**AMERICAN PUBLIC TRANSPORTATION ASSOCIATION**

**DRAFT MINUTES**

**Mobility Management Committee Meeting**

**Monday, May 5  
7 – 8:30 a.m.**

**Attendees:** Marlene B. Connor, Chair; Carl G. Sedoryk, Vice-Chair; Jameson Auten; Marc Belanger; Ron Brooks; Lee Burner; Brendon Hemily; Bonnie Hitch; Kristen Joyner; Marie Maus; Patrisha Piras; Arun Prem; Rick Ramacier; Bruce Sackron; Carl Sedoryk; Judy Shanely; Robert Stanley; Carol Wright; Frank Cillarella; Raymond Bédard; Meagan Schmidt; Gwo-Wei Tong; Omar Browne; Daisy Wall; Phil McGuire; Susi Trinidad; Sergio Olache; Sean Raithwill; Matthew Lesh; Jane Seymore; Doug Douglas; Lisa Rivers; Chuck Cohen; Art Guzzetti; Rich Weaver; and Matt Tingstrom.

**Welcome, Introductions**

Marlene Connor, chair; welcomed committee members and guests which was followed by a round of introductions.

**Committee Business:** Marlene Connor, chair, discussed committee business, including the posting of the March 9th committee meeting minutes. Committee members did not have any questions or comments on the draft minutes.

The Chair also mentioned the APTA committee structure listening session taking place at the APTA Bus and Paratransit Conference and encouraged committee members to participate.

An overview of recent National Center for Mobility Management webinars was discussed, including the dialysis transportation needs and NEMT webinars, which had good attendance rates.

**FTA Mobility Services for All Americans Request for Proposals:** Matthew Lesh, FTA, briefed the committee on the recent posting of the Mobility Services for All Americans RFP. The eventual cooperative agreement would be roughly $800,000 and FTA is planning a webinar to go over the RFP. Questions regarding the RFP should be directed to Matthew Lesh. Prior MSAA funded projects were discussed, including those in South Carolina and New Jersey.

**Committee priorities discussion:**

**Recognition and curriculum development:** The Chair briefed the committee on initial discussions with the APTA Executive Committee and APTA Board on developing mobility management awards that could be integrated into the APTA awards process. The committee is also seeking ideas on integrating mobility management curriculum into the existing Midlevel Managers group and Leadership APTA.

**Identification of best practices:** The committee discussed the identification of mobility management best practices, which the National Center for Mobility Management is actively collecting. The chair mentioned that one reoccurring request is for a toolkit. Additionally, IT scalability has been a big issue. The idea of an IT toolkit was seconded by Arun Prem, who mentioned that one of the most interesting discussions at the APTA Transit CEO Seminar was on what entity or jurisdiction should take the lead on developing mobility management, with this being a suggested topic for the toolkit. It was mentioned that a webinar on this could be developed if the content is fleshed out.

**Coordination with CUTA:** The committee welcomed Raymond Bédard of CUTA and the Chair summarized ongoing collaboration between CUTA and the committee including the adoption of a new vision “To inspire and influence the evolution of integrated urban mobility.”

Raymond Bédard, CUTA offered the following remarks on behalf of CUTA:

* At the CUTA Fall conference we were very pleased that Marlene Connor was able to join our ‘IMTF’ meeting and share the APTA status on Mobility Management.
* CUTA looks forward to working with APTA on the implementation tools for Mobility Management (APTA is more advanced than CUTA on tools for implementation)
* Thank you for including CUTA in Mobility Management committee meetings. (if there are options to participate remotely, we’d be happy to attend more frequently.)
* CUTA also attended the webinar on the ‘newly opened’ National Centre for Mobility Management, and would like to know how we might be able to complement the work there.

Marlene Connor, chair, mentioned the idea doing a joint taskforce with CUTA and arranging a conference call between the two.

**Roundtable discussion: mobility management activities from committee members**

**SWATA**: Kristen Joyner discussed the two-day performance measures workshop that uses the NCMM curriculum in August in Flagstaff.

**RTD, Denver, CO:** Bruce Abel,mentioned that in Denver there is active discussion on the role of the MPO in integrating mobility. Related to this topic, FTA and FHWA published the Planning Emphasis Areas (PEA) letter which mentioned connectivity and access to essential services. The PEA letter will be distributed to the full Mobility Management Committee.

**MST, Monterey-Salinas Transit District, CA**: Carl Sedoryk, co-chair, gave an overview of the new mobility management website recently launched by MST, [www.mstmobility.org](http://www.mstmobility.org). The site makes extensive use of video and introduces MST Mobility Services including ADA paratransit, travel training, taxi vouchers, senior shuttles, MST Navigators, Special Medical Trips, and more.

In addition, voters in the Monterey-Salinas Transit District will vote this November on a ballot for increasing and preserving mobility services for veterans, seniors and disabled. A two-thirds majority is needed in order for the measure to pass and it is currently polling at 71%.

**Palm Beach:** has added dedicated space for wheel chairs on transit buses. Have been able to move between 400-500 from paratransit to regular service. Fixed route is free for anyone is eligible for paratransit

**Art Guzzetti:** mentioned the need to discuss how game changing technologies are going interface with transit.

**FACT, San Diego, CA:** Arun Prem, briefed the committee on the growth of FACT. FACT began several years ago with little funds and no vehicles. Mobility management can be leveraged to do that. Formed a pool of vendors including taxi, nonprofit services and was most recently able to bid on contract for ADA/Paratransit service. Competition has helped drive costs down.

**National Center for Mobility Management:** Judy Shanley: Thanked the committee for reviewing materials. Best practices: developed 6 indicators. One is the impact, stake holder engagement, efficiency, knowledge base, and monitoring and evaluation practices. Want the field to know the context and conditions that the practice is implemented in. There is a database that we expect to launch next quarter.

The Center is also doing synthesis reports and would like the continued input of the APTA Mobility Management Committee. In addition, there are opportunities to contribute to newsletters and the NCMM blog.

**Robert Stanley:** NCMM is up and running so now committee members need to think about how they can add value to the work NCMM is doing. Robert Stanley briefed the committee on the discussion he moderated at the Transit CEO Seminar on mobility management and the broad support within the group for transit playing a leadership role in the integration of various mobility services. Suggested that a similar facilitated discussion could be held with board members.

**Connecticut DOT:** Lisa Rivers briefed the committee on Connecticut DOT activities including the installation of touch screen enabled information kiosks in the Hartford area. With MAP-21 changes to 5310, have made bold step that we can’t wait for guidance to come out. Put together an application package based on our understanding of MAP21 and are getting responses from across the state.

Michael Sanders: Outreach and education on mobility management for general managers and at board members meeting would good. Committees vision, sitting here as a resource on the shelf. How we do more vision, outreach. May want to adjust the structure should we want MM committee to have bigger role in

**DART, Dallas, TX:** Doug Douglas DART: evaluating how we do business. Changing service delivery model. Changed the way we pay contractor, outsourced scheduling and dispatching. Over 7 years of the life of the contract were able to save $90 million. Using travel ambassadors to supplement travel training

**Mason County:** Ongoing challenges with very full buses and meeting needs of everyone. Lots children. Looking for innovative ways to configure the interior of buses. Have health active volunteer driver program and pleased that APTA is supporting House Resolution.

**SWTA:** provide workshops to 8 state area, encourage membership to give good examples.

**Brendon Hemily:** Developed briefing paper on the role of technology for mobility management paper, and introduce it.

**Federal Transit Administration, US DOT:** Matthew Lesh mentioned that FTA is looking forward to the lessons learned from VTCLI one call/one click centers. Helping out with deployment planning. MSAA as a continuum to bring down institutional barriers.

**Central Contra Costa Transit Authority:** Rick Ramacier: pushing mobility management in Contra Costa County. Lessons learned: MPO has been very helpful with putting in policies on 5310 and other requiring coordinated transit plans. Paratransit programs. Showed board how much service is being provided by non-profits and how much ADA paratransit would be required if the nonprofits disappeared.

**MARTA, Atlanta, GA:** Lee Brenam need help setting up travel training. Don’t have staff for this yet. Will be setting up RFP to for functional assessment, travel training.

**Reno, NV:** Susi Trinidad mentioned that she was present to get more mobility management resources.

**Phil Maguire:** we operate mobility management programs in various cities. The question of what organization is the appropriate mobility manager is a reoccurring one.

**RouteMatch:** Daisy Wall, seeing more clients ask for help around mobility management. RouteMatch has hosted webinars featuring their clients in how they incorporated technology. Another case study is HopeLink brokerage model. Currently see needs around additional insight around volunteer drivers, how to address statewide reporting requirements, sharing data. UK measures efficiencies including number of missed doctor appointments, and would like to see if this can be incorporated into performance measures?

**Valley Metro, Phoenix, AZ:** have just begun partnership to get training from NCMM. Have a service area that includes sprawling areas and looking at mobility management solutions to address these areas that may not be feasible to serve with fixed route transit. We appreciate the NCMM webinars and the resources. Valley Metro could use help communicating not just the “how to” of mobility management, but also the “why.”

**Montreal, QC:** Transportation cocktail for students. Monthly pass gives you discounts on carsharing and bike sharing.

**Carol Wright, Easter Seals:** briefed that Mary Leary, vice president of Easter Seals Transportation Group would be moving to FTA.

Prior to adjourning, the Committee approved the minutes from the March 9 meeting.

**Adjourned at 8:30 am.**

**Actions**

1. Input into APTA strategic plan, how to continue to move towards a broader mobility message as an organization : should it be more inclusive of all modes, what about modes including the google bus and other new premium services
2. Coordination with CUTA- do a leadership call with our group and their group
3. Technology interfaces with transit, rapidly changing technology options- how to incorporate into our work plan
4. APTA awards process- how to get engaged in this process
5. APTA leadership and middle managers groups, getting Mobility Management into the curriculum
6. Toolkit, how to develop, working with the National Center for Mobility Management