



CCAM

Coordinating Council on
Access and Mobility

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*National Center for Mobility Management
(NCMM) Survey Analysis
Corporation for National and Community Service
(CNCS) Results*

April 2019

CCAM

Introduction and Key Findings

Introduction

The National Center for Mobility Management (NCMM) conducted a survey to gather input from state and local stakeholders and to inform the strategic direction of the Coordinating Council on Access and Mobility (CCAM).

The NCMM survey:



Was designed to identify **promising practices, barriers, and challenges** around coordinated transportation



Reached **11 individuals** who work at transportation and/or human services organizations that receive CNCS funding¹



Was conducted from **June to November 2018**

This report analyzes a selection of the survey questions, considering only the responses from respondents who receive CNCS funding.

¹A total of 549 respondents completed at least part of the survey. During the data cleaning process, 22 responses were removed due to incomplete or low-quality responses. 527 respondents were included in the final overall analysis.

Note: The figures in this report display the number of responses.

Key Findings

Benefits

CNCS-funded respondents see transportation coordination as beneficial to their organization.

9/9 say transportation coordination improves their organization's ability to serve constituents

10/10 believe coordination improves the cost-effectiveness of transportation services

Despite the widespread belief that transportation coordination is beneficial, **only 4 out of 10 of CNCS-funded respondents agree they are incentivized to coordinate transportation services.**

Participation

8 out of 10 of CNCS-funded respondents participate in at least one type of coordination activity. They most frequently participate in:

6/10 Coordinated transportation plan development

6/10 State, regional, or local coordinating councils

6/10 Group trips among constituents

Barriers

CNCS-funded respondents face a wide variety of barriers when seeking to coordinate transportation.

For 10 of the 11 surveyed barriers, more than half of CNS-funded respondents said the barrier makes coordination more difficult.

The most frequently reported barriers are:

7/8

Lack of available transportation

7/9

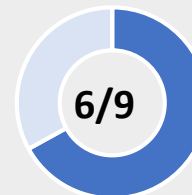
Lack of cost-sharing arrangement or reimbursement structure

6/8

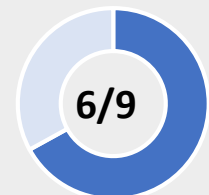
Complexity of reporting or other administrative requirements

Knowledge

Most CNCS-funded respondents are knowledgeable about available resources, but some improvement can still be made:



Are aware of transportation resources in their community

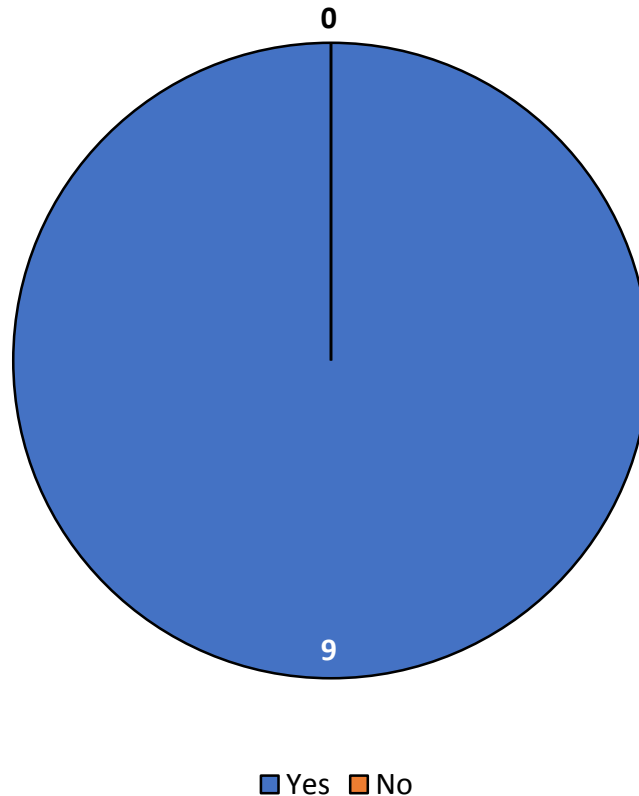


Understand available federal funding sources

Selected Question Data

Figure 1: Usefulness of Transportation Coordination

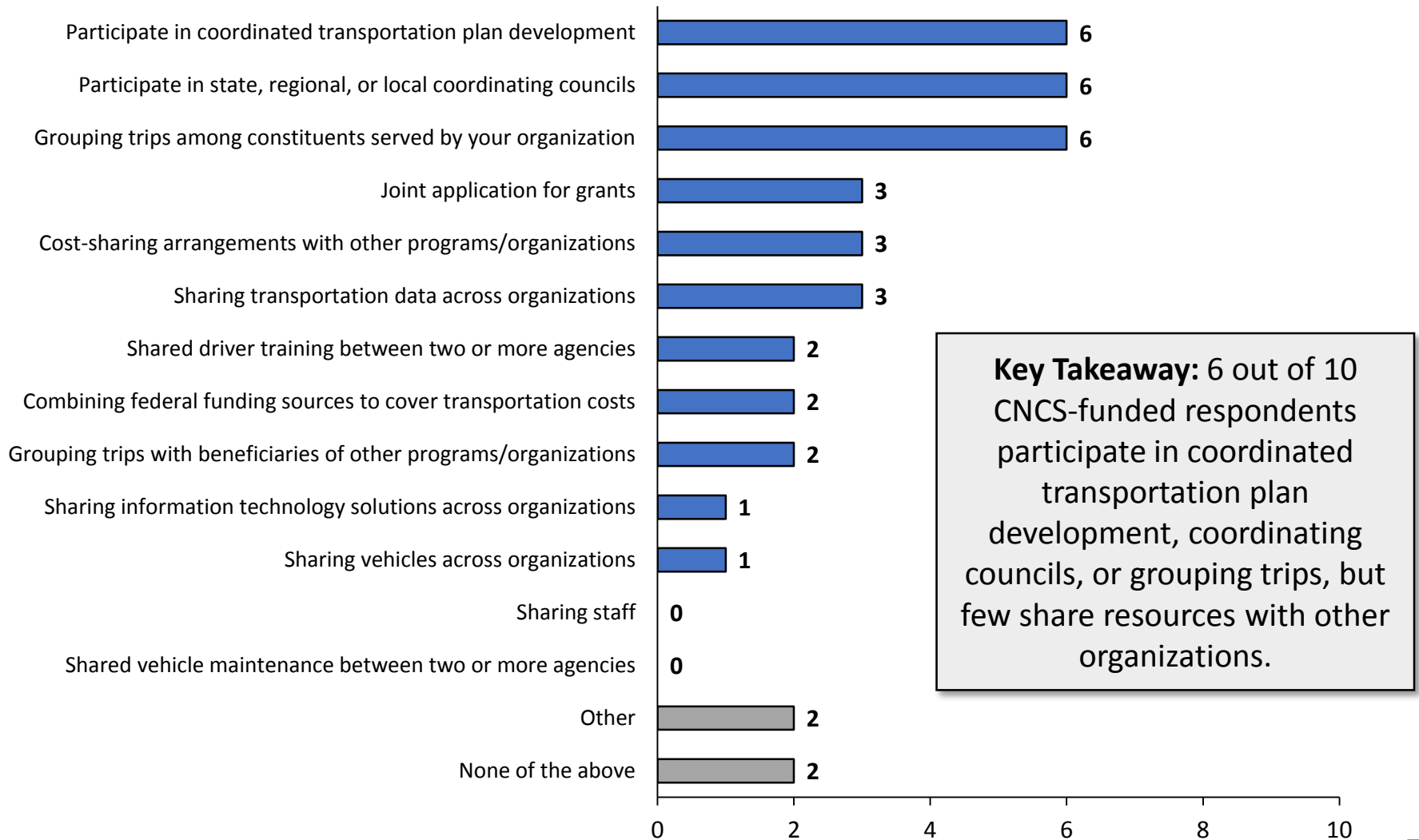
Question: Do you believe that transportation coordination enhances your organization's ability to serve its constituents?



Key Takeaway: All CNCS-funded respondents believe that transportation coordination enhances their ability to serve constituents.

Figure 2: Transportation Coordination Activities

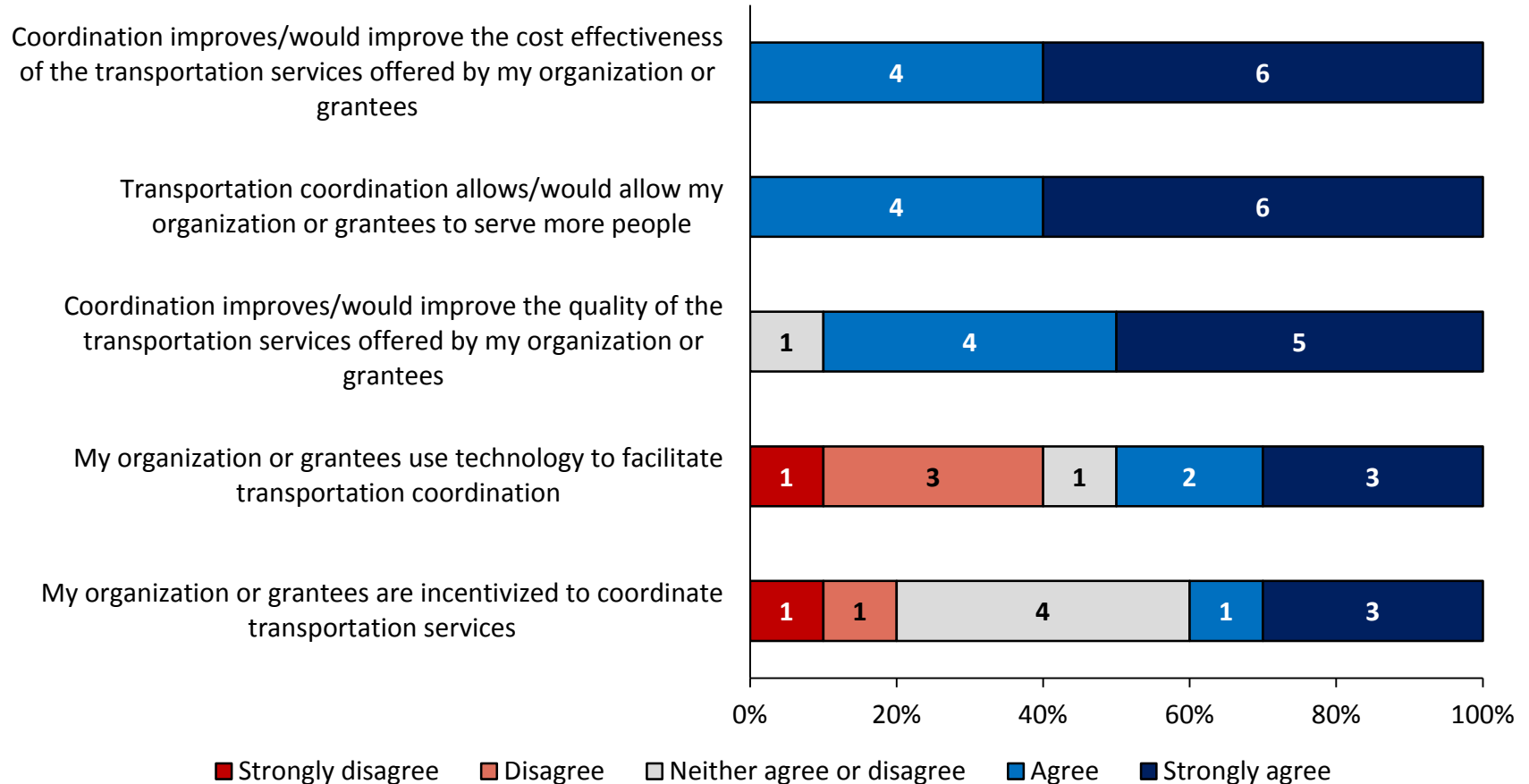
Question: Does your organization or its grantees participate in the following transportation coordination activities? Select all that apply.



n=10

Figure 3: Transportation Coordination

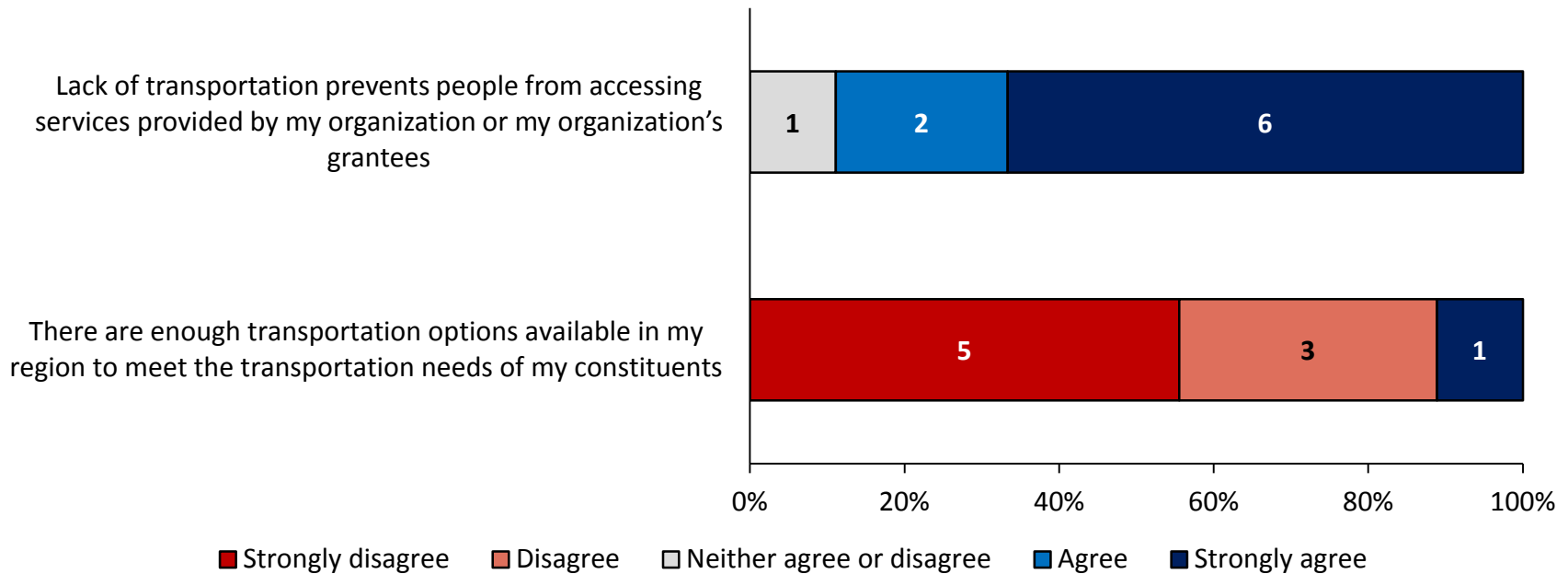
Question: Please indicate the level to which you agree or disagree with the following statements:



Key Takeaway: Most CNCS-funded respondents believe that coordination improves service delivery. Almost half do not use technology to facilitate coordination.

Figure 4: Availability

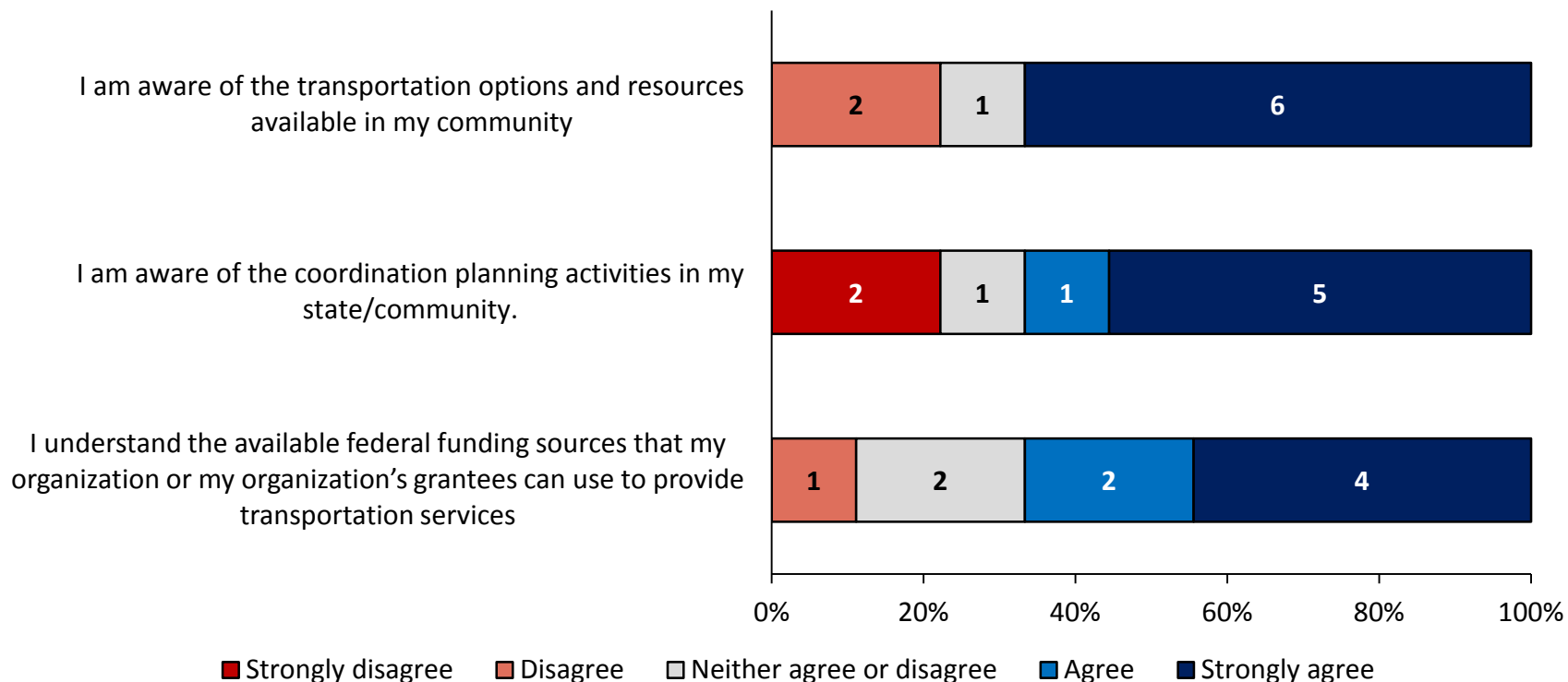
Question: Please indicate the level to which you agree or disagree with the following statements:



Key Takeaway: 8 out of 9 CNCS-funded respondents believe that their communities lack sufficient transportation services and options.

Figure 5: Awareness

Question: Please indicate the level to which you agree or disagree with the following statements:



Key Takeaway: Awareness of transportation resources and coordination activities may not be a significant barrier for most CNCS-funded respondents.

Figure 6: Potential Barriers to Transportation Coordination

Question: To what degree do you believe the following factors impact your organization’s ability to coordinate transportation services?

Rank	Barrier	Number of Respondents
1	Lack of available transportation	8
2	Lack of cost sharing arrangement or reimbursement structure	7
3	Complexity of reporting or other administrative requirements	6
4	Concerns about sharing vehicles	6
5	Lack of transportation data	6
6	State laws, regulations, and/or guidance	6
7	Federal laws, regulations, and/or guidance	5
8	Lack of time and/or staff	5
9	Inability to secure local match funding	5
10	Lack of enabling technology	5
11	Concerns about grouping beneficiaries from different federal programs	4

■ 0 respondents

□ 4.5 respondents

■ 9 respondents

Key Takeaway: Almost all CNCS-funded respondents experience a variety of factors that impede coordination. A lack of available transportation is the most common barrier to coordination.

n=8-9

Note: The figure above displays the sum of “Makes it much more difficult” and “Makes it somewhat difficult” responses.

What Respondents are Saying About Transportation Coordination

Right now, we are a significant stakeholder in providing volunteer drivers to medical appointments and essential shopping(groceries, pharmacies, personal care needs, etc.) Gas prices, poor reimbursement rates allowed for volunteers and an aging volunteer population will make our current practices difficult in the future.

“Most of the passengers we serve are the same people who receive other social services. Working as a team with other social service entities enables us to provide a ‘total package’ of needed services.”

“[Our organization] has found great benefit from coordinated efforts and will continue to seek partnership opportunities with other public entities and the private sector.”

“Agencies believe, whether rightly or wrongly, they cannot "share" funds to provide transportation services. If coordination continues to be promoted, federal laws, regulations, guidance, needs to require or encourage resource sharing at the state level. Then, presumably, the states will push that to the county level.”