



CCAM

Coordinating Council on
Access and Mobility

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*National Center for Mobility Management
(NCMM) Survey Analysis
Social Security Administration 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 **30 individuals** who work at transportation and/or human services organizations that receive SSA 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 SSA 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

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

94% say transportation coordination improves their organization's ability to serve constituents

78% believe coordination improves the quality of transportation services

Despite the widespread belief that transportation coordination is beneficial, **only 37% of SSA-funded respondents agree they are incentivized to coordinate transportation services.**

Barriers

SSA-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:

100%

Lack of available transportation

79%

State laws/regulations/guidance

79%

Lack of cost-sharing arrangement or reimbursement structure

Participation

Only 47% of SSA-funded respondents participate in at least one coordination activity. The most common activities they participate in are:

26% Coordinated transportation plan development

21% State, regional, or local coordinating councils

21% Joint applications for grants

Knowledge

Many SSA-funded respondents are not knowledgeable about available resources:

68%

Are aware of transportation resources in their community

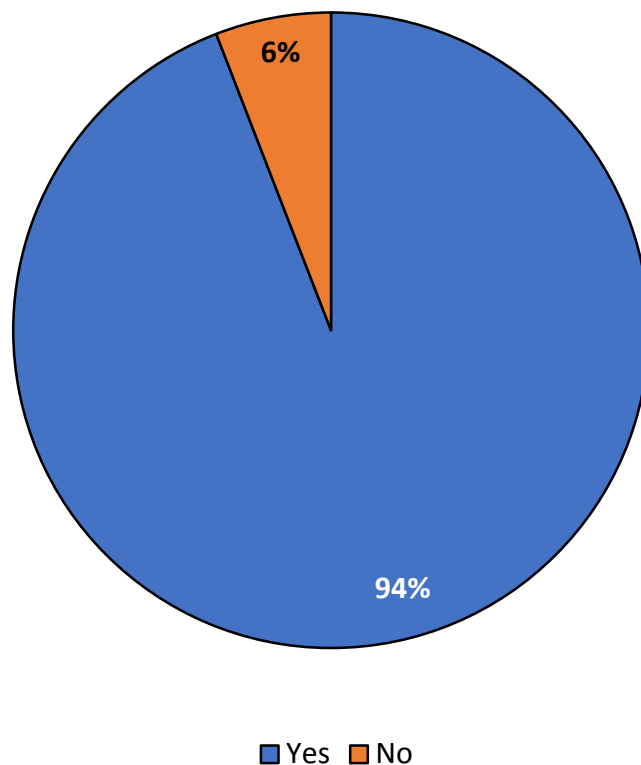
37%

Understand available federal funding sources

Selected Question Data

Figure 1: Usefulness of Transportation Coordination

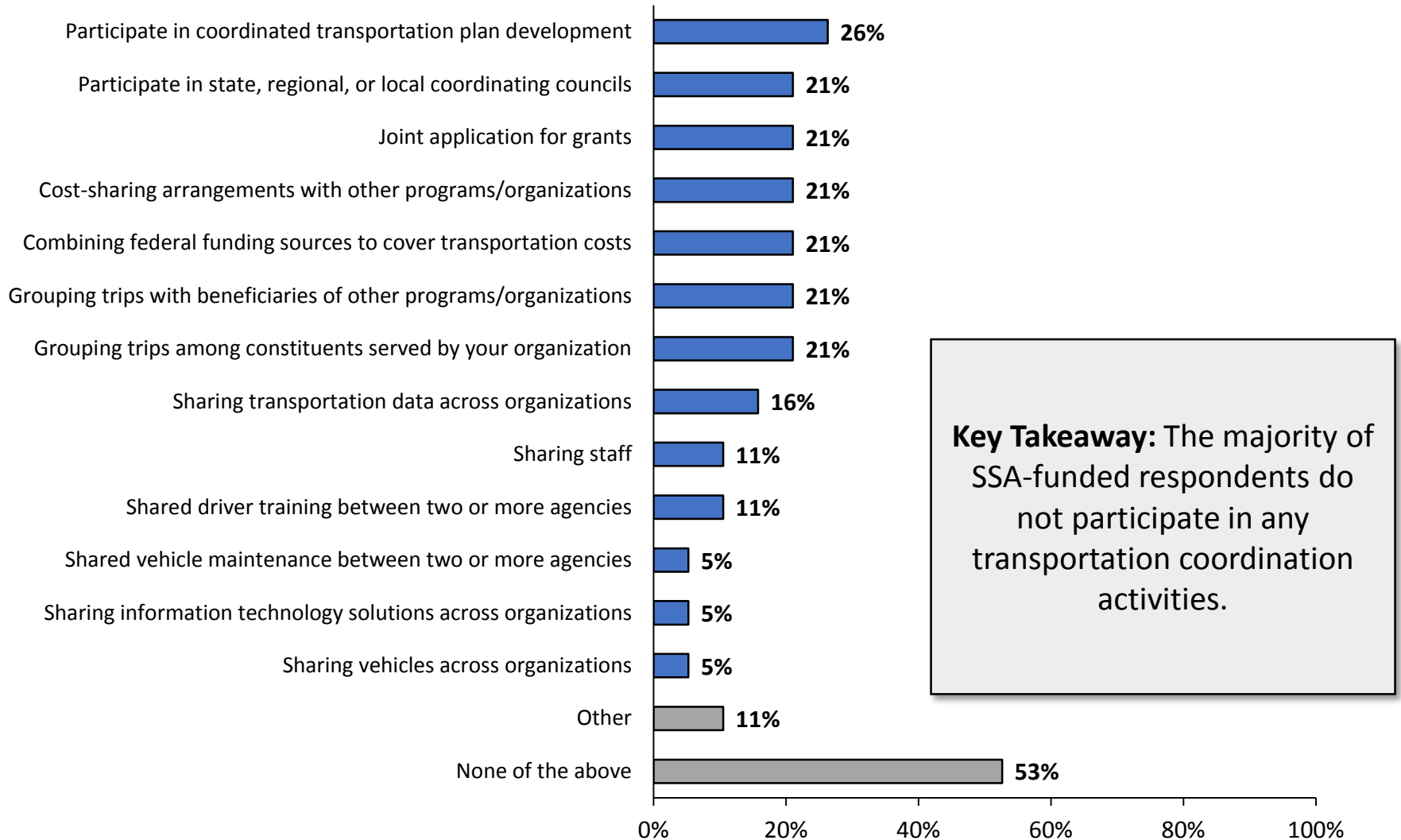
Question: Do you believe that transportation coordination enhances your organization's ability to serve its constituents?



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

Figure 2: Transportation Coordination Activities

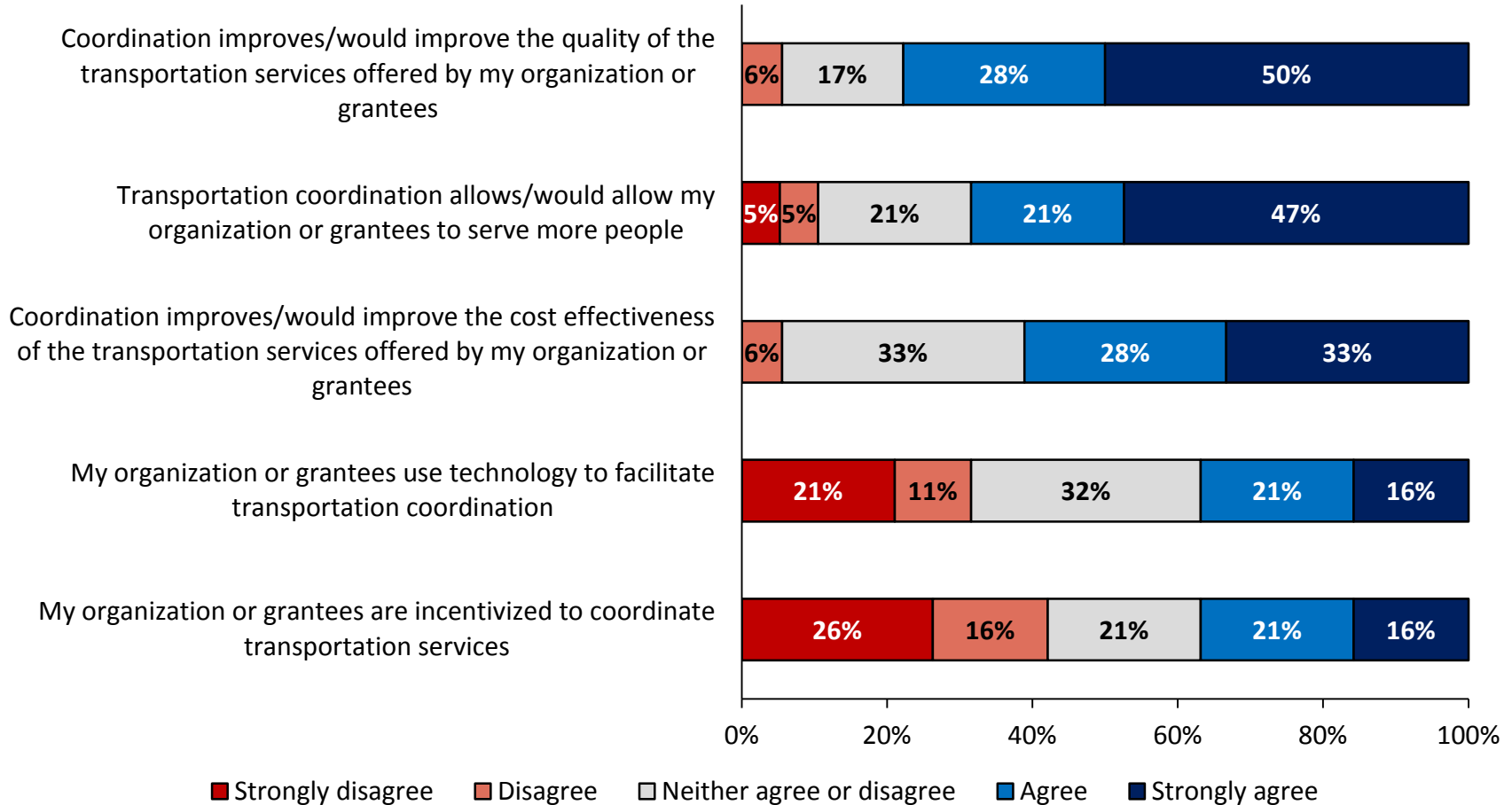
Question: Does your organization or its grantees participate in the following transportation coordination activities? Select all that apply.



n=19

Figure 3: Transportation Coordination

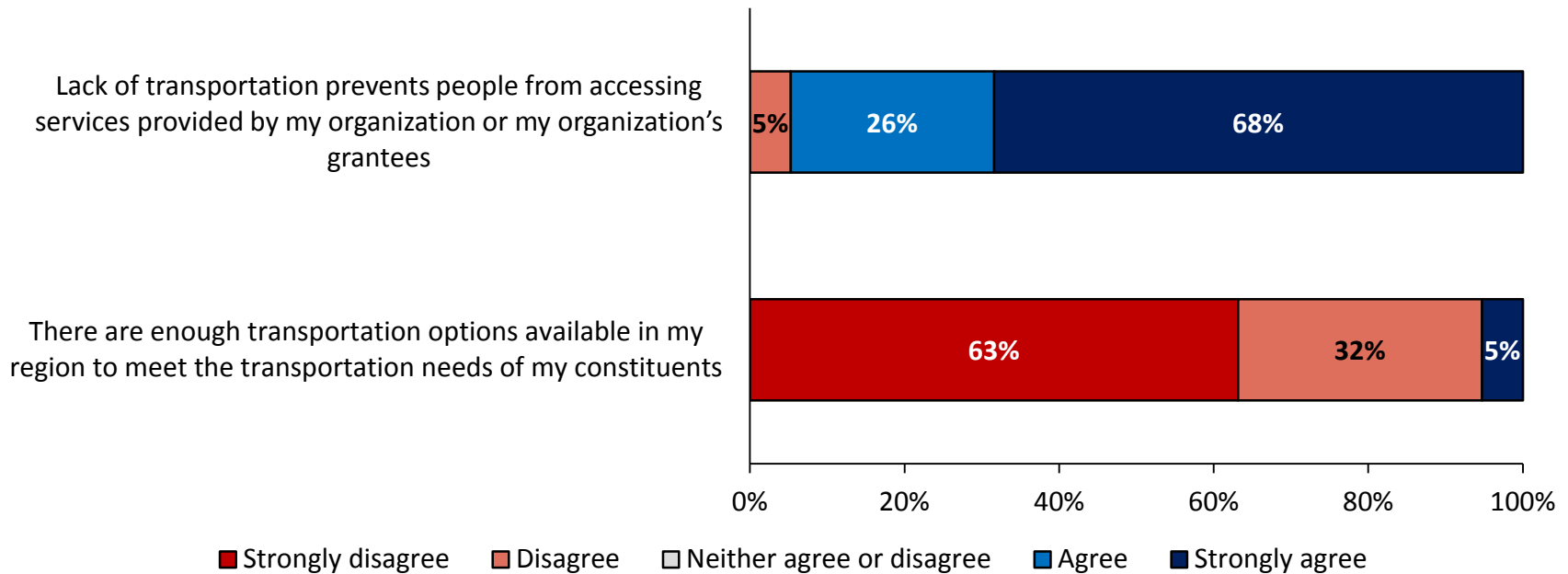
Question: Please indicate the level to which you agree or disagree with the following statements:



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

Figure 4: Availability

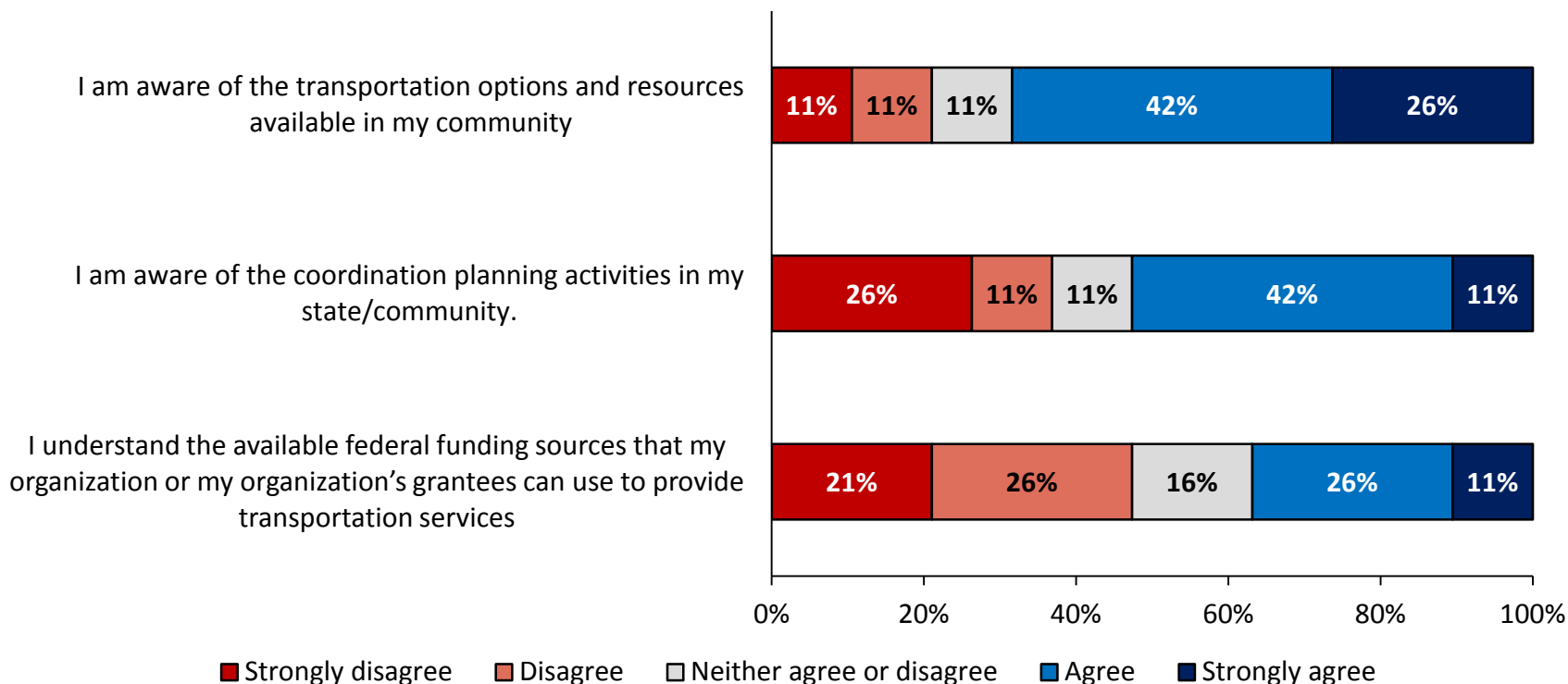
Question: Please indicate the level to which you agree or disagree with the following statements:



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

Figure 5: Awareness

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



Key Takeaway: Almost half of SSA-funded respondents do not understand available federal funding sources for transportation, and over a third are not aware of transportation coordination activities in their state or community.

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	100%
2	State laws, regulations, and/or guidance	79%
3	Lack of cost sharing arrangement or reimbursement structure	79%
4	Lack of time and/or staff	79%
5	Federal laws, regulations, and/or guidance	74%
6	Inability to secure local match funding	74%
7	Lack of transportation data	74%
8	Complexity of reporting or other administrative requirements	72%
9	Concerns about sharing vehicles	68%
10	Lack of enabling technology	68%
11	Concerns about grouping beneficiaries from different federal programs	63%

■ 0% □ 50% ■ 100%

Key Takeaway: Almost all SSA-funded respondents experience a variety of factors that impede coordination. Notably, every SSA-funded respondent identified a lack of available transportation as a barrier to coordination.

n=17-19

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

“We have seen that lack of transportation has been a barrier to basic needs like food, healthcare and mental health among the very low income population in our rural areas. As such, it can be part of the difference as to whether they live independently, become institutionalized or possibly homeless.”

“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 entirely rural county is a transportation desert. No cab service, no Uber, woefully inadequate Senior transit system that is only available to those who can make it to collection points like senior housing at certain times and certain days of the week. No evening/weekend service at all.”

“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.”