CCAM

Coordinating Council on Access and Mobility

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National Center for Mobility Management (NCMM) Survey Analysis

Department of Education 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 **28 individuals** who work at transportation and/or human services organizations that receive ED funding[1]

Was conducted from **June to November 2018**

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

[1]A 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

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

100% say transportation coordination improves their organization's ability to serve constituents

74% believe coordination improves the quality of transportation services

Despite the widespread belief that transportation coordination is beneficial, **only 53% of ED-funded respondents agree they are incentivized to coordinate transportation services.**

Barriers

ED-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:

88% Lack of available transportation

82% Federal laws/regulations/guidance

81% Inability to secure local match funding

Participation

74% of ED-funded respondents participate in at least one coordination activity. They most frequently participate in:

53% State, regional, or local coordinating councils

47% Coordinated transportation plan development

26% Joint applications for grants

Knowledge

Most ED-funded respondents are knowledgeable about available resources, but there is some room for improvement:

74%
Are aware of transportation coordination planning activities

68%
Are aware of transportation resources in their community

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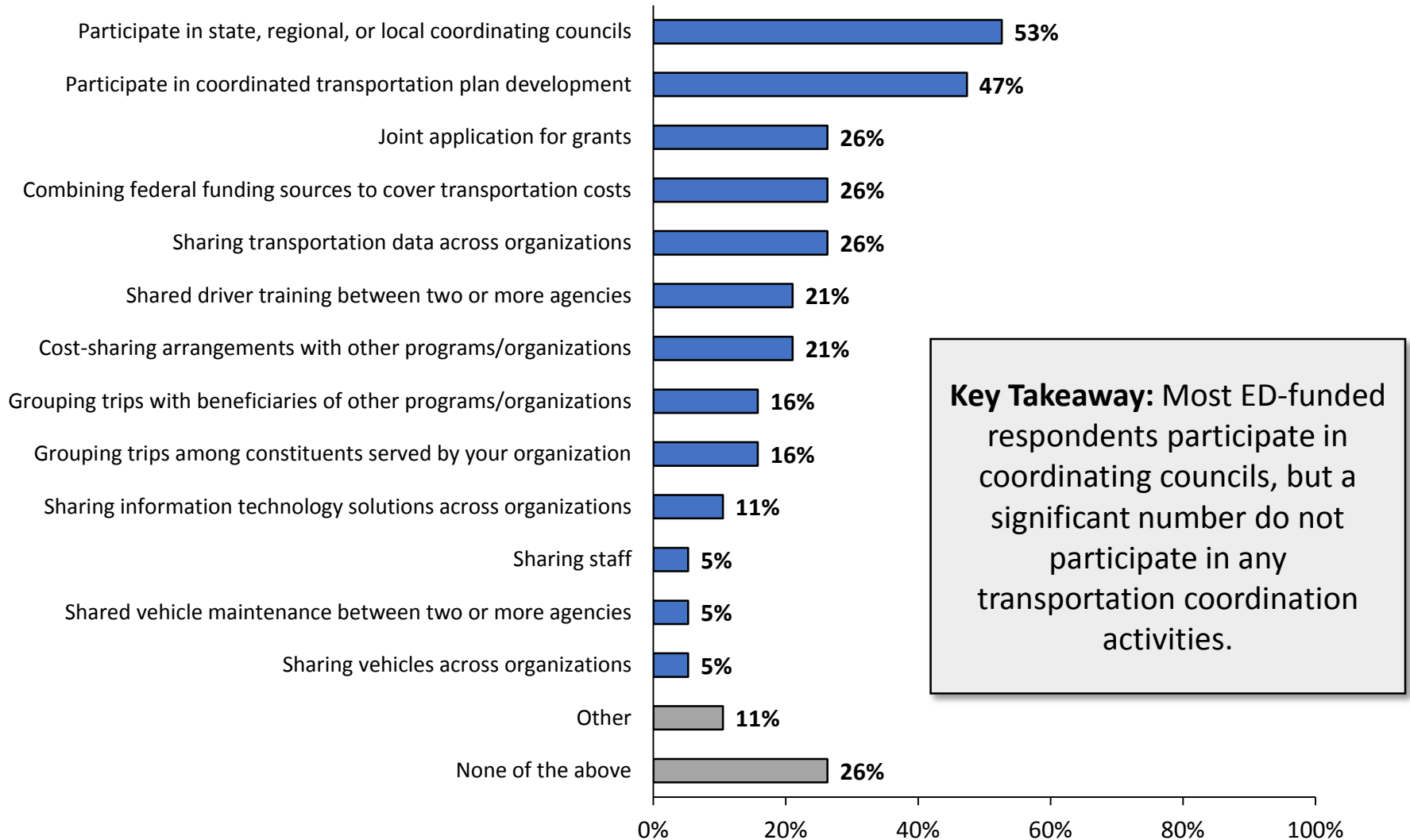# Selected Question Data

Figure 1: Usefulness of Transportation Coordination

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

0%

100%

■ Yes ■ No
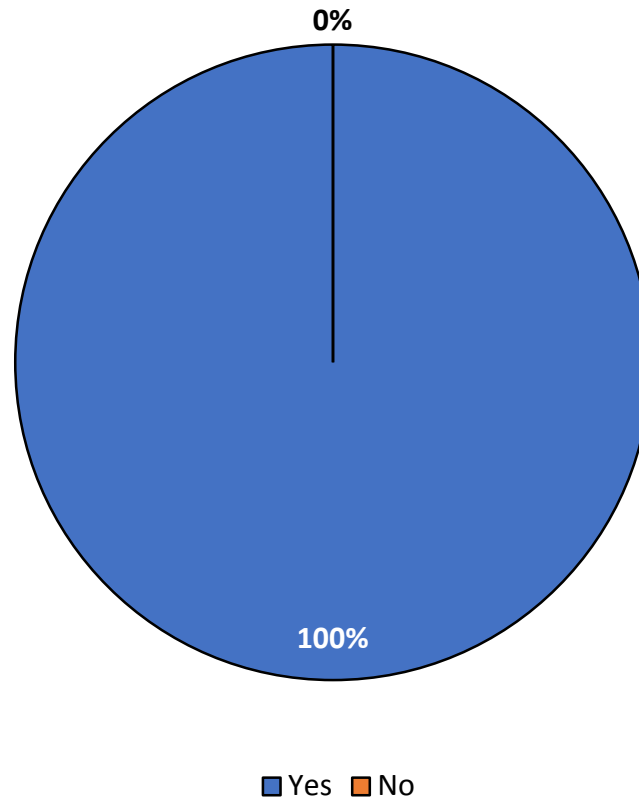
Key Takeaway: All ED-funded respondents believe that transportation coordination enhances their ability to serve constituents.

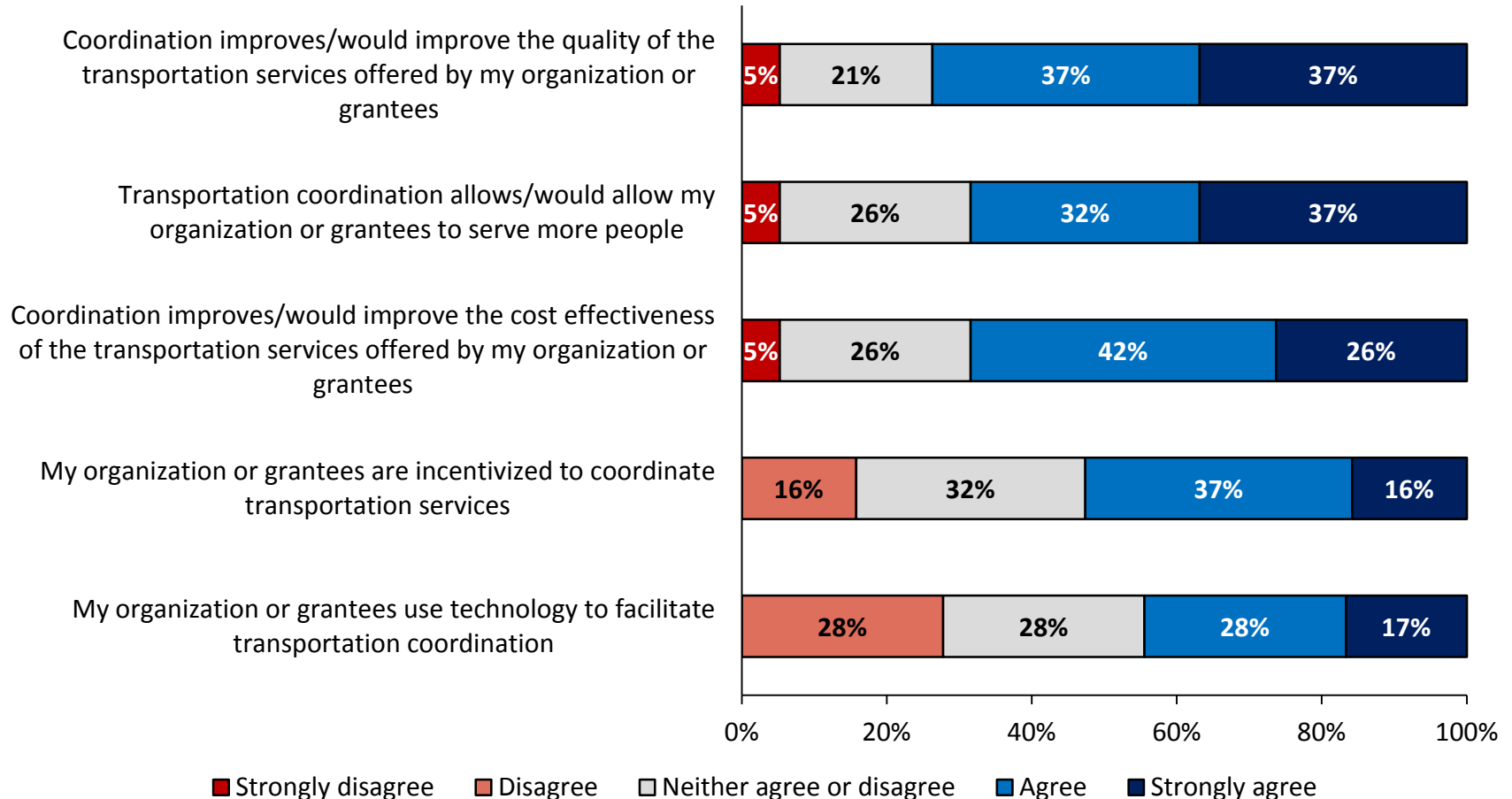n=15

Figure 2: Transportation Coordination Activities

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

Activity	Percentage
Participate in state, regional, or local coordinating councils	53%
Participate in coordinated transportation plan development	47%
Joint application for grants	26%
Combining federal funding sources to cover transportation costs	26%
Sharing transportation data across organizations	26%
Shared driver training between two or more agencies	21%
Cost-sharing arrangements with other programs/organizations	21%
Grouping trips with beneficiaries of other programs/organizations	16%
Grouping trips among constituents served by your organization	16%
Sharing information technology solutions across organizations	11%
Sharing staff	5%
Shared vehicle maintenance between two or more agencies	5%
Sharing vehicles across organizations	5%
Other	11%
None of the above	26%

Key Takeaway: Most ED-funded respondents participate in coordinating councils, but a significant number do not participate in any transportation coordination activities.

n=19

Figure 3: Transportation Coordination

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

Statement	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
Coordination improves/would improve the quality of the transportation services offered by my organization or grantees	5%		21%	37%	37%
Transportation coordination allows/would allow my organization or grantees to serve more people	5%		26%	32%	37%
Coordination improves/would improve the cost effectiveness of the transportation services offered by my organization or grantees	5%		26%	42%	26%
My organization or grantees are incentivized to coordinate transportation services		16%	32%	37%	16%
My organization or grantees use technology to facilitate transportation coordination		28%	28%	28%	17%

Legend: ■ Strongly disagree ■ Disagree □ Neither agree or disagree ■ Agree ■ Strongly agree

Key Takeaway: Most ED-funded respondents believe that coordination improves service delivery, but far fewer use technology to facilitate coordination.

n=18-19

Figure 4: Availability

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

Lack of transportation prevents people from accessing services provided by my organization or my organization's grantees
- 5% | 26% | 68%

There are enough transportation options available in my region to meet the transportation needs of my constituents
- 37% | 53% | 5% | 5%

Legend: ■ Strongly disagree ■ Disagree ☐ Neither agree or disagree ■ Agree ■ Strongly agree

Key Takeaway: Almost all ED-funded respondents believe that their communities lack sufficient transportation services and options.

n=19

Figure 5: Awareness

Question: Please indicate the level to which you agree or disagree with the following statements:
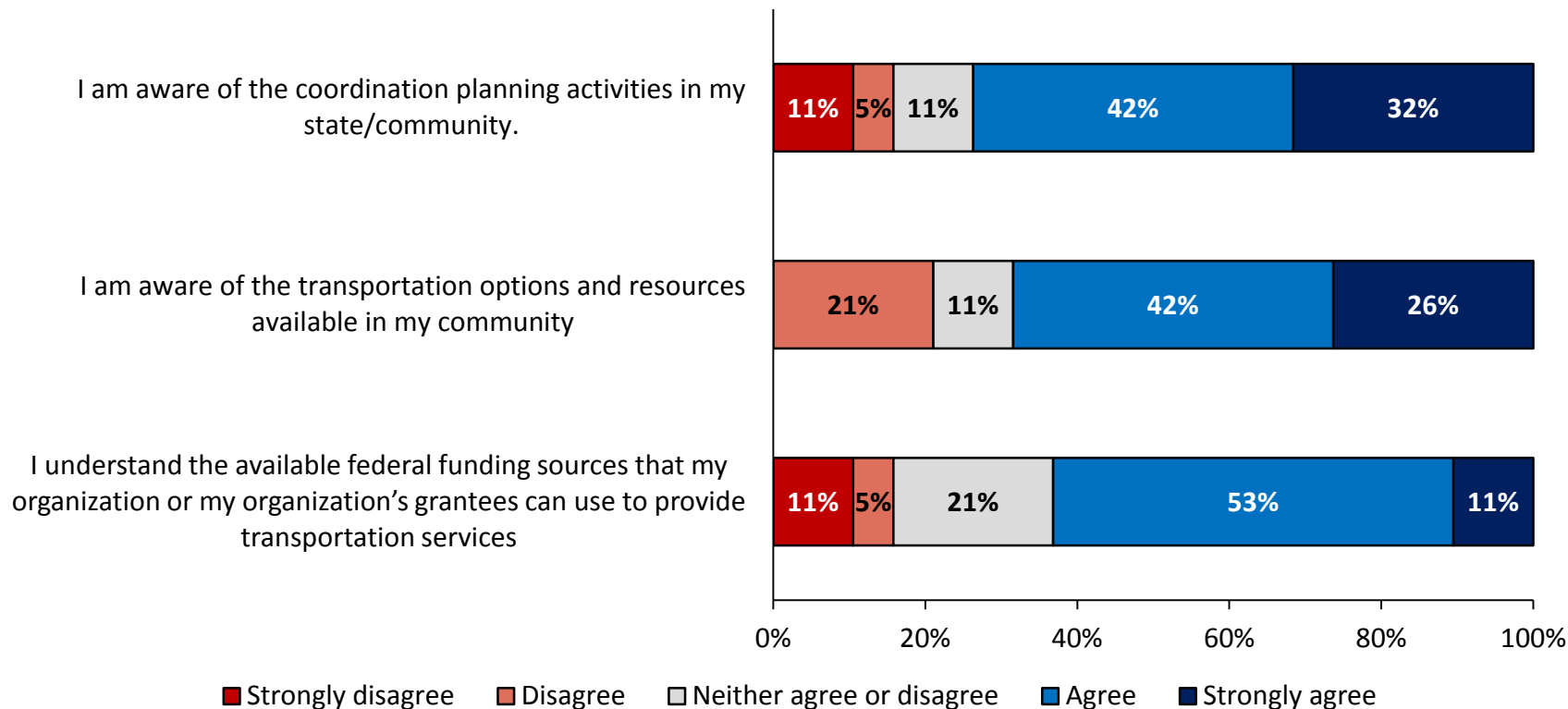
Key Takeaway: Awareness of transportation resources and coordination activities may not be a significant barrier for most ED-funded respondents.

n=19

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 available transportation	**88%**
2	Federal laws, regulations, and/or guidance	**82%**
3	Inability to secure local match funding	**81%**
4	Lack of cost sharing arrangement or reimbursement structure	**78%**
5	Lack of time and/or staff	**71%**
6	Complexity of reporting or other administrative requirements	**69%**
7	Concerns about sharing vehicles	**65%**
8	State laws, regulations, and/or guidance	**59%**
9	Lack of enabling technology	**59%**
10	Concerns about grouping beneficiaries from different federal programs	**56%**
11	Lack of transportation data	**53%**

■ 0%   □ 50%   ■ 100%

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

n=16-18

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

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What Respondents are Saying About Transportation Coordination

"As an independent living center, lack of transportation is a major barrier to employment, education, community access and medical care."

"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."