

# Transformation Action Plan Accessibility Items Update



Regional Network Management **Partner Update** 

August 2025

## Action 21: Designate Mobility Managers Background:

- MTC policy recommendation since 2007
- All counties have some functions, but not all counties have an officially recognized mobility manager.
- Existing functions not provided countywide in all cases and/or not be fully coordinated with transit

#### Goals:

- Develop mobility management countywide and fill gaps in coverage
- Adopt a universal set of best practices and standards
- Provide a regional framework of accountability measures for local decision-making
- Assist counties in bolstering existing mobility management to effectively coordinate locally and regionally



### **Action 21: Designate Mobility Managers**

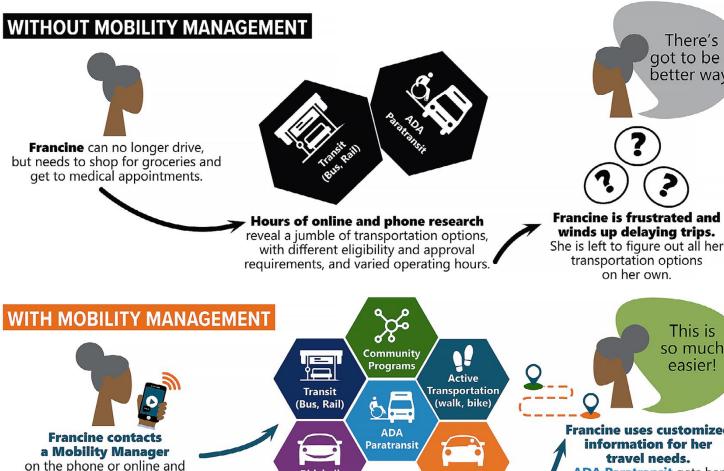
Mobility managers provide individualized transportation assistance to older adults, people with disabilities, and people with low incomes.

#### Mobility managers can be:

- non-profit organizations
- transit agencies
- county transportation authorities
- other government agencies

#### Mobility managers can provide:

- Information and referral services
- Travel training
- Trip planning
- Develop new services



completes one assessment or

application, giving her approval for

a suite of transit options and all the

information to utilize them.

Francine uses customized information for her travel needs. **ADA Paratransit** gets her

to the store, while Ridehailing takes her and her groceries home; a Volunteer Driver gets her to and from medical appointments.

There's got to be a better way!

> This is so much

> > easier!

#### Francine learns about all the resources in her area

Drivers

and can now choose the best transportation options for her needs.

## **Action 21: Minimally Required Functions**

#### Information and Referral Services

Outreach to riders and providers

Referrals to transportation services the rider is eligible for (travel training, volunteer drivers, taxi vouchers, medical transportation)

Centralized one call/one click resource connected to user-friendly, translated resource database (also in print)

#### **Travel Training**

Make referrals to travel training services

Ensure travel training services are coordinated effectively throughout the county

Mobility
Management
Functions

#### Work within the ADA Eligibility Process

Receive referrals from ADA providers to encourages paratransit applicants and riders to use all transportation services

Consistent with Action 25: Standardized Paratransit Eligibility

Coordination and Reporting
Advance functions
Coordinate within the county
Coordinate regionally with other county mobility managers
Semi-annual reports



## **Action 21: Proposed Designation Process**

**Countywide Forums** 



 MTC and partners provides background, overview of recent past, current, and future planned MM efforts and facilitated discussion towards consensus Process for Designation



- Applicant requests designation with local support
- MTC notifies stakeholders with comment period
- MTC evaluation (past performance, relevance of activities, local support, institutional capacity)

Designation (up to three years)

Review by RNM
 Customer Advisory
 Group, RNM
 Council, and RNM
 Committee with
 adoption by
 resolution of the
 Commission

A formal, MTC-led designation process with built-in accountability measures provides assurance to transit agencies who are not taking the lead in mobility management activities.



## **Action 21: Performance Assessments**

Mobility manager performance is assessed by qualitative and quantitative metrics summarized in semiannual reports to paratransit coordinating councils and MTC

#### Coordination

- Paratransit coordinating councils
- Transit agency advisory committees
- Regional mobility management group

## Resource Inventory

- Transportation programs and services
- Funding opportunities

## Program Participation

- Information and referral contacts
- Travel training program participants
- Customer satisfaction surveys

## Budget Information

- Fund sources
- Operating partnerships
- Staff resources
- Services performed
- Equipment used in mobility management
- Expenditure analysis



## Action 21: Feedback and Outreach on Framework for Designating Mobility Managers

- BAPAC (Completed)
- Agencies and organizations performing mobility management (Completed)
- Paratransit Coordinating Councils (In process)
- Small operators (August)
- Large operators (August)
- County Transportation Authority Planning Directors (October)

## **Action 21: Planned Timeline**

Fall 2025

County-based forums

Winter 2025

Applicants request designation

Spring 2026

MTC Committees and Commission consider designations

Summer 2026

MTC with paratransit coordinating councils establish periods of reporting and assessment

