Government jobs of the future

What will government work look like in 2025 and beyond?
About the authors

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MOBILITY PLATFORM MANAGER

Summary

In addition to traffic efficiency and minimizing damage to the environment, mobility platform managers are responsible for public safety, accessibility, and equity within mobility systems. They stay up-to-date about advances in their field by using integrated microlearning tools and attending peer meetups and conferences. Mobility managers coordinate with stakeholders in the public and private sector to conduct scenario analyses and feasibility assessments of proposals. During daily traffic, mobility managers visualize the data, monitoring the demand and supply across various modes of transport. The AI-powered system optimizes routes and pricing, with mobility managers intervening where human judgement is required. To prepare for disasters, they use predictive models to help plan how to allocate resources and adapt quickly to the ebb and flow of traffic.

Responsibilities

- Overseeing and managing the city’s multimodal transportation system
- Optimizing prices and routes, based on demand and supply at different points of time, in different parts of the city
- Supervising or monitoring advanced AI systems that support the mobility platform
- Developing and supervising new programs, routes, and modes of transport to enhance the quality of life for citizens
- Mitigating the loss of lives and minimizing traffic disruption when accidents, emergencies, and natural disasters occur

Time spent on activities

<table>
<thead>
<tr>
<th>Supervising AI mobility systems</th>
<th>Data analysis and visualization</th>
<th>Administrative tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>20%</td>
<td>25%</td>
<td>10% 10% 10%</td>
</tr>
<tr>
<td>Problem-solving and decision-making</td>
<td>Interaction with other mobility partners</td>
<td>Others</td>
</tr>
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Interaction with other mobility partners

Others
Mobility platform managers manage their city's integrated multimodal transportation network or mobility operating system, ensuring the seamless movement of people, vehicles, and goods.

**Experience**

**Mobility platform manager**
New York City Department of Transportation | New York, NY
2022–present

**Mobility manager**
Capital District Transit Authority | Albany
2017–2022

**Operations specialist**
New York Metropolitan Transportation Authority | NY
2014–2017

**Mobility consultant**
Cisco | Rochester, NY
2010–2014

**Education**

**CUNY Institute for Transportation Systems**
Certificate in AI for transportation systems (online)
2022–present

**State University at Albany, SUNY**
Master of science, urban and regional planning
2008–2010

**University of Rochester**
Bachelor of engineering, mechanical engineering
2004–2008

**Other certifications**

- **EdX**
  Microdegree in emerging automotive technologies

- **Duke University (Coursera)**
  Data visualization

- **University of Pennsylvania (online)**
  Advanced data analytics

- **University of Washington (online)**
  Sustainable transportation planning

**Top skills**

**HUMAN**

- Transport planning and strategy
- Program evaluation
- Public policy
- Critical thinking and problem-solving
- Human-centered design

**TECH**

- Data analytics and modeling
- General tech fluency
- AI systems
- Analytics software
- VR tools

**Experience Education**

- **CUNY Institute for Transportation Systems**
  Certificate in AI for transportation systems (online)
  2022–present

- **State University at Albany, SUNY**
  Master of science, urban and regional planning
  2008–2010

- **University of Rochester**
  Bachelor of engineering, mechanical engineering
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  Microdegree in emerging automotive technologies

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- **University of Pennsylvania (online)**
  Advanced data analytics

- **University of Washington (online)**
  Sustainable transportation planning
This tool aggregates data from sensors across the city to provide data on road conditions, temperature, fog and smoke, air quality, traffic, subway tracks, parking occupancy, water levels, and more. It gives the mobility manager an overview of conditions in the city and the ability to take preventive action in unfavorable conditions.

**Roadie, the smart assistant**

An AI-enabled digital assistant, Roadie helps mobility managers stay productive. It schedules meetings, sends reminders, and responds to voice commands. Equipped with speech-to-text capabilities, Roadie can also take notes. It is integrated with other tools in the toolbox and notifies the mobility manager of anything that demands immediate attention.

**Weekly planner**

This tool offers the mobility platform manager a weekly view of all events, activities, and demonstrations happening on a given day.

**Predictive analytics application (PA2)**

This tool uses data from a variety of sources (such as IoT and sensor data, mobility data, and emergency and accident information) and cognitive analytics to predict changes in mobility patterns. It makes suggestions to equilibrate demand and supply by adjusting prices and incentives and can also undertake dynamic route and price optimization, based on real-time and historic data. The tool's predictive scenario analyses can help mobility managers prepare for a parade, an event, or an emergency.

**Skills U**

A personalized digital learning platform for on-demand, self-paced training including access to MOOCs, microlearning, microdegrees, agency training, in-person workshops, and seminars.

**VR Lab**

A virtual reality environment provides a safe medium for professionals to train for the difficult situations they may encounter on the job. Artificial intelligence-based training programs simulate a range of realistic scenarios, often connected to cases currently facing a worker.

**Wellness manager**

This mobile app tracks caseloads, hours worked, travel and commuting time, vacation, training, exercise (self-reported), daily steps taken, and more. It helps users balance workloads and flags those at risk of overwork. It also uses gamification to nudge users to adopt healthy behaviors.
Mario returns from a local “AI for transportation” meetup—a biweekly gathering of experts from the transportation community that he attended with a few colleagues to bring him new ideas and knowledge and tap into a network of experts in the field. Mario’s smart assistant, Roadie, briefs him on his tasks and productivity-optimized schedule.

10:00 AM

He logs into the master mobility dashboard to see how traffic is flowing. A system alert reveals a broken-down car is causing a bottleneck and delaying buses. The system recommends a traffic diversion and recommends options. Mario uses his judgment to pick the most appropriate route. Dynamic signage on the street redirects vehicles, while an alert informs GPS systems and navigation apps.

10:45 AM

With two large businesses likely moving to the area over the next decade, city planners, anticipating an influx of new occupants, released an RFI for architects, planners, and transportation companies to suggest possible transportation solutions to reduce congestion. Mario and a working group meet to consolidate the best options from the RFI. He uses PA2 and VR view to analyze and visualize the potential impact of these ideas on the local landscape and community.

12:00 PM

Mario is finishing his report when Roadie notifies him that experts anticipate heavy rainfall. Using PA2, he runs a predictive scenario analysis and creates a response plan for the expected conditions. Mario is able to identify potentially dangerous intersections and build preventative measures into his mobility plan.

01:00 PM

After a quick lunch, Mario shares his recommendations on the proposed transportation solutions with his team lead, who will present them to members of the city council. The presentation will help the council understand what these options could mean—in a more visual and interactive way—for the neighborhood.

02:30 PM

Mario is back at the dashboard. Traffic is moving smoothly but weather conditions are beginning to worsen with fog and rain. He keeps a close eye on traffic at high-risk intersections and lowers speed limits on the dynamic road signage in those areas. A City sense notification warns of an imminent track issue on the subway. Mario alerts a team of technicians on standby to check on the issue before any delays occur.

03:30 PM

Mario uses the city’s integrated mobility app to book a ride home. The app nudges him to take the “pool” option and share the ride with another passenger to save a few dollars and earn some green points, which he can redeem for merchandise or transit fare later. Seeing that the pool vehicle is just around the corner, he books it and heads home. It’s a win for him and the system.

05:00 PM
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