The lack of transportation options for all travelers, including travelers from underserved communities, is a persistent challenge for access to jobs, education, healthcare, and other activities.

As a response to these challenges, the U.S. Department of Transportation (U.S. DOT) is increasing its investments in innovations that enhance access and mobility for all travelers. The U.S. DOT is launching a new department-wide initiative to expand access to transportation for people with disabilities, older adults, and individuals of low income. The Complete Trip portfolio will identify ways to provide more efficient, affordable, and accessible transportation services for people with disabilities, older adults, and other underserved communities that often face greater challenges in accessing essential services.

As part of the Complete Trip portfolio, the Complete Trip – ITS4US Deployment Program is a multi-modal effort led by the Intelligent Transportation Systems Joint Program Office (ITS JPO) with support from the Office of the Secretary, the Federal Transit Administration, and the Federal Highway Administration. This program will make up to $40 million available to enable communities to showcase innovative business partnerships, technologies, and practices that promote independent mobility for all.
Alignment with U.S. DOT Strategic Goals

Safety
Infrastructure
Innovation
Accountability

The Complete Trip – ITS4US Deployment Program aims to solve the mobility challenges of all travelers, regardless of location, income, or disability, in accessing jobs, education, healthcare, and other activities.

People with Disabilities
Older Adults
Low Income
Rural Residents
Veterans
Limited English Proficiency

Vision
Innovative and integrated complete trip deployments support seamless travel for all users across all modes, regardless of location, income, or disability.

Mission
Facilitate the integration and deployment of emerging technologies, along with innovative and replicable traveler-centric partnerships, business models, and practices to foster reliable, spontaneous, independent, safe, affordable, accessible, and efficient mobility options for all travelers.

Guiding Principles
• Integrated, Innovative, and Emerging Technologies
• Inclusive Design
• Long-Term Viability and Partnerships
• Open and Secure Data and Standardization

Complete Trip Concept
The success of a complete trip can be defined in terms of an individual’s ability to go from origin to destination without gaps in the travel chain.

A complete trip may include multiple links or trip segments such as trip planning; outdoor navigation; intersection crossing; boarding and use of vehicles; transfers between vehicles, modes, and payment services; stop and station use; indoor and outdoor transitions; indoor navigation; and completion of travel to destination. If one segment of the trip is inaccessible, unreliable, or inefficient, then access to subsequent segments is broken, and the trip cannot be completed.

To learn more about this program, visit: https://its.dot.gov/its4us

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