

The Office of Mobility Management



The Office of Mobility Management is a partnership between CARTS and Capital Metro with the purpose of increasing connectivity among all transportation providers in the region and creating a seamless transportation network. The office will focus on closing the gaps in service by working with local jurisdictions, coordinating with service providers and implementing new tools. A few examples of the Office of Mobility Management's projects include:

- *Assist customers who cannot find transportation to serve their needs.* The Trip Planning Specialist, Annelese Jones, will be the primary contact for customer calls. Annelese is working closely with Capital Metro customer service, MetroAccess, CARTS and other transportation providers to move these calls to the Office of Mobility Management so she can help coordinate trips.
- *Coordinate with existing transportation providers.* The Office of Mobility Management is working with Capital Metro, CARTS, City of Round Rock Transit, Hill Country Transit and several social service transportation providers to better coordinate services.
- *Implementation of new tools.* The office will use the Regional Transit Coordination Committee's Transportation Services Directory and Transportation Providers Database to provide transportation information to the region. Another tool, the Capital Metro Revised Service Expansion Policy provides more options for the region to access Section 5307 funding and the Office of Mobility Management will reach out to jurisdictions with these new options.
- *Maximize coordination between CARTS and Capital Metro.* The Office of Mobility Management serves as a liaison for coordination between the agencies. As CARTS and Capital Metro partner on more projects, this effort will be important for providing connectivity between each agency's boundaries so that service appears seamless to customers.

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