



# 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

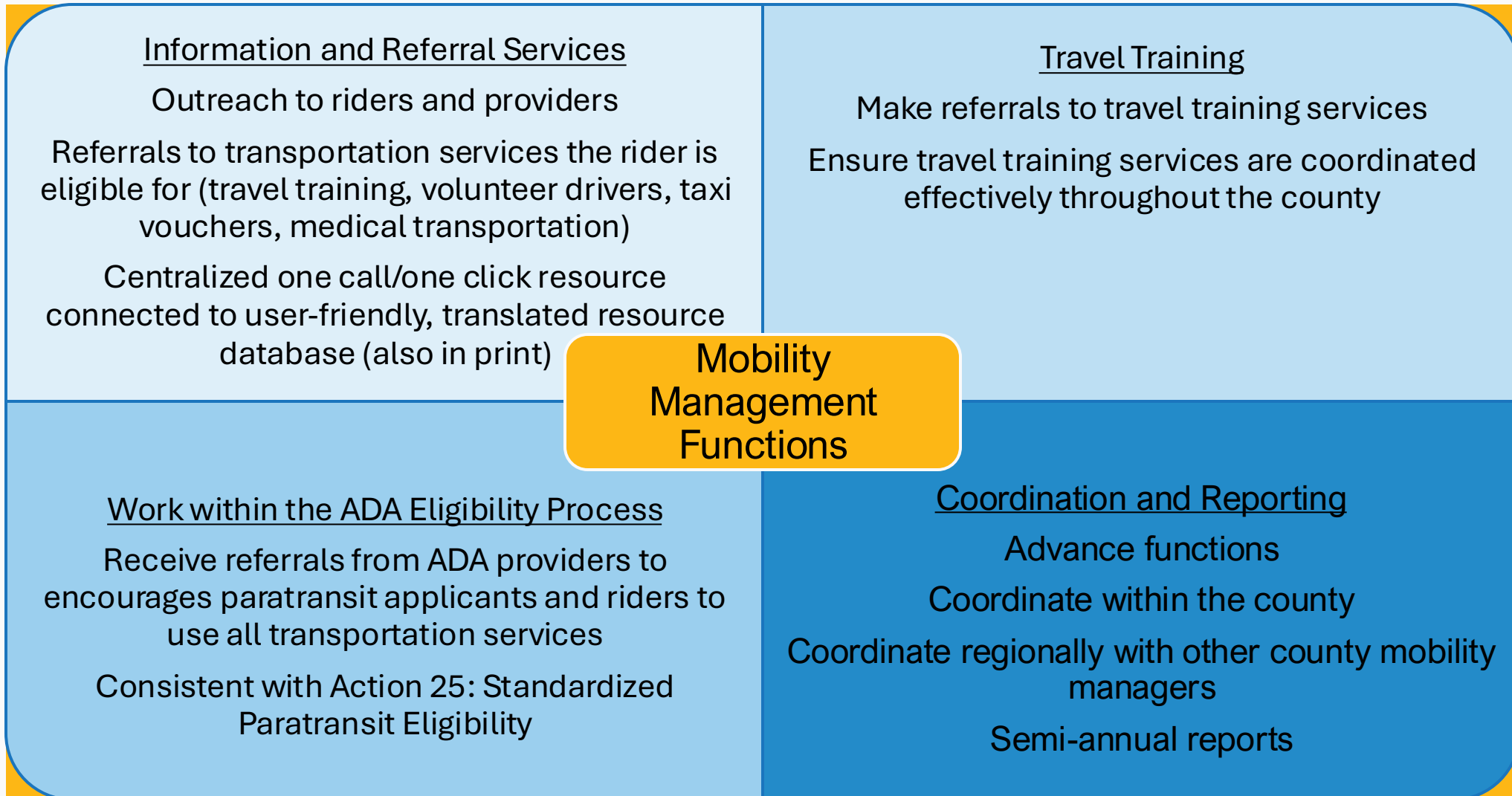
### WITHOUT MOBILITY MANAGEMENT



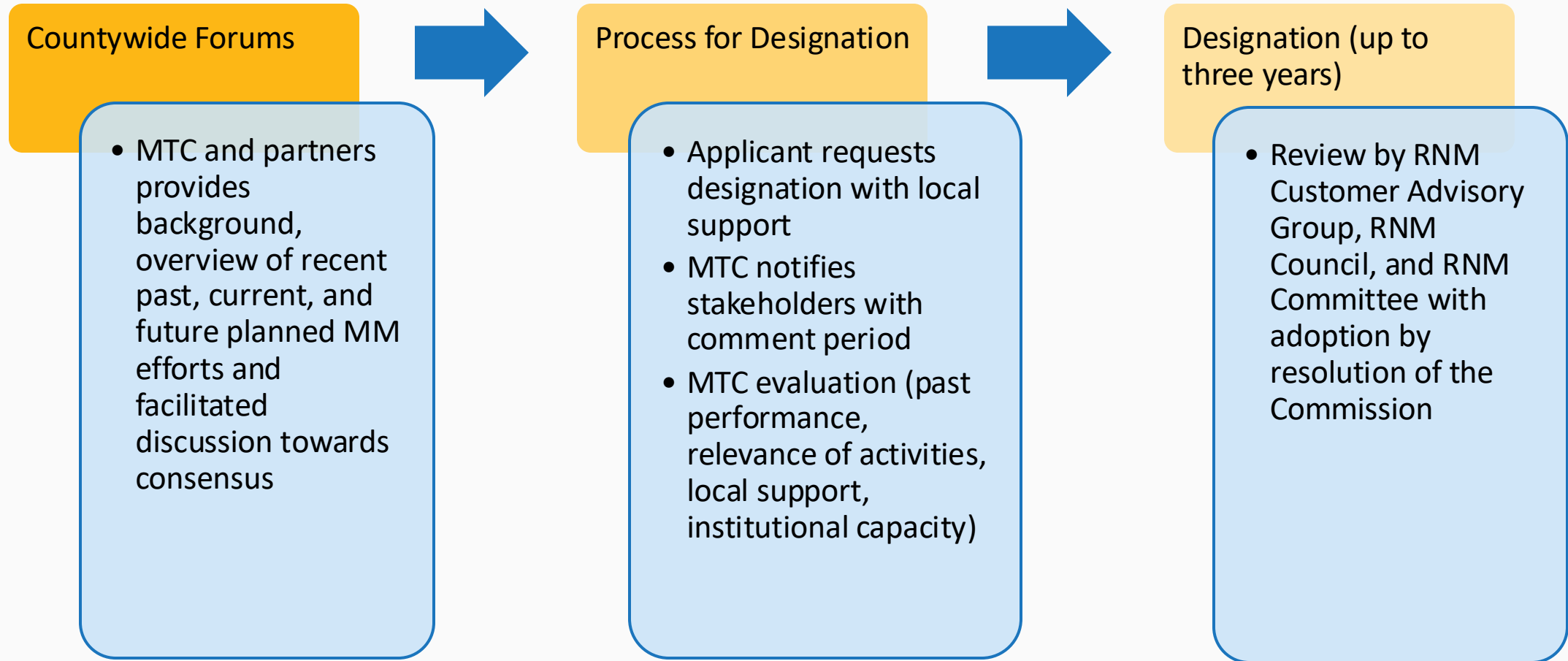
### WITH MOBILITY MANAGEMENT



# Action 21: Minimally Required Functions



# Action 21: Proposed Designation Process



**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	Resource Inventory	Program Participation	Budget Information
<ul style="list-style-type: none"><li>• Paratransit coordinating councils</li><li>• Transit agency advisory committees</li><li>• Regional mobility management group</li></ul>	<ul style="list-style-type: none"><li>• Transportation programs and services</li><li>• Funding opportunities</li></ul>	<ul style="list-style-type: none"><li>• Information and referral contacts</li><li>• Travel training program participants</li><li>• Customer satisfaction surveys</li></ul>	<ul style="list-style-type: none"><li>• Fund sources</li><li>• Operating partnerships</li><li>• Staff resources</li><li>• Services performed</li><li>• Equipment used in mobility management</li><li>• Expenditure analysis</li></ul>

# 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