



CCAM

Coordinating Council on
Access and Mobility

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National Center for Mobility Management (NCMM) Survey Analysis

February 2019

CCAM

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 survey:



Was designed to identify **promising practices, barriers, and challenges** around coordinated transportation



Targeted individuals who work at **transportation and human services organizations** across the U.S.



Reached **527 individuals** across public, private, and nonprofit organizations in rural and non-rural areas¹



Was conducted from **June to November 2018**

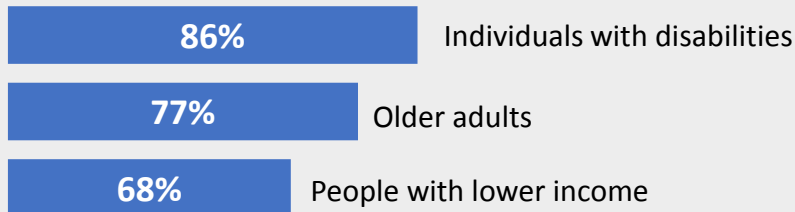
¹A total of 549 respondents completed at least part of the survey. During the data cleaning process, 22 responses were removed due to incomplete or low-quality responses.

Executive Summary: Types of Services

Respondents most commonly serve the CCAM's target populations (individuals with disabilities, older adults, and/or people with low incomes), and 48% provide transportation services.

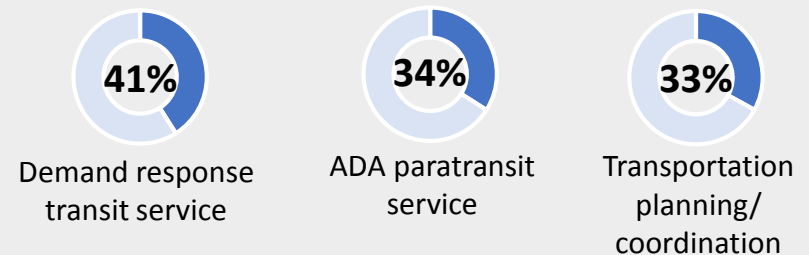
Populations Served

Respondents most commonly serve:

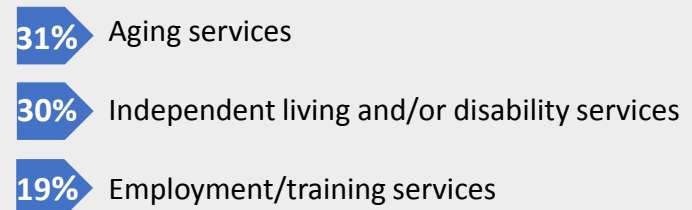


Types of Transportation Services

48% provide transportation services. The most common transportation services provided are:



The most common non-transportation services provided are:

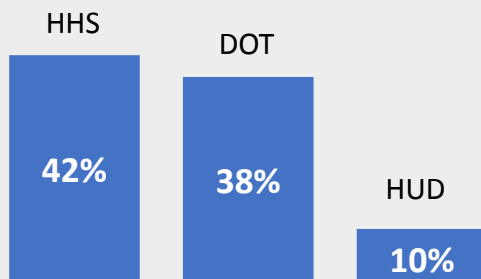


Executive Summary: Funding

Respondents most commonly receive federal funding from HHS and DOT. Common non-federal funding streams include fares, donations, and state DOTs.

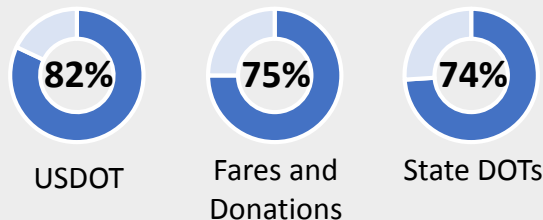
Federal Funding

The most common federal funding sources are the Department of Health and Human Services (HHS) and the Department of Transportation (DOT).



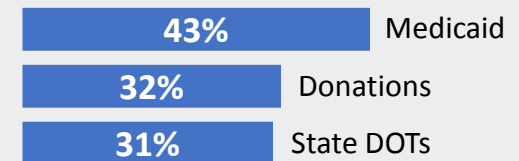
Funding for Transportation Organizations

Of the respondents whose primary service is transportation, most receive funding from DOT.



Funding for Non-Transportation Organizations

Respondents whose primary service is not transportation have more varied funding. Their most common funding sources are:



These respondents' most common HHS funding sources are:

- Centers for Medicare and Medicaid Services
- Administration for Community Living

Executive Summary: Transportation Coordination

Although most respondents believe transportation coordination is beneficial, many do not participate in coordination. This may be in part because most respondents do not feel incentivized to coordinate.

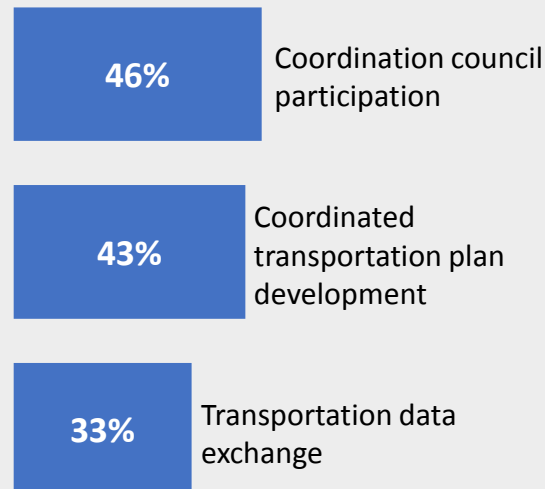
Benefits

Most see a variety of benefits to coordinating transportation:

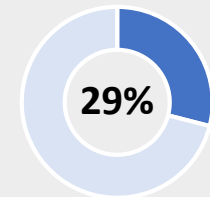
- 86%** Enhances the **ability to serve** constituents
- 79%** Improves the **quality** of transportation services
- 78%** Enables organizations to **serve more people**

Participation

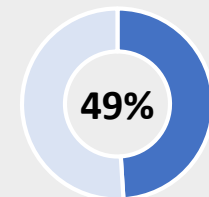
28% do not participate in transportation coordination. Of those that do, the most common activities are:



Incentives



Only 29% say they are incentivized to coordinate.



Only 49% say their state incentivizes coordination.

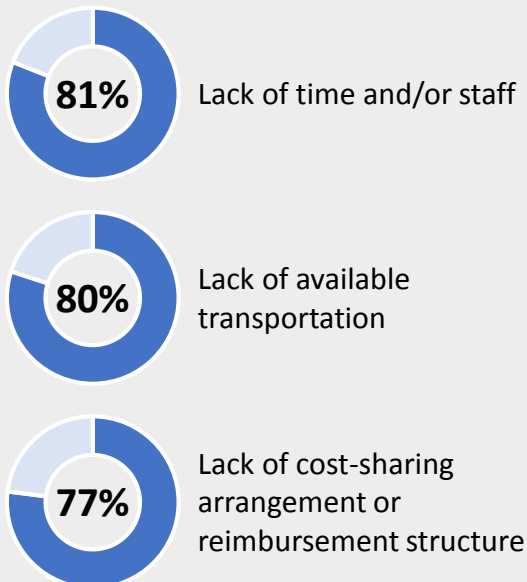
Executive Summary: Potential Barriers to Transportation Coordination

Respondents face a wide array of barriers to transportation coordination, including those related to:

- **Resources** (e.g., lack of staff and inability to obtain local match funding);
- **Program structure** (e.g., lack of cost-sharing arrangements); and
- **Regulations** (e.g., federal and state laws).

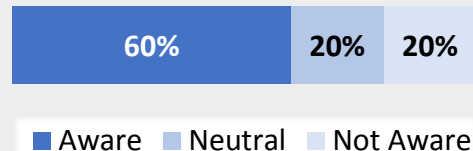
Greatest Barriers

The most common barriers reported are:



Awareness

Improvement can be made in increasing awareness of transportation coordination.



While 60% are aware of transportation coordination activities in their state or community, 20% are not aware of such activities.

Laws and Regulations

The most frequently cited **federal** regulatory barriers are:

- Funding restrictions
- Complexity of regulations
- NEMT regulatory barriers

The most frequently cited **state** regulatory barriers are:

- NEMT regulatory barriers
- Reimbursement and funding difficulties
- Onerous reporting requirements

Executive Summary: Rural and Non-Rural Segmentation

These findings compare select results between organizations that serve primarily rural, primarily non-rural, and mixed rural/non-rural areas.

Rural and non-rural respondents agree that transportation coordination is valuable, but rural respondents are more likely to participate in coordination. Increased rural coordination may be due to necessity rather than ease, as respondents are equally likely to face most barriers to coordination.

Similarities

~90% Believe coordination enhances ability to serve constituents

All respondents were about as likely to indicate they face several barriers to coordination:

- | | |
|--|---|
| ~80% Lack of time/staff | ~80% Lack of available transportation |
| ~80% Lack of cost sharing arrangement | ~70% Inability to secure local match funding |

Differences

Rural respondents are more likely to participate in transportation coordination activities.

80%	Of rural respondents participate
71%	Of non-rural respondents participate

Specifically, rural respondents were slightly more likely to:

- Participate in coordinating councils (53% vs. 44%)
- Develop coordinated transportation plans (52% vs. 36%)
- Group trips among constituents (37% vs. 29%)
- Share driver training (18% vs. 9%)

Executive Summary: Funding Department Segmentation

These findings compare select results between respondents who receive funding from DOT, HHS, HUD, and VA.

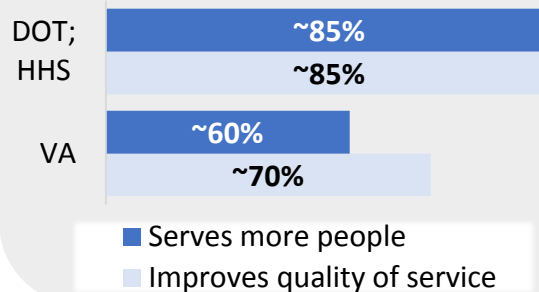
Barriers

Respondents, regardless of funding source, typically reported the same top barriers:

- *Lack of available transportation (~85%)*
- *Lack of time and staff (~80%)*
- *Lack of cost sharing arrangements (~80%)*
- *Inability to secure local match funding (~75%)*

Benefits

DOT- and **HHS-**funded respondents most often believe coordination to be beneficial, and **VA-**funded respondents least often.



Knowledge

HHS-funded respondents least often understand available federal funding sources, transportation options, and community resources.

HHS-, **HUD-**, and **VA-**funded respondents were also less likely to indicate they are aware of coordination planning activities.

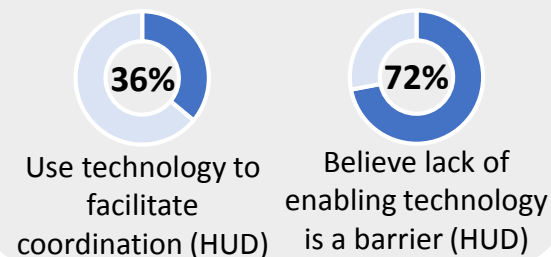
Incentives

HHS-funded respondents are less likely than **DOT-** and **VA-**funded respondents to feel incentivized to coordinate transportation.



Technology

HUD-funded respondents are least likely to use technology to facilitate coordination, and most often indicate that a lack of technology is a barrier to coordination.



Appendix

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Section 1: Demographics

Figure 1.1: Organization Type

Question: Which of the following best describes your organization?

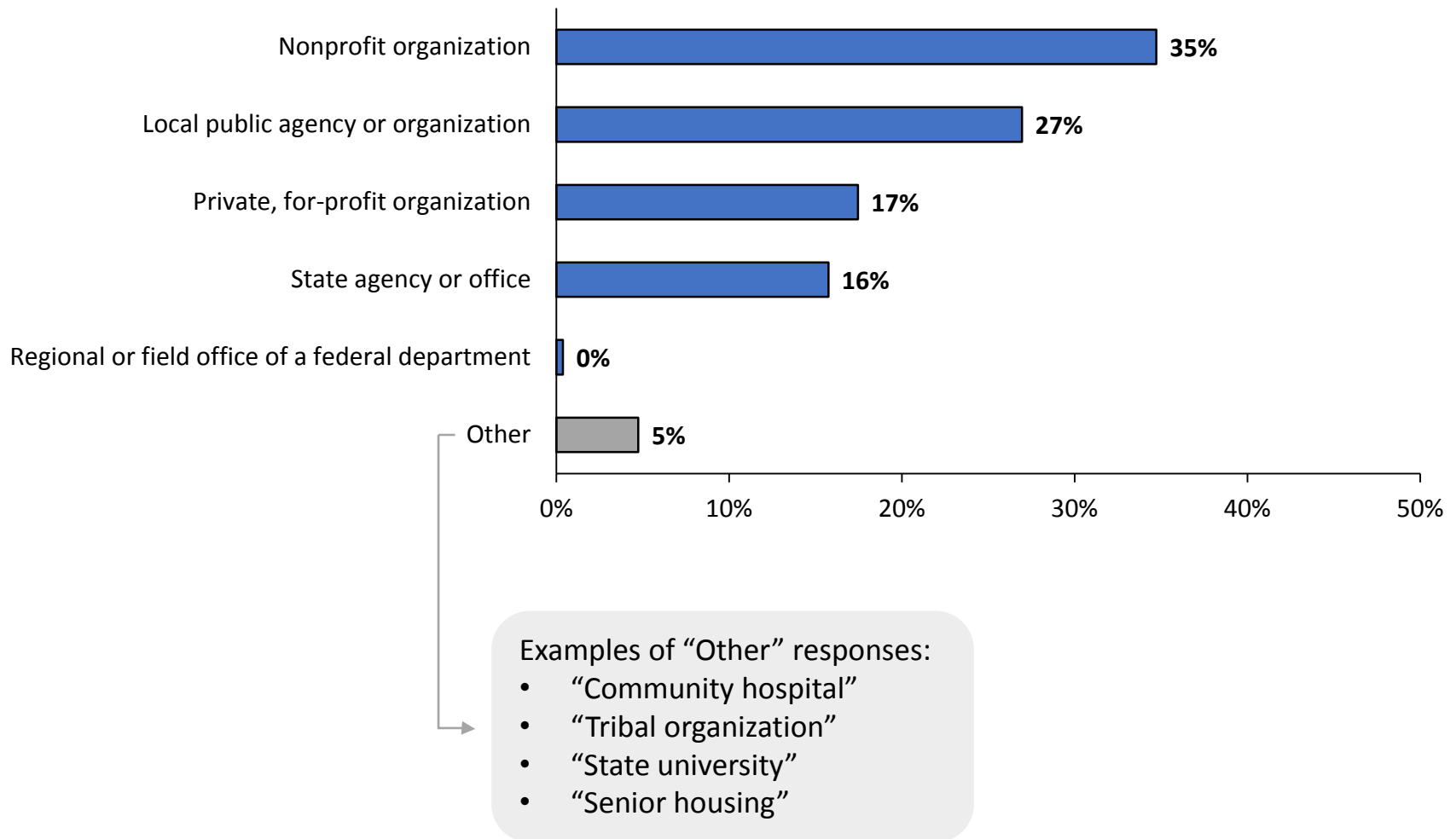
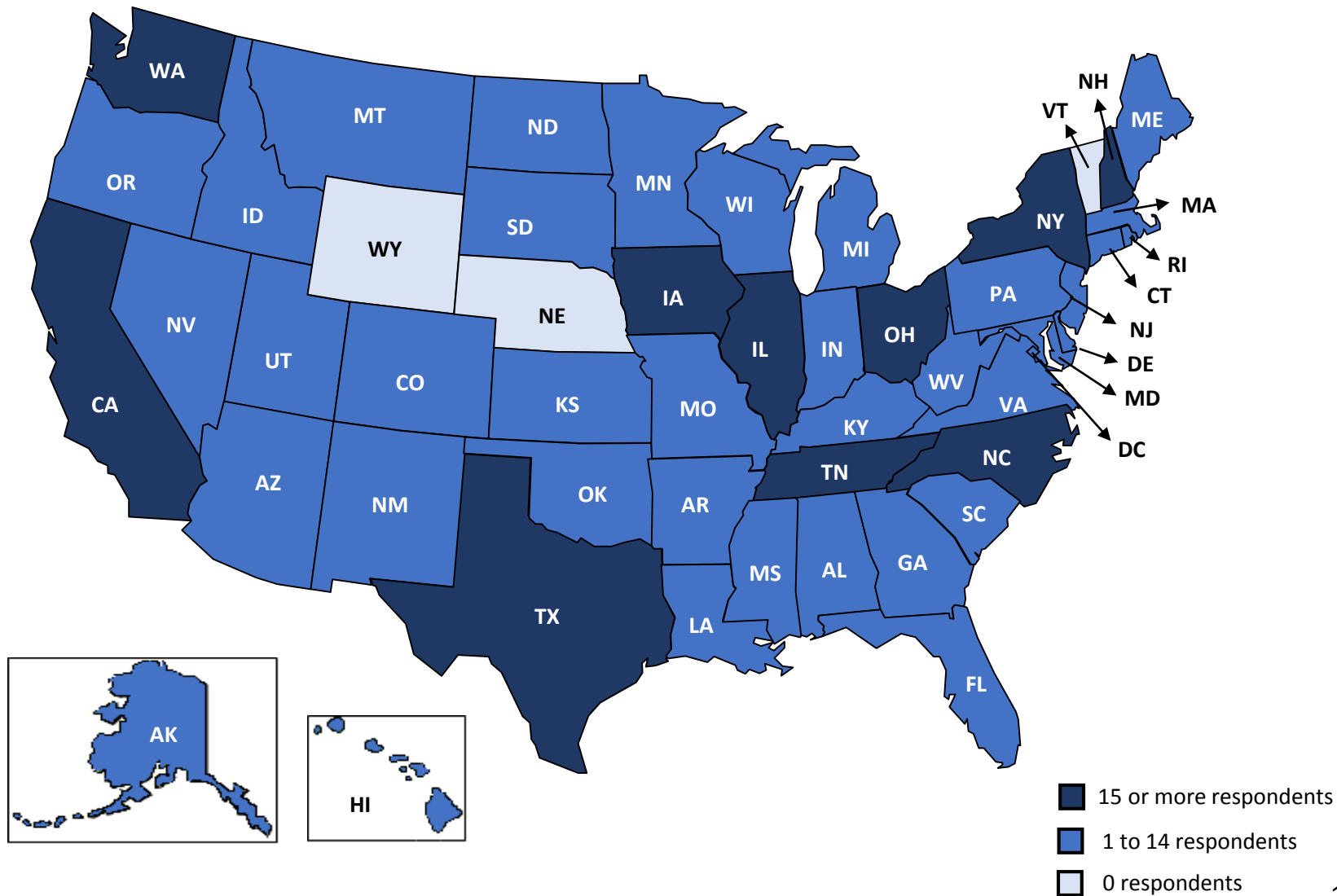


Figure 1.2: State

Question: In which state or territory is your organization located?



n=510

Figure 1.3: Geographic Area

Question: Which of the following best describes your geographic area?

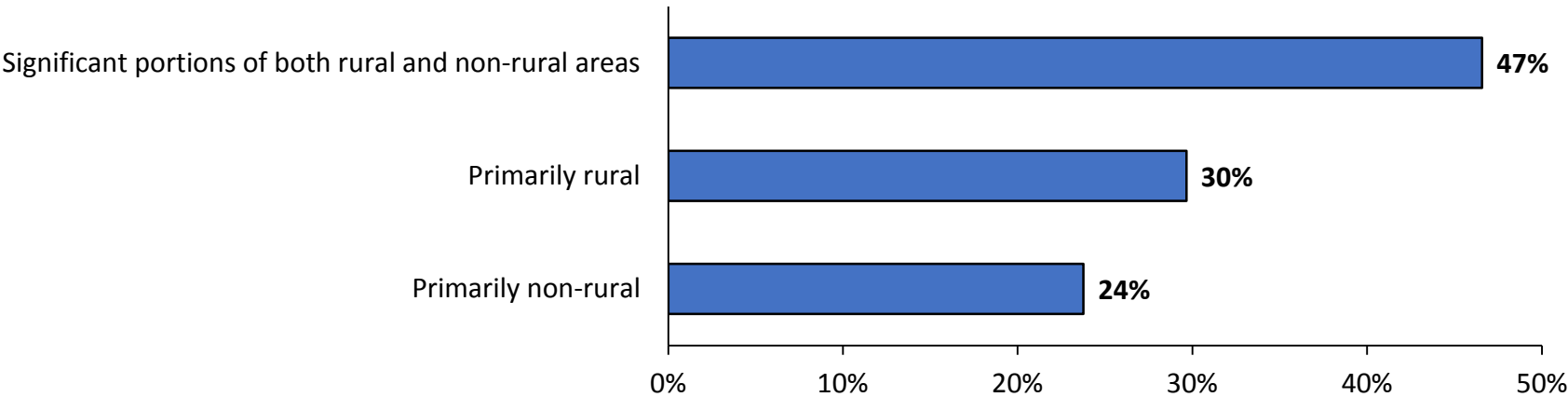
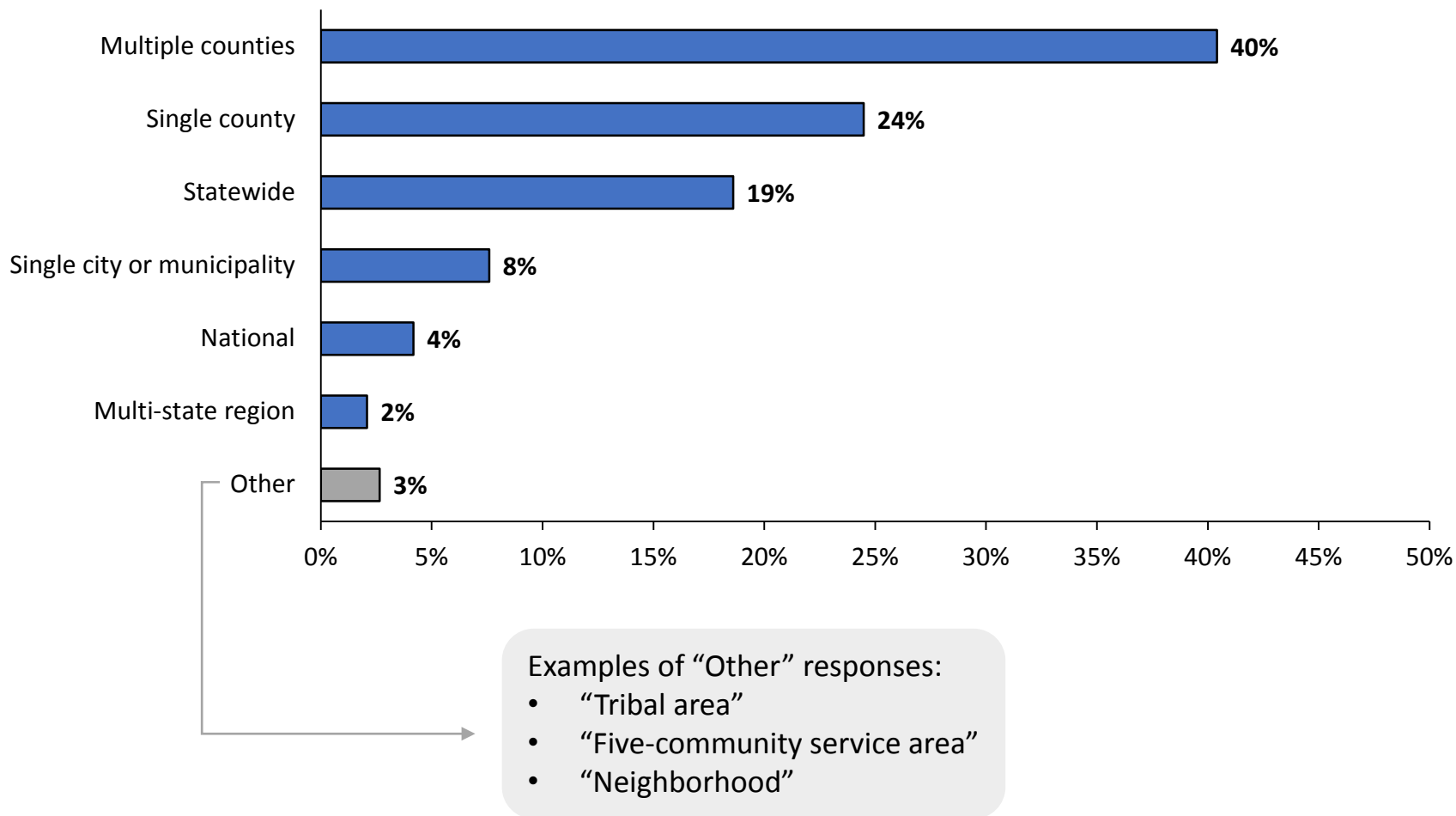


Figure 1.4: Service Area

Question: Which of the following best describes your service area?



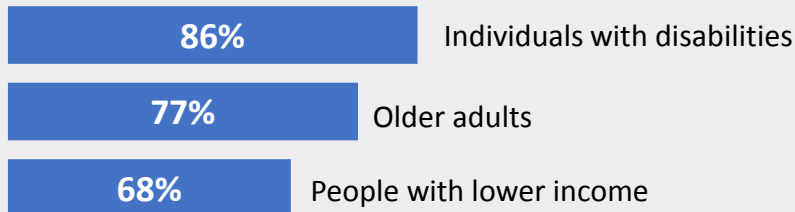
Section 2: Types of Services

Types of Services: Key Findings

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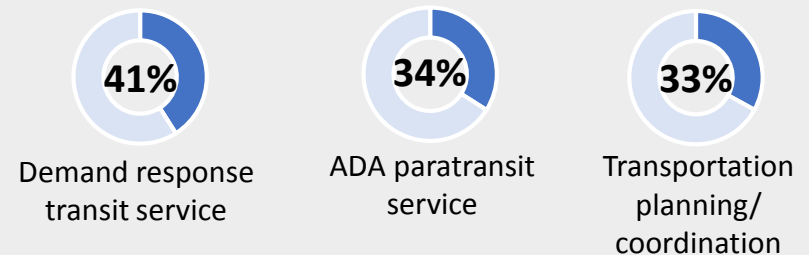
Populations Served

Respondents most commonly serve:



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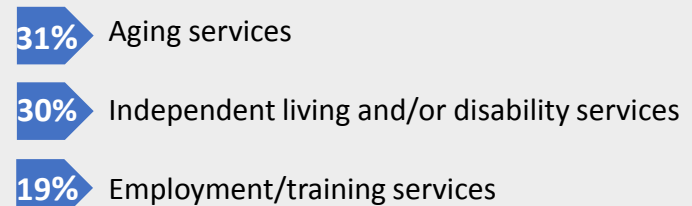
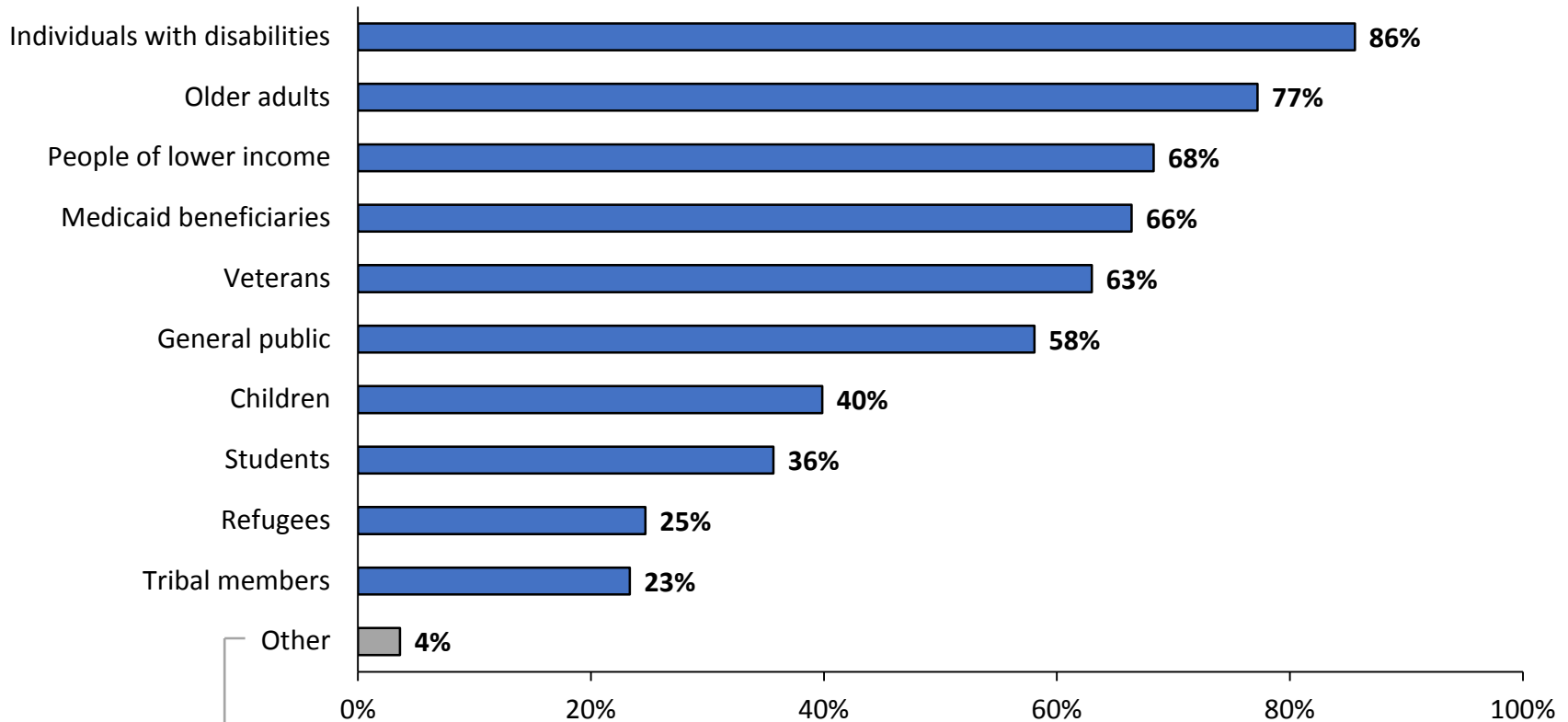


Figure 2.1: Populations Served

Question: Who are the constituencies for whom your organization provides services? Select all that apply.

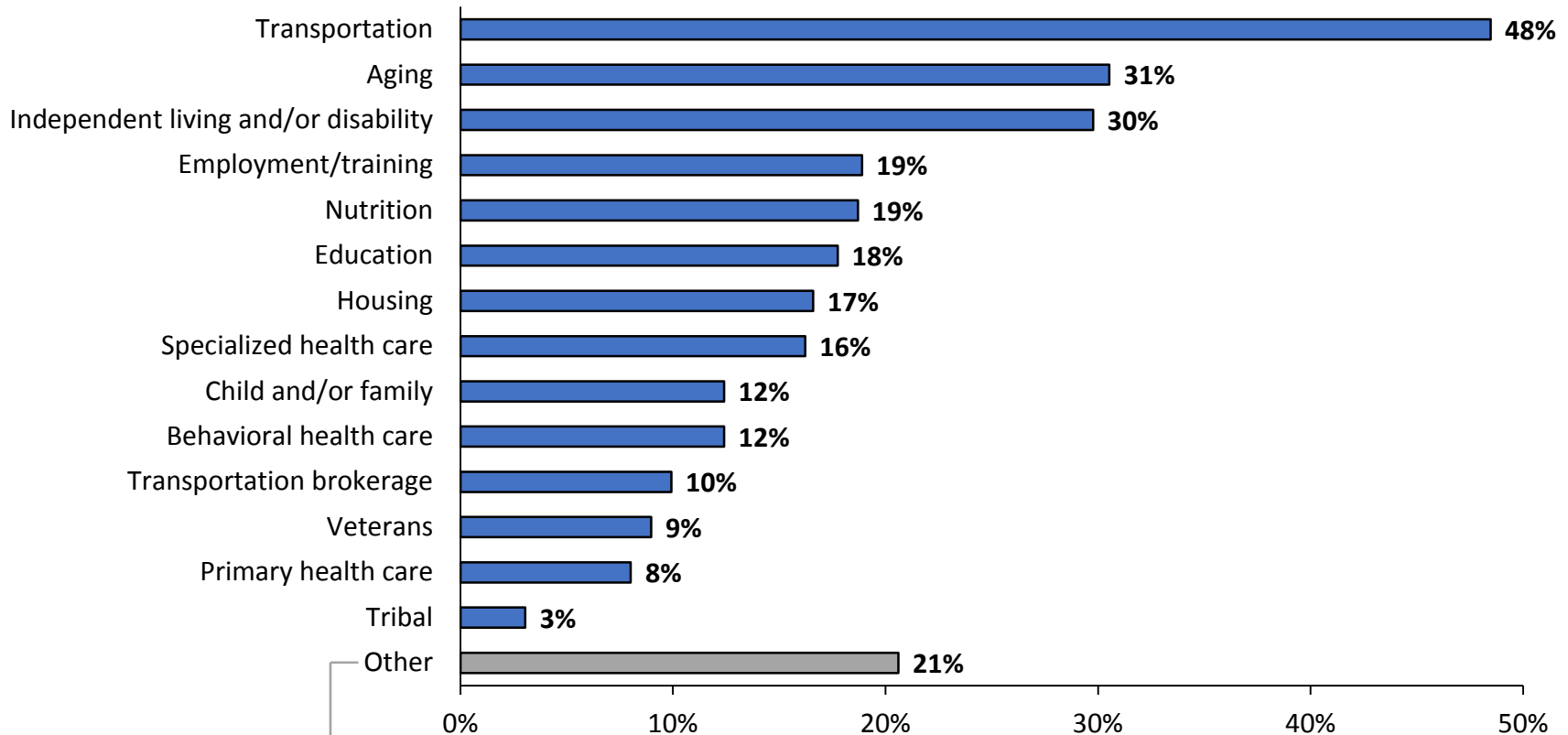


Examples of "Other" responses:

- "Adults with mental illness"
- "Families of individuals with developmental disabilities"
- "End-Stage Renal Disease patients"

Figure 2.2: Service Types

Question: What types of services does your organization or its grantees provide? Select all that apply.



Examples of "Other" responses:

- "Advocacy"
- "Healthcare"
- "Independent living"
- "Information and referrals"

Figure 2.3: Primary Type of Service

Question: Please indicate below if transportation services are the primary type of services offered by your organization.

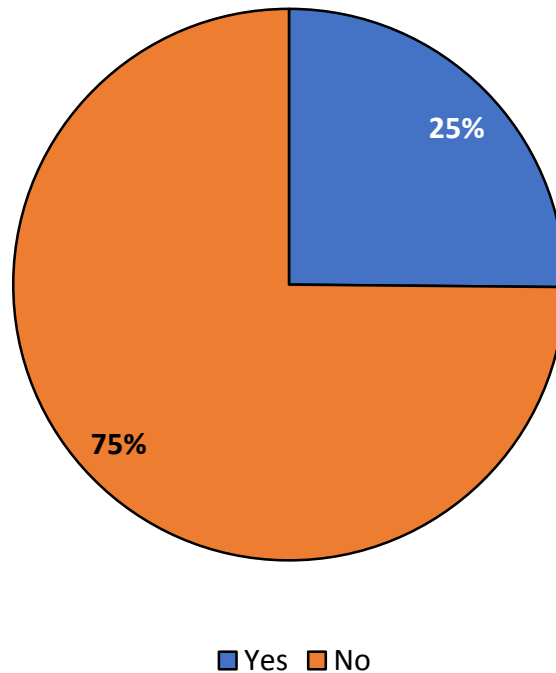
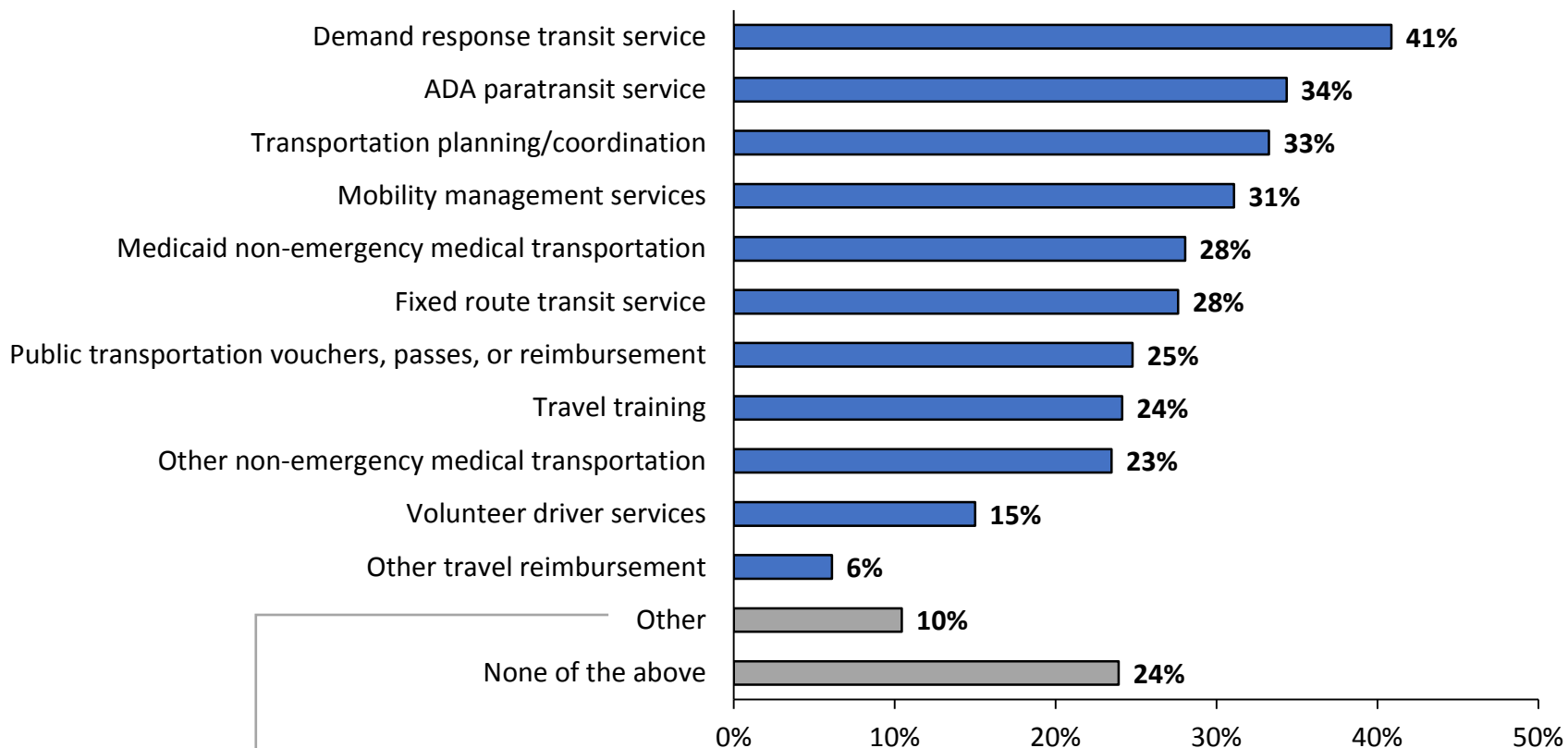


Figure 2.4: Transportation Service Type

Question: What type of transportation services does your organization provide or fund? Select all that apply.

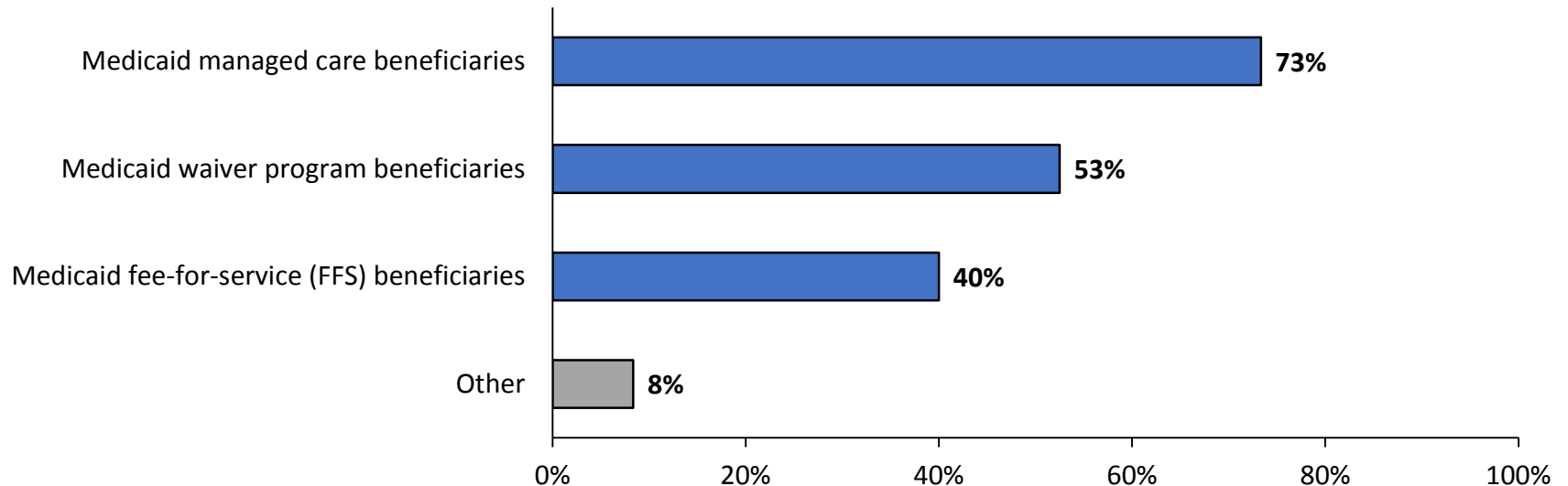


Examples of "Other" responses:

- "Infrastructure"
- "Deviated fixed route"
- "Subsidized taxi and [transportation network companies]"

Figure 2.5: Medicaid NEMT Type of Service

Question: If you indicated above that you provide Medicaid non-emergency medical transportation, who are the beneficiaries for whom you provide that service? Select all that apply.



n=120

Note: The written responses for "Other" did not directly answer the question, and thus are not displayed here.

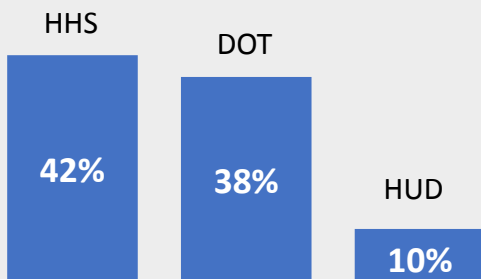
Section 3: Funding

Funding: Key Findings

Respondents most commonly receive federal funding from HHS and DOT. Common non-federal funding streams include fares, donations, and state DOTs.

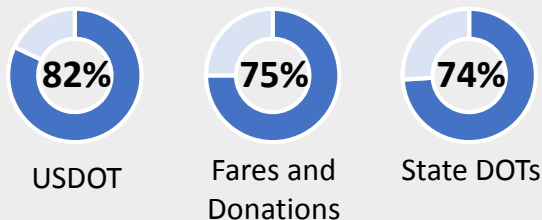
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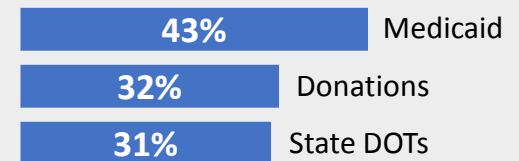
Funding for Transportation Organizations

Of the respondents whose primary service is transportation, most receive funding from DOT.



Funding for Non-Transportation Organizations

Respondents whose primary service is not transportation have more varied funding. Their most common funding sources are:



These respondents' most common HHS funding sources are:

- Centers for Medicare and Medicaid Services
- Administration for Community Living

Figure 3.1: Federal Funding by Agency

Question: Which of the following federal agencies provide funding for your organization? Select all that apply.

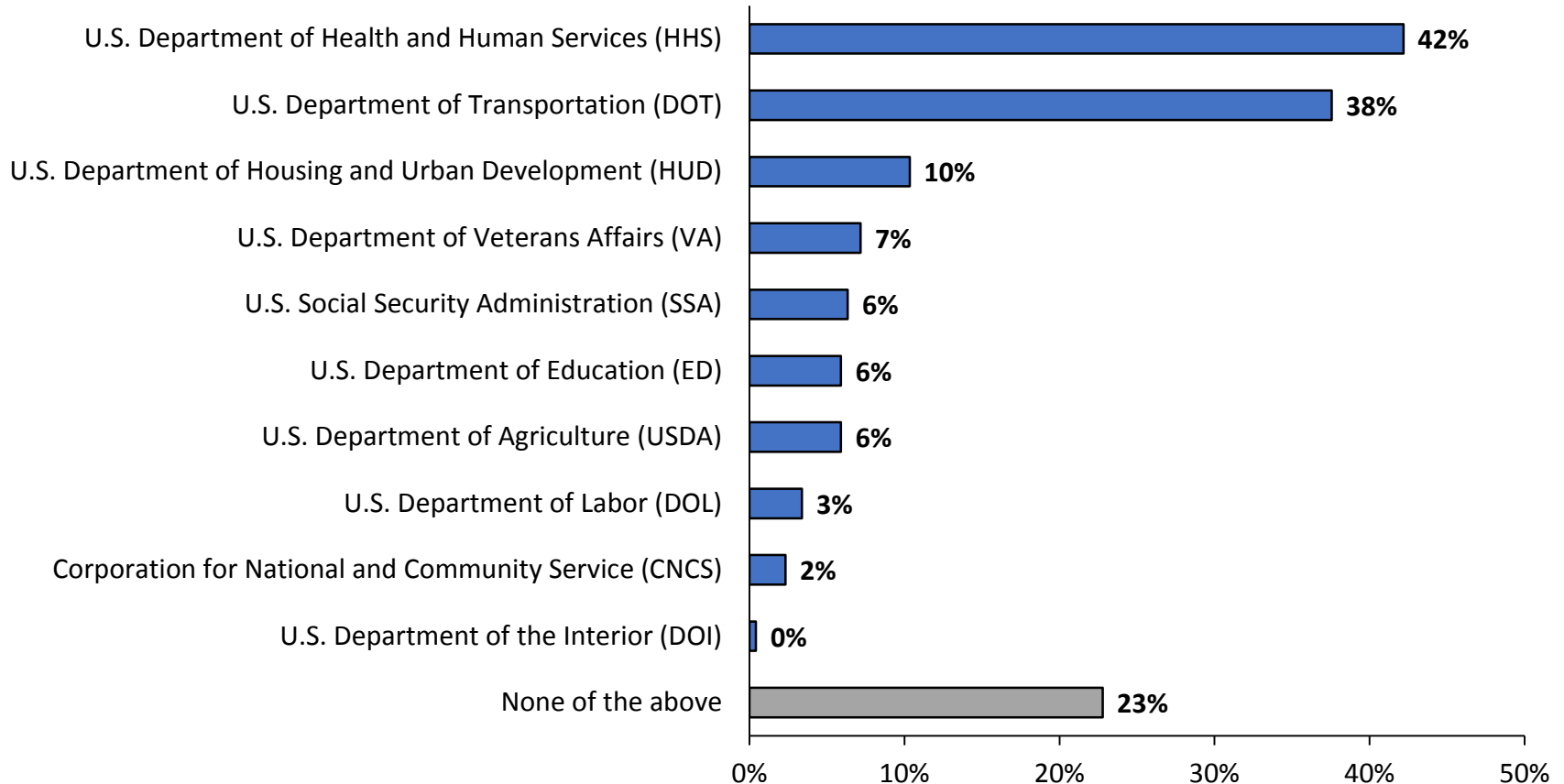
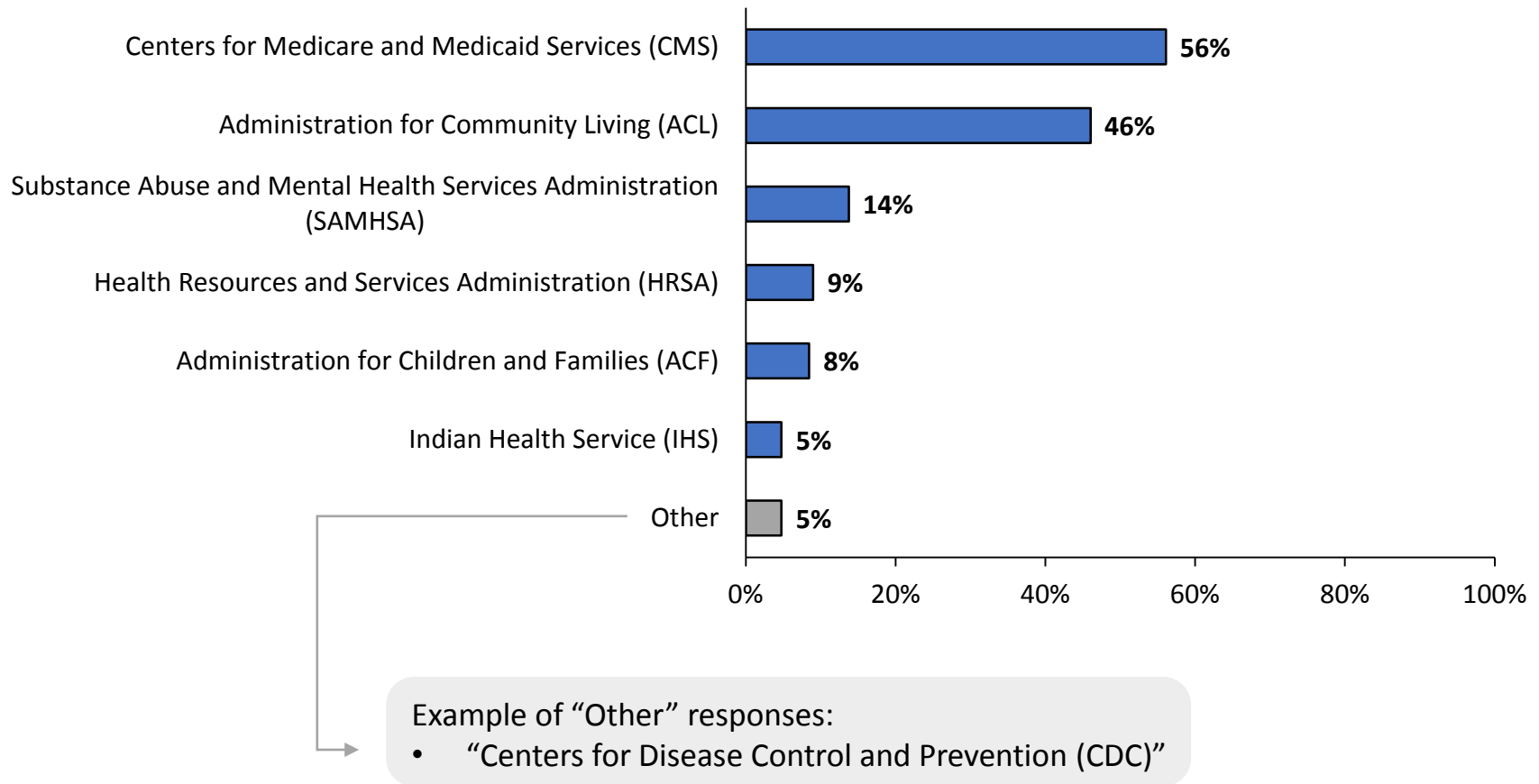


Figure 3.2: HHS Funding Sources

Question: If you indicated your organization receives funding from the U.S. Department of Health and Human Services (HHS), from which operating division(s) does your funding come? Select all that apply.

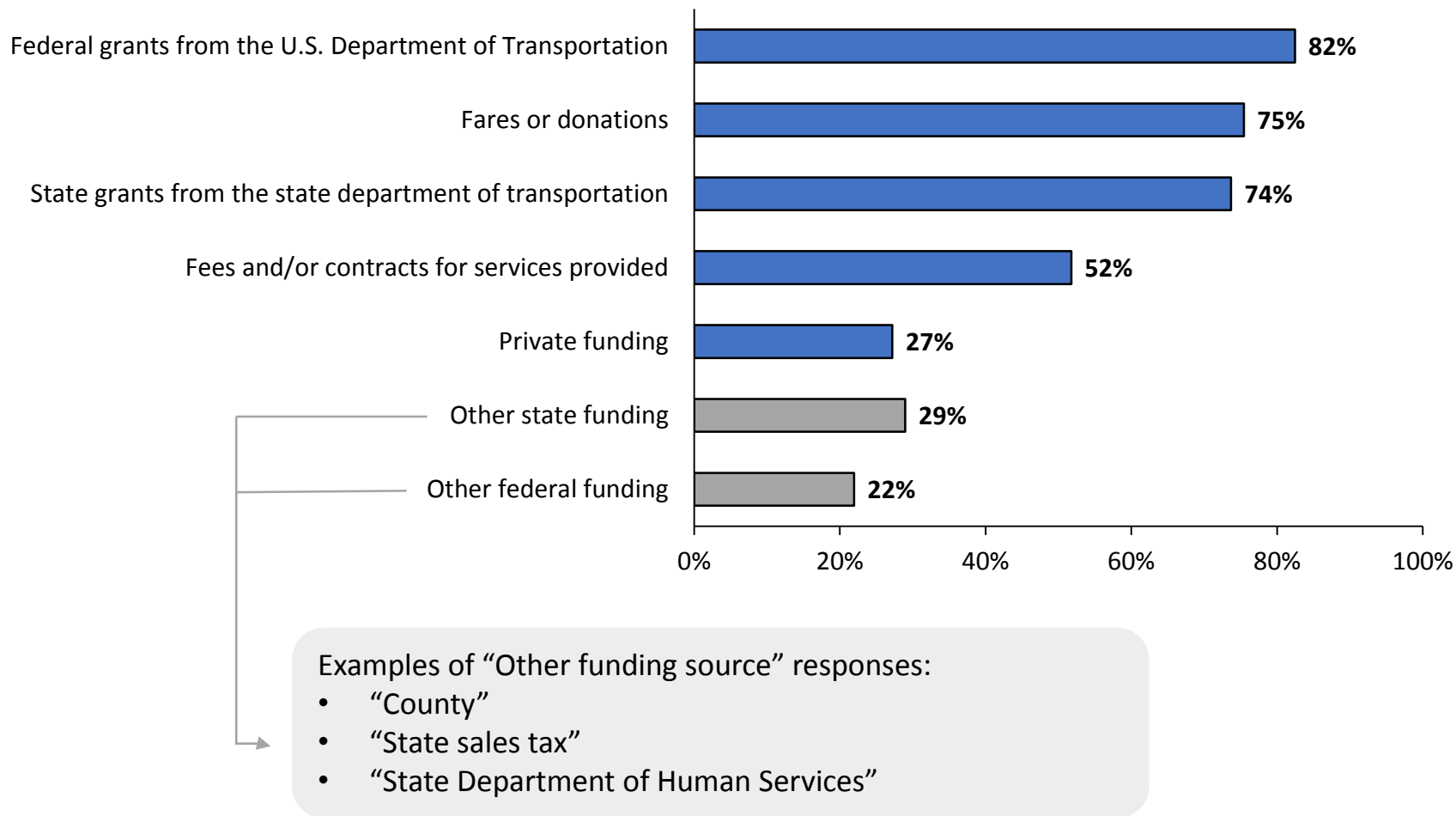


n=189

Note: This question was only displayed to respondents whose organization's primary service type is not transportation.

Figure 3.3: Transportation Funding Sources (Among Transportation Service Organizations)

Question: What are the funding sources for the transportation services your organization or its grantees provide? Select all that apply.

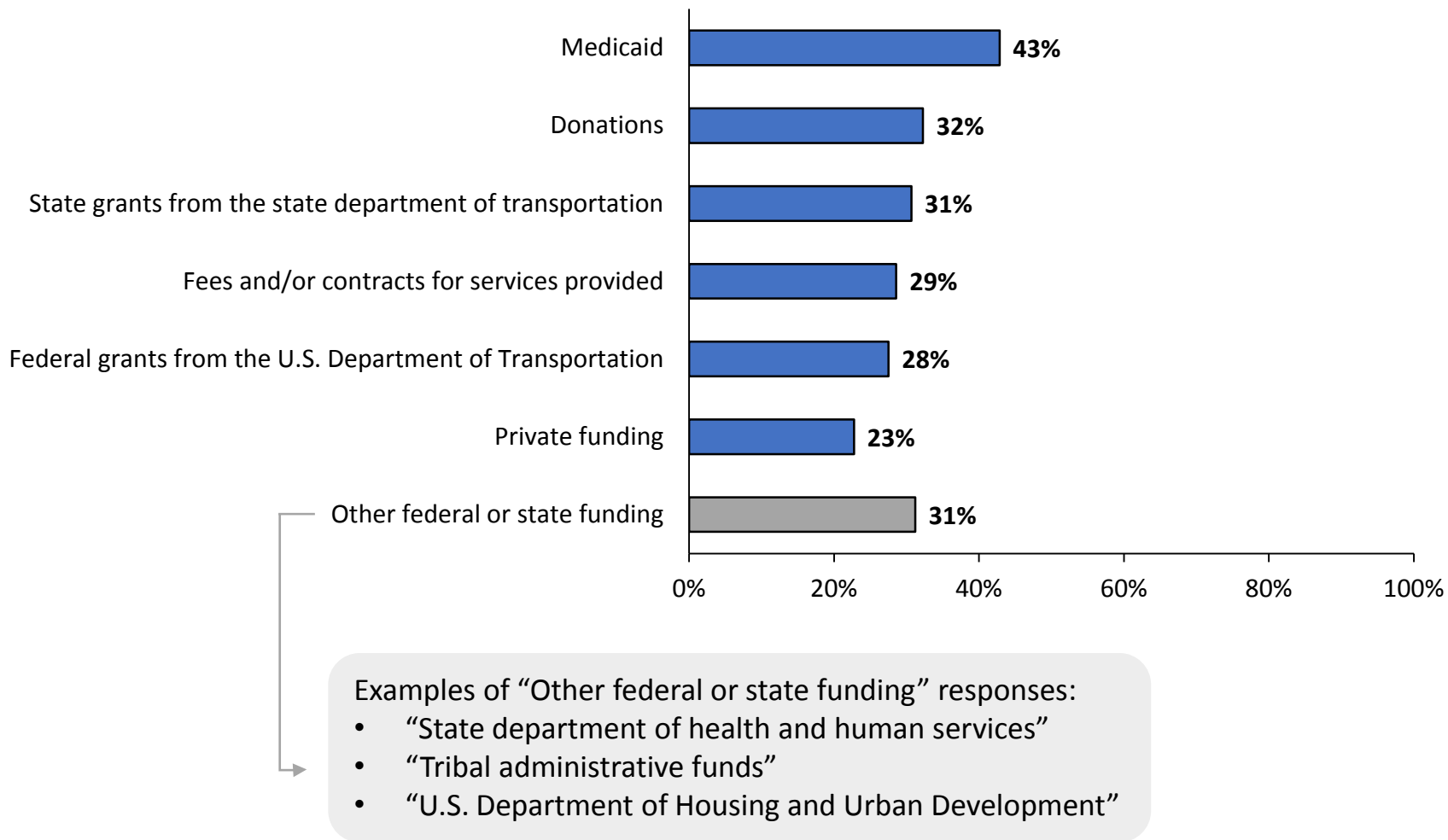


n=114

Note: This question was only displayed to respondents whose organization's primary service type is transportation.

Figure 3.4: Transportation Funding Sources (Among Non-Transportation Service Organizations)

Question: What are the sources you use to specifically fund transportation? Select all that apply.



n=189

Note: This question was only displayed to respondents whose organization’s primary service type is not transportation.

Section 4: Transportation Coordination

Transportation Coordination: Key Findings

Although most respondents believe transportation coordination is beneficial, many do not participate in coordination. This may be in part because most respondents do not feel incentivized to coordinate.

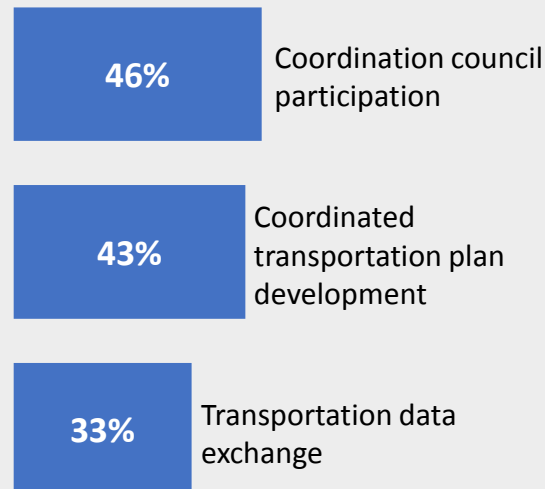
Benefits

Most see a variety of benefits to coordinating transportation:

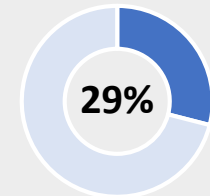
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Participation

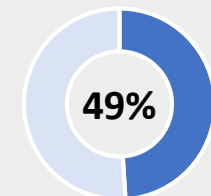
28% do not participate in transportation coordination. Of those that do, the most common activities are:



Incentives



Only 29% say they are incentivized to coordinate.



Only 49% say their state incentivizes coordination.

Figure 4.1: Efficacy of Transportation Coordination

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

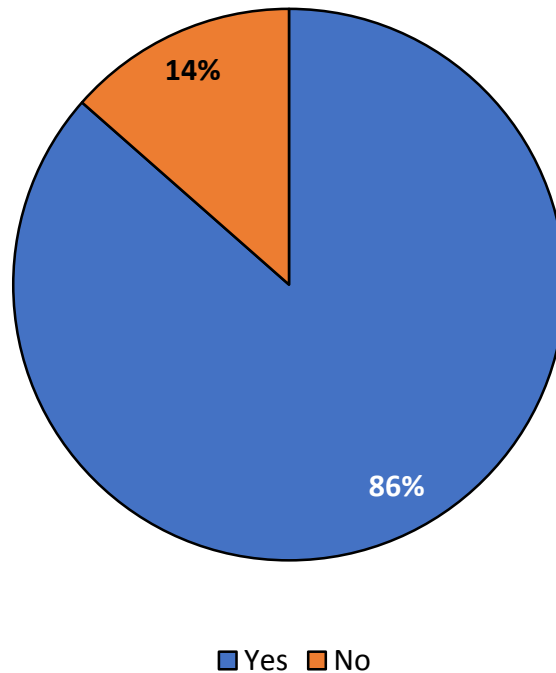
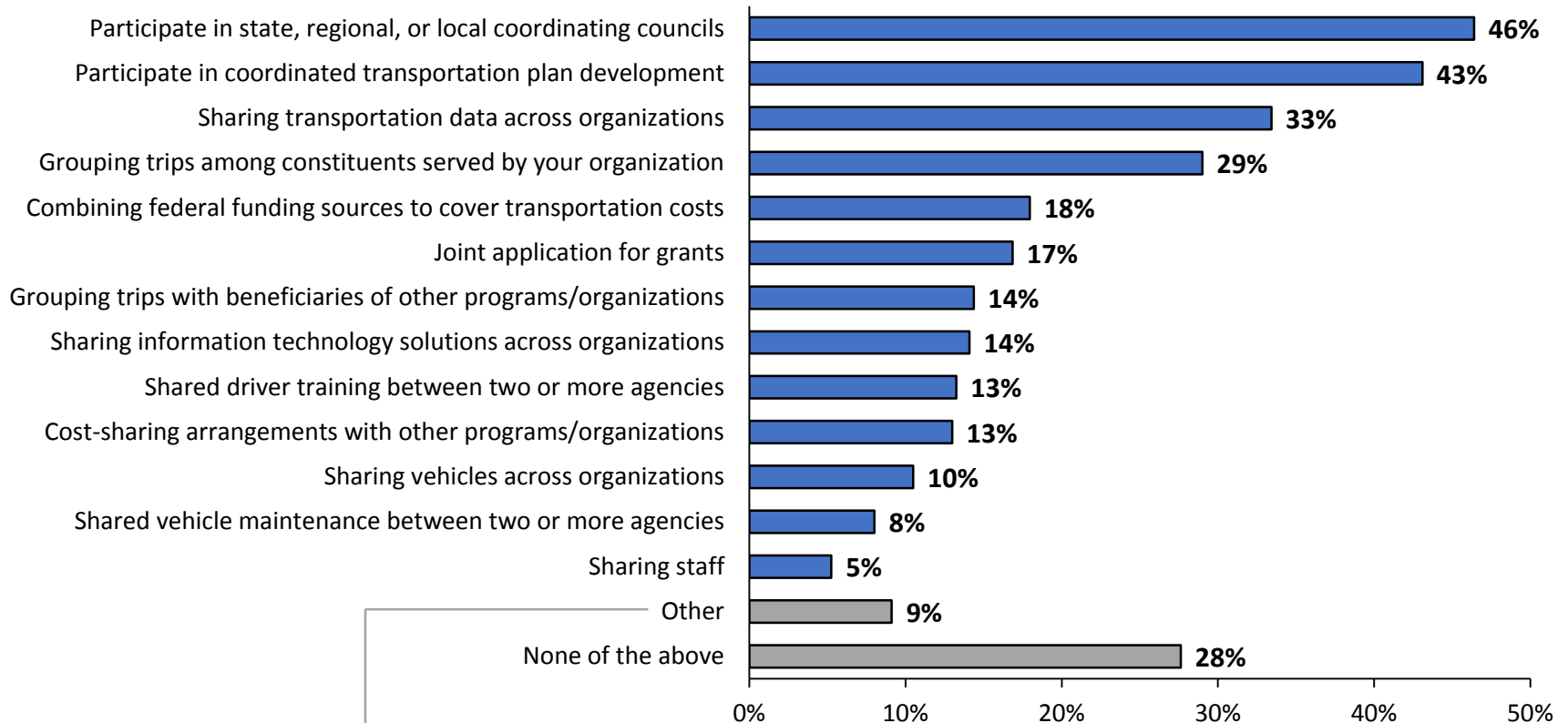


Figure 4.2: Transportation Coordination Activities

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

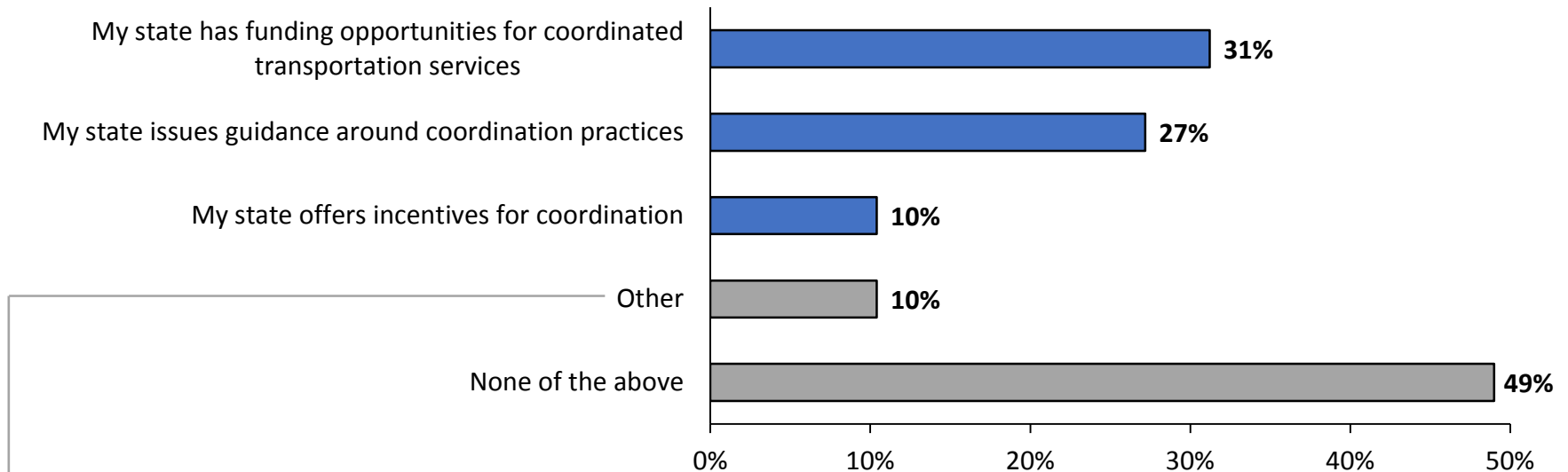


Examples of "Other" responses:

- "Advocacy"
- "Natural supports"
- "Training in the use of all of the above"

Figure 4.3: State Promotion of Transportation Coordination

Question: Does your state promote transportation coordination in any of the following ways? Select all that apply.



Examples of “Other” responses:

- “My state promoted transportation coordination in the past, issued guidance, provided financial support for development of regional plans, etc. The lead agency in the area pulled out in 2017 when the funding ended.”
- “Our organization has a legislative requirement for regional transportation coordination, including creating a Regional Transportation Strategy every 5 years.”

Figure 4.4: Transportation Coordination

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

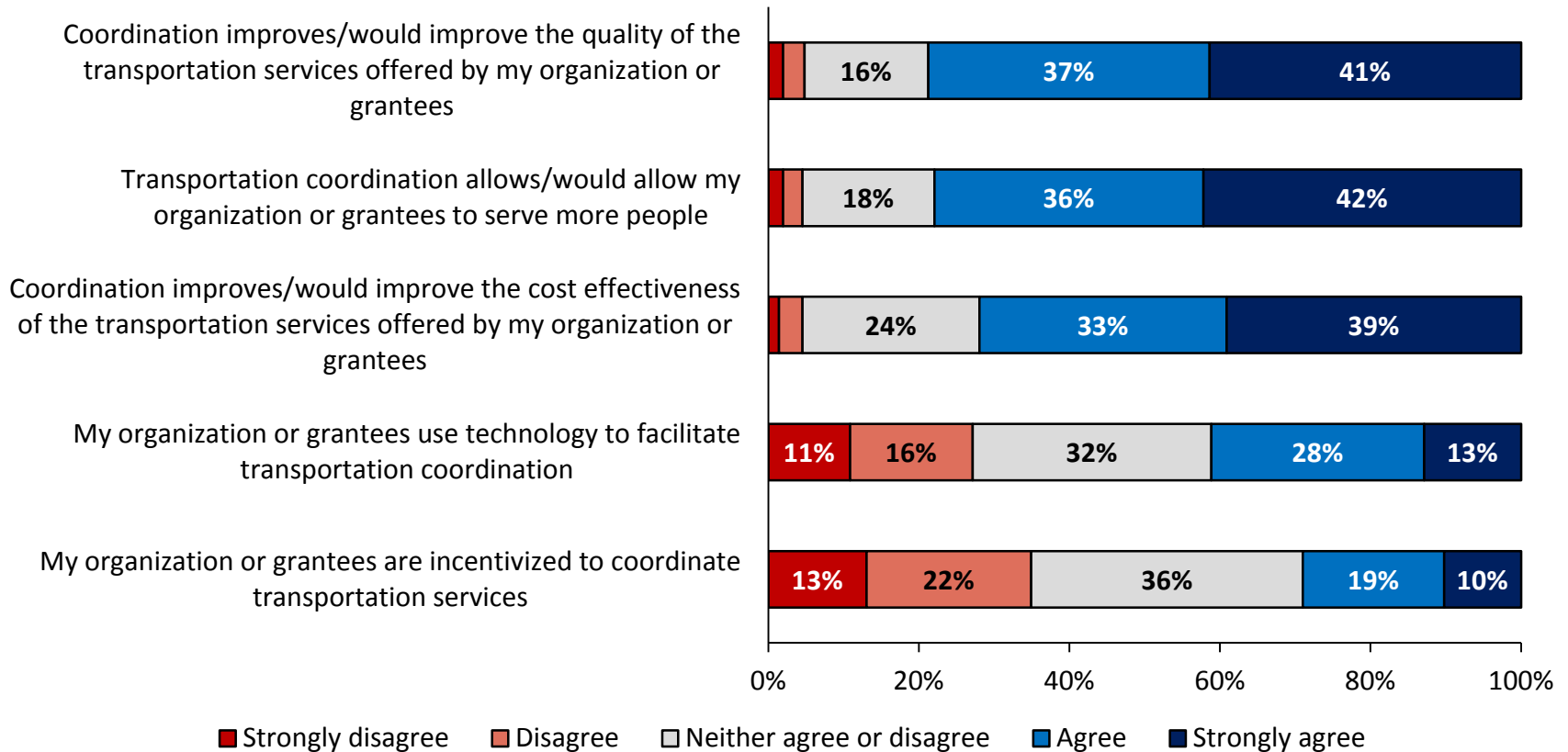


Figure 4.5: How Coordination Enhances Service Delivery

Question: How do you believe that transportation coordination enhances your organization’s ability to serve its constituents?

Category	Number of Responses	Sample Responses
Access to Transportation	124	<ul style="list-style-type: none"> “Coordination of transportation helps close the gaps of individuals getting non-medical trips and trips to appointments across county lines.” “The most direct way so far is that it has allowed us to expand cross-jurisdictional services.”
Efficiency and Cost Savings	70	<ul style="list-style-type: none"> “A coordinated effort reduces duplication and helps fill in gaps in service while reducing costs.” “By pooling resources, costs decrease while service capacity increases.” “Coordinated transportation is more efficient and cost effective.”
Access to Health Care	44	<ul style="list-style-type: none"> “Transportation is the #1 reason that people, particularly those of low socioeconomic status, miss follow-up doctor’s visits, wellness checks, and physical activity/social engagement activities.” “We have vans across the state with empty seats going to health facilities. If we can fill the seats even though they aren’t necessarily a Medicaid recipient we can bridge the gap. It will help keep health care costs down by keeping trips from becoming emergent and enable the residents access to the health care they desperately need.”
Awareness of Services and Funding	40	<ul style="list-style-type: none"> “Increased utilization, awareness and options for constituents as well as agency to agency transportation sharing.” “Makes the stakeholders aware of what the others are doing and how they are doing it.”
Planning to Address Community Needs	37	<ul style="list-style-type: none"> “We are able to see the unmet needs of the community and assist other providers in meeting the needs of their customers. Our overall goal is to fill in the gaps of mobility within our service area.” “There are a lot of identified transportation gaps in the community and region and the only way that most of those can be filled is with coordination between many partners.”
Collaborate with Stakeholders	36	<ul style="list-style-type: none"> “As an MPO, this provides us a more focused approach to planning. This allows us a greater opportunity to hear firsthand not only the needs and gaps in services but what community best practices we can share, not only from sub-recipients but all organizations that attend community meetings.”

n=258

Note: Responses that address more than one category are included in the count for all applicable categories. Only categories with at least 25 responses are included above.

Figure 4.6: How Respondents Participate in Coordination

Question: Please share any additional information on how your organization or grantees promote or participate in coordinated transportation.

Category	Number of Responses	Sample Responses
Limited Participation in Coordination	17	<ul style="list-style-type: none"> “Non-existent, I brought up the idea at a meeting that coordination would be a great idea and that we should plan a meeting and was immediately frowned upon once meeting minutes were read. Because it was looked upon as me stepping outside of my authority in doing so. Some surrounding towns are very territorial in that they only want to deal with the people in their programs.” “There are currently very limited public transportation options for folks living in rural NH. Particularly, those who are not disabled and not senior citizens have very limited to non-existent options for transportation. In this sense, there is nothing to coordinate.”
Non-Emergency Medical Transportation	15	<ul style="list-style-type: none"> “We promote it but there is little actual incentive. Medicaid transportation is run completely separately by the state with no coordination.” “There is a dedicated care coordination unit that members can call if they need new long-term transportation to help contact vendors and set up rides.”
Collaboration with Stakeholders	15	<ul style="list-style-type: none"> “We are currently in the discovery phase of creating a new employment transportation pilot by partnering with the local coordinating council, service providers and local business leaders to support the employment first initiative.” “ALL federal transportation funds used for human services should be required to coordinate through some type of state, regional or local entity. Those states who have this model have been more successful.”
Planning to Address Community Needs	15	<ul style="list-style-type: none"> “[In our region], a single software solution was rolled out across the Commonwealth, making data sharing easier. In addition, the Department is developing a web-based application that will allow riders to register for services and book their trips online, without needing to contact grantees directly.”
Access to Transportation	14	<ul style="list-style-type: none"> “We co-fund two programs that provide transportation beyond [our public transportation benefit area], we offer retired vans to community organizations for transportation of program participants, and we promote our local grant funded human services transportation options.”

n=85

Note: Responses that address more than one category are included in the count for all applicable categories. Only categories with at least 10 responses are included above.

Section 5: Potential Barriers to Transportation Coordination

Potential Barriers to Transportation Coordination:

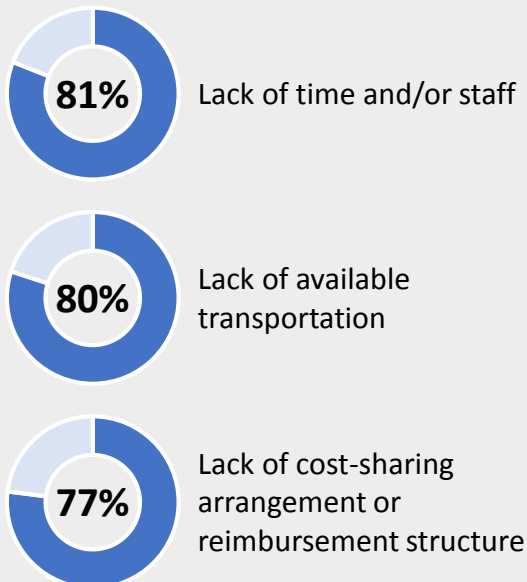
Key Findings

Respondents face a wide array of barriers to transportation coordination, including those related to:

- **Resources** (e.g., lack of staff and inability to obtain local match funding);
- **Program structure** (e.g., lack of cost-sharing arrangements); and
- **Regulations** (e.g., federal and state laws).

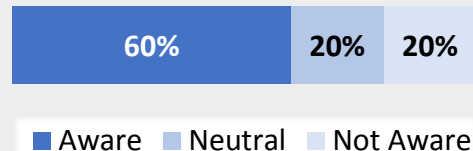
Greatest Barriers

The most common barriers reported are:



Awareness

Improvement can be made in increasing awareness of transportation coordination.



While 60% are aware of transportation coordination activities in their state or community, 20% are not aware of such activities.

Laws and Regulations

The most frequently cited **federal** regulatory barriers are:

- Funding restrictions
- Complexity of regulations
- NEMT regulatory barriers

The most frequently cited **state** regulatory barriers are:

- NEMT regulatory barriers
- Reimbursement and funding difficulties
- Onerous reporting requirements

Figure 5.1: Availability of Transportation

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

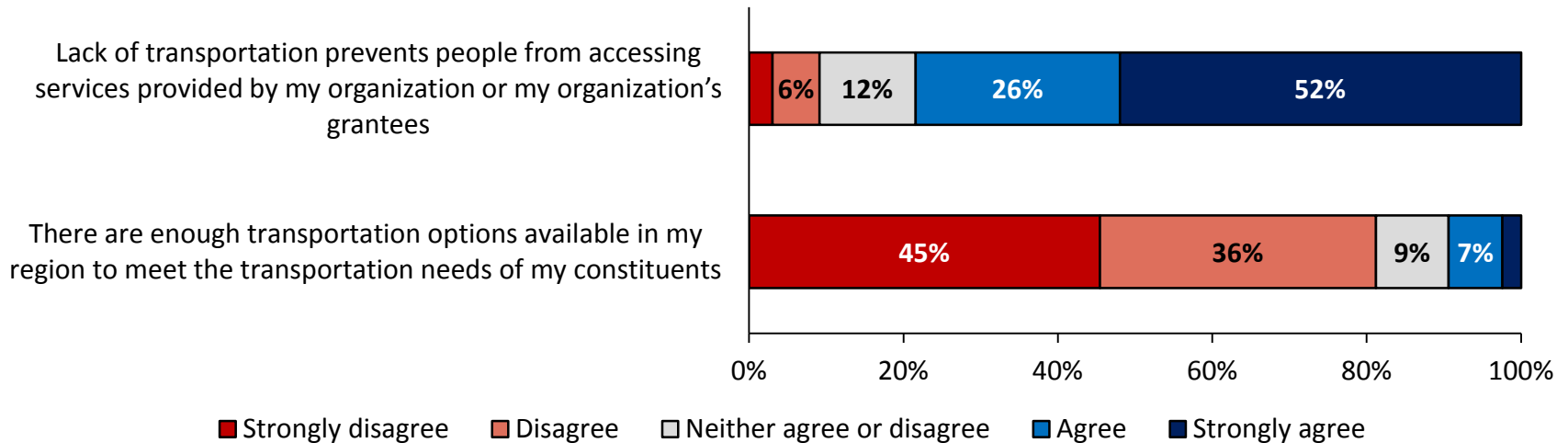


Figure 5.2: Awareness and Knowledge

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

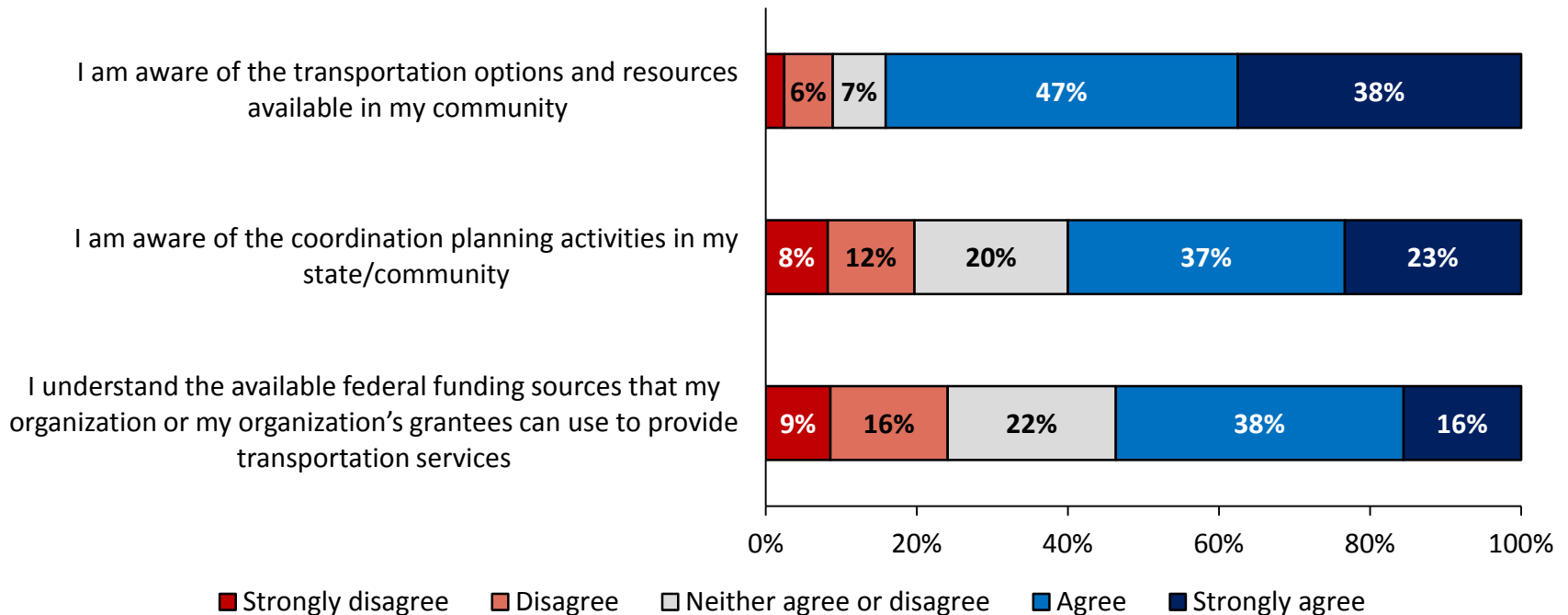


Figure 5.3: Barriers to Transportation Coordination

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	81%
2	Lack of available transportation	80%
3	Lack of cost sharing arrangement or reimbursement structure	77%
4	Inability to secure local match funding	71%
5	Complexity of reporting or other administrative requirements	70%
6	Federal laws, regulations, and/or guidance	66%
7	State laws, regulations, and/or guidance	65%
8	Concerns about sharing vehicles	64%
9	Lack of transportation data	63%
10	Concerns about grouping beneficiaries from different federal programs	61%
11	Lack of enabling technology	60%

■ 0% □ 50% ■ 100%

n=301-313

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

Figure 5.4: Effect of Federal Policy

Question: If you indicated above that federal laws, regulations, and/or guidance prevent your organization from coordinating transportation services, please specify how.

Category	Number of Responses	Sample Responses
Restrictions on Funds	41	<ul style="list-style-type: none"> • “Funding silos and match requirements.” • “The funding sources are fragmented. We struggle to find solutions for veterans and this is nearly impossible.” • “Who can access funding is limited. Grants are not accessed by our state as often as they could be because the funding formulas are unfair and some require match dollars that are not available in some communities.”
Difficulties Related to Non-Emergency Medical Transportation	33	<ul style="list-style-type: none"> • “Reimbursement for Medicaid non-emergency medical transportation is far too low.” • “Restriction of ambulance use for dialysis patients due to being deemed as non-emergency transport.” • “Unable to transport clients outside the scope of contracts i.e. veterans going to VA clinics can ride with Medicaid funded trips.”
Complexity of Regulations	30	<ul style="list-style-type: none"> • “Complicated laws with difficult-to-understand jargon.” • “Lack of consistent guidance.”
Restrictions on Trip and Vehicle Sharing	25	<ul style="list-style-type: none"> • “Preventing different riders funded through different funding streams from riding on the same vehicle.” • “FTA regulations discourage shared use of vehicles, real estate, and equipment.”
Limited Access for Certain Populations or Types of Trips	16	<ul style="list-style-type: none"> • “Rules about who can get transportation, and who can not.” • “Restrictions on what transportation is used for, as to how it will be reimbursed. Medical transportation is allowed, but not to attend a community based adult day service or transportation to/from a job, grocery store, or other community access.”
Lack of Flexibility	15	<ul style="list-style-type: none"> • “Overly burdensome regulations do not allow flexibility in providing transportation services.” • “FTA laws and regulations seem to be made for large fixed route systems that get applied to rural transit providers too, even though we don't operate the same.”

n=133

Note: Responses that address more than one category are included in the count for all applicable categories. Only categories with at least 10 responses are included above.

Figure 5.5: Effect of State Policies

Question: If you indicated above that state laws, regulations, and/or guidance prevent your organization from coordinating transportation services, please specify how.

Category	Number of Responses	Sample Responses
Difficulties Related to Non-Emergency Medical Transportation	22	<ul style="list-style-type: none"> • “In our state, the process for getting Medicaid funding for NEMT is tedious and discouraged at the state level.” • “Paratransit can't make special consideration for hemodialysis patients-when they need assistance after treatment or are bumped by people going to get their hair done, etc.” • “Medicaid rules and practices reduce coordination.”
Difficulties Related to Reimbursement and Funding	21	<ul style="list-style-type: none"> • “Transportation rates follow federal reimbursement rates and these do not cover costs.” • “Lack of state match for FTA funding.”
Reporting Requirements	19	<ul style="list-style-type: none"> • “The reporting requirements have become prohibitive to providing services.” • “Beyond current administrative capacity of a very small organization.”
Jurisdictional Boundaries	12	<ul style="list-style-type: none"> • “The state dept. of transportation is not able to provide effective transportation across county lines for people with disabilities; everything is locally controlled and that creates barriers for people traveling between counties.” • “In working with a specialized care population, state laws for funding prevent working between counties and across borders.”
Restrictions on Trip and Vehicle Sharing	12	<ul style="list-style-type: none"> • “Sharing or transferring of vehicles. Restrictions on what vanpools can be used for.” • “We have capacity to transport higher numbers of handicapped individuals or nursing home patients however state laws do not allow us to serve these patients or they require special certification from the State Emergency Transportation Board.”
Lack of Flexibility	12	<ul style="list-style-type: none"> • “State DOT requires detailed route plans that cannot be changed without review, leaving no flexibility to meet local needs.” • “Silo funding does not allow agency agility/flexibility.”

n=132

Note: Responses that address more than one category are included in the count for all applicable categories. Only categories with at least 10 responses are included above.

Figure 5.6: Additional Information

Question: Please share any additional information on barriers you or your grantees have experienced when coordinating transportation services across human service providers.

Category	Number of Responses	Sample Responses
Funding Difficulties	49	<ul style="list-style-type: none"> “Funding is the key barrier. Also since drivers are volunteers compensated only for mileage it is difficult to attract them.” “Funding allocation is difficult without a mandated formula. Everyone wants to be the funder of last resort.” “Funding assignment is particularly challenging, especially since each funding source operates in a closed environment, with little to no data being available for the transportation providers.”
Trip and Vehicle Sharing	15	<ul style="list-style-type: none"> “Supposedly cost sharing is prohibited under NEMT brokerage arrangements. Supposedly ride sharing is also seen as an infringement of HIPPA laws.” “It is very difficult to coordinate shared transportation with other entities.”
Rural Communities	14	<ul style="list-style-type: none"> “Volunteer/charitable driver reimbursement rates continue to be a huge issue, especially in rural areas where they rely on the cost effectiveness of volunteer driver programs.” “The biggest barrier is lack of options for people in rural areas.”
Insurance and Liability	12	<ul style="list-style-type: none"> “The fear of lawsuit or the cost of insurance makes it impossible for our grantees to provide transportation.” “Concerns about shared liability prevent many human service providers from joining forces.”
Stakeholders Prefer to Protect Own Interests	12	<ul style="list-style-type: none"> “Agency providers who believe that coordination means taking away their business.” “Many providers cannot think outside the box or they don't want to share information because they feel their program will taken away. There is a competitive feeling.” “Ownership issues ... ‘our’ transportation is for ‘our’ consumers mentality.”
Lack of Incentives	12	<ul style="list-style-type: none"> “Lack of participation from private sector providers and no incentive for them to participate.” “The biggest barrier we have identified is the willingness to collaborate from other nonprofit transportation providers.”

n=135

Note: Responses that address more than one category are included in the count for all applicable categories. Only categories with at least 10 responses are included above.

Section 6: Rural and Non-Rural Segmentation

Rural and Non-Rural Segmentation: Section Findings

This section compares select results between organizations that serve primarily rural, primarily non-rural, and mixed rural/non-rural areas.

Rural and non-rural respondents agree that transportation coordination is valuable, but rural respondents are more likely to participate in coordination. Increased rural coordination may be due to necessity rather than ease, as respondents are equally likely to face most barriers to coordination.

Similarities

~90%

Believe coordination enhances ability to serve constituents

All respondents were about as likely to indicate they face several barriers to coordination:

~80%

Lack of time/staff

~80%

Lack of available transportation

~80%

Lack of cost sharing arrangement

~70%

Inability to secure local match funding

Differences

Rural respondents are more likely to participate in transportation coordination activities.

80%

Of rural respondents participate

71%

Of non-rural respondents participate

Specifically, rural respondents were slightly more likely to:

- Participate in coordinating councils (53% vs. 44%)
- Develop coordinated transportation plans (52% vs. 36%)
- Group trips among constituents (37% vs. 29%)
- Share driver training (18% vs. 9%)

Figure 6.1: Usefulness of Transportation Coordination (Rural vs. Non-Rural)

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

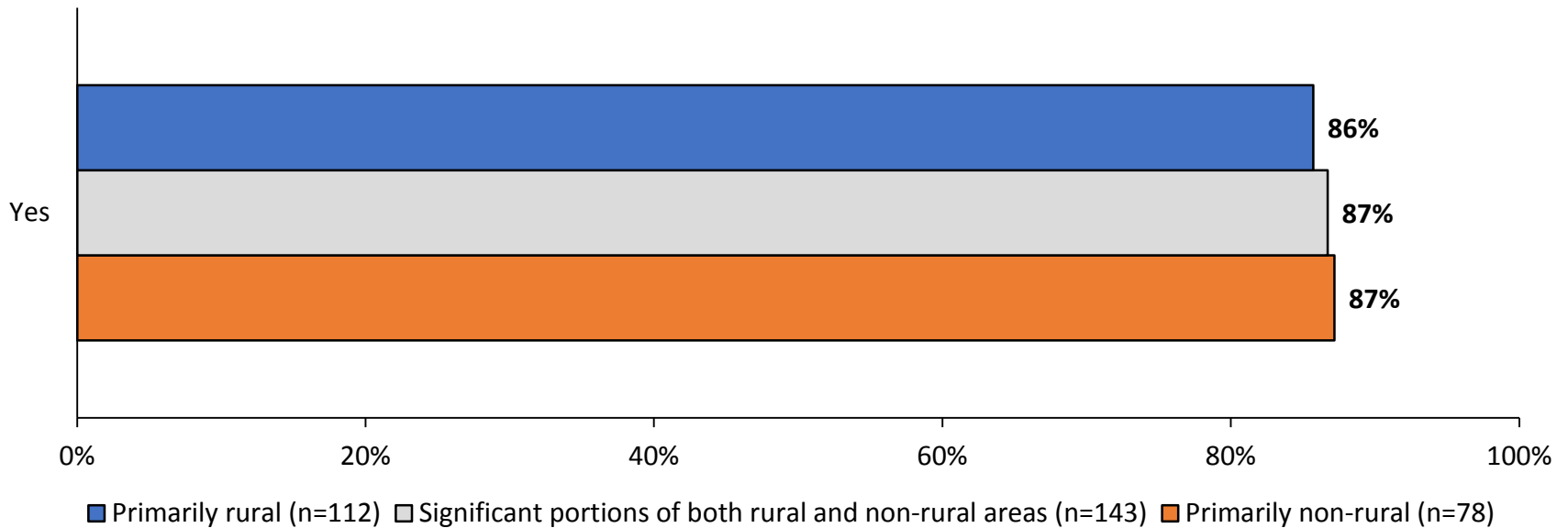
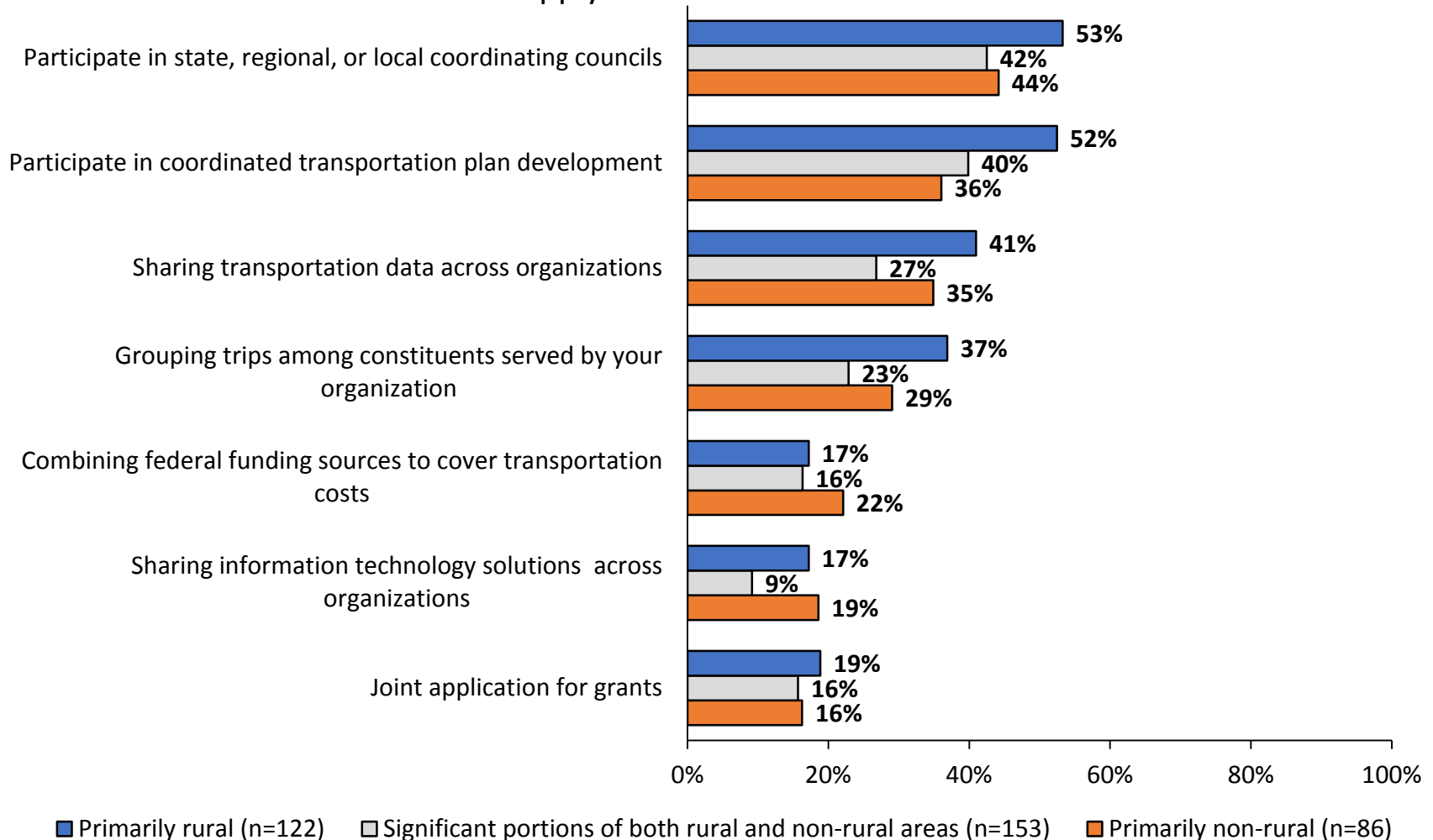


Figure 6.2a: Transportation Coordination Activities (Rural vs. Non-Rural)

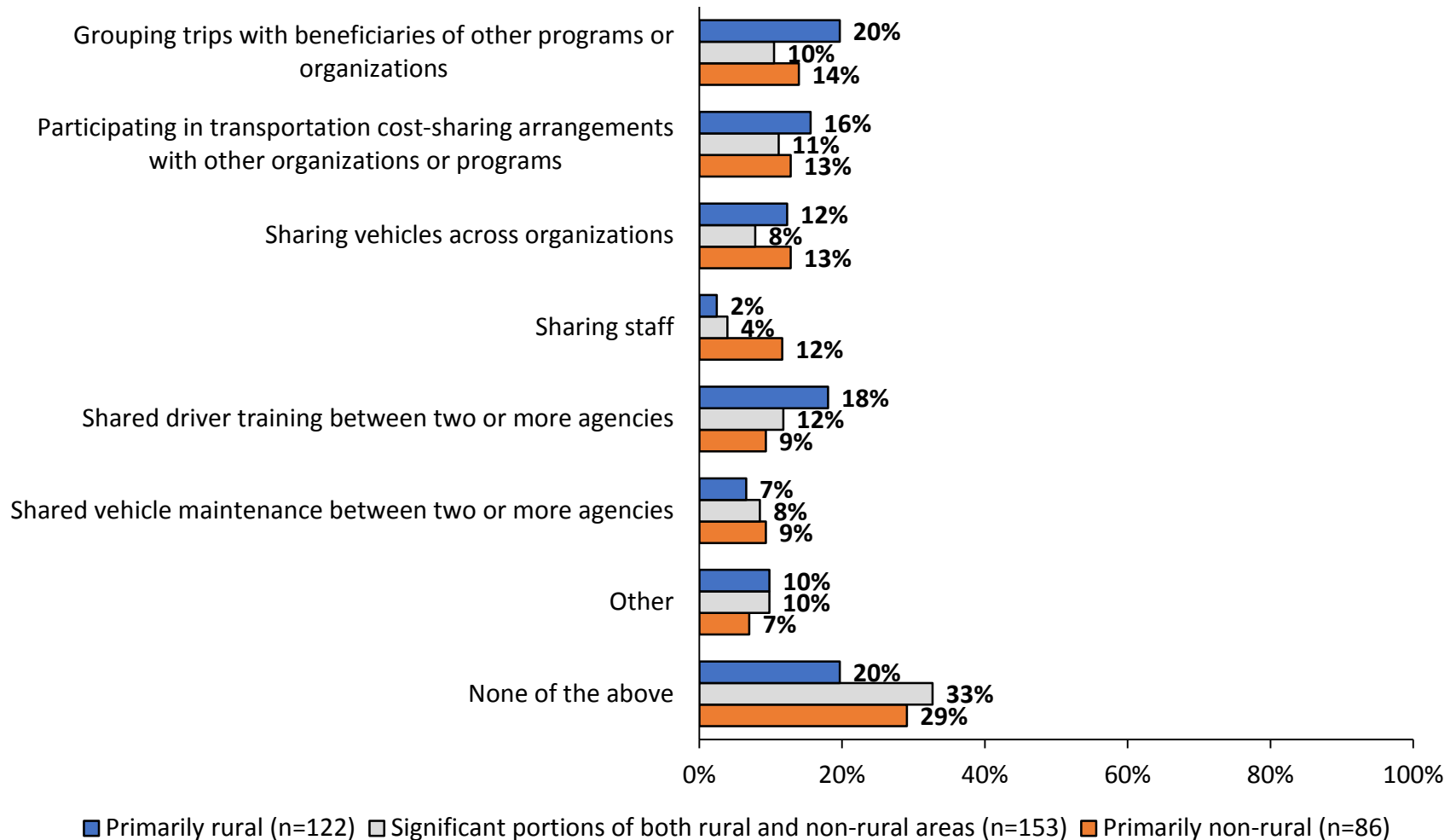
Question: Does your organization or its grantees participate in the following transportation coordination activities? Select all that apply.



Note: This figure was split into two pages for ease of readability. Please see the next slide for the rest of this survey question's information.

Figure 6.2b: Transportation Coordination Activities (Rural vs. Non-Rural, cont'd)

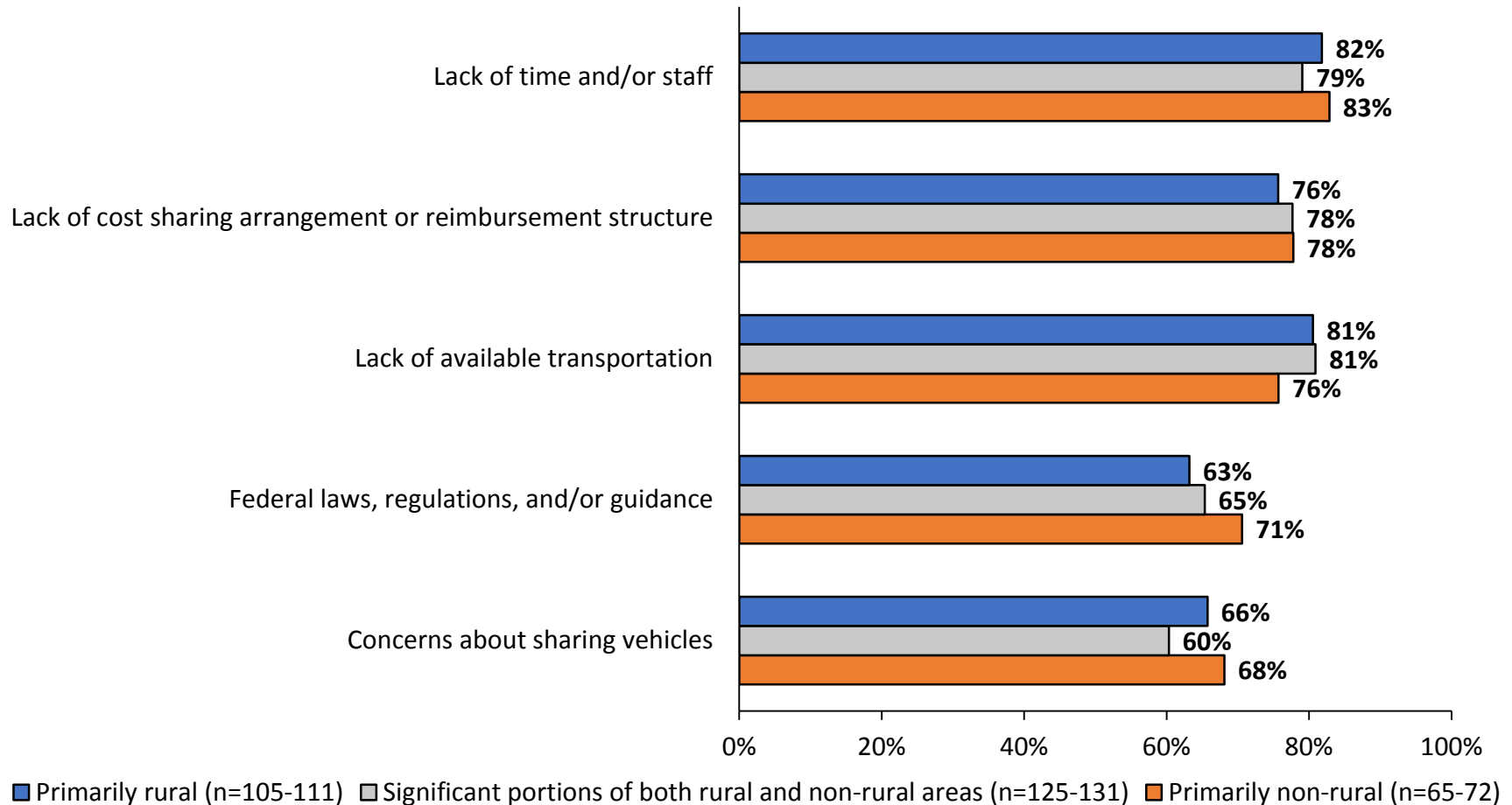
Question: Does your organization or its grantees participate in the following transportation coordination activities? Select all that apply.



Note: This figure was split into two pages for ease of readability. Please see the previous slide for the rest of this survey question's information.

Figure 6.3a: Barriers to Transportation Coordination (Rural vs. Non-Rural)

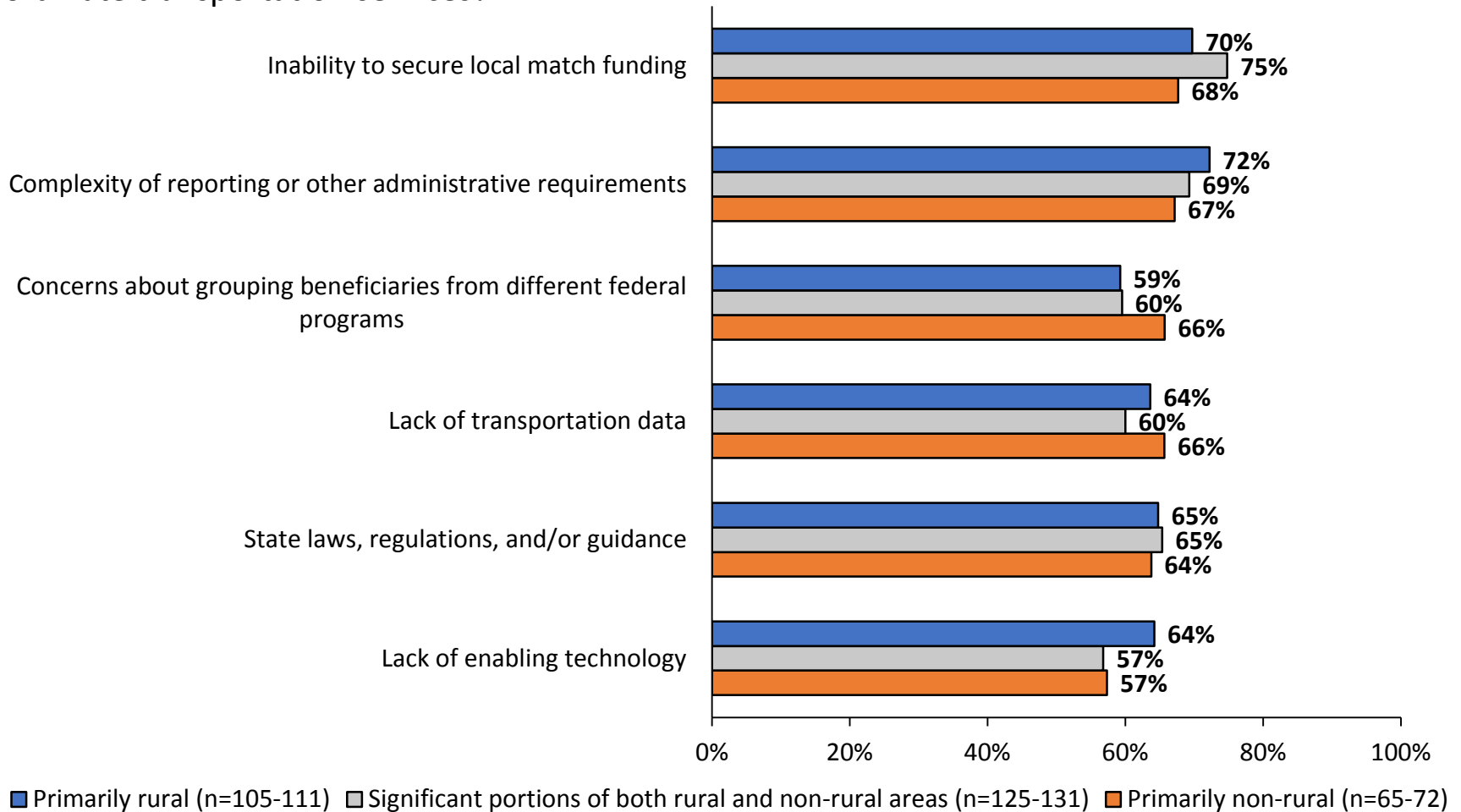
Question: To what degree do you believe the following factors impact your organization’s ability to coordinate transportation services?



Note: The figure above displays the sum of “Makes it much more difficult” and “Makes it somewhat difficult” responses.
Note: This figure was split into two pages for ease of readability. Please see the next slide for the rest of this survey question’s information.

Figure 6.3b: Barriers to Transportation Coordination (Rural vs. Non-Rural, cont'd)

Question: To what degree do you believe the following factors impact your organization's ability to coordinate transportation services?



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

Note: This figure was split into two pages for ease of readability. Please see the previous slide for the rest of this survey question's information.

Section 7: Funding Department Segmentation

Funding Department Segmentation: Key Findings

This section compares select results between respondents who receive funding from DOT, HHS, HUD, and VA.

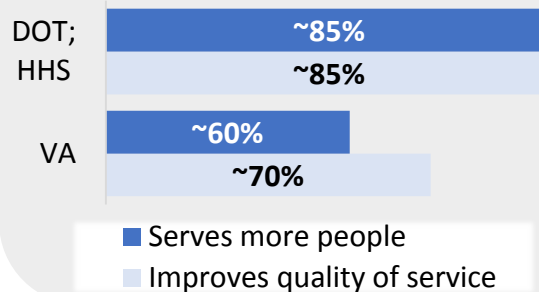
Barriers

Respondents, regardless of funding source, typically reported the same top barriers:

- *Lack of available transportation (~85%)*
- *Lack of time and staff (~80%)*
- *Lack of cost sharing arrangements (~80%)*
- *Inability to secure local match funding (~75%)*

Benefits

DOT- and **HHS-**funded respondents most often believe coordination to be beneficial, and **VA-**funded respondents least often.



Knowledge

HHS-funded respondents least often understand available federal funding sources, transportation options, and community resources.

HHS-, **HUD-**, and **VA-**funded respondents were also less likely to indicate they are aware of coordination planning activities.

Incentives

HHS-funded respondents are less likely than **DOT-** and **VA-**funded respondents to feel incentivized to coordinate transportation.



Technology

HUD-funded respondents are least likely to use technology to facilitate coordination, and most often indicate that a lack of technology is a barrier to coordination.

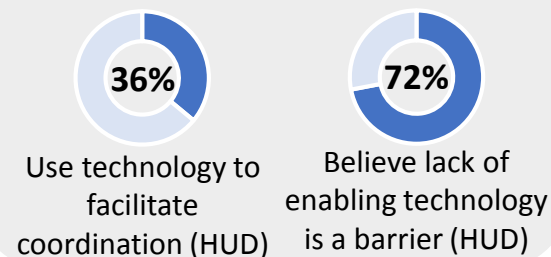
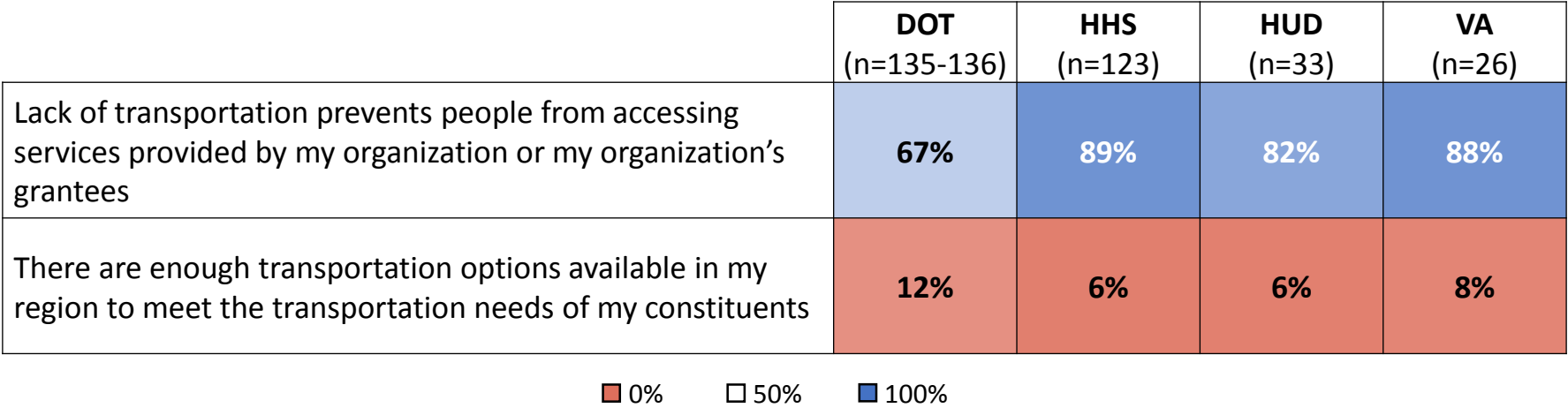


Figure 7.1: Availability of Transportation (Department)

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

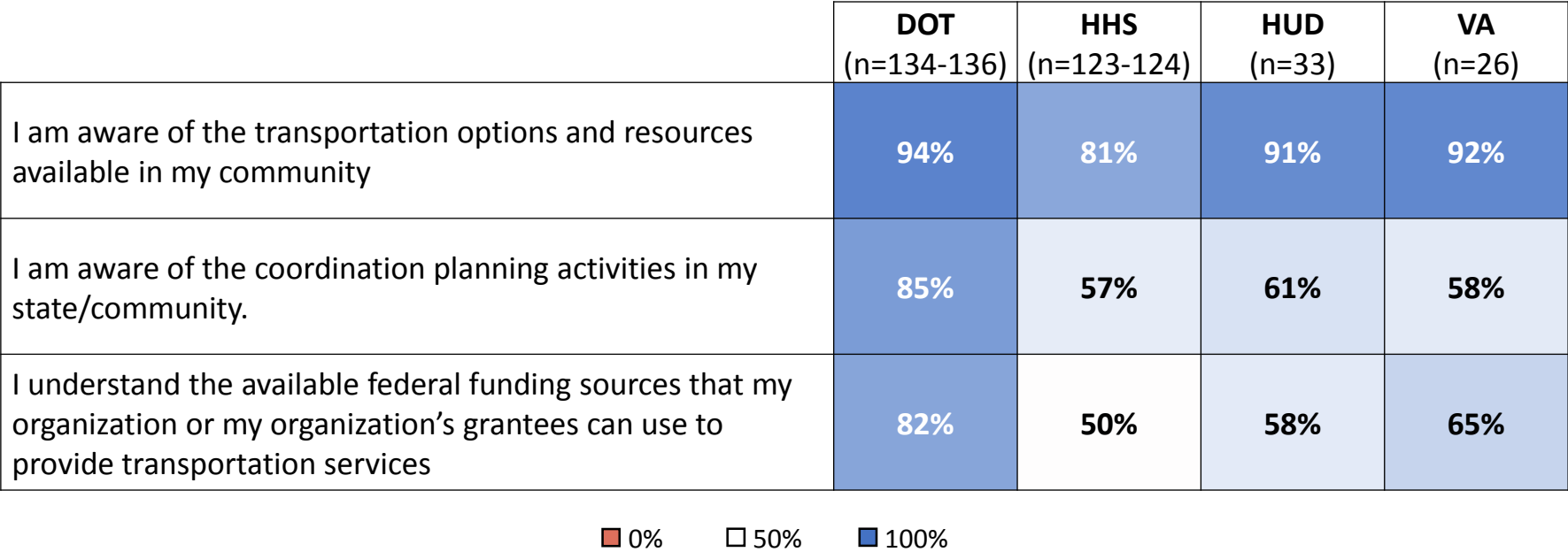


Note: The figure above displays the sum of “Strongly agree” and “Agree” responses for the four departments with the most responses.

Note: The figure above displays only the four federal departments with the most responses.

Figure 7.2: Awareness and Knowledge (Department)

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



Note: The figure above displays the sum of “Strongly agree” and “Agree” responses for the four departments with the most responses.

Note: The figure above displays only the four federal departments with the most responses.

Figure 7.3: Transportation Coordination (Department)

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

	DOT (n=146)	HHS (n=136-139)	HUD (n=33)	VA (n=25-26)
Transportation coordination allows/would allow my organization or grantees to serve more people	88%	80%	85%	62%
Coordination improves/would improve the quality of the transportation services offered by my organization or grantees	86%	77%	85%	72%
Coordination improves/would improve the cost effectiveness of the transportation services offered by my organization or grantees	83%	73%	73%	68%
My organization or grantees use technology to facilitate transportation coordination	51%	42%	36%	40%
My organization or grantees are incentivized to coordinate transportation services	42%	29%	36%	40%

■ 0%
 □ 50%
 ■ 100%

Note: The figure above displays the sum of “Strongly agree” and “Agree” responses for the four departments with the most responses.

Note: The figure above displays only the four federal departments with the most responses.

Figure 7.4: Barriers to Transportation Coordination (Department)

Question: To what degree do you believe the following factors impact your organization's ability to coordinate transportation services?

	DOT (n=130-134)	HHS (n=112-119)	HUD (n=31-33)	VA (n=23-26)
Lack of time and/or staff	83%	85%	84%	73%
Lack of cost sharing arrangement or reimbursement structure	76%	86%	85%	85%
Complexity of reporting or other administrative requirements	76%	75%	77%	61%
Inability to secure local match funding	74%	76%	84%	71%
Lack of available transportation	73%	86%	91%	92%
Federal laws, regulations, and/or guidance	72%	70%	72%	76%
Concerns about sharing vehicles	71%	69%	69%	46%
Concerns about grouping beneficiaries from different federal programs	70%	62%	69%	46%
State laws, regulations, and/or guidance	67%	69%	68%	64%
Lack of enabling technology	62%	62%	72%	54%
Lack of transportation data	58%	70%	66%	50%

Note: The figure above displays the sum of "Makes it much more difficult" and "Makes it somewhat difficult" responses for the four departments with the most responses.

Note: The figure above displays only the four federal departments with the most responses.

Note: The yellow boxes highlight the most-frequently cited barrier for each department.

■ 0% □ 50% ■ 100%