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A REPORT BY THE DELOITTE CENTER
FOR GOVERNMENT INSIGHTS

Government jobs of the future

What will government work look like in 2025 and beyond?

About the authors

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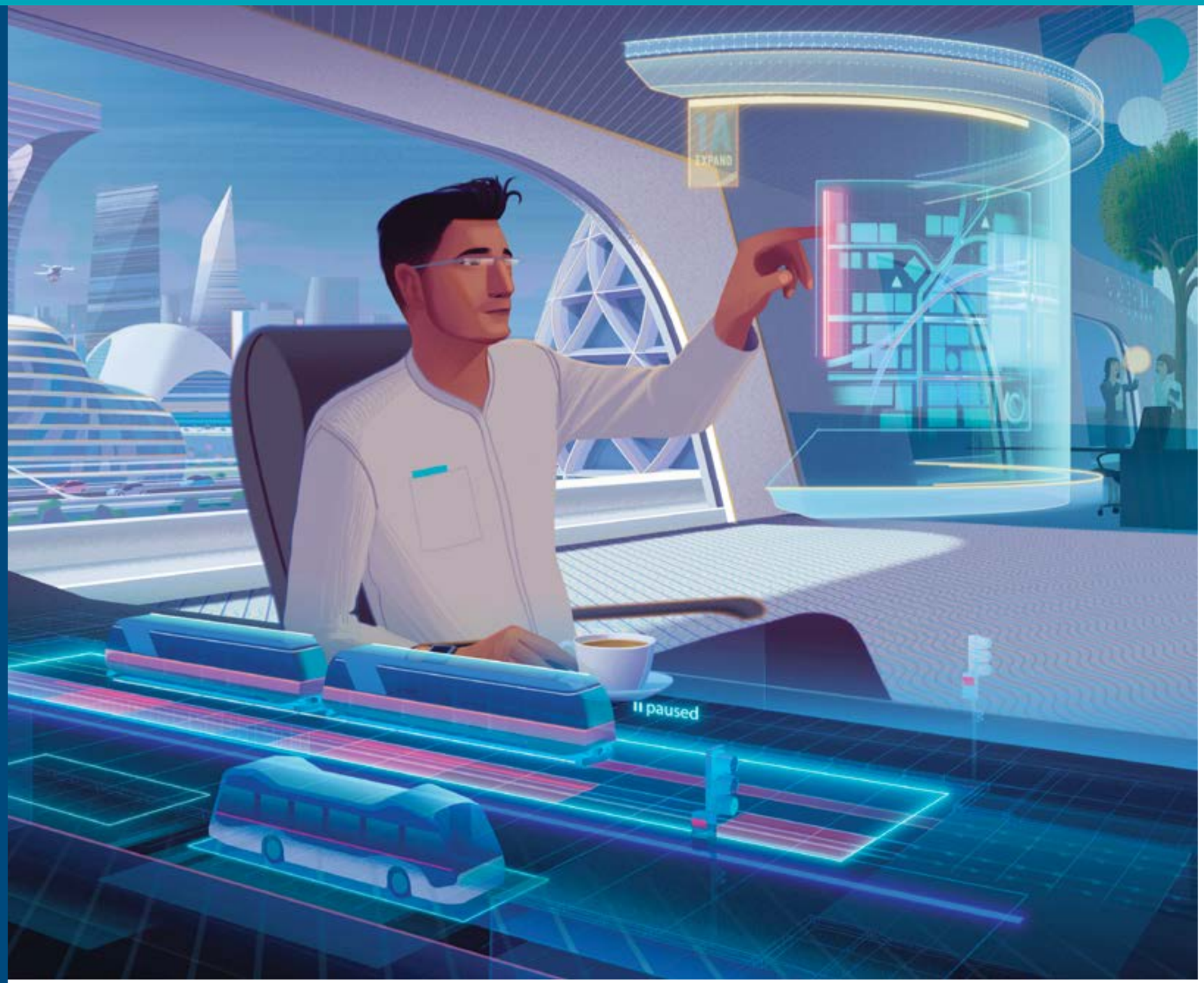
About the Deloitte Center for Government Insights

The Deloitte Center for Government Insights shares inspiring stories of government innovation, looking at what's behind the adoption of new technologies and management practices. We produce cutting-edge research that guides public officials without burying them in jargon and minutiae, crystalizing essential insights in an easy-to-absorb format. Through research, forums, and immersive workshops, our goal is to provide public officials, policy professionals, and members of the media with fresh insights that advance an understanding of what is possible in government transformation.

MOBILITY PLATFORM MANAGER



MOBILITY PLATFORM MANAGER

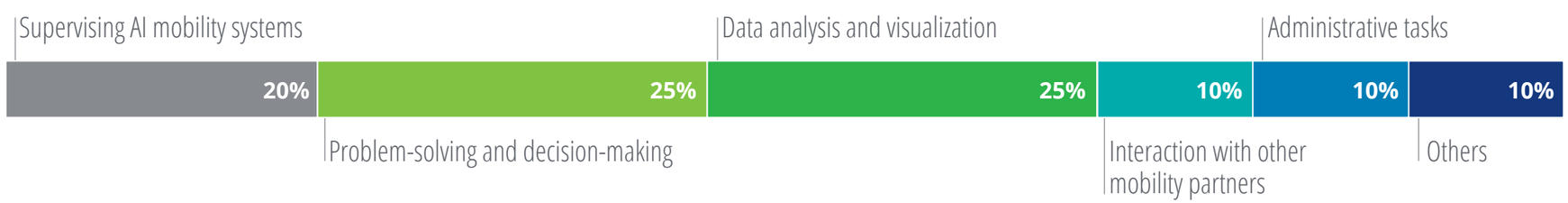
Summary

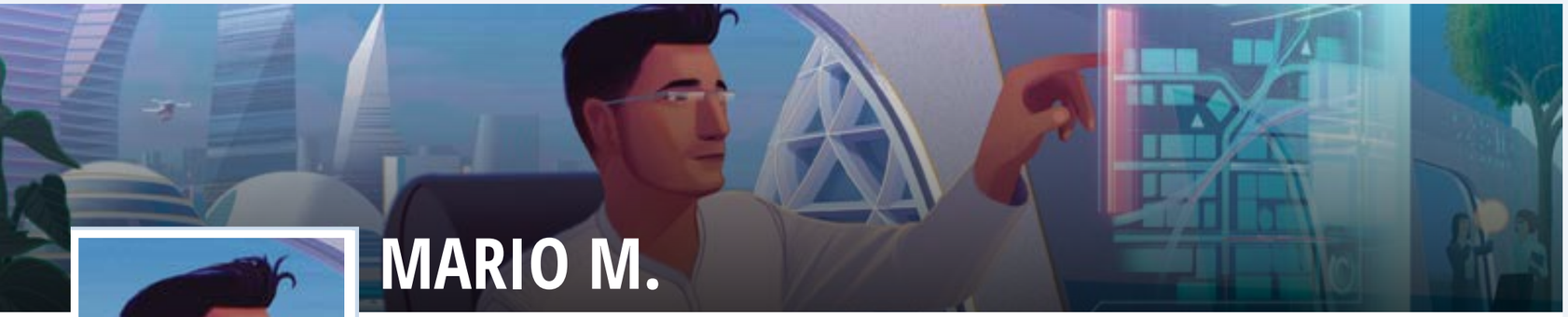
In addition to traffic efficiency and minimizing damage to the environment, mobility platform managers are responsible for public safety, accessibility, and equity within mobility systems. They stay up-to-date about advances in their field by using integrated microlearning tools and attending peer meetups 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





MARIO M.

MOBILITY PLATFORM MANAGER
New York City DOT | *New York, NY*

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
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

TOOLBOX

THE TOOLBOX SUPPORTS THE WORKER AS A WHOLE—IN ACHIEVING EXTERNAL OUTCOMES SUCH AS PRODUCTIVITY AS WELL AS INTERNALLY FOCUSED ONES SUCH AS WELLNESS AND PERSONAL DEVELOPMENT.

Productivity

Master mobility dashboard

This AI-powered system gives mobility managers a holistic picture of the mobility network of the city. That means mapping real-time transit use by mode and location, areas under construction, roadblocks, accidents, traffic, large-scale events, as well as movement of multimodal transportation. Data-sharing arrangements with private players integrate data on ridesharing, bikesharing, taxis, etc. The system's algorithms execute standard optimization actions but mobility managers supervise and intervene where necessary. The digital dashboard is synced across devices to give mobility managers seamless access, even on the go.

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.

Co-lab forum

This platform connects city mobility managers to other key players in the urban mobility landscape, such as transport operators, telecommunications companies, infrastructure companies, or technology providers. The platform enables dialogue, coordination, and planning between the various stakeholders in the ecosystem (e.g., introducing, incentivizing, and promoting ridesharing/cabsharing along particularly congested routes in the city; collaborating to boost adoption of bikesharing).

City sense

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.

In case of emergency (ICoE)

In emergency situations, the ICoE tool uses data from multiple sources including the mobility dashboard and apps like Waze to identify the fastest route for emergency services to take. It automatically sends that information to response teams and also allows the mobility manager to initiate actions and interventions to expedite their arrival, for instance, lane and bridge closures and diversions, and dispatching buses for large-scale evacuations.

Decision-making

Weekly planner

This tool offers the mobility platform manager a weekly view of all events, activities, and demonstrations taking place across the city and helps them to develop proactive mobility plans. Planning ahead allows managers to focus on unanticipated issues (weather changes, accidents, etc.) happening on a given day.

Predictive analytics application (PA^2)

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.

Capacity analyzer

This app gives the mobility platform manager an overview of seat availability, occupancy, and wait times for all mass transit options. It allows mobility platform managers to optimize capacity by deploying more buses along the routes that face heavy demand. Managers can use historical occupancy reports to recalibrate transit plans and daily schedules.

VR view

With this virtual reality simulation tool, mobility managers can visualize the impact of different mobility scenarios. It builds models based on real-time and historical data. For instance, it could predict—and the manager could experience—how launching a new bus service along a specific route would impact traffic, or how a new bike lane would affect pedestrians.

Learning

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.

Well-being

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.

A DAY IN THE LIFE

10:00 AM

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.

10:45 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.

12:00 PM

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.

01:00 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.

02:30 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.

03:30 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.

05:00 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.

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Deloitte Insights publishes original articles, reports and periodicals that provide insights for businesses, the public sector and NGOs. Our goal is to draw upon research and experience from throughout our professional services organization, and that of coauthors in academia and business, to advance the conversation on a broad spectrum of topics of interest to executives and government leaders.

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