



CCAM

Coordinating Council on
Access and Mobility

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*National Center for Mobility Management
(NCMM) Survey Analysis
Department of Labor*

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 **16 individuals** who work at transportation and/or human services organizations that receive DOL 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 DOL 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 percentages in the figures throughout this report may not add to 100% due to rounding.

Key Findings

Benefits

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

83% say transportation coordination improves their organization's ability to serve constituents

93% believe coordination improves the cost-effectiveness of transportation services

Despite the widespread belief that transportation coordination is beneficial, **only 36% of DOL-funded respondents agree they are incentivized to coordinate transportation services.**

Barriers

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

At least 50% said each surveyed barrier makes coordination more difficult. The most frequently reported barriers are:

85%

Lack of cost-sharing arrangement or reimbursement structure

82%

Inability to secure local match funding

75%

Complexity of reporting or other administrative requirements

Participation

85% of DOL-funded respondents participate in at least one coordination activity. They most frequently participate in:

46% Coordinated transportation plan development

38% State, regional, or local coordinating councils

38% Sharing transportation data across organizations

Knowledge

Although most DOL-funded respondents are knowledgeable about available resources, improvements can still be made:

69%

Are aware of transportation resources in their community

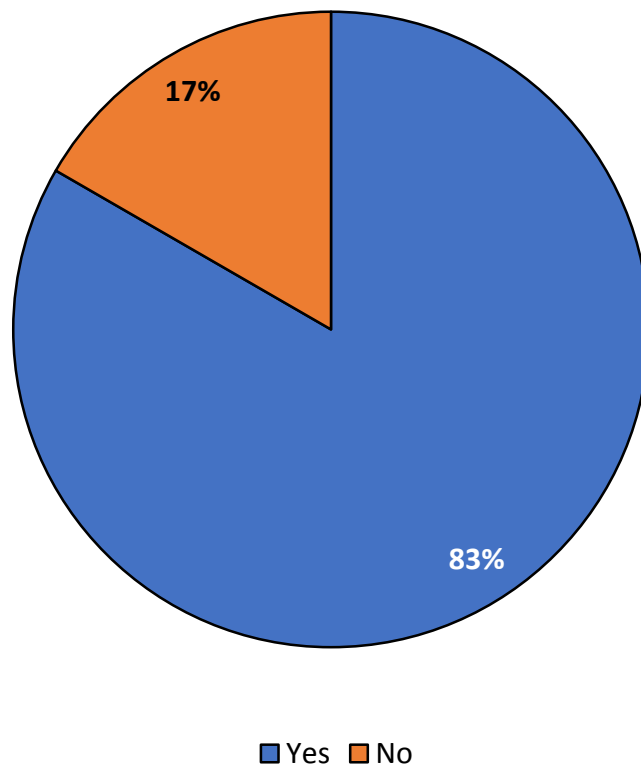
54%

Understand available federal funding sources

Selected Question Data

Figure 1: Usefulness of Transportation Coordination

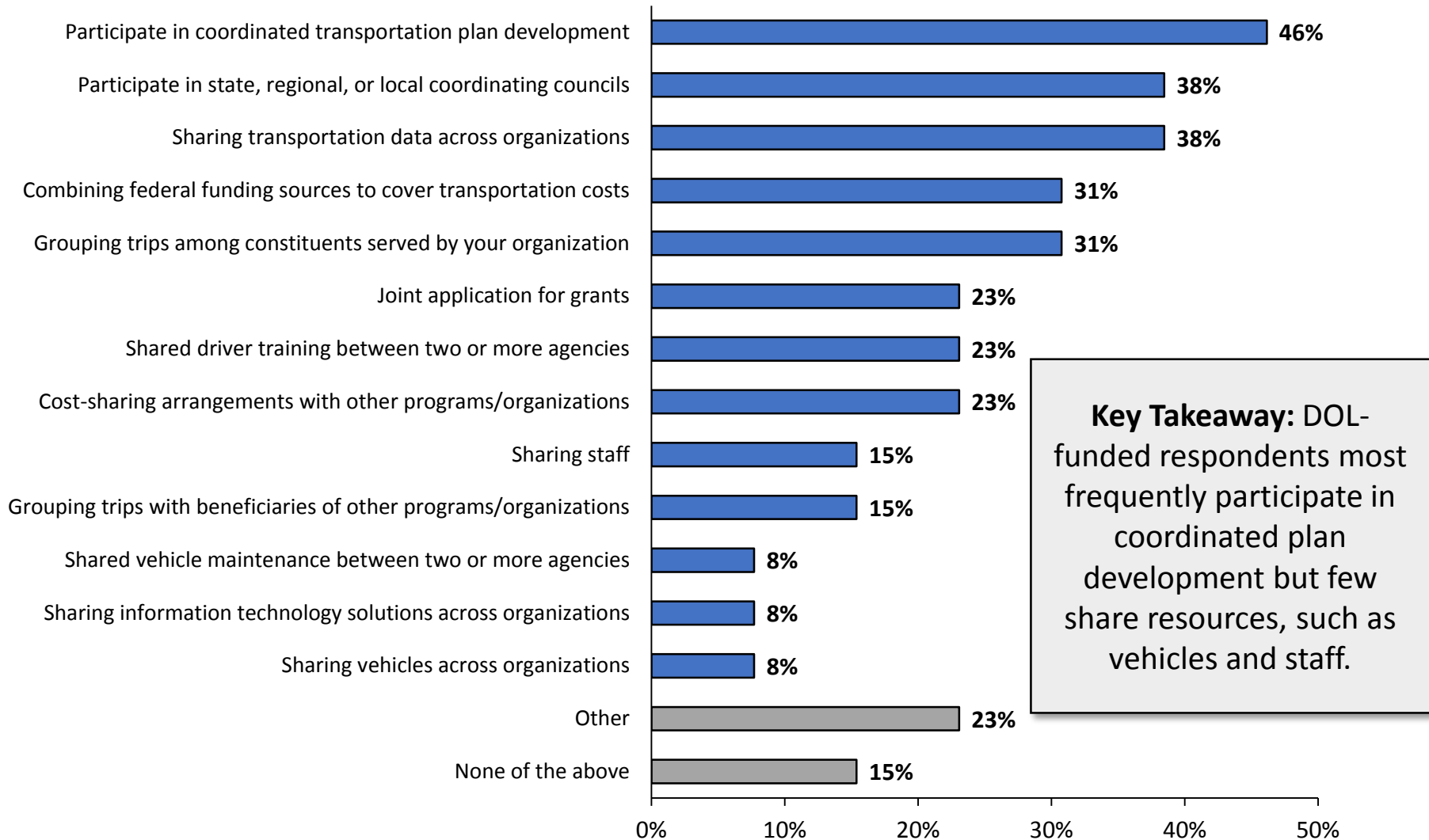
Question: Do you believe that transportation coordination enhances your organization's ability to serve its constituents?



Key Takeaway: Almost all DOL-funded respondents believe that transportation coordination enhances their ability to serve constituents.

Figure 2: Transportation Coordination Activities

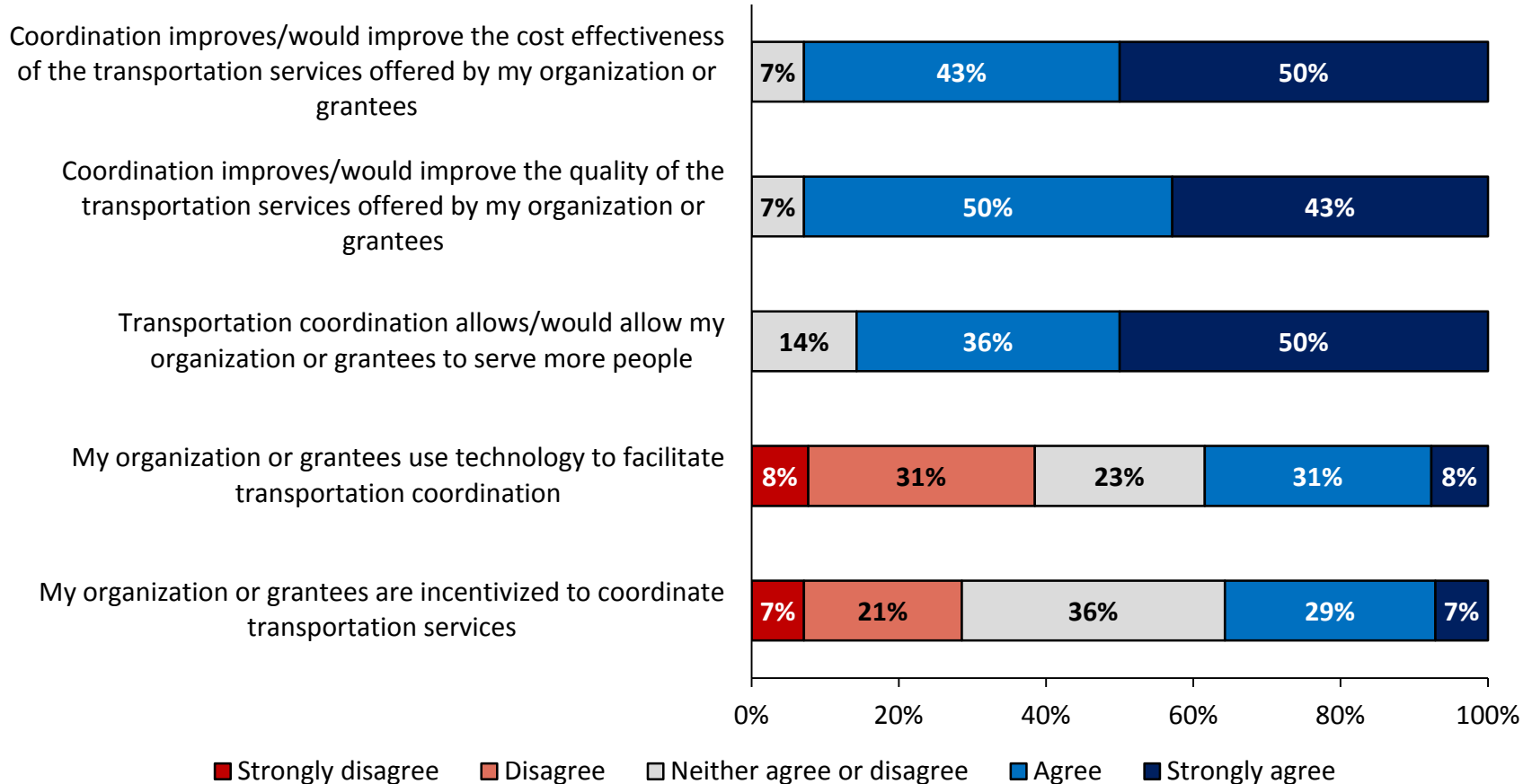
Question: Does your organization or its grantees participate in the following transportation coordination activities? Select all that apply.



n=13

Figure 3: Transportation Coordination

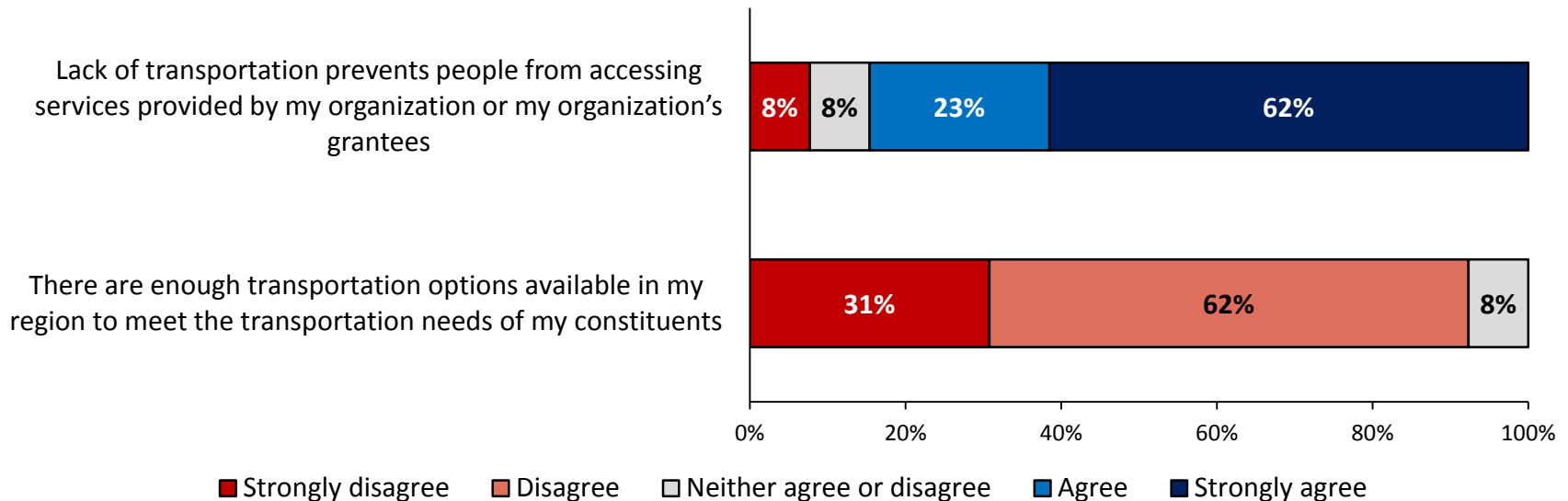
Question: Please indicate the level to which you agree or disagree with the following statements:



Key Takeaway: Most DOL-funded respondents believe that coordination improves service delivery, but far fewer feel incentivized to implement coordination activities.

Figure 4: Availability

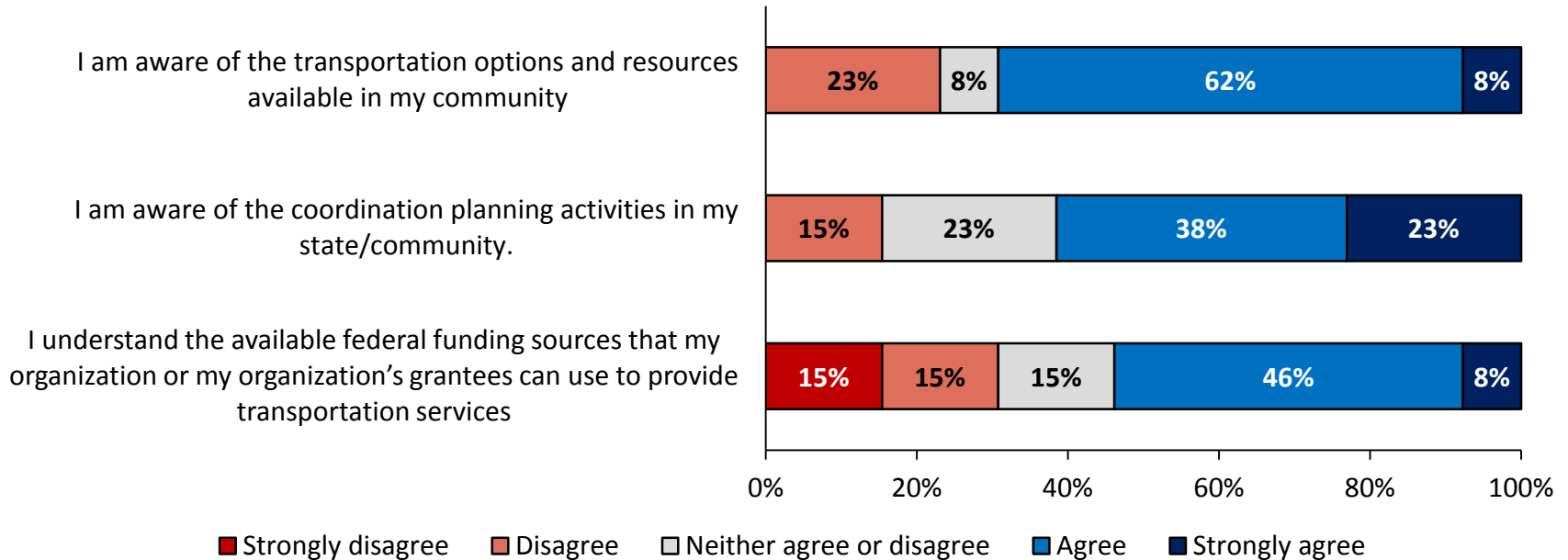
Question: Please indicate the level to which you agree or disagree with the following statements:



Key Takeaway: Almost all DOL-funded respondents believe that their communities lack sufficient transportation services and options, preventing people from accessing DOL-funded services.

Figure 5: Awareness

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



Key Takeaway: Most DOL-funded respondents are aware of transportation options in their communities. However, fewer are aware of existing coordination activities or federal funding sources for transportation.

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	Percentage
1	Lack of cost sharing arrangement or reimbursement structure	85%
2	Inability to secure local match funding	82%
3	Complexity of reporting or other administrative requirements	75%
4	Lack of available transportation	69%
5	State laws, regulations, and/or guidance	67%
6	Concerns about sharing vehicles	67%
7	Lack of time and/or staff	67%
8	Lack of enabling technology	67%
9	Federal laws, regulations, and/or guidance	67%
10	Lack of transportation data	58%
11	Concerns about grouping beneficiaries from different federal programs	55%

■ 0% □ 50% ■ 100%

Key Takeaway: Almost all DOL-funded respondents experience a variety of factors that impede coordination. A lack of cost sharing arrangement or reimbursement structure is the most common barrier to coordination.

n=11-13

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

“Coordinated transportation offers a more efficient, accessible, and higher quality of service. It creates incentives for local businesses to expand to meet demand.”

“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.”

“Transportation is sometimes the largest barrier for consumers staying independent or becoming employed.”

“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.”