



# Coordinating Council on Access and Mobility

## *National Center for Mobility Management (NCMM) Survey Analysis Department of Veterans Affairs 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 **34 individuals** who work at transportation and/or human services organizations that receive VA 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 VA stakeholders.

<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

Most of the surveyed VA stakeholders see transportation coordination as beneficial to their organization.

88% say transportation coordination improves their organization's ability to serve constituents

68% believe coordination improves the cost-effectiveness of transportation services

Despite the widespread belief that transportation coordination is beneficial, **only 40% of surveyed VA stakeholders agree they are incentivized to coordinate transportation services.**

## Participation

Only 64% of the surveyed VA stakeholders participate in at least one coordination activity. The most common activities they participate in are:

48% State, regional, or local coordinating councils

36% Coordinated transportation plan development

36% Combining federal funding sources to cover transportation costs

## Barriers

The surveyed VA stakeholders face a wide variety of barriers when seeking to coordinate transportation.

For 9 of the 11 surveyed barriers, at least 50% said the barrier makes coordination more difficult. The most frequently reported barriers are:

92%

Lack of available transportation

85%

Lack of cost-sharing arrangement or reimbursement structure

76%

Federal laws/regulations/guidance

## Knowledge

Most of the surveyed VA stakeholders are knowledgeable about available resources:

92%

Are aware of transportation resources in their community

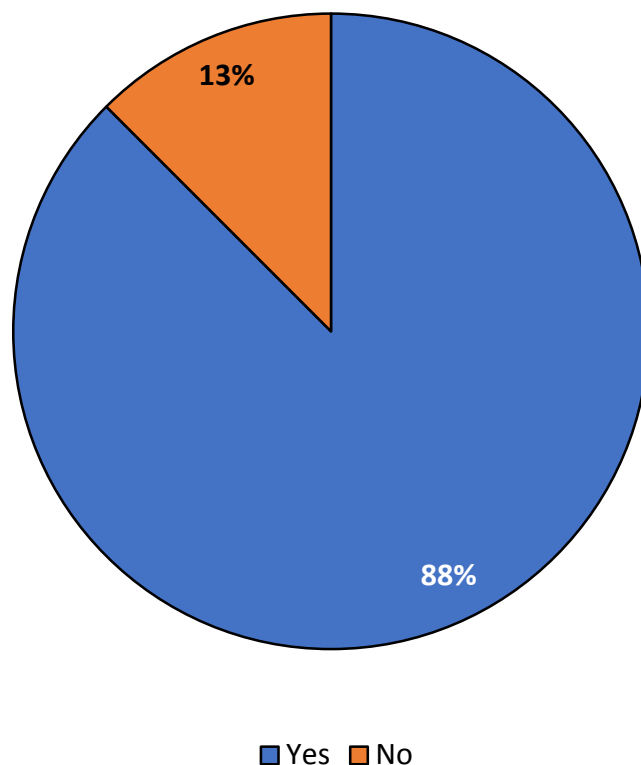
65%

Understand available federal funding sources

# Selected Question Data

# Figure 1: Usefulness of Transportation Coordination

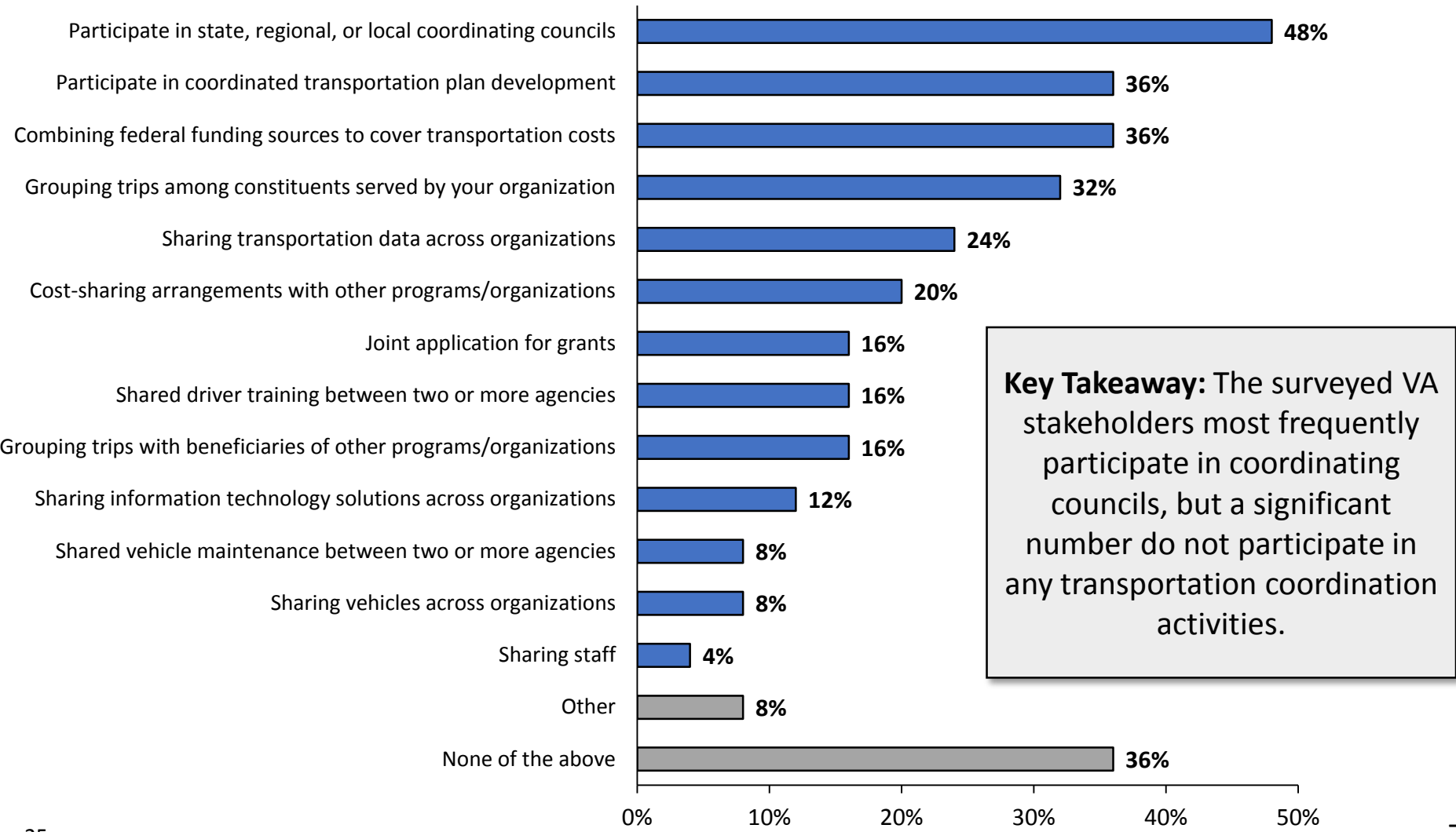
**Question:** Do you believe that transportation coordination enhances your organization's ability to serve its constituents?



**Key Takeaway:** Almost all of the surveyed VA stakeholders believe that transportation coordination enhances their ability to serve constituents.

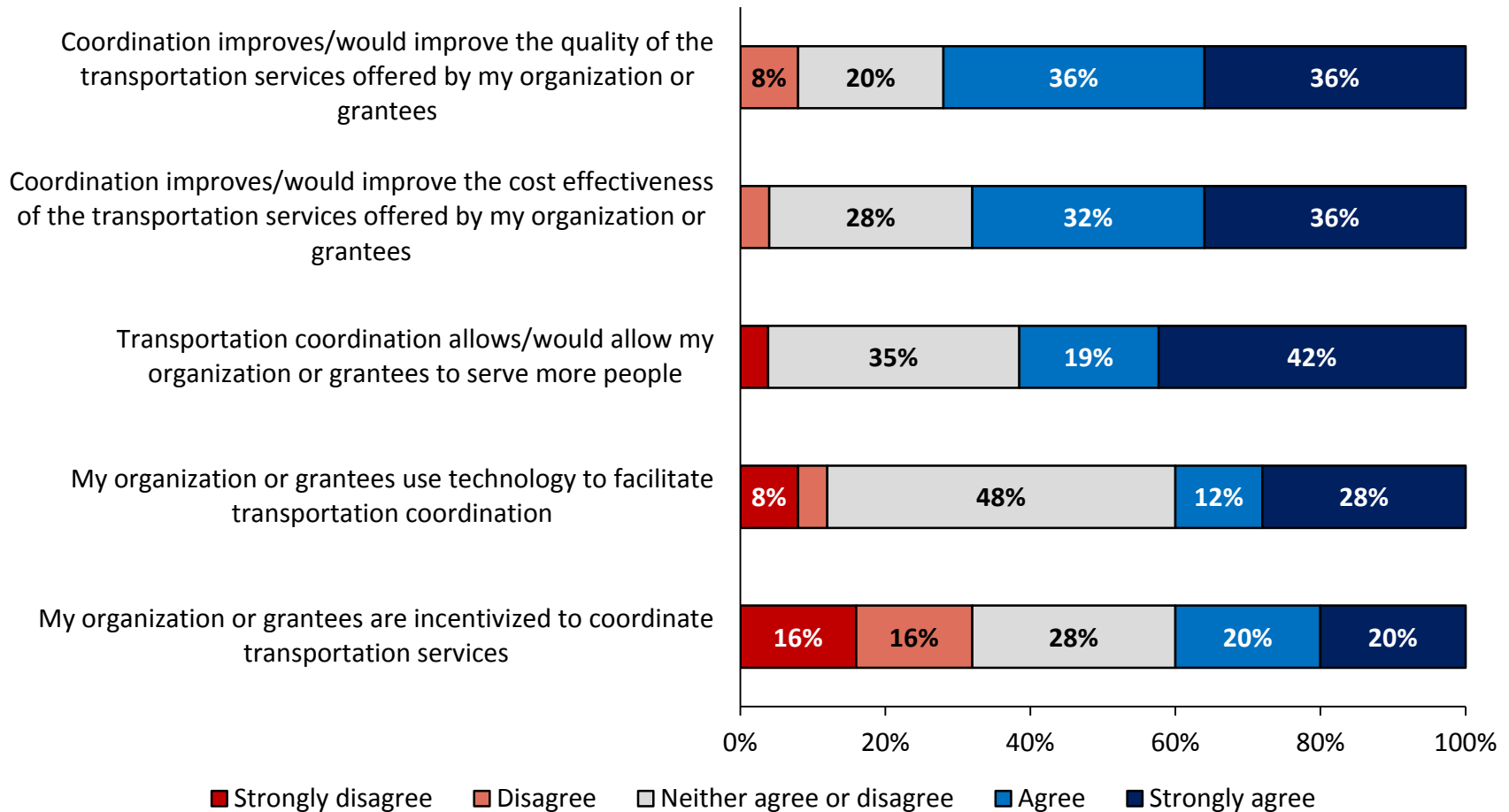
# Figure 2: Transportation Coordination Activities

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



# Figure 3: Transportation Coordination

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

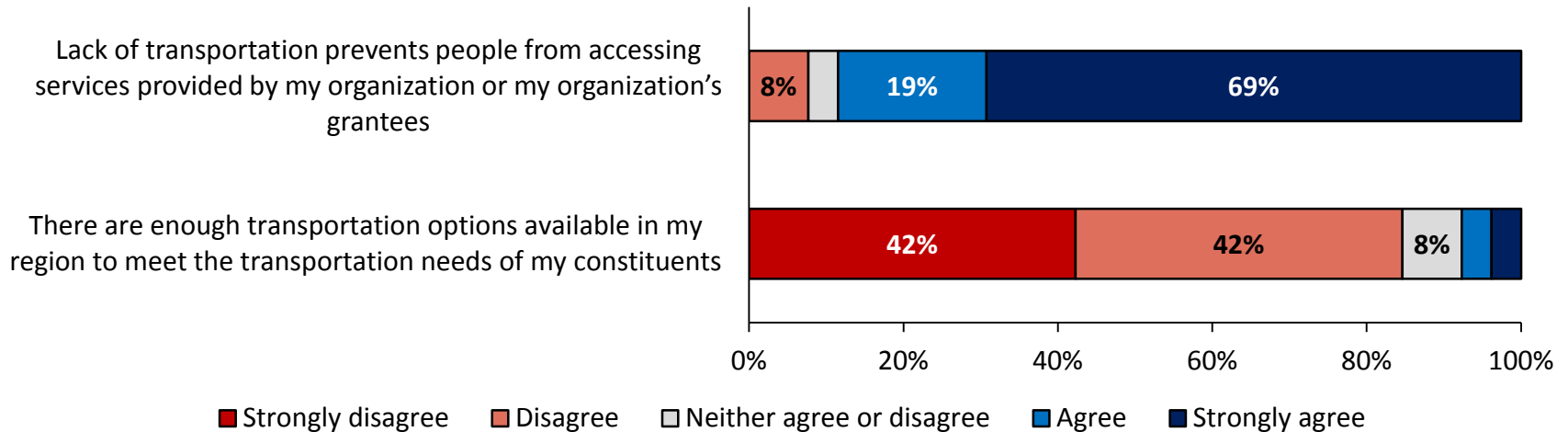


**Key Takeaway:** Most of the surveyed VA stakeholders believe that coordination improves service delivery, but far fewer feel incentivized to implement coordination activities.



# Figure 4: Availability

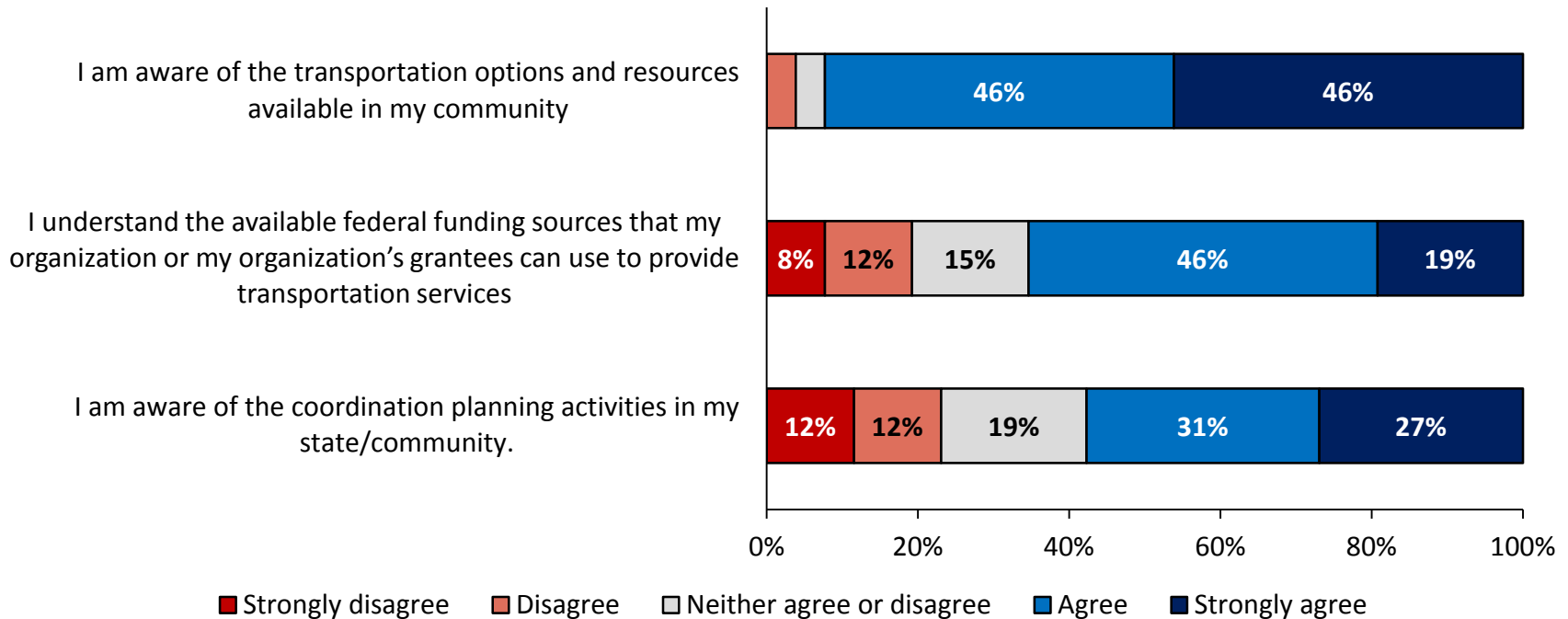
**Question:** Please indicate the level to which you agree or disagree with the following statements:



**Key Takeaway:** Almost all of the surveyed VA stakeholders believe that their communities lack sufficient transportation services and options, preventing Veterans from accessing services.

# Figure 5: Awareness

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



**Key Takeaway:** Most of the surveyed VA stakeholders 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 available transportation	92%
2	Lack of cost sharing arrangement or reimbursement structure	85%
3	Federal laws, regulations, and/or guidance	76%
4	Lack of time and/or staff	73%
5	Inability to secure local match funding	71%
6	State laws, regulations, and/or guidance	64%
7	Complexity of reporting or other administrative requirements	61%
8	Lack of enabling technology	54%
9	Lack of transportation data	50%
10	Concerns about sharing vehicles	46%
11	Concerns about grouping beneficiaries from different federal programs	46%

■ 0%    □ 50%    ■ 100%

**Key Takeaway:** Almost all of the surveyed VA stakeholders experience a variety of factors that impede coordination. A lack of available transportation is the most common barrier to coordination.

n=23-26

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

“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.”

“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.”

“If transportation services were available for our patients they would be able to keep their treatment appointments.”

“It is nearly impossible to coordinate with Veterans transportation services due to their internal requirements and policies.”

“Veterans Administration transportation services duplicate FTA-funded public transportation in our region.”