



NC Capital Area Metropolitan Planning Organization

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Staff Report

Agenda Date: 5/21/2025
To: Executive Board

Agenda Item: 7.5

2025 Mobility Coordination Committee/Mobility Management Program Update Crystal Odum and Sarah Williams, MPO Staff

Three key recommendations of the 2018 Updated Raleigh Urbanized Area Coordinated Public Transit Human Services Transportation Plan (CPT-HSTP) includes creating a Mobility Coordination Committee (MCC) as an organizational infrastructure to lead coordinated regional planning efforts, developing a mobility management program for the region and hiring a mobility manager to guide the mobility program. The coordinated plan, which is required to be updated every five years, sets the priorities for transportation investment projects and initiatives for human services and public transit coordination and supports elderly, disabled and low-income individuals in the region.

Under the administrative oversight of CAMPO, the MCC is made up of regional transit provider staff and human service agency stakeholders that collaborate and implement the recommendations identified in the regional coordinated plan(s), develop and give oversight to the mobility management program and support to the mobility manager. The CAMPO Executive Board endorsed the MCC on 2/19/20. Since then, the committee has grown to almost 50 members including active members from the Town of Apex/GoApex, the Town of Cary/GoCary, the City of Raleigh/GoRaleigh, GoTriangle, Wake County/GoWake Access, Johnston County Area Transit System (JCATS)/, Kerr Area Transportation Authority (KARTS), Harnett County/Harnett Area Rural Transit System (HARTS), Central Pines Regional Council/Transportation Demand Management Program and human service agencies, the Center for Volunteering Caregiving, and the Alliance of Disability Advocates.

Key accomplishments/activities of the MCC to date include:

(2019-2022) - Completed 2018 coordinated plan short-term recommendations and goals to establish the MCC and working subcommittees, monitor and facilitate changes in the State's Medicaid program and began transitioning rural transportation programs into a mobility framework. The members developed a methodology for defining ADA service gaps, established a joint contracting opportunity for the urban providers to conduct independent, but coordinated, functional ADA eligibility assessments. Recommended and developed the scope of work for a mobility study to expand and develop a mobility management program.

(2021- 2023) - CAMPO and partners the city of Raleigh, the town of Cary and Wake County, conducted a two-year Mobility Management Implementation Study (MMIS) to develop the mobility management program and its framework. The MCC acted as technical advisory committee. The members also supported CAMPO staff in developing the scope of work for a comprehensive CPT-HSTP update and the job description for a regional mobility manager position.

(2023-2024) - CAMPO led the study and completed the 2024 Coordinated Public Transit-Human Services Transportation Plan update with the MCC acting as the technical advisory group. 2018 plan and MMIS recommendations including a work plan for the mobility manager position were incorporated into the final 2024

plan's recommendations and goals.

(February 2024) - CAMPO hired the regional Mobility Manager to begin implementing the mobility management program.

(2024-2025) - The MCC has been formalized with the partners signing a Memorandum of Understanding that speaks to the objectives of and commitment to the MCC and MMP. The MCC has also adopted by-laws and elected chairs and vice chairs for the committee and subcommittees. CAMPO staff acts as the MCC administrator/Secretary. Next steps for the MCC will be to invite additional members to join and support the committee to implement the 2024 Coordinated Plan goals and subgoals to 1) Develop policies and programs to support mobility coordination efforts across the CAMPO and adjacent regions. 2) Coordinate ADA paratransit services and policies throughout the CAMPO region (and adjacent Triangle area) as able. 3) Support transportation services and programs that address the changing needs of the CAMPO region and 4) Raise awareness of mobility options throughout the CAMPO region and to assist the Mobility Manager in developing and optimizing the Mobility Management Program.

In the last year, the Mobility Manager has been actively laying the groundwork for a comprehensive MMP through continuous collaboration with both transit agencies and human service organizations. In partnership with internal CAMPO staff and the MCC, the MM developed five strategic goals, which were derived from the CPT-HSTP and the MMIS. They are as follows:

1. Conduct an in-depth assessment of current service capacity programs to identify areas of improvement.
2. Prioritize and disseminate transportation education and information to the public across the region to enhance awareness and access.
3. Build a broader coalition of human service agencies to foster collaboration and shared solutions.
4. Enhance service coordination to ensure a more integrated transportation network.
5. Explore the full range of emerging mobility policies and coordination alternatives to stay ahead of trends and innovations in the field.

In addition to these efforts, the MM has pursued professional development to enhance their expertise. The MM attended the Association for Commuter Transportation International Conference as well as completed MPO 101 through the MPO Institute through CAMPO's research foundation program. Looking ahead, the MM will complete a Certified Mobility Management Program (CMM) through Easterseals to earn the CMM credential.

During the next four years, the MCC and the Mobility Manager will continue to implement the 2024 Coordinated Plan recommended goals and expand and optimize the mobility management program. These continued efforts will advance mobility solutions in the region and ensure that transportation services are accessible and responsive to community needs. Staff will provide regular updates on the MCC and mobility program.

For more information about the MCC and its activities see the CAMPO website at <https://www.campo-nc.us/about-us/committees/mobility-coordination-committee> The MMP webpage is a work in progress and can be found on the CAMPO website at <https://www.campo-nc.us/programs-studies/mobility-management>

Requested Action: Receive as information