



Mobility Management Compliance: Understanding FTA-Eligible Activities

A review for DOT, transit agency staff, grant administrators, and mobility managers navigating Federal Transit Administration compliance requirements and best practices.



National
RTAP
Rural Transit Assistance Program



U.S. Department of Transportation
Federal Transit Administration



Meet our team of experts!



Cindy Frené

Principal-In-Charge
Massachusetts



Robin Philips

Executive Director
Washington D.C.



Karen Dumaine

Assistant Director
Massachusetts



Jeremy Bell

Tribal Transit Liaison
Mississippi



Enjoli Dixon

Rural Transit Project Manager
Missouri



Al Benedict

Technology Tools Lead
Illinois

**We are here to assist you
with all of your rural transit
and community needs!**



Neil Rodriguez

Tribal Transit Program Manager
Florida



Cara Marcus

Knowledge and Resource Manager
Massachusetts



Scott Zadakis

eLearning Project Manager
Massachusetts



Nancy Doherty

Analyst
Massachusetts



Resource Center

Resource Center Assistant
Massachusetts



Meet your presenters!



Jeremy Bell

Tribal Transit Liaison
Mississippi



Enjoli Dixon

Rural Transit Project Manager
Missouri

What is Mobility Management?

Mobility management is formally defined in **FTA Circular 9070.1G** as a strategic approach to coordinating transportation services across multiple providers and funding sources. The primary focus is on coordination rather than direct service provision.

Mobility management plays a particularly crucial role in the **Section 5310 and 5311**, serving as the backbone for coordinated transportation planning efforts.



Key FTA Programs Supporting Mobility Management

Section 5310

Enhanced Mobility of Seniors and Individuals with Disabilities

Primary funding source for mobility management activities targeting vulnerable populations

Section 5307

Urbanized Area Formula Program

Supports mobility management in urban areas with populations over 50,000

Section 5311

Rural Area Formula Program

Enables mobility management coordination in rural and small urban areas

All programs require a **locally developed, coordinated public transit-human services transportation plan** as the foundation for mobility management activities.

Mobility Management as a Capital Expense



Funding Structure

Eligible for **80% federal / 20% local match** even when no vehicles are purchased. This classification makes mobility management more financially accessible to agencies.



Lead Organizations

May be led by public transit agencies or private non-profit organizations, providing flexibility in program administration and implementation.



Planning Requirement

Must be explicitly included in a locally developed, coordinated plan that demonstrates regional coordination and identifies service gaps.

Examples of Eligible Activities

1

Coordination & Planning

- Direct support for mobility manager positions
- Development and maintenance of coordination plans
- Shared mobility planning initiatives
- Regional coordination meetings and stakeholder engagement

2

Information & Referral Services

- One-call/one-click transportation information systems
- Comprehensive trip planning tools and resources
- Centralized customer service operations
- Multi-modal transportation databases

3

Outreach & Training Programs

- Travel training programs for seniors and people with disabilities
- Public education and rider awareness campaigns
- Staff training for transportation coordination
- Community outreach and engagement activities

4

Operational Support

- Scheduling and dispatch coordination systems
- Volunteer driver program management
- Inter-agency service coordination
- Technology systems supporting coordination

Compliance Requirements & Restrictions

✓ Compliance Checklist

- Included in approved coordination plan?
- Meets FTA eligibility guidelines?
- Proper documentation and reporting systems in place?
- Federal/local match requirements satisfied?
- Described in grant application narrative?
- Supports coordination, not direct operations?

✗ Ineligible Activities

- **Direct service operations** (vehicle drivers, dispatchers for individual trips)
- **Capital purchases** not included in coordinated plans
- **General outreach** unrelated to transportation coordination
- **Vehicle maintenance** and operational expenses

Real-World Success Stories

Regional Mobility Network - Mississippi

- Manage strategic planning process with team to develop opportunities to achieve outcomes related to greater mobility in the region.
- Research funds available, assessing the needs and demands of users, reviewing regulatory processes, and seeking alternative services (such as mileage reimbursements, volunteer drivers/vehicles sharing, mobility training)
- Assist with recommendations to improve mobility services and/or coordination with, but not limited to the region, and other relevant organizations.



Real-World Success Stories

Regional Mobility Network - Mississippi

- Facilitate communication and cultivate multi-agency partnerships to reduce costs through efficient and effective transportation coordination.
- Maintain current agendas, packets, and minutes and Post information pertinent to stakeholders.
- Develop an information and outreach program for current transportation services and mobility options through public speaking and media presentations, including development of outreach materials and a marketing plan.
- Research, write and coordinate the grant application process; manage grants and grant proposals and maintain a funding/donor database.



Real-World Success Stories

Compliance - Mississippi

- Hold Quarterly meetings with all transit agencies in your Regional Group to discuss coordination and issues that each agency is experiencing in their counties.
- The Mobility Manager will conduct the meeting and take minutes for reporting purposes back to the State DOT.
- The Mobility Manager can contact other State Regional Mobility Managers to discuss solutions and possible cross-regional coordination.



Real-World Success Stories

Regional Trainings - Mississippi

- Coordinate with other Regional groups to assess if a collaboration can occur to provide transportation to areas with limited or no transportation services.
- Coordinate with DOT to see if assistance can be given for pilot projects that can create transportation routes in the region.



Real-World Success Stories



DELTA RIDES

📞 662-846-6161



TRANS-CON

📞 601-218-7674



SMART

📞 601-445-7568



RIDE THE SMILE

📞 662-728-2118



EZTAG

📞 601-650-7429 or 601-650-7484



SOUTHERN CONNECT

📞 601 682 0701



Real-World Success Stories

Outreach/Partnerships for Coordination- Mississippi

- Promotion of Transportation services in their Regional Area by:
 - Public Hearings and Comment Sessions
 - City Council meetings
 - Hosting Community Dialogues
 - Job Fairs
 - Development Club meetings
 - Booth Setup



Real-World Success Stories

Regional Mobility Managers' Quarterly Report

Regional Group Name:	
Mobility Manager:	Email Address:
Regional Group Leader:	Date:
Goals for this Quarter	
Regional Activities/Strategies	
Key Accomplishments	
Lessons Learned Since Last Report	
# of Increased Regional Partners	
Increased/Expansion Relationships with Employer's, community colleges, universities, etc.	
Regional Partners Visited/ Outcome from Visit	
Measurable Outcomes over Quarter	
Local Elected Official/ Legislative Outreach	
Success Stories	
Goals for Next Quarter	
Were goals met for quarter? If not, why?	
Regional Training Needed	



Real-World Success Stories

Please list below the regional meeting dates and locations during the quarter. Please also attach appropriate meeting minutes.

Please list below any future Regional Meetings or activities that will be held during the next quarter

Name of Agency Hosting	Date	Location

Does the Regional Group require any additional resources from MDOT in assisting with the accomplishment of any goals and objectives? If so, please list and explain in the space provided below.

Please list below any meetings or activities which were held with interested stakeholders and the regional contacts made.

Name of Agency	Date	Location

Please list upcoming meetings or activities which will be held with interested stakeholders and the regional contacts made.

Name of Agency	Date	Location

Additional Comments: _____



Real-World Success Stories

Monthly FTA Reporting (Due to MDOT by the 15th of each Month)

Name of Transportation Provider

1. What level of service is currently being provided? (days, hours of operation, number routes, customers/contracts, service reductions, etc.)

2. Average daily trips being provided. _____

3. Number drivers/vehicles in service. _____

4. Resource needed (PPE, staff, vehicles, safety equipment, etc.) _____

5. COVID-19 related service success stories/highlights from assisting those in your community (i.e. food/clothing drives, meals delivery, grocery/medicine pick-up, partnerships developed. Etc.) _____

6. Emergency related activities participated in. _____



Real-World Success Stories

Instructions for Completing Quarterly Reports	
Regional Activities/Strategies	Using Regional Plan & Community Dialogue-What were the goals, scheduled activities for quarter
Key Accomplishments	What did you accomplish during the Quarter
Lessons Learned Since Last Report (Regional meetings, partnering, communication,	Based on your experienced so far, what is working and what isn't
# of Increased Regional Partners	How many additional partners/stakeholders since last report?
Increased/Expansion Relationships with employers, community colleges. Universities, etc.	Ex: What outreach has taken place, ex. Attending Community fares, other community events, meeting with group regarding partnering
Regional Partners Visited/Outcome from Visit	Ex: What Regional Partners did you visit this quarter and what was the outcome of visit
Measurable Outcomes over Quarter	Ex: This includes # of people served, # of agencies, etc. What happened? Increased by _%; Increased ridership by _? Increased community awareness by doing what?; Measurable incomes should include a numeric or descriptive measures, (increased regional partners by _?; decreased cost by ???)
Local Elected Official/ Legislative Outreach	What elected officials have you reached out to and what were the results?
Success Stories	Success Story- no matter how small -include agency, situation, how problem/service was resolved. Include pictures if available
Quarterly Goals for Next Quarter	Using Regional Plan-What are Regional Goals for next quarter.
Did you meet your quarterly goals? If not, Why?	



Real-World Success Stories



Hiring a Mobility Manager: Compliance Focus

01

Position Design

Include partnerships, trip planning, travel training, and grant writing in job descriptions. **Avoid** direct transport, vehicle maintenance, or individual trip dispatching responsibilities.

03

Plan Integration

Ensure position is explicitly described in the locally developed coordinated plan and FTA grant application narrative with clear alignment to coordination goals.

02

Budget Classification

Treat as capital expense using **ALI 11.7L.00 – Mobility Management**. Eligible for 80% federal / 20% local match when properly documented and tracked.

04

Performance Tracking

Implement time/activity logs and establish metrics for partnerships formed, meetings facilitated, trips planned, and riders trained to demonstrate coordination impact.

Documentation & Best Practices

Required Documentation

- **Planning efforts** and coordination meeting records
- **Activity outcomes and metrics** demonstrating impact
- **Financial reporting** with proper federal/local match tracking
- **Time/activity logs** for personnel (retain 3-5 years)
- **Job descriptions and hiring documentation**

Compliance Best Practices

- Engage coordination partners early in planning
- Link all activities to documented transportation needs
- Maintain thorough documentation throughout
- Regularly review FTA circulars and guidance updates




Resources & Next Steps

Essential Resources

- **FTA Regional Staff** - Primary mobility management guidance
- **National Rural Transit Assistance Program (National RTAP)** - Technical assistance and best practices
- **State DOT and MPO resources** - Local coordination support
- **www.transit.dot.gov** - Current regulations & updates

Immediate Action Items

1. Review your current coordination plan for mobility management inclusion
2. Assess existing activities against FTA eligibility criteria
3. Establish documentation and reporting procedures
4. Schedule regular stakeholder coordination meetings

 **Questions or need additional support?** Contact your regional FTA office or state DOT for technical assistance with mobility management compliance and implementation strategies.



Questions/Thank you!

National Rural Transit Assistance Program

888-589-6821 | nationalrtap.org | info@nationalrtap.org

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