



# CCAM

Coordinating Council on  
Access and Mobility

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*National Center for Mobility Management  
(NCMM) Survey Analysis  
Department of Transportation 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 **178 individuals** who work at transportation and human services organizations that receive DOT funding<sup>1</sup>



Was conducted from **June to November 2018**

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

<sup>1</sup>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

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

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

83% believe coordination improves the cost-effectiveness of transportation services

Despite the widespread belief that transportation coordination is beneficial, **only 42% of DOT-funded respondents agree they are incentivized to coordinate transportation services.**

## Barriers

DOT-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:

83%

Lack of time/staff

76%

Lack of cost-sharing arrangement or reimbursement structure

76%

Complexity of reporting or other administrative requirements

## Participation

95% of DOT-funded respondents participate in at least one coordination activity. They most frequently participate in:

73% State, regional, or local coordinating councils

71% Coordinated transportation plan development

53% Sharing transportation data across organizations

## Knowledge

DOT-funded respondents are extremely knowledgeable about available resources:

94%

Are aware of transportation resources in their community

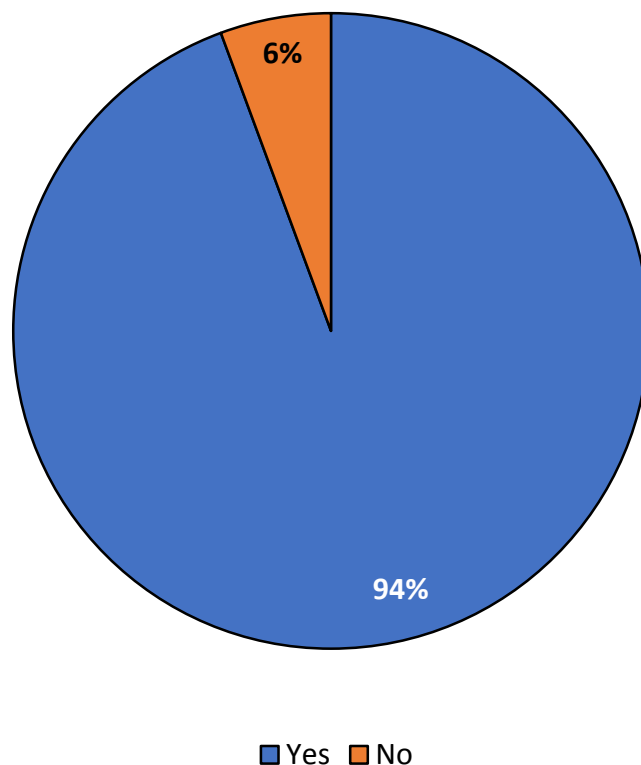
82%

Understand available federal funding sources

# Selected Question Data

# Figure 1: Usefulness of Transportation Coordination

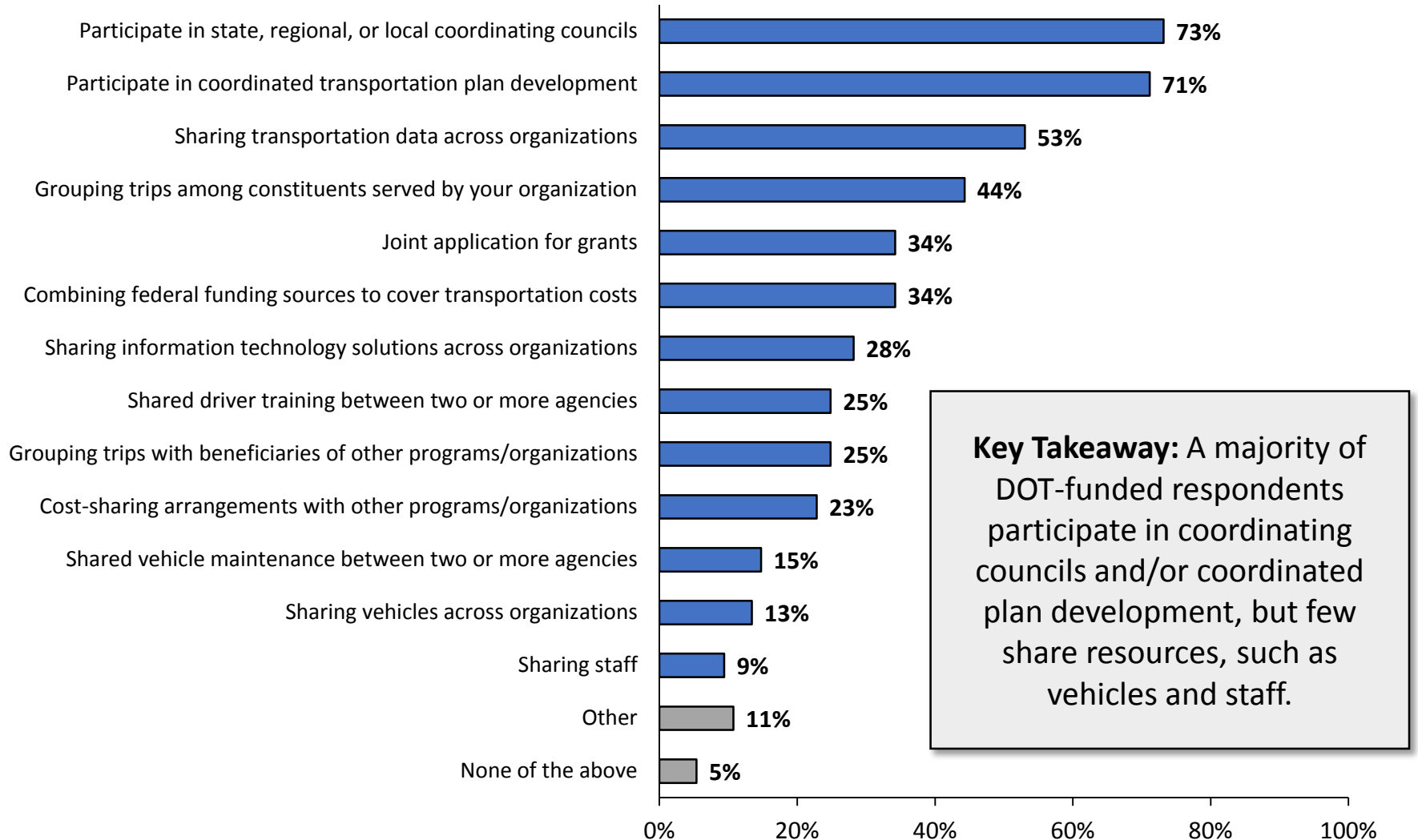
**Question:** Do you believe that transportation coordination enhances your organization's ability to serve its constituents?



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

## Figure 2: Transportation Coordination Activities

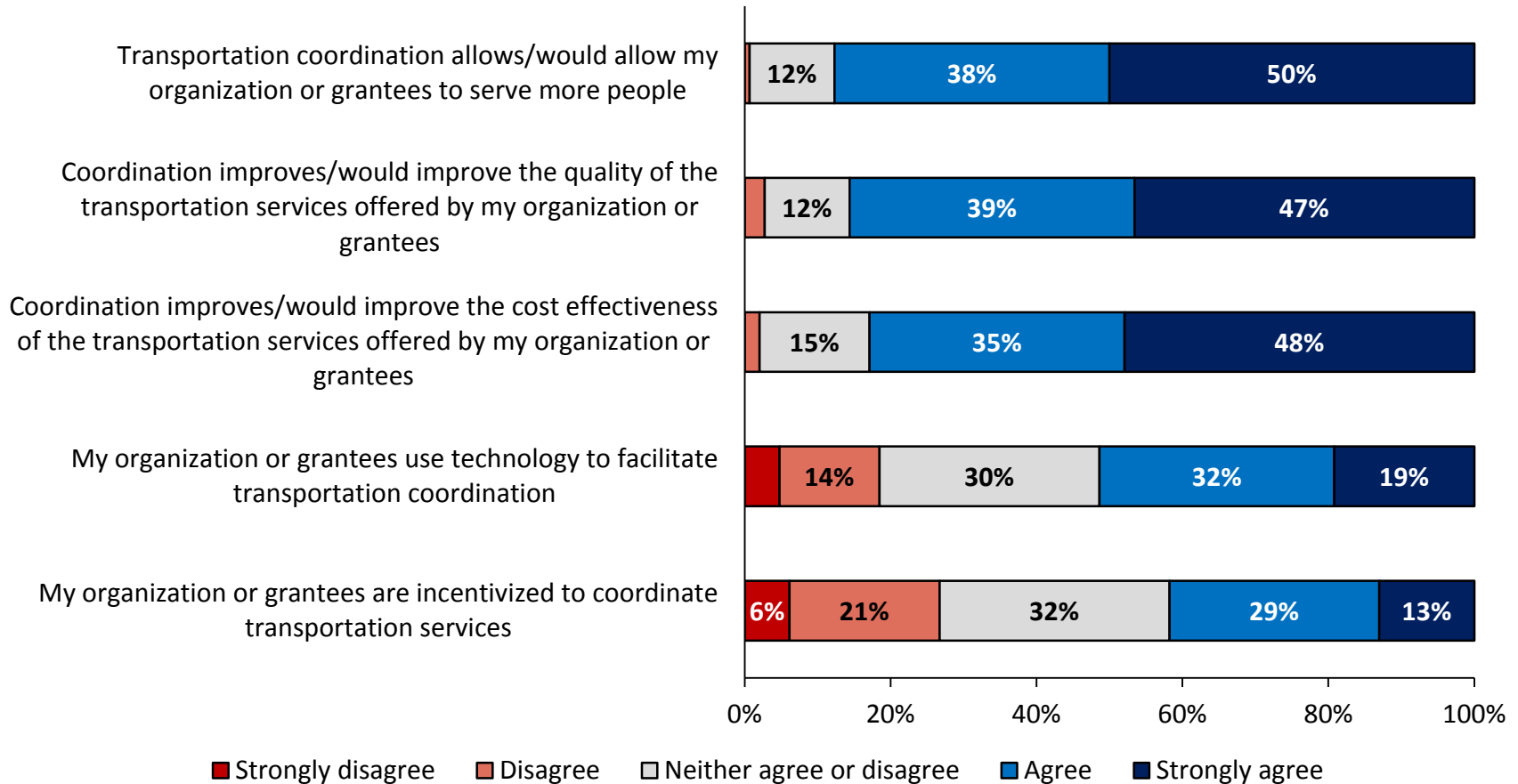
**Question:** Does your organization or its grantees participate in the following transportation coordination activities? Select all that apply.



n=149

# Figure 3: Transportation Coordination

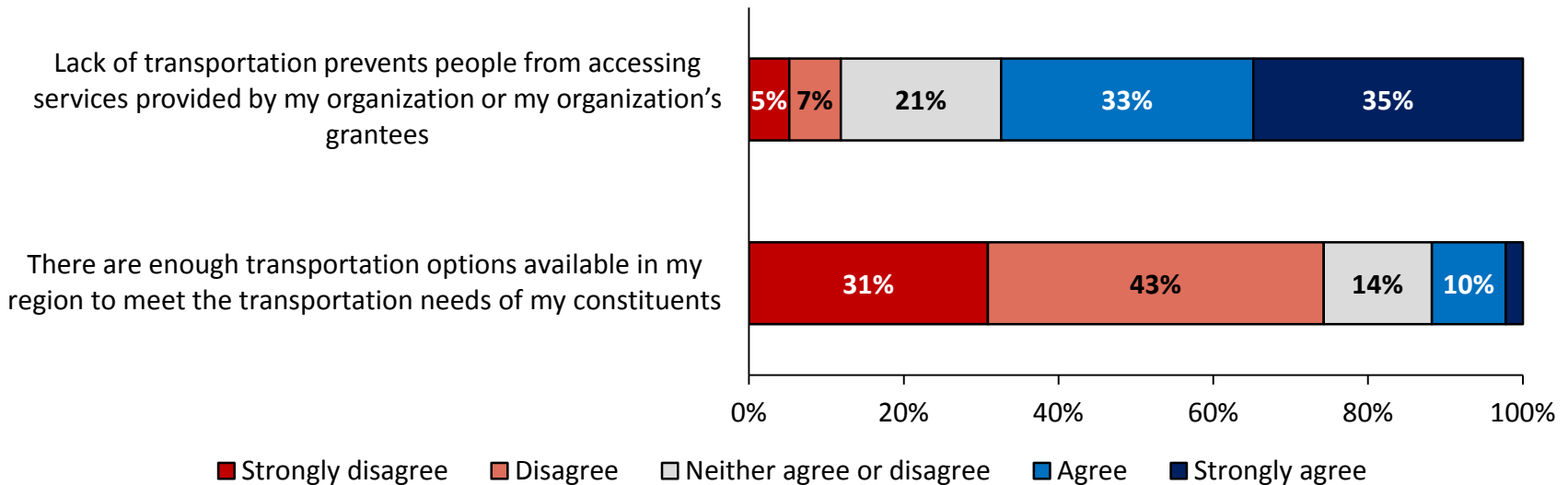
**Question:** Please indicate the level to which you agree or disagree with the following statements:



**Key Takeaway:** Almost all DOT-funded respondents believe that coordination improves service delivery, but far fewer feel incentivized to implement coordination activities.

## Figure 4: Availability

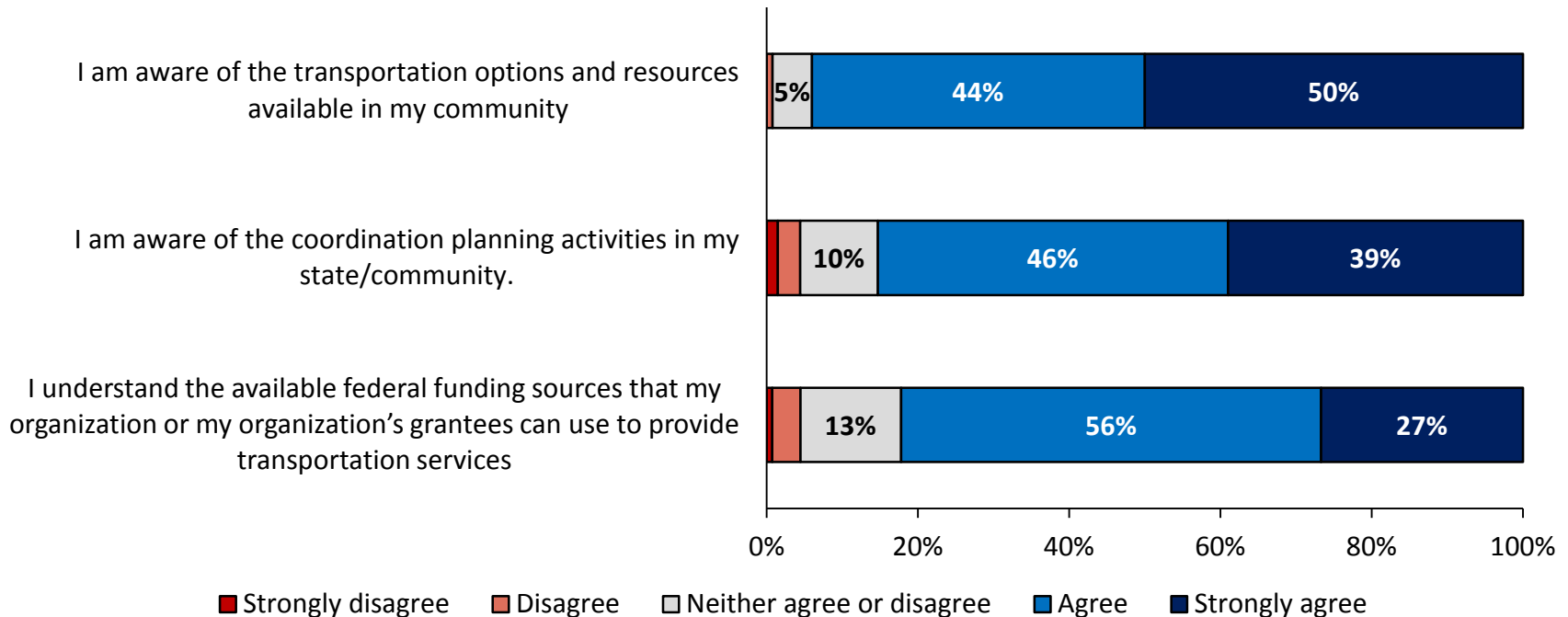
**Question:** Please indicate the level to which you agree or disagree with the following statements:



**Key Takeaway:** Most DOT-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 DOT-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	Percentage
1	Lack of time and/or staff	83%
2	Lack of cost sharing arrangement or reimbursement structure	76%
3	Complexity of reporting or other administrative requirements	76%
4	Inability to secure local match funding	74%
5	Lack of available transportation	73%
6	Federal laws, regulations, and/or guidance	72%
7	Concerns about sharing vehicles	71%
8	Concerns about grouping beneficiaries from different federal programs	70%
9	State laws, regulations, and/or guidance	67%
10	Lack of enabling technology	62%
11	Lack of transportation data	58%

■ 0%    □ 50%    ■ 100%

**Key Takeaway:** Almost all DOT-funded respondents experience a variety of factors that impede coordination. A lack of sufficient time and staff resources is the most common barrier to coordination.

n=130-134

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

"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."

"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."