



Perspectives from the National Center for Mobility Management



MassDOT
INNOVATION
+ **MOBILITY**
Exchange

NCMM
National Center for Mobility Management



Learning Objectives

- Learn about the FTA-funded National Center for Mobility Management (NCMM)
- Enhance knowledge about trends and topics influencing mobility solutions
- Acquire resources that can be used at the local level to address mobility needs
- Discuss how these trends influence your own practice

The National Center for Mobility Management Partners with the Federal Transit Administration to Support this Work

The mission of the National Center for Mobility Management (NCMM) is to facilitate communities to adopt transportation strategies and mobility options that empower people to live independently and advance health, economic vitality, self-sufficiency, and community.

www.nationalcenterformobilitymanagement.org





About the NCMM



- National Technical assistance center
- Launched in early 2013
- Jointly operated by three national organizations:
 - Easterseals
 - American Public Transportation Association
 - Community Transportation Association of America
- Through a cooperative agreement with the Federal Transit Administration (FTA), U.S. DOT



Take Advantage of NCMM Services

- Technical assistance
 - Website
 - Participation in events – Webinars, Training
 - Direct TA – Regional Liaisons
- Products
- Training tools – online training
- Peer to peer opportunities



Hot Topics in Mobility Management

- Building mobility management competencies across diverse professions
- Breaking siloes across funding and practice
- Collecting data through robust performance measurement systems



Building Competency Across Disciplines

- Not everyone has to be a “mobility manager”
- However, we look for opportunities to develop mobility management knowledge & skill across fields
 - Health care professionals
 - Workforce professionals
 - Faith-based professionals



Examples of Competency-building Across Disciplines

- Milwaukee County Public Transit
 - Education to college students enrolled in public health programs – [New Freedom on Wheels Program](#)
- [HealthTran](#)
 - Building the mobility management skills of hospital discharge planners
- Volunteer Program Staff in [Corporation for National and Community Service](#)

Breaking Siloes

(Coordinating Council on Access and Mobility (CCAM)
at the Local Level

- To facilitate accessible transportation and mobility solutions - when agencies and organizations
 - Share funding
 - Share program management
 - Share accountability



**Increased Opportunities for Administrators,
Projects, and Riders**

Examples of Breaking Siloes

- Administration on Aging
 - Requirements for States and area agencies to develop and implement comprehensive and coordinated systems for home and community-based services, including transportation.
 - Afford the Aging Services Network with significant opportunities to strengthen coordination of transportation services and/or ensure its inclusion in the planning and delivery of transportation services.
- Corporation for National and Community Services
 - RSVP Program - Aging in Place—Transportation: applicants focus on the access to preventive/medical appointments or other services that allow them to live independently



Collecting & Using Data

- Attention to short and long term outputs and outcomes – creating performance measurement systems
- Integrating data collection into daily activities (not an afterthought)
- Using what we know to build capacity & create sustainable continuums of mobility services



Examples of Using & Sharing Data

- Montachusett Regional Planning Commission & Montachusett Opportunity Council shared path of travel data with mobility manager – bus stop accessibility – [NCMM Webinar](#)
- [Find My Ride PA](#)
 - Performance Measures:
 - % of appointment bookings for which transportation options are available, by types of services available;
 - % of no-shows for patients w/ no transportation intervention (control group) vs. those who received information or booked shared-ride trip;
 - predicted health care outcomes based on industry-wide statistics & metrics that link missed appointments to outcomes;
 - perceived health care outcomes comparing patients who did & did not receive integrated scheduling services; time & effort expended by caregiver scheduling staff

Innovative & Integrated Mobility Brings New Partnerships...



Tap into Resources



[National Center for Mobility Management](#)



[National Aging and Disability Transportation Center](#)

Washington, DC
www.nadtc.org
866.983.3222



[Rural Transit Assistance Program](#)



[ACL Inclusive Transportation Partnerships](#)



[Shared-use Mobility Center](#)

Thanks



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Discussion

- What are you doing in your community to develop mobility management competency across industries?
- Describe how you are breaking siloes. What is easy? What is challenging?
- How do you use data? Are there challenges in developing a performance measurement system?
- What resources have been important to you?

