



Section 5310 Grant Funding: Connection with Mobility Management Information

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The National Center for Mobility Management (NCMM; nc4mm.org) is a national technical assistance center created to facilitate communities in adopting mobility management strategies. NCMM is funded through a cooperative agreement with the Federal Transit Administration (FTA) and is operated through a consortium of three national organizations – the American Public Transportation Association, the Community Transportation Association of America, and Easterseals, Inc.

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Comments or questions about this document can be addressed to info@nc4mm.org or 866-846-6400.

About this Information Brief

Easterseals, through its work at the National Center for Mobility Management (NCMM), focuses on building connections across education, human services, and transportation sectors so that individuals with disabilities can access school, work, health care, and other inclusive community settings. In this work, NCMM has researched, and sourced national examples to identify programs using FTA Section 5310 funding that demonstrate qualifying mobility management activities performed by various agencies around an area defined as a state. This document will review the language used in 5310 that outlines the eligible programs and projects needed to coordinate a mobility network and enhance the options available within their state or local communities. This guide will highlight a diverse range of examples and is intended to be utilized by organizations and agencies as a tool to implement similar models in their regions.

For questions about this product, please contact Enjoli Dixon at edixon@easterseals.com at Easterseals.

Acknowledgments

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- National Aging and Disability Transportation Center
- Easterseals
- State of Oregon
- State of Massachusetts
- City of Phoenix
- GoRaleigh, Raleigh-Cary, North Carolina
- Wisconsin DOT
- Arizona DOT
- Virginia Department of Rail and Public Transportation

I. Overview of FTA Section 5310

The FTA Section 5310 program (49 U.S.C. 5310) provides formula funding grants for the enhancement of mobility options for older adults and people with disabilities, these funds are allocated based upon population of the state or region. Funding is awarded to the state Department of Transportation to assist local government, private non-profit organizations, and/or public transportation authorities to provide transportation services in small urban and rural areas throughout the state. Section 5310 funding can also be awarded to designated direct recipients who operate in urbanized areas with a population over 200,000, to provide ADA Complementary Paratransit. Entities can apply for funding which may include one of the following selection processes; formula-based, competitive, or discretionary and used for daily operations or capital expenses. The goal of the 5310 program is to provide better mobility and expand service options for older adults and individuals with disabilities.

Mobility Management Under Formula 5310 Grant

The formula 5310 grant funds are divided into two project categories: Traditional and Non-traditional. Project examples include but are not limited to; Traditional or capital expenses like vehicles (buses and vans), transit technology (tablets, cameras, or payment systems), and mobility management programs. Non-traditional expenses, such as ADA and pedestrian accommodations, door-to-door service, and mobility management.

Mobility Management activities are an eligible capital expense under most U.S. Department of Transportation (USDOT) Federal Transit Administration (FTA) programs (49 U.S.C. 5307, 5310, 5311, 5318, and Fixing America's Surface Transportation Act Section 3006(b)). Entities are required to provide a 20 percent local match (with the option to use alternative funding or service contracts as a match), where FTA provides the remaining 80 percent.

"Federal Transit Law (49 U.S. Code § 5302) defines mobility management as a capital project consisting of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a governmental entity, under this chapter (other than section 5309); but excluding operating public transportation services."

II. Method and Response

We developed a survey (Appendix) targeted at state Departments of Transportation, state agencies, and regional commissions/councils to gather information about 1) the 5310-application process, specifically the language and resources regarding mobility

management; and 2) the mobility management activities in progress. We used a variety of outreach methods to obtain feedback, reaching out to each state agency and associations to complete and aid in distributing the survey.

Response to the online survey was moderate, however, provided a wealth of information to help us evaluate and determine the following: language used in applications, mobility management education and resource, and true activities in progress. We gathered a geographically diverse set of respondents from both state agencies, planning organizations, transit associations and nonprofits. Overall, the content in this information brief was developed based on seven transit programs out of approximately one hundred that completed the survey.

III. Example of Mobility Management Programs or Projects

1) State of Oregon

The state of Oregon's public transportation program focuses on three pillars: mobility, economy, and environment. Their goal of public transportation goes beyond moving people, and that it connects its citizens and communities around the state. Due to the states' emphasis on a diverse network of mobility options, employers strive to place their businesses in areas with easy access to public transportation. Likewise, users are choosing to live near public transportation hubs, and have saved an average of \$8,000 annually, which has doubled the states ridership since the 1990's. Oregon's public transportation system also includes Amtrak, a commuter rail system that connects riders to bus service at each station, except for one. Without this consolidation of mobility hubs, travelers would not be able to connect their first mile or continue the last mile of their trip. The uniqueness of their transit system allows riders to bring personal bikes on the train or bus, this enhances the flexibility of mobility options that completes the riders' first and last mile of their trip.

Section B: Mobility Management Project (Oregon 5310 Guidance-Application-Instructions)

Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes. Mobility management focuses on meeting individual customer needs through a wide range of transportation options and service providers. It also focuses on coordinating these services and providers to achieve a more efficient transportation service delivery system. Per FTA guidance, mobility management activities eligible for funding include:

- *Operating transportation brokerages to coordinate service providers, funding resources, and customer needs.*

- *Coordinating transportation services for seniors, individuals with disabilities, and individuals with low incomes;*
- *Supporting local partnerships that coordinate transportation services;*
- *Staffing for the development and implementation of coordination plans;*
- *Providing travel training and trip planning activities for customers;*
- *Developing and operating traveler call centers to coordinate travel information, manage eligibility requirements, and arrange customer travel;*
- *Planning and implementing the acquisition and purchase of intelligent transportation technologies (under \$5,000) to operate a coordinated system. Note that equipment over 5,000, in total, is considered a capital asset, so any equipment purchase over that amount should be entered as a capital purchase project."*

Program Example:

Basin Transit Service located in Klamath Falls, Oregon, provides a variety of services that are supported by FTA Section 5310 funding for Mobility Management. Their *Veterans on The Go* program offers a zero-cost fixed route and ADA complementary paratransit services to veterans through a partnership with Oregon DOT and the Klamath County Veterans Services Office.

Another unique program is, Meet the Bus! This free educational program teaches kids, ages preschool through high school, about the benefits of public transportation, they also teach kids how to use public transportation and how to safely ride the bus. Basin Transit Service also offers a Travel Training program for all users, which teaches individuals to how to ride the bus, properly read a transit route map, identifying bus stop signage, and how to transfer at bus stops.

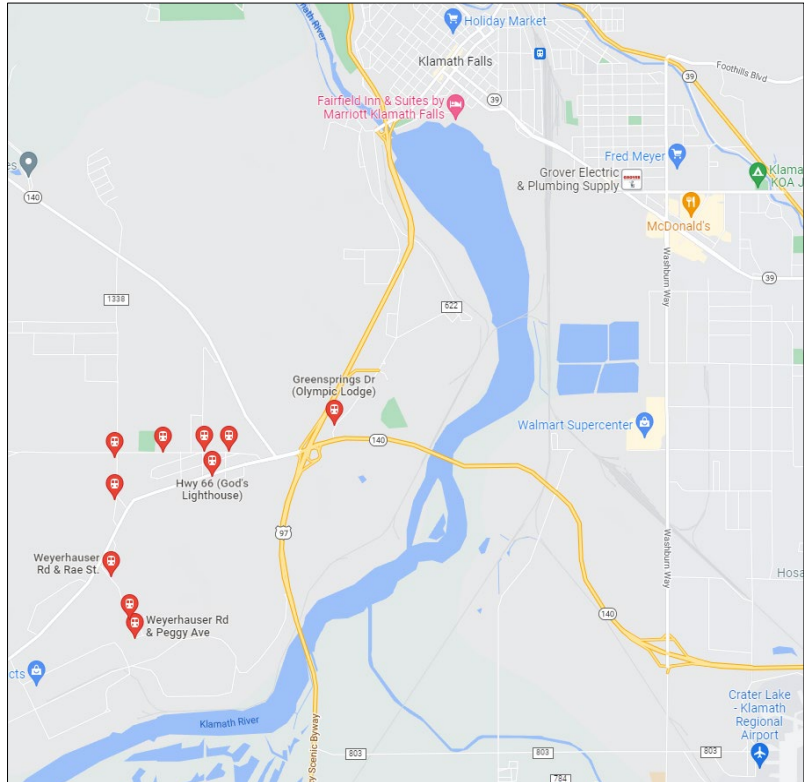


Figure 1 – Klamath Falls, Oregon; Map provided by Google

Program reference links:

[Oregon 5310 Program](#)

<https://www.basitransit.com/mobility-management>

2) State of Massachusetts

The state of Massachusetts is working to make strides to create better connectivity between transportation services across the state. Massachusetts residents, especially older adults, people with disabilities, and those with lower income need reliable, affordable transportation options to access healthcare, jobs, education, nutrition, and recreational and social activities. A top of social determinant of health is transportation; lack of access, long distances, and time to reach the services needed. Transportation eliminates a large obstacle, resulting in a more positive and healthier lifestyle allowing a

person to be independent and receive services needed. Transit authorities, municipalities, and nonprofits interested in expanding mobility in Massachusetts can apply to MassDOT's annual Community Transit Grant Program to access state and federal funds.

State of Massachusetts 5310 Guidance-Application-Instructions, Page 2: Mobility Management

Eligibility Requirements

<p>Eligible Activities / Projects</p>	<p>Section 5310 funding is available for the purchase of: Capital Equipment (e.g., vehicles, dispatch software), Mobility Management activities, and Operations for transportation services that address the mobility needs of seniors and individuals with disabilities. MAP funding is available for the purchase of vehicles only.</p> <p>Capital Equipment: Vehicles*; Fleet Maintenance Equipment; Vehicle Equipment/Parts; Radios/Communication Equipment; Computer Hardware/Software; and Transit Related Intelligent Transportation Systems (ITS).</p> <p><i>*MassDOT conducts the procurement for Section 5310 and MAP funded vehicles. Therefore, vehicle types and sizes obtained through the Section 5310 and MAP programs are predetermined by MassDOT at the time of application.</i></p> <p>Mobility Management: Mobility management is considered a capital project and expense under the Section 5310 program. Mobility management projects consist of several different types of activities, to include: creating/managing mobility option inventories and resources; short range planning or demonstration projects; and technology such as scheduling software and hardware.</p> <p>Operating: Projects provided operating funds must be targeted toward meeting the transportation needs of seniors and individuals with disabilities, although they may be used by the general public. FTA encourages projects that are open to the public as a means of avoiding unnecessary segregation of services.</p> <p>Operating projects must be for public transportation services that address one of the following three purposes:</p> <ul style="list-style-type: none"> • Exceed the minimum requirements of the ADA. Project types include expanding paratransit service boundaries or hours. • Improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA complementary paratransit service. • Provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation. Project types include supporting voucher or volunteer driver program expenses.
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Program Examples in Massachusetts:

Merrimack Valley Regional Transit Authority (MVRTA) - Merrimack Valley Regional Transit Authority (MVRTA) applied for funding to produce a transit rider video that was advertised on the local community access television station. Each travel training video highlights a variety of steps in process for riders to follow; etiquette, schedules, on-boarding and off-boarding, and accessibility. Access travel training videos at the link below.

Blue Hills Community Health Alliance – *“The Blue Hills Community Health Alliance is the Community Health Network Area (CHNA)⁸ serving Quincy and 12 other South Shore communities. In 2018, noting that lack of access to transportation had emerged as a barrier in the most recent round of hospital Community Health Improvement Plans – and recognizing the role transportation plays as a social determinant of health – the CHNA’s steering committee decided it wanted to pursue an action-oriented transportation project. CHNA staff ascertained that their region did not have a Regional Coordinating Council (RCC)⁹ on Community Transportation, and so in early 2019, they established one for their region to bring community organizations together to discuss transportation challenges and opportunities and collaborate on improving mobility for older adults, people with disabilities, and other community members. The CHNA sees itself as a convener, but also wanted the meetings to be action-oriented, so they developed a workplan. They would start by conducting a needs assessment looking at transportation barriers in the region, then develop an action plan to address those barriers, pilot implementation in a few communities, and finally expand their programming throughout the region. They applied for and received a Community Transit Grant to fund some of their time convening partners and working on the workplan. Engaging the community – both organizational partners and riders – was an important component of the CHNA’s planning process. They began with one-on-one conversations with agency partners to learn about transportation barriers their clients were facing. These conversations also offered the CHNA a chance to learn about and align with any related initiatives agency partners were already working on, as well as to build the trust and credibility that allowed the project to progress. The CHNA also interacted directly with community residents through attending public events, such as the Quincy Moon Festival, where they engaged residents in interactive activities such as having community members choose between wooden chips with a sad face, indifferent face, or happy face to rank their experience with different modes of travel. The CHNA also included more formal engagement in their needs assessment through community forums and resident focus groups, which were organized through the CHNA’s partnerships with community agencies. Once the action plan was drafted, they returned to the community to see what resonated and gather residents’ reactions.”*

CrossTown Connect (Town of Action) – *“Funding for Crosstown Connect shared dispatch for three member communities, which includes a “conciierge” element that will close the gap in access to ride-hailing and micro-transit based on variation in riders’ cell phone experience/abilities.”*

Town of Lexington – *“Funding for the creation of educational materials about how to ride Lexpress and an actionable plan and timeline for area towns to work towards regionalizing transportation services.”*

Montachusett Regional Planning Commission, Planning Studies -The Montachusett Enterprise Commission, serving as the non-profit affiliate and fiscal agent for the Montachusett Regional Planning Commission, received funds through the Community

Transit Grant Program for two planning studies. The first was to study the feasibility of – and develop an implementation plan for – a volunteer driver program serving older adults and people with disabilities residing in Winchendon and its surrounding communities. The second was to convene a steering committee that will evaluate other community ride connector programs and design a similar program serving the Greater Gardner community.

Greater Attleboro and Taunton Regional Transit Authority, RideMatch - RideMatch is a one-stop searchable directory of public, private, and accessible transportation options in Massachusetts. The Greater Attleboro Taunton Regional Transit Authority (GATRA) developed a detailed directory of transportation options that would enhance customer service by connecting people with a diverse pool of mobility options and the resources on how to use the services. By forming a range of partnerships with multiple agencies and organizations as well as local taxi operators, private, public, non-profit, and community-based organizations GATRA developed the Ride Match online database.

Program reference links:

[MassDOT 5310 Program](#)

<https://www.mvrta.com/how-to-ride/>

<https://www.crosstownconnect.org/>

[Lexpress Travel Training Video](#)

[RideMatch](#)

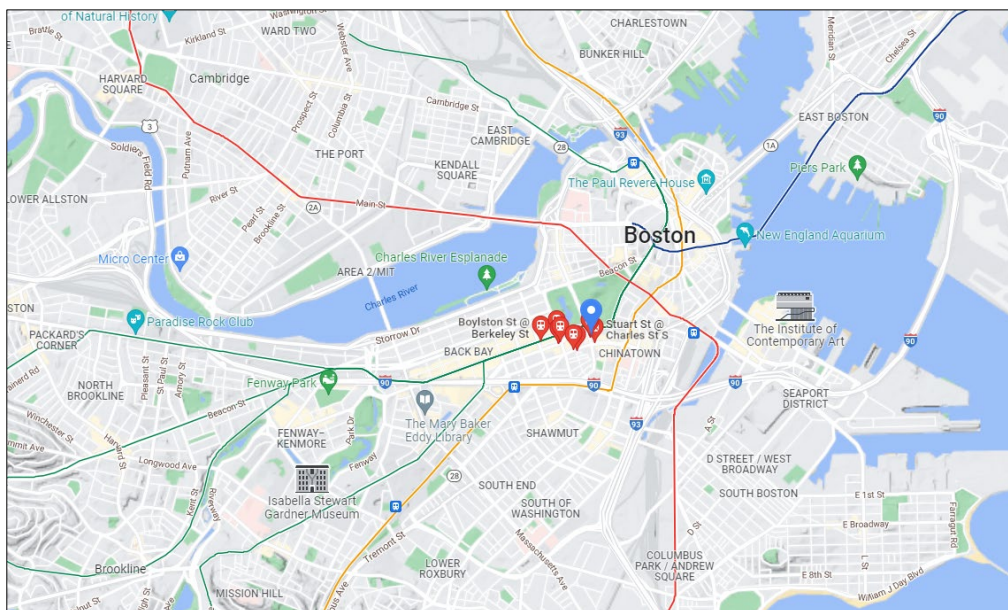


Figure 2 – Boston, Massachusetts; Map provided by Google

3) State of Arizona

The state of Arizona has defined fourteen coordination plans and mobility manager contacts based in regional coordinating agencies around the state. Arizona is unique due to the states blended land mass of urban and desert rural. Therefore, maintaining a solid transportation framework that can manage diverse mobility options around this state is vital. Another key factor that is different from other states is the diverse ridership pool, specifically a variety of languages, large senior populations, and rural tribal areas. Arizona recognizes that new approaches for creating innovative mobility options are necessary to provide better and efficient transportation service.

City of Phoenix, Public Transit Department's Program Management Plan, Mobility Management Application Language:

“Support for mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a nonprofit agency could receive Section 5310 funding to support the administrative costs of sharing services it provides to its own clientele with other seniors and/or individuals with disabilities and coordinate usage of vehicles with other nonprofits, but not the operating costs of service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:

- *The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals;*
- *Support for short-term management activities to plan and implement coordinated services;*
- *The support of state and local coordination policy bodies and councils;*
- *The operation of transportation brokerages to coordinate providers, funding agencies, and passengers;*
- *The provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;*
- *The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and*

- *Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching, and monitoring technologies, as well as technologies to track costs and billing in a coordinated system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense)."*

Examples of programs in the Western Arizona Council of Governments Communities:

Quartzsite Camel Express - The Town of Quartzsite operates the rural public transit service called Quartzsite Camel Express. Quartzsite Camel Express operates curb to curb Dial-A -Ride and flexible fixed route service through the Town of Quartzite and surrounding areas. The following mobility management activities provided are mobility training on how to use the Camel Express service, free passed for seniors ages 60 and older and discounted fares for seniors and person with disabilities (ages 5 to 18).

Bullhead City Senior Center – The Bullhead City Senior Center conducts a volunteer driver program providing transportation services Monday through Friday. They city of Bullhead partnered with River Valley Seniors in 1997, to provide door to door services in the west-central Mohave County transporting passengers to destinations such as dialysis, medical offices, senior centers, and other vital services in the community.

Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA) / Mountain Line Systems – NAIPTA conducts a variety of coordinated activities to help address service, and information gaps in transportation for their region. Mobility management activities such as the travel training and discounted day pass program, and coordination support for local agencies has been very successful for those with disabilities and low incomes that would not be to afford bus fare. Another program, the ecoPass, an employer bus pass program has not only helped the workforce in their community save money in households, but it also made a huge impact environmentally making up 3.9 percent of the ridership on the Mountain Line Systems.

Northwest Valley Connect (NVC) – Northwest Valley Connect conducts a variety of coordinated activities to help address service, and information gaps in transportation for their region. They use the mindset of paying it forward, regarding helping residents, especially the disabled live independently. NVC conducts the following programs: 1. NVC Mobility – Volunteer Program the Call-Click-Connect Mobility Center that responds to ride requests, 2. Taxi Connect Easy is a partnership with UBER or Lyft to provide a more convenient, safe, and low-cost service for seniors 65 and older, veterans and individuals with disabilities.

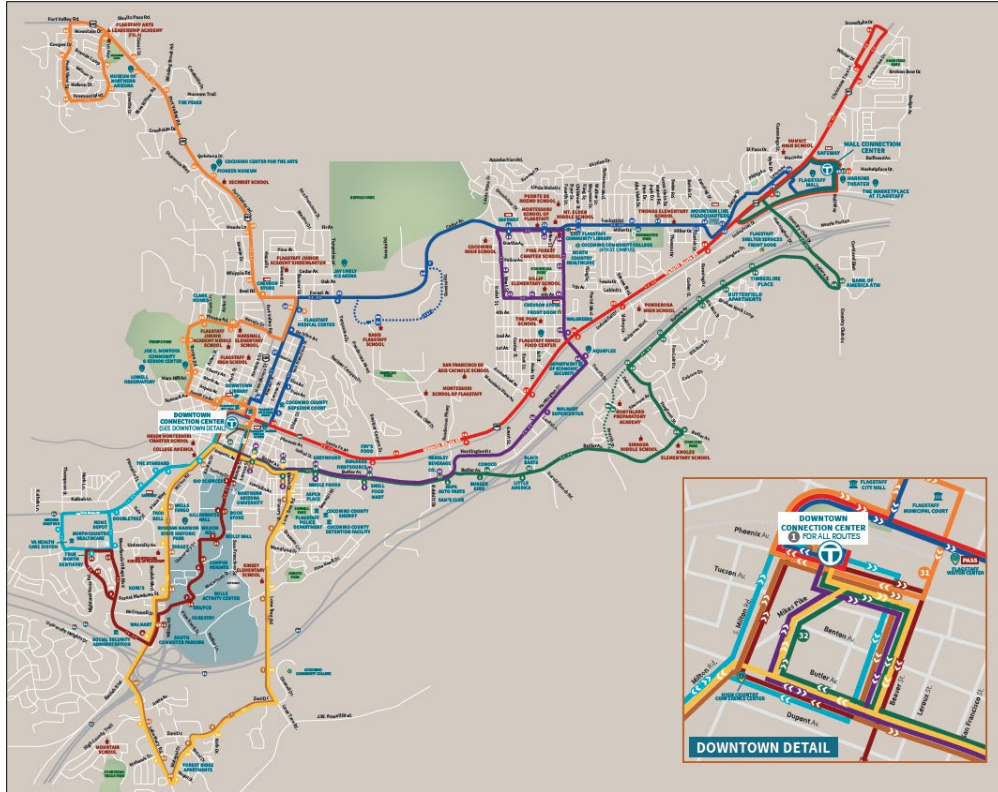


Figure 3 – Flagstaff, Arizona Mountain Line; Map provided by Mountain Line

Program reference links:

[ADOT 5310 Mobility Management](#)

[NAIPTA](#)

[Northwest Valley Connect](#)

4) **Kansas City Area Transportation Authority (KCATA)/Ride KC -- Mid America Regional Council (MARC)**

The Kansas City Area Transportation Authority (KCATA)/Ride KC partners with Mid America Regional Council to administer the 5310-funding application program for the Kansas City urban region of the state of Missouri. MARC has also established a sub-committee, the Mobility Advisory Committee (MAC) per the coordination efforts through the Regional Transit Coordinating Council (RTCC) because of special projects like Link Care per the Kansas City Community for All Ages initiative. The KCATA and MARC oversee the MAC sub-committee under the RTCC where meetings are held bi-monthly. The main goal of

the RTCC is to develop a mobility management system with better coordination to support the transportation for person with disabilities and older adults.

Mid America Regional Council, Mobility Management Application Language:

"Projects that support mobility management and coordination programs among public transportation providers and other human service agencies providing transportation

- *Promotion, enhancement, and facilitation of access to transportation services*
- *Short-term management activities to plan and implement coordinated services*
- *Support of state and local coordination policy bodies and councils*
- *Operation of transportation brokerages*
- *Provision of coordination services such as travel training and trip planning*
- *Development and operation of one-stop transportation traveler call centers*
- *Operational planning for the acquisition of ITS technologies to help plan and operate coordinated systems inclusive of GIS mapping, GPS tech, coordinated vehicle scheduling, dispatching, and monitoring tech, as well as tech to track costs and billing in a coordinated system, and single smart customer payment systems."*

Examples of programs in the Kansas City Region:

Kansas City Area Transportation Authority (KCATA)/Ride KC conducts a travel training and train the trainer program, and group services are offered relating to transit orientation and train the trainer. The transit orientation program conducts activities to familiarize users with the transportation system and making them feel comfortable as an independent rider. The group activities can be customized according to the need of the group, typical training offerings are onboarding/exiting a vehicle, fare payment system, trip planning, use of mobility devices and more.

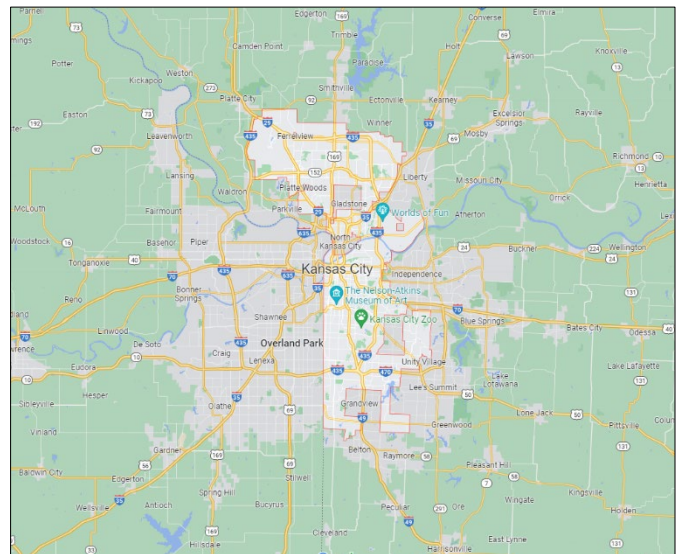


Figure 3 – Kansas City, Missouri; Map provided by Google

Program reference links:

https://marc2.org/tr_5310/pdf/Sect5310ApplicationGuidebook2020.pdf

<https://ridekc.org/mobility-services/ridekc-access>

<https://www.marc.org/Transportation/Committees.html>

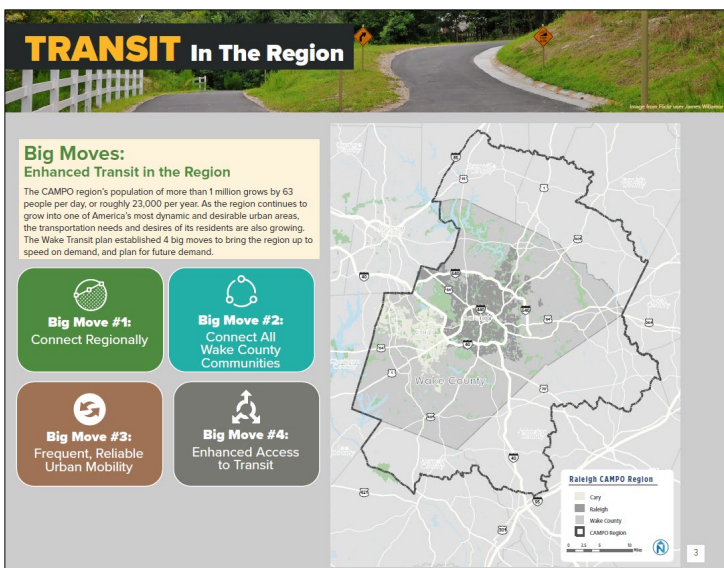
<https://www.marc.org/Community/KC-Communities-for-All-Ages>

<https://www.marc.org/Transportation/Special-Projects/Resources/Link-for-Care>

5) Raleigh, North Carolina

The North Carolina Department of Transportation, Public Transportation Division aims to reduce transportation cost while lowering road congestion and delays. Public transportation enhances communities by providing access to access to work, education, healthcare, shopping, and tourism. The transportation systems across the state served more than 70 million passengers in 2019. The City of Raleigh is one of the largest regions in the state and hosts the most diverse range of mobility options.

The NC Capital Area MPO (CAMPO) developed the Mobility Management Program



Implementation Study, and represents the City of Raleigh, Wake County, and the Town of Cary. The goal of this 2022 plan focuses on the following: 1) Connect Regionally, 2) Connect all Wake County Communities, 3) Frequent and Reliable Urban Mobility, and 4) Enhancing Access to Transit. The plan defines mobility management and the role of the mobility managers and why it is important, typical stakeholders involved, and how the plan relates to other state transportation/community plans in the region.

Figure 4 – Raleigh CAMPO Region Map provided by CAMPO

Go Raleigh 5310 Program Management Plan - Mobility Management Application
Language:

"F. Support for mobility management and coordination programs among public transportation providers and other human services agencies providing transportation. Mobility management is an eligible capital expense. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a nonprofit agency could receive Section 5310 funding to support the administrative costs of sharing services it provides to its own clientele with other seniors and/or individuals with disabilities and coordinate usage of vehicles with other nonprofits, but not the operating costs of service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service.

Mobility management activities may include:

- The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low- income individuals;*
- Support for short-term management activities to plan and implement coordinated services;*
- The support of state and local coordination policy bodies and councils; The operation of transportation brokerages to coordinate providers, funding agencies, and passengers;*
- The provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;*
- The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and*
- Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching, and monitoring technologies, as well as technologies to track costs and billing in a coordinated system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense)."*

Examples of programs in the Raleigh, North Carolina Region:

Alliance of Disability Advocates (ADANC) - Alliance of Disability Advocates (ADANC) is a Center for Independent Living (CIL) established in 1999 (then Universal Disability Advocates) that focuses on helping those with disabilities live independently in their community. With the support of 5310 mobility management funds, they have developed a

series of ADA travel training videos in English and Spanish for riders to familiarize themselves with the public transportation system.

The Center for Volunteer Caregiving - The Center for Volunteer Caregiving of Wake County with their trained volunteers, assists older adults and adults with disabilities to live independently. Many seniors in the area do not have a support system to help them with daily tasks such as going to store or attending medical appointments. As transportation has been identified as constant challenge for seniors, the center provides free escorted transportation to medical appointments and food stores, and shopping services for people who cannot leave their home.

Program reference links:

[GoRaleigh 5310 Program](#)

[Capital Area Mobility Management Plan - Mobility Management Primer 2022](#)

[ADANC Travel Training Videos](#)

[The Center for Volunteer Caregiving - Transportation Program](#)

6) State of Wisconsin

In the state of Wisconsin mobility management began as an initiative of former Governor Jim Doyle, who identified this as a top priority and challenged state agencies with the task of coordinating transportation and formed the Interagency Council on Mobility Management. Mobility management activities in Wisconsin are coordinated and developed within the local human services transportation planning process.

Wisconsin DOT Section 5310 Application Guidelines for Non-traditional Projects, Mobility Management Application Language:

<i>Operating Activities</i>	<i>Mobility Management Activities</i>
<ul style="list-style-type: none"> • <i>Volunteer Driver Programs</i> • <i>Voucher Programs</i> • <i>Transportation Service Enhancements</i> • <i>System Capacity Building</i> • <i>Establishing new or expanded fixed route ordemand response services</i> 	<ul style="list-style-type: none"> • <i>Travel Training</i> • <i>Transit Itinerary Planning</i> • <i>Transportation Needs Studies</i> • <i>One-stop Traveler Call Centers</i> • <i>Transportation Brokerage Operation</i>

MOBILITY MANAGEMENT

"FTA Circular 9070.1 states that Mobility Management "consists of short-range planning and management activities and projects for improving coordination among public transportation

and other transportation service providers carried out by a recipient or subrecipient through an agreement entered with a person, including a government entity, under 49 U.S.C. Chapter 53 (other than Section 5309). Mobility Management does not include operating public transportation services." Mobility Management is intended to build coordination to expand the availability of service. Mobility management activities may include:

- (a) Promotion, enhancement, or facilitation of access to transportation services, including the integration and coordination of services for seniors and individuals with disabilities;*
- (b) Support for short term management activities to plan and implement coordinated services;*
- (c) The support of state and local coordination policy bodies and councils;*
- (d) The operation of transportation brokerages to coordinate providers, funding agencies and customers;*
- (e) The provision of coordination services, including employer-oriented Transportation Management Organizations' and Human Service Organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;*
- (f) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and*
- (g) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System Technology, coordinated vehicle scheduling, dispatching, and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand-alone capital expense)."*

Program Examples in Wisconsin:

The Center for Independent Living - The Center for Independent Living of Wisconsin Independent Living Centers conducts a volunteer driver program for seniors in 42 counties and a voucher program for those looking for training employment, starting employment or education opportunities.

Stevens Point City Bus - Stevens Point City Bus conducts a free travel training program for the fixed route system to help residents ride the bus independently. (See video link below)

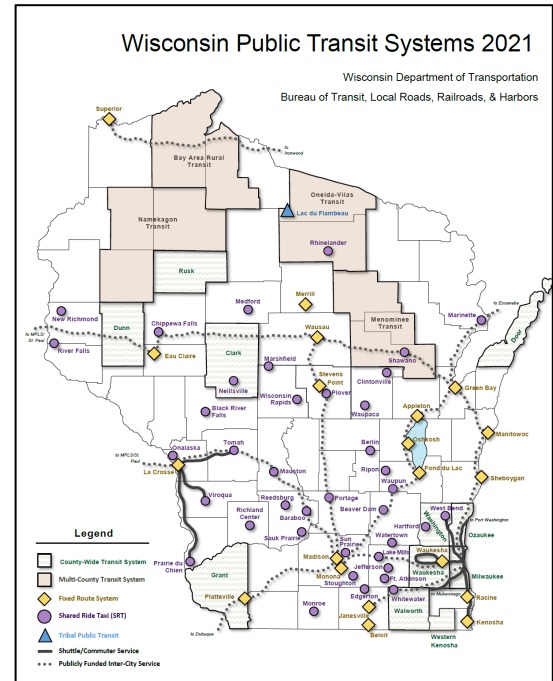
Calumet County - Calumet County conducts a volunteer drivers program providing transportation locally and long-distance medical transportation.

City of Manitowoc - The City of Manitowoc conducts a variety of mobility management projects that include: a one-stop call center - a centralized location for the city and county transportation information, a Bus Buddy program which provides peer travel training, the Manitowoc County transportation resource directory, community outreach presentations, and the annual "Leave Your Car at Home Week" park and ride campaign.

Rusk County Transit Commission (RCTC) - The RCTC conducts the following mobility management activities; 1. Bus Buddy - travel peer training program, 2. One on One Personalized travel training and 3. Volunteer Driver Program for seniors and individuals with disabilities to promote independent living.

Door-Tran - The Door-Tran in Sturgeon Bay, Wisconsin conducts a range of the following mobility management activities; gas vouchers, volunteer driver programs, outreach information educating the community about transportation and trip planning.

Make The Ride Happen (Lutheran Social Services of Wisconsin and Upper Michigan, Inc)- Make the Ride Happen in Sturgeon Bay, Wisconsin conducts a range of the following mobility management activities; gas vouchers, volunteer driver programs, outreach information educating the community about transportation and trip planning.



Program reference links:

[WSDOT 5310 Application](#)

[WSDOT Mobility Management](#)

[Stevens Point City Bus](#)

[RCTC - Mobility Management](#)

7) Virginia Department of Rail and Public Transportation

The State of Virginia's Department of Rail and Public Transportation demonstrates a best practice of including concise information regarding how mobility management funds should be utilized by 5310 funding. Grantees apply through a competitive, discretionary award process for the following items: operating, replacement or expansion of fleet vehicles, capital projects such as ADA upgrades, and mobility management activities. The application below outlines the following eligibility requirements to be awarded funding to create product or conduct mobility management activities.

Virginia Department of Rail and Public Transportation Section 5310 Application Guidelines for Projects:

The FTA requires that at least 55% of any rural, small urbanized, and large urbanized area's annual apportionment be utilized for public transportation capital projects that are planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. Further, the law provides that these funds may be allocated to:

1. A private nonprofit organization; or
2. A state or local governmental authority that:
 - a. is approved by a state to coordinate services for seniors and individuals with disabilities; or
 - b. certifies that there are no nonprofit organizations readily available in the area to provide the service.

**TRADITIONAL PROJECTS
(55% MINIMUM)**

BUSES AND VANS, WHEELCHAIR
LIFTS, RAMPS, AND SECUREMENT
DEVICES

MOBILITY MANAGEMENT

OTHER CAPITAL PROJECTS

Eligible capital expenses that meet the 55% requirement include:

1. Rolling stock and related activities for FTA Section 5310 funded vehicles:
 - a. Acquisition of expansion or replacement ADA accessible buses or vans, and related procurement, testing, inspection, and acceptance costs;
 - b. Radios and communication equipment for the vehicle;
 - c. Vehicle wheelchair lifts, ramps, and securement devices.
2. Support equipment for FTA Section 5310 funded vehicles:
 - a. Computer hardware and software;
 - b. Transit-related intelligent transportation systems (ITS);
 - c. Dispatch systems;
 - d. Fare collection systems.
3. Mobility management and coordination programs among public transportation providers and other human service agencies providing transportation, which enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a nonprofit agency could receive FTA Section 5310 funding to

support the costs of sharing services it provides to its own clientele with other seniors and/or individuals with disabilities and coordinate usage of vehicles with other nonprofits, but not the operating costs of service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:

- a. The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals;
- b. The operation of transportation brokerages to coordinate providers, funding agencies, and passengers;
- c. The provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
- d. The development and operation of one-stop transportation traveler call centers or websites to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs;
- e. Operational planning for the acquisition and implementation of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching and monitoring technologies, technologies to track costs and billing in a coordinated system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense).

Mobility management projects have a federal share of eighty percent (80%). As funds allow, the state provides a sixteen percent (16%) match from the state's paratransit funds. These projects require a four percent (4%) local match.

For Mobility Management, Operating, and Capital projects, all of the local match must be provided from sources other than U.S. Department of Transportation (DOT) funds. However, local match may be derived from other Federal funds that are eligible to be expended for transportation. It is up to each subrecipient to verify the eligibility of funding toward a local match.

Program Examples in the state of Virginia:

Mobility Projects listed in the tables below are provided by The Community Transportation Association of Virginia Mobility Management District Guide. Mobility Manager areas are arranged per the state planning districts.

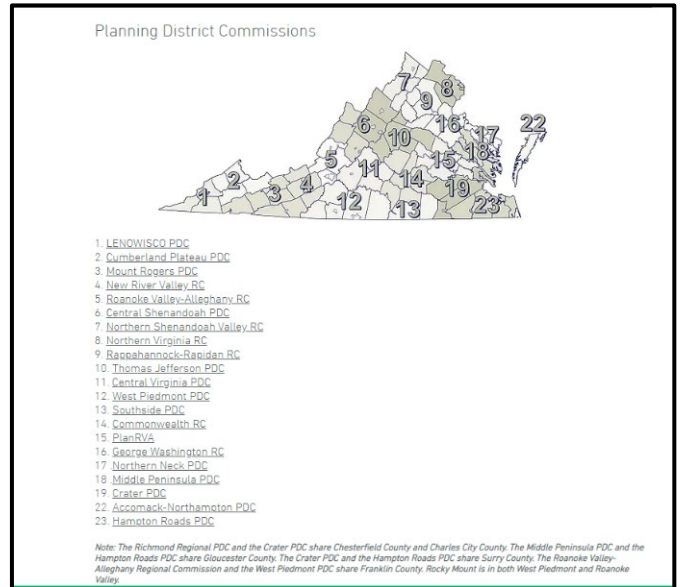


Figure 6 – State of Virginia Planning Districts; Map provided by Virginia Association of Planning District Commissions

PLANNING DISTRICT:	Planning District 1, Lenowisco PDC
Name:	Mountain Empire Older Citizens, MEOC Transit
Mobility Manager/ Analyst/ Staff:	Nicky Fleenor, Mobility Manager
SERVICE AREA:	City of Norton, and Lee, Scott, and Wise Counties
CONTACT INFO:	Phone (276) 523-7433 Fax (276) 523-0426 Email: nflenor@meoc.org Office Hours: 8:30 AM- 4:30 PM
MOBILITY SERVICES:	1. Mobility Management
	2. Passenger Attendant Services
	3. Gas Voucher Program
	4. Senior Transportation services (for Veterans 55+)
	5. Volunteer Driver Program
	6. Providing services through NCST Ladders of Opportunity Initiative- provides outreach and education to seniors
PLANNING DISTRICT:	Planning District 2, Cumberland Plateau PDC
Name:	None Available
Mobility Manager/ Analyst/ Staff:	
SERVICE AREA:	
CONTACT INFO:	
MOBILITY SERVICES:	
PLANNING DISTRICT:	Planning District 3, Mount Rogers PDC
Name:	None Available
Mobility Manager/ Analyst/ Staff:	
SERVICE AREA:	
CONTACT INFO:	
MOBILITY SERVICES:	
PLANNING DISTRICT:	Planning District 4, New River Valley PDC
Name:	New River Valley Senior Services, Mobility Coordination

Mobility Manager/ Analyst/ Staff	Chris Blankenship, Mobility & Med-Ride Program Coordinator
SERVICE AREA	Counties of: Floyd, Giles, Montgomery, Pulaski City of: Radford Towns of: Blacksburg, Christiansburg, Floyd, Narrows, Pearisburg, Pulaski, Rich Creek
CONTACT INFO	6226 University Park Drive, Suite 3100, Fairlawn, VA 24141 Phone: 540-994-2632, 540-980-0754, 1-888-633-7433 Email: mobility@nrva.org
MOBILITY SERVICES	1. Non-Emergency medical transportation, transportation for personal, shopping or related trip to assist clients with staying connected to their community
	2. Fuel Voucher Program
	3. Purchase of transit passes and assistance with navigating the transit system.
	4. Transportation counseling
PLANNING DISTRICT:	Planning District 5, Roanoke Valley-Alleghany RC
Name:	None Available
Mobility Manager/ Analyst/ Staff:	
SERVICE AREA:	
CONTACT INFO:	
MOBILITY SERVICES:	
PLANNING DISTRICT:	Planning District 6, Central Shenandoah PDC
Name:	Rockbridge Area Transportation
Mobility Manager/ Analyst/ Staff:	Natalie Watkins, Mobility Manager
SERVICE AREA:	Town of Glasgow, City of Buena Vista, City of Lexington, Fairfield, Greenville, Natural Bridge, Clifton Forge, Covington, and Buchanan
CONTACT INFO:	Phone: 540-463-3346 Email: director.rats@rockbridge.net Office Hours: 8:00 AM – 4:30 PM, Monday-Friday
MOBILITY SERVICES:	Rockbridge Area Transportation Services help communities and agencies within the Rockbridge county and city of Lexington work together by providing high quality planning, technical assistance and facilitation services that address

	local, regional and state needs to veterans, low-income families, and older adults in an innovative, timely and cooperative manner.
PLANNING DISTRICT:	Planning District 7, Northern Shenandoah Valley RC
Name:	None Available
Mobility Manager/ Analyst/ Staff:	
SERVICE AREA:	
CONTACT INFO:	
MOBILITY SERVICES:	
PLANNING DISTRICT:	Planning District 8, Northern Virginia RC
Name:	Northern Virginia Mobility Access Project
Mobility Manager/ Analyst/ Staff:	Cynthia Alarico, Human Services Transportation Mobility Manager MaryJo Hensler, Mobility Management Analyst
SERVICE AREA:	Fairfax and Loudoun Counties
CONTACT INFO:	Phone: 703-324-7075 or 703-324-7051
MOBILITY SERVICES:	
PLANNING DISTRICT:	Planning District 9, Rappahannock-Rapidan RC
Name:	Foothills Area Mobility System (FAMS)
Mobility Manager/ Analyst/ Staff:	Kristin LamPeraza, Mobility Manager
SERVICE AREA:	The towns of Culpeper, Gordonsville, Madison, Orange, Remington, Warrenton, and Washington and Culpeper, Fauquier, Madison, Orange, and Rappahannock Counties
CONTACT INFO:	Phone (540) 829-5300 Email: info@fams.org Website: www.fams.org Office Hours: 8:00 AM-4:30 PM, Monday-Friday
MOBILITY SERVICES:	1.Free person-centered information and referral on all available public, private, and volunteer transportation in PD 9 2.Free Travel-Training and trip planning services
PLANNING DISTRICT:	Planning District 10, Thomas Jefferson PDC
Name:	JAUNT Inc. Mobility Analyst Program
Mobility Manager/ Analyst/ Staff	Mary Honeycutt, Mobility Manager Debbie Taylor, Director of Operations

SERVICE AREA	City of Charlottesville, and Albermarle, Amherst, Buckingham, Fluvanna, Louisa, and Nelson Counties
CONTACT INFO	JAUNT, Inc. mobile: 434.326.2540 office: 434.296.3184 ext. 133 Email: marvh@ridejaunt.org Website: www.ridejaunt.org Office Hours: 8:30 AM- 5:00 PM, Monday-Friday
MOBILITY SERVICES	1.Highly specialized trip planning 2.Maintenance of comprehensive & exhaustive transportation resources database for all options available in the service area (private, non-profit, school, volunteer, government, etc.) 3.Spanish interpretation, referrals, and trip planning 4.GIS Census Map Creation and Ridership Analysis 5.Liaison to Community Group, Interagency Partnerships, Workforce Development, and Refugee Resettlement Working Groups 6.Development and Implementation of Special Projects, Metrics, and Grant Writing
PLANNING DISTRICT:	Planning District 11, Region 2000 LGC
Name:	None Available
Mobility Manager/ Analyst/ Staff:	
SERVICE AREA:	
CONTACT INFO:	
MOBILITY SERVICES:	
PLANNING DISTRICT	Planning District 12, West Piedmont PDC
Mobility Manager/ Analyst/ Staff	Mandy Folman, Mobility Manager
SERVICE AREA	Cities of Danville and Martinsville, Town of Rocky Mount, and Franklin, Henry, Patrick, and Pittsylvania Counties
CONTACT INFO	Phone (276) 632-6442 Fax (276) 632-6252; Email: mfolman@southernaaa.org Website: www.mile1.net Office Hours: 8:00 AM-5:00 PM, M-F

MOBILITY SERVICES	1.Voucher Program- Cities of Danville and Martinsville, Henry, Franklin and Pittsylvania Counties for non-emergency medical transportation to local medical facilities
	2.Miles 4 Vets Program- Cities of Danville and Martinsville, Henry and Franklin Counties door-to-door service for seniors and disabled vets to Salem Veterans Affairs Medical Center (SVAMC) and Danville CBOC
	3.Mile 2 Volunteer Driver Program- All of West Piedmont for non-emergency medical transportation to out-of-town medical facilities
	4.Provides online directory of transportation providers currently in the Martinsville and Henry Co. area.
PLANNING DISTRICT:	Planning District 13, Southside PDC
Name:	None Available
Mobility Manager/ Analyst/ Staff:	
SERVICE AREA:	
CONTACT INFO:	
MOBILITY SERVICES:	
PLANNING DISTRICT:	Planning District 14, Commonwealth RC
Name:	None Available
Mobility Manager/ Analyst/ Staff:	
SERVICE AREA:	
CONTACT INFO:	
MOBILITY SERVICES:	
PLANNING DISTRICT:	Planning District 15, Richmond Regional PDC
Name:	Senior Connections, Capital Area Agency on Aging
Mobility Manager/ Analyst/ Staff:	Norman Johnson/Frank Vance, Mobility Program Manager
SERVICE AREA:	City of Richmond, and Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, and Powhatan Counties
CONTACT INFO:	Phone (804) 751-4690 or johnsonno@chesterfield.gov / vancef@chesterfield.gov
MOBILITY SERVICES:	1.Counsel seniors & person with disabilities on resources to meet transportation needs
	2.Provide information about available transportation resources
	3.Provide rides for seniors & person with disabilities for up to two medical appointments per month with transportation providers (public transit, para-transit, private transportation)

PLANNING DISTRICT:	Planning District, 15 Richmond Regional PDC
Name:	Chesterfield Citizen Information and Resources
Mobility Manager/Analyst/Staff:	Dawn Missory, Mobility Manager
SERVICE AREA:	Chesterfield County
CONTACT INFO:	Phone (804) 751-4690 or missoryd@chesterfield.gov
MOBILITY SERVICES:	1. Management of Access Chesterfield – Chesterfield County’s Human Service Transportation Program for those 60 plus, with disabilities or living in low-income households.
	2.Provide information about available transportation resources
	3.Research and development alternative transportation options
PLANNING DISTRICT:	Planning District 16, George Washington RC
Name:	Mobility Options, Healthy Generations Area Agency on Aging
Mobility Manager/ Analyst/ Staff:	Jennifer Falknor, Mobility Manager
SERVICE AREA	City of Fredericksburg, and Caroline, King George, Spotsylvania, and Stafford Counties
CONTACT INFO	Phone: (540) 656-2985 www.raaa16.org Office Hours: 8:00 AM-4:30 PM, Monday-Friday
MOBILITY SERVICES	1.Comprehensive Transportation Counseling
	2.Free specialized Travel Training services in coordination with FREDericksburg Regional Transit
	3.Limited door-to-door paratransit transportation services for qualified individuals with disabilities, and individuals over the age of 60 that are transportation disadvantaged. Trips are scheduled for a variety purposes including but not limited to non-emergency medical, shopping, personal, education, and/ or employment
	4.Fuel voucher program
	5.Volunteer driver program (in need of volunteers)
PLANNING DISTRICT:	Planning District 17, Northern Neck PDC Planning District 18, Middle Peninsula PDC
Name:	New Freedom Mobility Management
Mobility Manager/ Analyst/ Staff:	Katherine Newman, Mobility Manager
SERVICE AREA:	
CONTACT INFO:	Phone: (804)824-2543 or (804)250-2019 x1101

	Email:knewman@bayaging.org Website:www.baytransit.org Office Hours 8:30 AM- 4:30 PM, Monday-Friday
MOBILITY SERVICES:	1.Para-transit transportation services for qualified individuals with disabilities, and individuals over the age of 60 that are transportation disadvantaged. Trip purposes include but not limited to non-emergency medical, shopping, personal, education, and/ or employment
	2.Mobility Management
	3.Volunteer Driver Program
	4.Provides online directory of transportation providers in & servicing the northern Neck, Middle Peninsula
	5.Transportation Counseling for Seniors
	6.Fuel Voucher Program
PLANNING DISTRICT:	Planning District 19, Crater PDC
Name:	None Available
Mobility Manager/ Analyst/ Staff:	
SERVICE AREA:	
CONTACT INFO:	
MOBILITY SERVICES:	
PLANNING DISTRICT:	Planning District 22, Accomack-Northampton PDC
Name:	None Available
Mobility Manager/ Analyst/ Staff:	
SERVICE AREA:	
CONTACT INFO:	
MOBILITY SERVICES:	
PLANNING DISTRICT:	Planning District 23, Hampton Roads PDC
Name:	Senior Services of Southeastern Virginia
Mobility Manager/ Analyst/ Staff:	Jason Inge
SERVICE AREA:	Chesapeake, Norfolk, Portsmouth, Suffolk, Virginia Beach, Franklin, Isle of Wight County, Southampton County
CONTACT INFO:	Phone: 757-647-3051 x 545

CONTACT INFO	420 DuPont Road Morgantown, WV 26501 304 296 3680 Email: jinge@ssseva.org
MOBILITY SERVICES:	1.Medical Rides
	2.Therapy Rides
	3.Adult Day Care Rides
	4.Local Wellness
	5.Congregate Transportation
Additional Services	1. Fixed Route: Norfolk- Wards Corner, Smithfield, Franklin 2. Demand Response: Courtland, Hunterdale, Sedley, Boykins, Branchville, Newsome, Western Tidewater 3. Paratransit Service: Suffolk
MARYLAND	
PLANNING DISTRICT:	
Name:	Worcester County Commission on Aging
Mobility Manager/ Analyst/ Staff:	Nichole Self, Mobility Manager
SERVICE AREA:	Worcester County
CONTACT INFO:	Phone: (410) 632-0111 x 121 (443) 523-440 Email: nichole@worcoa.org Website: www.worcoa.org Office Hours: 8:00 AM - 4:30 PM, Monday-Friday
MOBILITY SERVICES:	1.Options Counseling for all transportation available to seniors & individuals with disabilities
	2.Assistance with tickets for local Transit provider & Shore Transit
	3.Assistance with submitting applications for ADA services with Shore Transit
	4.Travel Training & Education
	5.Scheduling transportation for Adult Medical Day Care & Senior Center participants with transit
	6.Volunteer Driver Program
WEST VIRGINIA	
NAME	Mountain Line Transit
Mobility Coordinator	Kelli LaNeve
SERVICE AREA	Morgantown

Program reference links:

[Virginia Mobility Management Directory](#)

[Planning District Maps](#)

Recommendations of Sample 5310 Mobility Management Application Language

The sample language below could be incorporated into 5310 program – Mobility Management application programs to ensure the applicant understands the eligible program activity requirements.

Per the FTA “Mobility management is an eligible capital expense under most U.S. Department of Transportation (USDOT) Federal Transit Administration (FTA) programs (49 U.S.C. 5307, 5310 , 5311, 5318, and Fixing America's Surface Transportation Act Section 3006(b)). This means FTA can fund 80 percent of mobility management expenses. Federal Transit Law also affords the option to use non-DOT transportation funding or service contracts to meet matching requirements. Federal Transit Law (49 U.S. Code § 5302) defines mobility management as a capital project “consisting of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a governmental entity, under this chapter (other than section 5309); but excluding operating public transportation services.”

Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability and diverse range of service options. Mobility Management activities eligible for funding may include:

- Staff training and development of outreach material
- Establishing local and regional partnerships to enhance the coordination of transportation services
- Provide training for customers, travel training, buddy programs, trip planning assistance
- Planning for the implementation of intelligent transportation technologies to enhance coordination and rider experience
- Development of one-call, one-click of mobility resources
- Brokerage – coordination of providers, funding resources and riders
- Specialized education to promote the access of transportation services coordinating for seniors, those with disabilities and low-income individuals
- Planning of short-term programs and implementation of services

Recommendations of Mobility Management Activities

- Travel Training – Customized, Group Training, Video campaigns
- Ambassador or Buddy Passenger Programs – aid riders who are not familiar with the system
- Education/Outreach – TV advertisement, Radio Campaigns, social media, School and local organization Visits or workshops
- One-Call, One Click Resource Centers for all transportation information
- Mobility Management staff positions housed in organizations and agencies
- Stakeholder trainings and planning sessions for implementation of sustainable mobility management activities – Educational Institutions, Healthcare providers, private industry, passengers, planning agencies, providers, advocates, and human service partners
- Involvement and planning with human services transportation coordination
- Local and Regional Needs assessments and Program Design
- Funding
- Data collection – performance evaluation/assessment of local and regional programs

A **Mobility Management Network** is comprised of the agencies, organizations, and/or participants who lead efforts to improve integration across mobility options; make public and private transit more attractive and easier to use, especially for people with disabilities; identify innovative solutions; as well as reduce and re-distribute travel demand to help unlock the capacity of transport systems.

Conclusion

This information brief is based on the technical assistance experience and activities of one NCMM Regional Liaison. There is so much that we have learned about the characteristics of how each Section 5310 – Mobility Management program is conducted and promoted to eligible grantees. Mobility management is defined differently and unique to a state or region. Per the information presented in this informational brief, mobility management programs (including the application language) should be aligned with FTA standards and supported by additional programming customized to the needs of each community. There is not a one-size-fits-all approach to a mobility management program, however, the information and examples outlined within this brief provide programmatic ideas that can be successful and would fit a range of community needs. Other tools produced by NCMM such as its [information briefs](#) and [e-learning training](#) can be valuable complements to this product. For more information on NCMM, please visit our website at www.nc4mm.org

Resources

The following FTA-funded national technical assistance centers can provide free support and resources to help improve mobility options for individuals and communities.

- ❑ **National Rural Transit Assistance Program (RTAP).** <https://www.nationalrtap.org/> call for resources and info: 1-888-589-6821 or email: info@nationalrtap.org. This center supports the Grants for Rural Areas Program.
- ❑ **National Center for Mobility Management (NCMM).** <https://nationalcenterformobilitymanagement.org/> phone: 1-866-846-6400 email: info@nc4mm.org. This center supports mobility management, which means helping communities and individuals create and manage their mobility options NCMM supports grantees, mobility managers, and partners in promoting customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community.
- ❑ **National Aging and Disability Transportation Center (NADTC).** <https://www.nadtc.org/> phone: 1-866-983-3222 email: contact@nadtc.org. This center supports the Grants for Enhanced Mobility for Seniors and Individuals with Disabilities Program.
- ❑ **National Center for Applied Transit Technology (N-CATT).** <https://n-catt.org/>. The mission of this center is to translate emerging transportation technologies for states and localities across the United States. Contact us: <https://n-catt.aura-software.com/contact/>.
- ❑ **Shared Use Mobility Center (SUMC).** <https://sharedusemobilitycenter.org/>. The Shared-Use Mobility Center is a public-interest organization dedicated to achieving equitable, affordable, and environmentally sound mobility across the US through the efficient sharing of transportation assets. By connecting the public and private sectors, piloting programs, conducting new research, and providing policy and technical expertise to cities and regions, SUMC seeks to extend the benefits of shared mobility for all. Contact us: info@sharedusemobilitycenter.org.

