



FEDERAL TRANSIT ADMINISTRATION

# **Coordinating Council on Access and Mobility (CCAM) Focus Groups**

## **Executive Summary**



U.S. Department of Transportation  
Federal Transit Administration

# CCAM Overview

The Coordinating Council on Access and Mobility (CCAM) is an interagency partnership established in 2004 by Executive Order to coordinate the efforts of the federal agencies that fund transportation services for targeted populations.



## Mission

The CCAM issues policy recommendations and implements activities that improve the **availability**, **accessibility**, and **efficiency** of transportation for the following targeted populations:



People with  
Disabilities



Older Adults



Individuals  
of Low Income



## Vision

Equal access to coordinated transportation for all Americans

# CCAM Strategic Framework Overview

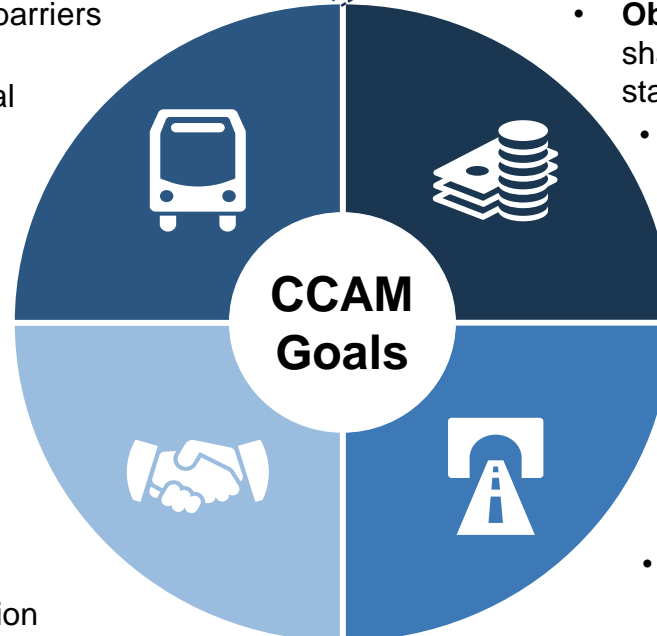
In response to the CCAM's congressional mandate in the Fixing America's Surface Transportation (FAST) Act, representatives of CCAM member agencies met in 2016 and 2017 to create a framework for the CCAM strategic plan. The outcome was the **CCAM Strategic Framework**, which is summarized below.

## Goal 1: Improve Access to the Community through Transportation

- **Objective 1:** Reduce federal policy barriers to coordinated transportation
- **Objective 2:** Increase state and local transportation coordination
- **Objective 3:** Promote public awareness of available transportation options

## Goal 3: Strengthen Interagency Partnerships and Collaboration with State, Local, and Industry Groups

- **Objective 1:** Refresh the CCAM Operating Model
- **Objective 2:** Coordinate transportation initiatives for targeted populations
- **Objective 3:** Expand opportunities for external input



## Goal 2: Enhance Cost-Effectiveness of Coordinated Transportation

- **Objective 1:** Enable equitable cost sharing among state and local stakeholders
- **Objective 2:** Develop framework for transportation cost reporting
- **Objective 3:** Promote the adoption of cost sharing

## Goal 4: Demonstrate Future Models for Coordinated Transportation

- **Objective 1:** Implement and evaluate CCAM pilot programs
- **Objective 2:** Incorporate the use of innovative technologies in coordinated transportation

# Focus Group Objectives and Outputs

To further address FAST Act requirements, the DOT convened state and local focus groups with CCAM stakeholders to achieve the following objectives and outputs.

## Objectives

Understand the current state of transportation services for target populations

Identify transportation coordination success stories and promising practices

Identify barriers to transportation coordination

## Outputs

Documented transportation coordination baselines for CCAM stakeholder groups

Documented state and local promising practices and lessons learned

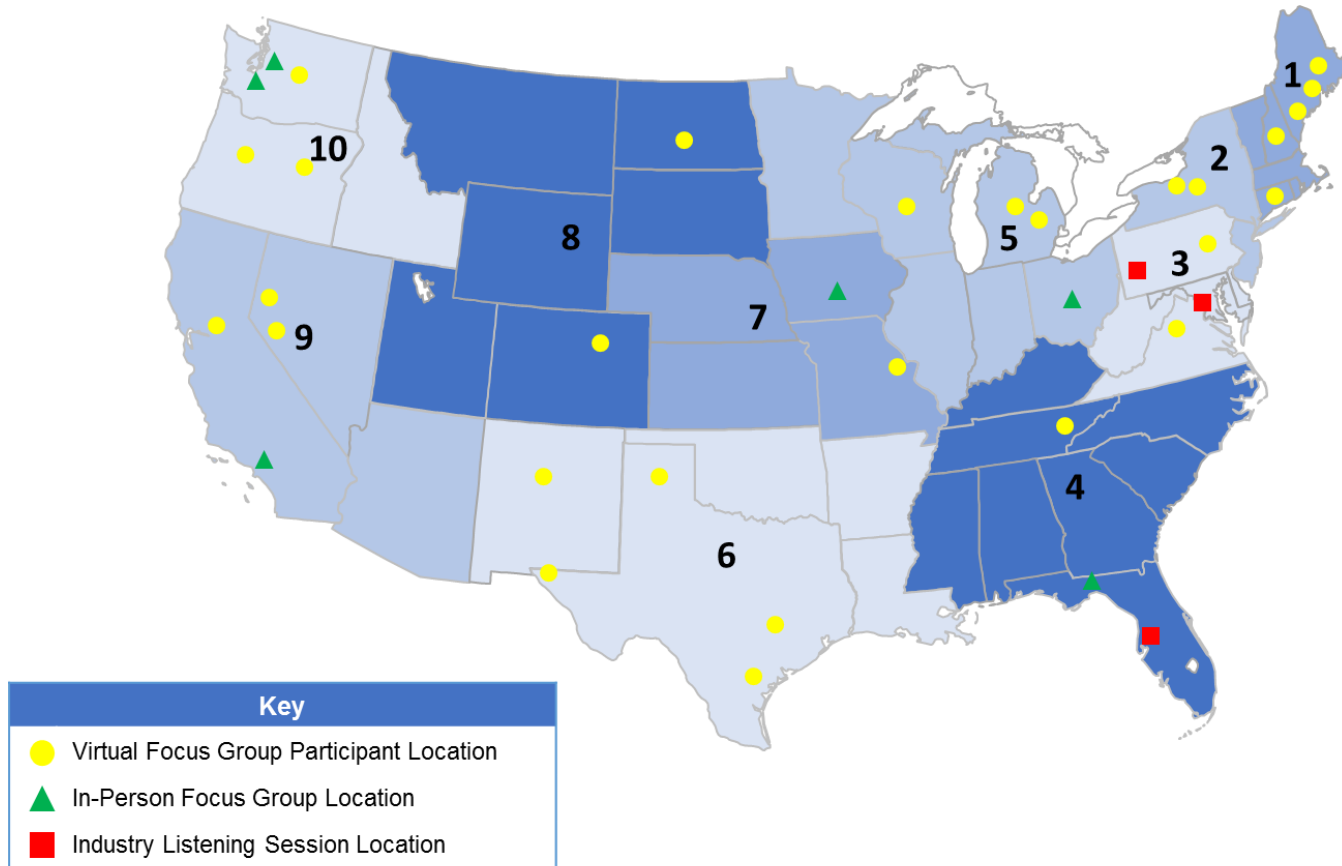
Catalogued policies and practices that hinder local transportation coordination

## FAST Act Requirements Addressed by Focus Groups

- ✓ Address outstanding recommendations made by the Council including a **cost sharing policy** and recommendations to increase grantee participation in **coordinated planning processes**
- ✓ To the extent feasible, address outstanding **recommendations made by the Comptroller General** concerning local coordination of transportation services
- ✓ Propose **changes to federal laws and regulations** that will eliminate barriers to local transportation coordination, including nonemergency medical transportation

# Focus Group Participants

The facilitation team engaged over 200 stakeholders from 22 different states, using a variety of focus group formats. The map below identifies stakeholder locations and is overlaid by the DOT regions.



# Focus Group Findings

The following barriers emerged across a majority of focus group sessions and stakeholder groups as the most prevalent barriers to transportation coordination.

Rank	Barrier	Definition
1	<b>Limited Awareness</b>	A lack of awareness of the federal funding sources available for human service transportation, the policies that enable transportation coordination, and/or the community's transportation options for targeted populations
2	<b>Unengaged Stakeholders</b>	Challenges associated with establishing and maintaining the organizational and community partnerships necessary to pursue transportation coordination
3	<b>Program Restrictions</b>	Reporting obligations, eligibility criteria, trip purpose restrictions, and other program rules that make it difficult to coordinate across different transportation programs
4	<b>Insufficient Incentives</b>	A lack of incentives or financial motivation for human service providers to pursue transportation coordination initiatives
5	<b>Limited Federal Guidance</b>	An absence of federal guidance that states and local communities need to coordinate transportation in compliance with federal law

## Focus Group Findings (cont'd)

The following barriers emerged across a majority of focus group sessions and stakeholder groups as the most prevalent barriers to transportation coordination.

Rank	Barrier	Definition
6	<b>Jurisdictional Boundaries</b>	City, county, or other regional lines that define an organization's service area and prevent that organization from coordinating with other entities beyond the service area
7	<b>Administrative Burden</b>	The accounting obligations, logistical responsibilities, implementation work, and other administrative tasks that consume an excessive amount of time and resources.
8	<b>Insufficient Data</b>	A lack of the data that states and local communities need to increase the transparency of transportation spending, demonstrate the utility of transportation coordination, and allocate the costs of coordinated transportation equitably
9	<b>Cost Sharing Concerns</b>	Apprehension about sharing the costs of coordinated transportation across participating stakeholders in a way that is equitable and proportionate to the services received.
10	<b>Inaccessible Systems</b>	Transportation vehicles and facilities that funding recipients cannot use for some coordination activities because they are inaccessible to people with functional limitations

# Coordination Barriers by Stakeholder Group

The figure below outlines the coordination barriers that emerged as themes within each stakeholder group.

Barrier	Aging Services Stakeholders	Disability Services Stakeholders	Employment and Training Services Stakeholders	Housing Services Stakeholders	Medicaid NEMT Stakeholders	Physical and Behavioral Health Services Stakeholders	Transit Stakeholders	Veterans Transportation Stakeholders
Limited Awareness	•	•	•			•		•
Unengaged Stakeholders		•		•	•		•	•
Program Restrictions			•		•	•	•	•
Insufficient Incentives	•		•	•		•		
Limited Federal Guidance	•				•		•	
Jurisdictional Boundaries				•			•	
Administrative Burden	•				•			
Insufficient Data			•			•		
Cost Sharing Concerns							•	
Inaccessible Systems		•						

*Top 5 Barriers*



## Next Steps

Findings from the focus groups will inform the current phase of federal work groups and the development and refinement of CCAM recommendations.

1. CCAM federal work groups develop policy and non-policy recommendations to address barriers identified by focus groups
2. Congress uses policy recommendations to change federal law
3. Agencies use non-policy recommendations to change federal guidance

## End Result

Coordinated transportation improves efficiency and availability