will be available.

Next up is Dave Clark, the Director of Marketing at the DTA and Dave's going to provide a little more information about navigating the DTA and some of the new routes that are in place for the last year or so. So welcome, Dave. Thanks for being here.

DAVE CLARK: Thanks, Andrea, and thanks everybody for joining today. So, to sort of echo some of the things that Isabelle shared, we're going to start by walking through our website. So if I can pin this down... Forgive me, our boardroom computer's a little bit slow. I can't seem to expand this. There we go! So here we're at... I should start by introducing myself. I'm Dave Clark. I'm the Director of Marketing and we are at [duluthtransit.com](http://duluthtransit.com). One thing you'll note...

ANDREA: Oh! Did we just lose Dave? Okay. I'm guessing he will come back online and we'll pick back up where we started with him. Miles, how do you feel if we do a quick pivot and shift to you for the presentation while Dave comes back online?

MILES HANSEN: Sure, I'd be happy to. I do see Dave. Oh, he looks frozen.

DAVE: Let's see. Can you hear me now?

ANDREA: Yep.

DAVE: Oh, there we go. Okay, great. Okay. Let's try this again. I'm not sure where it left off. So I'll just start again by sharing the website here. Can everybody hear me? Okay, perfect. So we're at [duluthtransit.com](http://duluthtransit.com). There's a lot of resources on here for folks interested in riding the bus. Given the topics today I will start on the How to Ride section here that has a lot of great information about using the bus in general. But I'd like to put a special focus on bikes and bus services and share a short video that walks through the basics of how to bike and ride the bus. So I will start this right now and hopefully it works. How to load the bike rack. As you can see, we do have two spots on our buses for bike racks. They accommodate, today, a traditional kind of bikes, and we're adding some additional racks that will accommodate both...

ANDREA: Sorry for some of the technical issues here, folks. Dave, I think, froze up again. The video didn't start playing yet.

DAVE: Okay. Am I back? I'm so sorry.

ANDREA: You're back now. Yep.

DAVE: I think playing the video may be the issue just from a bandwidth perspective. But I will try my screen once more.

ANDREA: Perfect. We'll make sure we get a link to that video in the chat, so people can watch it as well. It is a really good one to demystify the process of loading your bike onto the racks and how to use those.

DAVE: Indeed. So I'll walk through... There are a number of resources on our site that deal with specifically riding the bus safely and also boarding and alighting the bus with bikes. So there's some paragraphs here that do cover that in detail. And... Let's see here. I just want to make note that we do have a number of folks who use the bus to commute, to go to bike recreation areas and other recreational areas within our community, and the bus network is situated in a manner that provides great access to all of those. I will quickly touch on the fact that we launched a new network in August of last year called the Better Bus Blueprint, and it does feature updated routing from what we had traditionally offered. It's really anchored by the east-to-west Blue Line and the up-and-down from the Miller Hill Mall area Green Line.

So this page here within our Better DTA website kind of gives an overview of some of the new routing. And what's great is there are actually videos and schedules available for all of our new routes on that page which is just going to go back there and load.

So to echo Isabelle just a little bit, we've already touched a little bit on our My DTA mobile payment app and the Transit trip planning apps. But there are a couple of other areas on our website that I should make note of. Firstly, the... This is hidden behind here, one second... Real-Time Tracking provides the ability to find your bus, and each bus stop is now equipped with a "Where's My Bus?" sign that you can either call or text, and it will actually give you an update of the three or four soonest approaching buses to that stop which helps folks in the wintertime and during times where they're unsure of the next approaching bus easily plan their trip and make sure they're at the bus stop at the appropriate time.

The Trip Planner is another tool available for those more comfortable, or with easier access to desktop planning. So you would simply put your starting point, a little bit more info on your destination, and it would then provide some information on the routes that cater to that particular trip that you're aiming to plan.

I also wanted to touch on accessibility. So we do have mobility device configurations on all the buses, and if you do board the bus using a mobility device, your bus driver is trained to help you safely and securely begin and end your journey on the bus.

So, as far as other infrastructure that supports bike trips, we do have a multimodal Transit Center downtown kind of near the Wells Fargo and the Northwest Passage in the Skywalk, if you're familiar with that area, within which is a bike storage facility where bikes can be safely secured for a really modest monthly fee. The Transit Center then also serves Jefferson Lines

and a number of other area partners, so that bike or scooter or other device that the first and last mile type devices as well. can be safely used using the Transit Center.

Let's see. So a couple of exciting things we have on the horizon. We are in the midst of procuring bike racks that now support bikes, I believe, up to 60 pounds, so that will afford passengers in the very near future the opportunity to secure e-bikes, and they also have variable tire width configurations, so that if you have a fat tire bike or larger diameter tire, folks wishing to use the bus system multimodally and include bikes can also then enjoy the benefits of a bike rack. Currently, our policies and old school style bike racks limit that ability. And one of the big things that we've heard from folks over the past several years was it ought to be easier to use the bus system for folks on bikes of all makes and configurations. So we're really excited about that.

I think one more thing I would like to touch on is... Using the Transit App you can also plan first and last mile ride shares. So in the event that there's inclement weather or something limiting your ability to get from where the bus ends to your final destination of choice, that type of planning is able to be configured within Transit, and then also just generally figuring out a multimodal route. So some folks would prefer the opportunity to walk a bit, or bike, or use any other mode and then use the bus incorporated in part of their journey, but not necessarily the entire way. So that's just another layer there.

I guess, in summary, in terms of starting from scratch and becoming a bus rider, our website has a number of insights into policies, expectations, procedures, opportunities. And there's also information on Stride Para Transit. So Stride Para Transit is our door-to-door para transit service that provides rides for folks who are eligible which is based on a medical qualification. Those are pre-scheduled. Stride operates under our roof as well, so there's close collaboration in terms of the communicating and scheduling of the service. And those trips are just a bit more expensive. I think it's a dollar fifty and three dollars versus the seventy-five cents or a dollar that folks would have on fixed route service and Stride operates during the same hours as the DTA fixed route and has the same span of operation. So if the bus is operating, so say it's 5am until I think about 12:30am now, folks using Stride have that same opportunity to use transportation throughout the day, as they would on fixed route. And lastly, there is the ability for folks to use Stride seasonally when slips and falls and concerns due to weather and network walking conditions present themselves, and then can kind of use the fixture route service when it feels comfortable or appropriate, and Stride when they so choose, as well.

So I think that just about covers everything I had today. Thank you.

ANDREA: Yeah. Appreciate it, Dave. As a reminder, we will be doing a Q&A at the end of the session, and if you want, please feel free to type any questions into the chat. We'll collect those throughout this presentation, so we can follow up with folks at the end.

Our next presenter, Miles Hansen, is an AmeriCorps VISTA working at the City of Duluth in the Planning Department. Miles is going to be sharing some trip planning tips and navigating on

bike-bus commutes, route finding, infrastructure to help support folks that are new to this or maybe no, you know, the super confident bike riders in the community; along with a peek at some upcoming bike facility improvements in the city. So, Miles, thank you for being here.

MILES: Well, thank you, Andrea. Let me share my screen real quick. Hopefully this works. Been having technical difficulties all day. We'll get out of this. Start from the top.

Okay, so. You know, when we're talking bicycling, it's kind of a weird... It's an interesting part of transportation, right? It's technically our most versatile form of transportation, you know. We take it kind of everywhere. We can take it on the sidewalk, on the road, on mountains. And so, technically, you know, it will allow you to go door-to-door. But, it's a lot easier said than done when actually traveling. I can tell us all that we can easily bike from here to the Lakeside, but actually going on those roads, particularly busy roads like Mesaba or Grand Entrance, it's actually a lot more dangerous. And people... Studies have shown that people will not bicycle when they feel that there is a safety issue and when there's a comfort issue. And I mean, I certainly wouldn't really want to bicycle when there are fast moving cars right next to us. And so when we talk about trip planning, we're really looking at the infrastructure around bicycles and other multimodal devices, particularly the lanes and spaces that we give to them. And so when I say this, I'm talking about spaces that are separate from cars on the road and separate from pedestrians on the sidewalk. A perfect example of this is actually in our upcoming West Superior Street reconstruction. This is in the Lincoln Park neighborhood. You know, that's a big, busy commercial area. And over the next couple of years we're going to be reconstructing that street. As part of that, we're going to be building these new multi-use lanes that will be separate from the cars and from pedestrians. They'll allow bicyclists and other other micro-mobility users like scooters, skateboards, e-bikes, to safely and comfortably travel along the road. You know, this is infrastructure that is not just for one type of bicyclist, but for all ages and all abilities. And so you can be training for the triathlon, and you can be coming home from school. I think that's really something we want to emphasize. And so I think one of the biggest tools for planning your trip is looking at our existing bike network. You know, you're not going to be taking the network the entire way; you're going to be on-street, you're going to be off-street. But the network really is this kind of great way to take you for the majority of your trip on a safe road where you're not feeling...where you feel comfortable and you're not feeling in danger of a car.

And so this is just a map from our...the city. It shows all the different bike lanes in Duluth and Superior. It shows in the green, this is our existing network. The purple dotted line is our future network. This is the network that we are in the process of planning for but haven't fully approved or have not fully funded yet but in the next couple of years we're looking to implement. And our orange dotted line is segments that are fully planned for and that will be implemented within just a few years. So as you can see, right now you can take a bicycle along a protected network across the entire city but actual connections to the rest of the city, and particularly through their different neighborhoods is still lacking. We're going to be planning and expanding our network to cover that but that's kind of our next couple steps.

Another key element of the bicycle network is bike parking. You want to make sure you can easily park and safely store your bike, as Dave mentioned. And so a big part of that are these new bike racks we've been stalling. This is from the city of Duluth and with the federal grant we've actually been able to manufacture with a local Duluth manufacturing company to put in these new safe and durable bike racks. We're going to put them in a whole lot of different business districts throughout the city, particularly in historically low-income and disadvantaged neighborhoods: in Hillside and in the Lincoln Park area.

Now a really key part of a bicycle journey, I think, is distance and time. Study after study shows that the best bicycle trips are usually in that one to three mile range. That means you're going to a destination within one to three miles. And we use that because that...the time that it'll take for you to get on the bicycle and get to that destination is around fifteen to twenty minutes. Afterwards it will take a little longer, and you'll be more likely to drive. And before then, you know, that less than one mile distance you might want to walk. And so we really are looking at that kind of short-term distances and short-term travel. In the next couple years, our local planning agency, the Metropolitan Interstate Council (MIC), is going to be studying, as part of its bikeway update, is studying these short-term destinations and looking at how to improve the network for them. And I think a really key part of traveling in Duluth is that bicycling is just one element of a wider arsenal. Particularly when combined with the bus. The bus can go a lot farther and go a lot easier. You're saving a lot of energy by traveling long distances, so that four to five mile journey, whereas the bike can help bridge the gap between the bus stop and your destination, as Dave mentioned it, that last mile. And so, I think when you're planning for a bicycle trip, you really want to look at where the bike network is and where the bus network is and see what would be the fastest and most energy efficient way to get around town. Again, if you are in the Lincoln Park area and you want to go to Park and Lakeside, maybe it's taking the Blue Line, you know, that fast, reliable network up awhile, and then getting off and doing that last one to two miles via the bicycle and, as Dave mentioned, the buses already are equipped with bike racks and so that could be a really seamless transition.

Now the real meat and potatoes of this is the resources for trip planning. Again, if you're looking at bike networks, a great resource you can find is on the Metropolitan Interstate's website, and that's under the 2019 Bikeways Plan. And I think Isabelle mentioned this already, but they have a great map of the existing bikeway network. And, you know, it's an interactive map so you can really zoom in, you can see which intersections it gets off in, you can see the slope of each network. And it also shows you what type of bike lanes we're talking about: whether it's multi-use, whether it's off-street or on the road.

Another great one that I think everyone else has mentioned has been the Transit app and I'm actually going to show you a little demonstration here because not only is the Transit app great for getting your bus connection, it's really helpful for showing you a safe and reliable bike network. Normally, when we use these apps, it will...like, particularly Google and Apple Maps, it'll just show you the fastest route to your destination, which is to them the most geographically closest. So, for example, if I was in downtown Duluth and I wanted to get to the Lincoln Park area, if I were to use Apple maps it would probably have me bicycle on First Street or Superior



which works in theory, but I'm sure as anyone knows, actually going on that road, particularly around Point of Rocks, it's a little scary for a bicyclist. The Transit app is a little different, and here's a demonstration. So I'm in City Hall again, that's downtown Duluth, and I'm trying to get to a coffee shop in Lincoln Park. Alright. So I Google the shop, there we go. And pass the bus network, we have the bike option. And as it shows I click on it. And then actually, instead of just showing me the most direct, which would be having me go on First Street, it has me go down onto the Cross City Trail, the protected network. And so that's a really useful tool for finding a protected network to make you, to make that trip more safe and reliable.

And the other big thing that we want to talk about is the future of this network. I think I've mentioned it, but the MIC, our metropolitan planning organization, they do a...every five years, they do a bikeway update. They're the ones who plan for our next bikeway expansion, and they help plan for the policies to protect and support bicycling. And this year they're up for a new update to their plan and so they're asking for community input. Zeitgeist and a couple of other organizations have actually sponsored to make this survey, which you can scan right here. And it will really ask you just a couple questions on where you want to see that bike network, particularly thinking in those short- to medium-term destinations. What streets you want to see a new lane on, what type of lane, what would make you feel more comfortable bicycling within Duluth. Thank you so much. That's all I have.

ANDREA: That was great, Miles. Thank you so much. I just want to note, too, a couple of our presenters here were also pinchers at the last minute and came in to cover somebody else. So big thank you for their flexibility and hopping online to help us talk about these discussions. Miles and Dave, thank you so much for doing that, and Isabelle, for kicking off those presentations.

We're now going to switch gears to hear from a panel that is going to bring in a bit more of the ADA lens to this discussion, and again, we appreciate the questions in the chat. Keep those coming. We will circle back to those after the panel discussion. If anybody wants to respond to them in the chat during this conversation, that's fine too. So our panelists today are Ashlie Castaldo, Amanda Crosby, and Josh Sorvik. And I'm going to ask you the first question is to start by telling us a little bit about yourself, who you work with and for in regards to transportation accessibility, who you want to center in the conversation around mobility justice. And we'll start with you, Amanda, and then we'll have you pass it onto the next panelist.

AMANDA CROSBY: Yeah. Good morning, everybody. Happy to be here and talk a little bit about transportation, one of my favorite topics. I work now with the Arc Northland, and have worked in the disability advocacy lens for approximately twenty years now, and one of the biggest barriers to independence and access has been transportation, in my experience. So I want to talk to the group and just let everyone know that transportation is more than just about getting from A to B. It is essential for individuals to have independence and access to employment, education, healthcare, essential services, even food, and what people forget about a lot is social activities. So, that's where I'm at right now, and I'm going to pop it over to Ashlie.

ASHLIE CASTALDO: Hi, everyone! My name is Ashlie Castaldo. I'm actually the chair of the Commission on Disabilities for the City of Duluth. I also participated in the Advisory Board for the DTA about a year or so ago, and helped kind of with some accessibility concerns with them. So, just a very avid member of the community and passionate about transportation, and making sure that people are given as much independence and options as possible to integrate their life and to get to where they need to be. And I will pass on to Josh.

JOSH SORVIK: Thanks. My name's Josh, and I work for Essentia as a speech pathologist, but I spent a fair amount of time in more of a recent history, actually, over the years, working with Northland Adaptive Recreation—lately looking more so at hand cycling and the creation of more universally-designed trails, to get folks out into the wilderness a bit using adaptive bikes, which historically has been a big challenge, but through some advances with technology, and then some greater awareness that everybody's advocating for, we've been making some significant gains which is really exciting. So sweet. I don't know who I'm passing it back to.

ANDREA: Thanks. Josh. Yeah. Appreciate hearing a little bit of that background and the lens with which you each come to this conversation. So a question for each of you: How do you usually get around town, and why? And is that your preferred method? If it's not your preferred method, why are you not using your preferred method? And Ashlie, if you don't mind, we'll start with you for this one.

ASHLIE: Sure. So generally nine times out of ten I end up using a car, but that's only because I generally drive with my husband and my son at the same time. And so the more people you have, the less diverse of the options you have; it's either busing or a car, usually, if you have more than one person. That's not my preferred option, but my second is my more preferred option, and that's a tie between biking and walking. I probably walk at least close to three miles every day, if not more, and then sometimes I'll do biking on a trail also. For me, it's been more like, I just feel tense or unease with biking. It seems like there's...especially with the way the city is mapped out, there's a lot of unexpected things that can be tenuous or more stressful when you're biking. I think, if...especially with my autism, if I felt like there were less surprises on a bus route, I would be more inclined to use it because I love busing or I love biking but the bus I've slowly acclimated to get back into that system. I used to use the bus a lot in college when it was free, and that's been a really good incentive for me to get back into public transportation. And I'll pass off to Amanda.

AMANDA: Thank you. Ashlie. I'm one of those lucky individuals who uses my vehicle and has a vehicle to get around. I grew up rurally, and it was a necessity to have a vehicle, and that kind of just transferred over into my life here, living in Duluth. I do love riding my bike, and have used that as my main mode of transportation, especially when I was younger and, you know, having a vehicle is costly, and there's repairs, and there's other things that go into that. So I'd use my bike quite a bit. I actually appreciate the video that was shared, and I can't wait to watch it later, because I have been really wanting to get back into riding my bike as my main mode of transportation and taking that to work with me. And so I've just been a little bit hesitant to take it

on, take it on the bus. So I'm just really appreciative of that. So, again, car, then bike, and then I also would walk if I need to.

JOSH: I would say, same as everybody, as far as transportation that typically used a car. I should have mentioned this before, not that everyone can see, I'm a T7 complete paraplegic, so I rely on a manual wheelchair to get around. And since that happened for most of my transportation I've used some sort of vehicle whether that be something like a car to get around. Hand cycling has changed drastically, and I'll talk a little bit about how in recent years with e-assist, before that was available it was just such a bear to try and get those bikes from A to B, but I would say, within the last even three years, there's been such a significant change just in the availability of e-assist with hand cycles that actually might allow for transportation with a bike and the fact that we're building more trails, we're having more of an understanding of how we can connect those things to get around. And potentially getting even technology to hook like a manual chair on the back of the hand cycle might allow for using a bike to get around where previously, I would say 10 or 15 years ago, when I was first paralyzed, that was not a possibility. But things are changing, so a combination of technology catching up and everybody advocating to make things a little bit more friendly for all abilities, is changing the future which I'm excited about.

ANDREA: Thanks everyone. What's one thing that you wish people understood about the challenges you, or those that you work for and with, face when getting around the community, and you see ways that that could be improved? And Josh we'll start with you on this.

JOSH: Sounds good. I would say if I keep it centered a little bit around the trails. When I first was paralyzed, the hand cycles that were available, they weren't made for any sort of trail riding; they were really only used on city streets. There was no assist and the bikes themselves were usually quite heavy, just because of the extra infrastructure it looked like big trikes a lot of times, so you got like a 50-60 lb bike that you're really propelling with just your arms and come to a hill (Duluth is pretty hilly) and it's brutal. You have to be a He-Man to kind of make it around, so I think that at times was a big challenge, And before I'd been paralyzed I was big into mountain biking and spent a lot of time in trails, and Duluth has got a fantastic single track for mountain biking. And unfortunately, though, if you look at the size of most of the hand cycles, especially at that time, were quite wide and most of that single track you could maybe get through portions of it. But you would, inevitably, come across a part where there'd be either a log or two trees or a rock or something where you'd get stuck or wedged in such a way that you wouldn't be able to continue that journey. And if you did, you'd have to have at least 2 or 3 able bodied people to try and pick things up, you know, trek you along and then set stuff back up and continue to keep going. So that's been one of the bigger challenges that have just kept I think myself from being able to do an aspect of recreation that I've loved for a long time.

Until more recently, there's been this big push to try and create more universally designed trails. Which is not necessarily just for those that would be using an adaptive hand cycle, but also could be used for people with like young kids that have got a burly trailer could be used for more elderly riders that aren't looking for something that's as intense and easier ride, or even younger

riders that are just starting to learn a mountain bike. And so there's certain criteria, and I don't have them all on top of my head, that are developed just to try and keep things wider, keep things a little bit more even, and allow for many of us that I mean, I would be honest if I said 10 years ago would I think I would be able to get back out into the woods and mountain bike, and I wouldn't have thought it was possible until the last 2-3 years, so, it's exciting that that's starting to occur. And I think continuing to push Hartley and Spirit Mountain are working on creating more universally designed trail systems, and the more that that happens, I think it's just going to continue to grow and benefit everybody, it's pretty cool. I would say that the biggest barriers were partially this, the technology, and partially awareness and a willingness to start to change the mindset of how we could design, not all trails, but at least some trails to help get more people outside. So, it's happening. It's been a while. It's taking a while. I can pass it off to Ashlie.

ASHLIE: Yeah, I would say, in my experience, some of the things that are often overlooked is the difference of sensory processing for individuals and also learning styles in certain ways. I've noticed, especially with the DTA, that there isn't like an auditory notice of when the next stop is, or necessarily like a sign in the front that says "Superior Street coming up" or anything. You kind of have to hope that the person can look and process the scenery outside of them and find the right stop. And that just sometimes doesn't work with certain neurological or processing in auditory disorders. And another thing that I think that would be beneficial for trails is, I really like our trails so far as to their space and accessibility accommodations overall, but some of our signs or our posts don't have braille on them. Or certain kinds of safety measures that might include all sorts of accommodation needs. So just maybe more inclusive concepts of what an accessibility need would be, or what an accommodation is, might be helpful for the future. I'll pass to Amanda.

AMANDA: Thank you. This is a really loaded question and I hope that I can remember everything that I wanted to say about it. But I'm going to start with, again, the independence aspect of transportation and what that means for individuals. For me, if I wanted to do an impromptu coffee with friends or Target run, I can just go do that. I can get my vehicle, jump in and go do that. I think people forget that when you're using public transportation, or you don't have a vehicle, or you use other modes of transportation, that there's a lot of planning involved. And having the luxury of time and extra energy to do that is just something I wanted people to think about.

I will say the DTA did a great job in responding to some of the work that even the Commission on Disabilities put forward about the times of Stride. Stride used to end earlier than the fixed bus routes, and even though our fixed bus routes are accessible still a lot of individuals need to use Stride. So extending those hours to meet the fixed route buses have been just great. People who are able to go to a concert at the DECC now and be able to not leave early, just stay and maybe even go have a bite to eat after with their friends, or whatever. So there's that luxury of time and what that means to people. The other thing is thinking about transportation as being part of Duluth, but then what if you want to leave the community? When you're in your community, you have these great transportation options, but then you're not able to leave. That's another thing that having a vehicle allows. And we're talking even Hermantown and

communities like Cloquet that are really close to us. It just takes a lot of extra planning and resources, and unfortunately rides that can get you there like a rideshare app or a taxicab might not be able to accommodate an individual who has accessibility needs.

Lastly, because I don't want to take up too much time, I'm going to get in my soapbox a little bit about thinking about not just transportation as a car, bike, your feet, a bus, but as a network and how accessibility is really important everywhere, especially in the wintertime. I would be remiss if I didn't bring up sidewalks snow removal and how important that is to our transportation network as a whole. Okay, I think I'm going to keep it mute for now and...

ANDREA: Well, thankfully, we have some time here, so if you have other thoughts that pop up any of you, you know we certainly have time to to hear those things. Thanks for mentioning that network piece, too, cause you're right, and Josh, I heard this also from what you were saying. You can have some pretty good routes but if there are gaps in it or even what might be perceived as small barriers for some within it, it can completely take that whole network out of functionality for a lot of users. So, addressing some of those network gaps, whether it's snow, vegetation, other physical barriers in a path is really critical in the maintenance of it.

The last question I have for you all before we turn it over to the audience for some questions is: If you think about first starting out with a new mode of transportation, and, Ashlie, I heard you mentioned something about getting reacclimated to the bus again, so if you think about being a new user in a new mode, do you have any tips, advice, warnings, that you would share with folks who want to explore walking, biking, busing, rolling of some sort, and how they might get started with that? And Amanda we will start with you for this question.

AMANDA: I don't have a lot of tips. I will share, though, with the group that everything that I have learned and soaked in about transportation is from individuals that I've worked with, talked to on the phone, who called and said "How do I get from A to B?" I soak it in and I learn from those who are experiencing it, because I'm really lucky and privileged, and it's really easy for me to get from A to B, so that's how I got there.

ANDREA: Ashlie, let's go to you next for this.

ASHLIE: Sure! So, I have a neurodivergent perspective on this. So for me, I don't do well with unexpected surprises or not having every like answer ahead of time before I kind of jump into something, because I don't want to be the person who's getting flustered and panicking when I get to the next stop. So my recommendation is: Do whatever you need to do to be able to trust your own body and trust your own peace of mind when you're taking a new venture into transportation. So for me, that meant getting every brochure from the DTA that I need to. I made sure to call the DTA, I'm sure it was probably frustrating on their end, but I made sure to get every answer possible, because if I want to be a good bus rider or a good diligent member of Duluth, I want to have the important information accessible to me. Especially if my ride is successful, I want to, you know, share that to the community and tell them the great benefits of the bus. In order to know what you need, I'd have that information.

Don't be afraid to ask questions. Don't be afraid to ask for help. Especially if you're even just walking or bicycling [and] you need to have directions. Don't feel like you have to kind of navigate on your own and especially if you're venturing out, it's always fun to try it with a partner first. Like me and my husband started biking together as a way to connect and be together, and that kind of instills confidence. So, that kind of like teamwork is really helpful. And I would say, just, you know, don't be afraid of taking that initial step. It's always fun to try something new, and that's a really great gateway and a good skill to develop. So that's my process, for it.

JOSH: Alright! I would say, as far as tips and tricks... Depending on how you come into the world of adaptive cycling, regardless of how you get there, it can be a bit overwhelming. There's just a lot of different options, and things are changing, and at a pretty rapid pace, which in some ways is great and in some ways it can almost be too much, and you want to shut down. So for me, I think even just spending too much time on the internet wasn't always helpful. So going to people that actually work and it's their job to keep up with it was really great for me. Northland Adaptive Recreation is the most recent title, but the folks there, Eric, they work with people all the time with a huge range of abilities, and they know all sorts of different technology that can help you. Trialing different potential bikes, they can try and help with positioning, which can also be a big issue, and change, whether you have a successful bike trip or not. For me, I would just reach out, even if it's not here, wherever you're at, try to find some sort of organization or nonprofit that specializes and they have some information just looking to connect with the community.

Hard as it is to come up with your own tricks and doing things, it's likely somebody else already has a couple, and they might be better than the ones that you already have. Just kind of pooling that knowledge base. That'd be my big thing is looking to reach out and try and get in contact with community members that have that level of experience is super helpful, and resources! I mean being able to try some different things before you consider putting money down, having the ideas of grants if you're looking at, trying to get your own bike. They have ideas of who you can connect with. They have ideas of what's the best way to look at getting the funding. So, that would be the thing that made a huge difference for me and what I would recommend for anybody else that's looking. Thanks!

ANDREA: I think that's such a good point, you know, for different learning styles. Some people are happy to gather that information online or read about it, but for many people having somebody to help navigate a new system can make a big difference. And I see a comment in the chat too, for somebody who's willing to help with the DTA piece, thank you for making that note, Shawn. Amanda. I see you have your hand raised.

AMANDA: Yeah, thank you. I just wanted to follow up on what Josh and Ashlie were saying, and my kind of vague earlier comment. If we keep talking about it with each other, getting our focus groups like this, showing up at meetings, that's the best way. In my time there's been a lot of advances and strides towards better transportation in our community. I think we're doing it right. We think about 50 years ago when The Gang of 19 tied themselves to the buses so they could

get around, just from there now we can ride the bus, but what are those other little pieces? And that's just [where] the disability justice comes in and how do we open up our minds and expand upon that. So get in there. Keep talking about it. That's what you need to do. Show up. That's my advice.

ANDREA: So in addition to allies, accomplices, people who will be there with you in this journey, too. Call for more of those. We'll pause now on my questions and open it up to questions from the audience. So Thomlin, we'll start with any that might be in the chat, and then if folks have questions they want to ask our panelists or any of the presenters, I think Miles had to hop off for another meeting at 11, so I don't believe he's here anymore... But panelists or presenters, if you have questions for them, feel free to use that raise hand icon and we'll call on you. But Thomlin, are there any questions in the chat?

THOMLIN: There was one that was posted and it had a couple responses, so I'll just read the question and then the answers. So the question was: "Where is Stride being offered? For example, I live up in Hermantown. Can I use Stride during the wintertime, and can you get stride and DTA up in Hermantown?" So, the first response from Dave at the DTA... Dave says that Stride service operates during the same hours and days as the DTA fixed route service. The origin and destination of Stride trips must be within the city limits of Duluth, or Superior, or 3/4 of a mile on either side, or from the endpoint of any DTA fixed route if outside of Duluth or Superior. And then to find out if paratransit is available for a specific trip, you can call 218-722-3327. Isabelle also offered that Arrowhead Transit offers Dial-A-Ride resources in Northern Minnesota. So we have a link to some of these resources that we can share over email afterwards.

DAVE: And quickly for a bit more context, the routing that does serve Hermantown, the 3/4 of a mile proximity would apply to that. For folks living in areas within 3/4 of a mile or thereabouts of a bus route would be able to enjoy those services, and then I also attached a link to the Stride guide, which really covers all of the nuance and details around the service as well for folks to check out if they're interested.

ANDREA: Thanks, Dave. Other audience questions? Got a couple raised hands here, let's start with Judy!

JUDY: So I'm curious: I use Google Maps; that's kind of typically how I get around here, get around other cities, and it is not doing a great job at all. I am very interested, I've been trying to express concerns to the DTA for years and years. I'm finally on the board. I don't know that that's going to help, but from a user who uses the bus, I am not a driver, I'm visually impaired—Google is not giving appropriate bus times, the app is confusing. I actually have a blind friend who's having more success than I am using it, partially because some of the print is so small that it is not very readable and it's very confusing. They don't match up what Google has on it's you know "Google Transportation" vs the app. I'm wondering if there's anything being done. And how do we like... How do I express issues? I have a ton of pictures of here's how the map and here's how things are not working, and I don't know how to get any help. Because typically

whenever I've talked to somebody, it's fallen on deaf ears. I have a lot of concerns over the accessibility of the signs that match all the other signs. I was told, "Well, you know we had them.." I don't remember what was the word that he used... Basically they're, you know, "The signs, they match!" It's like, no no, the bus signs don't match. They need to be clear. There's bike signs, they're way bigger than the bus signs. They're hard to read. The details are hard to read. I'm thankful for the iPhone, so I can take a picture of things, blow it up, and actually read it, but that's a lot of extra time spent. And thank you, I think it was Amanda who pointed out just the extra time it takes to be a transportation rider. The DTA system, especially since the Blueprint changed, has added a lot of time.

This morning I got left by a bus, I could touch it and the bus driver just drove off! And then I had to figure stuff out, but fine. Not to mention... And I'm just going to call this out because I'm here, and this has been very frustrating to me and I've had really interesting questions from people who want to ride the bus who've kind of given up a little bit. One of my friends was going to ditch her car, and she was like, "Yeah, if you and the three other people that I know who've written the bus their entire life can't figure this out, I'm not even going to try." But the colors, all of the colors on Google Maps, they're pretty but they are not informational and they're very matchy. So if I'm sitting on 6th and 4th it would be nice to have a little bit of an indicator that, "Oh! the 104 is a different color than the 103, the 10..." whatever, right? And I know that somebody's doing something with the Google App. I've sometimes asked people at the DTA and they're like, "Yeah, we don't have any way to connect with Google," which I can't imagine is true. And because I see things change for a while, the Blue Line and the Green Line were 102 and 101. And now they're the Blue Line and Green Line again, so somebody's doing something. But I am wondering, from a person who has a disability, who has a lot of concerns that I have tried to express in multiple ways and feel like I get nowhere. It's very frustrating, and I think there are some really simple changes that could make things much more effective. And I'm kind of surprised, I do not know if the Blueprint Program came in, who they asked for... My understanding is there were consultants hired, but were people with disabilities asked? DTA has my number over and over again from things in the past, and nobody reached out in any way that I saw. Not that I'm expecting a direct phone call, but I look at Facebook, I see some of those things, and I never saw anything. So I'm just curious, as a customer, how do I address some of these things? I'm happy that bike paths are being, you know, that we're doing all these things. But I'm kind of going: "Hi, I ride the bus, how do I get heard?" So that's my question.

DAVE: Thanks for sharing that, Judy. I do have an answer for one of your concerns, that might provide some clarity. The way that the feed connects between Google and our transit app and all of the technology that the DTA has is currently existing in a software that only allows us to change the system when we change a quarterly driver pick, and all of the technology that pushes out of the route information gets distributed. So if changes take place to our system between those quarterly milestones, they don't correctly get depicted on our system but they will on Google. And that's something that we're in the process of upgrading which should provide massive reliability upgrades. We hear that from countless people. That's been a challenge. It's an expensive and complex system to upgrade, but it's something that we're extremely focused on. And then definitely, again taking note of some of your other concerns about the signs, but



just to clarify the specific concern about the digital environment and the trip planning software that is getting addressed and it is a key priority for us. But thank you for your comments.

JUDY: Yeah, can I? One of the things that I noticed with Google a lot is that it will give me, well... This last weekend, actually, it didn't give me a bus route. I could have taken the Green Line to 103, and Google Maps didn't give me that option, but I knew it existed. Somebody else saw it on their DTA app, but not the Google app. But the other thing that'll happen is, I will put in a time like I want to leave now for instance, and it will not give me all of the next buses. I have to putz with the time. So, for instance, I was leaving one of the shopping malls, and it said, "Your next bus is at 2:23," or whatever the heck the time was, and then the next one was at like 8:23pm, but it didn't show rest: the 3:23, the 4:23, the 5:23, and all the ones in the middle. And that is happening a lot. And it's that extra time that it takes to have to figure out how to play with an app. And we actually had a group of people who were downtown at an event, and we all ended up leaving early because the bus said the next bus, or Google Maps said the next bus was at 5:30am, so we thought there were no more buses. We came to realize that was not the case. There were a few additional buses that night. It does that a lot. It'll give me the next one in the next morning. So, I just think that's... If you're an average person picking up the app, picking up the bus, you're going to think there are no bus options. I think that's an important piece when I want to live in a city where anybody can ride the bus, and they don't have to know that they have to putz with the system, so I'm curious about that.

DAVE: All very fair points. I certainly welcome Judy, you or anybody on the call, or in general, if you want to reach out to me directly, I can dispatch those issues to our IT team and development team to make sure that they're each given the amount of consideration that they deserve. So, my email, I'll add it to the chat. But if you could, I would just really like the opportunity to address and help troubleshoot any and all of those issues specifically. And I'm just not quite sure this is the appropriate form for me try to accomplish that, but I do genuinely appreciate the feedback. And it's something we do take seriously and we do get an abundance of it. So, thank you.

ANDREA: Dave, I'm curious, is there... You know, I'm hearing issues with the Google Maps connection and there being a quarterly update. So I could imagine, like reroutes related to construction projects or other unanticipated changes in the system create issues. What would you recommend people use as a starting point for route planning if Google Maps has some problems?

DAVE: Yeah, I would say the bigger... And it is extremely frustrating when we have short term detours and things that pop up that weren't part of the plan. We always have to adapt. I would say the biggest single thing that folks could do, though, would be to visit our website and go to the Service Alert section. So if there is, if you're a regular rider and you're familiar with the schedule, or rely on a certain route or certain bus stops, if there's anything that's called out on that feed, you'll at least have the foresight to know that either A: this is what's happening, or B: I need to look further into this, or watch to see if this detour develops. Sometimes we're waiting for a detour to start, other third parties are telling us one thing and then the plan can

change. But I would say, in the intervening time between the quarterly picks, for the short term, using the Transit app is the most user-friendly and reliable method, but more often I would honestly say the transit app is probably what I use and what I would recommend. Although none of them are perfect at the moment admittedly. It is an iterative process, and we are specifically again changing it so that all of the pieces in our, we call it our technology ecosystem, all match up in terms of the current routing, the current trip times, the current time points, bus stops and detours, and it's a big project, but we're extremely focused on getting that right. But I believe that the criticisms of the unreliability are valid. And I'm not going to personally sit here and make an excuse and say that anyone's wrong or doesn't have a valid point, because those challenges are real, and it is extremely frustrating when you depend on transportation to be reliable and sometimes, or even often, it might not be. Definitely hearing this and appreciating the frustration that folks can have sometimes facing these issues.

ANDREA: Dave, thanks for being a point of contact on this and helping us get those messages passed to the appropriate people. Rachel, I'll go to you next for a question. I see we've got another couple that are popping up in the chat, but we'll take the 2 raised hands first, and then go back to the chat.

RACHEL: Okay. Hi! Thanks for having me, inviting me to be part of this. I get the gist that we're all on the same team here trying to help everyone, not just able-bodied, wealthy people get around town. I am also like Ashlie; I am autistic, my children are autistic, so transportation...it's something we always have to think about. I am able to drive, and I have a car...sorry, there's like a tree being cut down here, it's really loud. Okay, trying not to get too far away from the wifi. So, for me, and then my son had type 1 diabetes as well as autism. So, we end up driving pretty much everywhere, because the other ways of getting around either aren't safe, point blank aren't safe, don't feel safe, or they're unreliable, or they're too lengthy. If I go out I want to know I can get back to my son very quickly, so I usually choose to drive. My preferred way of getting around is to not use my car because of various reasons. There's multiple reasons I think we all probably would agree on. This is an observation that I've made over the past few months is that, whenever I look at how we do our infrastructure, it always seems to come back to only truly serving people who are wealthy enough, and are able-bodied or able-minded. We leave out elderly, we leave out children, we leave out people who are not financially able to own a car, we leave out people who are not able to drive a car, and the very people we need to be thinking about the most are those people, and those are the people that we don't think about. And we leave them with these, you know, Judy, saying her issues and I think all these options are wonderful, but it's a little bit like a band-aid and it's very frustrating for me.

My daughter takes the bus to and from school, she goes to Harbor City downtown. She gets a free bus pass during the school year and she takes that, but she doesn't like it. She recognizes the benefit of not driving to so many things, but she doesn't like taking the bus because she doesn't always know when it's coming. It was really hard to get her started. She was supremely anxious. It was awful. It's often just noisy. I worry about her, you know. It's also as a women, we also have issues with transportation, because statistically, women are more at risk being out by themselves in a city as opposed to a man. It's also easier for men to ride up and down a hill on a

bike. You know my husband, he doesn't even think about things that I think about when I'm going downtown. And so I have my daughter there, and it's like, you know what, I want very, very frequent buses, so that she doesn't even have to look at her phone when they're coming and I want them to be really networked, and so she doesn't have to walk very far. And when it gets late at night after a play practice, and she's coming home, she does not want to take the bus, she does not feel safe. I have to pick her up, because she doesn't want to be stuck at night downtown and not know if the bus is coming, or not when it's coming, or did she miss it. I'm just saying like, we only ever really serve the people who already have all the means to do anything they want.

I think that there's a bit of advocacy... I'm sorry I'm talking way too long, but sorry. There's a bit of advocacy and coming together, these are all wonderful things like, how do we get our voices heard in the general public and with our politicians? And I think that we're talking amongst ourselves, and that's good, but we need to reach and make our story known, and have our voices heard. Does anyone have any comments on that? Or I guess it's not really a question. But, sorry for talking sometimes a lot.

ANDREA: No apology necessary, Rachel. I appreciate what you're sharing and helping us think about this altogether. I don't know that I have an answer to what you're asking about, but I do want to note that this is something that Zeitgeist is committed to. We're an arts and storytelling organization and so what I'm hearing here is a call to action for us to help share some of these stories out more. I will say I'll be reaching out, and if anybody's interested in stories of transportation challenges or their vision for what it should look like in the future, I would love to hear from you. When there are transportation projects that are being planned in our community we always need folks that can be a part of of sharing that vision and their concerns with elected leaders. And that's something that I'd also be happy to help connect people with as individuals or as a cohort or group. We have a lot of projects coming up that could use that kind of advocacy. So, I'll mention that, and I do want to just leave a little space for anyone else to comment on that, Thomlin, I'm not sure if you had a response to that topic before we go to Becky?

THOMLIN: Just to add really quickly that Zeitgeist, last year in 2023, participated in the first ever national Week Without Driving. That was put on by America Walks, and it was a week to draw attention on a national level, but especially on a local level, to the challenges that people experience when they don't have the option to drive. It's a week to do exactly this, for people to share their stories and get those stories in the eyes and ears of elected officials and city planners. So, we intend to participate again. It's going to be September 30th through October 4th and we would love to have any one of you that's on the call be part of that.

ANDREA: Becky, we'll go to you next, and then I'll just have some final wrap up comments here too.

BECKY: Yeah, mine's actually just a quick question. And because Miles left, it might not be answered, but maybe there's other people that know.. I was just wondering about like a

nonprofit, or kind of like workspace bike repair shops? I know that there's the Bike Cave which is awesome out in the Jefferson area or on Jefferson. But we're talking about Lincoln Park and extending these trails and these systems and stuff. I'm wondering, in spaces like that, bike repair is really expensive. And it's something that we can also learn how to do, but what keeps us from biking a lot of times is not knowing how to fix a flat or get a chain on things, things like that. And especially, you know I live in Lincoln Park. I see folks riding bikes all of the time that I'm like, "How is that even like being held together right now?" But, because that's their option, that's how they get from A to B and that's what they know, and they can't afford to fix it or figure out how to do that. So, I'm just wondering if there are plans for something like that, like a workspace or something like that in the Lincoln Park/Denfeld area. I know you said there's the Bike Cave, but that's not accessible if your bike is broken in Lincoln Park.

ANDREA: Yeah, great question. And yes, shout out to the Bike Cave, they're fantastic in the Endion neighborhood in Duluth. Becky, one of the things that that brings up for me is some of the We Bike series that we've been working on. And, so this is a little bit of a retrospective, but some bike maintenance classes, especially targeting more underrepresented users that would include women, gender non-conforming, LGBTQ folks, BIPOC community, that we've been hosting in cooperation with some other bike shops. That doesn't necessarily answer your question as to a permanent location—somewhere where people can go for this. You might know some of the tuneup stations around town. They don't offer instruction. They offer some equipment that you could use if you know what to do, but I certainly hear a call to action for some bike maintenance classes for folks to learn a little bit more and would love to keep offering those to the community. I think it's a great skill, something I need to learn more about myself. Does anyone else have comments on that that they want to share?

ASHLIE: Yeah, I do Andrea. I just want to point out that comment on the prior question, I believe it was from Rachel, was really important. Just recognizing, you know, the privilege of accessibility. And potentially, our health gaps that MP transportation, or even receiving the information as being a possibility. So maybe especially thank you to Essentia for being on board with this call, as well. Maybe strengthening our relationships with our healthcare providers to help provide better equitable health access or better ongoing relationships to investigate how that relationship between healthcare and transportation can be better conjoined I think would be really helpful in the future. So, that's the only comment I had.

ANDREA: Thanks, Ashlie. I see that a couple of our presenters have put their contact information in the chat. We're going to share a few links in there, and we'll share these out to all registrants, too, once we get the video posted and all. But before we go I just want to... If you have to go, we're at 11:30 so I understand. I do want to mention a few upcoming events we'd love to see you at. The first is coming up in about a week and a half: Neighborhood Night Out happens on Tuesday, August 6th, and Zeitgeist is going to be hosting a Hillside Night Out at the Freedom Farm in Duluth, MN. Family friendly games, food, art making and community vision. A chance to connect with neighbors and talk about what you want to see and activate some of those ideas. There's also going to be a COGGS-led bike course and a youth helmet giveaway at that event. I'm not going to over-promise on anything additional right now, but we were hoping to

find somebody with a tune up station for bicycles too, TBD on that. We're also working with BikeMN to offer some adult learn to ride classes. Those are going to be happening in late September into early October. So, if you are an adult interested in learning how to ride or increasing your skills we will have links for those courses. And then, our next in the Transportation Equity Film Series is *The Street Project*. That's going to be on Thursday, September 26th at 6 pm at the Zinema. We'll be having a discussion afterwards with BikeMN and Vibrant Streets Duluth—an advocacy group working on accessible transportation networks.

We've already shared that cycling needs assessment. Please, if you have a moment to take a moment to fill that cycling needs assessment form out, it would really help us out a lot. We're using that to help inform the bikeways plan and other city infrastructure and broader community infrastructure. And if you haven't already, all of our upcoming events, including moments when we are helping educate and prepare for advocacy, are listed in our community newsletter, which comes out every couple weeks. If you haven't signed up for our community newsletter, if you go to the [zeitgeistarts.com](http://zeitgeistarts.com) website, there will be a pop up that appears, and you can click on the community newsletter and provide your information. And Thomlin, I see you have a comment, so we'll go to you.

THOMLIN: Thank you. Just one more thing to mention as an advocacy and storytelling opportunity... Every year Zeitgeist partners with the DTA on Transit Equity Day. That takes place on February 4th annually. It's an opportunity to highlight many of the advances in our public transit system and continue to push for necessary changes. So, we don't yet have specific activities planned, but we would love any input on ways to get stories out there in front of our wider community. So if you haven't registered for this, if we don't already have your email address, please put your email address in the chat or get in touch with us in some way.

ANDREA: Well, thank you everyone for being here, or watching it sometime in the future. If you're watching asynchronously via Youtube, we hope to see you at some of our upcoming events. Happy Friday, everyone.