

MOBILITY management

2011 CONFERENCE

Building the Foundation for Tomorrow

CONFERENCE AGENDA - June 6, 2011

<p>8:30 AM Wabash Ballrooms 1 & 2</p>	<p>Mobility Management Conference: Welcome and Introductions Charles Dickson, Associate Director, Community Transportation Association of America Dale J. Marsico, CCTM, Executive Director, Community Transportation Association of America Todd Allen, Director of Government and Community Relations, RouteMatch Software Sheryl Gross-Glaser, Director, Partnership for Mobility Management, Community Transportation Association of America</p>
<p>9:00 AM</p>	<p>Mobility Management Goals: Where We Are and Where We Are Headed <i>Mobility management is all about serving the needs of customers, but customer needs and the priorities and resources of each community differ. With examples of how mobility management practices have impacted different types of communities, from dense cities to sparsely populated rural areas, we will discuss determining what goals to pursue and the development of new objectives as goals are accomplished or changed to reflect current circumstances.</i></p> <p>SPEAKERS Facilitator: Mary Leary, PhD, Senior Director, Easter Seals Project ACTION Debbie McGlasson, Transit Director, Pelivan Transit Carrie Porter, Certified Mobility Manager, OAA Consultant - Transportation Specialist, Greater WI Agency on Aging Resources Ron Barnes, National Business Development Manager-Public Transportation, Total Transit Marion Denney, Senior Mobility Manager, Dallas Area Rapid Transit</p>
<p>10:30 AM Wabash Ballrooms 1 & 2</p>	<p>Diversification and Sustainability <i>Discuss with peers various sources for funding mobility management programs or positions. This session will explore examples of the advantages of multiple funding sources and partnerships and we will generally discuss documenting accomplishments for funders, partners, and potential partners.</i></p> <p>SPEAKERS Facilitator: Marlene B. Connor, Director of Public Transportation Planning, The Wendell Companies Nicholas J. Coates, Rideshare Coordinator & Regional Planner, Central New Hampshire Regional Planning Commission Lawrence J. Harman, Co-director, GeoGraphics Laboratory, Moakley Center for Technological Applications Jess Segovia, Owner, Navigator Mobility Consulting Dan Dalton, Senior Transportation Planner, KFH Group, Inc.</p>
<p>12:00 PM</p>	<p>LUNCH (on your own)</p>

1:00-2:30 PM	Breakout Session #1
Wabash Ballroom 3	<p>One-Call/One-Click Services <i>This session will explore the different types of one-call/one-click services and their role in mobility management initiatives.</i></p> <p>SPEAKERS Facilitator: Amy Conrick, Program Manager, Joblinks Employment Transportation Center, CTA Debra Williams, Regional Mobility Manager, Delta Rides Regional Coordination Group Norah Cashin, Transportation Manager, Dane County Department of Human Services Rand Stamm, Human Services Transportation Coordinator, Lane Transit District Suzanne O'Neill, Principal, TransitPlus</p>
Rm 124	<p>Paratransit, ADA Transportation & Travel Training for Older Adults and People with Disabilities <i>This session will explore the role of paratransit, ADA transportation and travel training in mobility management and the integral relationship of these services to increasing mobility options for people who are transportation challenged.</i></p> <p>SPEAKERS Facilitator: Karen Wolf-Branigin, Director, National Center on Senior Transportation, Easter Seals James McLary, United We Ride Ambassador, Region II, National Resource Center for Human Service Transportation Coordination Marc E. Sherman, Independent Living Coordinator, accessABILITY Center for Independent Living</p>
Rm 125	<p>Mobility for Livable and Sustainable Communities <i>This session will explore the partnerships to initiate and build upon for livability and sustainability initiatives and the integral roles of transit, other modes of transportation, and the street network.</i></p> <p>SPEAKERS Facilitator: Beverly Ward, United We Ride Ambassador, Region I, National Resource Center for Human Service Transportation Coordination Timothy N. Papandreou, Deputy Director, Sustainable Streets - Planning and Policy, San Francisco Municipal Transportation Agency Michael A. Sanders, Transit Administrator, Transit & Ridesharing, Connecticut Dept. of Transportation Dwight Mengel, Chief Transportation Planner, Tompkins County Dept. of Social Services</p>
Rm 126	<p>Statewide Leadership Perspectives <i>This session will be a discussion of the state role in mobility management as well as an exploration of current issues at the state level.</i></p> <p>SPEAKERS Facilitator: Jeanne Erickson, United We Ride Ambassador, Region VIII, National Resource Center for Human Service Transportation Coordination Kimberly Gayle, Office Chief, Federal Transit Grants Programs, Division of Mass Transportation, California Dept. of Transportation (Caltrans) Dawn Piper, Transit Coordination Specialist, ICCT Clearinghouse, Illinois Institute for Rural Affairs/ Rural Transit Assistance Center at Western Illinois University Brian Alberts, Multi-State Technical Assistance Program Coordinator, American Association of State Highway & Transportation Officials</p>
2:30 PM	Table Session for specific inquiries

3:30 PM	Breakout Session #2
Wabash Ballroom 3	<p>Technology to Serve Your Needs <i>Our experts will provide a framework about how to approach technology issues, what questions to keep in mind when embarking on a project, how to work with vendors, and the possibilities of what software, devices and other technological innovations can accomplish to advance mobility management.</i></p> <p>SPEAKERS Facilitator: Dan Dirks, United We Ride Ambassador, Region VI, National Resource Center for Human Service Transportation Coordination James McLary, United We Ride Ambassador, Region II, National Resource Center for Human Service Transportation Coordination Lawrence Harmon, Codirector, GeoGraphics Laboratory, Moakley Center for Technological Applications A. Jeff Becker, Senior Manager of Service Development, Regional Transportation District Todd Allen, Director of Government and Community Relations, RouteMatch Software</p>
Rm 124	<p>Non-Emergency Medical Transportation and Brokerages <i>Our speakers will engage in a discussion of non-emergency medical transportation (NEMT) generally and the evolving role of brokers in Medicaid transportation. The session will address the value of partnerships and coordinating NEMT with other transportation services.</i></p> <p>SPEAKERS Facilitator: Roland Mross, United We Ride Ambassador, Region V, National Resource Center for Human Service Transportation Coordination Marlene Slusser, Manager of Business Development, American Medical Response, Inc. Diana Dew, Oncology Social Work Manager, American Cancer Society, South Atlantic Division Lee Myers, Mobility Coordinator, Metro Area Planning Agency</p>
Rm 125	<p>Marketing and Outreach <i>How do you let your community know about the transportation options that exist and the ones that are new or improved? Our speakers will discuss the challenges and opportunities raised by the need to effectively communicate with the public as well as providing a window into their own public relations efforts and how they made their marketing and outreach choices.</i></p> <p>SPEAKERS Facilitator: Gina Johnson, Mobility Management Consultant Kim Adair, CCTM, Transit Management Officer, Local Government, Transit, North Dakota Dept. of Transportation Heather Wheeler, Executive Director, Community Transportation Association of Idaho Jim Lyons, Director of Transportation, North Central Montana Transit</p>
Rm 126	<p>A Mobility Management Approach to Serving Job Access Needs <i>This session will explore job access needs, resources and strategies to enable employers and employees to solve transportation challenges.</i></p> <p>SPEAKERS Facilitator: Carolyn Jeskey, Director, Joblinks Employment Transportation Center, CTAA Pam Busch, Mobility Manager, Door-Tran Michelle Zeidman, Mobility Manager, Hopelink and King County Mobility Coalition</p>
5:00 PM	Reception for Mobility Management Conference

CONFERENCE AGENDA - Tuesday June 7, 2011

8:30 AM Wabash Ballrooms 1 & 2	<p>Welcome Back Remarks Charles Dickson, Associate Director, Community Transportation Association of America Sheryl Gross-Glaser, Director, Partnership for Mobility Management, Community Transportation Association of America</p>
9:00 AM	<p>Partnerships: How to Partner with Different Types of Organizations; Success Stories & Practical Advice (3-hour session) <i>This three-hour session will cover partnerships with different types of stakeholder groups, organizations and government entities. We will discuss organizations, entities, and people to consider partnering with, how to build those relationships, how to further the goals of different partners, and meeting partner expectations.</i></p> <p>SPEAKERS Facilitator: Carolyn Jeskey, Director, Joblinks Employment Transportation Center, CTAA Virginia Dize, Assistant Director, National Center on Senior Transportation, National Association of Area Agencies on Aging Kelly Buckland, Executive Director, National Council on Independent Living Paul E. Perry, Deputy Director, Veterans Transportation Service Richard A. Weaver, Director–Planning, Policy & Sustainability, American Public Transportation Association</p> <p>Santo Grande, Executive Director, Delmarva Community Services/Delmarva Community Transit Deb Smith, Economic Development Specialist, District 2 Mobility Manager, Clearwater Economic Development Association Paul Branson, Community Mobility Manager, Marin County Transit District</p> <p>Dan Dalton, Senior Transportation Planner, KFH Group, Inc. John Miller, President, Miller Trailways</p>
12:00 PM	<p>Conference Luncheon</p>
2:00 PM Wabash Ballrooms 1 & 2	<p>Making the Tough Connections: Traveling to Other Counties, Cities and States <i>This session will explore successful strategies employed to provide transportation services over long distances, regionally, or in more than one state. We will discuss partnership building, communicating transportation needs and surmounting both actual and perceived impediments.</i></p> <p>SPEAKERS Facilitator: Doug Birnie, United We Ride Team Leader, Federal Transit Administration Rochelle Cotey, Executive Director, Altran Debbie Dauenhauer, Executive Director, Southern Nevada Transit Coalition Dwight Mengel, Chief Transportation Planner, Tompkins County Dept. of Social Services</p>
3:30 PM Wabash Ballrooms 1 & 2	<p>Closing Session: Where Do We Go From Here <i>This session will be a facilitated discussion about what mobility management professionals envision for the future in terms of professional development and training, events, resources and peer interaction.</i></p> <p>Facilitator: J. Barry Barker, Executive Director, Transit Authority of River City</p>
5:00 PM	<p>Trade Show Reception</p>

The **2011 Mobility Management Conference** is an activity of the Partnership for Mobility Management. This partnership (www.PartnershipForMobilityManagement.org) is a joint effort of national organizations that work with national, local, state and regional leaders and organizations to realize the possibilities of improving transportation options for all Americans wherever they live and to assist those especially in need of alternative transportation options.

Members of the Partnership for Mobility Management are:

- American Association of State Highway and Transportation Officials
- American Bus Association
- American Public Transportation Association
- Association for Commuter Transportation
- Community Transportation Association of America
- Easter Seals
- Taxicab, Limousine and Paratransit Association

Financial support for this conference, including many generous scholarships and considerable contributions of staff and materials, was provided primarily through five major technical assistance partners:

- **Joblinks Employment Transportation Center** (www.ctaa.org/joblinks)
- **National Resource Center for Human Service Transportation Coordination** (www.NRCtransportation.org)
- **Easter Seals Project ACTION** (projectaction.easterseals.com)
- **APTA's Mobility Management Technical Assistance Center** (www.apta.com/resources/hottopics/mobility)
- **Community Transportation Assistance Project** (www.ctaa.org/ctap)

The funds these partners have used to make this conference possible all stem from cooperative agreements with the Federal Transit Administration of the U.S. Department of Transportation and with the U.S. Department of Health and Human Services. These two departments, along with nine other agencies of the United States government, work together as the federal interagency Coordinating Council on Access and Mobility, sponsor of the United We Ride initiative. However, all views, opinions and suggested practices that are shared during this conference are those of the individual presenters and do not necessarily reflect official policy of the United States government or any of its agencies.

