# Slide 1:

# Presentation Title: Transportation Providers: Services for Older Adults and People with Disabilities

Logos: National Aging and Disability Transportation Center (NADTC)

KRC Research

Photo of travel trainer and trainee on a bus.

Slide 2: Method

Photo of volunteer driver helping woman with a cane out of vehicle. Photo courtesy of NADTC 2019 Photo Contest 1st Place Winner, Metrolina Association for the Blind, Charlotte, NC

Slide 3: 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.

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Slide 4: 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

Slide 5: 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 non-profit (e.g. social services, multi-services organizations) – 14%
* Senior center – 13%
* Non-emergency medical transportation contractor – 12%
* Aging and Disability Resource Center – 10%
* Council of Governments – 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 state – 22%
* Regional across state lines – 7%
* Statewide – 5%
* Other (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%

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%

Slide 6: Detailed Findings

Photo of person in a wheelchair being assisted by a driver on the lift of a bus that says Mobility for Life on it. Photo courtesy of Via Mobility, Boulder, Colorado

Slide 7: Transportation Landscape for Riders

Slide 8: Older adults and people with disabilities use transportation services for a wide variety of needs—many of which are essential to support community living.

Bar graph showing transportation uses (percent often or occasionally)

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

Slide 9: For those who do not drive, finding alternative transportation is difficult according to 77% of agencies—and the difficulty is strongly related to affordability.

Pie Chart: Difficulty of Finding Alternatives to Driving.

Very Difficult 28%

Somewhat Difficult 49%

Not Too Difficult 17%

Not at All Difficult 5%

Not Sure 1%

Bar Graph: Difficulty of Finding Alternatives by Affordability

Highly affordable

* Very Difficult 13%
* Somewhat Difficult 33%
* Not Too Difficult 33%
* Not at All Difficult 23%

Moderately affordable

* Very Difficult 19%
* Somewhat Difficult 58%
* Not Too Difficult 20%
* Not at All Difficult 2%

Not affordable

* Very Difficult 49%
* Somewhat Difficult 47%
* Not Too Difficult 4%
* Not at All Difficult 0%

Slide 10: 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.

Pie Chart: Availability of Transportation Options for Older Adults and People with Disabilities

Very good 3%

Good 24%

Fair 41%

Poor 17%

Very poor 15%

Pie Chart: Affordability of Transportation Options for Older Adults and People with Disabilities

Highly affordable 18%

Moderately affordable 44%

Not affordable 33%

Not sure 5%

Slide 11: Transportation Service Agencies

Slide 12: Three-quarters of the organizations serve both older adults and people with disabilities.

Pie Chart: Service for Older Adults and People with Disabilities

Older Adults 16%

People with Disabilities 8%

Both 76%

Of those who provide services to these groups:

* 68% of rides are for older adults (60+)
* 48% of rides are for people with disabilities

Slide 13: Most agencies offer free or reduced fares, most commonly dependent on the rider’s age or disability.

Pie Chart: Nearly 9 in 10 Offer Free or Reduced Fare

Free 38%

Both 33%

Reduced Fare 17%

No 11%

Not sure 1%

85% have specific criteria for riders to receive these lower cost fares

Bar Graph: Criteria for Free or Reduced Fare

Age 75%

Disability 60%

Income 32%

Other 24%

Slide 14: Service Funding

Slide 15: Most agencies receive funding from several sources. State, FTA Section 5310, and Older Americans Act funds are primary sources.

Bar Graph: All Sources of Funding

State 54%

FTA Section 5310 52%

Fares 49%

Donations 47%

County 38%

Older Americans Act 36%

Other local resources 29%

FTA Section 5311 28%

Private funding sources 28%

City 27%

FTA Section 5307 13%

Other FTA 11%

Tax credits 4%

Gaming 3%

Bar Graph: Primary Sources of Funding

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%

Slide 16: Agencies receive funding from a patchwork of sources, ranging from 5 to 11 sources.

This chart shows the type of agency and the types of funding (from prior slide) received by each in percentages.

Please contact staff if you would like specific detail on an agency type.

Slide 17: Communications and Marketing

Slide 18: Two-thirds of agencies have a public awareness campaign, utilizing a wide array of channels to reach riders, including both passive and active.

Pie Chart: Have Public Awareness or Marketing Effort

Yes 66%

No 26%

Not Sure 9%

Bar Graph: Methods Used to Promote or Educate Riders

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%

Slide 19: Inter-agency Service Area Coordination

Slide 20: Most agencies coordinate with other service providers in their area, resulting in a somewhat coordinated network of transportation services.

Pie Chart: Do you coordinate with other providers in your service area?

Yes 65%

No 29%

Not sure 6%

Bar Graph: Levels of Transportation Services Coordination in Community

Very coordinated 15%

Somewhat coordinated 52%

Not too coordinated 20%

Not at all coordinated 11%

Not sure 2%

Slide 21: Thirty-two percent of organizations have a Mobility Manager position

Pie Chart: Does your agency have a Mobility Manager position?

Yes 32%

No 60%

Not sure 3%

Pie Chart: Does your agency anticipated adding a Mobility Manager position? (among those who do not have a Mobility Manager position)

Yes 3%

No 64%

Maybe 13%

Not sure 20%

Slide 22: Service Challenges

Slide 23: The top three unmet requests are fairly evenly distributed between limitations by trip type, service area/distance, and hours or frequency.

Bar Graph: Unmet Requests for Service

Trip Type 34%

* Medical 12%
* Non-medical 9%
* Para-transit 6%

Service area, distance 32%

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

Hours, frequency 31%

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

None 11%

Slide 24: Snapshot: FTA Section 5310

Photo of woman with headset working at her computer. Photo courtesy of INCOG Area Agency on Aging, Tulsa, Oklahoma

Slide 25: 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

Bar Graph: Type of Assistance Provided

Section 5310 funded:

Assistance with Boarding and Alighting 82%

Assistance with use of ramp/lift 84%

Door-to-Door 72%

Tie-down assistance for mobility devices 77%

Companion/escort 30%

Hand-to-hand 35%

Door-through-door 26%

No Section 5310 funding:

Assistance with Boarding and Alighting 71%

Assistance with use of ramp/lift 65%

Door-to-Door 68%

Tie-down assistance for mobility devices 58%

Companion/escort 40%

Hand-to-hand 30%

Door-through-door 30%

Slide 26: Agencies funded by Section 5310 more often have a Mobility Manager position.

Bar Graph: Does your agency have a Mobility Manager Position?

Section 5310 funded:

Yes 45%

No 47%

Not Sure 8%

No Section 5310 funding:

Yes 19%

No 74%

Not Sure 7%

Slide 27: Agencies that receive Section 5310 funding are more likely to coordinate with other transportation providers?

Bar Graph: Do you coordinate with other providers?

Section 5310 funded:

Yes 73%

No 20%

Not Sure 6%

No Section 5310 funding:

Yes 56%

No 38%

Not Sure 7%

Slide 28: NADTC Logo

Logo for Easter Seals and National Association of Area Agencies on Aging (agencies that operate the NADTC) and logo for FTA

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