



**JOB DESCRIPTION**

**Mobility Manager**

**Pikes Peak Area Agency on Aging  
Semi-monthly Salary: \$1,979 - \$2,424**

This is an exempt professional position with the Pikes Peak Area Council of Governments, and the Pikes Peak Area Agency on Aging. The position serves as the Mobility Manager for the PPAAG. As the Program Coordinator, this individual is responsible for participating in collaborations of community organizations that provide human services transportation in the Pikes Peak region under the guidance of the Director of the PPACG Area Agency on Aging.

**Duties include, but are not limited to:**

Develop a coordination program for human services transportation by collaborating with community organizations that provide such services in to the Pikes Peak region:

- Facilitate and maintain PPACG's Human Services Transportation Coordination Plan
- Organize and facilitate regular CCOST meetings and provide administrative support to the CCOST to include agenda preparation and meeting information.
- Review regulatory processes
- Provide technical assistance to partners regarding coordination efforts and funding for transit and coordination projects.
- Develop incentives to encourage agency participation as needed
- Facilitate communication between agencies
- Create partnerships with other regional organizations, agencies, businesses and other appropriate community interests to advance coordination efforts. Partnerships could include regional employers, medical centers, additional social service agencies, economic development corporations, housing providers, and workforce centers.
- Support the continued development of the joint scheduling and dispatch call center; continue to advance plans that could result in a Pikes Peak Region transportation brokerage.
- In collaboration with community organizations, investigate and, if feasible, establish a system of shared resources including those related to vehicles, maintenance, sharing of backup vehicles, and cost saving fueling options
  - a. Develop systems to help providers improve the overall condition of their vehicle fleets so that they are safe, cost effective to maintain and meet passenger needs.
  - b. Develop a system to provide adequate backup vehicles to provide reliable service.
  - c. Develop and implement common standards of driver training to provide safe drivers who can be cross-trained for different services and clientele.
- Identify and use fully allocated service costs in evaluating projects and service options

Develop regional consumer resources in collaboration with community organizations:

- Research needs and demands of users
- Advocate for consumers in order to assist transportation providers in maximizing customer service.
- Develop a simple and uniform system of eligibility for all services in the network
- Develop customer information that explains the range of services and encourages rider responsibility for choosing the most appropriate and cost-effective option that will meet the customer's needs
- Assist consumers, when needed, with the completion of paperwork to apply for transportation services provided by area transportation providers.
- Establish provision alternative services such as mileage reimbursements: volunteer drivers/vehicle sharing, mobility training, vouchers for gas or car repairs, in order to meet diverse human service transportation needs at the lowest cost.

- Track and document gaps in service; research and, if feasible, develop alternative services to increase efficiencies and bridge service gaps.
- Implement quality control standards that include service reliability and customer satisfaction.
- Ensure transportation education and resource information in PPACG publications is complete and up to date.

Participate in regional and state groups such as the regional sustainability planning committee, ACT, the Teller County Transportation Committee, the State Coordinating Council, the CCOST.

Facilitate workshops to provide information to partners and increase public education and awareness regarding transit issues in the region.

**Supervisor**

The Director of the Pikes Peak Area Agency on Aging

**Required Education and Experience**

1. Master's Degree in public administration, transportation planning, or a related field, or
2. Bachelor's Degree in public administration, transportation planning, or a related field, plus a minimum of two years of progressively responsible experience, or
3. Associate's Degree in transportation planning, urban and regional planning, or a related field, plus a minimum of six years of progressively responsible experience, or
4. High school diploma plus a minimum of eight years of progressively responsible experience in managing or administering the provision of human services transportation with responsibility for the required duties listed above.
5. A high degree of computer literacy, including competency in standard spreadsheet, and database and word processing software.
6. Ability to analyze complex issues and present results in concise reports and presentations to PPACG staff and others; interact effectively with members of the public, elected officials, Federal, State, and local agency representatives, PPACG Committees, and community organizations.

**Preferred:**

- Knowledge of the principles and practices of urban transportation planning, technical analysis methods, and excellent written and oral communication skills.
- Understanding of pertinent Federal and State regulations, and a working familiarity with the most recent Federal transportation legislation and Clean Air Act transportation planning requirements.

.....  
To apply for the position, please complete an application and send it to Barb Louricas at the address listed below. An application can be found [here](#).

Barb Louricas, Office Resources Manager  
Pikes Peak Area Council of Governments  
15 S. 7<sup>th</sup> Street  
Colorado Springs, CO 80905  
EMAIL: [blouricas@ppacg.org](mailto:blouricas@ppacg.org)