



# CCAM

Coordinating Council on  
Access and Mobility

## Coordinating Council on Access and Mobility

*National Center for Mobility Management  
(NCMM) Survey Analysis*

*Department of Housing and Urban Development*

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 **49 individuals** who work at transportation and/or human services organizations that receive HUD 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 HUD 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

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

90% say transportation coordination improves their organization's ability to serve constituents

85% believe coordination improves the quality of transportation services

Despite the widespread belief that transportation coordination is beneficial, **only 36% of HUD-funded respondents agree they are incentivized to coordinate transportation services.**

## Participation

**80% of HUD-funded respondents participate in at least one coordination activity.** They most frequently participate in:

51% Coordinated transportation plan development

46% State, regional, or local coordinating councils

37% Group trips among constituents

## Barriers

HUD-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:

91%

Lack of available transportation

85%

Lack of cost-sharing arrangement or reimbursement structure

84%

Lack of time/staff

## Knowledge

**Although most HUD-funded respondents are knowledgeable about available resources, improvements can still be made:**

91%

Are aware of transportation resources in their community

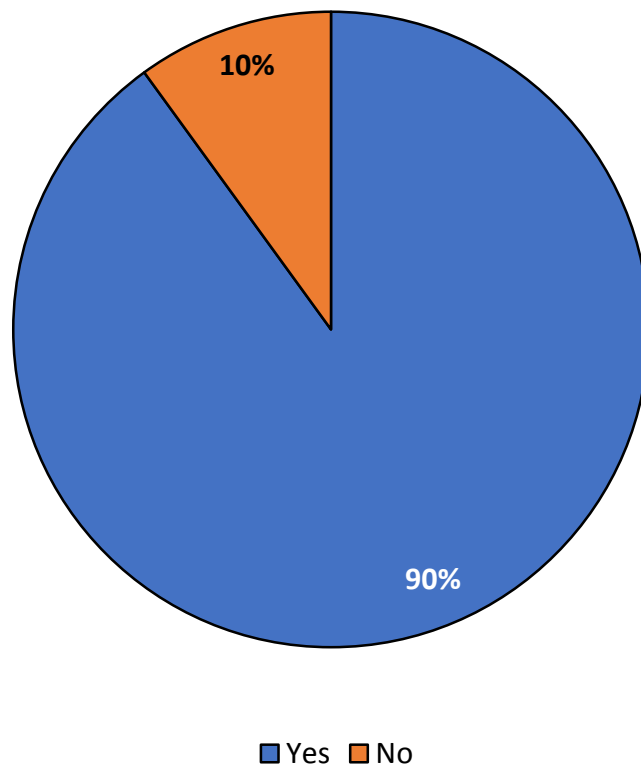
58%

Understand available federal funding sources

# Selected Question Data

# Figure 1: Usefulness of Transportation Coordination

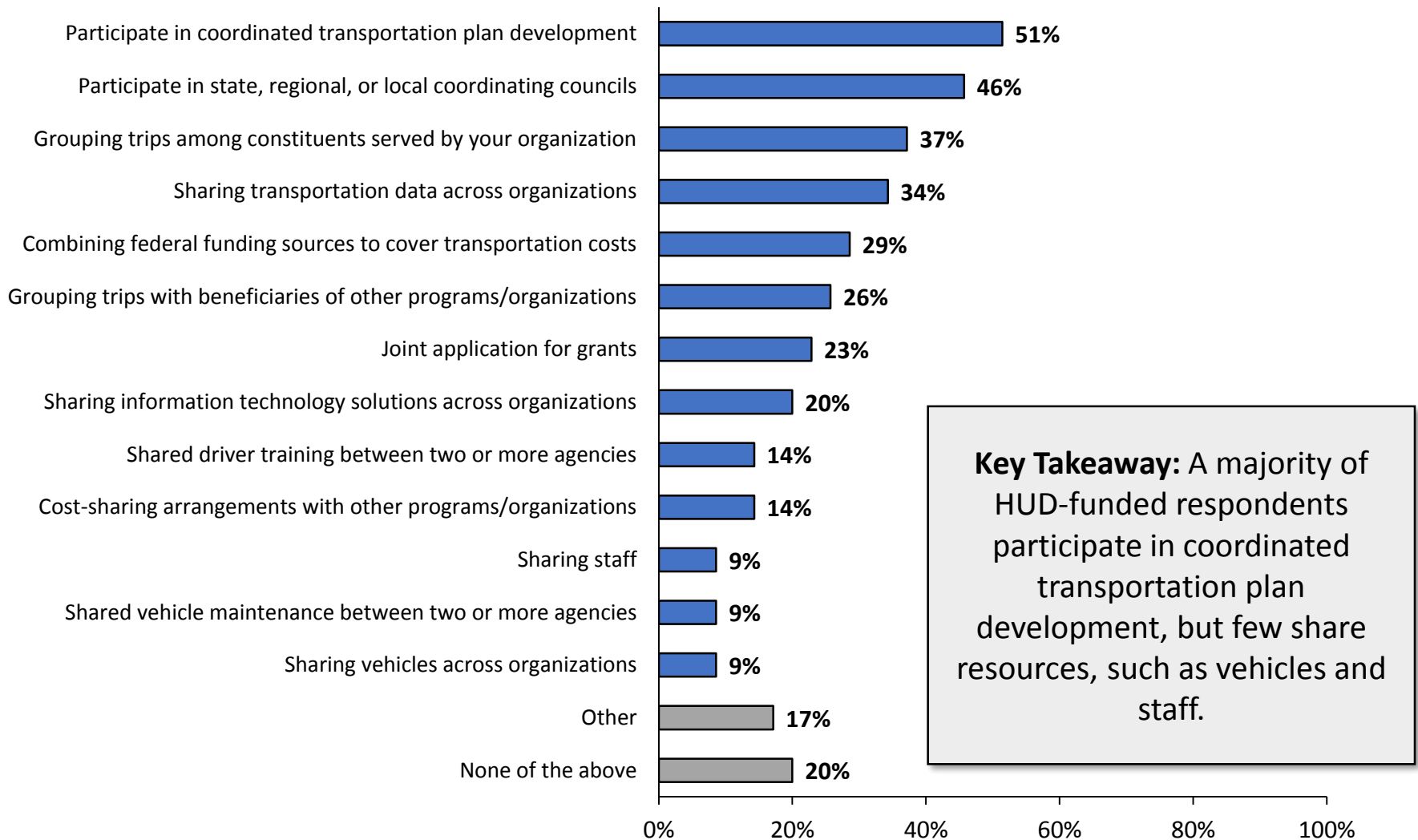
**Question:** Do you believe that transportation coordination enhances your organization's ability to serve its constituents?



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

## Figure 2: Transportation Coordination Activities

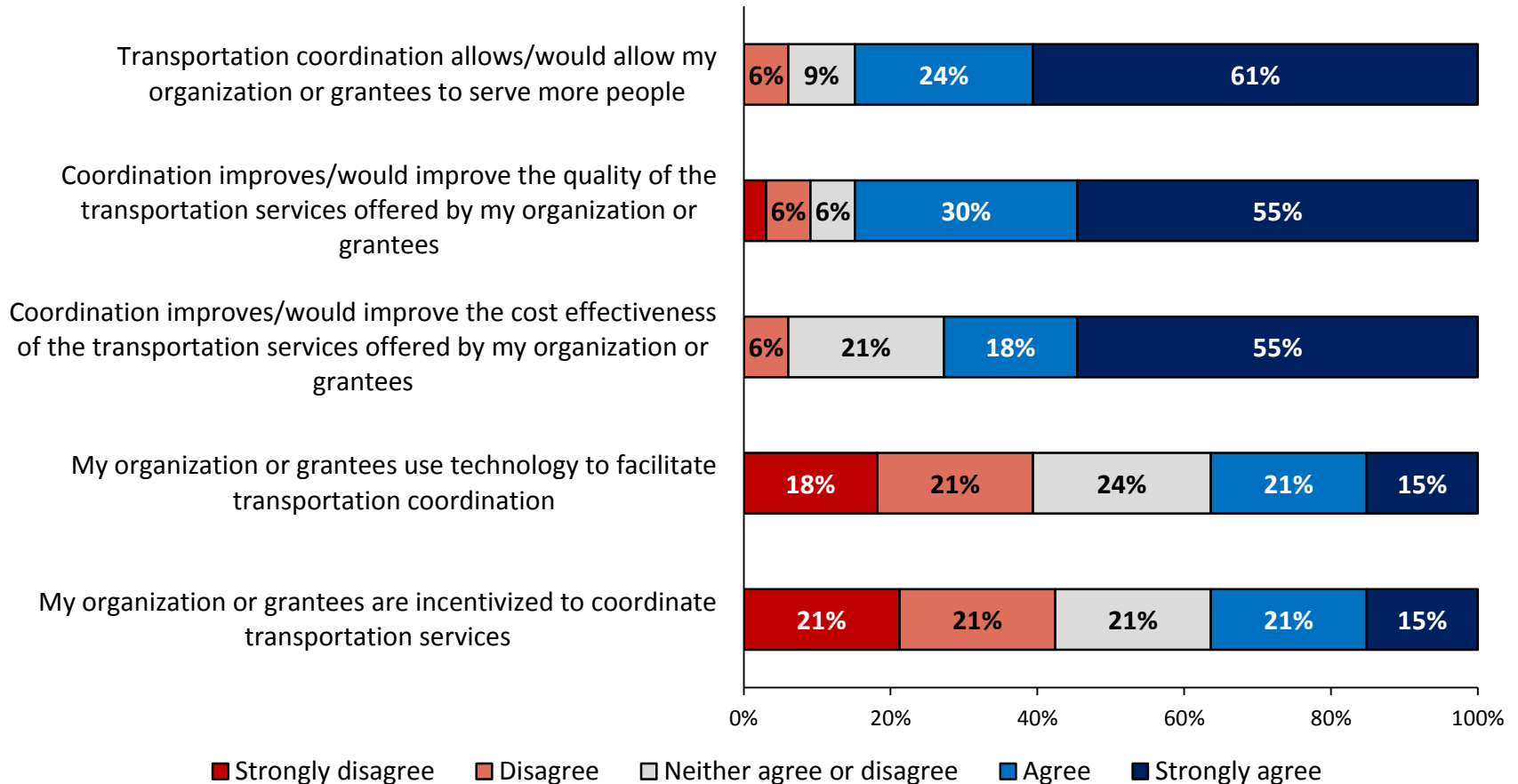
**Question:** Does your organization or its grantees participate in the following transportation coordination activities? Select all that apply.



n=35

# Figure 3: Transportation Coordination

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

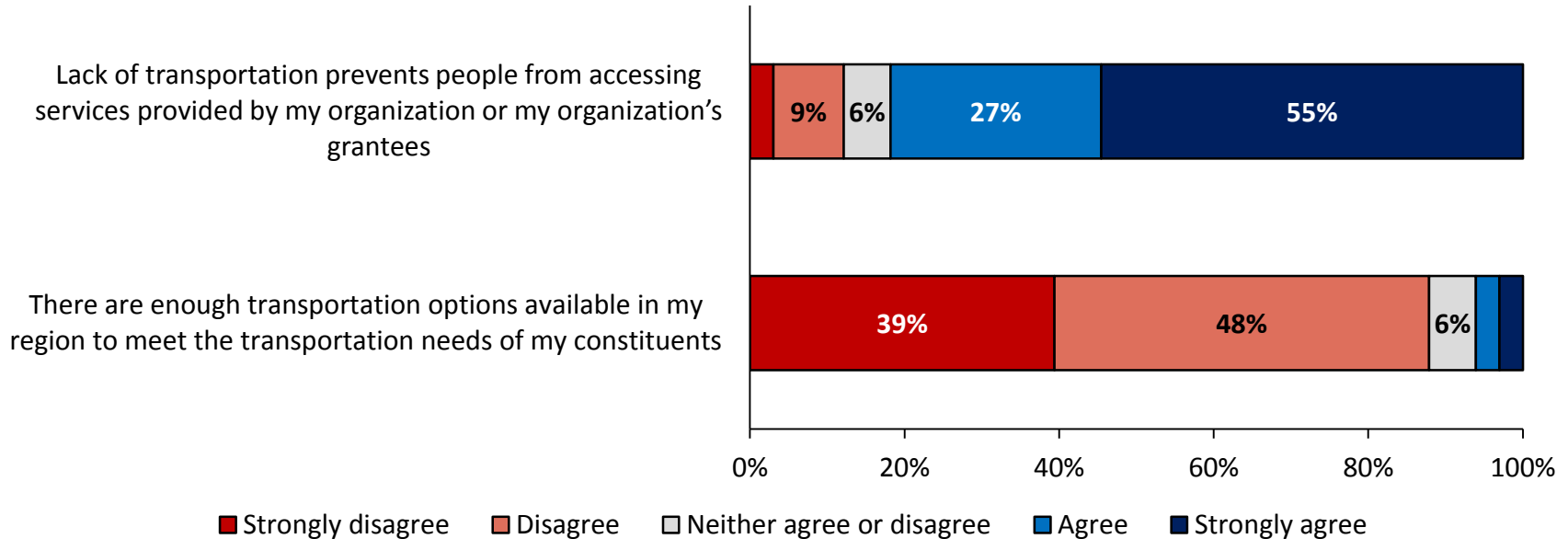


**Key Takeaway:** Most HUD-funded respondents believe that coordination improves service delivery, but far fewer feel incentivized to implement coordination activities.



## Figure 4: Availability

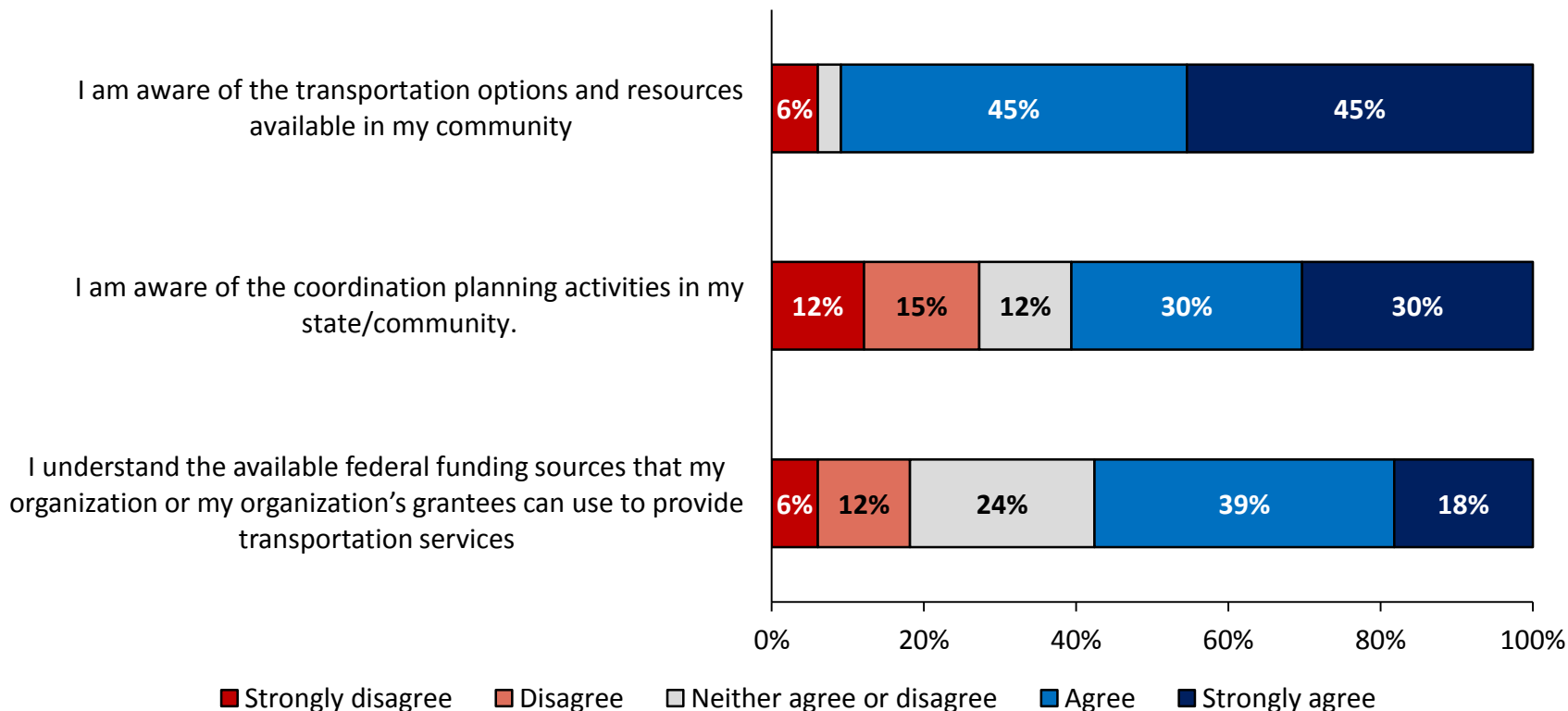
**Question:** Please indicate the level to which you agree or disagree with the following statements:



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

# Figure 5: Awareness

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



**Key Takeaway:** Most HUD-funded respondents 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	91%
2	Lack of cost sharing arrangement or reimbursement structure	85%
3	Lack of time and/or staff	84%
4	Inability to secure local match funding	84%
5	Complexity of reporting or other administrative requirements	77%
6	Federal laws, regulations, and/or guidance	72%
7	Lack of enabling technology	72%
8	Concerns about grouping beneficiaries from different federal programs	69%
9	Concerns about sharing vehicles	69%
10	State laws, regulations, and/or guidance	68%
11	Lack of transportation data	66%

■ 0%    □ 50%    ■ 100%

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

n=31-33

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

“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, or 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.”

“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.”

I work off a federal grant through HUD to assist seniors and individuals with a disability to remain independent. Coordinating inexpensive transportation to the store and medical appointments is a primary service of my position. I see on a daily basis the positive effect this service has on the lives of the most vulnerable individuals that may not have family and are not able to drive or take the regular city bus.