

FTA Report No. 0275



# Annual Report on FAST Act Section 3006(b) Pilot Program for Innovative Coordinated Access and Mobility Fiscal Year 2025



**PREPARED BY**

**Federal Transit Administration  
Office of Program Management  
Rural and Targeted Programs Division**



U.S. Department of Transportation  
**Federal Transit Administration**

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## COVER PHOTO

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## December 2025

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Federal Transit Administration  
Office of Research, Demonstration and Innovation  
U.S. Department of Transportation  
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### Metric Conversion Table

SYMBOL	WHEN YOU KNOW	MULTIPLY BY	TO FIND	SYMBOL
<b>LENGTH</b>				
in	inches	25.4	millimeters	mm
ft	feet	0.305	meters	m
yd	yards	0.914	meters	m
mi	miles	1.61	kilometers	km
<b>VOLUME</b>				
fl oz	fluid ounces	29.57	milliliters	mL
gal	gallons	3.785	liters	L
ft <sup>3</sup>	cubic feet	0.028	cubic meters	m <sup>3</sup>
yd <sup>3</sup>	cubic yards	0.765	cubic meters	m <sup>3</sup>
NOTE: volumes greater than 1000 L shall be shown in m <sup>3</sup>				
<b>MASS</b>				
oz	ounces	28.35	grams	g
lb	pounds	0.454	kilograms	kg
T	short tons (2000 lb)	0.907	megagrams (or "metric ton")	Mg (or "t")
<b>TEMPERATURE (exact degrees)</b>				
°F	Fahrenheit	$\frac{5(F-32)}{9}$ or $\frac{(F-32)}{1.8}$	Celsius	°C

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14. ABSTRACT  
This report provides an update on projects selected pursuant to five Federal Transit Administration (FTA) Notices of Funding Opportunity (NOFOs) (81 FR 17549, 83 FR 46534, 84 FR 58819, 86 FR 55907, and 88 FR 78457) for Section 3006(b) of the Fixing America’s Surface Transportation Act (FAST), Public Law 114-94, Pilot Program for Innovative Coordinated Access, and Mobility (ICAM Pilot Program). The primary purpose of these projects is to find and test promising, replicable public transportation health care access solutions that support the goals of (1) increasing access to care, (2) improving health outcomes, and (3) reducing health care costs. The ICAM Pilot Program, Mobility for All Pilot Program, Access and Mobility Partnership Grants, and Rides to Wellness Demonstration Program are initiatives that build partnerships, stimulate investment, and drive change across the health and transportation sectors to ensure that transportation disadvantaged populations can access non-emergency medical transportation (NEMT) to the health care services they need.

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## Executive Summary

Section 3006(b) of the Fixing America's Surface Transportation (FAST) Act, Pub. L. 114-94, created the Pilot Program for Innovative Coordinated Access and Mobility (ICAM Pilot Program). ICAM Pilot Program funds must be used for capital projects to improve the coordination of transportation services and non-emergency medical transportation (NEMT) for transportation disadvantaged populations.

Section 3006(b) further requires that:

The Secretary shall make publicly available an annual report on the pilot program carried out under this subsection for each fiscal year, not later than December 31 of the calendar year in which that fiscal year ends.

The ICAM Pilot Program was authorized for \$2.00 million in Fiscal Year (FY) 2016, \$3.00 million in FY 2017, \$3.25 million in FY 2018, and \$3.50 million in FY 2019, FY 2020, and FY 2021. The Infrastructure Investment and Jobs Act (IIJA, Pub. L. 117-58, Nov.15, 2021) authorized additional funding for the ICAM Pilot Program. The IIJA authorized an additional \$4.60 million in FY 2022, \$4.70 million in FY 2023, \$4.82 million in FY 2024, \$4.92 million in FY 2025, and \$5.05 million in FY 2026.

As of September 30, 2025, FTA has projects active under four separate funding opportunities for the ICAM Pilot Program.

In FY 2018, FTA issued a NOFO (83 FR 46534) for Access and Mobility Partnership Grants for transit coordination projects that improve access to healthcare. From the FY 2018 NOFO, 23 capital-only projects were funded with \$7,394,124 in FY 2018, FY 2019, and prior year ICAM Pilot Program funding.

In FY 2020, FTA issued a NOFO (84 FR 58819) for the ICAM Pilot Program called the Mobility for All Pilot Program. From the FY 2020 NOFO, 17 capital-only projects were funded with \$3,502,820 in FY 2019 and FY 2020 ICAM Pilot Program funding.

In FY 2021, FTA issued a NOFO (86 FR 55907) for the ICAM Pilot Program. Applications were due by December 6, 2021, and selections were announced on June 16, 2022. Seventeen capital-only projects were funded with \$8,404,279 in FY 2021 and FY 2022 funding.

In FY 2024, FTA issued a fifth NOFO (88 FR 78457) for the ICAM Pilot Program. Applications were due by February 13, 2024, and selections were announced on June 10, 2024. Seventeen capital-only projects for \$7,833,610 were awarded.

Complete allocation tables for the FY 2018, 2020, 2021, and 2024 grant competitions can be found in the [Annual Report on FAST Act Section 3006\(b\) Pilot Program for Innovative Coordinated Access and Mobility Fiscal Year 2024](#).

In FY 2026, FTA plans to issue a NOFO utilizing FY 2025, FY 2026, and prior year funding.

## Section 1

# Legislative Background

Section 3006(b) of the FAST Act created a new Pilot Program; ICAM Pilot Program funds must be used for capital projects to improve the coordination of NEMT for transportation disadvantaged populations. Funding intended for organizations that focus on coordinated transportation solutions was authorized for \$18.75 million between FY 2016 through FY 2021. The IIJA authorized \$24,102,620 in funding from FY 2022 through FY 2026 for the ICAM Pilot Program. The IIJA authorized \$4.60 million in FY 2022, \$4.70 million in FY 2023, \$4.82 million in FY 2024, \$4.92 million in FY 2025, and \$5.05 million in FY 2026. A summary of the ICAM Pilot Program funding for FY 2022 – FY 2026 is shown in Table 1.

**Table 1-1** ICAM Pilot Program Funding, FY 2022 – FY 2026

	FY 2022 (mil \$)	FY 2023 (mil \$)	FY 2024 (mil \$)	FY 2025 (mil \$)	FY 2026 (mil \$)
Competitive ICAM Pilot Program	4.61	4.70	4.82	4.92	5.05

Additionally, Section 3006(b) requires that:

The Secretary shall make publicly available an annual report on the pilot program carried out under this subsection for each fiscal year, not later than December 31 of the calendar year in which that fiscal year ends. The report shall include a detailed description of the activities carried out under the pilot program and an evaluation of the program, including an evaluation of the performance measures described in paragraph (3)(D).

In accordance with Section 3006(b)(3)(D), each applicant must identify specific performance measures the eligible project will use to quantify actual outcomes against expected outcomes.

## Section 2

# Program Evaluation

The ICAM Pilot Program participants are required to evaluate the progress of their pilot projects through performance measures and prepare a final report that summarizes the outcomes of their pilot projects.

FTA has received final reports for 22 of the 23 FY 2018–FY 2019 grants and 12 of the 16 obligated FY 2020 grants. The final reports include a project description, summary of the performance measures and outcomes, lessons learned, project sustainability, and the impact of COVID-19. The intent of the ICAM Pilot Program Final Reports, in addition to providing performance measure and outcome data, is to provide a blueprint that organizations interested in replicating the ICAM Pilot Program projects can use to prepare similar projects. Final reports can be found at <https://www.nadtc.org/fta-discretionary-grant-technical-assistance/>.

The majority of ICAM Pilot Program grants are awarded to organizations such as State departments of transportation and FTA grantees in other programs, who are already familiar with FTA’s processes. Approximately 30 percent of incoming projects are awarded to entities that are not current FTA-designated or direct recipients. These grantees often require additional technical assistance from FTA’s Regional Project Managers as well as the Technical Assistance Center (TAC) Project Managers. This year, in addition to providing new-to-FTA grantees with additional technical assistance from FTA/TAC staff, we also offered peer partners to new-to-FTA grantees who needed additional assistance with FTA’s grant system, the [Transit Award Management System \(TrAMS\)](#), and understanding FTA’s requirements.

Over the course of the ICAM Pilot Program, one or two project awardees decide not to pursue their awarded funds each year. Failure to obligate funding can occur for a variety of reasons including: the grant recipient is new to FTA funding and does not understand the requirements to become a new recipient or subrecipient; the grant recipient no longer has the local match required to obligate the funding; and/or the grant recipient no longer has the capacity to undertake the project. FTA has developed “New Grant Recipient” resources in order to provide additional technical assistance to our recipients and to expedite the onboarding process. The ICAM Pilot Program grantees also receive technical assistance from [FTA’s regional offices](#) and the National Aging and Disability Transportation Center (NADTC).

The NADTC conducted internal independent evaluations of projects and activities related to the ICAM Pilot Program. In the 2023–2024 NADTC evaluation report, FTA received the following feedback on the ICAM Pilot Program:

1. Grantees desire operating expenses to be eligible under the ICAM Pilot Program, and

2. Grantees desire the ability to use other Federal funds as the local match on their ICAM Pilot Program grant, similar to three other FTA programs with the statutory authority to accept non-U.S. Department of Transportation Federal funding to meet local match:
  - [Formula Grants for Rural Areas Program](#) (Section 5311)  
49 U.S.C. § 5311(g)(3)(D)  
(D) may be derived from amounts appropriated or otherwise made available to a department or agency of the Government (other than the Department of Transportation) that are eligible to be expended for transportation;
  - [Enhanced Mobility of Seniors and Individuals with Disabilities Formula Grants Program](#) (Section 5310)  
49 U.S.C. § 5310(d)(3)(B)  
(B) may be derived from amounts appropriated or otherwise made available—  
(i) to a department or agency of the Government (other than the Department of Transportation) that are eligible to be expended for transportation;
  - [Urbanized Area Formula Grants Program](#) (Section 5307)  
49 U.S.C. § 5307(d)(3)(D)  
(D) from amounts appropriated or otherwise made available to a department or agency of the Government (other than the Department of Transportation) that are eligible to be expended for transportation;

The lack of operating funds and the inability to use other Federal funds as local match has been a limitation of the ICAM Pilot Program since the Program's inception.

In the 2024–2025 NADTC evaluation report, in addition to receiving the same feedback about funding restraints, FTA received the following feedback:

When asked about their plans for post-project sustainability grantees indicated that they are focusing on: marketing efforts, the collection and integrity of data to justify future funding, accessing additional Federal, State, and local funding, and nurturing collaboration and partnerships to support post-project sustainability.

1. Three ICAM Pilot Program projects gave the following feedback that stated that coordinating with their State's Department of Health and Human Services (DHHS) is a barrier to projects that require coordination and/or partial integration with DHHS's databases. Efforts are ongoing by the State departments of transportation and health and human services; however, they have not yet successfully been able to integrate the

databases. The reason for the barrier, as stated in the evaluation, seems to be DHHS's concern with confidentiality.

FTA is grateful for the feedback from the grantees and will continue to work diligently with the U.S. Department of Health and Human Services - through the Coordinating Council on Access and Mobility (CCAM) - to reduce barriers and increase coordination of human services transportation, especially for transportation disadvantaged populations. In the FY 2024 ICAM Pilot Program NOFO, FTA worked with the Centers for Medicare and Medicaid Services (CMS) to get their input and feedback. FTA also gave a presentation on the ICAM Pilot Program to the Federal CCAM partners during one of the 2024 monthly CCAM Office Hours to help the other CCAM agencies understand why the program is important, encourage partnerships with their recipients, and to come up with ways that the CCAM partners could continue to support each other's programs.

As of 2025, some of the grant recipients are still experiencing project implementation delays due to low ridership and nationwide supply chain issues with new vehicle purchases. FTA staff worked with each individual ICAM Pilot Program project recipient to find implementation solutions during the onset of the pandemic. This included granting project extensions and revisions to budgets and performance measures as well as providing individualized technical assistance. FTA continues to provide technical assistance to ensure timely completion of the projects.

#### FTA Next Steps:

In an effort to enhance the ICAM Pilot Program, FTA is in the process of developing standardized performance measures and a final report template for the ICAM Pilot Program grantees. FTA will pilot the final report template along with the standardized performance measures with the FY 2021 and FY 2024 ICAM Pilot Program cohorts.

FTA's Office of Budget and Policy (TBP) will evaluate the ICAM Pilot Program in FY 2027. The evaluation will extract data from current and past ICAM Pilot Program cohorts, providing opportunities for increasing the sample size, identifying longitudinal trends in implementation and outcomes across years, and supplying an appropriate volume of data inputs to perform multivariate analyses. The evaluation will seek to determine the critical, key factors to uphold in times of funding constraints and organizational changes that necessitate program revision (e.g., applicant criteria, funding amounts, project criteria) while achieving improved NEMT coordination outcomes. The evaluation results should indicate the most opportune demographic profile of grant recipients to carry out key eligible activities with the strongest likelihood of successfully obtaining short-term and longer-term changes or benefits.

## Appendix A

# FY 2018 Access and Mobility Partnership Grants: Summary of Proposed Performance Measures and Targets

In FY 2018, FTA issued a NOFO (83 FR 46534) for Access and Mobility Partnership Grants for transit coordination projects that improve access to healthcare. From the FY 2018 NOFO, 23 capital-only projects were funded with \$7,394,124 in FY 2018, FY 2019, and prior year ICAM Pilot Program funding.

All projects for this ICAM Pilot Program iteration are complete except for the following project, which has been extended through December 2026 due to contracting delays. Final reports for the completed projects can be found [here](#).

**Table A-1** FY 2018 Access and Mobility Partnership Grants: Summary of Proposed Performance Measures and Targets

Recipient / Location / Amount Allocated	Project Description	Performance Measures	Targeted or Final Outcomes
<b>San Diego Metropolitan Transit System (San Diego, CA) \$536,000</b>	San Diego Metropolitan Transit System received funding to enhance the automated and web reservation system for arranging NEMT trips.	San Diego Metropolitan will track: Number of clients registered to use PASS WEB; Number of trips booked through PASS WEB; Number of fares paid through the cashless fare system; IVR notifications sent to clients on a monthly basis.	Target: This recipient is currently revising their outcomes measures. The project period of performance has been extended to December 30, 2026.

## Appendix B

# FY 2020 Mobility for All Pilot Program Grants: Summary of Proposed Performance Measures and Targets

In FY 2020, FTA issued a NOFO (84 FR 58819) for the ICAM Pilot Program called the Mobility for All Pilot Program. From the FY 2020 NOFO, 17 capital-only projects were funded with \$3,502,820 in FY 2019 and FY 2020 ICAM Pilot Program funding.

The table below provides the status of all projects for this ICAM Pilot Program iteration as of September 2025. Project outcomes noted as “Target” have been obligated and are in progress and those noted Final Results are complete.

**Table A-1** FY 2020 Mobility for All Pilot Program Grants: Summary of Proposed Performance Measures and Targets

Recipient / Location / Amount Allocated	Project Description	Performance Measures	Targeted or Final Outcomes
<b>Access Services (El Monte, CA)</b> \$330,000	Access Services received funding for an Accessible Traveler Mobile App (ATMA) with a focus primarily on Americans with Disabilities Act (ADA) transportation services that is fully compliant with the ADA Section 508 Accessibility and Web Content.	Access Services will procure, develop/design, and integrate a paratransit app within its existing service.	Final Results: More than 9,700 users downloaded and registered to use the Where’s My Ride App and an average of 10,000 estimated time of arrival were requested. The app had a 93% repeat user rate. Access Services expanded its Where’s My Ride app to include the following functions: trip planning, trip booking, trip cancellation and integrated mobile fare payment solutions.

Recipient / Location / Amount Allocated	Project Description	Performance Measures	Targeted or Final Outcomes
<b>Metropolitan Washington Council of Governments (MWCOG) (Washington, DC)</b> <b>\$151,200</b>	The Rides to Health pilot project received funding to develop a technology platform which will integrate and synchronize transportation services to/from dialysis centers for underserved populations.	Number of pickups from dialysis centers; Number of pickups from patient homes; Improvement in one-time performance (5-min increments); Reduction in wait time for transportation home following dialysis treatment; Number of patients serviced with the Rides to Health platform.	Final Results: 7,742 pickups from the dialysis center; 5,418 pickups from patient homes; 36.7 percent of trips to the dialysis center arrived within 5 minutes of requested time; 55.6 percent of trips to the dialysis center arrived within 10 minutes of the requested time; 67.2 percent of trips to the dialysis center arrived within 15 minutes; 30.9 percent of trips home from the dialysis center arrived within 5 minutes; 41.4 percent of trips home from the dialysis center arrived within 10 minutes; 48.2 percent of the trips home from the dialysis center; 646 patients utilized the Rides to Health platform.
<b>Georgia Department of Transportation (Atlanta, GA)</b> <b>\$120,000</b>	Georgia Department of Transportation received funding to implement a new Rural Transit and Human Services Transportation (RHST) Regional Program and a trip scheduling app and website, with a pilot in Coastal Georgia.	Increase in unduplicated riders utilizing Coastal Regional Commission (CRC) services; Increase the number of transit partners within the community; Develop and launch tailored outreach events; Develop rider satisfaction and provider surveys.	Target: 75% of the Department of Human Services (DHS) Regional Transportation Coordinating Committee agree that coordination has improved. 75% of the DHS Regional Transportation Coordinating Committee agree that accessibility has improved. The project period of performance has been extended to September 2025.
<b>Iowa Department of Transportation (Ames, IA)</b> <b>\$70,720</b>	The Iowa Department of Transportation received funding on behalf of Heart of Iowa Regional Transit Agency (HIRTA) to implement a travel training program designed to make a powerful impact, through education, marketing and partnerships on the benefits of keeping people mobile.	Number of program website views; Number of local facility partnerships; Implement travel training; Number of social media post and views.	Final Results: 1,369 website views, 20 local facility partnerships; implemented 3 travel trainings; hosted 7 social media events.

Recipient / Location / Amount Allocated	Project Description	Performance Measures	Targeted or Final Outcomes
<b>Regional Transit Authority (RTA) (New Orleans, LA)</b> \$300,000	New Orleans RTA received funding for a program entitled MOVE East NOLA. Mobility On- Demand Vehicle Express (MOVE) is a pilot that will provide better connectivity for people with low income, older adults, and people with disabilities.	Number of passengers who board per Vehicle per Hour; Percent of rides that arrive on time; The average travel time in minutes; The average cost of rides; customer satisfaction.	Target: 80% customers satisfied with RTA Flex meeting community needs.
<b>MetroWest Regional Transit Authority (MWRTA) (Framingham, MA)</b> \$300,000	MWRTA received funding to test a new accessibility model with complementary technology for demand response services.	Number of trips provided to otherwise ineligible individuals; Rides Provided- Trips booked for same day medical; Satisfaction with Smartphone App-Average rating through in-app feedback.	Final Results: 7,423 Same Day Medical Trips Provided; 10,924 Trips Provided to Otherwise Ineligible Individuals; 3.65 out of 5 Smartphone App-Average rating. MWRTA expanded micro transit services to other communities due to the success of this project and continues to expand their services as funding becomes available.
<b>Maryland Transit Administration (MTA) on Behalf of Bayside Community Network, Inc. (Baltimore, MD)</b> \$40,000	The MTA received funding on behalf of Bayside Community Network, Inc. to hire a Mobility Manager that will serve to increase community coordination of transportation efforts to serve the disabled community in Cecil County.	Number of direct referrals of Cecil Transit customers.	Final Results: Bayside hired a mobility manager who was able to develop a direct referral process with Cecil Transit to provide NEMT rides to customers who needed specialized transportation services/vehicles. 3 Bayside Consumers were identified for the Travel Training Program.
<b>Maine Department of Transportation (DOT) (Augusta, ME)</b> \$187,855	Maine DOT received funding for Flex route bus system pilot program which will be launched in three phases with strong emphasis on technology, safety, inclusion for disadvantaged populations, enhanced mobility for seniors and individuals with disabilities.	Increase general public transit ridership.	Target: Increase general public ridership by 10%.

Recipient / Location / Amount Allocated	Project Description	Performance Measures	Targeted or Final Outcomes
<b>Flint Mass Transportation Authority (Flint, MI)</b> \$545,696	A pilot project that will improve coordination and increase access to highly responsive, on-demand NEMT with a primary focus on both Veterans and individuals with substance use disorders.	Number of trips provided to Veterans who are accessing health and wellness services; Number of trips provided to passengers accessing substance abuse and/or mental health treatment; Number of partnerships with substance abuse treatment programs.	Final Results: 9,348 trips provided to Veterans; 5,492 trips provided to passengers accessing substance abuse and/or mental health treatment; 6 vehicles procured; 2 partnerships with substance abuse treatment programs was developed. The project increased access to care, improved health outcomes, and reduced healthcare costs.
<b>Missouri Rural Health Association (Concordia, MO)</b> \$391,709	Funding will be used to implement a Statewide Rural Mobility Manager and Statewide Transportation Manager to form a statewide technical assistance platform for rural mobility management and transportation coordination.	Increase number of certified mobility managers, volunteer drivers, and rides.	Final Results: A Mobility Management Certificate Program was fully implemented. A total of 46 students were enrolled at project closeout. 103 volunteer drivers, provided 8,391 rides for 965 unduplicated individuals, and provided services in 55 Missouri counties.
<b>North Carolina Department of Transportation (NCDOT) (Raleigh, NC)</b> \$280,000	NCDOT received funding for the acquisition of scheduling software and integration of that software with NCCARE360, creating an efficient point of entry to connect underserved populations with transportation.	The number of same day trips; The number of trips with an NCCARE360 case number; The number of clients originating from NCCARE360; The number of unduplicated active riders.	Final Results: The Inter-County Public Transportation Authority (ICPTA) saw an average increase by quarter of 39 percent since starting their same-day service. ICPTA saw a total 1,225 same day trips during their final quarter; an average increase of 21 new same-day riders per quarter; and a 7 percent increase in unduplicated active riders in their final quarter.

Recipient / Location / Amount Allocated	Project Description	Performance Measures	Targeted or Final Outcomes
<b>Regional Transportation Commission (RTC) of Southern Nevada (Las Vegas, NV)</b> <b>\$128,624</b>	RTC received funding to build a mobile learning lab to train and educate transportation disadvantaged individuals on technology and resources to improve mobility access to services in our community.	Percentage of new customers trained through the Mobility Lab; Percentage of new riders.	Final Results: The RTC was able to train 826 customers in 2024 as compared to 531 customers in 2023, which was a 55.55% increase over the same period the previous year. The RTC found that 31.25% of customers who participated in the training provided through the mobility lab took at least one ride on fixed route transit. This exceeding their goals of 25 percent per performance measure.
<b>Lane Transit District (LTD) (Eugene, OR)</b> <b>\$76,000</b>	LTD received funding for its technology innovation project to eliminate barriers to transportation to improve health outcomes and decrease health disparities experienced by disadvantaged communities.	Number of phone calls; Number of customer service complaints; Arrival and departure data from external providers.	Final Results: LTD was unable to implement their Provider Mobile module and was unable to track live data. Due to not being able to collect No-Show data they were unable to track No-Show trips. They are in the process of establishing a process for collecting No show data.
<b>Oregon Department of Transportation (Salem, OR)</b> <b>\$40,000</b>	Funding will be used to extend existing transit data standards (GTFS, GTFS-flex) to serve all. The project will build open-source transit discovery and analysis tools on a data foundation of standardized transit data.	Number of Advisory Group members participating; Number of Members on project communication and outreach email list; Number of Webinar Views.	Final Results: ODOT has a total of 34 people on their Advisory Group; 136 signed-up for their project communication and outreach email list; and 117 views of their webinar.

Recipient / Location / Amount Allocated	Project Description	Performance Measures	Targeted or Final Outcomes
<b>Greenville Pickens Area Transportation Study (GPATS) (Greenville, SC)</b> \$326,000	GPATS received funding on behalf of Carolinas Access & Mobility for All Coordination (CAMAC) which serves as the lead agency to increase Mobility for All, partnering with Human Services Agencies to implement a coordinated system for older adults, persons with a disability, and low-income citizens utilizing Mobility as a Service Model with the installation of a demand response software application.	Percentage of new riders utilizing RIDES+.	Target: 25% increase in ridership of users going to work, utilizing RIDES+
<b>Virginia Department of Rail and Public Transportation (VDRPT) (Richmond, VA)</b> \$79,016	VDRPT received funding to develop and implement a one-click directory of public, human service, and specialized transportation mobility management travel training and transportation-supportive programs and services.	Number of visits to VirginiaNavigator, including its subsites, SeniorNavigator, DisabilityNavigator, and VeteransNavigator, to Transportation Navigator.	Final Results: Of the visits to Transportation Navigator, less than 1% were from the Senior/Veterans/Disability Navigator pages; the Transportation Navigator widget had 577 visits (almost 6 times 100 visit goal) by the end of the project; the transportation resources were viewed on average 23,000 times per month.

## Appendix C

# FY 2021 Innovative Coordinated Access and Mobility Pilot Program Grants: Project Descriptions

In FY 2021, FTA issued a NOFO (86 FR 55907) for the ICAM Pilot Program. Applications were due by December 6, 2021, and selections were announced on June 16, 2022. Seventeen capital-only projects were funded with \$8,404,279 in FY 2021 and FY 2022 funding.

Grants for the projects in this section have been obligated and are in progress except where indicated “In Development”. Three projects withdrew from the program and are not included in the table below (Disability Services, Inc. dba, Envida, G1VE ATLANTA, and City of Salem).

**Table A-1** FY 2021 Innovative Coordinated Access and Mobility Pilot Program Grants: Project Descriptions

Recipient / Location / Amount Allocated	Project Description	Performance Measures	Targeted or Final Outcomes
<b>Full Access and Coordinated Transportation Inc. (FACT) (Sacramento, CA)</b> \$240,000	Develop contactless payment and reservation app.	In Development.	In Development.
<b>Southwest Colorado Council of Governments (Durango, CO)</b> \$350,000	Build a software platform to support a regional one-call/one-click digital mobility hub to digitize information from providers across the region.	In Development.	In Development.
<b>Metropolitan Washington Council of Governments (Washington, DC)</b> \$100,000	Convene a consortium of regional stakeholders to move the existing Reach a Ride platform towards a one-call, one-click Information and Referral/Assistance tool for transportation options in the region.	Number of Work Group Meetings Held; Number of Mobility Managers hired; Number of service providers engaged and trained; Number of peer meetings attended; Number of impressions from media promotions; Number of Webpage Pageviews; Number of calls to platform; Number of transfers to existing service providers.	Targeted Outcomes: 65% of eligible Reach a Ride transfers to existing service providers accessed specialized transportation services through the platform. 75% of Reach a Ride transfers to existing service providers who accessed specialized transportation services reported on-time appointments.

Recipient / Location / Amount Allocated	Project Description	Performance Measures	Targeted or Final Outcomes
<b>Michigan Department of Transportation (Lansing, MI)</b> \$711,594	Place electric vans and charging stations in rural areas to allow for expanded Rides to Wellness transportation for non-emergency medical purposes.	Number of charging stations purchased; Number of vehicles purchased; Number of One-Way NEMT trips.	Targeted Outcome: 30% increase in NEMT one-way trips.
<b>Missouri Rural Health Association (Jefferson City, MO)</b> \$725,387	Improve Access for All through a centralized location housing education, information, and resources for mobility management and coordination.	Number of mobility management certificates awarded; Number of volunteer drivers recruited; Number of rides provided; Number of riders assisted; Number of recruitment/awareness events; Number of learning community and social media content posts.	Targeted Outcomes: Increase transportation access via HealthTran services 25% over baseline year; Increase Mobility Management Program certificate completers by 40%.
<b>City of Winston-Salem / Winston-Salem Transit Authority (Winston-Salem, NC)</b> \$320,000	Improve the notification and tracking of para-transit services and implement a regional fare system.	In Development.	In Development.
<b>Lifespan of Greater Rochester Inc. (Rochester, NY)</b> \$240,000	Expand the capabilities of the Finger Lakes regional 1-Click web portal to include scheduling and payment of trips provided by public transit and non-transit community transportation providers.	Number of platform enhancements; Number of Mobility Management staff hired; Number of outreach events; Number of social media posts; Number of printed publications developed for distribution; Number of times payment option is utilized.; Number of times payment debit system is replenished; Number of service providers identified for the system.	Targeted Outcomes: 60% of users making repeat purchases on payment system.

Recipient / Location / Amount Allocated	Project Description	Performance Measures	Targeted or Final Outcomes
<b>Ohio Department of Transportation (Columbus, OH)</b> <b>\$2,813,123</b>	Select and fund a local lead agency to implement and pilot the Regional Transportation Resource Center (RTRC) in a four-county area.	Number of adjustments to Mid-Ohio Mobility Solutions Committees; Number of enhancements to Trip Ticket Exchange procedures; Number of enhancements to oversight and training procedures; Number of Human Services and Public Transit Operators Participating in pilot; Number of Program Drivers and Vehicles using new DRIVES software; Number of nonprofit and private providers enrolled and utilizing DRIVES software; Number of providers using rate-setting methodology.	Targeted Outcomes: Decrease in county trip denials in the Mobility Ohio region by 25%; 90% of Mobility Ohio trip passengers satisfied with service; Phase 1 DRIVES implemented 100% by September 30, 2025.
<b>Central Oklahoma Transportation and Parking Authority (COTPA) dba EMBARK (Oklahoma City, OK)</b> <b>\$325,000</b>	Replace the existing paratransit scheduling software system with a next generation mobility coordination and scheduling software system.	Number of customers trained to access/schedule trips; Number of mobility programs moved to new technology system; Number of coordinated network vehicles supported by software.	Targeted Outcome: Percent of ADA paratransit customers scheduling transportation (measured as a reduction in phone calls to the reservation line).
<b>Pennsylvania Department of Transportation (Harrisburg, PA)</b> <b>\$750,000</b>	Extend Pennsylvania's Find My Ride (FMR) platform by allowing Medicaid consumers to submit requests for fixed route tickets and reimbursements for out-of-pocket travel expenses.	20% of total Medical Assistance Transportation Program (MATP) mileage reimbursement requests initiated online by consumer 100% of MATP mileage reimbursements processed through system 50% reduction in instances of ineligible MATP mileage reimbursements 10 percent increase in total MATP mileage reimbursement trips.	Targeted Outcome: Percent increase of total MATP rides provided by either fixed route transit or privately via reimbursement.

Recipient / Location / Amount Allocated	Project Description	Performance Measures	Targeted or Final Outcomes
<b>Rhode Island Public Transit Authority (RIPTA) (Providence, RI)</b> \$96,000	Enhance statewide mobility for the Rhode Island Travel Training Network.	Number of work group meetings convened; Number of committee presentations for information & feedback gathering; Checklist of skills. Number of modules drafted for Travel Training curriculum; Number of updated print RIPTA rider guides; Number of pocket guides designed; Number of videos created; Number of presentations for Travel Training organizations.	Targeted Outcome: Percent of school transition programs, senior centers, and Community Provider Network of Rhode Island's member organizations utilizing the new training programs.
<b>Panhandle Regional Planning Commission (Amarillo, TX)</b> \$160,200	Purchase an accessible van and build a program for ride share/taxi vouchers.	Number of agreements with participating agencies; Number of ride vouchers issued; Number of advisory committee meetings held; Number of attendees at advisory committee meetings; Number of rider surveys distributed; Number of provider surveys distributed; Number of rides given.	Targeted Outcome: 30% increase in ridership (number of users accessing community services via additional transportation options); 80% satisfaction rating with voucher program via survey response feedback from both riders and providers; 100% reduced travel costs for the deployment of ride-share voucher system to eligible participants.
<b>High Valley Transit (Coalville, UT)<sup>1</sup></b> \$345,250	Expand the existing High Valley Transit (HVT) service into areas of the County where communities currently face significant healthcare access challenges.	In Development.	In Development.
<b>Virginia Department of Rail and Public Transportation (DRPT) (Richmond, VA)</b> \$100,500	Expand and enhance Virginia's One-Call/One-Click directory of public, human service, and specialized transportation; mobility management; travel training; and transportation-supportive programs and services.	Number of volunteer drivers recruited; Number of rides provided; Number of riders assisted; Number of recruitment/awareness events; Number of learning community and social media content posts.	Targeted Outcomes: Overall use of the Virginia Trip Planner increases by 5% in the coming year, as measured by percent of visitors that explore the options in detail, take action on securing a trip, or both.

<sup>1</sup> Grant subrecipient changed from Summit County to High Valley Transit.

## Appendix D

# FY 2024 Innovative Coordinated Access and Mobility Pilot Program Grants: Project Descriptions

In FY 2024, FTA issued a fifth NOFO (88 FR 78457) for the ICAM Pilot Program. Applications were due by February 13, 2024, and selections were announced on June 10, 2024. Seventeen capital-only projects for \$7,833,610 were awarded.

None of the funding for projects in this section have not been obligated yet. Performance measures and targeted outcomes will be established after the grants for the projects are obligated and the recipients begin implementation. Funding must be obligated by September 30, 2026.

**Table D-1** FY 2024 Innovative Coordinated Access and Mobility Pilot Program Grants: Project Descriptions

Recipient / Location / Amount Allocated	Project Description
<b>Paratransit, Inc. (Sacramento, CA)</b> \$134,400	Paratransit, Inc., located in Sacramento, CA., received funding to make dispatching technology investments focused on real-time coordination and efficient routing that will improve service delivery. This project will expand a digital platform for enhancing service coordination, data-gathering, and operational efficiencies for mobility services offered to older adults, persons with disabilities, and community members that experience severe mobility barriers throughout Sacramento County.
<b>Horizons, A Family Service Alliance (Cedar Rapids, IA)</b> \$357,868	Horizons, A Family Service Alliance (Horizons Neighborhood Transportation Service), located in Cedar Rapids IA., received funding to purchase vehicles equipped with the latest on-demand software and to integrate advanced ride booking portal systems across the service area. This project will ensure safe, affordable, on-demand transportation for individuals in need of services when fixed route public transportation is not available.
<b>Iowa Department of Transportation (Ames, IA)</b> \$441,096	The Iowa Department of Transportation on behalf of Heart of Iowa Regional Transit Authority (HIRTA) received funding to upgrade its on-demand scheduling software, purchase vehicles, and hire a mobility manager. This project will ensure continued mobility for older adults and riders with disabilities who utilize HIRTA services in Boone, Dallas, Jasper, Madison, Marion, Story and Warren counties in central Iowa.
<b>Illinois Department of Transportation (Springfield, IL)</b> \$1,824,640	The Illinois Department of Transportation (IDOT) received funding to design and implement an integrated technology system for trip scheduling and fare collection that will facilitate NEMT trips and interagency passenger transfers. This program will initiate technology enhancements to improve mobility access to more than 20 rural counties in southern Illinois, through IDOT's transit partners, Shawnee Mass Transit, Rides Mass Transit, South Central Mass Transit, and Monroe Randolph Mass Transit.
<b>Rapides Area Planning Commission (Alexandria, LA)</b> \$384,000	The Rapides Area Planning Commission, located in Central Louisiana, received funding to address socio-economic and mobility issues in the region by constructing a centrally located maintenance and training facility. The facility will be used by six rural transit providers and 13 providers of transportation for older adults and people with disabilities, enhancing the coordinated delivery of service across a multi-parish service area.

Recipient / Location / Amount Allocated	Project Description
<b>Massachusetts Department of Transportation (Boston, MA)</b> \$360,800	The Massachusetts Department of Transportation (MassDOT) received funding to pilot a Statewide Mobility Management Program. MassDOT will work closely with a steering committee that includes partner State agencies which lead and manage statewide programs and initiatives related to aging and disability. The goal of the statewide mobility management pilot is to improve the accessibility, efficiency and availability of transportation services for residents of the Commonwealth, focused on older adults, people with disabilities, and people of low income.
<b>Maine Department of Transportation (Augusta, ME)</b> \$436,000	The Maine Department of Transportation, on behalf of York County Community Action Corp, received funding to establish a Mobility Management Hub with a dedicated full-time Mobility Manager; facilitate coordination and provide technical assistance to develop a one-call one-click service, and launch the York County Mobility Network, a regional multi-sector work group.
<b>Michigan Department of Transportation (Lansing, MI)</b> \$480,000	The Michigan Department of Transportation, in cooperation with the Michigan Transportation Connection, Inc., received funding to purchase vehicles to allow for expanded Rides to Wellness coordinated transportation for non-emergency medical purposes.
<b>Capacity Builders Inc. (Farmington, NM)</b> \$184,670	Capacity Builders, a nonprofit organization in Farmington, New Mexico, received funding to purchase new vehicles to expand the capacity of the coordinated transportation services for low-income individuals, older adults, and people with disabilities, mainly in San Juan County and McKinley County New Mexico. The regional mobility pilot project enables comprehensive community access through coordination and centralized management of resources, including access to NEMT.
<b>Fallon Paiute Shoshone Tribe (Fallon, NV)</b> \$73,600	The Fallon Paiute Shoshone Tribe, located in northwestern Nevada, received funding to purchase an ADA-compliant passenger van that will increase the capacity and reliability of the existing coordinated transportation service provided by the Tribe. The Fallon Paiute Shoshone Tribal Transit Program partners with the Fallon Tribal Health Center to provide NEMT, and the purchase of this vehicle will strengthen that partnership and partnerships with other human service agencies in the region, by enabling more service to be provided.
<b>Central Oklahoma Transportation and Parking Authority (Oklahoma City, OK)</b> \$415,900	The Central Oklahoma Transportation and Parking Authority (EMBARK) received funding to support the expansion of the existing coordinated transportation services through the purchase of two vehicles and associated vehicle technology systems. This project will meet the growing transportation demand for older adults, people with disabilities, low-income and transit-dependent populations with improved access to social services, education programs, workforce development programs, non-emergency medical treatment, and wellness and nutrition services throughout Oklahoma City.
<b>Pennsylvania Department of Transportation (Harrisburg, PA)</b> \$925,000	The Pennsylvania Department of Transportation received funding to enhance its Find My Ride (FMR) program, a web-based platform system designed to serve as a one stop shop for Human Services Transportation in the State. This project will create usability enhancements, incorporate mobility management tools, and integrate the current system with the statewide PA 211 system.
<b>Community Coordinated Transportation Systems (River Cities Public Transit) (Pierre, SD)</b> \$281,760	The Community Coordinated Transportation Systems (River Cities Public Transit) received funding to purchase three vehicles to expand the availability of medical transportation services to older adults, people with disabilities, and the general public. This project will improve service and reliability for residents located in Martin, South Dakota (Pine Ridge Indian Reservation), Philip, South Dakota, and Eagle Butte, South Dakota (Cheyenne River Sioux Tribe Reservation).

Recipient / Location / Amount Allocated	Project Description
<b>West River Transit Authority (Prairie Hills Transit) (Spearfish, SD)</b> <b>\$269,280</b>	<p>The West River Transit Authority, (Prairie Hills Transit) received funding to purchase a new contactless payment technology system that will enhance safety, improve reliability and the rider experience, and make transit more accessible to all residents in the Black Hills region in rural South Dakota. A trip planning mobile app and website will help facilitate these inter county connections and regional service by linking riders with providers for trips across multiple service areas. The platform will improve coordination of services for Veteran Service Organizations, education institutions, healthcare facilities, women and homeless shelters, home healthcare organizations, and workforce centers.</p>
<b>Concho Valley Transit District (San Angelo, TX)</b> <b>\$166,700</b>	<p>The Concho Valley Transit District, which serves San Angelo, Texas, and 12 rural counties in West Texas, received funding to invest in technology to enhance existing paratransit scheduling systems and establish a robust travel training network to familiarize vulnerable populations with transportation services. In addition, a series of travel training videos targeting older adults, people with disabilities, and low-income populations will be created. The software will incorporate automated translation services to ensure information accessibility for individuals from diverse linguistic backgrounds and those with hearing impairments.</p>
<b>Bear River Association of Governments (Logan, UT)</b> <b>\$578,400</b>	<p>The Bear River Association of Governments, which serves several counties in Northern Utah, received funding to purchase new software to improve efficiency, sustainability, and safety for entities providing transportation to underserved populations and fill transportation gaps in the region. The coordination of services enabled by the software will allow riders to get to medical services, community services, education, and employment.</p>
<b>Hopelink (Redmond, WA)</b> <b>\$519,496</b>	<p>Hopelink, a nonprofit, Community Action Agency serving King and Snohomish counties, received funding to purchase software to significantly improve the user experience for new riders seeking specialized transportation services to key destinations, such as medical facilities and social connectivity in the Puget Sound area. This project is part of a multi-phased approach to an accessible and inclusive one call/one click system.</p>



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