



Photo courtesy of City of Boston's Commission on Affairs of the Elderly

# Transportation Needs and Assessment

Survey of Older Adults, People with Disabilities, and Caregivers



December 2018



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## About NADTC and KRC Research

### About NADTC

Established in 2015, the National Aging and Disability Transportation Center (NADTC) is a national technical assistance center administered by Easterseals and the National Association of Area Agencies on Aging (n4a).

NADTC's mission is to increase accessible transportation options nationwide for older adults, people with disabilities, and caregivers. NADTC offers training, resources, technical assistance, information and referrals, outreach, and community grants.

NADTC is funded by the Federal Transit Administration (FTA), an agency within the U.S. Department of Transportation (DOT).

### About KRC Research

KRC Research is a global consultancy that employs high-quality quantitative and qualitative opinion research methodologies to measure public opinion, identify and segment audiences, and identify opinion drivers to inform decisions, optimize communications, and evaluate impact.

KRC has conducted research in over 50 countries and in 30 languages. KRC's research and insights are sought after by corporations, governments, and not-for-profit organizations. KRC's work is regularly reported the news outlets like *The New York Times*, *The Wall Street Journal*, *The Washington Post*, and *USA Today*.

## Background and Research Objectives

### Background

Older adults and people with disabilities require access to transportation for a variety of daily tasks and activities, from medical appointments to social events. However, information about their needs and preferences is sparse.

To fill this gap, the National Aging and Disability Transportation Center (NADTC) partnered with KRC Research to conduct a national needs assessment study.

The study is comprised of three national surveys, conducted among older adults, people living with disabilities and family caregivers.

### Objectives

The goals of the research were to:

- Gather reliable data on experiences and perceptions of public and private transportation options.
- Gain insights into transportation behaviors, patterns, and the needs of older adults, younger adults with disabilities, and caregivers.
- Update and expand the current body of research to assist NADTC and other agencies to be better equipped to foster public policies that help meet current and future transportation needs.

## Research Method

KRC Research conducted national quantitative surveys of three audiences from October 19 to November 5, 2018, as follows:

### Older Adults

- 20-minute survey conducted among **509 adults age 60 and older** as follows:  
Online: n=309  
Telephone: n=200
- 33% have a disability that limits physical activities, seeing, and/or hearing
- Sample weighted to be demographically representative of adults 60 years and older, based on data from the U.S. Census

### Younger adults with disabilities

- 20-minute survey conducted among **513 adults age 18 to 59** living with one or more disabilities, as follows:  
Online: n=413  
Telephone: n=100
- Has a disability that limits physical activities, seeing, and/or hearing
- Sample weighted to be demographically representative of adults 18-59 with disabilities, based on data from the U.S. Census

### Transportation Caregivers

- 20-minute survey of **627 caregivers age 18 to 84** that provide and/or arrange transportation for an adult family member or friend, conducted online, as follows:  
Caregivers of older adults: n=390  
Caregivers of younger adults living with a disability: n=237

## Audience Snapshot: Older adults (60+ years old)

### Key Demographics and Characteristics

Have a disability: 33%

- 27%: physical disability
- 10%: vision problem
- 5%: hearing problem

71%: Use medical equipment and mobility aids

22% (52% of those with a disability): Have a caregiver

- 61% of caregivers help with transportation needs

### Transportation Behaviors

Often or sometimes:

- 82% drive a vehicle
- 58% ride with family/friends
- 54% walk
- 15% public transportation
- 10% use a taxi or cab service

### Transportation Information Sources

- 23% very and 35% somewhat familiar with transportation options in their area

Most frequently used sources of information:

- 43%: Family, friends, or colleagues
- 24%: Search the computer
- 18%: Telephone book

### Transportation Outlook

- 30% say transportation options will get better in the coming years
- 68% say it would be difficult to find alternative transportation options, if they were to stop driving
- 41% say they do not have good alternative transportation options
- Biggest Barriers: Accessibility and availability (40%) and destination, such as long travel distances (14%)

## Audience Snapshot: Younger Adults (18-59) with a Disability

### Key Demographics and Characteristics

Type of Disability:

- 77%: physical disability
- 34%: vision problem
- 23%: hearing problem

70%: Use medical equipment and mobility aids

59%: Have a caregiver

- 76% of caregivers help with transportation needs

### Transportation Behaviors

Often or sometimes:

- 74% ride with family and/or friends
- 66% drive a vehicle
- 45% walk
- 32% take public transportation
- 30% use special transportation services for people with disabilities

### Transportation Information Sources

- 30% very and 39% somewhat familiar with transportation options in their area

Most frequent transportation information sources:

- 48%: Family, friends, or colleagues
- 31%: Search the Internet
- 23%: Someone in the community

### Transportation Outlook

- 45% say transportation options will get better in the coming years
- 80% say it would be difficult to find alternative transportation options if they were to stop driving
- 38% say they do not have good alternative transportation options
- Biggest Barriers: Accessibility and availability (38%) and cost (20%)

## Audience Snapshot: Transportation Caregivers

### Key Demographics and Characteristics

Caregiver for:

- 62% older adult:
  - 41% with a disability
  - 21% without a disability
- 38% younger adult with a disability

59% live in same home with care recipient

84% provide transportation, of which 83% provide at least weekly, and 38% arrange transportation

### Care Recipient Transportation Behaviors

Use often or sometimes:

- 73% ride with family and friends
- 44% use special transportation services for people with disabilities
- 35% drive a vehicle
- 27% use public transportation

### Transportation Information Sources

- 42% very and 33% somewhat familiar with transportation options in their area

Most frequently used sources of information:

- 39%: Family, friends, or colleagues
- 30%: Search the computer
- 22%: Senior Center

### Transportation Outlook

- 41% say transportation options will get better in the coming years
- 59% say it would be difficult to find alternative transportation options, if care recipient was to stop driving.
- 34% say they do not have good alternative transportation options
- Biggest Barriers: Accessibility and availability (22%) and cost (7%)



## Executive Summary

Photo courtesy of Mobility Services, Boulder, CO

## Executive Summary

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### 1. Most older adults and younger adults with disabilities drive their own vehicles or ride with family or friends. Some supplement with public and other forms of transportation. Incentives to use other modes appear limited.

- About three-quarters of adults with disabilities of all ages ride with family and friends, compared to just over half of those without disabilities.
- About a third of younger adults with disabilities use public transportation, ride with a volunteer, and/or use special transportation services for people with disabilities.
- Only 15% of older adults use public transportation and even fewer use special transportation services or ride with a volunteer.

### 2. Caregivers play a pivotal role in helping older adults and individuals with disabilities meet their transportation needs—and most are happy to help.

- Two in 10 older adults and six in 10 people with disabilities have a caregiver. Most caregivers live with the care recipient, or close by.
- Caregivers spend about five hours a week either providing transportation or arranging for it.
- Caregivers are quite concerned about the safety of the person they care for if they are still driving. Most expect a time will come when the care recipient will no longer be able to drive.

## Executive Summary

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### 3. Many individuals with disabilities of all ages have concerns about driving and so have cut back or made adjustments. Across age and disability, most anticipate a time when they will no longer be able to drive.

- Those who have made changes to their driving because of a visual, physical, or medical challenge have cut back, only drive when necessary, and avoid driving at night.
- Older adults estimate they will need to stop driving around the age of 80, while younger adults with disabilities estimate they will stop at age 60.
- Most say it will be extremely difficult to find alternative forms of transportation when they give up driving.

### 4. Those who give up driving face big barriers getting around. They can no longer do the things they need and want to do. They face physical isolation, frustration, and feel dependent and trapped.

- Older adults who gave up driving did so because were no longer comfortable, while those with disabilities gave it up due to physical and medical challenges.
- Most say that alternative options for getting around are good, but could be better—only about a quarter say they have excellent options. Options are especially limited in rural areas.
- Not driving is a huge barrier, especially for younger adults with disabilities. Barriers include expensive and sparse transportation options.
- Close to 9 in 10 who stopped driving have been negatively impacted—from being isolated to dependent. This limits them living their lives to the fullest and makes them feel frustrated.

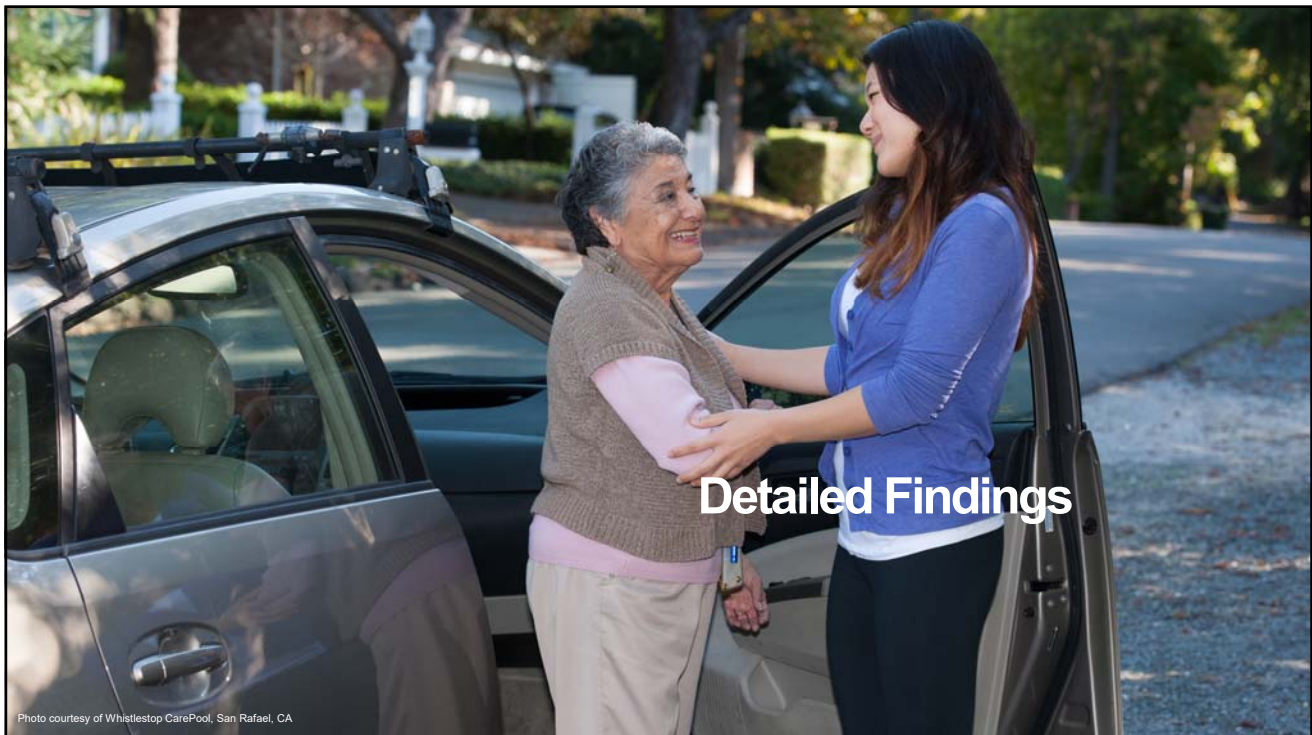
## Executive Summary

- 5. Older adults and younger adults with disabilities who do not drive face many barriers, including access to affordable transportation alternatives.**

  - Availability of alternative options (including public transportation, like trains and buses) is the biggest barrier, followed by cost.
  - Even though cost is a barrier for many, people do not seem to be using discounted rides or vouchers.
  - Majorities are familiar with alternative transportation options, but those in rural areas are less familiar than those in urban areas.
- 6. There is no single “go-to” information resource for alternative transportation options. Many turn to family and friends for information about options.**

  - Few are familiar with public transportation options; only about a quarter say they are very familiar.
  - Outside of friends and family, most are not taking advantage of local information about transportation.
- 7. Most hope for more convenient and public alternatives in the future. Younger adults with disabilities are more optimistic about improvements than older adults.**

  - Younger adults with disabilities are more hopeful than older adults that options will get better.
  - Greater availability of convenient public transportation is the number one request.

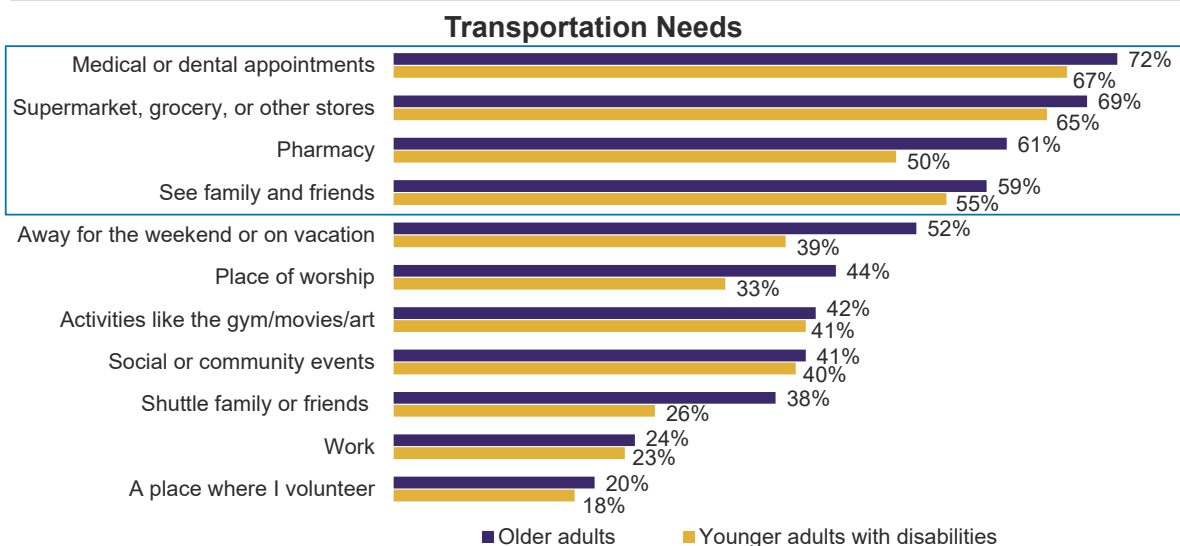


Detailed Findings

Photo courtesy of Whistlestop CarePool, San Rafael, CA

**1** Most older adults and younger adults with disabilities drive their own vehicles or ride with family or friends. Some supplement with public and other forms of transportation. Incentives to use other modes appear limited.

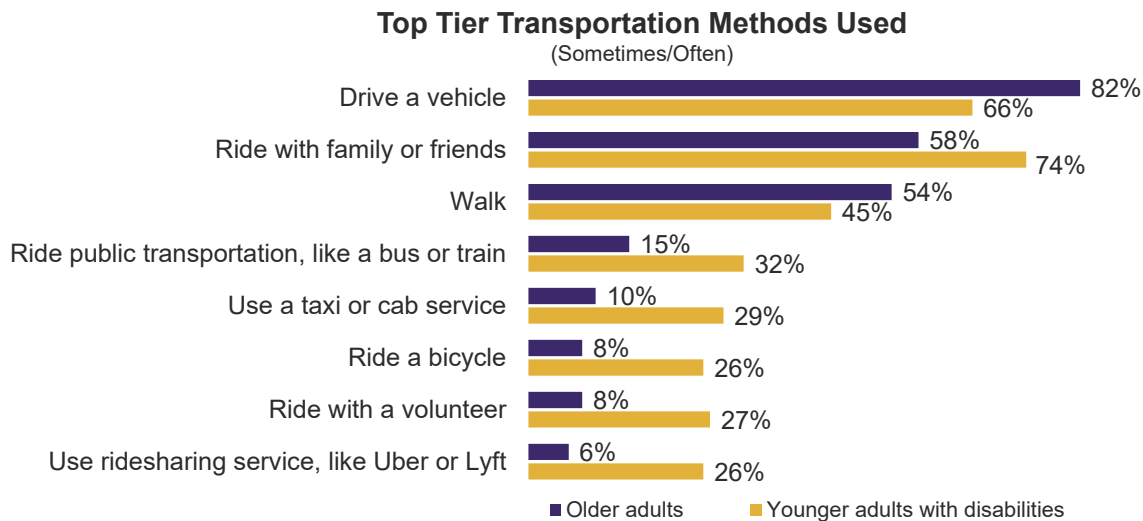
**Older adults and people with disabilities have similar transportation requirements.**



Q11: I'm going to read you a list of places people need to go from their home and that often require transportation. For each one, tell me if that is a reason you need transportation or not. (Older adults, n=509; Younger adults with disabilities, n=513)



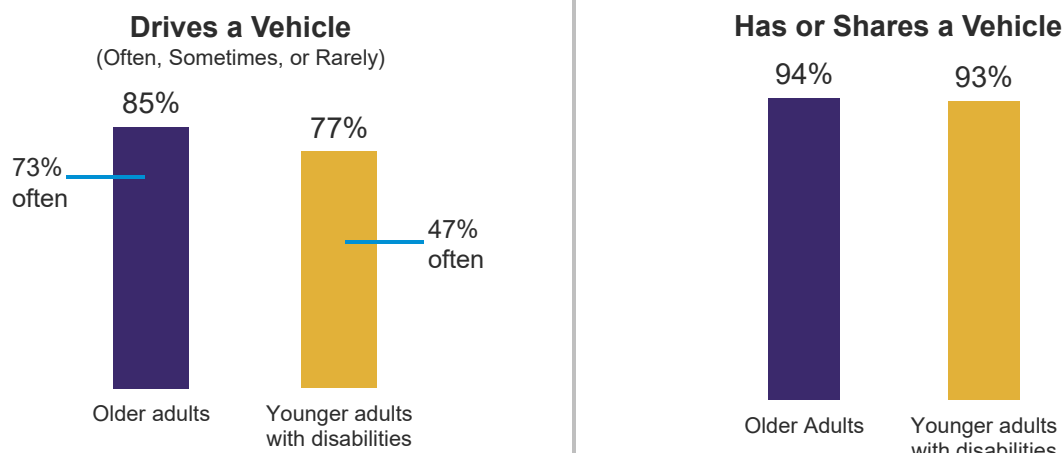
## Younger adults with disabilities are less likely to drive and are more likely to rely on friends, family, and alternatives than older adults.



Q12-26: Next, I'm going to read a list of ways people get to places they need to go away from their home. For each one, tell me if you get around that way often, sometimes, or never. (Older adults, n=509; Younger adults with disabilities, n=513)



## The vast majority of adults drive a vehicle—and most own or share their vehicle with someone else in the household.

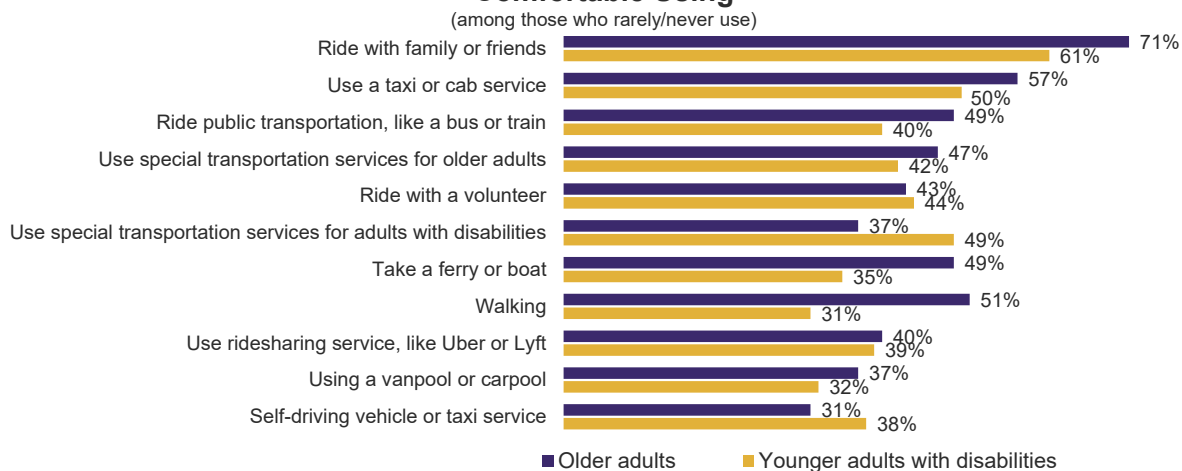


Q12: Next, I'm going to read a list of ways people get to places they need to go away from their home. For each one, tell me if you get around that way often, sometimes, or never. —Drive a vehicle (Older adults, n=509; Younger adults with disabilities, n=513)  
Q44: Do you personally have a vehicle or share one with someone in your household, or do you not have a vehicle? (Drivers: Older adults, n=431; Younger adults with disabilities, n=398)



## Most would be comfortable riding with friends and family, as well as using a variety of transportation options if they were available and affordable.

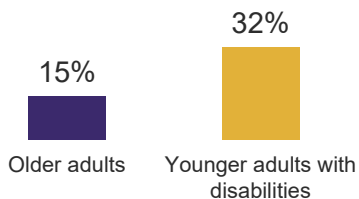
### Top Tier Transportation Methods Would be Comfortable Using



Q28-43: For each [way people get around that you said you rarely or never use], tell me if you would feel comfortable getting around that way if it was a readily available and affordable option you could do. (n is based on those who do not use the transportation method.)

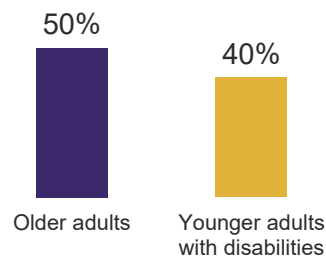
## Most do not regularly use public transportation, but many non-users would be comfortable with it, if available.

### Use Public Transportation (Often or sometimes)



**Few get free or discounted rides:**  
 Older adults: 10%  
 Younger adults with a disability: 27%

### Would Be Comfortable Using Public Transportation



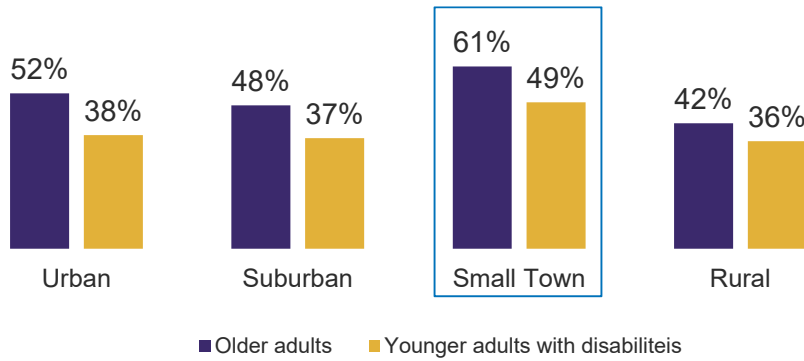
Q19: For each [way people get to places they need to go], tell me if you get around that way often, sometimes, or never. (Older adults, n=509; Younger adults with disabilities, n=513)

Q35: For each [way people get around that you said you rarely or never use], tell me if you would feel comfortable getting around that way if it was a readily available and affordable option you could do. (Older adults, n=433; Younger adults with disabilities, n=351)

Q27: Do you get any free or discounted rides or vouchers to help cover your transportation costs? (Older adults, n=509; Younger adults with disabilities, n=513)

**Many older adults and younger adults with disabilities would be comfortable using public transportation if it was available, especially those in a small town.**

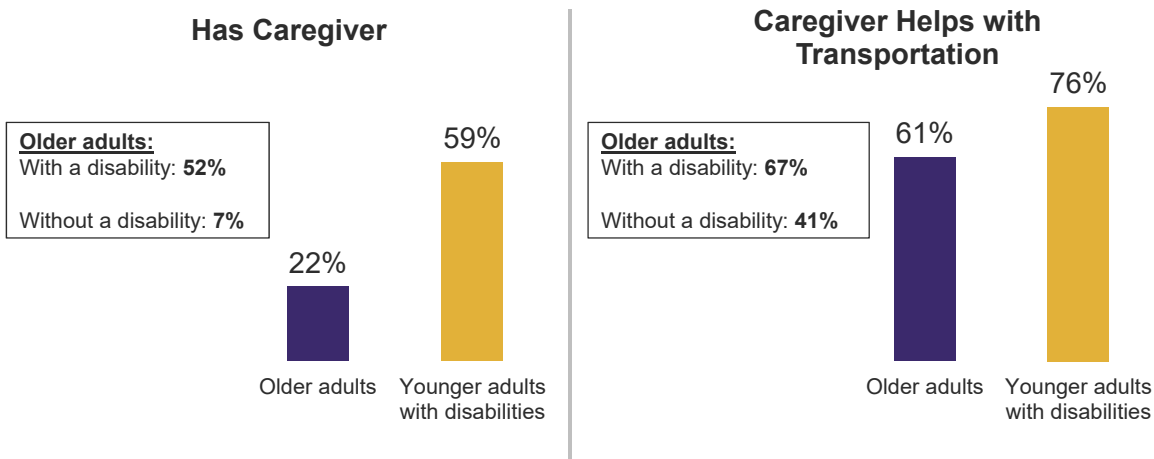
**Would Be Comfortable Using Public Transportation**  
(By community type)



Q35: For each [way people get around that you said you rarely or never use], tell me if you would feel comfortable getting around that way if it was a readily available and affordable option you could do. (Older adults, n=433; Younger adults with disabilities, n=351)

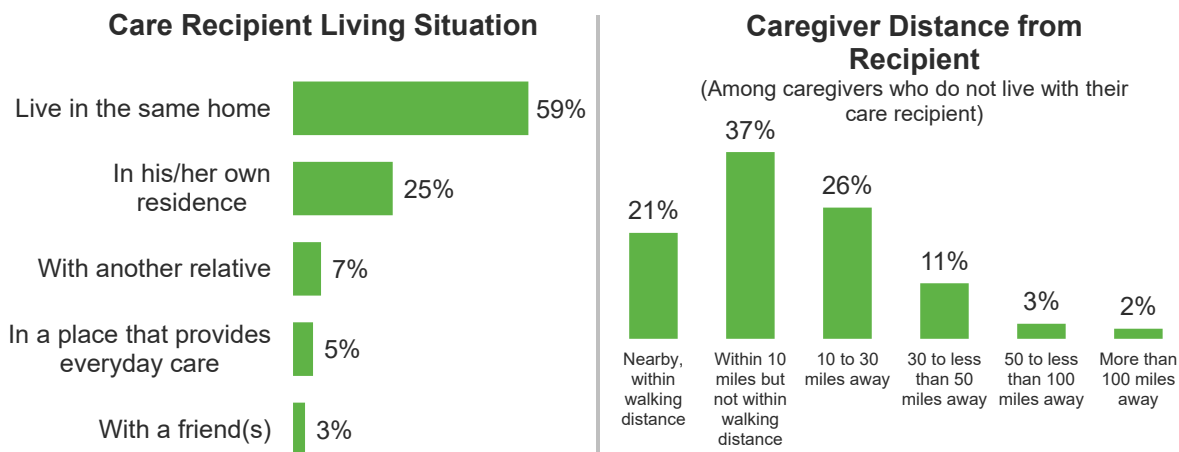
**2** Caregivers play a pivotal role in helping older adults and individuals with disabilities meet their transportation needs—and most are happy to help.

### People with disabilities of all ages are more likely than those without disabilities to have a caregiver who helps with transportation.



Q7: Do you have a family member, friend, or someone who helps you with personal care, day-to-day chores, medical appointments, or other tasks like that? (Older adults, n=509; Younger adults with disabilities, n=513); Q7A: Does this person help with your transportation needs, or do you take care of your transportation needs on your own? (Older adults, n=112; Younger adults with disabilities, n=301)

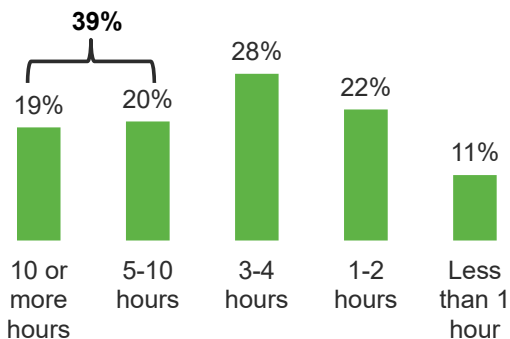
### A majority of caregivers live with the care recipient; if they don't live together, they usually live within a short driving distance.



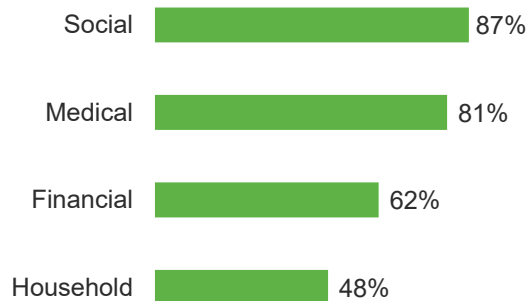
Q11: Where does [CARE RECIPIENT] live most days and nights of the week? (Caregivers, n=627)  
Q12: How far do you live from [CARE RECIPIENT]? (Caregivers who do not live with care recipient, n=255)

**Assisting with transportation is time consuming, and is typically one of many tasks caregivers take on.**

**Time Spent Providing/Arranging Transportation Every Week**



**Other Tasks Performed by Caregivers**

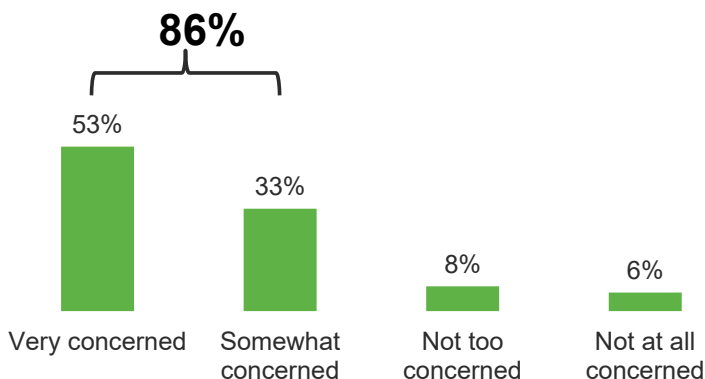


Q20: On average, how many hours per month do you spend providing or arranging transportation for [CARE RECIPIENT]? (Caregivers who currently provide or arrange transportation, n=612)

Q13: In addition to providing transportation, do you help [CARE RECIPIENT] with any of the following? (Caregivers, n=627)

**A substantial majority of caregivers are concerned about the care recipient's driving—and most have expressed their concern.**

**Caregivers' Concern About Care Recipient's Driving**



**67%** are concerned the person they care for will lose their license.

**80%** of those concerned have told the person they are concerned.

Q42: How concerned are you about [CARE RECIPIENT]'s driving? (Caregivers with care recipient who drives, n=313); Q44: Have you ever told [CARE RECIPIENT] that you are concerned about their safety while driving? (Caregivers with care recipient who drives, n=313) | Q45: Do you ever worry about [CARE RECIPIENT] losing his/her license because of a visual, physical, or medical challenge?

## Safety and concern for a loved one is top-of-mind for caregivers.

### In Their Words: Caregivers

*"My biggest concerns about her driving are her decisions while driving and **her control of the vehicle.**"* – Caregiver of older adult with a disability

*"She's getting to the point where she **forgets a lot.**"*  
– Caregiver of older adult with a disability

*"Starting to **forget to turn headlights on, or look for oncoming traffic at intersections.**"* – Caregiver of older adult with a disability

*"She has blurred vision, cannot drive at night, and **has trouble with parking and directions.**"*  
– Caregiver of older adult with a disability

*"She has **bad panic attacks** and I'm worried about her **getting in a wreck with one.**"* – Caregiver of younger adult with a disability

*"**He gets lost easily** if he veers off his usual route and calls for us to come find him. He is deaf so **cannot hear emergency sirens.**"* – Caregiver of younger adult with a disability

*"She's **not confident of her reaction time.** She does not like to drive in bad weather or on busy streets."*  
– Caregiver of older adult with a disability

*"**He cannot see clearly** during the day and almost not at all if it gets dark suddenly. Overly cautious and poor reaction time." – Caregiver of older adult with a disability*

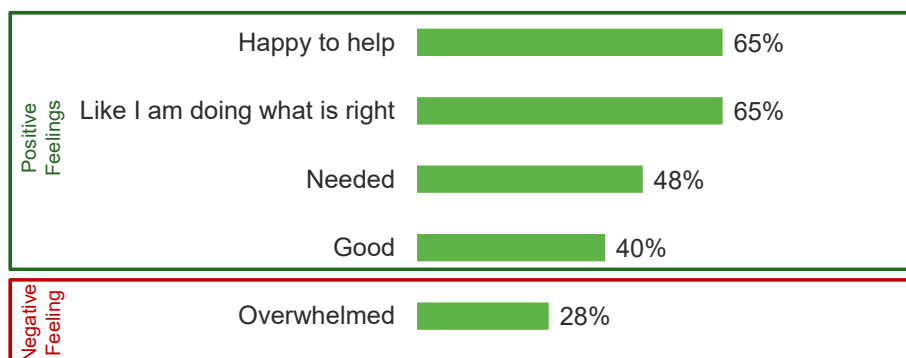
*"My biggest concern is that this person **doesn't realize how compromised their driving has become.**"* – Caregiver of older adult with a disability

Q43: What are your biggest concerns about [CARE RECIPIENT]'s driving? (Caregivers who have concerns about recipient's driving, n=269)



## Most caregivers are happy to help with transportation, but many feel overwhelmed by the responsibility.

### Feelings About Providing Transportation

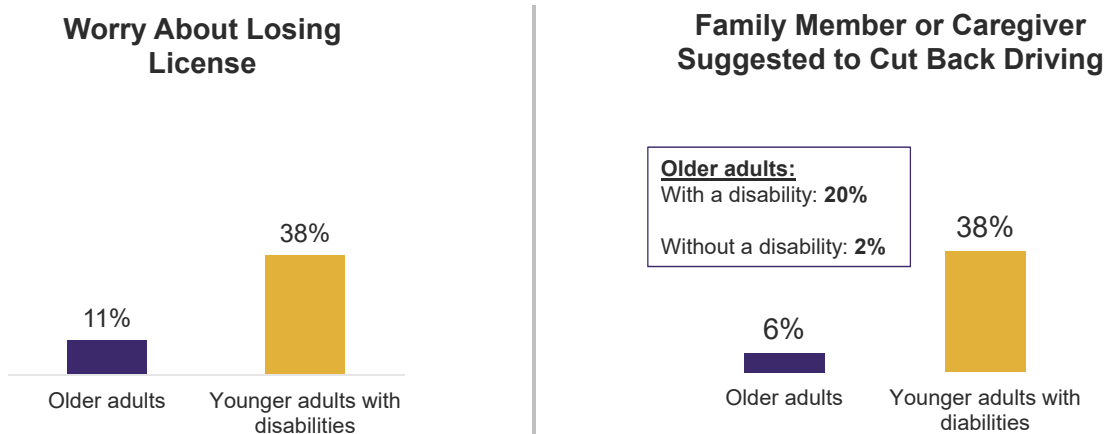


Q54: Here is a list of how some caregivers feel about driving their friends or family to where they need to go. Select the words that describe how you feel. Choose all that apply. (Caregivers who provide transportation, n=527)



**3** Adults with disabilities of all ages have concerns about driving and so have made adjustments. Across age and disability, most anticipate a time when they will no longer be able to drive.

**Younger adults with disabilities are more likely to worry about losing their driver's license, and to have had someone suggest they cut back on driving.**



Q47: Has a family member, friend, or caregiver ever told you that they are concerned about your safety while driving and suggested you cut back on driving or use alternative transportation? (Currently drives: Older adults, n=431; Younger adults with disabilities, n=398)  
 Q48: Do you ever worry about losing your license because of a visual, physical, or medical challenge? (Currently drives: Older adults, n=431; Younger adults with disabilities, n=398)

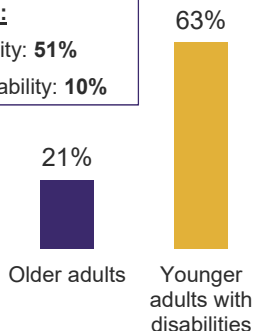
## Many have cut back and made changes to their driving because of visual, physical, or medical challenges.

### Have Made Changes

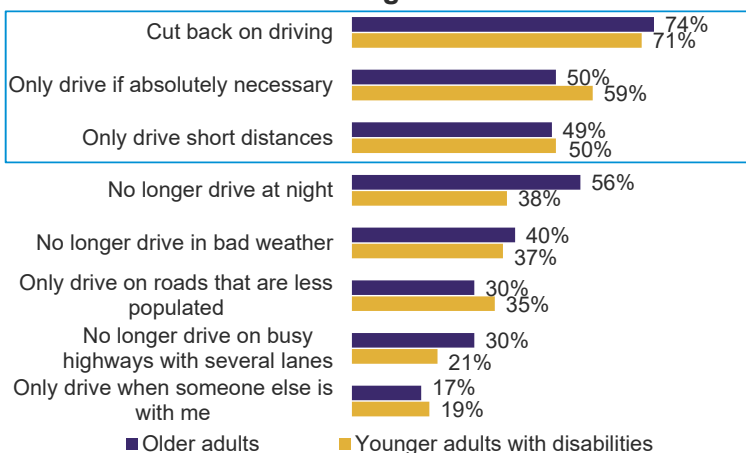
**Older Adults:**

With a disability: **51%**

Without a disability: **10%**



### Changes Made



Q45: Have you made any changes or cut back on your driving in recent years because of a visual, physical, or medical challenge? (Currently drives: Older adults, n=431; Younger adults with disabilities, n=398)

Q46: Next, I'll read some changes people sometimes make because of visual, physical, or medical challenges. For each one, tell me if you have made that change or not. (Drivers that changed habits: Older adults, n=91; Younger adults with disabilities, n=250)

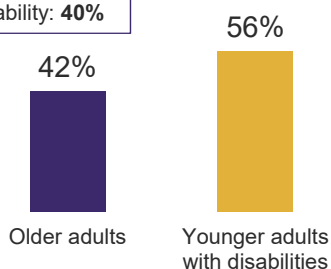
## Most anticipate a time when they will not be able to drive.

### Anticipate Not Being Able to Drive

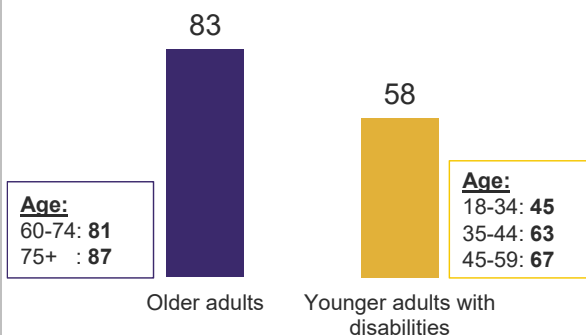
**Older adults:**

With a disability: **48%**

Without a disability: **40%**



### Age They Estimate They Will Stop Driving (Average age provided)



**Age:**  
60-74: 81  
75+ : 87

**Age:**  
18-34: 45  
35-44: 63  
45-59: 67

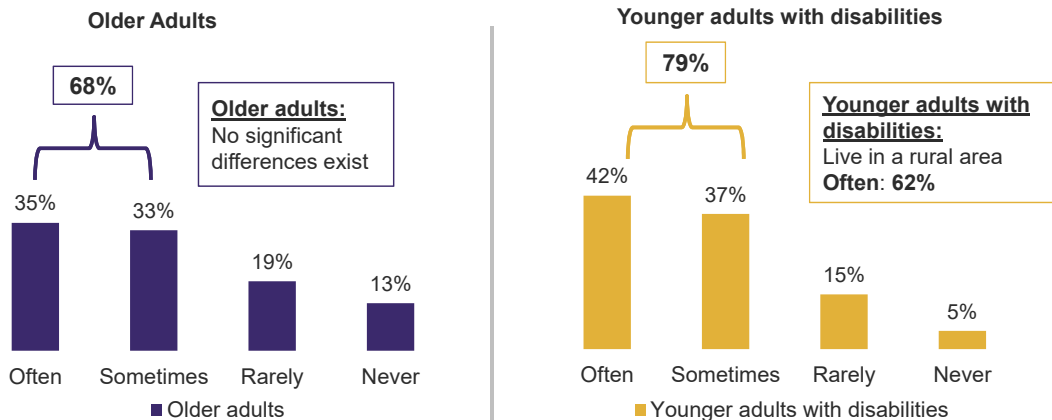
Q51: Do you anticipate a time when you will no longer be able to drive safely due to a visual, physical, or medical challenge? (Currently drives: Older adults, n=431; Younger adults with disabilities, n=398)

Q52: At what age do you think you will probably stop driving? (Anticipates not driving in the future: Older adults, n=183; Younger adults with disabilities, n=221)



### Younger adults with disabilities feel it is more difficult to find alternative transportation options than older adults.

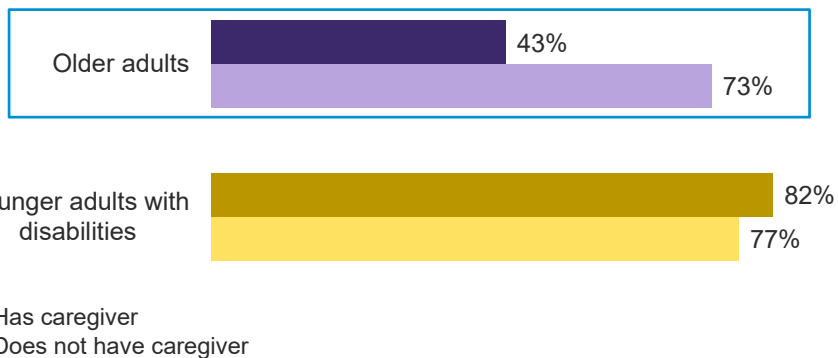
#### Difficulty Finding Alternative Transportation Options



Q56: How often does not driving prevent you from doing any of the activities or chores you need to do or like to do? (Non-drivers: Older adults, n=78; Younger adults with disabilities, n=115); Note: "Don't know" responses not shown.

### Older adults with caregivers are less likely to believe that finding alternative transportation is difficult compared to older adults without caregivers.

#### Difficulty Finding Alternative Transportation, by Those Who Have a Caregiver or Not (Somewhat/Very Difficult)



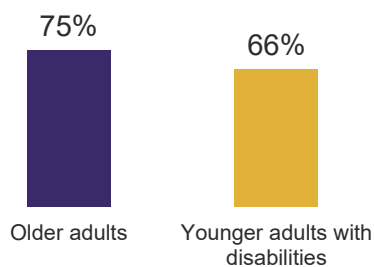
Q49: If you wanted to stop driving, how difficult would it be to find alternative ways to get to where you need to go? (Drivers: Older adults, n=431; Younger adults with disabilities, n=398)

# 4

Those who give up driving face big barriers to getting around. They can no longer do the things they need and want to do. They face physical isolation, frustration, and feel dependent and trapped.

## Most non-drivers drove in the past.

### Stopped Driving, but Drove in the Past



Q53: Did you drive a vehicle at any time in the past? (Non-drivers: Older adults, n=78; Younger adults with disabilities, n=115)

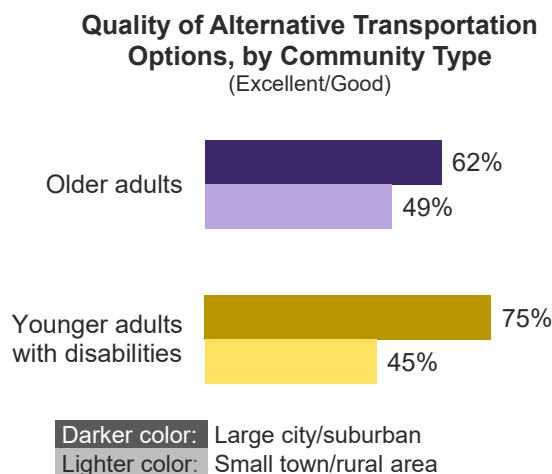
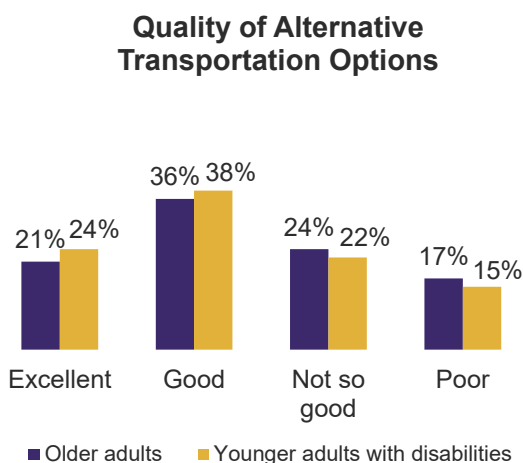
### Older adults who gave up driving were no longer comfortable, while those with disabilities gave it up due to physical and medical challenges.

Reasons for not driving: Older adults	Percentage	Reasons for not driving: Younger adults with disabilities	Percentage
Not comfortable driving	47%	Unable to drive because of a physical challenge	59%
Does not need to drive	33%	Unable to drive because of a medical challenge	56%
Does not like to drive	32%	Does not have a vehicle	39%
Unable to drive because of a medical challenge	32%	Illness or injury	38%
Does not have a vehicle	32%	Unable to drive because of a visual challenge	28%
Unable to drive because of a physical challenge	31%	Not comfortable driving	24%
Illness or injury	31%	A doctor recommended to give up driving	20%
Family member expressed concern	17%	Driver's license was suspended/not renewed	18%
Unable to drive because of a visual challenge	16%	Family member expressed concern	17%
Driver's license was suspended/not renewed	9%	Does not need to drive	14%
A doctor recommended to give up driving	7%	Does not like to drive	12%
Had a traffic accident	1%	Had a traffic accident	6%
Family member took away my keys	1%	Family member took away my keys	5%

Q54: I'm going to read you a list of reasons why people do not drive. For each one, tell me if that is a reason you do not drive. (Non-drivers who drove in the past: Older adults, n=58; Younger adults with disabilities, n=76)



### Fewer people living in rural areas or small towns say their transportation alternatives are good.

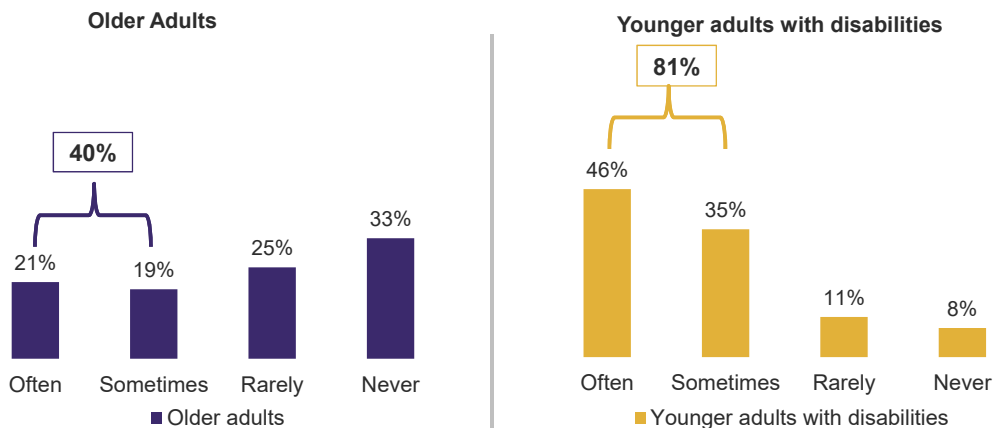


Q55: [Given that you do not drive/lf for some reason you cannot or do not want to drive], how are the alternative transportation options you have to get to where you need to go? Are your alternatives excellent, good, not so good, or poor? (Older adults, n=509; Younger adults with disabilities, n=513); Note: "Don't know" responses not shown.



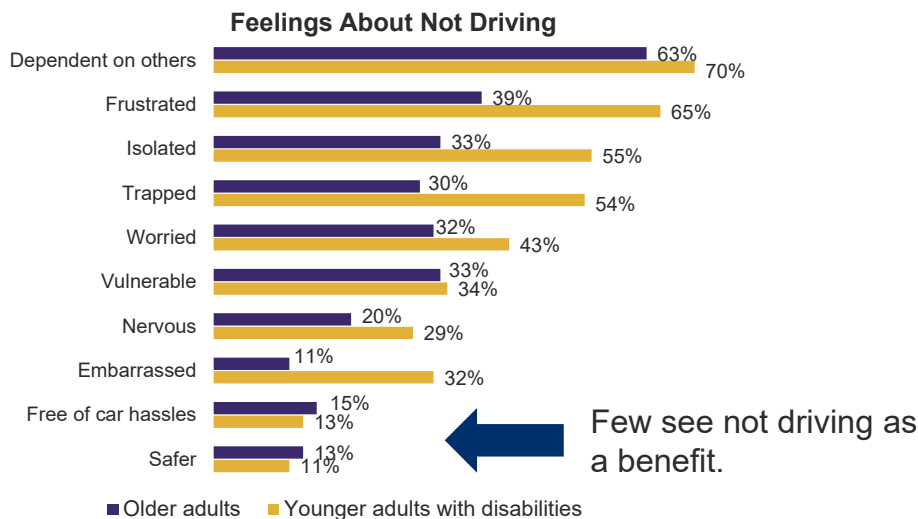
## 8 in 10 non-drivers with a disability cannot do the activities or chores they need or like to do.

### Prevented from Doing Chores & Activities



Q56: How often does not driving prevent you from doing any of the activities or chores you need to do or like to do? (Non-drivers: Older adults, n=78; Younger adults with disabilities, n=115); Note: "Don't know" responses not shown.

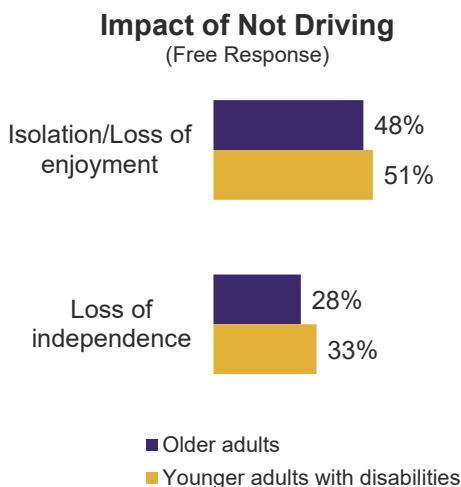
## Giving up driving makes most feel dependent on others. Younger adults with disabilities are more likely to report feeling frustrated, isolated, and trapped.



Few see not driving as a benefit.

Q58: (Non-drivers): I'm going to read a list of how some people feel after they stop driving. For each one, tell me if that is how you feel or not. (Drivers who rate alternatives as not so good or poor): Earlier, you mentioned that alternative transportation options to driving in your area are not so good or poor. How does that make you feel to have limited transportation options? Does it make you feel (Older adults, n=267; Younger adults with disabilities, n=276)

## Those who give up driving describe feelings of isolation, dependence, and loss of enjoyment.



*"I **don't have the freedom of exploring** the town I live in. I'm limited to where the people I live with want to go."*  
 – 53-year-old with a disability

*"I have **lost independence, spontaneity, pride, sense of accomplishment.** I have to prearrange everything and rely on others to get me places, wait with me, drive me home."*  
 – 33-year-old with a disability

*"I have to depend on my wife to get us around. **It can sometimes be a very helpless feeling.**"*  
 – 75-year-old with a disability

*"It is not being able to go to church, the store or wherever I need to go. It is also trying to go to a doctor's appointment and **not having the freedom of being where I want to be.**"*  
 – 59-year-old with a disability

Q57: Can you give a specific example of how not driving has impacted you? (Non-drivers prevented from doing activities: Older adults, n=50; Younger adults with disabilities, n=107)



## What it is like not to drive: In their own words

*"I am a very independent person, but with multiple surgeries on my knee in the last few months, **I have to depend on family for support.**"* – 74-year-old with a disability

*"I can't go to social events unless the person giving me a ride wants to go. **I am stuck places until whoever drove me wants to leave.** I don't get to pick where we go most times."*  
 – 34-year-old with a disability

*"It keeps me from **doing things with my kids that they want to do.** I do have to drive sometimes, I have to make myself because there are not always options that I can afford or people to help."* – 36-year-old with a disability

*"My mother is in a nursing home about a half hour drive away and I have a hard time finding rides to go visit her and **it really bothers me a lot that I can't see her that often.**"* – 55-year-old with a disability

*"I'm unable to go anywhere by myself, such as doctor appointment, hair appointment, dentist, grocery shopping or personal shopping. **It takes your independence away.**"*  
 – 59-year-old with a disability

*"I have had a few quick job chances come along that I was not able to secure because I could not get there right away. **Having a car means freedom.**"* – 47-year-old with a disability

*"I was not able to go to **my grandson's high school baseball and football games and school plays.**"*  
 – 63-year-old with a disability

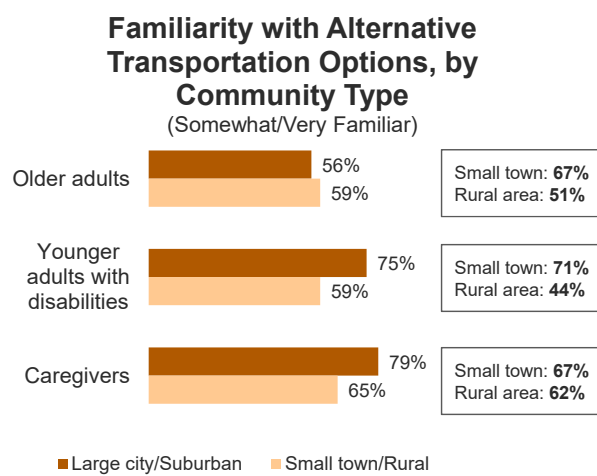
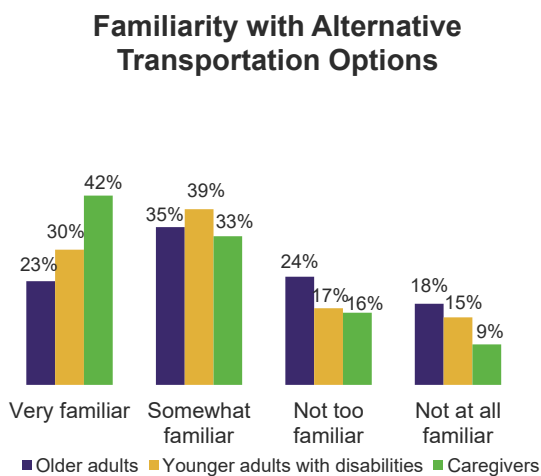
*"I've been too messed up mentally and physically to even entertain the thought of driving. It's **difficult to get where you need to go when you don't drive.**"*  
 – 54-year-old with a disability

Q57: Can you give a specific example of how not driving has impacted you? (Non-drivers prevented from doing activities: Older adults, n=50; Younger adults with disabilities, n=107)



# 5 Older adults and younger adults with disabilities who do not drive face many barriers, including access to affordable transportation alternatives.

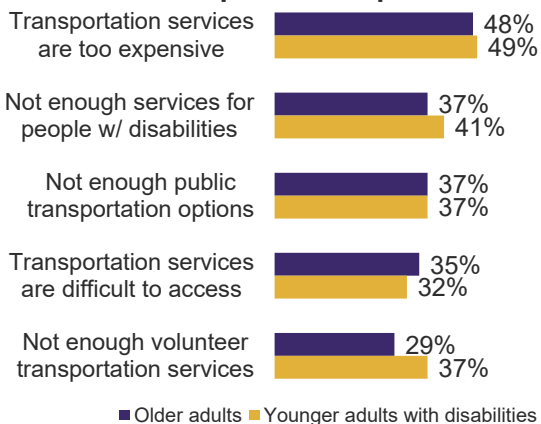
**A majority report that they are familiar with alternative transportation options, but those in rural areas are less familiar than those in urban areas.**



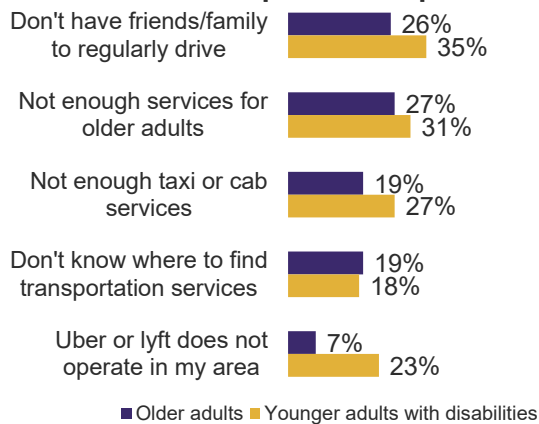
Q67: How familiar are you with transportation options in your area that do not involve you personally driving a vehicle? (Older adults, n=509; Younger adults with disabilities, n=513)  
 (Caregivers) Q63: How familiar are you with transportation options in the area where [CARE RECIPIENT] lives that do not involve driving a vehicle? (Caregivers, n=627)

## Cost is most frequently cited by non-drivers as a barrier to using transportation options.

### Top Tier Barriers to Using Transportation Options



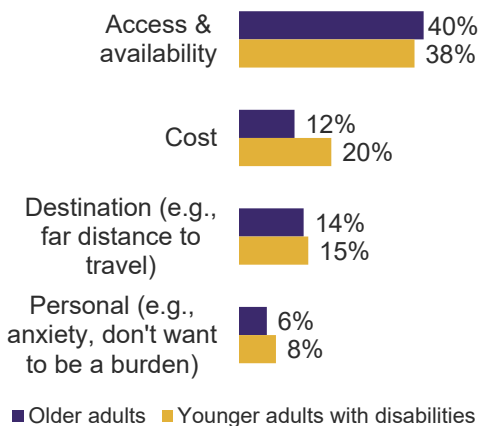
### Bottom Tier Barriers to Using Transportation Options



Q59: Next, I am going to read you a list of potential barriers to using different types of transportation. Tell me if any of these are a barrier for you personally. (Non-drivers: Older adults, n=78; Younger adults with disabilities, n=115)

## Access and affordability stand out as barriers, particularly for those without a caregiver.

### Biggest Barriers to Finding Transportation Alternatives



*"I don't like to bother people so I would stay home more."*  
– 72-year-old without a disability

*"There is **not any public transportation here** and not many friends available."* – 78-year-old without a disability

*"No public transportation in my community. **No Uber or car services** like that. No taxi. I live too far from businesses to walk."*  
– 47-year-old with a disability

*"In my town you have very few options to get around if you have no car. **It is expensive to ride the city buses or taxi cabs.**"*  
– 64-year-old without a disability

*"I have no income. My health insurance only covers rides to and from medical appointments. I live in a rural, mountain area and **getting around is extremely difficult here.** No public transportation at all."*  
– 57-year-old with a disability

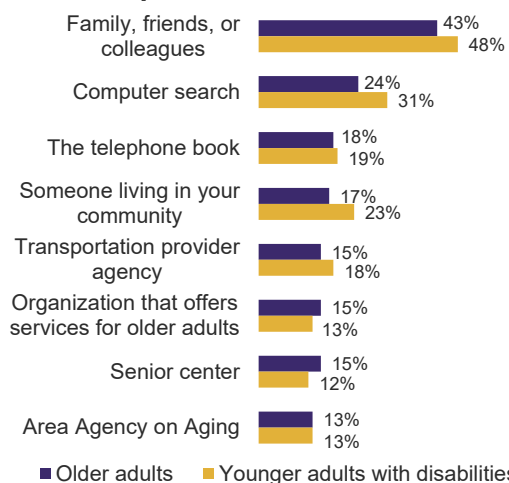
*"**Expense of taxis; public transportation is not available.**"*  
– 72-year-old with a disability

Q50: What would be the biggest barriers for you to finding alternative ways to get where you need to go? (Drivers: Older adults, n=431; Younger adults with disabilities, n=398)

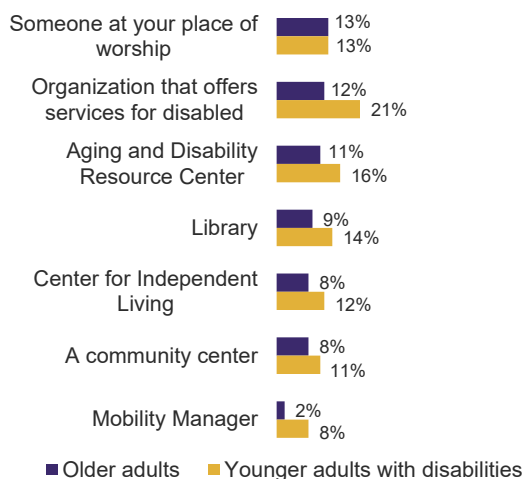
**6** There is no single “go-to” information resource for alternative transportation options. Most turn to family and friends for help.

**Many rely on friends and family for information about transportation options. Some search the Internet.**

**Top Tier Information Sources**



**Bottom Tier Information Sources**

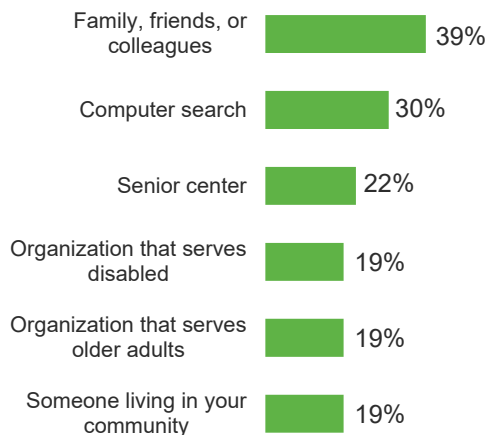


Q68: I'm going to read a list of places you could go or people you could turn to for information about transportation options and services in your area. For each one, tell me if you have gone there for information about transportation options. (Older adults, n=509 Younger adults with disabilities, n=513)

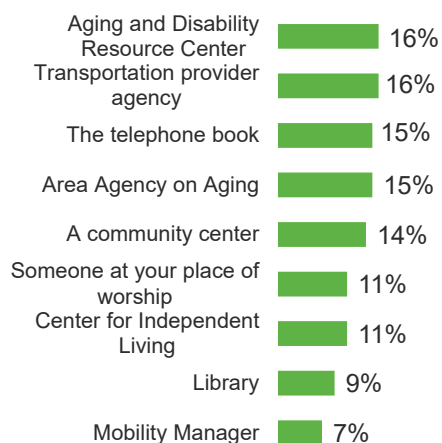


### Similar to older adults and younger adults with disabilities, caregivers are most likely to rely on family, friends, or colleagues.

#### Top Tier Information Sources

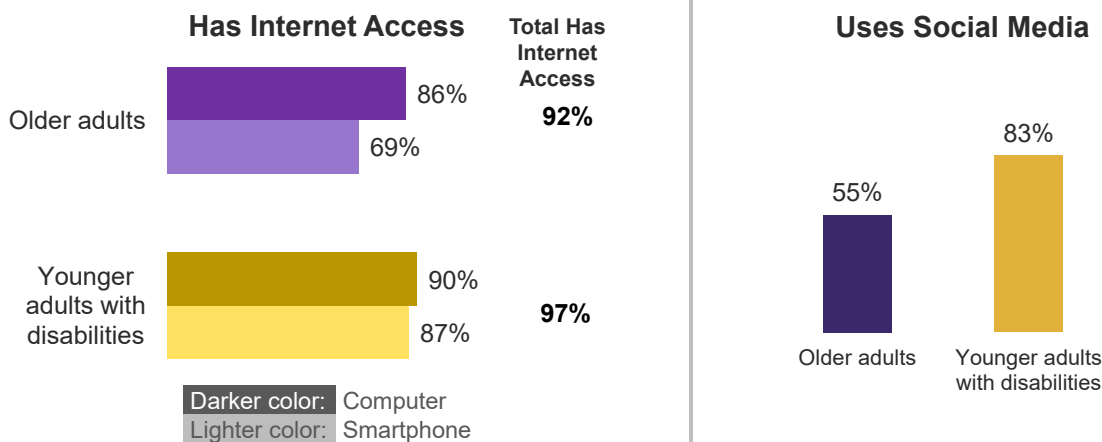


#### Bottom Tier Information Sources



Q64: Here is a list of places you could go or people you could turn to for information about transportation options and services for [CARE RECIPIENT]. Indicate which places you have gone for information about transportation options. (Caregivers, n=627)

### Most have internet access, and many—especially younger adults—use social media.



Q71: Do you use a computer with Internet service? (Older adults, n=509 Younger adults with disabilities, n=513)

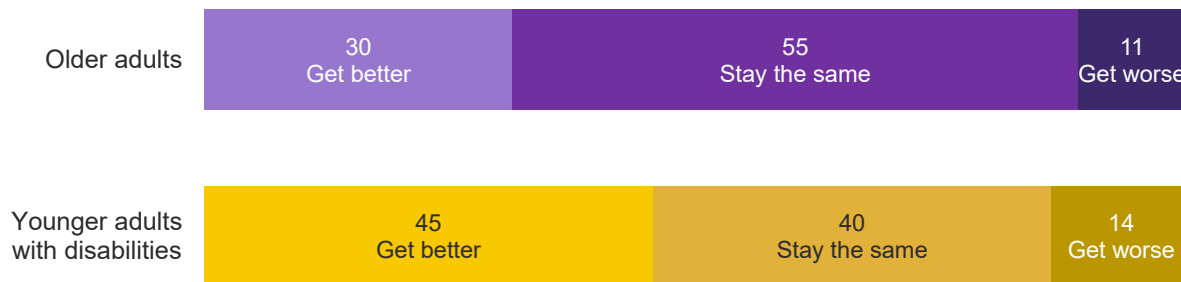
Q72: Do you have a mobile phone that allows you to use the Internet, receive and send text messages, and use apps - sometimes called a 'smart phone'? (Older adults, n=509 Younger adults with disabilities, n=513)

Q73: Do you use social media, such as Facebook, Twitter, Instagram, Snapchat or LinkedIn? (Older adults, n=509 Younger adults with disabilities, n=513)

**7** Most hope for more convenient and public alternatives in the future. Younger adults with disabilities are more optimistic about improvements than older adults.

**Younger adults with disabilities are more optimistic than older adults about future transportation options, but most expect it to stay the same or get worse.**

**Expectations for Future Transportation Options**



**Older adults:**  
 ("Get better")  
 Small town/rural area: 26%  
 Urban/Suburban: 30%

**Younger adults with disabilities:**  
 ("Get better")  
 Small town/rural area: 33%  
 Urban/Suburban: 54%

Q69: Do you think transportation options and alternatives for people who do not drive in your area will get better, get worse, or stay the same in the coming years? (Older adults, n=509 Younger adults with disabilities, n=513)

## More public transportation is frequently mentioned as a need in communities.

Community Needs: Older adults		Community Needs: Younger adults with disabilities		Community Needs: Caregivers	
Better bus system/more available buses	20%	Better bus system/more available buses	16%	More convenient transport. options	22%
More convenient transportation options	9%	Transportation services/better transportation services	9%	More kindness/compassion	13%
Availability for elderly/disabled/more handicapped accessible services	8%	Availability for elderly/disabled/more handicapped accessible services	8%	Transportation services/better transportation services (non-specific)	7%
Better transportation services/more transportation options	7%	More convenient transportation options	8%	More options	5%
Public transportation/better public transportation (non-specific)	6%	Public transportation/better public transportation (non-specific)	6%	More transportation services	5%
Taxi service	4%	Less expensive transportation services	6%	Less expensive transportation services	5%

Q70: What would you like to see in your community that would help you get around better? (Older adults, n=509; Younger adults with disabilities, n=513)  
 (Caregivers): Q66: What would you like to see in the community where [CARE RECIPIENT] lives that would help you as a caregiver? (n=627)



## More public transportation is frequently mentioned as a need in communities.

### Older adults

*"An affordable transportation service for senior citizens and the handicapped that live in the rural communities."*  
 – 60-year-old without a disability

*"Waiting for self driving vehicles. I'll have independence."*  
 – 69-year-old without a disability

*"I think they could have more buses for my county. There are many buses from Harrisonburg that do not go to Rockingham County."* – 64-year-old with a disability

*"Senior Services. If I get to where I am unable to drive myself reckon I would have to think about moving closer to town. That is not an option at this time in my life nor would I want to."* – 68-year-old with a disability

*"An effective public transportation system that runs frequently rather than occasionally."*  
 – 60-year-old without a disability

### Younger adults with disabilities

*"There should be more public transportation. Maybe more information should be given to the public through social media or news."* – 32-year-old with a disability

*"I think maybe having a pamphlet that contains all the information about it would be helpful."*  
 – 55-year-old with a disability

*"I live in a very small town. We only have 1 company with 2 vans that pick people up. I live in the country and they don't come out this far. We need help in rural areas."*  
 – 49-year-old with a disability

*"Buses that run on the weekends. There are no buses that go between local towns on the weekend, and the buses that do run in the town don't run on Sundays."*  
 – 51-year-old with a disability

*"We have absolutely no public transportation. The city is growing everyday. And is in great need of some sort of shuttle service."* – 52-year-old with a disability

Q70: What would you like to see in your community that would help you get around better?



## More public transportation and affordable options are frequently mentioned as ways to help caregivers.

### Caregivers

***“More public transportation. There is literally nothing available here.”***  
– Caregiver of older adult with a disability

***“I would like to see more buses for people with disabilities that operate at night.”***  
– Caregiver of older adult with a disability

***“I wish we had more transportation like bigger cities, such as trains.”***  
– Caregiver of older adult with a disability

***“Would like to see services that are not expensive and affordable to those who are on limited income.”***  
– Caregiver of older adult with a disability

***“A list of transportation services would be handy along with any other information for the elderly.”***  
– Caregiver of older adult with a disability

***“I do not live all that close so I would love to see a service that would transfer her without my help since taking time from work is stressful.”***  
– Caregiver of older adult with a disability

Q66: What would you like to see in the community where [FIRST NAME] lives that would help you as a caregiver?



## Conclusions

- Older adults and younger adults with disabilities face significant transportation challenges, especially if they do not drive.
- A lack of available and affordable transportation options means that many continue to drive even as they cut back or modify their driving.
- The lack of alternatives to driving means that many rely on family and friends to get where they need to go, contributing to social isolation and feelings of dependency, and putting a burden on family caregivers.
- Most older adults and younger adults with disabilities say they would be comfortable using public transportation, as well as special transportation for older adults and adults with disabilities if these options were available and they were aware of them.
- Older adults, younger adults with disabilities, and family caregivers do not recognize any one “go-to” resource for information about transportation alternatives in their communities, but rely on word of mouth from family and friends.



## Demographic Profile: Younger Adults with a Disability

Gender		Area	
n=513			
Male	52%	Large city	23%
Female	48%	Suburban area	35%
Age		Small town	22%
18-34	26%	Rural area	19%
35-44	18%	Disability Type	
45-59	56%	Condition that limits physical activity	77%
Region		Vision problem	34%
Northeast	16%	Hearing problem	23%
South	41%	Has a Caregiver	
Midwest	22%	Yes	59%
West	21%	No	41%
Race/Ethnicity		Caregiver Assists with Transportation	
White	65%	n=301	
Black or African American	15%	Yes	76%
Hispanic	13%	No	24%

## Demographic Profile: Older Adults

Gender		Area	
n=509			
Male	45%	Large city	17%
Female	54%	Suburban area	41%
Age		Small town	20%
60-64	27%	Rural area	20%
65-74	42%	Disability Type	
75-84	21%	Condition that limits physical activity	27%
85+	10%	Vision problem	10%
Region		Hearing problem	5%
Northeast	18%	Not disabled	67%
South	38%	Has a Caregiver	
Midwest	22%	Yes	22%
West	22%	No	78%
Race/Ethnicity		Caregiver Assists with Transportation	
White	79%	n=112	
Black or African American	10%	Yes	61%
Hispanic	7%	No	39%

## Demographic Profile: Caregivers

<b>Gender</b>	<b>n=627</b>	<b>Area</b>	
Male	36%	Large city	30%
Female	64%	Suburban area	43%
<b>Age</b>		Small town	14%
18-34	26%	Rural area	13%
35-44	18%	<b>Caregiver Type</b>	
45-59	24%	Care for an older adult	62%
60-74	29%	Care for a person with a disability	79%
75-84	4%	<b>Transportation Assistance</b>	
<b>Region</b>		Provide transportation	84%
Northeast	22%	Arrange for transportation	38%
South	37%	Anticipate providing or arranging in the coming year	2%
Midwest	22%	<b>Relationship to Recipient</b>	
West	19%	Spouse/partner	23%
<b>Race/Ethnicity</b>		Child	17%
White	73%	Other relative	47%
Black or African American	8%	Friend	19%
Hispanic	15%		

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## Who We Are

Established in 2015, the NADTC is a federally funded technical assistance center administered by Easterseals and the National Association of Area Agencies on Aging based in Washington, D.C.

The **National Aging and Disability Transportation Center** is funded through a cooperative agreement of Easterseals, the National Association of Area Agencies on Aging, and the U.S Department of Transportation, Federal Transit Administration, with guidance from the U.S. Department of Health and Human Services, Administration for Community Living.

The **National Association of Area Agencies on Aging (n4a)** is a 501c(3) membership association representing America's national network of 622 Area Agencies on Aging (AAAs) and providing a voice in the nation's capital for the 256 Title VI Native American aging programs. The mission of n4a is to build the capacity of its members so they can better help older adults and people with disabilities live with dignity and choices in their homes and communities for as long as possible. [www.n4a.org](http://www.n4a.org)

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