



Transportation Providers: Services for Older Adults and People with Disabilities



July 9, 2020



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Method

METROLINA
ASSOCIATION
FOR THE BLIND

Photo courtesy of NADTC 2019 Photo Contest 1st Place Winner, Metrolina Association for the Blind, Charlotte, NC

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



Detailed Findings

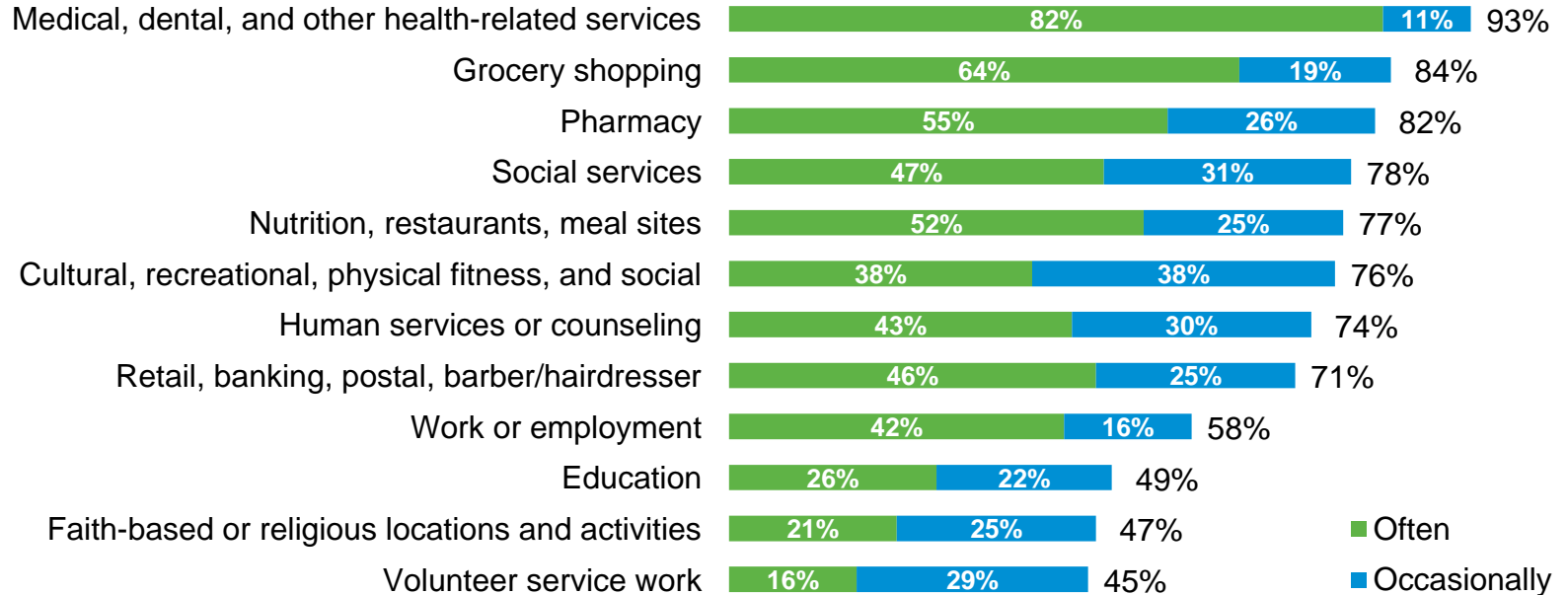
Photo courtesy of Via Mobility, Boulder, Colorado

1 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

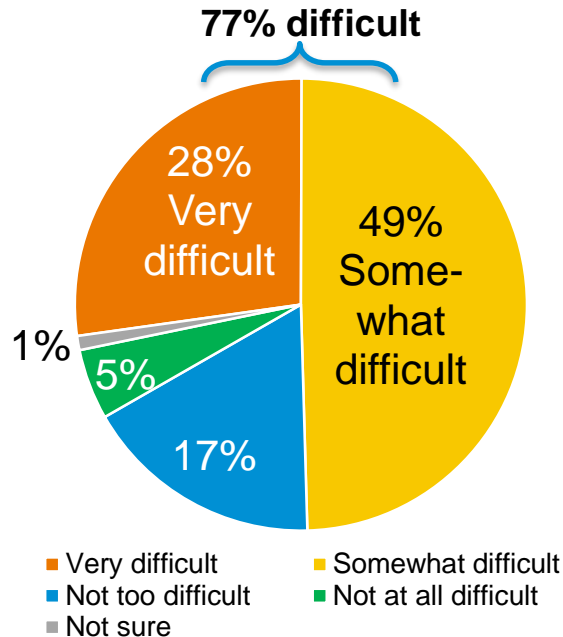
(Percent Often or Occasionally)



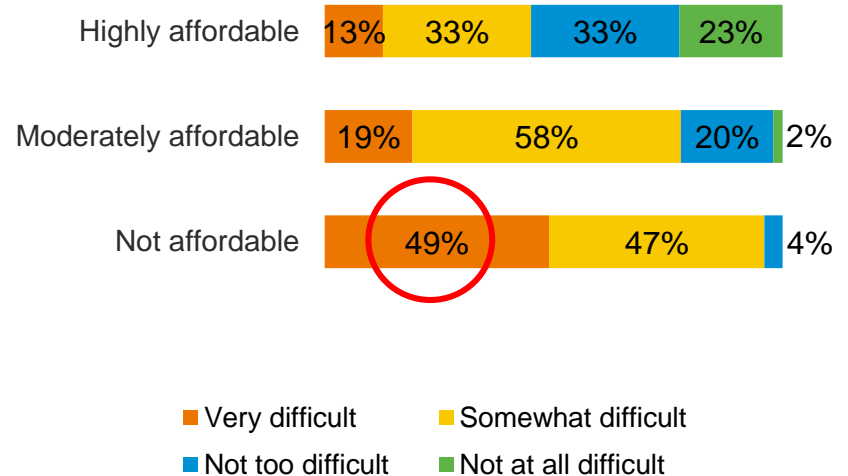
Q22-33: How often are people using the services you provide in order to access each of the following: (n=219)

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



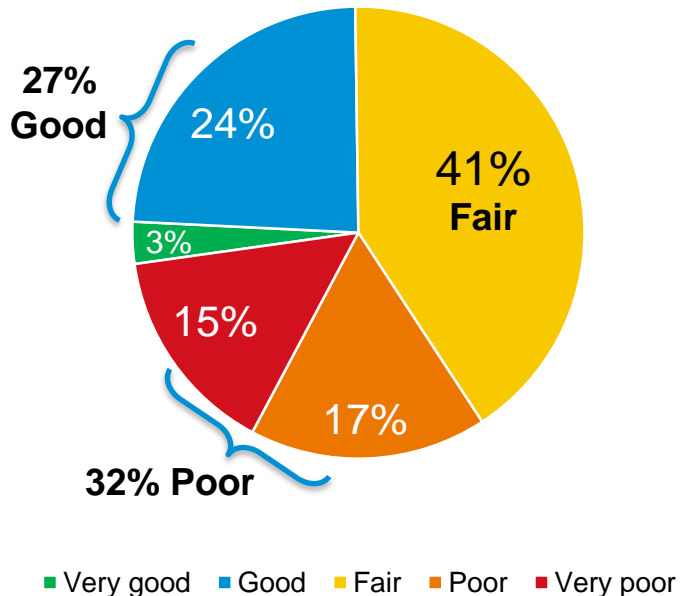
Difficulty of Finding Alternatives by Affordability



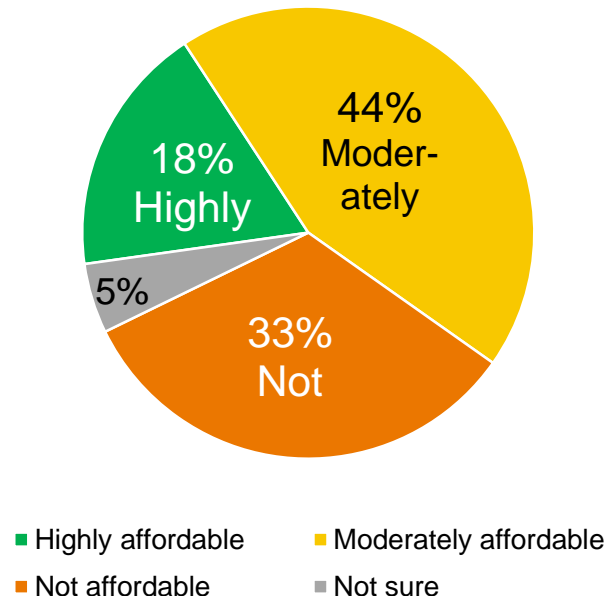
Q4: How difficult is it for older adults and people with disabilities in your service area who do not drive to find transportation alternatives to driving? (n=219)

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



Affordability of Transportation Options for Older Adults and People with Disabilities

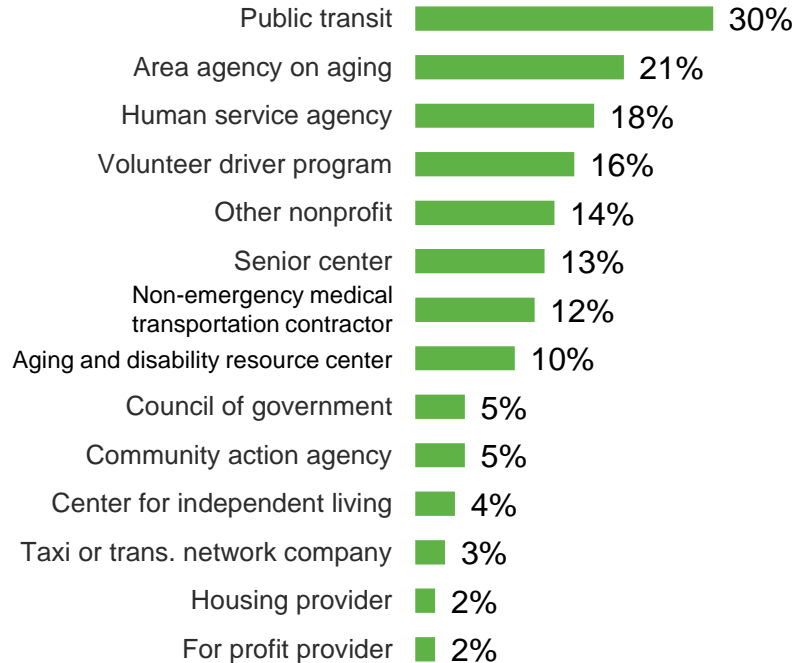


Q5: How would you rate the availability of a range of transportation alternatives in your community that meet the needs of older adults and people with disabilities? (n=219) Q6: How would you rate the affordability of transportation alternatives for most individuals in your community that meet the needs of older adults and people with disabilities? (n=219)

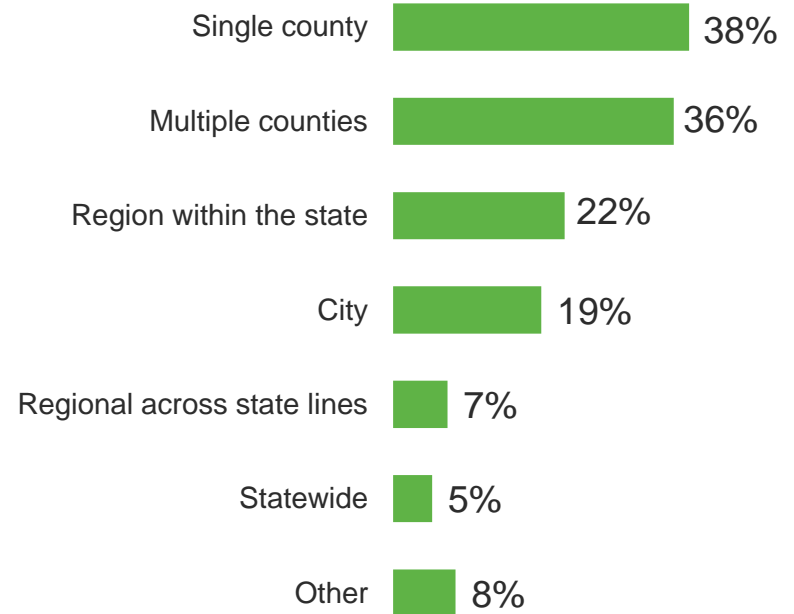
2 Transportation Service Agencies

Nearly a third of organizations described themselves as public transit agencies, and most are county or regionally based.

Types of Organizations



Best Description for Area Services Provided



Q34: Which of the following best describes your company or agency? (showing those of at least 2%, n=219) Q39: Which of the following best describes the area in which your organization provides transportation services to older adults and people living with disabilities? (n=219)

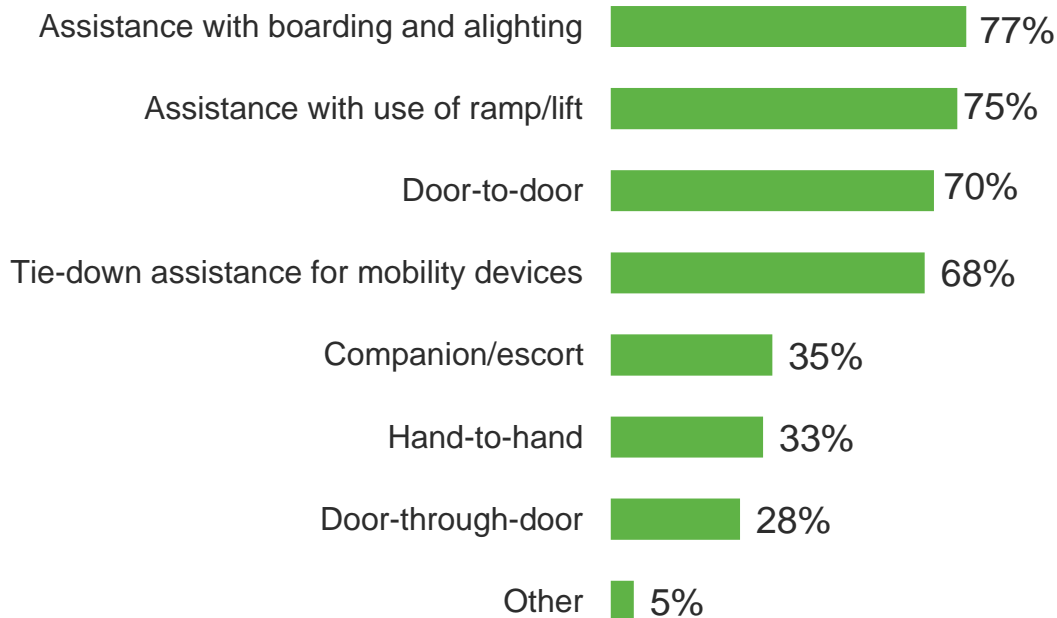
Most agencies offer rider assistance—most commonly, assistance with embarking and disembarking. About a third provide more personal assistance.

94%

of agencies provide rider assistance

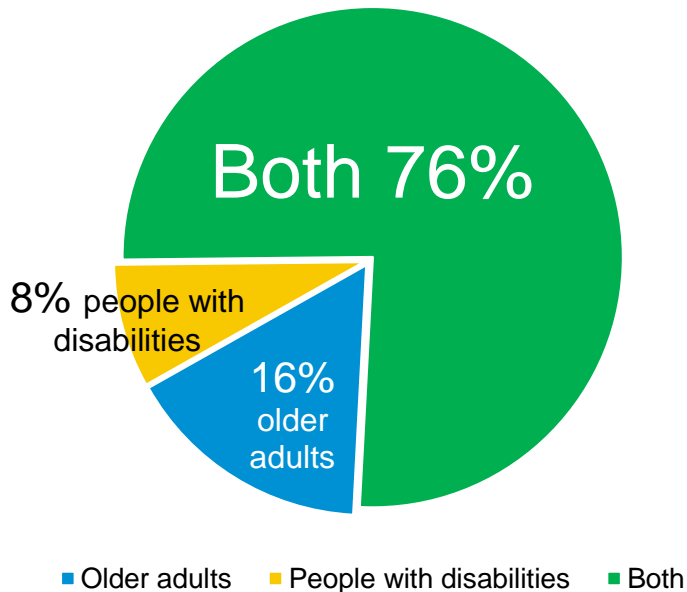


Type of Assistance Provided



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

Service for Older Adults and People with Disabilities



Of those who provide services to these groups...



68%

of rides are for older adults (60+)

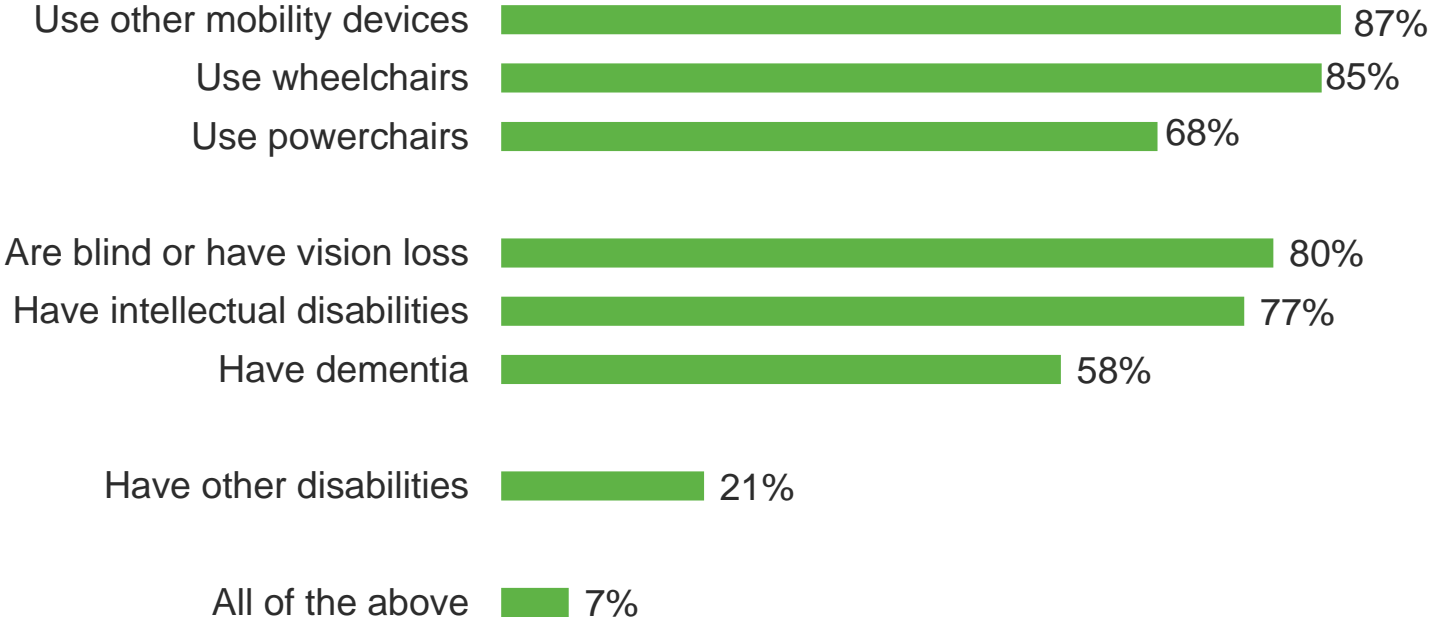
48%

of rides are for people with disabilities



A majority of those who serve people with disabilities are providing transportation for riders who use mobility devices.

Organizations That Serve People With Disabilities Assist Riders Who...

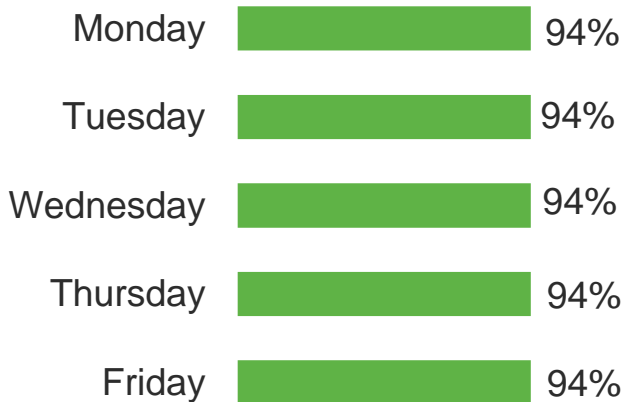


Q36: IF HAVE RIDERS WITH DISABILITIES: Which of the following best describes the disabilities of your riders? People who use... [SEE LIST] (n=184)

Roughly equal portions of agencies provide services 5 days a week, every weekday, or specific days, for an average of 12.8 service hours per day.

Days Per Week Service is Provided

(among those who provide Dial-A-Ride or Fixed Route Service)



Weekend service is much less common



Hours of Service Per Service Day

(among those who provide Dial-A-Ride or Fixed Route Service)

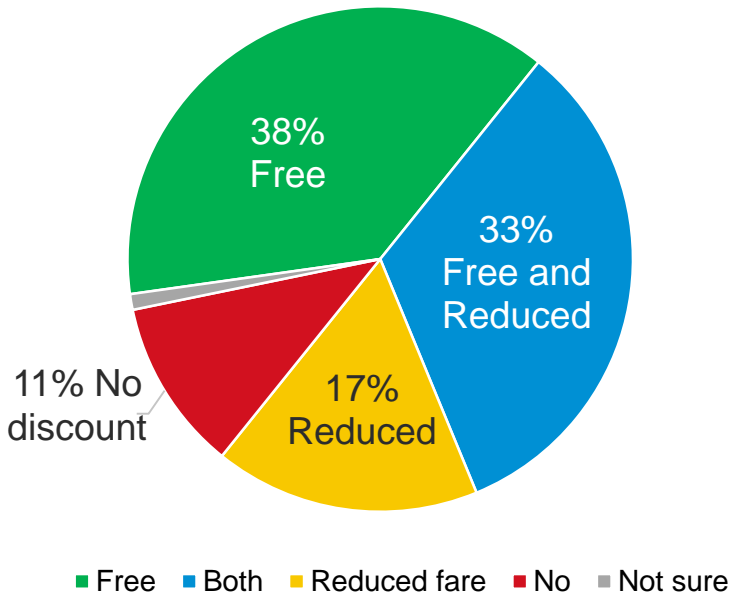
71%
provide 8 to 16 hours
per service day

12.8
Average number
of hours per
service day



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

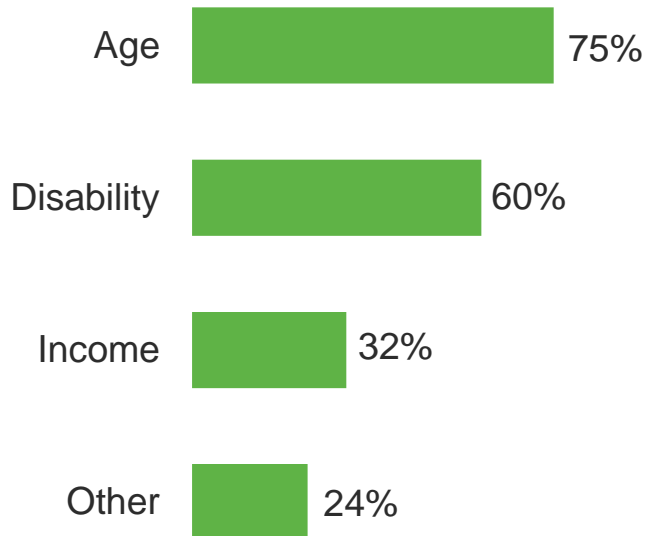
Nearly 9 in 10 Offer Free or Reduced Fares



85%

have specific criteria for riders to receive these lower or no cost fares.

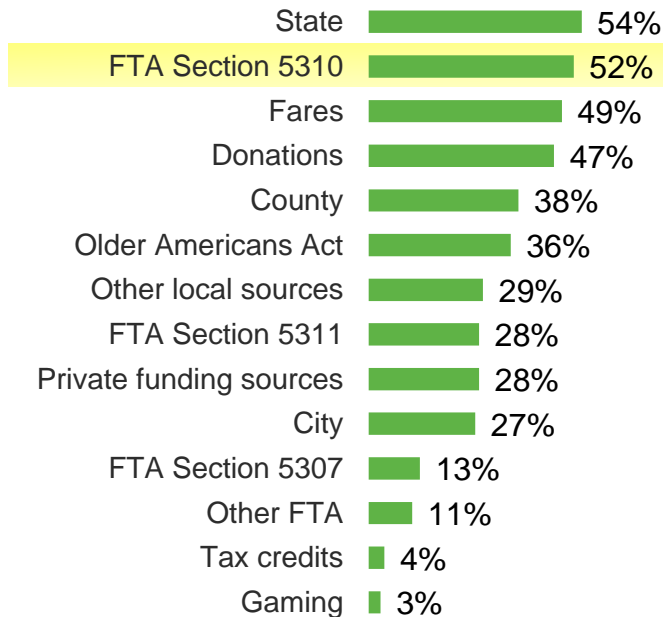
Criteria for Free or Reduced Fare



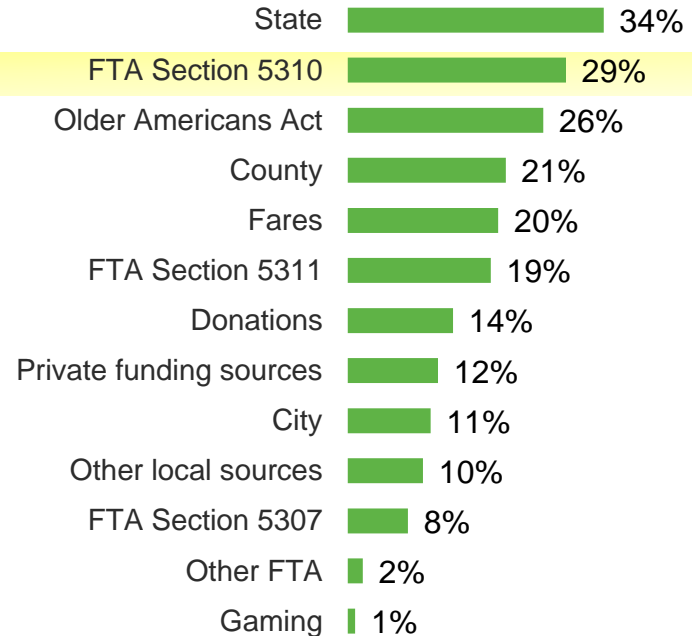
3 Service Funding

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

All Sources of Funding



Primary Sources of Funding



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)

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)	Volunteer driver program (35)	Other non-profit (31)	Senior Center (28)	Non-emerg. medical trans. (26)	Aging and Disability R.C. (22)	Council of Government (11)	Community 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

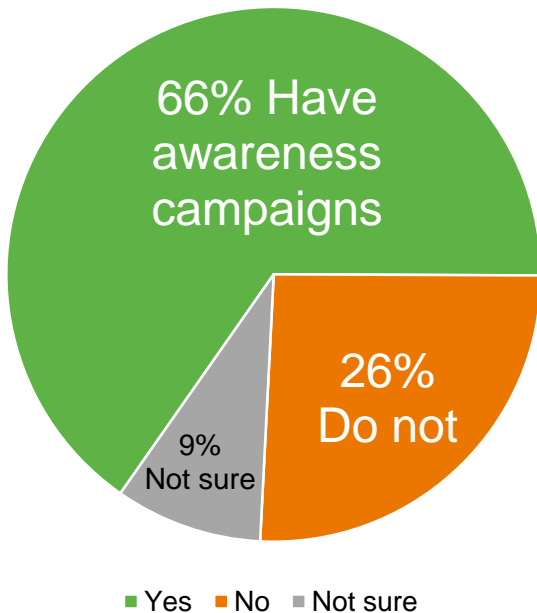
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4

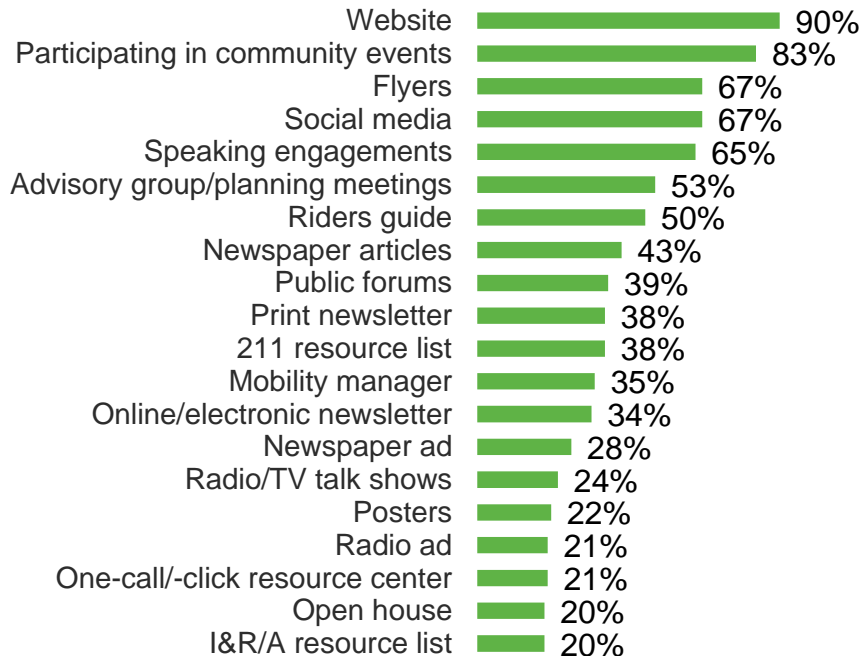
Communications and Marketing

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



Methods Used to Promote or Educate Riders

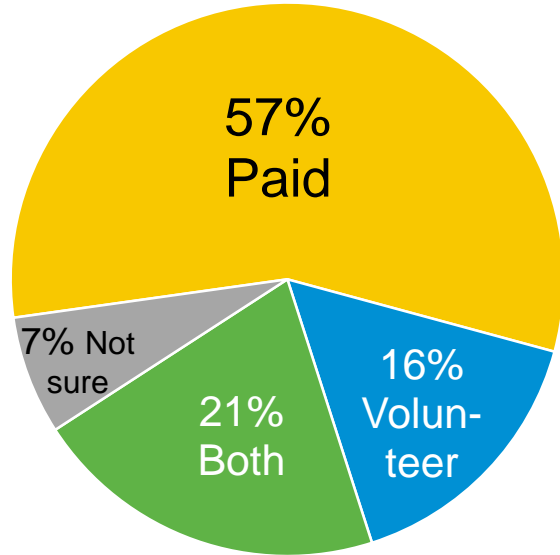


5

Drivers and Driver Safety Training

While a majority of agencies exclusively use paid drivers, those that use volunteer drivers are significantly less likely to provide formal driver training.

Paid or Volunteer Drivers



■ Paid ■ Volunteers ■ Both ■ Not Sure

Who Offers Formal Driver Training?

62%

Of those who only use volunteer drivers

85%

Of those who only use paid drivers

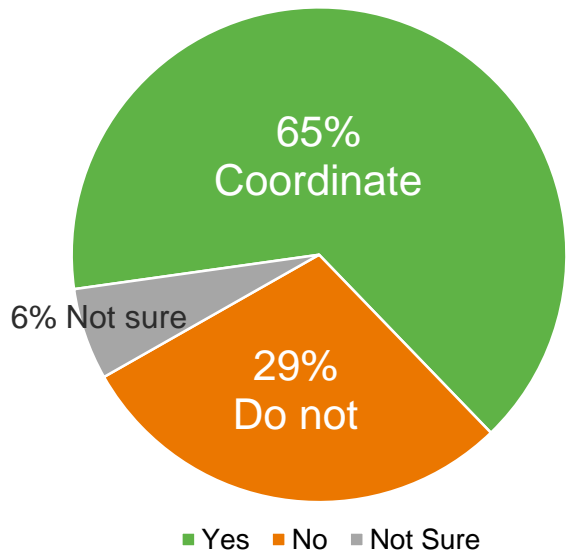
63%

Of those who use *both* paid and volunteer drivers provide training to both

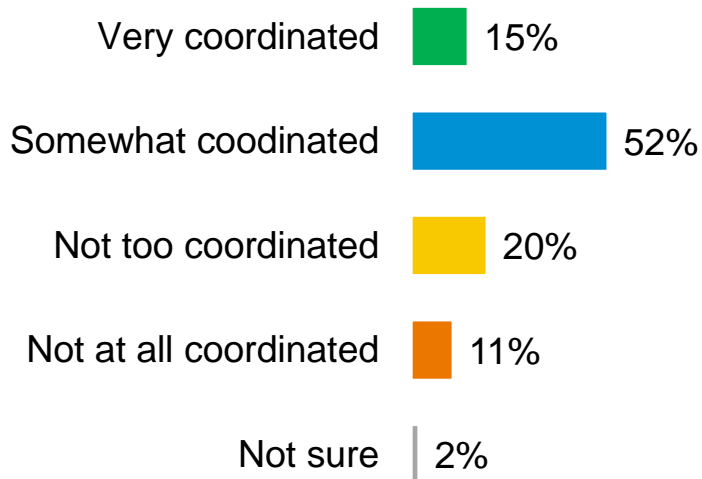
6 Inter-agency Service Area Coordination

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?

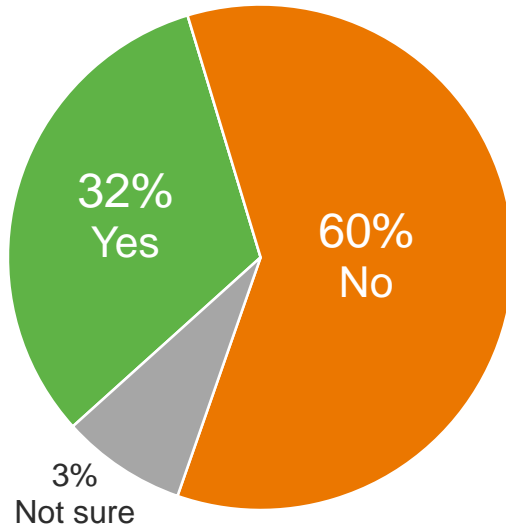


Levels of Transportation Services Coordination in Community



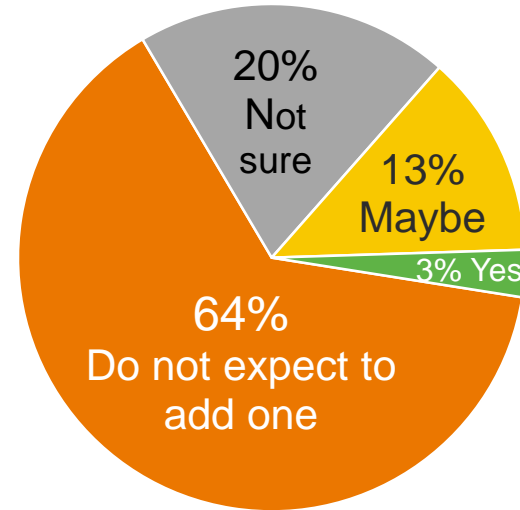
Thirty-two percent of organizations have a Mobility Manager position.

Does your agency have a Mobility Manager position?



Does your agency anticipate adding a Mobility Manager position?

(among those who do not have a mobility manager)

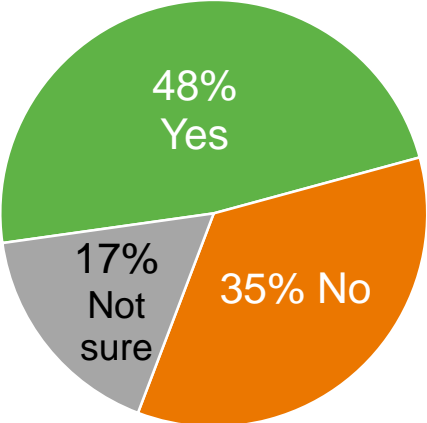


■ Yes ■ Maybe
■ No ■ Not sure

7 Service Challenges

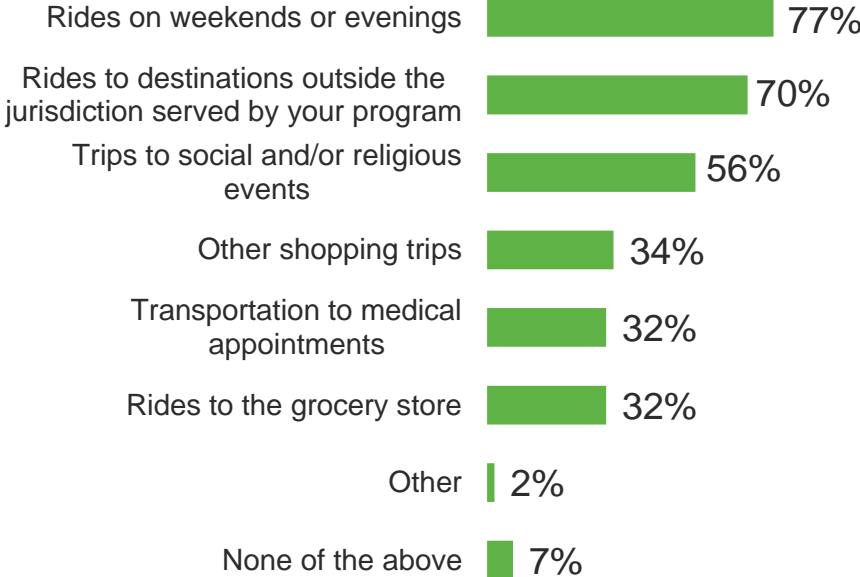
Nearly half maintain data on unmet requests, which are most frequently related to hours or service area – but many also limit access based on the trip purpose.

Does Your Agency Maintain Data on Unmet Requests?



■ Yes ■ No ■ Not Sure

Types of Unmet Needs



Q113: Does your agency/program track/maintain data on unmet transportation needs in your community, e.g. requested rides that you cannot provide? (n=219), Q114: Which types of transportation needs for older adults and people with disabilities are not adequately met in your area? Select all that apply. (n=219)

In their own words...

What barriers does your organization currently face in offering these services?

“We are trying to provide 2020 service demand on 2013 funding levels. Staff haven't had raises in 5 years.”

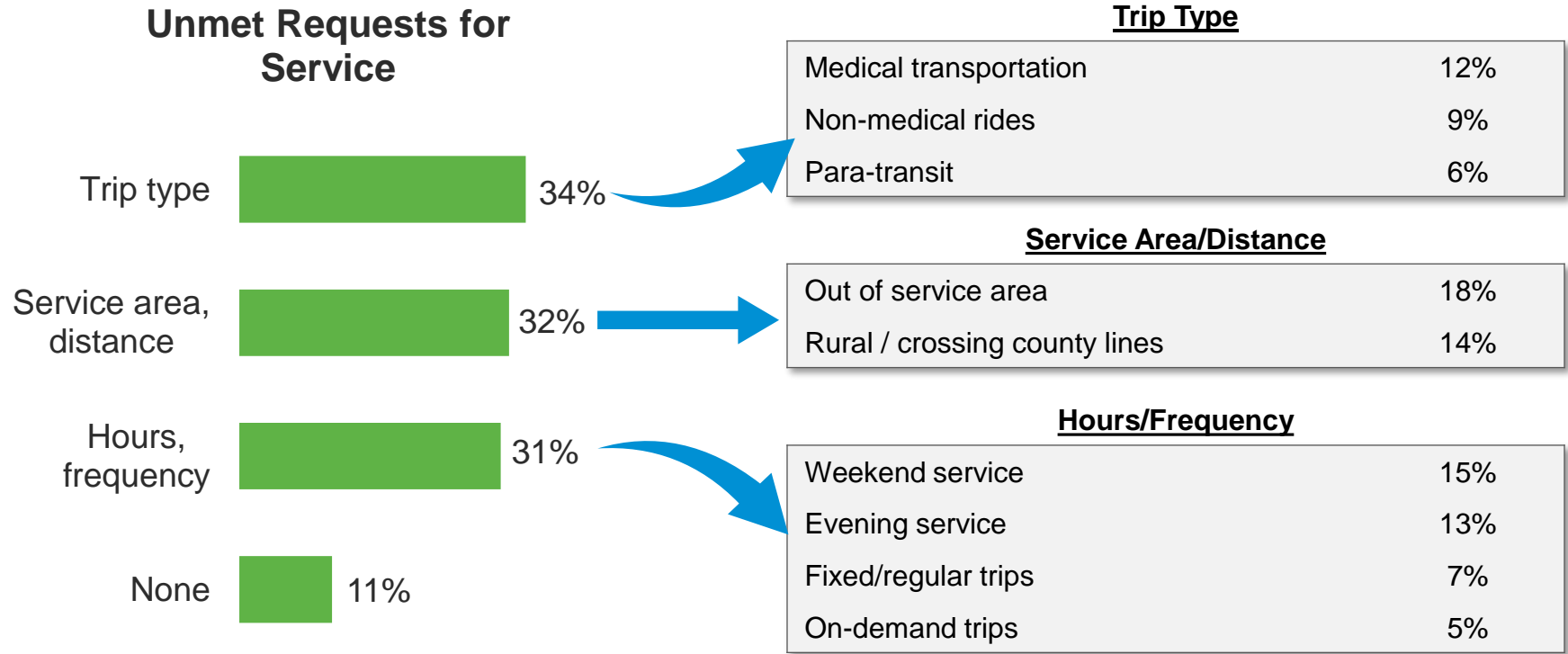
“No drivers or staff that want to work on weekends.”

“[Lack of] accessible vehicles and trip software.”

“Not enough volunteer drivers or lift equipped vehicles.”

“Lack of coordination with local social service agencies.”

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



In their own words...

What requests for service have you received in the last two years that you have been unable to implement into your transportation program?

“Long-distance trips are cost prohibitive.”

“Night and Sunday Service. Additional service to rural areas.”

“Many requests for transportation to shopping, nutrition, socialization, court appointments, etc.”

“Paratransit service to a different county.”

“People without Medicaid needing rides.”

8

Future Opportunities and Impacts

In their own words...

What is your agency's biggest opportunity over the next 12-15 months?

“Diversifying funding sources that will allow us to serve individuals that are not elderly or disabled that need transportation assistance, especially in very rural counties.”

“Fundraising for staff positions to grow & maintain volunteer driver availability.”

“Expand number of vehicles.”

“Coordinating commuter service from another city within the county.”

“Expansion of hours to Sundays.”



**Snapshot:
FTA Section 5310**

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

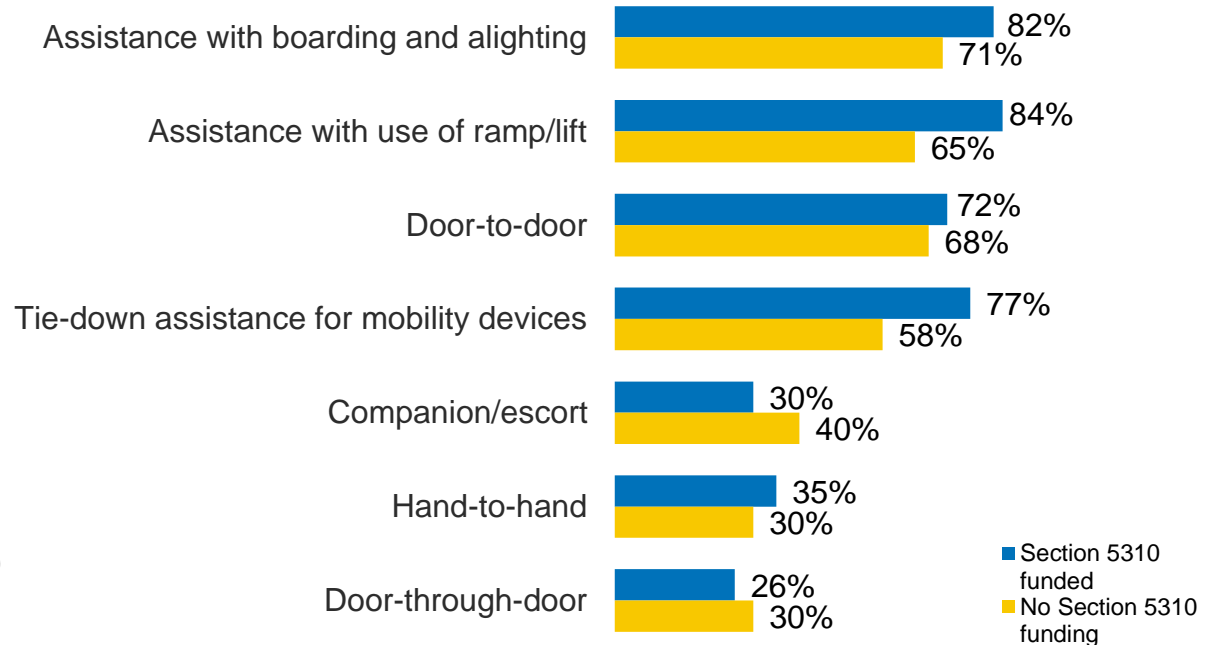
Section 5310 funded organizations more frequently provide assistance with boarding and usage of mobility devices.

96%

of agencies that receive Section 5310 funding provide rider assistance



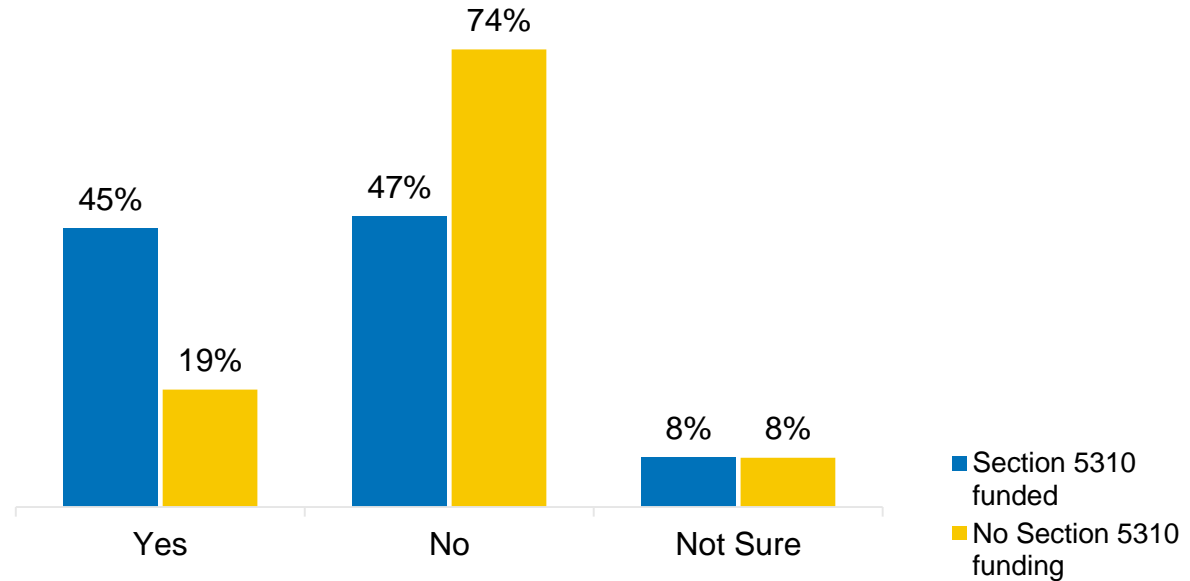
Type of Assistance Provided



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.

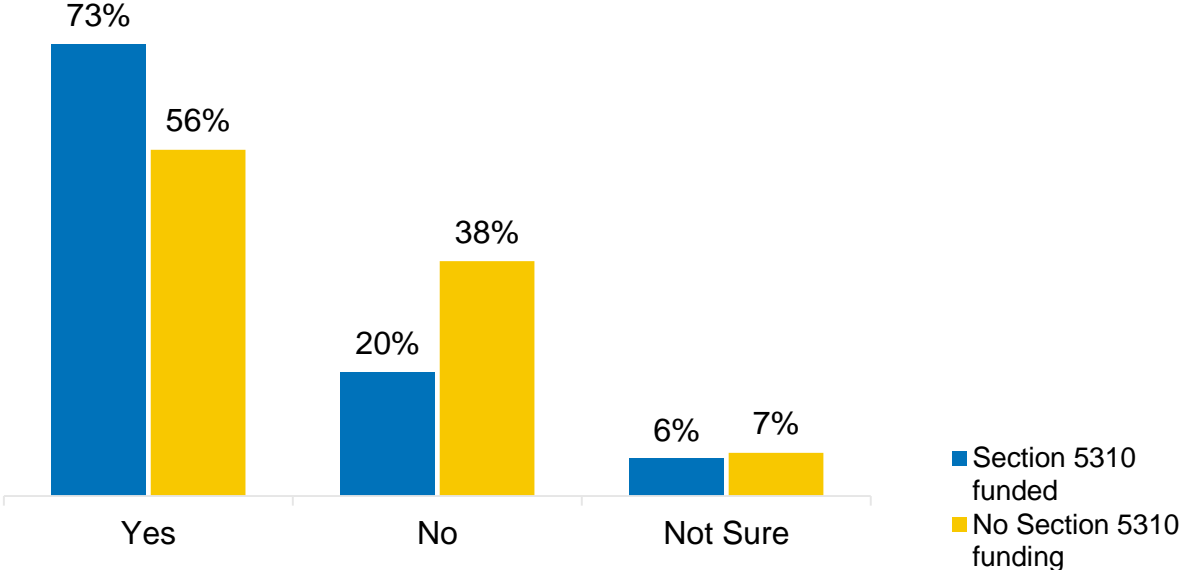
Does your agency have a Mobility Manager position?



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?



Q81: Do you coordinate your transportation activities with any other transportation providers within or outside of your service area? (n=219)

Questions



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