

GTA Member Spotlight: Jordan Hall

1. Organization name: Statewide Independent Living Council of Georgia ([SILCGA](#))

Name and professional title: Jordan Hall, Mobility Coordinator.

2. Tell us about the service you provide (customer base size, service area, number of customers, etc.):

The SILCGA is a systems advocacy and planning organization. We work for systematic change in the areas that are the biggest barriers to people with disabilities participating fully in their communities. In our current State Plan for Independent Living ([SPIL](#)), a three-year commitment of goals and objectives, the areas we are focused on are accessible housing, employment, transportation and healthcare. Georgia has nine Centers for Independent Living (CILs) located in various areas — with intentions of expanding to areas that are unserved. The demographics we (SILC and the CILs) serve are diverse and non-discriminatory; all ages and cross-disability.



3. Tell us about your role at your organization and how it supports your organization's mission and vision.

My role as Mobility Coordinator is to try to discover ways for making transportation as accessible and affordable as possible for persons with disabilities. This aligns with SILCGA's mission of equal participation of people with disabilities within their communities. We strive to educate, inform and empower individuals with disabilities to live self-determined lives by the Independent Living (IL) philosophy. Transportation is one of the greatest barriers we face. Inaccessible transportation impedes on its riders' acquisition and maintenance of employment, education, and personal life activities. This directly impacts individuals' quality of life.

4. Please tell us about any unique programs or activities that you're working on.

Although we do not directly provide services, we are working to build and strengthen relationships with GTA, GDOT, and MARTA. We are also working on creating transportation videos. (*Be on the lookout on our website.*)

5. What is your number one lesson learned from serving in your role at your organization?

The number one lesson I have learned while working for SILCGA is to continually persevere for equality. The work we do takes time and consistency, but it allows the opportunity to create lasting change.

6. Please share a unique customer service story or experience.

A unique experience has been attending my first SILCGA board meeting. At the meeting, we were able to discuss the issues that impact our consumers the most and how all the Centers and stakeholders can work interdependently to solve them.

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7. What's the most rewarding aspect of being a GTA member?

The most rewarding aspect of being a GTA member is being plugged into a network that strives to provide transportation to all Georgians. We firmly believe that to see change, we should do our best to be a part of it. We are the best experts of our lives. Nobody knows us better than we know ourselves — nothing about us without us!

8. What value do you get out of your GTA membership?

I value the ability to collaborate with one another to implement the best possible solutions. Everyone has something different to bring to the table. The network is diverse. Therefore, its leadership should represent as such.

9. Is there anything else that you want to share?

I am thankful to be a part of GTA and look forward to future endeavors.

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