



# KANSAS MOBILITY MANAGER POLICY



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## Revisions

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1. Specified the date as May 15th of each year for the Annual Work program and Budget to be submitted in BlackCat. (May 2024)
2. Corrected the date for Annual Report submittal to KDOT to August 15th of each year. (May 2024)

## Mobility Management in Kansas

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In all its various forms, at its root public transportation is about getting people to their desired destinations in a safe, accessible, and affordable manner. Mobility Management is a public transportation strategy that focuses on the customer's transportation needs and develops a strategy for meeting the needs through the coordinated use of a variety of providers<sup>1</sup>. Innovation and flexibility are encouraged in problem solving and allow for strategies aimed at the individualized needs of the riders. Thus, specific tasks that individual mobility managers perform can vary widely, while maintaining the intent to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service.<sup>2</sup>

In Kansas, Mobility Managers are a valuable resource within a statewide network of Coordinated Transit Districts (CTDs) for identifying needs and developing and facilitating coordination strategies that benefit both passengers and the transit providers that serve them. Working regionally, this position has the capability to serve as a centralized point of contact for people needing to schedule cross jurisdictional rides for a variety of purposes. Working collaboratively within a CTD, Mobility Managers have the potential to manage a clearinghouse for transit agencies of documents, other resources, and discussion points. More locally, Mobility Managers assist transit agencies with outreach and communications, saving them both staff time and funding. Mobility Managers may also agree to serve in a non-officer role as Ex-Officio CTD members and/or assist with meeting facilitation if requested by the CTD.

## Statewide Collaboration

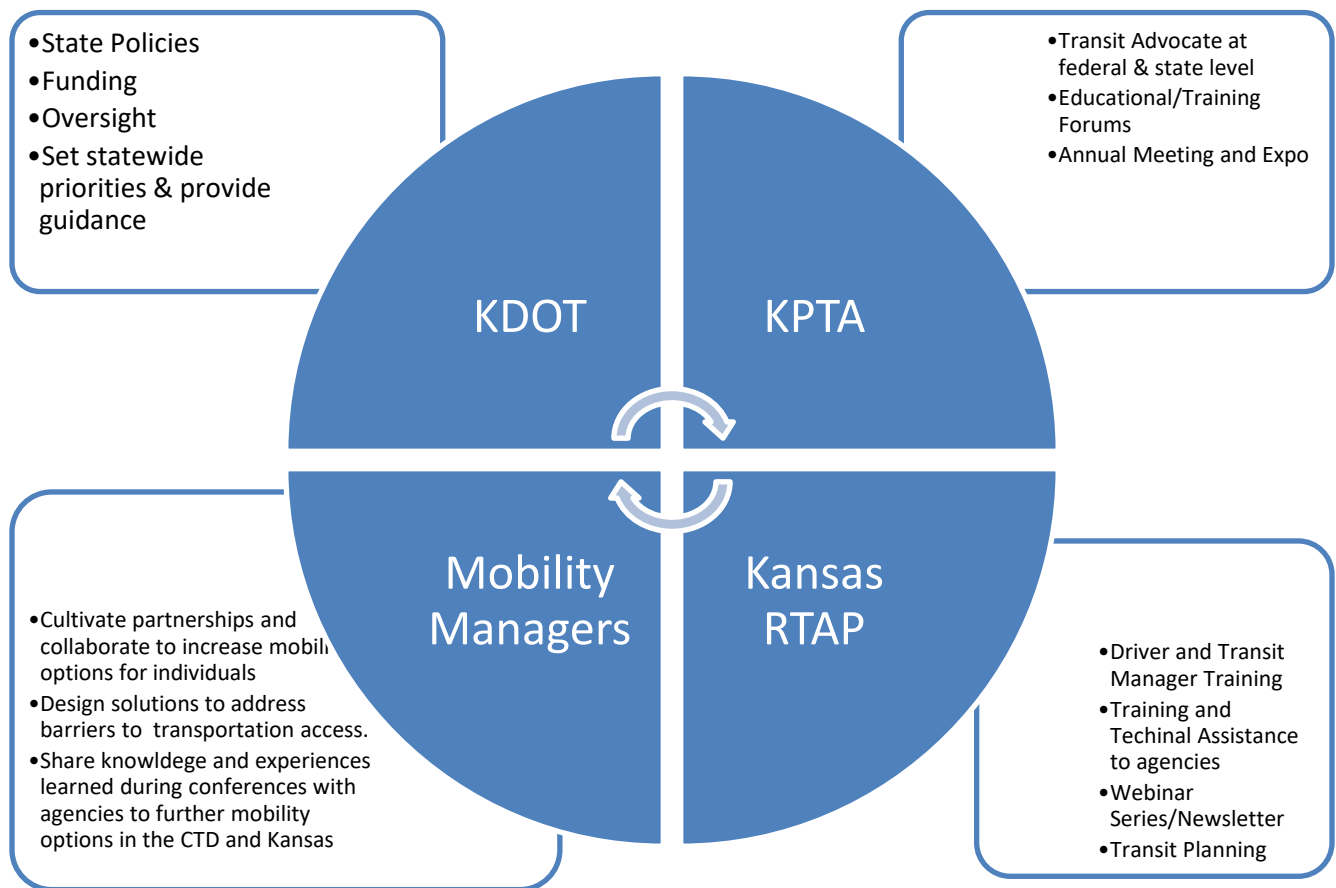
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Kansas Mobility Managers play a unique role in public transportation acting as a “boots on the ground” resource for local transit agencies, expanding coordination efforts at the CTD level to promote regional mobility as well as helping develop a statewide mobility network. Local and regional partnerships are critical for successful mobility management, but collaboration at the state level is also important in moving initiatives forward. The diagram below illustrates the main statewide organizations that support public transportation in Kansas and their main roles in equipping transit agencies to provide much needed services.

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<sup>1</sup> A Guide to Successful Mobility Management Practices in Small Urban and Rural Areas pg. 2

<sup>2</sup> FTA C 9040.1G Pg III-15



KDOT sets and conveys statewide priorities to transit agencies and their state partner organizations such as the emphasis on coordination, regional route expansion, and mobility management that stemmed from the 2012 KDOT Business Plan. KDOT relies on Kansas RTAP to provide driver training for public transportation to ensure agencies remain in compliance with safety regulations. Kansas RTAP is the primary source of training for transit agencies, facilitating webinars and developing newsletters to provide educational opportunities and technical assistance to agencies. Kansas RTAP also provides training for transit managers through the formalized Transit Manager Training. Kansas RTAP training and education is geared toward identified “hot topics” based on input gathered from KDOT, the agencies and Mobility Managers.

Kansas RTAP, KDOT and Mobility Managers meet quarterly providing the opportunity for the Mobility Managers to share what they are working on at the CTD level and for the three parties to collaborate, identify issues, share ideas, and work together to improve processes at the state, CTD, and agency levels. These collaborative activities lead to identification of issues and development of transportation strategies to address them.

The mobility managers utilize national resources such as NCMM and CTAA to implement programs in their CTDs and may attend national conferences in order to share their knowledge with the CTD and work toward developing new projects or approaches that can be piloted in Kansas. KPTA’s annual meeting topics are often centered around these same national topics of

interest providing an opportunity to reinforce and elaborate on the topics to reach a wider statewide audience.

## Mobility Management Program Structure

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### CTD Governing Board

The CTD, as a whole, acts as the Mobility Management Governing Board and will be responsible for:

- developing the initial position description and annual scope of work, to be known as the Mobility Management Annual Work Program.
- cooperatively, along with the mobility manager, setting the annual budget (which must be approved by KDOT annually.)
- designating a signatory for agreements. and
- providing ongoing guidance for the mobility manager and oversight of the position as it relates to carrying out the activities included in the Mobility Management Annual Work Program.

The CTD may designate a working group of CTD members to carry out the above tasks, but authority related to approval of the Mobility Management Annual Work Program and Budget rests with the CTD body.

### Host Agency

Additionally, the Mobility Manager must be housed within a host agency that can provide office space and be willing and capable of performing payroll and accounting activities. The minimum requirements for a host agency include:

- provide office and meeting space that provide a sufficient work area that is conducive to phone and in person meetings and access to reasonable storage space.
- perform administrative and accounting duties related to expenditure and processing of payroll.
- act as the Mobility Manager's employer. As such, the host agency's personnel policies will apply to the Mobility Manager. Special arrangements for personnel policies that inhibit or prevent the mobility manager from performing their core duties should be addressed in a MOU between the CTD and host agency. For instance, the MOU could address policies related to required set office hours or travel restrictions that prevent the Mobility Manager from traveling and being available to engage with external partners when needed.

The host agency may claim administrative expenses for payroll, accounting, phone, shared office expenses and building rent **up to 10% of the total Mobility Management budget**. See page 7 for more information on eligible expenses. Reimbursement for payroll and accounting must be based on actual hours performed and proper documentation of hours and pay will be required with reimbursement requests. An approved allocation method for any shared expenses for the Mobility Management Position must be provided.

## MOU

There shall be an MOU between the CTD and the Host Agency that outlines the roles and responsibilities and expectations of both parties. The MOU will also address how to handle non-participating costs, or exceptions to personnel policies. KDOT will fulfill the role of mediator if deemed necessary by the Mobility Manager or the Host Agency.

## KDOT Mobility Management Program Goals

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KDOT has established a statewide mission and vision for the Mobility Management Program that guides the work of Mobility Managers in Kansas.

**MISSION:** *To identify and overcome existing barriers to access transportation both locally and regionally and expand potential ridership and transportation options across Kansas, by increasing awareness of public transit, fostering mobility coordination among transit agencies, and building local and regional partnerships.*

**VISION:** *Mobility Managers will be empowered by the CTDs to eliminate gaps in transportation service, through coordination with agencies within and outside of public transportation and to increase transportation options through collaborative partnerships creating access to networks that efficiently connect Kansans to all the places they choose to travel.*

Specific Mobility Management Program goals for the statewide mission are established by a two-tiered approach of both State and CTD goals. KDOT has identified several state goals below that the Mobility Managers must work toward.

### **State Mobility Management Goals:**

- 1. Identify potential barriers to and gaps in service and increase coordination among transportation agencies to address the needs.*
- 2. Work with the CTD to further local priorities and increase efficiencies in transportation services.*
- 3. Build partnerships and collaboration with health and human service agencies and organizations not traditionally a part of public transit to leverage resources, improve mobility options and increase access for all segments of the general-public. Broad outreach is particularly critical for new mobility managers.*
- 4. Foster Education and Increase Awareness of Public Transportation*

In addition, the CTD and Mobility Manager will work together to identify additional local goals for the CTD. Each CTD has a Coordinated Public Transit and Human Services Transportation Plan (Coordinated Plan) that identifies strategies to address gaps in service for seniors, individuals with disabilities and people of low-income. The goals outlined in the Coordinated Plan should be considered when developing the local mobility management goals.

The goals, strategies and desired outcomes will be outlined in the Annual Mobility Management Work Program.

# Mobility Management Annual Work Programs and Budgets

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## Annual Work Program

Cooperatively developed by the Mobility Manager and the CTD the Mobility Management Annual Work Program will outline the responsibilities and tasks of the mobility manager for each SFY year. It must support the mission of the KDOT Mobility Management Program and include activities that address KDOT's required core goals, as previously presented. The Work Program should also include the specific goals of the CTD, and further strategies outlined in the CTD's Coordinated Plan. The CTD will have oversight of the Mobility Manager regarding progress and completion of activities included in the Work Program.

The Mobility Managers will provide regular progress updates to the CTD, at least quarterly, and include a status report of progress with their reimbursement requests. At the end of the SFY the Mobility Managers will prepare an Annual Work Program Report documenting their completed work activities and tasks. Each work task should indicate the percentage complete or be noted as an on-going task. Projects that are not complete should be carried over to the subsequent year. If a task is no longer a priority and will not be completed a reason should be provided. The Annual Report must be presented to the CTD and submitted to KDOT by August 15th each year.

## Annual Budget

Mobility Management is an eligible expense under FTA and State funding sources. KDOT has opted to reimburse Mobility Management expenses at 100% state funds **up to \$115,000** for SFY 2024 and up to a maximum of \$120,000 by SFY 2026. The program limit will be re-evaluated by KDOT every three (3) years. The budget limit for Mobility Management contracts will be set annually by KDOT and the Mobility Managers' budgets must be in accordance with the scale of previous budgets and the Mobility Manager's Annual Work Program. Any expenses that exceed the approved budget amount or are deemed outside the scope of eligible items will be a non-participating cost. The CTD and host agency will decide how the non-participating share will be covered in the event expenses exceed the budget or are deemed ineligible. The funds can come from the CTD (non-KDOT funds), member agencies, the host agency or other sources secured by the Mobility Manager.

Additional budget limits also apply to the following categories:

- KDOT reimbursement of salaries will be limited to 85% of the Total KDOT approved budget, not necessarily the \$115,000 referenced above.
  - Salary increases are set by the host agency. Any remaining portion of salary over the 85% threshold will be the responsibility of the host agency and will be tracked and reported as a non-participating expense on the final invoice.
- Allowable Administrative Costs are limited to 10% of the Total KDOT approved budget.

The annual budget categories must be consistent with the categories presented under Reporting Expenses. Expenses that will be included under the "Other" Category must be itemized within the budget. Approval of the budget by KDOT does not constitute approval of the specific purchases included within the "Other" category of the budget.



Final Work Programs and Budgets will be submitted by the Mobility Manager or host agency designee through Black Cat (KDOT's Grant Management System) by May 15th of each year. The CTD and the Mobility Manager should begin working on these enough in advance to allow time for KDOT review and Board approval prior to final submittal in May. After CTD approval the required documents will be submitted to KDOT for final budget approval and development of an agreement between KDOT and the host agency.

## Reporting Expenses

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All reimbursement requests will be made through BlackCat by the Mobility Manager or an employee of the Host Agency and must include appropriate documentation. Reimbursement requests will be due by the 15<sup>th</sup> of the month on either a monthly or quarterly basis. All expenses listed below are eligible expenses and will be reported under the following categories:

- Personnel
- Admin/Accounting (Worker Compensation, Liability Insurance)
- Organizational Fees (includes Memberships & Dues)
- In-State Mileage/Toll/Parking
- Conferences/Professional Development and related out of state travel up to \$4,000 annually\*
- Copies/Office Supplies
- Postage
- Communications (Phone, Technology Licenses and monthly fees)
- Other\*- (Marketing/Advertising, Community Education, Rent/Utilities, Subscriptions)

### \*Other- Allowable with prior approval from KDOT

- Uniforms
- Furniture
- Bulk Orders of Promotional items totaling over \$1,500 per order
- Equipment purchases.
- Out of State Travel
- Professional Development/Training (in-state) over \$250 (per event). Must be directly related to Mobility Management functions.

### Items specifically not eligible for reimbursement

- Indirect costs except for: Rent, Copies/Office Supplies and Postage.
- Food provided at regularly scheduled meetings.
- Facility Overhead, Repair or Maintenance

### Required Documentation

- Mobility Manager and Admin Payroll Records
- Receipts/Invoices for purchases
- Agency Expense Report or other document of expenditures
- Accounting records for allocated office supplies, copier, printer, etc.
- Documentation of Admin time spent on mobility management and wages.
- Mileage Form- Showing Date, Location, Trip Purpose, Miles

- Conference expenses: **Itemized** invoices for registration fees, lodging, travel, meals, etc..

Expenses submitted for reimbursement under the Other Category must be itemized in the reimbursement report and have KDOT approval prior to purchase as referenced above.

## Establishing a Mobility Manager Position

If a CTD is considering mobility management in their area, current mobility managers are always willing to come and speak or give presentations on mobility management. This is a great opportunity as they can share their own experiences and help the CTD determine if adequate support exists for a viable mobility management position. CTD support requires active participation by individual member agencies and a willingness to coordinate to enhance mobility options for the CTD region. Agencies should be willing to look beyond what benefits an individual agency when exploring regional transportation solutions to achieve the best outcome.

When the CTD is ready to move forward with creating a mobility management position, they should reach out to KDOT for guidance on setting up the program. The decision to hire a mobility manager must be made and formally approved at a regular or special CTD meeting and be recorded in the meeting minutes.

Once the CTD designates a Host Agency and there is an MOU in place, as spelled out in the previous section, the CTD (or assigned work group) may begin creating the position, initial annual work program, and budget.

### Position Description

Refer to the previous section on the Mission and Core Goals and the CTD Coordinated Plan goals when developing the job description and identifying the best skill set for your CTD. The National Center for Mobility Management is also a good resource for templates and guidance.

[NCMM](#)

### Salary

For a newly established Mobility Management position the Host Agency will propose a starting salary to the CTD and KDOT for concurrence. When setting the initial salary, it is important to consider the employment market of the CTD, the number of transit agencies, whether the CTD serves an urban area as well as future cost of living adjustments or planned raises, as KDOT's share will remain set at the maximum and there is no guarantee of future increases.

### Hiring Process

The hiring process will be handled by the host agency, but the interview team should include at least one member of the CTD.

KDOT is available for guidance during this process and can provide information on national salary ranges, review the position description, sit on the interview team, and provide comments on the work program and budget before it is presented to the CTD for approval.