



# How to Build Effective Partnerships using Mobility Management with CCAM

A review for DOT, transit agency staff, grant administrators, and mobility managers navigating Federal Transit Administration compliance requirements and best practices.





## Meet our team of experts!



**Cindy Frené**

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Massachusetts



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Executive Director  
Washington D.C.



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**We are here to assist you  
with all of your rural transit  
and community needs!**



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Tribal Transit Program Manager  
Florida



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Analyst  
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**Resource Center**

Resource Center Assistant  
Massachusetts





## Meet your presenters!

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**Enjoli Dixon**

Rural Transit Project Manager  
Missouri



**Kristi Winchester**

Mobility Manager, Central Rural Region  
Oklahoma



**Raven Alexander**

President, Association of Travel Instruction  
Kansas

# Agenda

- Brief overview of CCAM
- Community Examples per Kansas & Oklahoma
- Questions?

# Overview of CCAM



The Coordinating Council on Access and Mobility (CCAM) brings together 11 federal agencies to improve transportation services since 2004.

Mobility managers serve as essential connectors. They convene stakeholders, coordinate services, broker resources, and help people navigate complex systems.

The 2023-2026 Strategic Plan highlights partnerships as the foundation for success.



# Overview of CCAM



## Understanding the CCAM Ecosystem

### Federal Partners

11 key agencies including DOT, HHS, and HUD coordinate transportation policies. 9 can fund human services transportation

### Key Stakeholders

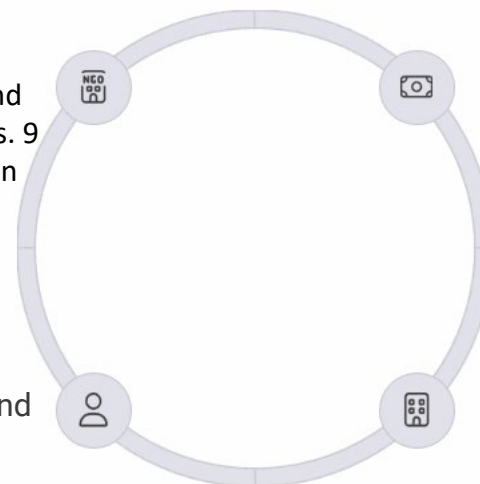
Transit providers, social services, and healthcare organizations create the network

### Funding Programs

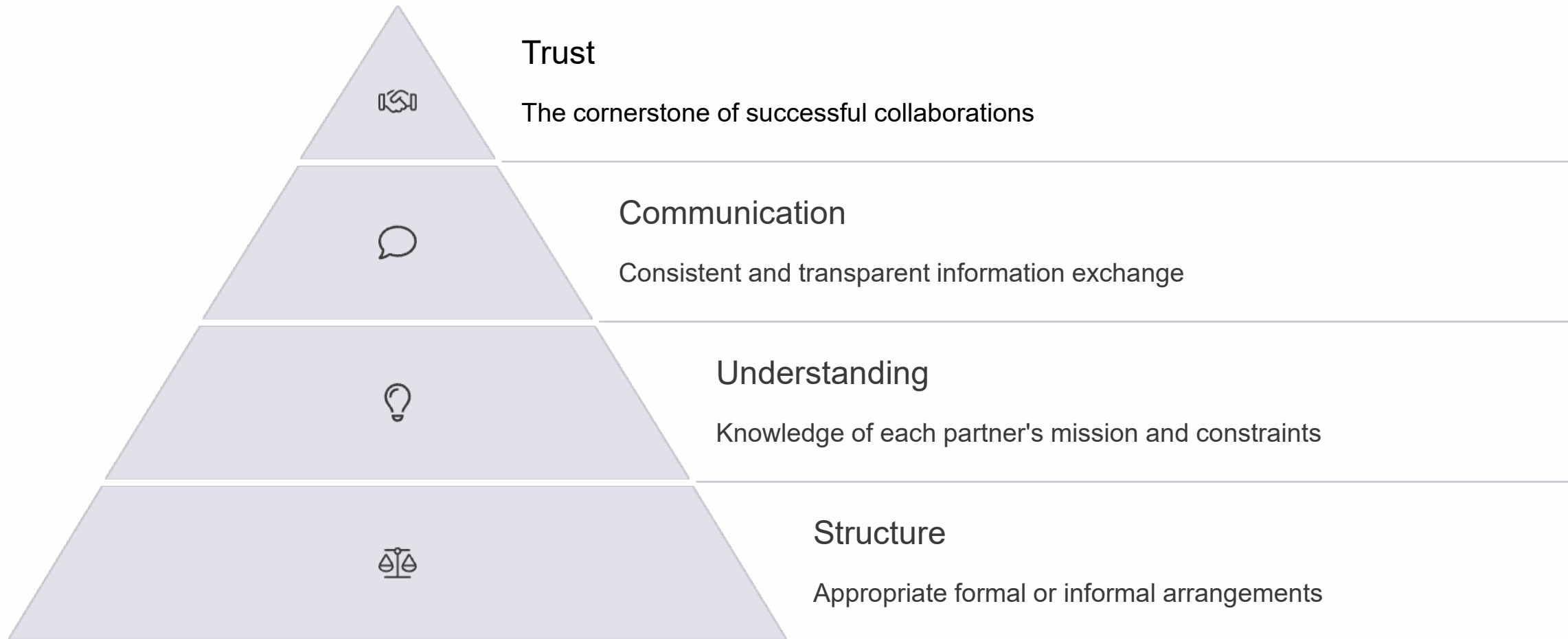
73+ eligible federal funding sources support transportation services nationwide.

### Local Implementation

State and local agencies deliver services to meet community needs.



# Foundations of Effective Partnerships



Mobility managers facilitate these relationships. They translate between organizational cultures and broker new connections.

# Developing Shared Goals and Vision



## Assess Community Needs

Gather data on transportation gaps and priorities.



## Plan Collaboratively

Bring all stakeholders to the planning table.



## Establish Outcomes

Define measurable goals everyone agrees on.



## Align Priorities

Connect transportation goals to partner missions.





# CCAM Members



## Department of Veterans Affairs

Transportation serves America's veterans and their families by connecting them to the benefits and support they earned through their service. [VA](#) both funds and provides this transportation for eligible beneficiaries.

### Relevant Subagencies

- [Veterans Health Administration](#)

## VA Transportation Coordination Resource

- [Guidance to VA medical centers on implementing strategies in response to Executive Order 13330 on Human Transportation Services Coordination](#) (2007)

## National Council on Disability

Transportation is key to independent living and community engagement for all people, including people with disabilities. [NCD](#) advises the federal government regarding disability policies, programs, procedures, and practices that enhance equal opportunity. NCD does not fund transportation for targeted populations.

### Relevant Subagencies

- [Policy and Legal Team](#)



# CCAM Members



## Department of Health and Human Services

Transportation can improve health outcomes by connecting patients to care. [HHS](#) increases access to essential services by funding non-emergency medical transportation and other transportation services for eligible beneficiaries.

### Relevant Subagencies

- [Administration for Children and Families \(ACF\)](#)
- [Administration for Community Living \(ACL\)](#)
- [Centers for Disease Control and Prevention](#)
- [Centers for Medicare and Medicaid Services \(CMS\)](#)
- [Health Resources and Services Administration](#)
- [Indian Health Service](#)
- [Office of the Assistant Secretary for Health](#)
- [Substance Abuse and Mental Health Services Administration](#)
- [National Institutes of Health](#)

### HHS Transportation Coordination Resources

- ACF provides guidance on the use of Community Services Block Grant Program (CSBG) funds to meet cost sharing requirements for the Department of Housing and Urban Development McKinney-Vento Homeless Assistance programs: [CSBG IM #135 Federal Matching Requirements HUD McKinney-Vento \(hhs.gov\)](#)
- ACF provides guidance on the use of CSBG funds to meet matching requirements for the AmeriCorps program: [CSBG IM #139 Federal Matching Requirements AmeriCorps \(hhs.gov\)](#)
- ACL provides guidance on using [Older Americans Act Title IIIB Supportive Services Funds](#) to match [specific FTA programs](#).
- CMS provides guidance on the [Assurance of Transportation under Medicaid](#), including a [Medicaid Transportation Coverage and Coordination Fact Sheet](#)



# CCAM Members



## Department of Education

Transportation services enable student achievement by promoting equal access to education. [ED](#) programs fund transportation services that connect constituents to education opportunities.

### Relevant Subagencies

- [Office of Elementary and Secondary Education](#)
- [Office of Special Education and Rehabilitative Programs](#)
- [Rehabilitation Services Administration](#)

### ED Transportation Coordination Resource

- [Fact Sheet: Bolstering Daily School Attendance Through Transportation](#)

## Department of Justice

Transportation provides opportunities for people in crisis. [DOJ](#) facilitates this assistance by helping people access vital services, reduce violent and drug-related crime, support law enforcement, and combat victimization.

### Relevant Subagencies

- [Bureau of Justice Assistance](#)
- [Office of Juvenile Justice and Delinquency](#)





# CCAM Members



## Department of Transportation

Transportation serves a vital national interest by connecting people to their communities. [DOT](#) administers grant programs that fund transit services and capital projects that increase access to transportation for all Americans.

### Relevant Subagencies

- [Federal Highway Administration](#)
- [Federal Transit Administration](#)
- [National Highway Traffic Safety Administration](#)
- [Office of the Secretary](#)

### DOT Transportation Coordination Resource

- [Section 5307, 5310, and 5311: Using Non-DOT Federal Funds for Local Match](#) (2017)





# Building Effective Partnerships

City of Wichita Transit

September 17, 2025





# Who Am I?



## Raven Alexander

- President, Association of Travel Instruction
- Mobility Manager
- Grants Manager
- Mobility Relations
- Community Outreach and Education
- Partnership Development
- Civil Rights Coordinator



# Department Overview

- Population of nearly 400,000
- City of Wichita Department
- Largest Transit Provider in the state of Kansas
- 120 employees including drivers, mechanics, and admin.
- 11 battery electric buses; 8 battery electric vans
- Core services: Fixed Route, Paratransit, Q-Line, Multimodal



# Partnership Development Tips

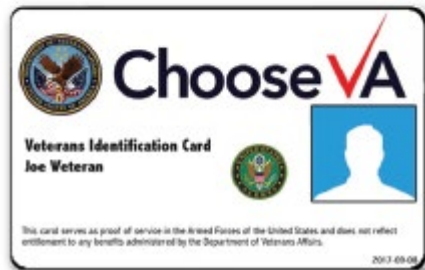
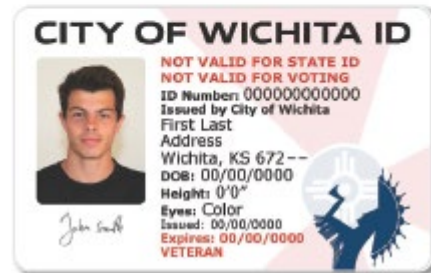
- Know community resources and understand gaps
- Listen to RIDERS
- Attend local and regional meetings
- Looks for ways to say YES
- Pilot ridership programs
- Offer Travel Training



# Partnerships

- Wichita State University
- Wichita Public Schools
- International Rescue Committee
- Substance Abuse Center of Kansas/Recovery Hub Coalition
- Child Start
- and more...

# Veterans Ride Free



**Veterans  
Ride Free**  
ALL VETS • ALL ROUTES



[https://youtu.be/yLXSOa5txwA?si=DEoza-M\\_i35jDIZU](https://youtu.be/yLXSOa5txwA?si=DEoza-M_i35jDIZU)

# Contact Info

Raven Alexander

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# Building Bridges

Partnerships That Remove Barriers to Access





Kristi Winchester is a Mobility Manager in central rural Oklahoma with over 20 years in organizational and leadership development. Recently, she transitioned to non-profit advocacy, leveraging her extensive background to drive meaningful change. Passionate about empowering communities and fostering collaboration, Kristi is dedicated to creating impactful solutions that promote social justice and support underserved populations.





Partnerships  
thrive when  
we  
understand  
each other's  
values.











# 2025 SIBLING CAMP

A UNIQUE SIBLING EXPERIENCE!

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2002 E Robinson St.  
Norman, OK 73071

**FOR SIBLINGS WITH INTELLECTUAL/DEVELOPMENTAL DISABILITIES AGES 8-25 & SIBLINGS WITHOUT SPECIAL NEEDS AGES 8-16**




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**OPTIONAL ACTIVITIES :**

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- ARTS & CRAFTS
- & SO MUCH MORE!!!

**QUESTIONS?**  
405-271-2710  
SOONER-SUCCESS@OUHSC.EDU  
SOONERSUCCESS.OUHSC.EDU





# Okemah SIBSHOPS 2025

*This Fall 2025, we're bringing Respite Care and Sibshops to Okemah for the very first time! Families will enjoy safe, engaging activities for children with disabilities, fun and friendship for their siblings, and time for parents and caregivers to relax and recharge.*

**JOIN US! FOOD INCLUDED! RSVP REQUIRED**

**OCTOBER 10<sup>th</sup>**  
**THE BENSON FAMILY MEDIA CENTER,**  
**202 S 3<sup>RD</sup> STREET, OKEMAH, OK**

**6-9PM**

**PRE REGISTER BY USING THE QR CODE OR CONTACTING:**

**CITYMANAGER@OKEMAHOK.GOV**

**FREE TRANSPORTATION AVAILABLE CONTACT KATS**

**KRISTI WINCHESTER (405) 208-3596 OR**  
**MOBILITYMANAGER@COEDD.NET**








## THE BRIDGE BUILDER

An old man going a lone highway,  
Came, at the evening cold and gray,  
To a chasm vast and deep and wide.  
Through which was flowing a sullen tide  
The old man crossed in the twilight dim,  
The sullen stream had no fear for him;  
But he turned when safe on the other side  
And built a bridge to span the tide.

“Old man,” said a fellow pilgrim near,  
“You are wasting your strength with building here;  
Your journey will end with the ending day,  
You never again will pass this way;  
You’ve crossed the chasm, deep and wide,  
Why build this bridge at evening tide?”

The builder lifted his old gray head;  
“Good friend, in the path I have come,” he said,  
“There followed after me to-day  
A youth whose feet must pass this way.  
This chasm that has been as naught to me  
To that fair-haired youth may a pitfall be;  
He, too, must cross in the twilight dim;  
Good friend, I am building this bridge for him!”

WILL ALLEN DROMGOOLE



# Taking Action: Next Steps



## Assess Your Partnerships

Use CCAM's partnership evaluation tools. Identify strengths and opportunities for growth.

## Access CCAM Resources

Visit [transit.dot.gov/ccam](https://transit.dot.gov/ccam) for guidance. Connect with technical assistance providers.

## Develop Professional Skills

Join mobility management training programs. Network with peers facing similar challenges.

## Launch Pilot Projects

Start small with targeted initiatives. Gather data to demonstrate impact.

Thank You!  
Question & Discussion Time!



## National Rural Transit Assistance Program

888-589-6821 | [nationalrtap.org](http://nationalrtap.org) | [info@nationalrtap.org](mailto:info@nationalrtap.org)

Find us on Facebook, Twitter, YouTube, LinkedIn & Instagram



U.S. Department of Transportation  
Federal Transit Administration