Transportation Providers: Services for Older Adults and People with Disabilities

July 9, 2020

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NATIONAL AGING AND DISABILITY
TRANSPORTATION CENTER

KRC RESEARCH
OUR INSIGHT. YOUR BREAKTHROUGH.

Method

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Method

- KRC Research prepared an online survey for organizations that provide transportation services to older adults and people with disabilities.

- NADTC distributed a survey link to e-news subscribers, Area Agencies on Aging and Title VI Native American Aging Programs. The link was also sent to the National Rural Transit Assistance Program and National Center for Mobility Management asking that they forward the survey to provider organizations.

- The survey was conducted from November 12 to December 9, 2019. Two hundred and nineteen (219) individuals from more than 200 organizations from across the U.S. responded.

Method

This report focuses on organizations that provide transportation services to older adults and people with disabilities to learn about their:

- Experiences in providing services
- Communications and public awareness efforts
- Driver training and safety programs
- Coordination efforts
- Funding sources
- Challenges and unmet needs
- Opinions about new technology and the future

Profile of Transportation Service Agencies and Companies That Responded

Types of Organizations	%
Public transit	30
Area Agency on Aging	21
Human service agency	18
Volunteer driver program	16
Other nonprofit (e.g. social services, multi-service organizations)	14
Senior center	13
Non-emergency medical transportation contractor	12
Aging and Disability Resource Center	10
Council of Government	5
Community Action Agency	5
Center for Independent Living	4
Taxi or transportation network co.	3
Housing provider	2
For profit provider	2

Geographic Area Served	%
Urban	49
Suburban	50
Small town	45
Rural	61
Frontier	10
Tribal	6

Type of Jurisdiction Served	%
City	19
Single county	38
Multiple counties	36
Regional within the state	22
Regional across state lines	7
Statewide	5
Other (e.g. National, town, specific purpose)	8

FTA Regions*	%
Region 1	10
Region 2	8
Region 3	17
Region 4	16
Region 5	15
Region 6	8
Region 7	6
Region 8	8
Region 9	11
Region 10	9

* Respondents were able to report operating in multiple states and regions, so this will not sum to 100% nationally.

Riders Served	%
Older adults	92
People w/disabilities	84
Both	76

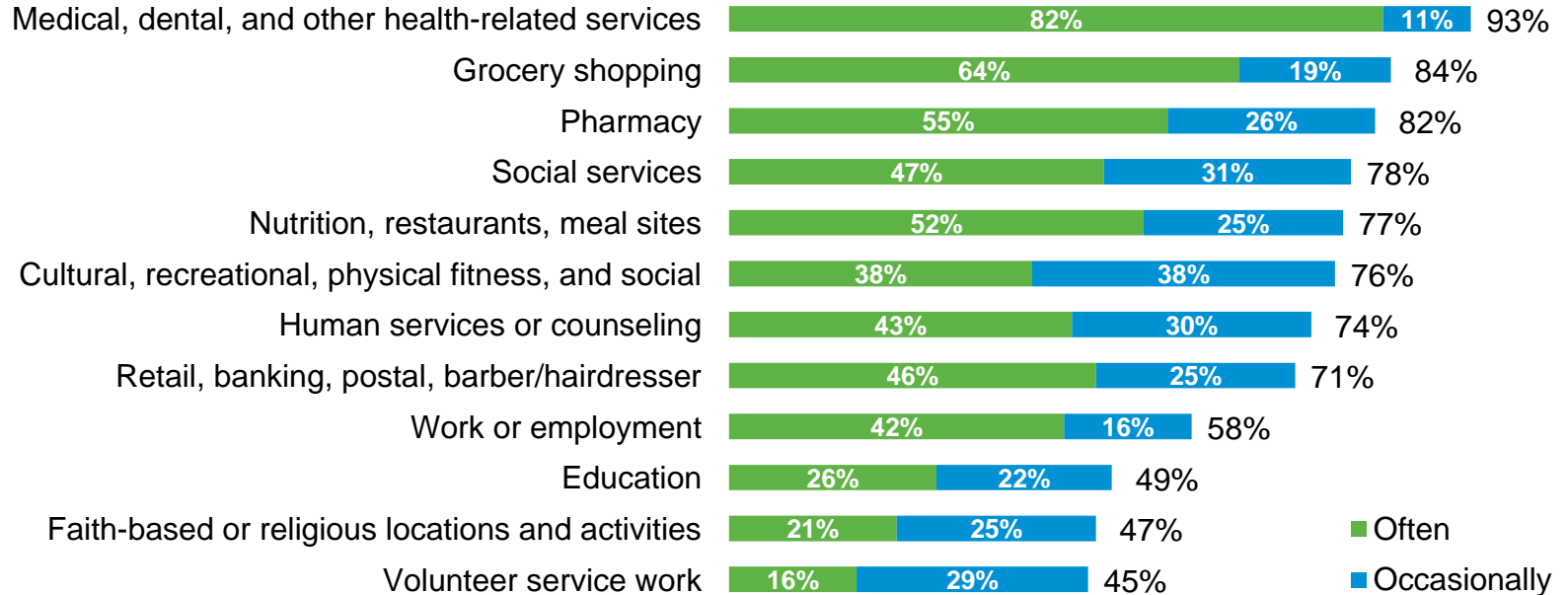| Primary Funding	%
State	34
FTA Section 5310	29
Older Americans Act	26
County	21
Fares	20
FTA Section 5311	19
Donations	14
Private funding	12
City	11
Other local sources	10
FTA Section 5307	8
Other FTA	2
Gaming	1

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Detailed Findings

Photo courtesy of Via Mobility, Boulder, Colorado

Transportation Landscape for Riders

Older adults and people with disabilities use transportation services for a wide variety of needs—many of which are essential to support community living.
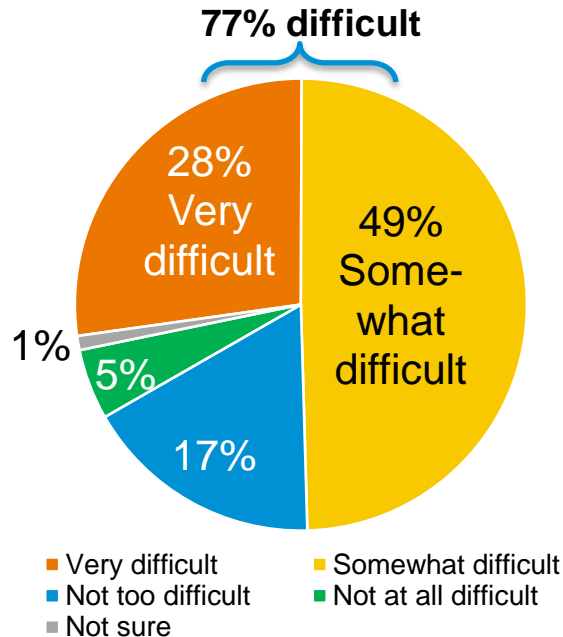
Transportation Uses
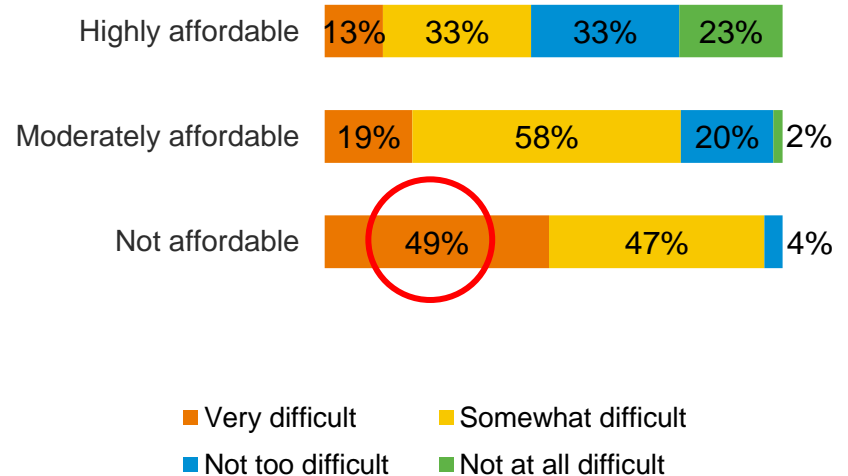(Percent Often or Occasionally)

Category	Often	Occasionally	Total
Medical, dental, and other health-related services	82%	11%	93%
Grocery shopping	64%	19%	84%
Pharmacy	55%	26%	82%
Social services	47%	31%	78%
Nutrition, restaurants, meal sites	52%	25%	77%
Cultural, recreational, physical fitness, and social	38%	38%	76%
Human services or counseling	43%	30%	74%
Retail, banking, postal, barber/hairdresser	46%	25%	71%
Work or employment	42%	16%	58%
Education	26%	22%	49%
Faith-based or religious locations and activities	21%	25%	47%
Volunteer service work	16%	29%	45%

■ Often ■ Occasionally

For those who do not drive, finding alternative transportation is difficult according to 77% of agencies—and the difficulty is strongly related to affordability.

## Difficulty of Finding Alternatives to Driving

77% difficult

- 49% Somewhat difficult
- 28% Very difficult
- 17%
- 5%
- 1%

Legend:
- Very difficult
- Somewhat difficult
- Not too difficult
- Not at all difficult
- Not sure

Difficulty of Finding Alternatives by Affordability

	Very difficult	Somewhat difficult	Not too difficult	Not at all difficult
Highly affordable	13%	33%	33%	23%
Moderately affordable	19%	58%	20%	2%
Not affordable	49%	47%	4%	

Legend:
- Very difficult
- Somewhat difficult
- Not too difficult
- Not at all difficult

Q4: How difficult is it for older adults and people with disabilities in your service area who do not drive to find transportation alternatives to driving? (n=219)

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Only a quarter say transportation options are good—and only 3% very good. Less than 1 in 5 say options are highly affordable, and a third say not affordable.

Availability of Transportation Options for Older Adults and People with Disabilities
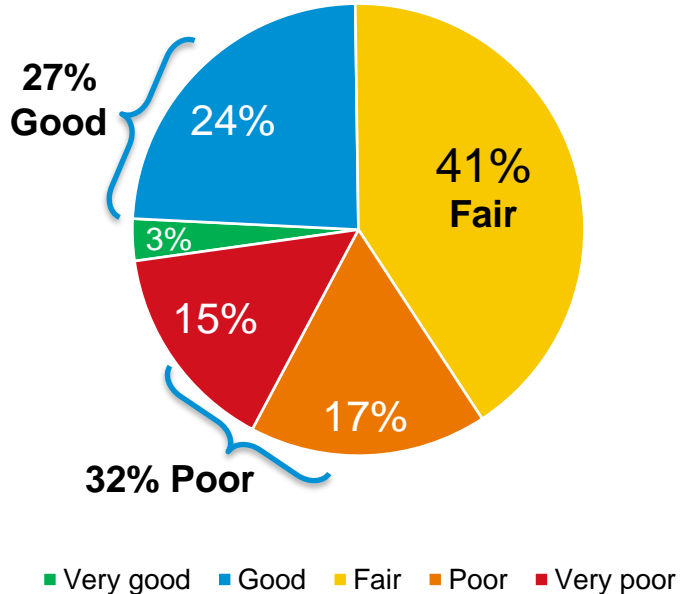
27% Good

24%

3%

41% Fair

15%

17%

32% Poor

- Very good
- Good
- Fair
- Poor
- Very poor

Affordability of Transportation Options for Older Adults and People with Disabilities

18% Highly

44% Moder-ately

5%

33% Not

- Highly affordable
- Moderately affordable
- Not affordable
- Not sure
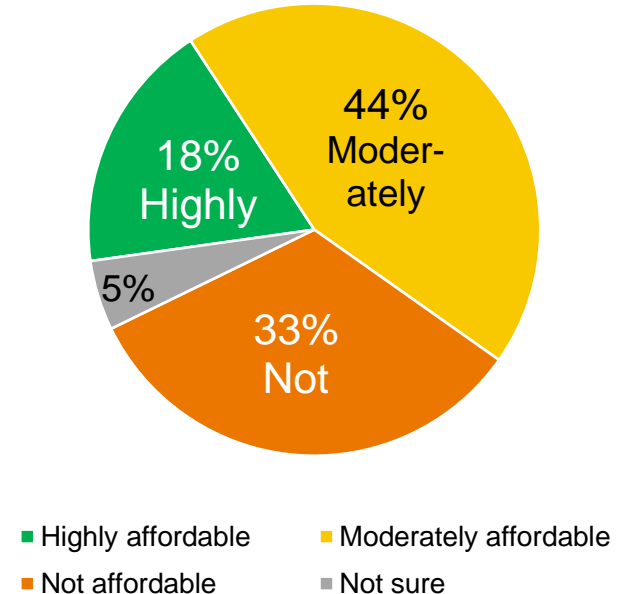
Q5: How would you rate the availability of a range of transportation alternatives in your community that meet the needs of older adults and people with disabilities? (n=219) Q6: How would you rate the affordability of transportation alternatives for most individuals in your community that meet the needs of older adults and people with disabilities? (n=219)

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Transportation Service Agencies

Three-quarters of the organizations serve both older adults and people with disabilities.

Service for Older Adults and People with Disabilities

Both 76%

8% people with disabilities

16% older adults

■ Older adults   ■ People with disabilities   ■ Both
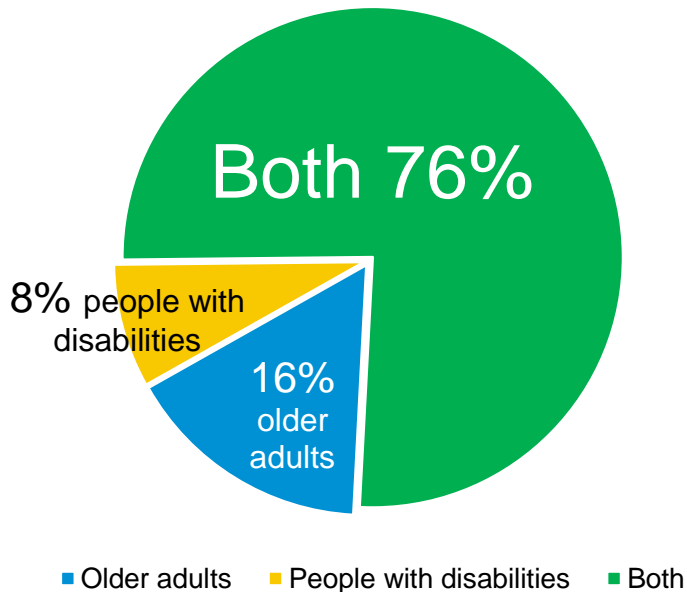
Of those who provide services to these groups…
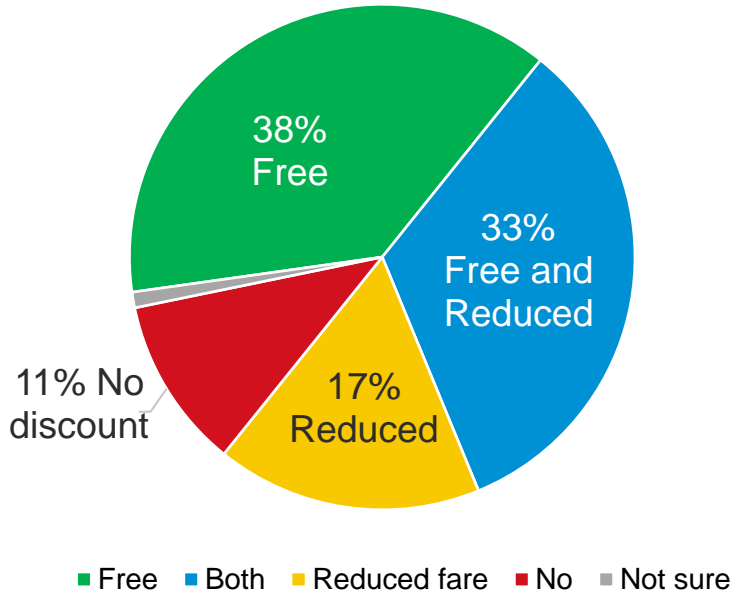
68% of rides are for older adults (60+)

48% of rides are for people with disabilities

Q1: Does your program provide transportation services to older adults and/or people with disabilities? (n=219) Q37: What percentage of all your rides are for each of these following groups? (n=varies; older adults=201; riders with disabilities=184, women=219)

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Most agencies offer free or reduced fares, most commonly dependent on the rider's age or disability.

Nearly 9 in 10 Offer Free or Reduced Fares

- 38% Free
- 33% Free and Reduced
- 17% Reduced
- 11% No discount

Legend: ■ Free ■ Both ■ Reduced fare ■ No ■ Not sure
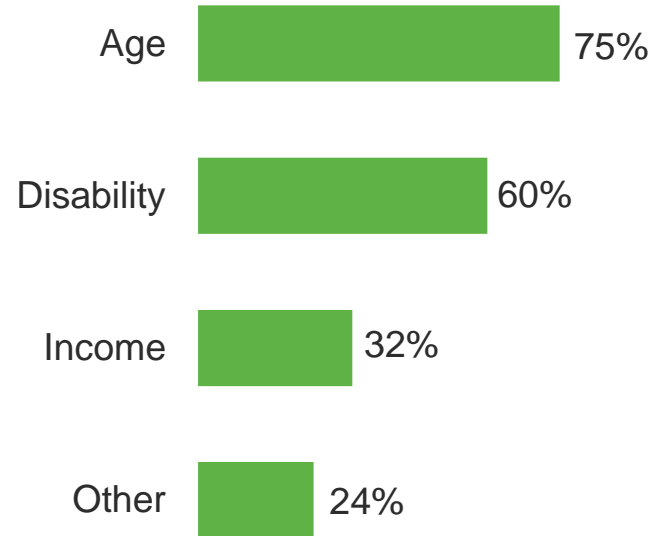
85% have specific criteria for riders to receive these lower or no cost fares.

Criteria for Free or Reduced Fare

- Age — 75%
- Disability — 60%
- Income — 32%
- Other — 24%

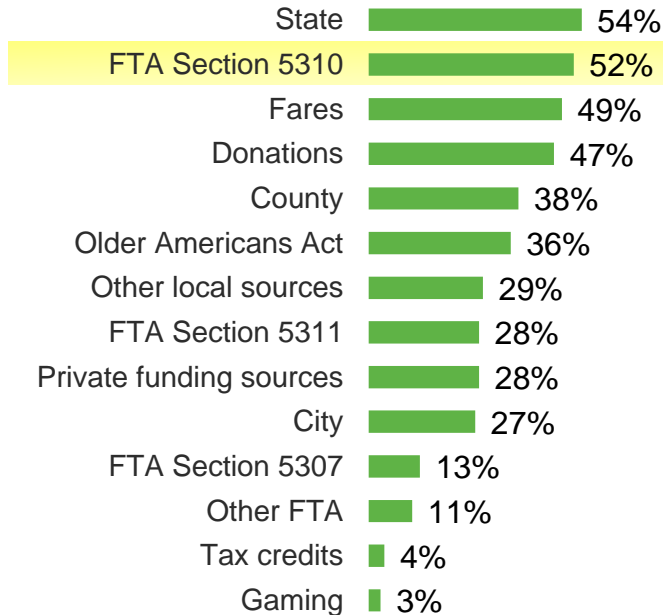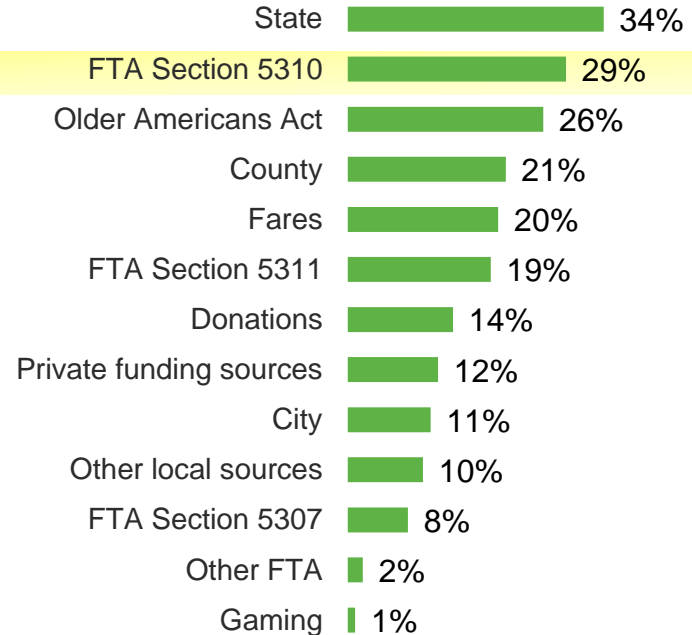nadtc

Service Funding

Most agencies receive funding from several sources. State, FTA Section 5310, and Older Americans Act funds are primary sources.

All Sources of Funding

Source	Percentage
State	54%
FTA Section 5310	52%
Fares	49%
Donations	47%
County	38%
Older Americans Act	36%
Other local sources	29%
FTA Section 5311	28%
Private funding sources	28%
City	27%
FTA Section 5307	13%
Other FTA	11%
Tax credits	4%
Gaming	3%

Primary Sources of Funding

Source	Percentage
State	34%
FTA Section 5310	29%
Older Americans Act	26%
County	21%
Fares	20%
FTA Section 5311	19%
Donations	14%
Private funding sources	12%
City	11%
Other local sources	10%
FTA Section 5307	8%
Other FTA	2%
Gaming	1%

Q42-57: Which of the following are sources of funding, both large and small, for the transportation services your organization provides to older adults and/or people with disabilities? (n=219) Q58: Which of these funding sources are your primary sources for the transportation services your organization provides to older adults and/or people with disabilities? (n=219)

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Agencies receive funding from a patchwork of sources, ranging from 5 to 11 sources.

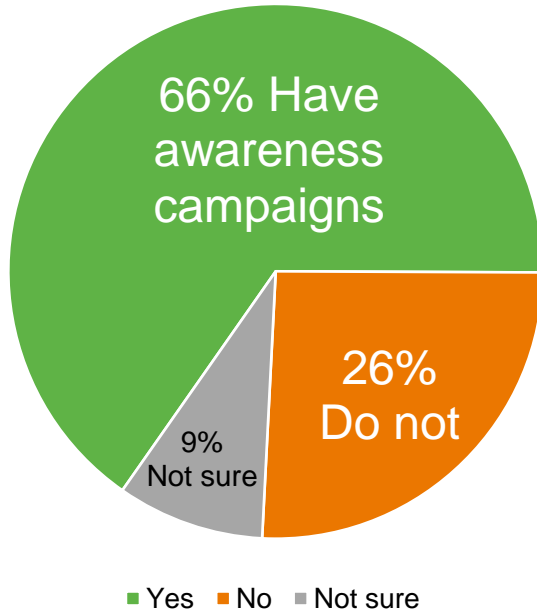| Primary Sources of Funding	Total (n=219)	Public transit (65)	Area Agency on Aging (47)	Human Service Org. (40)	Volunt-eer driver program (35)	Other non-profit (31)	Senior Center (28)	Non-emerg. medical trans. (26)	Aging and Disability R.C. (22)	Council of Govern-ment (11)	Comm-unity Action Agency (10)	Center for Indep. Living (8)	Taxi or trans. network company (7)
State	34%	38%	38%	48%	29%	29%	43%	38%	50%	45%	40%	13%	57%
FTA Section 5310	29%	28%	30%	38%	40%	23%	43%	50%	41%	27%	60%	50%	71%
Older Americans Act	26%	9%	68%	23%	23%	13%	39%	8%	45%	36%	10%	-	14%
County	21%	23%	23%	28%	34%	32%	29%	27%	27%	27%	10%	-	29%
Fares	20%	34%	4%	13%	11%	23%	25%	19%	5%	18%	30%	13%	57%
FTA Section 5311	19%	51%	11%	10%	14%	13%	4%	27%	14%	27%	50%	-	14%
Donations	14%	9%	6%	23%	43%	23%	29%	27%	5%	18%	20%	13%	29%
Private funding sources	12%	6%	13%	18%	26%	16%	11%	12%	9%	-	10%	-	14%
City	11%	17%	6%	3%	14%	13%	25%	12%	-	-	10%	-	29%
Other local sources	10%	8%	6%	13%	31%	13%	14%	15%	5%	9%	20%	-	14%
FTA Section 5307	8%	23%	2%	3%	-	-	4%	-	5%	-	10%	13%	-
Other FTA	2%	6%	-	-	-	-	-	-	-	-	-	-	-

■ Significantly more likely to be a primary source of funding than other types of organizations

Q34: Which of the following best describes your company or agency? (showing those of at least 2%, n=219) Q58: Which of these funding sources are your primary sources for the transportation services your organization provides to older adults and/or people with disabilities? (n=219)
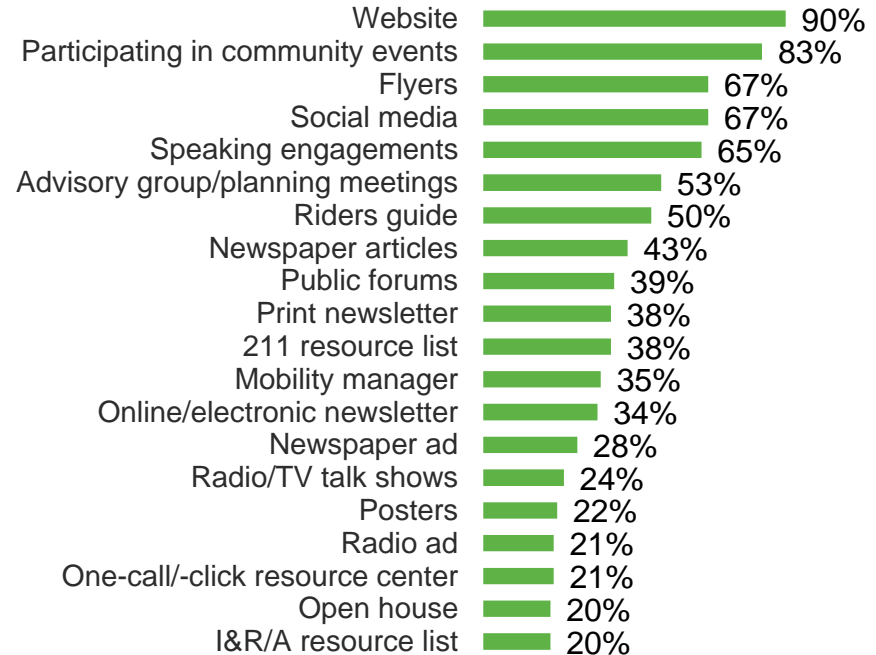
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Communications and Marketing

Two-thirds of agencies have a public awareness campaign, utilizing a wide array of channels to reach riders, including both passive and active.

Have Public Awareness or Marketing Effort

66% Have awareness campaigns

26% Do not

9% Not sure

■ Yes ■ No ■ Not sure

Methods Used to Promote or Educate Riders

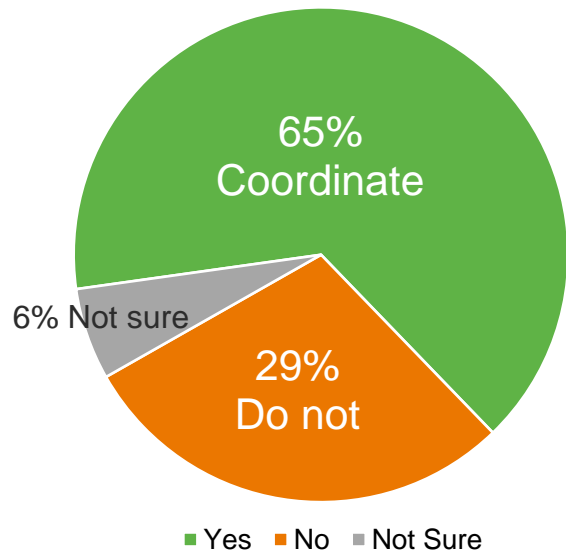| Method	Percent
Website	90%
Participating in community events	83%
Flyers	67%
Social media	67%
Speaking engagements	65%
Advisory group/planning meetings	53%
Riders guide	50%
Newspaper articles	43%
Public forums	39%
Print newsletter	38%
211 resource list	38%
Mobility manager	35%
Online/electronic newsletter	34%
Newspaper ad	28%
Radio/TV talk shows	24%
Posters	22%
Radio ad	21%
One-call/-click resource center	21%
Open house	20%
I&R/A resource list	20%

Q62: Does your agency have a public awareness campaign or marketing effort to promote your services? (n=219) Q63: Which of the following methods do you use to promote or educate potential riders about your transportation services? (n=144)
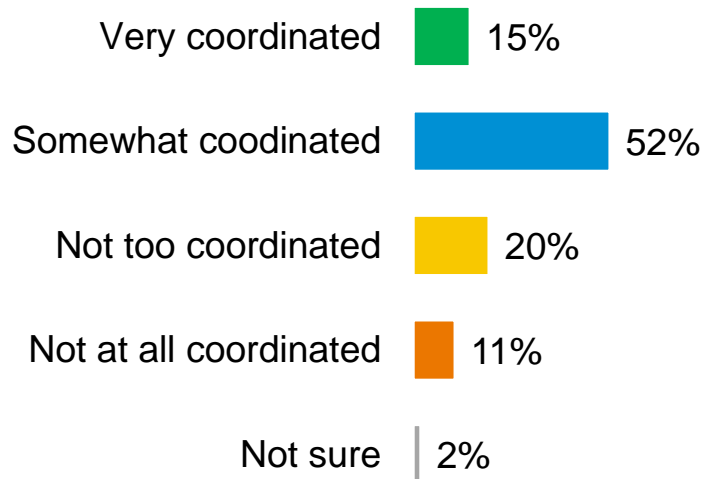
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Inter-agency Service Area Coordination

Most agencies coordinate with other service providers in their area, resulting in a somewhat coordinated network of transportation services.

## Do You Coordinate With Other Providers In Your Service Area?

65% Coordinate

29% Do not

6% Not sure

■ Yes ■ No ■ Not Sure

Levels of Transportation Services Coordination in Community

Very coordinated — 15%

Somewhat coodinated — 52%

Not too coordinated — 20%

Not at all coordinated — 11%

Not sure — 2%

Thirty-two percent of organizations have a Mobility Manager position.

Does your agency have a Mobility Manager position?

32% Yes

60% No
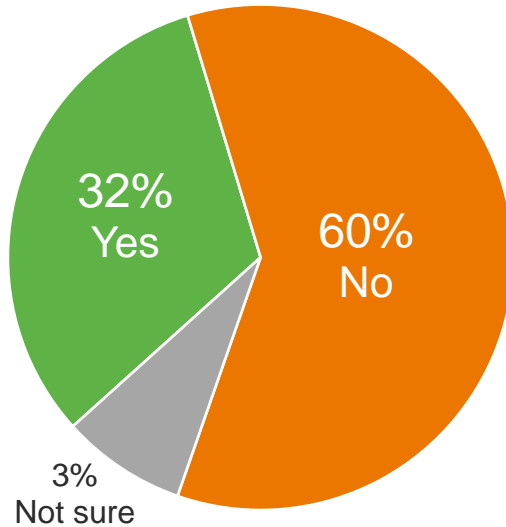
3% Not sure

Does your agency anticipate adding a Mobility Manager position?
(among those who do not have a mobility manager)

20% Not sure

13% Maybe

3% Yes

64% Do not expect to add one

■ Yes   ■ Maybe

■ No   ■ Not sure

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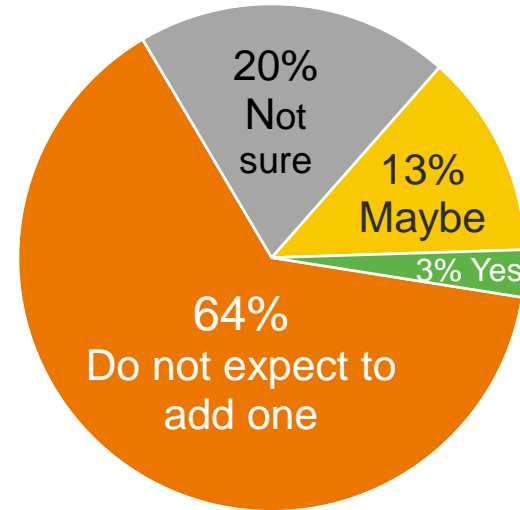
Service Challenges

The top three unmet requests are fairly evenly distributed between limitations by trip type, service area/distance, and hours or frequency.

Unmet Requests for Service

Trip type	34%
Service area, distance	32%
Hours, frequency	31%
None	11%

Trip Type

Medical transportation	12%
Non-medical rides	9%
Para-transit	6%

Service Area/Distance

Out of service area	18%
Rural / crossing county lines	14%

Hours/Frequency

Weekend service	15%
Evening service	13%
Fixed/regular trips	7%
On-demand trips	5%

Q122: What requests for service have you received in the last two years that you have been unable to implement into your transportation program? (n=219)

Snapshot:
FTA Section 5310

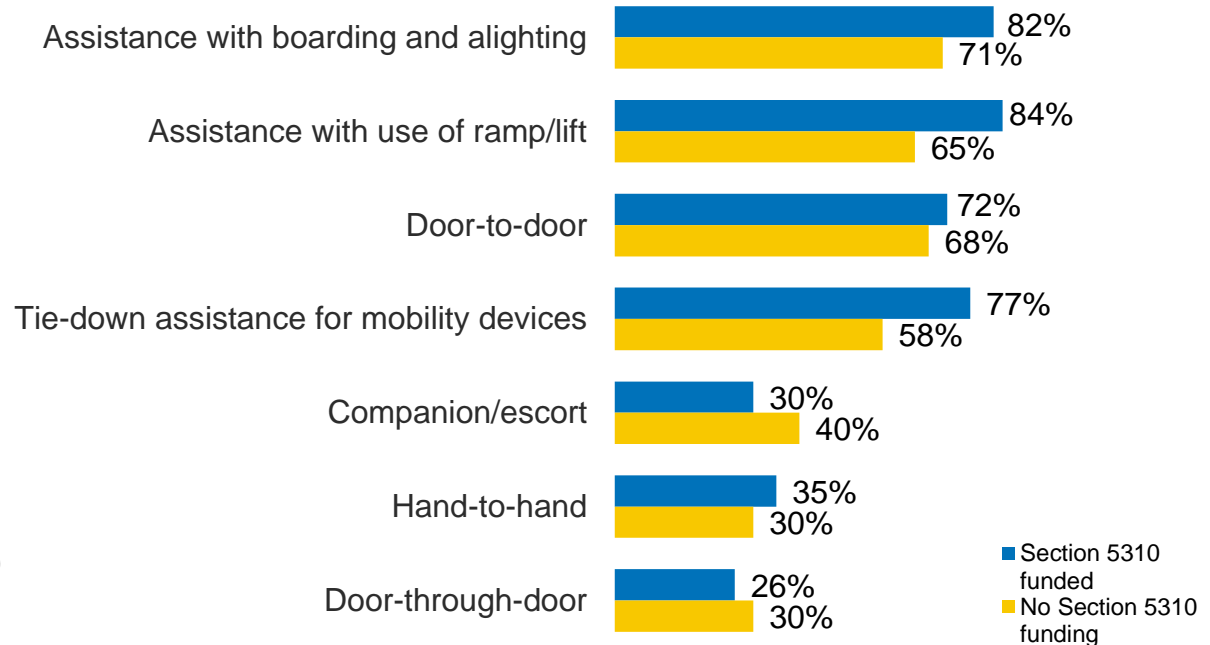Photo courtesy of INCOG Area Agency on Aging, Tulsa, Oklahoma

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Section 5310 funded organizations more frequently provide assistance with boarding and usage of mobility devices.

96%

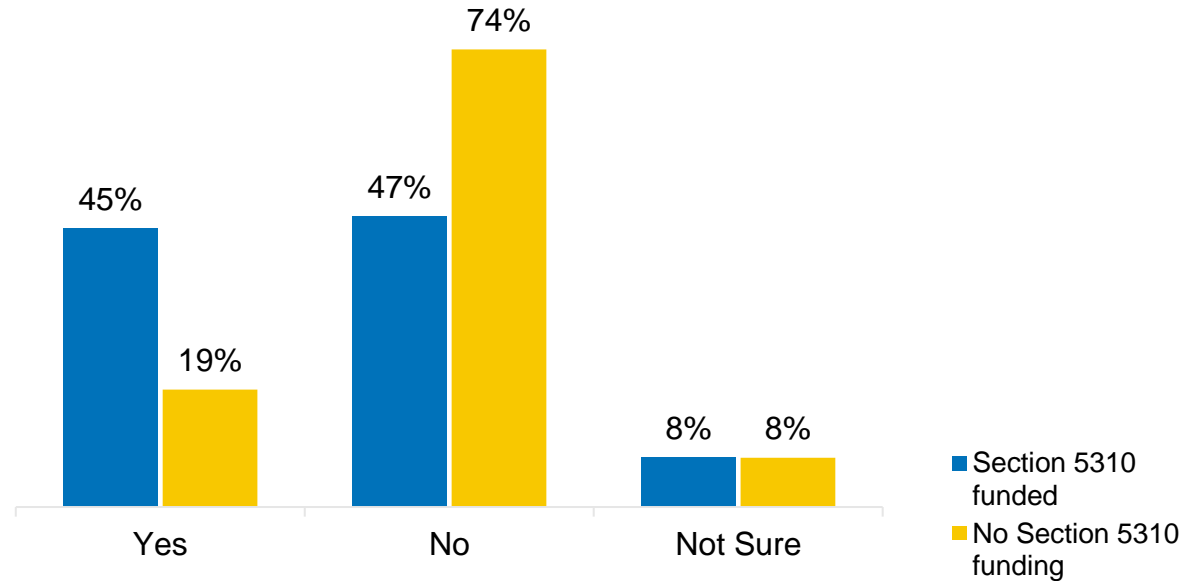of agencies that receive Section 5310 funding provide rider assistance

Type of Assistance Provided

Type of Assistance	Section 5310 funded	No Section 5310 funding
Assistance with boarding and alighting	82%	71%
Assistance with use of ramp/lift	84%	65%
Door-to-door	72%	68%
Tie-down assistance for mobility devices	77%	58%
Companion/escort	30%	40%
Hand-to-hand	35%	30%
Door-through-door	26%	30%

■ Section 5310 funded
■ No Section 5310 funding

Q61: Which of the following best describes the level of rider assistance you provide? Select all that apply. (n=219)

# Agencies funded by Section 5310 more often have a Mobility Manager position.

Does your agency have a Mobility Manager position?

Section 5310 funded
No Section 5310 funding

Yes — 45%, 19%
No — 47%, 74%
Not Sure — 8%, 8%

Q83: Does your agency have a Mobility Manager position? (n=219)

Agencies that receive Section 5310 funding are more likely to coordinate with other transportation providers.

Do You Coordinate With Other Providers?

- Section 5310 funded
- No Section 5310 funding

Yes: 73% / 56%
No: 20% / 38%
Not Sure: 6% / 7%
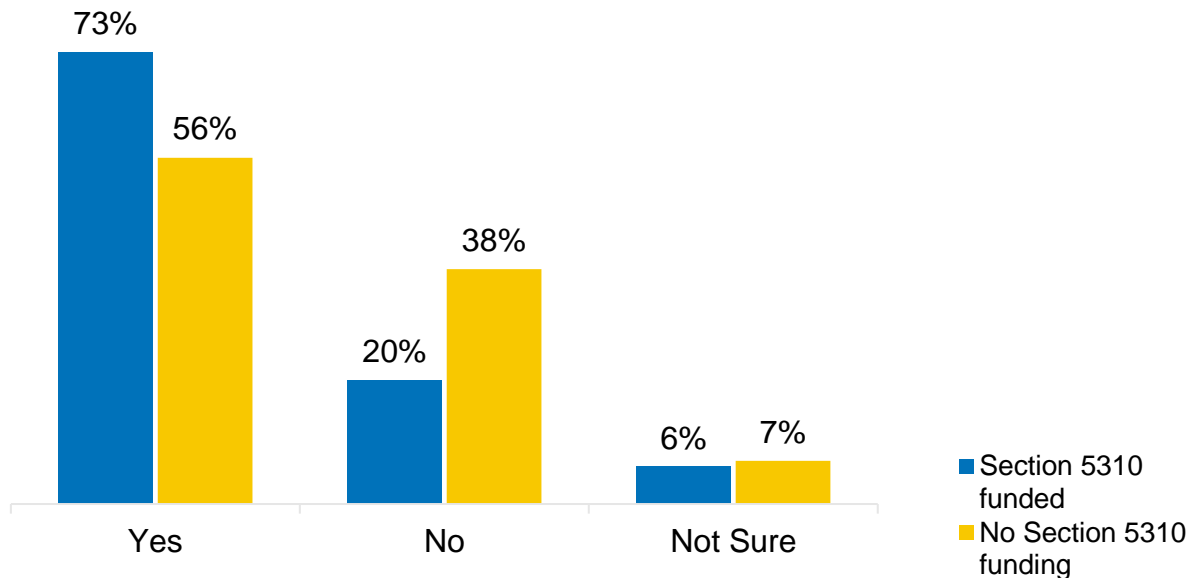
Q81: Do you coordinate your transportation activities with any other transportation providers within or outside of your service area? (n=219)

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