



Survey of Organizations that Provide Transportation Services to Older Adults and People with Disabilities



February 2020



Table of Contents

Background	3
About NADTC and KRC Research	4
Background and Method	5
Profile of Transportation Service Agencies or Companies	6
Executive Summary	7
Detailed Findings and Insights	10
Transportation Landscape for Riders	11
Transportation Service Agencies	17
Service Funding	26
Communication with Riders	29
Drivers and Driver Safety Training	35
Inter-agency Service Coordination	38
Service Challenges	44
Future Opportunities and Impacts	56
Spotlight on FTA Section 5310 Funding Recipients	60



Background and Objectives

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 gather insights, 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 Method

Background and Purpose

In 2018 and 2019, NADTC commissioned a transportation [needs assessment survey](#) among older adults, people with disabilities, and caregivers.

This year, NADTC commissioned research among 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

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 individuals from more than 200 organizations from across the U.S. responded.

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



Executive Summary

Time	Location	Patient Name
12:10 P	21 Rollins Way, South Po	Chantal Nibigira
12:23 P	16 Hammond St, Portl...	Esperance Mukangaram...
12:32 D	Maine Medical Center	Esperance Mukangaram...
12:36 D	Maine Medical Center	Chantal Nibigira

Photo courtesy of Regional Transportation Program, Portland, Maine

Executive Summary

- 1. Transportation Landscape for Riders** – Older adult and people with disability riders use transportation services for a wide range of needs, many essential. But 77% of transportation providers say that, for those who do not drive, finding alternative options is difficult. Only 27% say the options are good—and only 3% say very good. Affordability is a major issue.
- 2. Transportation Service Agencies** – A wide variety of organizations that provide transportation for older adults and people with disabilities create a patchwork system of mostly county and regional agencies. These agencies tend to focus on the mobility of riders, offering assistance with mobility devices, embarking, and disembarking.
- 3. Service Funding** – Transportation agencies receive their funding from many sources—largely state and federal. Some organizations, such as Area Agencies on Aging and Community Action Agencies, rely on specific sources of funding, such as Older Americans Act funds.
- 4. Communications and Marketing** – Most agencies have public awareness and marketing campaigns, utilizing a wide array of channels—including active and passive methods, digital and traditional media. Of those, nearly 6 in 10 are familiar with NADTC’s Every Ride Counts, and nearly 4 in 10 use the materials. Most conduct research or feedback from riders and communicate policies and procedures. Nearly 4 in 10 have rider representation on policymaking bodies.

Executive Summary

5. **Drivers and Driver Safety Training** – The majority of programs have paid drivers only, a fifth have a mix of paid and volunteer drivers, and nearly a fifth have only volunteer drivers. Typically, training is conducted in-house and at the time of hire, but ongoing training is provided annually or as needed.
6. **Inter-agency Service Area Coordination** – A majority say they coordinate transportation services with other agencies in their service area, and about a third employ a Mobility Manager and/or coordinate with one outside their agency, thus providing for a somewhat coordinated service area.
7. **Service Challenges** – Nearly half maintain data on unmet needs. The need to expand services to customers currently without access is the most important issue to address. A quarter have staffing needs and would like to serve additional destinations. Funding is the biggest challenge.
8. **Future Opportunities and Impacts** – A plurality of transportation providers are optimistic that transportation options will improve in the coming years and see opportunities to expand services and ridership. Additionally, improved technology for dispatch and real-time tracking would have a very positive impact.
9. **Snapshot: FTA Section 5310 Funding Recipients** – Agencies that receive Section 5310 funding are far more likely than other organizations to have a Mobility Manager and to provide services to older adults and people with disabilities. They are also more likely to provide rider assistance and offer more flexible weekend scheduling.



Detailed Findings

Photo courtesy of Via Mobility, Boulder, Colorado

1

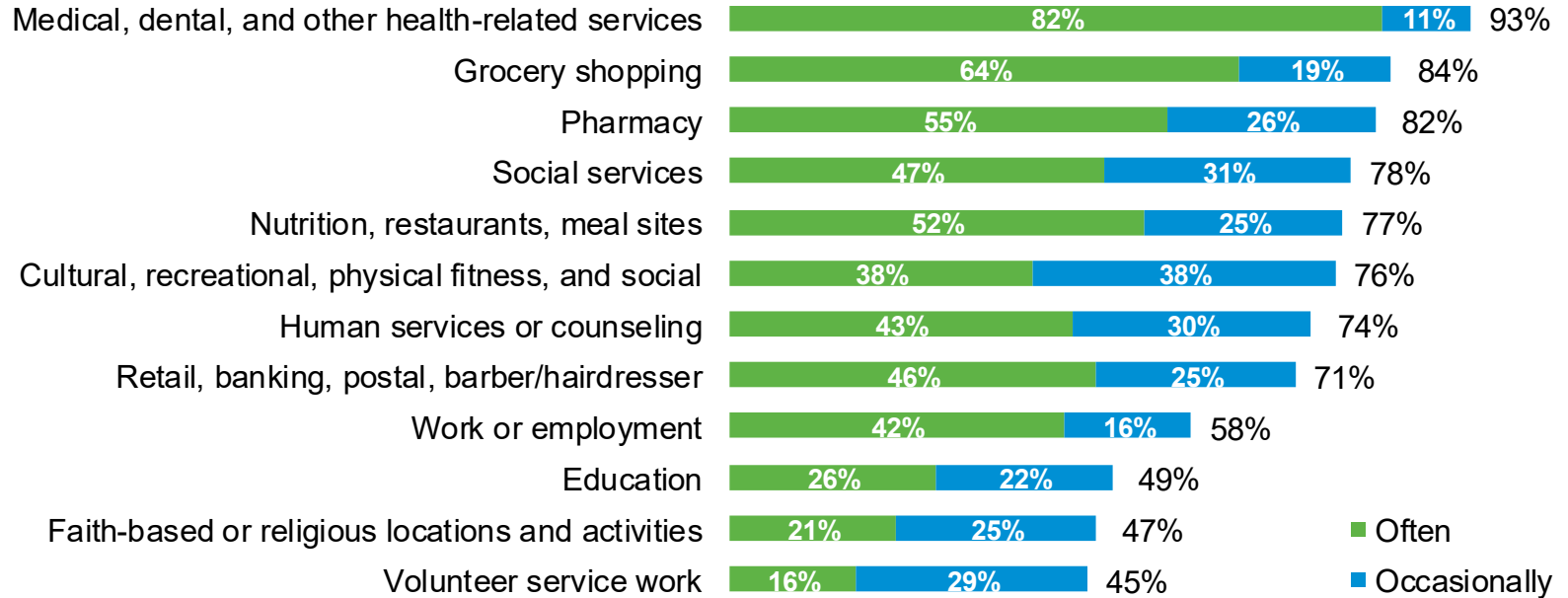
Transportation Landscape for Riders

Older adult and people with disability riders use transportation services for a wide range of needs, many essential. But 77% of transportation providers say that, for those who do not drive, finding alternative options is difficult. Only 27% say the options are good—and only 3% say very good. Affordability is a major issue.

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

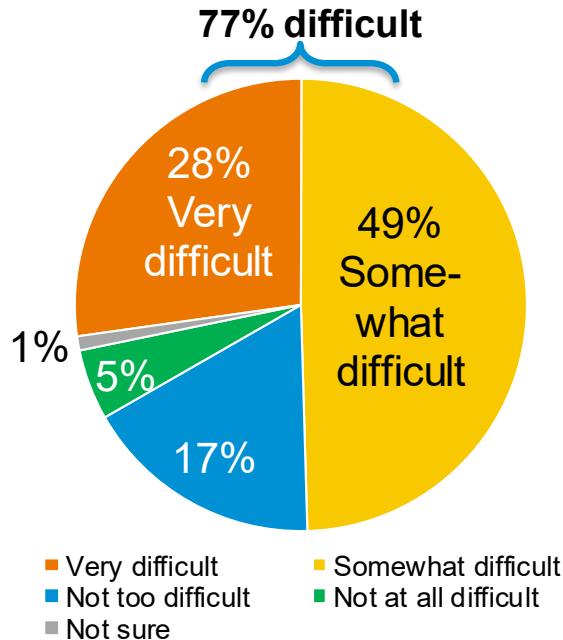
Transportation Uses

(Percent Often or Occasionally)

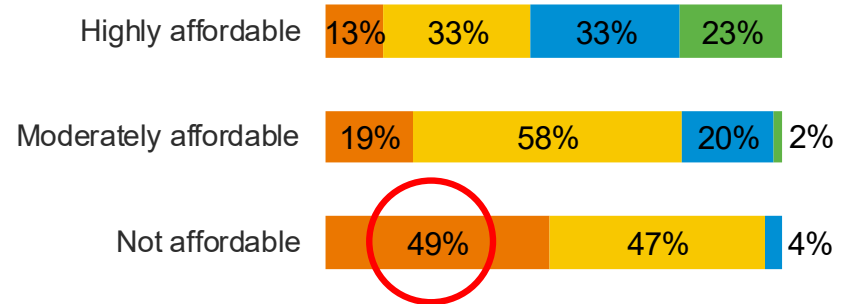


For those who do not drive, finding alternative transportation is difficult according to 77% of agencies—and the difficulty is strongly related to affordability.

Difficulty of Finding Alternatives to Driving



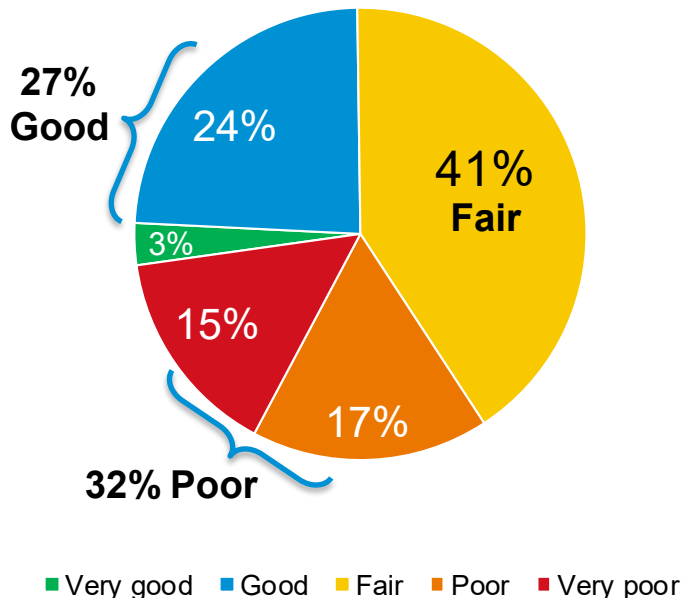
Difficulty of Finding Alternatives by Affordability



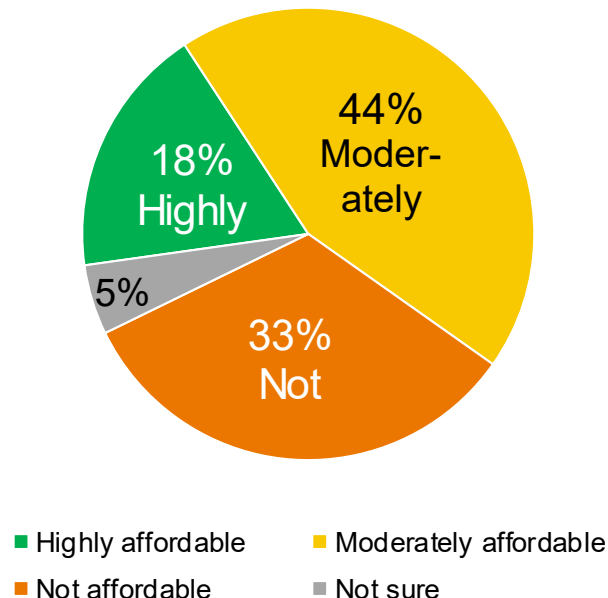
- Very difficult
- Somewhat difficult
- Not too difficult
- Not at all difficult

**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



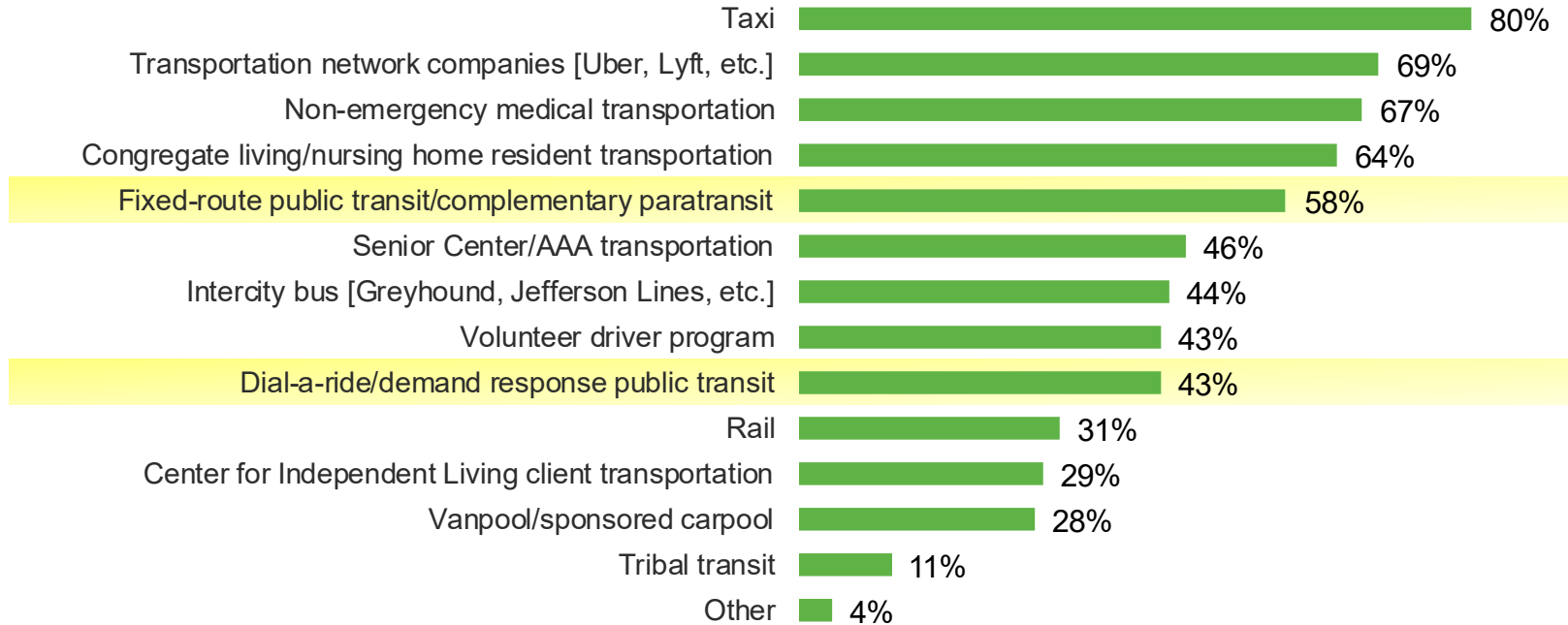
Affordability of Transportation Options for Older Adults and People with Disabilities



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)

Private transportation systems are the most widely available options in communities served by survey respondents, leaving a patchwork of agencies to provide more affordable services.

Available Transportation Services in Community

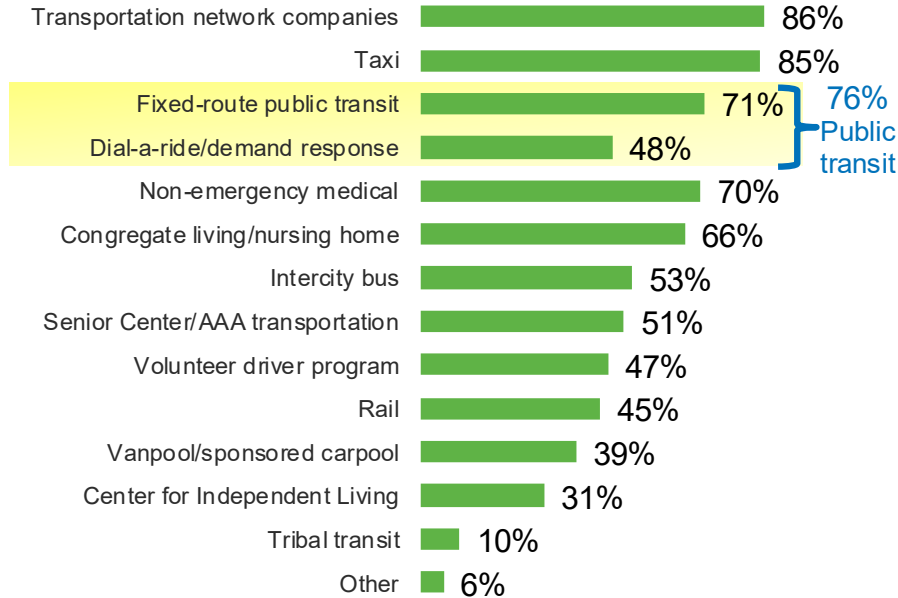


Q7-21: Which of the following transportation services are offered in your community to provide the kinds of assistance that respond to the mobility needs of older adults and/or people with disabilities? Select all that apply. (n=219)

Those who primarily serve urban passengers are much more likely to have available fixed-route public or dial-a-ride transportation.

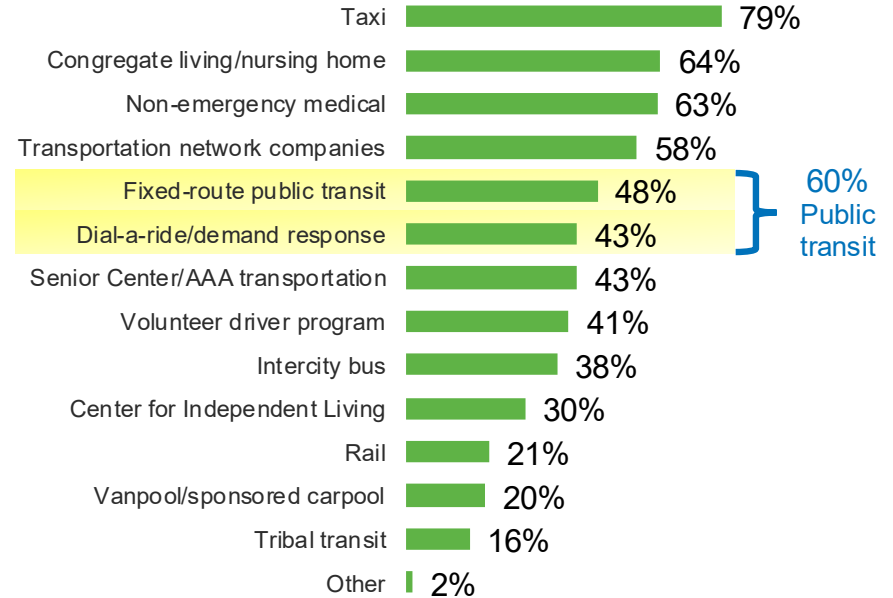
Available Transportation Services

Among those who primarily serve urban/suburban passengers



Available Transportation Services

Among those who primarily serve small town/rural/frontier passengers



Q7-21: Which of the following transportation services are offered in your community to provide the kinds of assistance that respond to the mobility needs of older adults and/or people with disabilities? Select all that apply. (n=219)

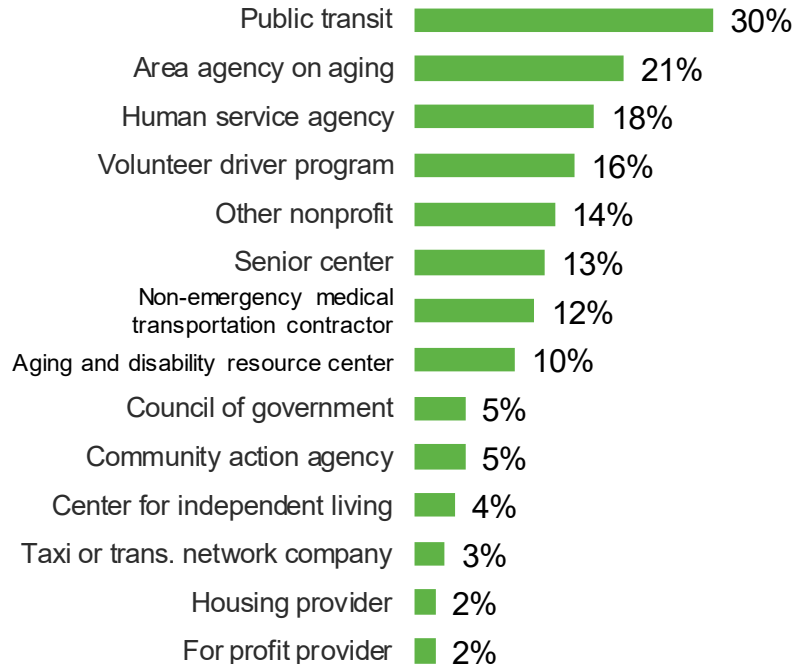
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Transportation Service Agencies

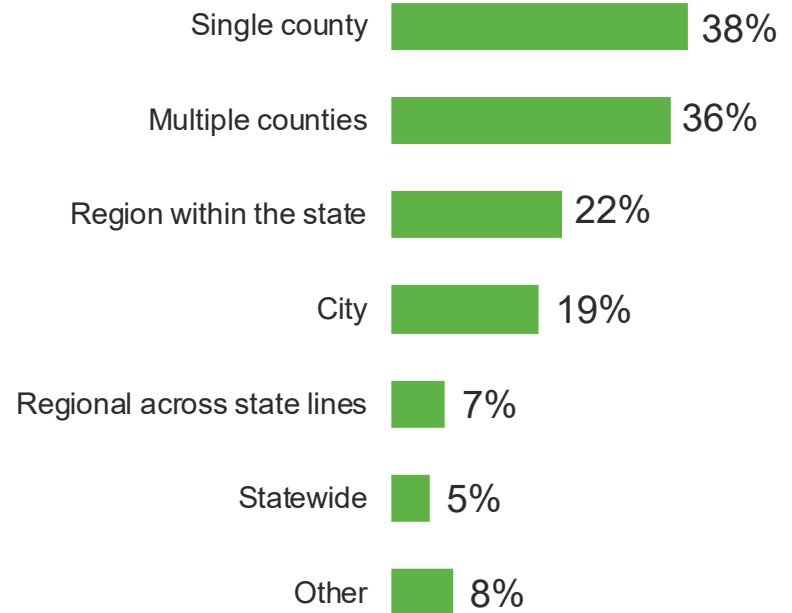
A wide variety of organizations that provide transportation for older adults and people with disabilities create a patchwork system of mostly county and regional agencies. These agencies tend to focus on the mobility of riders, offering assistance with mobility devices, embarking, and disembarking.

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)

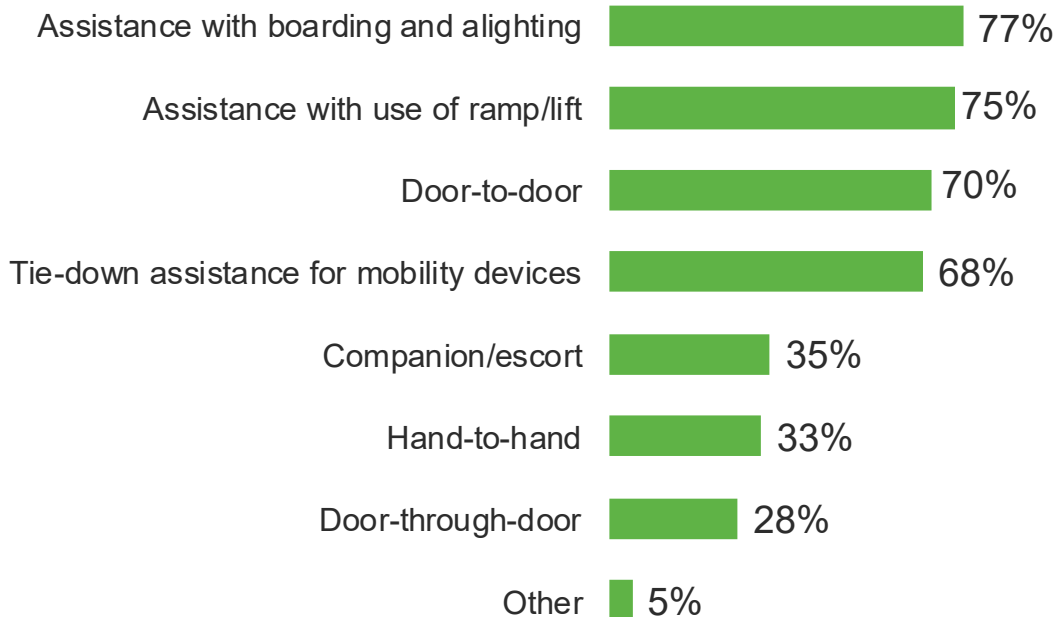
Most agencies offer rider assistance—most commonly, assistance with embarking and disembarking. About a third provide more personal assistance.

94%

of agencies provide rider assistance

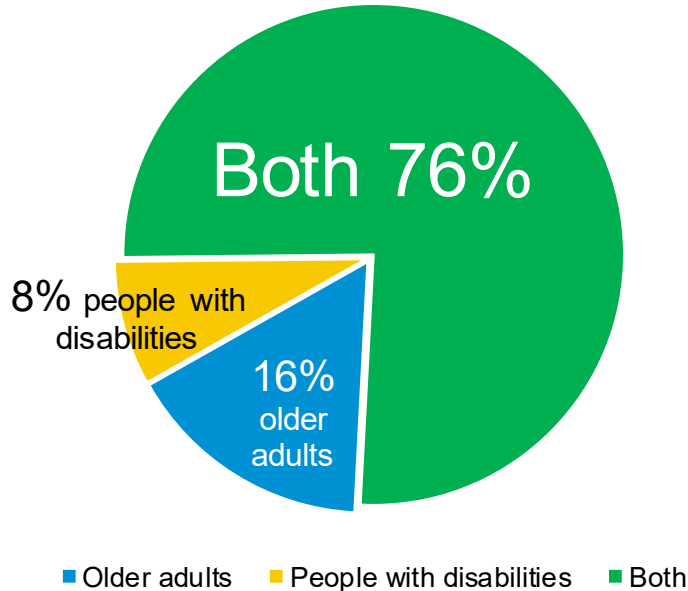


Type of Assistance Provided



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...



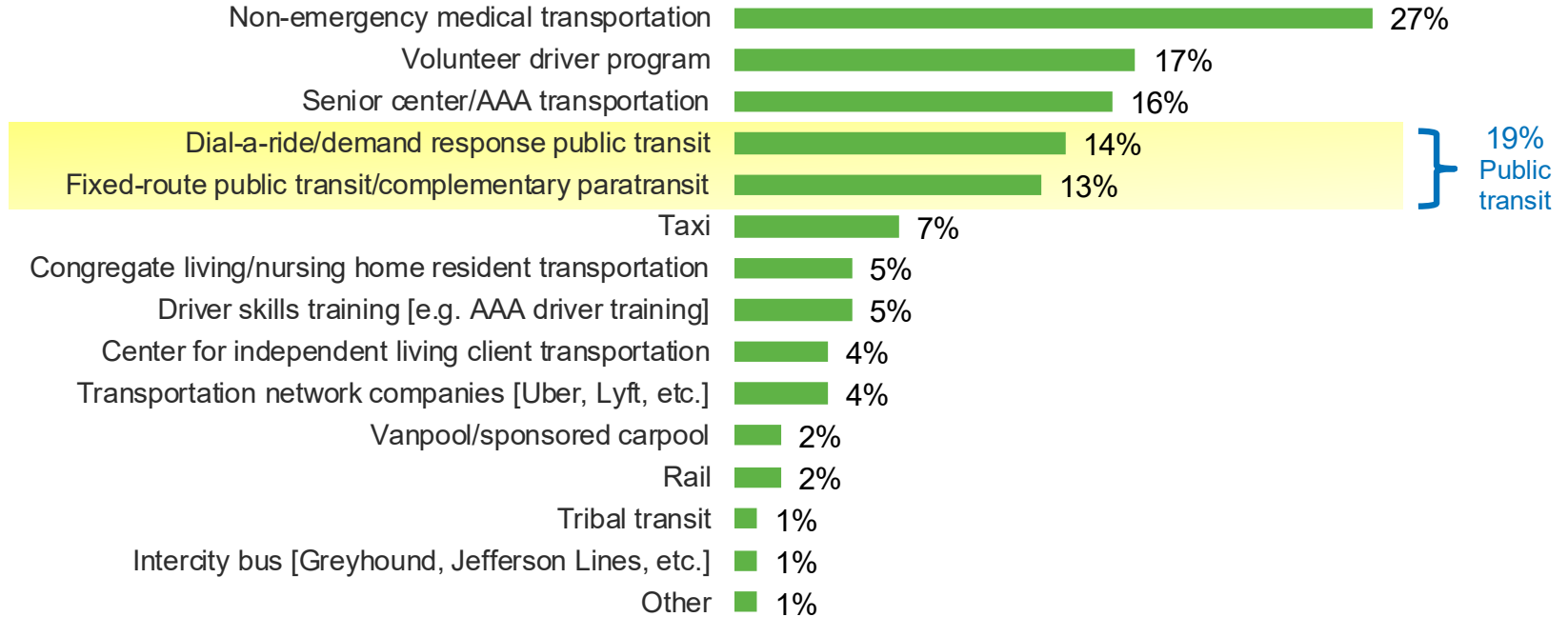
68%
of rides are for
older adults (60+)

48%
of rides are for
people with disabilities



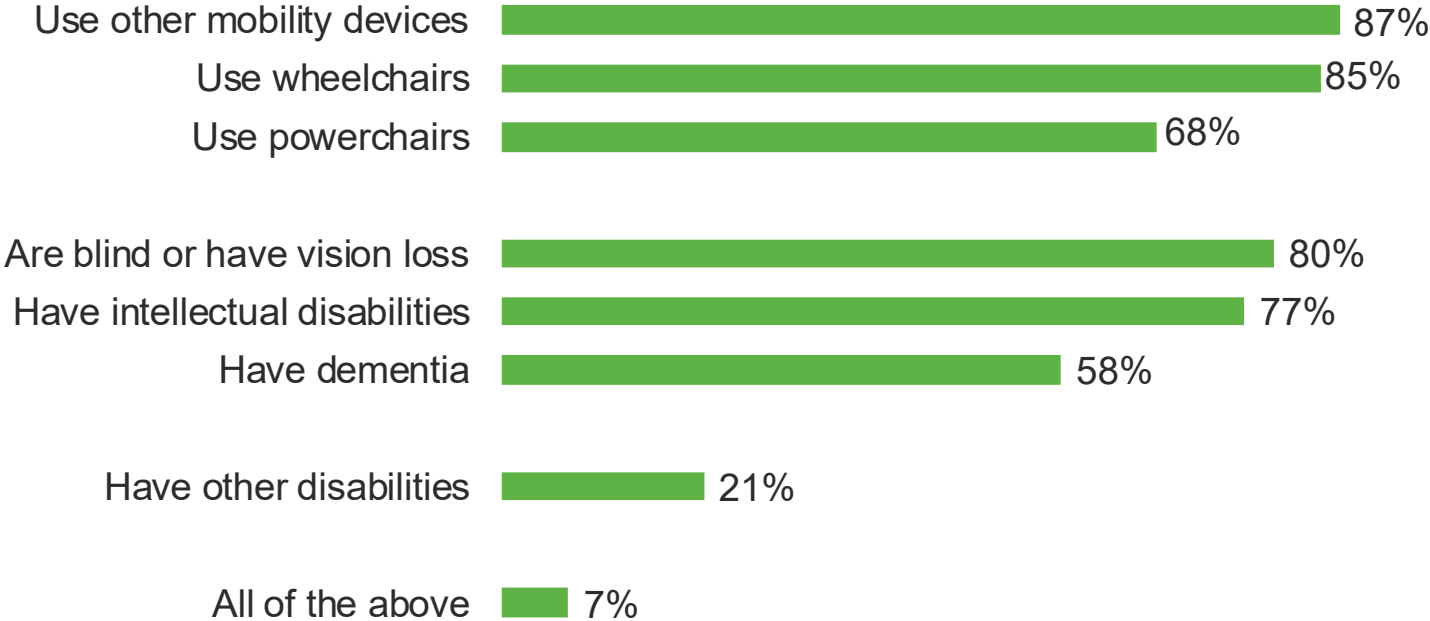
The most common service offered by these organizations is non-emergency medical transportation.

Transportation Services Provided by Agencies



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...

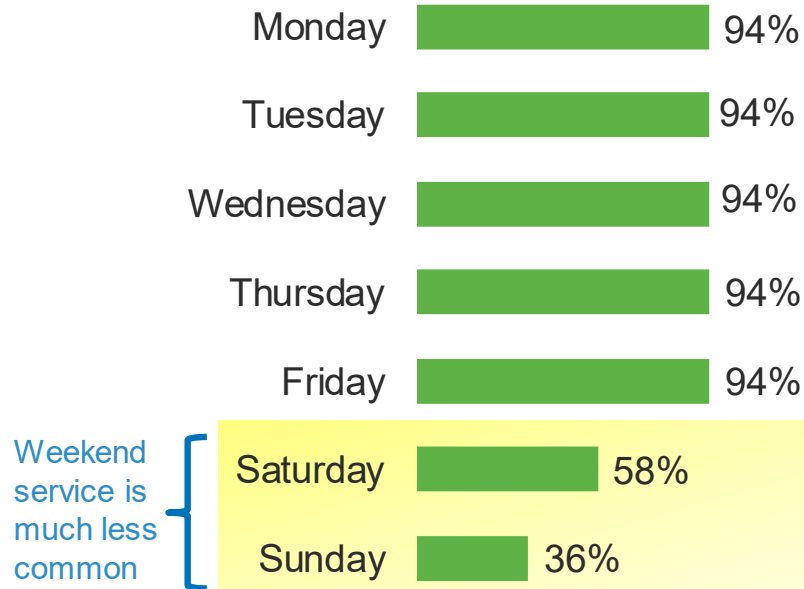


Q36: IF HAVE RIDERS WITH DISABILITIES: Which of the following best describes the disabilities of your riders? People who use... [SEE LIST] (n=184)

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)



Hours of Service Per Service Day

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

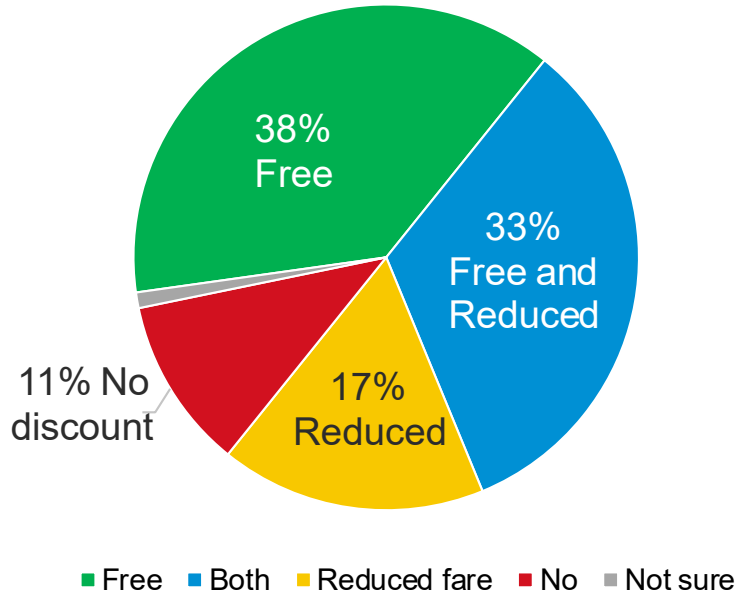
71%
provide 8 to 16 hours
per service day

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.

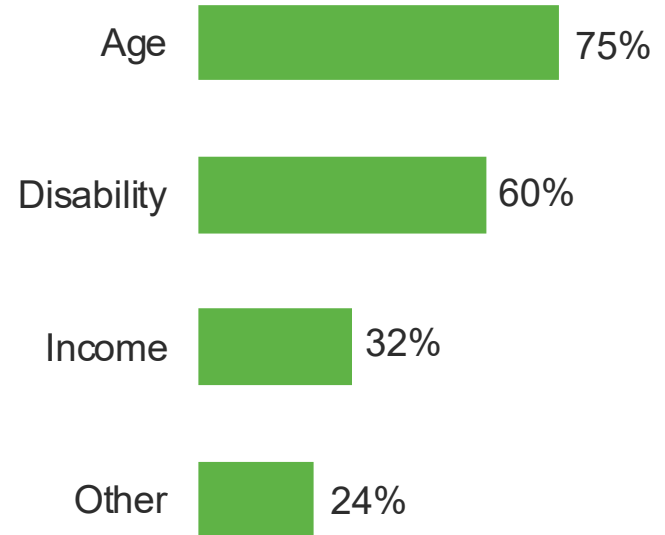
Nearly 9 in 10 Offer Free or Reduced Fares



85%

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

Criteria for Free or Reduced Fare



On average, 16% of riders speak limited English. Nearly 70% of organizations provide non-English (mainly Spanish) rider materials.

16%

of riders are people who speak limited English

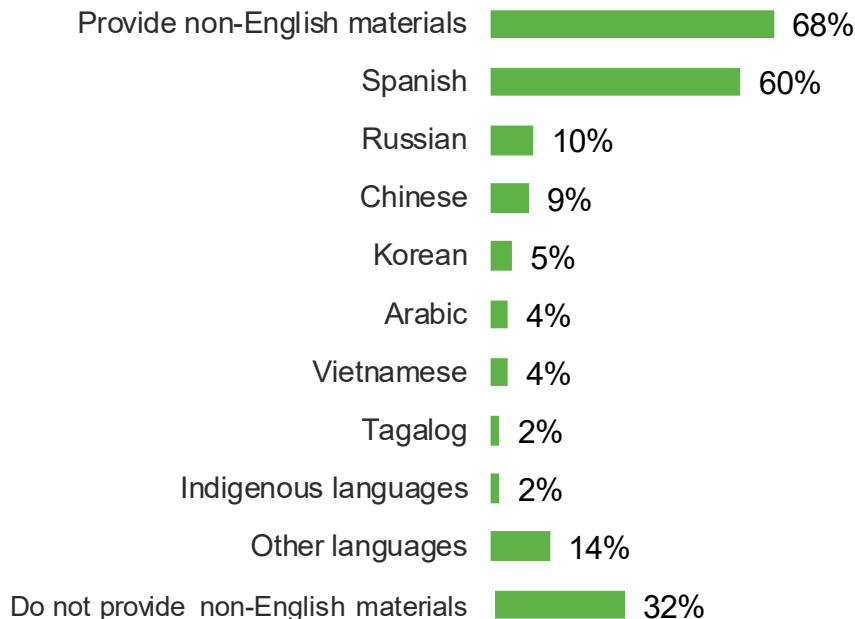
59%

of agencies provide **at least 5%** of their rides to people who are limited English speakers

11%

of agencies provide **at least 50%** of their rides to people who are limited English speakers

Provide Non-English Language Rider Materials



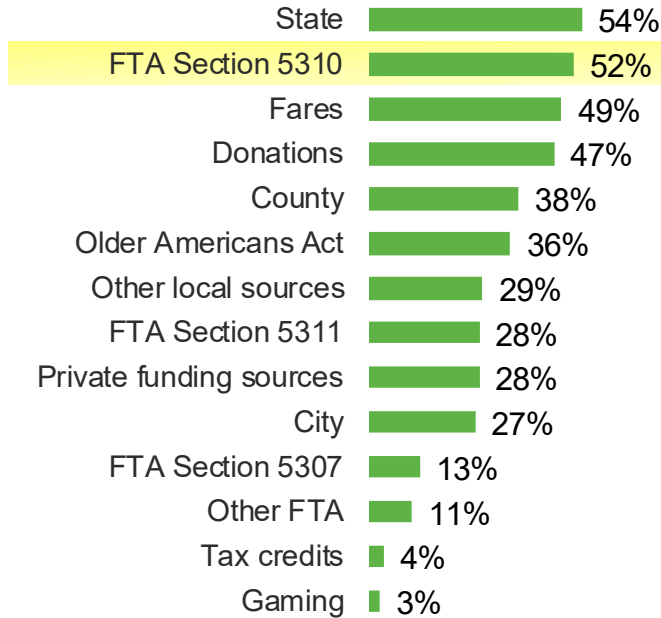
3

Service Funding

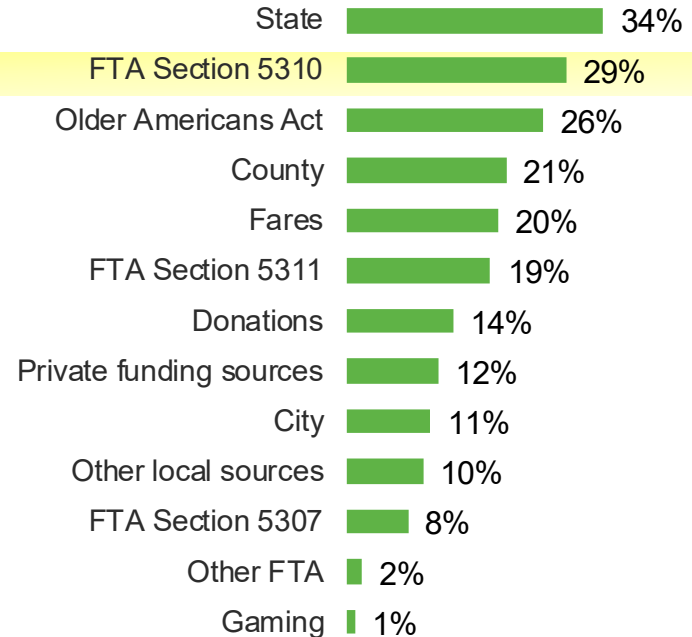
Transportation agencies receive their funding from many sources—largely state and federal. Some organizations, such as Area Agencies on Aging and Community Action Agencies, rely on specific sources of funding, such as Older Americans Act funds.

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

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)

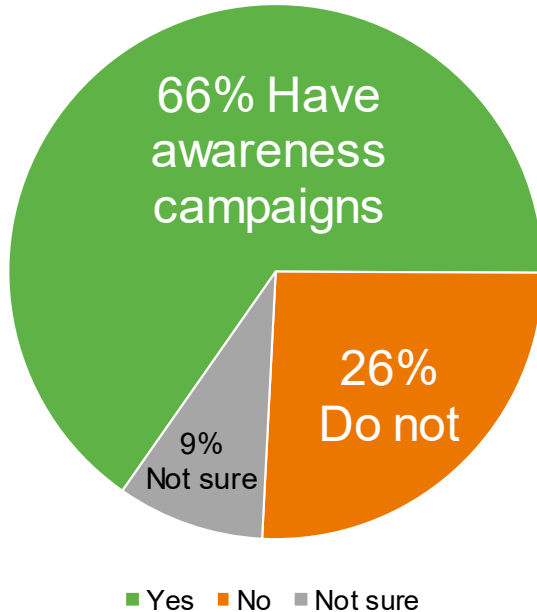
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Communications and Marketing

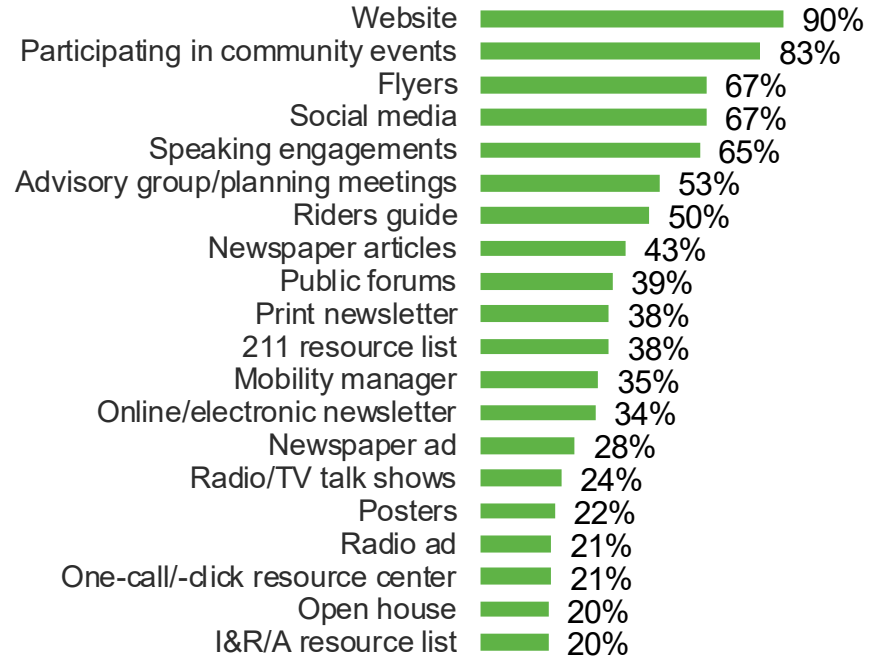
Most agencies have public awareness and marketing campaigns, utilizing a wide array of channels—including active and passive methods, digital and traditional media. Of those, nearly 6 in 10 are familiar with NADTC's *Every Ride Counts*, and nearly 4 in 10 use the materials. Most conduct research or feedback from riders and communicate policies and procedures. Nearly 4 in 10 have rider representation on policymaking bodies.

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

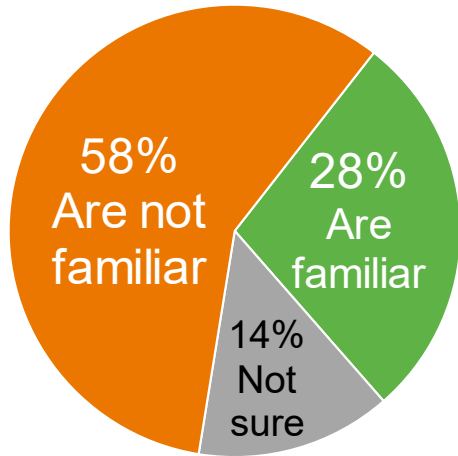


Q62: Does your agency have a public awareness campaign or marketing effort to promote your services? (n=219) Q63: Which of the following methods do you use to promote or educate potential riders about your transportation services? (n=144)

28% of agencies with a public awareness campaign are familiar with *Every Ride Counts* and 37% of those utilize the program.

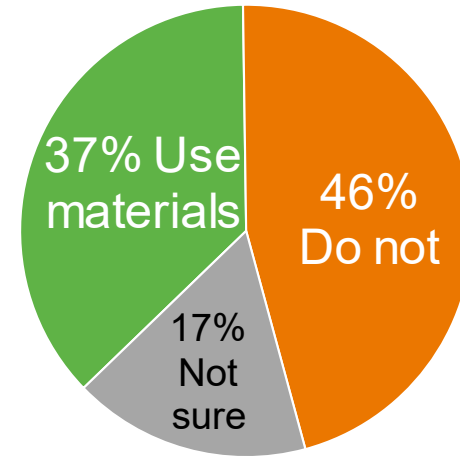
Familiar with *Every Ride Counts*

(among those who have a public awareness campaign)



Use *Every Ride Counts* to Promote their Program

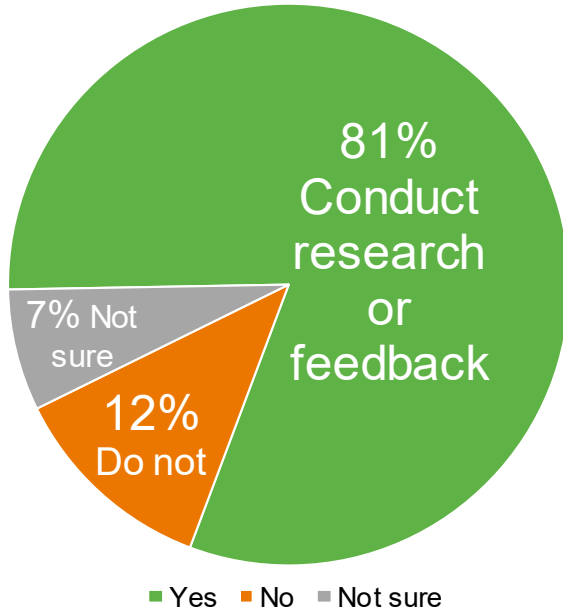
(among those familiar)



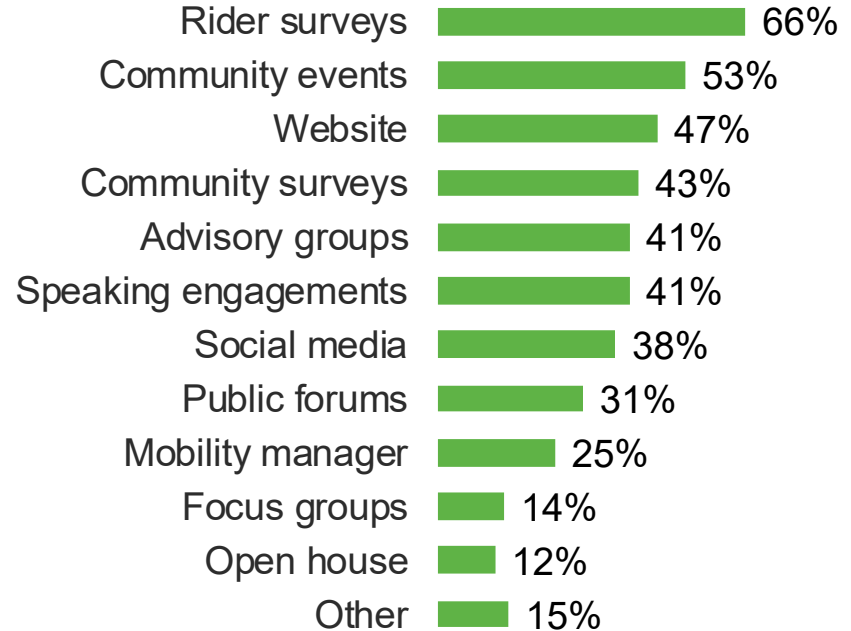
■ Yes ■ No ■ Not sure

Most agencies collect research and feedback from riders, with a majority conducting rider surveys and hosting community events.

Collect or Solicit Feedback from Riders

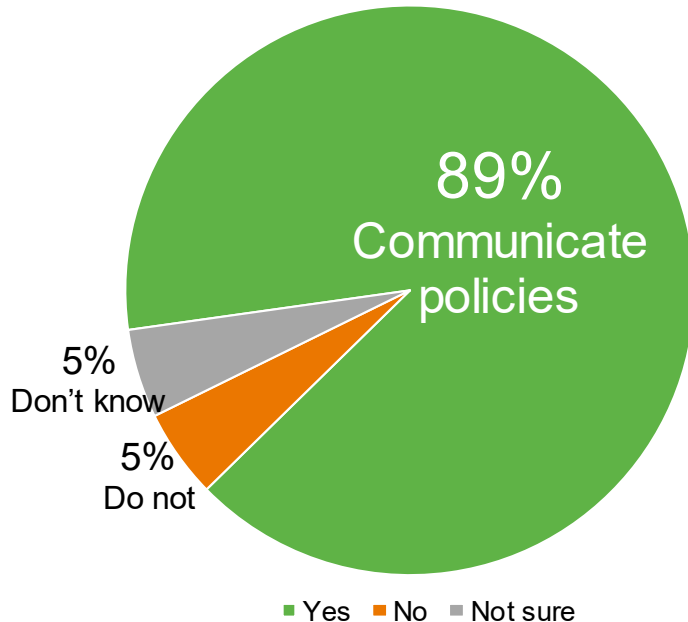


Ways Feedback is Solicited or Collected



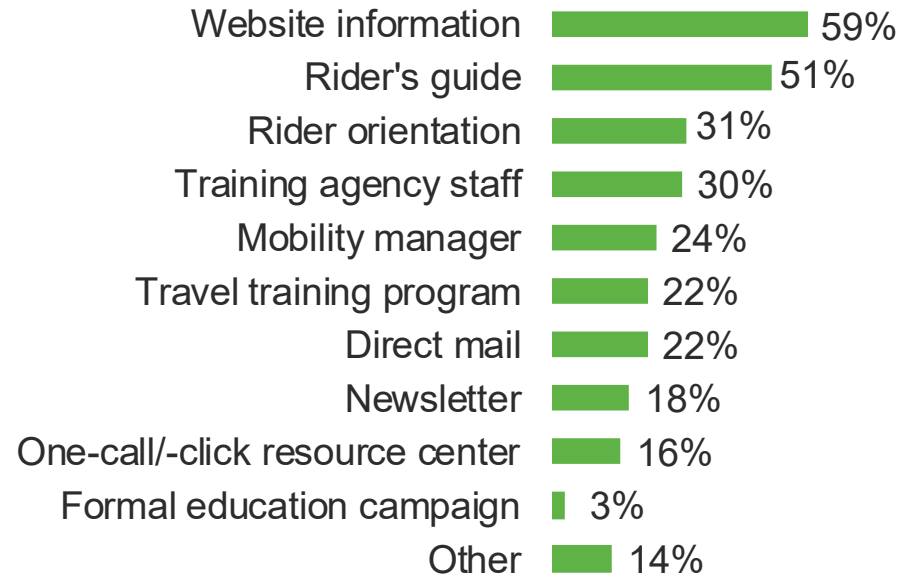
Most agencies communicate their policies to riders. Though methods vary, most agencies utilize their website and/or a Rider's Guide.

Agencies that Communicate Policies to Riders



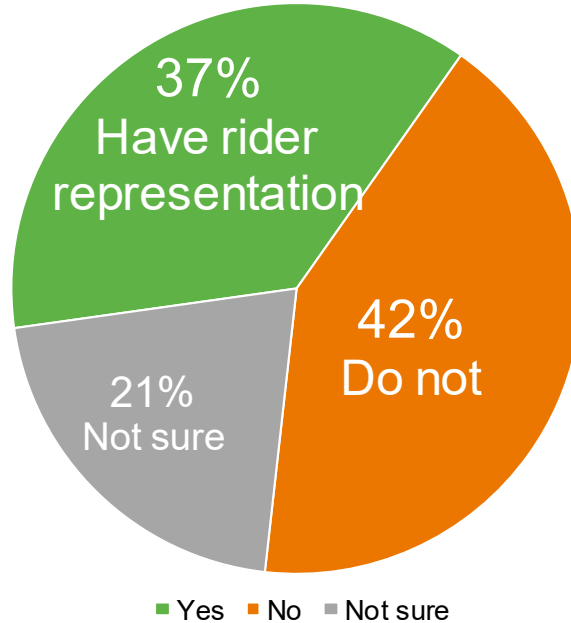
Ways Agencies Communicate Policies to Riders

(among those who communicate policies to riders)



Nearly 4 in 10 have rider representation on policymaking bodies.

Rider Representation on Board or Policymaking Bodies



Q70: Is there any rider representation on your board or policymaking bodies? (n=219)

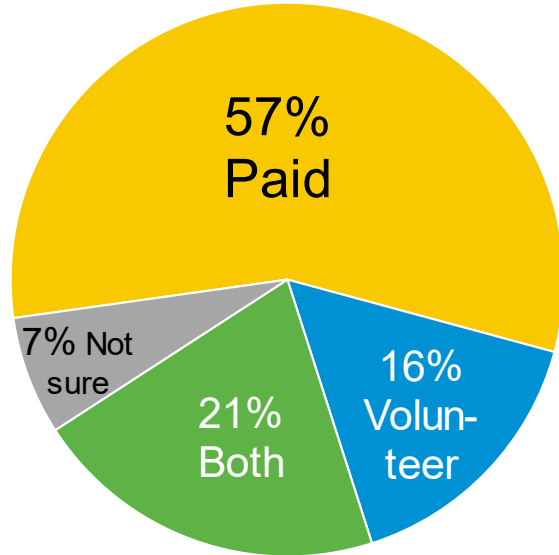
5

Drivers and Driver Safety Training

The majority of programs have paid drivers only, a fifth have a mix of paid and volunteer drivers, and nearly a fifth have only volunteer drivers. Typically, training is conducted in-house and at the time of hire, but ongoing training is provided annually or as needed.

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

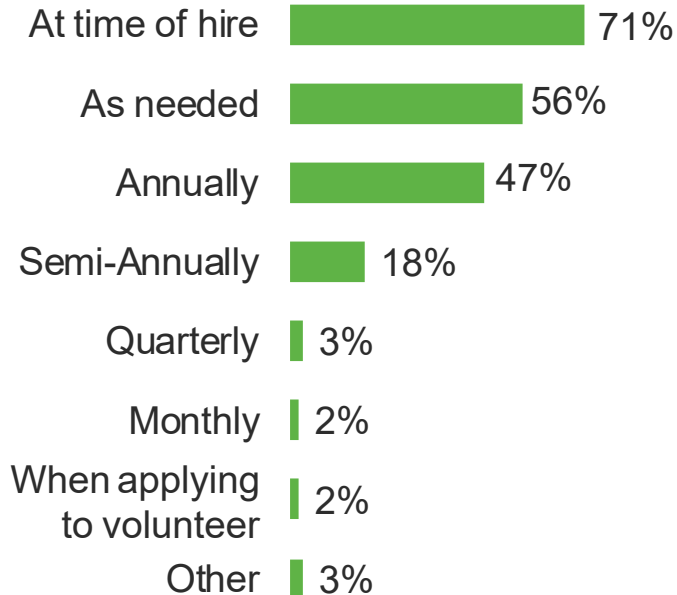
63%

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

Most agencies conduct in-house driver training at the time of hire. The majority also provide training annually or semi-annually, or as needed.

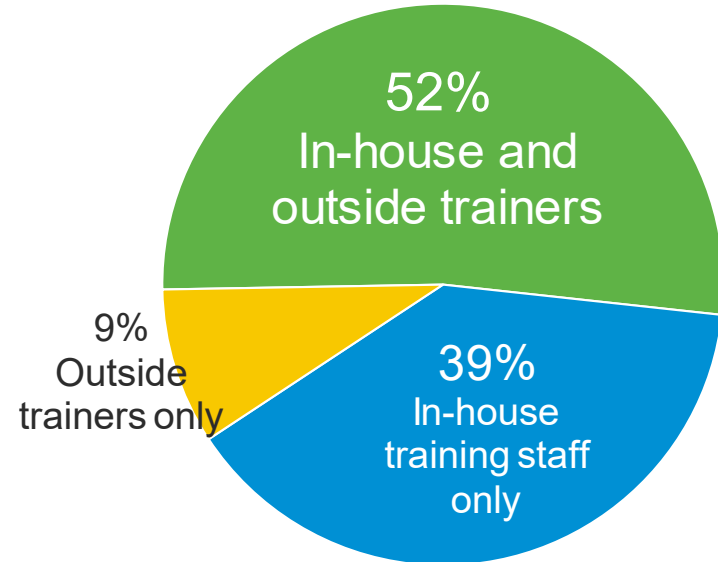
Frequency of Driver Training

(among those who offer driver training)



Providers of Driver Training

(among those who offer driver training)



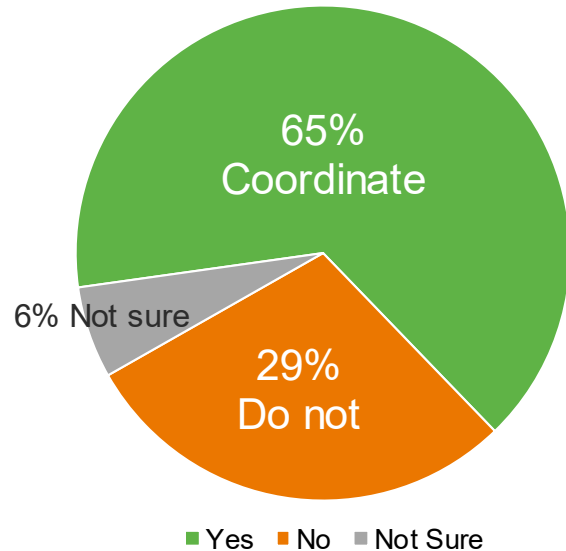
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Inter-agency Service Area Coordination

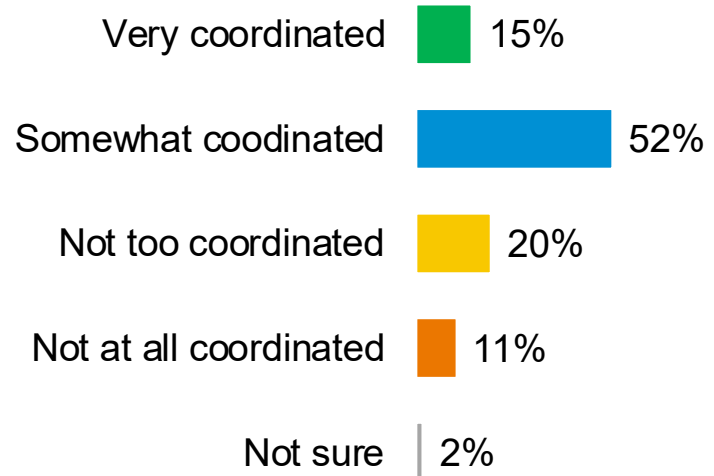
A majority say they coordinate transportation services with other agencies in their service area, and about a third employ a Mobility Manager and/or coordinate with one outside their agency, thus providing for a *somewhat* coordinated service area.

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?

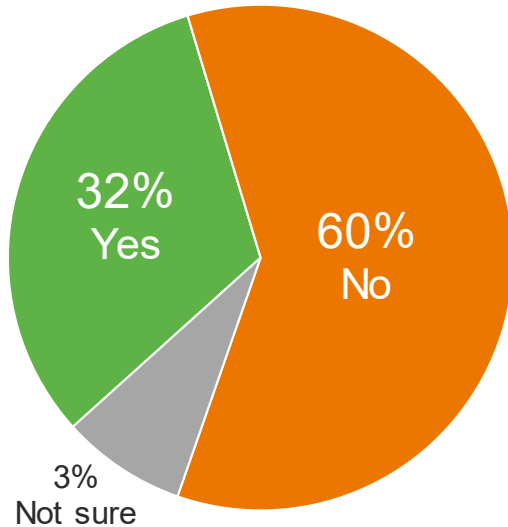


Levels of Transportation Services Coordination in Community



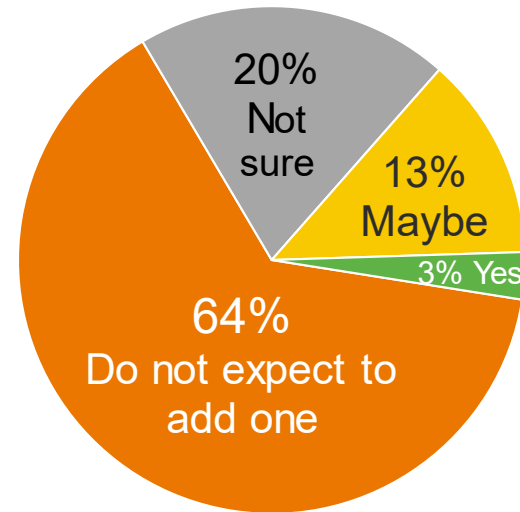
Thirty-two percent of organizations have a Mobility Manager position.

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)



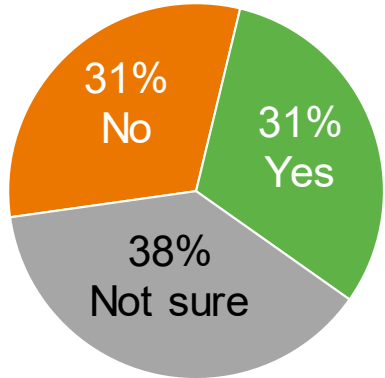
- Yes
- No
- Maybe
- Not sure

Q83: Does your agency have a Mobility Manager position? (n=219), Q84: Does your agency anticipate adding a Mobility Manager position? (n=131)

When there is a Mobility Manager in the area, providers are likely to coordinate with them.

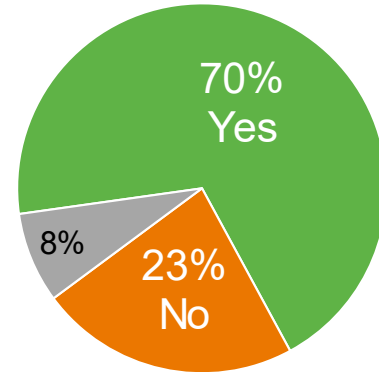
Is there a Mobility Manager in the area, outside of your agency?

(among those who do not have a Mobility Manger)



IF YES: Does your agency coordinate with the area Mobility Manager?

(among those who have a Mobility Manager outside of their agency)

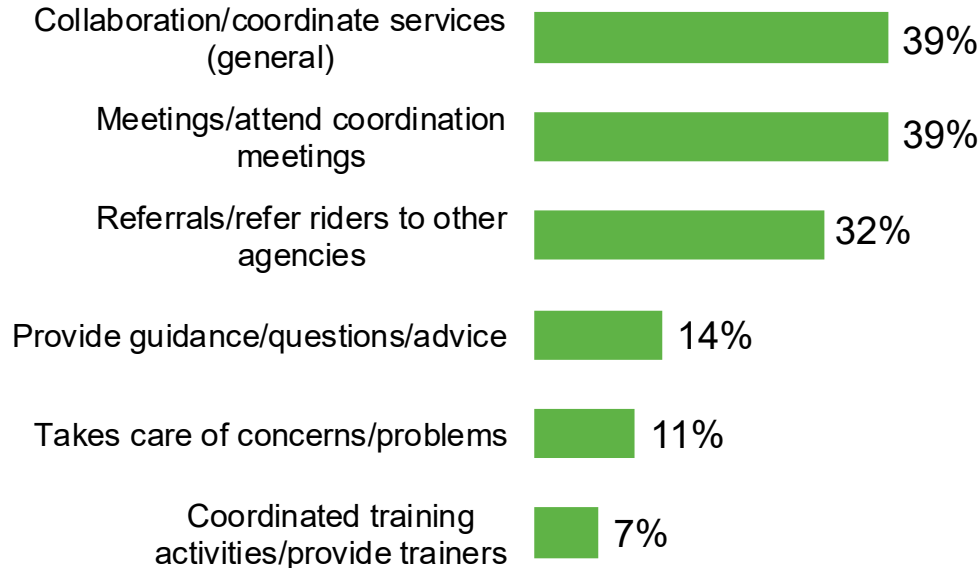


■ Yes ■ No ■ Not sure

One in five agencies coordinate with an outside Mobility Manager, most commonly by attending meetings to raise awareness and to refer riders.

Coordination Efforts with Mobility Manager

(among those who coordinate with a Mobility Manager outside of their agency)



21%

of agencies without a Mobility Manager coordinate efforts with one outside of their agency.

In their own words...

How do you coordinate your transportation efforts with the area Mobility Manager?

“The Mobility Manager mainly provides assistance to riders with disabilities and older adults utilizing this system.”

“They attend our meetings and give updates on what is available to assist our riders.”

“Attend quarterly coordination meetings. Contribute information for the Annual Coordination Plan. Provide trainers and attendees for coordinated trainings.”

“[They] inform about our service and encourage appropriate referrals.”

“[They] develop the Coordinated Human Service Mobility Plan; [hold] regular stakeholder meetings for planning and coordination; [and make] contractual arrangements for services.”

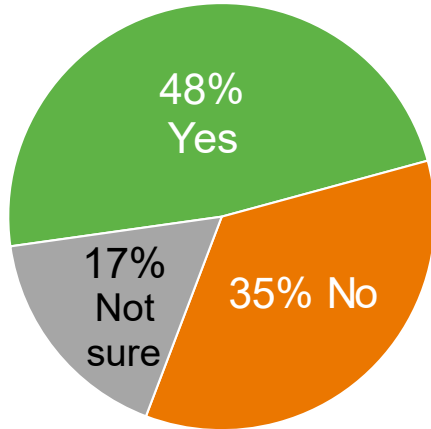
7

Service Challenges

Nearly half maintain data on unmet needs. The need to expand services to customers currently without access is the most important issue to address. A quarter have staffing needs and would like to serve additional destinations. Funding is the biggest challenge.

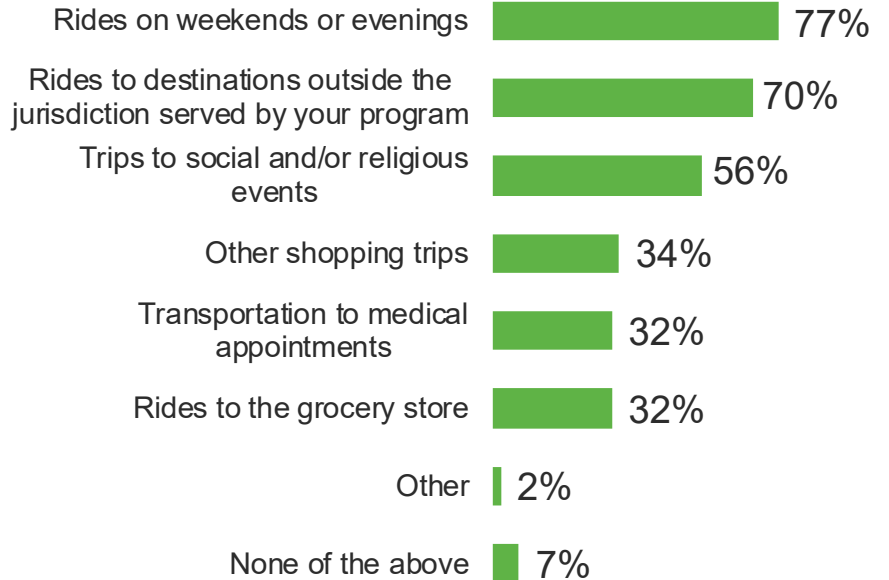
Nearly half maintain data on unmet requests, which are most frequently related to hours or service area—but many also limit access based on the trip purpose.

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.”

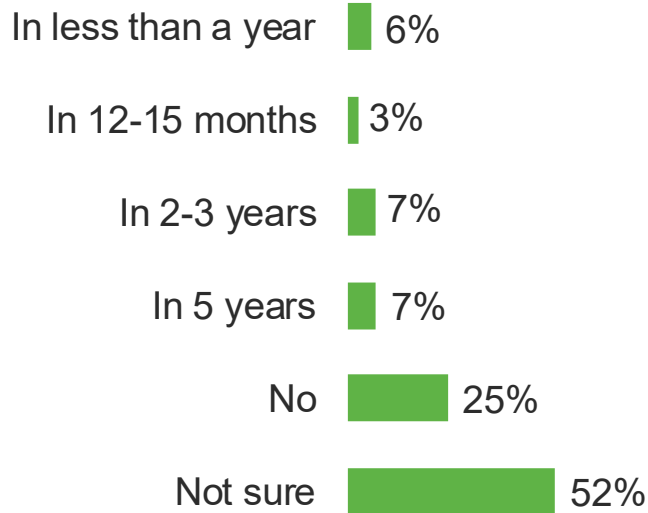
“[Lack of] accessible vehicles and trip software.”

“Not enough volunteer drivers or lift equipped vehicles.”

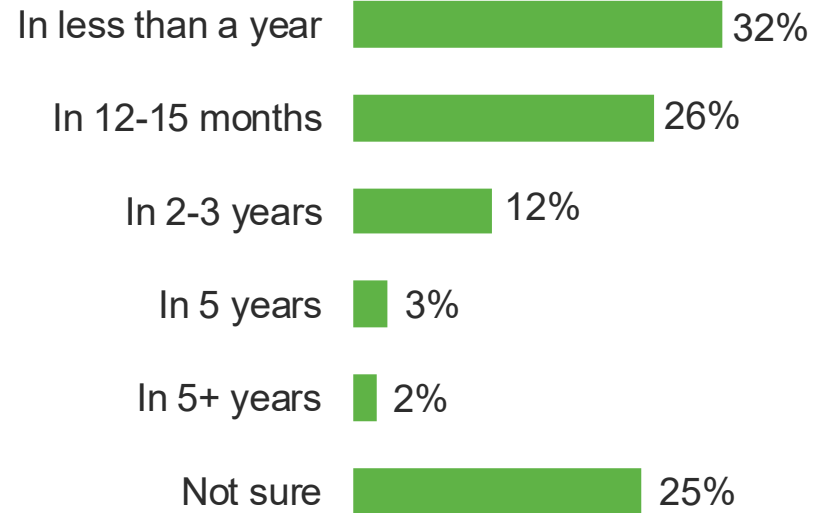
“Lack of coordination with local social service agencies.”

Half of agencies do not know when they might be able to address unmet requests, but the majority of them feel they could meet those needs within 15 months with proper funding.

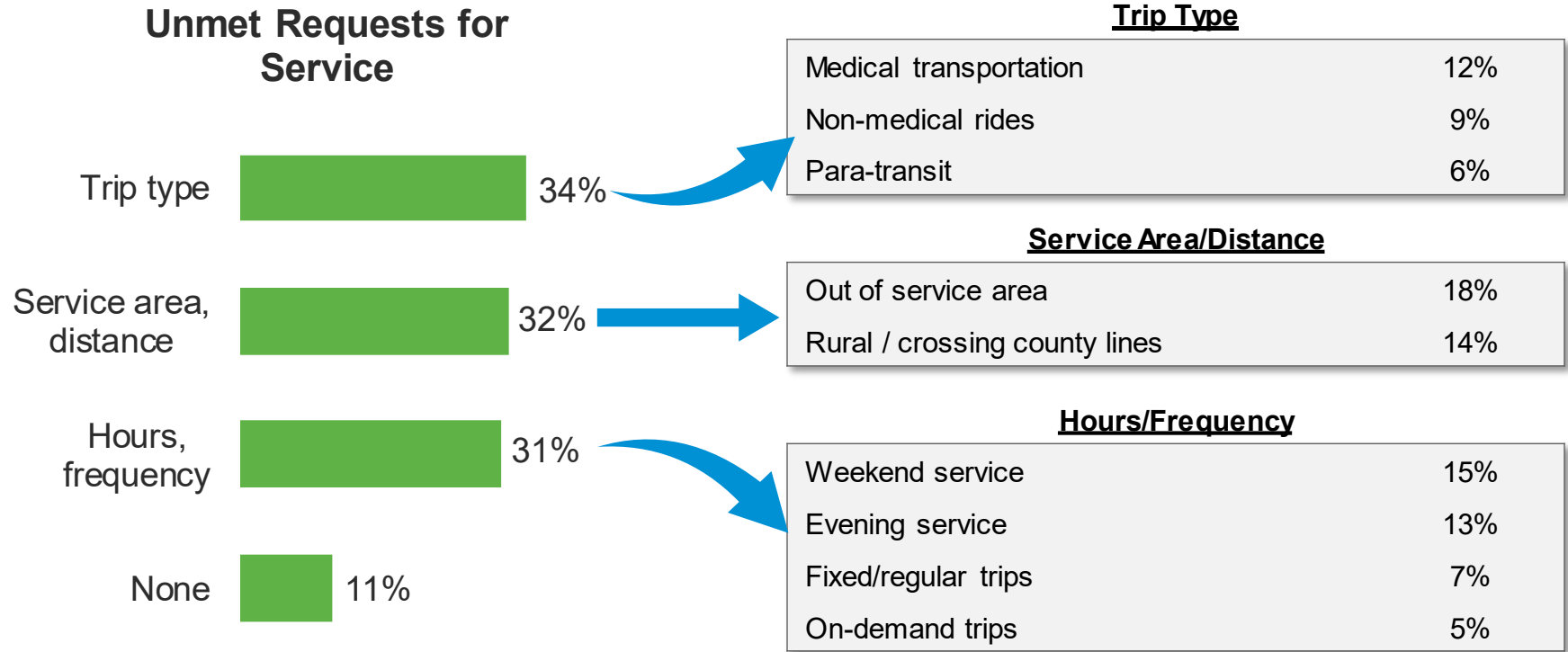
Anticipate being able to offer services to meet needs in the future?



With the resources, how soon could you meet these unmet needs?



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.”

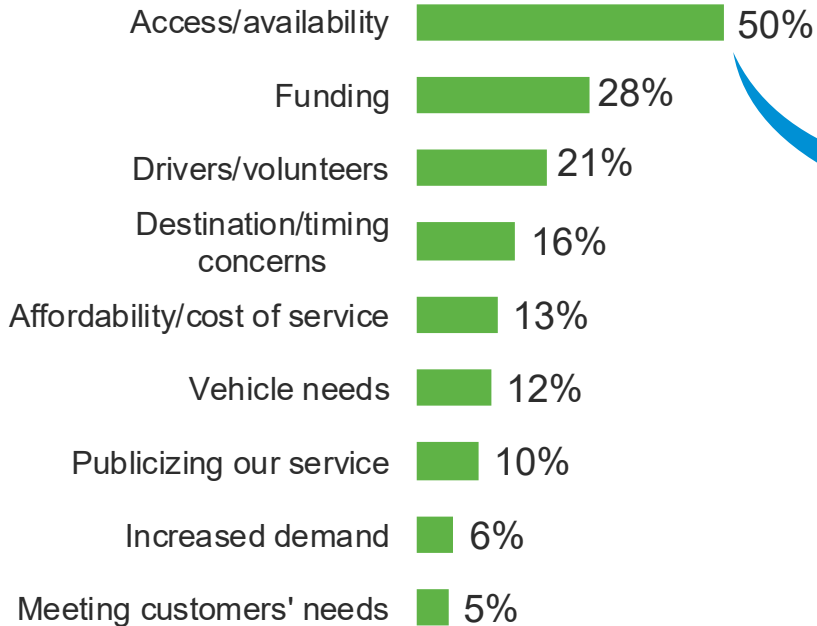
“Paratransit service to a different county.”

“People without Medicaid needing rides.”

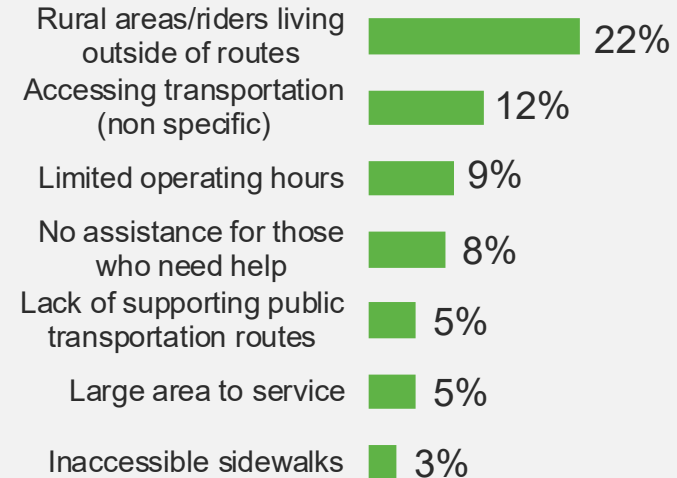
Making transportation available and accessible is the biggest challenge facing agencies, followed by funding and availability of drivers.

Biggest Challenges

(Open-ended question, coded)



Access or Availability Challenges



In their own words...

What are the biggest challenges associated with providing transportation services to older adults and people with disabilities in your area?

“We have limited resources and demand is always higher than we can meet.”

“For everyone, everywhere, the biggest challenge is adequate funding.”

“Some riders have trouble finding their own volunteer driver. We need organizations to reach out to us to help with finding some riders a driver.”

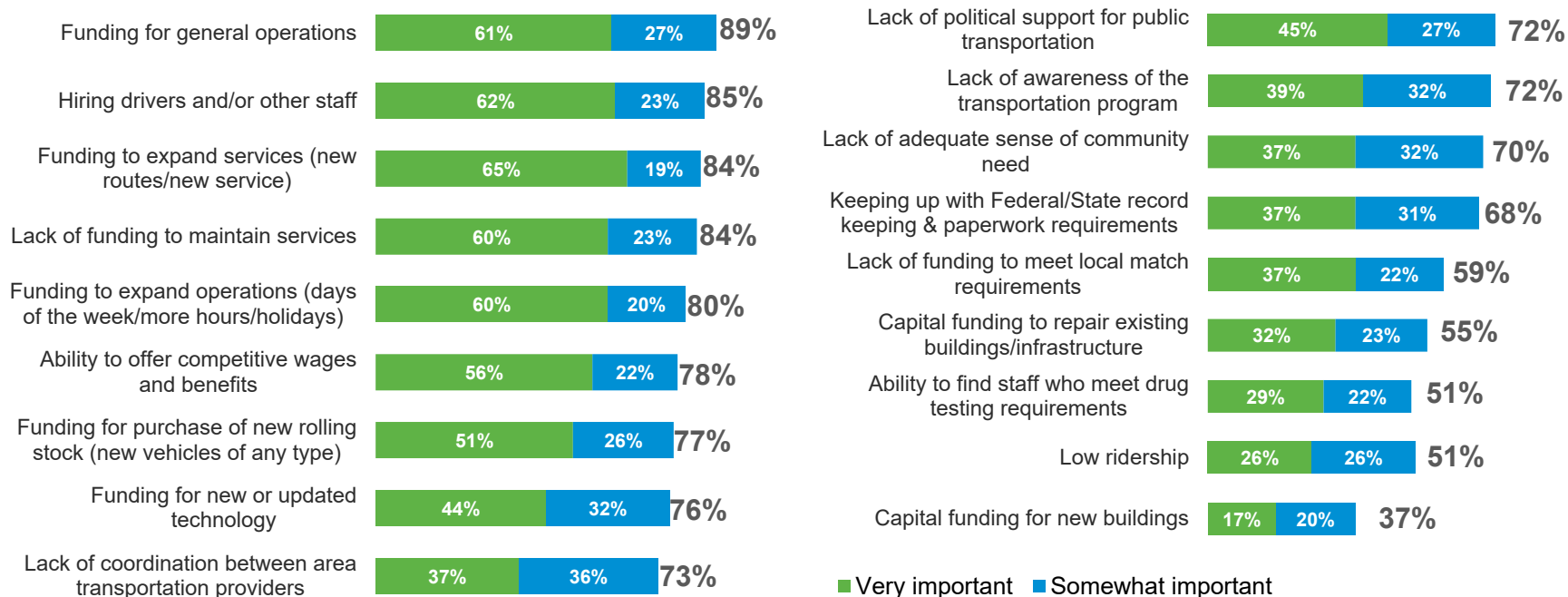
“Lack of political interest in addressing the problem.”

“Communication, it is very time consuming to communicate with our clients. Takes a LOT of time, honestly, they do not help much. Many do not know their address, cannot remember their street name, their doctor, their kids, where they need to go, when they need to go, why they need to go...”

All the challenges identified in the survey are considered important to address. Funding challenges top the list, particularly funding for general operations, to hire drivers, and to maintain or expand services.

Most Important Challenges to Address

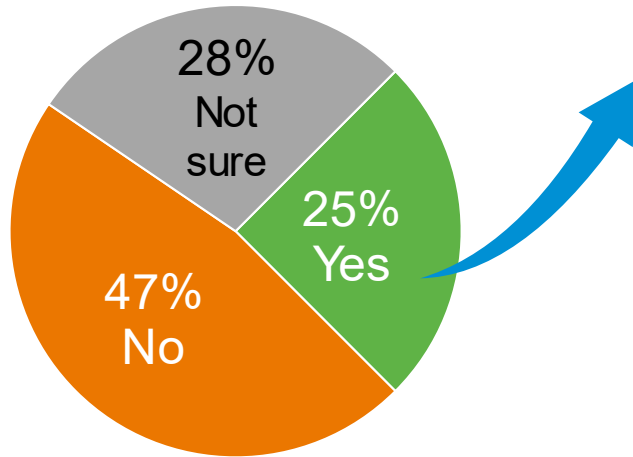
(in order of total 'important')



Q90-Q108: Following is a list of possible challenges for transportation providers. For each challenge, please indicate how important it is that this challenge be addressed. (n=219)

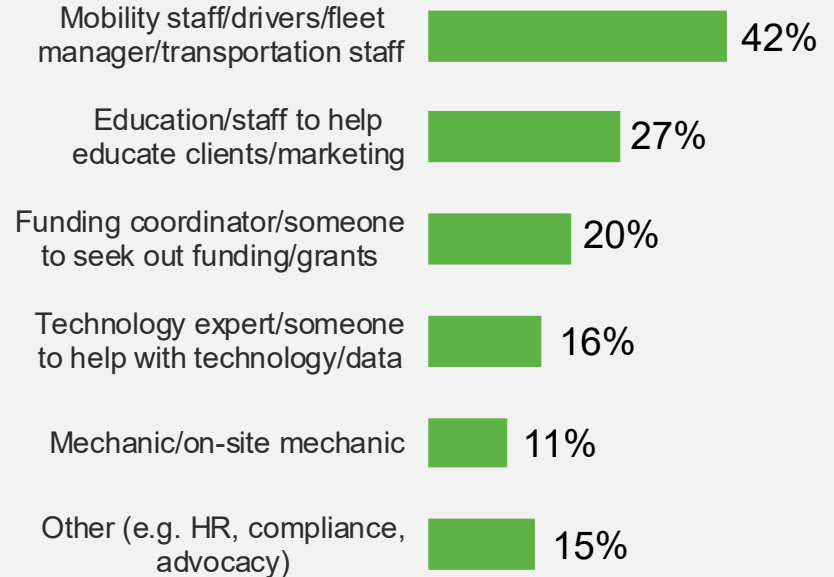
One in 4 agencies are in need of additional staff in to provide new or expanded services. Most often, this need is for drivers and related mobility staff.

New or Expanded Service: Is There A Staffing Need?



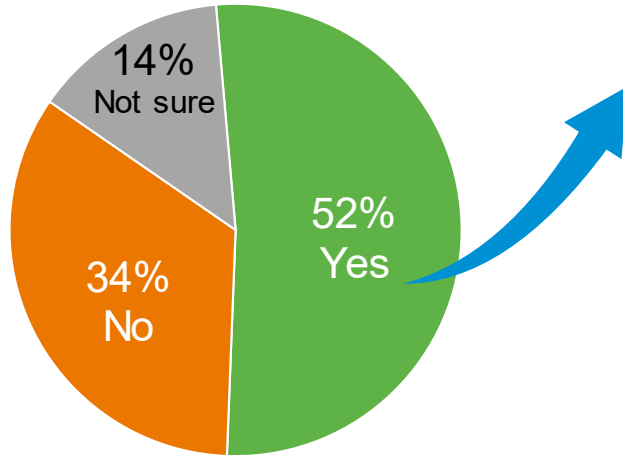
"We need more mechanics and drivers who can/will work for the low wage we can afford with our very limited funding."

What is that staffing need?



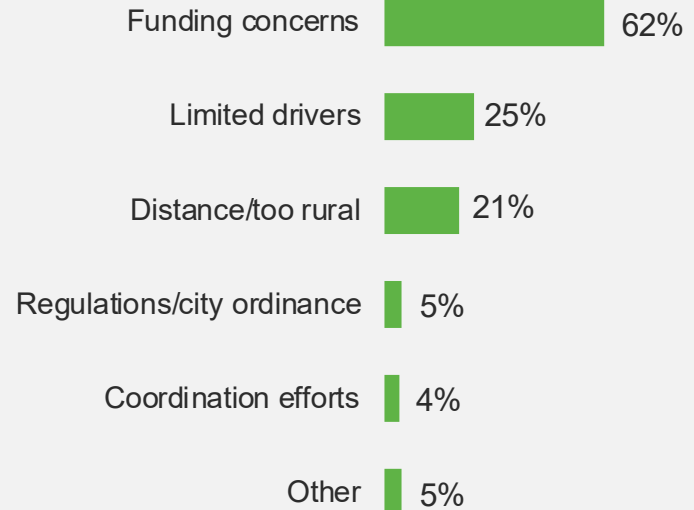
The majority would like to provide service to additional destinations, but are most commonly limited by inadequate funding.

Want to serve other areas?



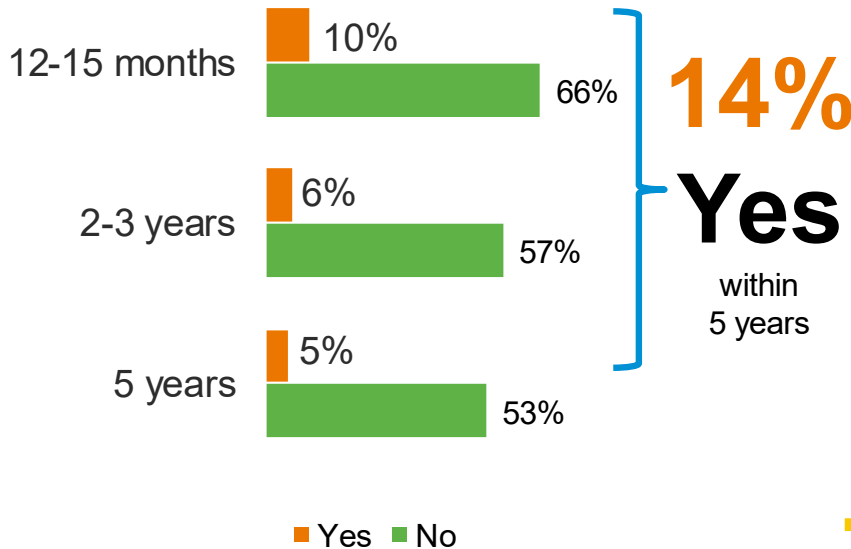
■ Yes ■ No ■ Not sure

Barriers to Serving Other Areas

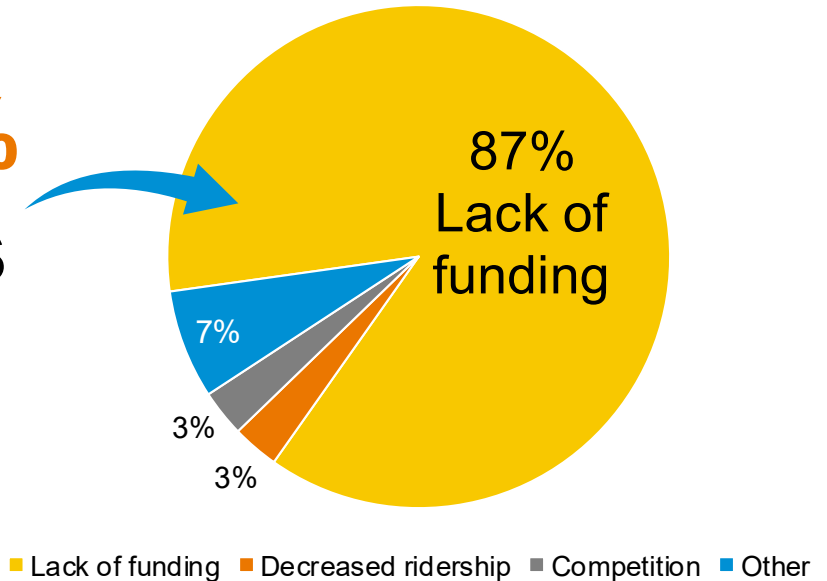


14% of agencies expect to make reductions to services within the next 5 years, almost exclusively due to lack of funding.

Do you anticipate a reduction in services, and in what timeframe?



Top Reasons for Anticipating Reduction in Services



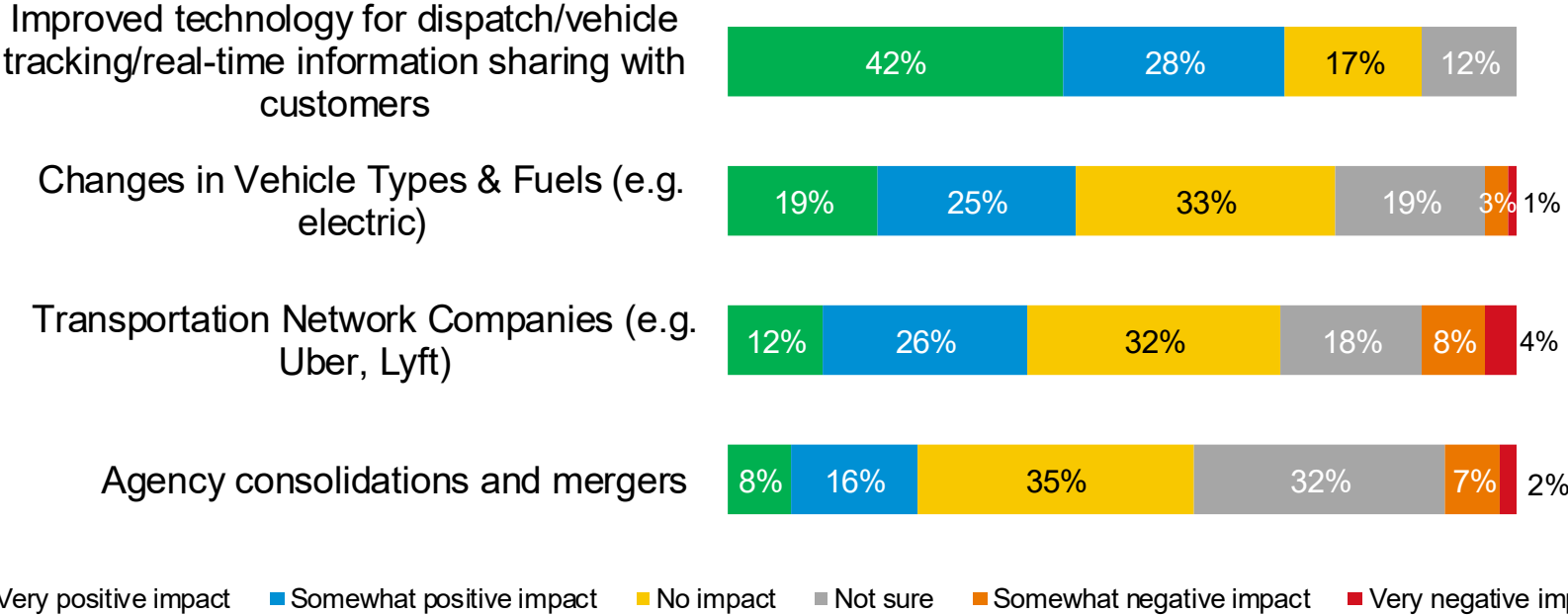
8

Future Opportunities and Impacts

A plurality of transportation providers are optimistic that transportation options will improve in the coming years and see opportunities to expand services and ridership. Additionally, improved technology for dispatch and real-time tracking would have a very positive impact.

A large majority of agencies think improved technology for dispatch and vehicle tracking will have a positive impact on the way they do business.

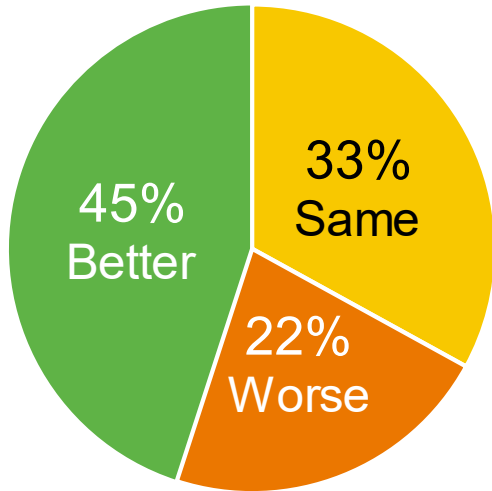
Impact of Changes Coming to the Transportation Industry



Q124-128: How impactful will the following changes occurring in the transportation industry be on the way your organization does business over the next 5 years? (n=219)

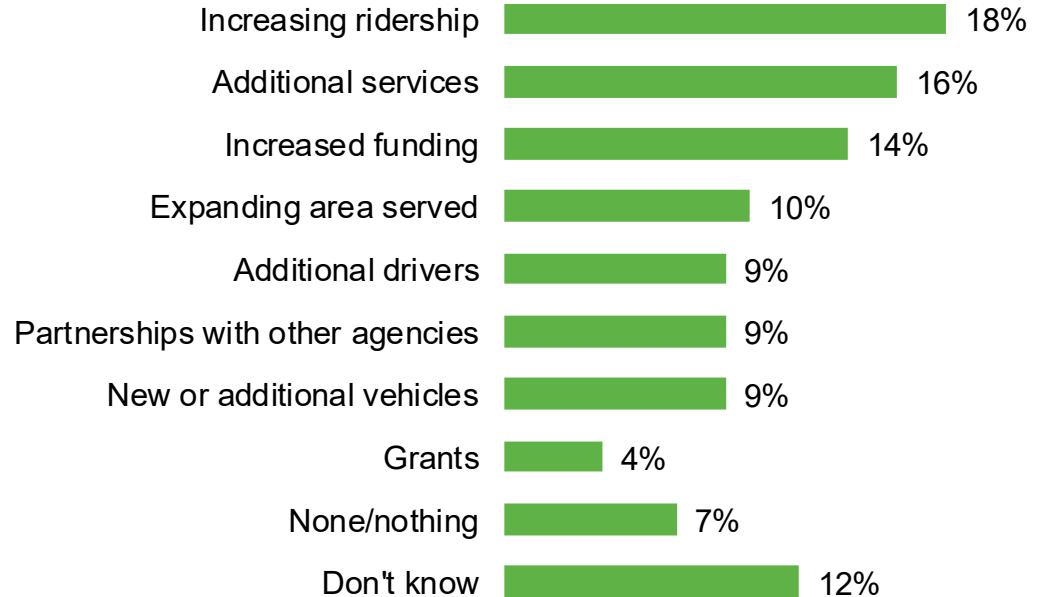
A plurality believe transportation options will get better in the coming years, and look to a variety of near-term opportunities to expand services and ridership.

Outlook for Future Transportation Options



■ Getting better ■ Staying the same ■ Getting worse

Agencies' Biggest Opportunities



Q123: What is your agency's biggest opportunity over the next 12-15 months? Please be specific. (n=219), Q129: Do you think transportation options and alternatives for older adults and people living with disabilities in your area will get better, get worse, or stay the same in the coming years? (n=219)

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.”

A woman with short, wavy grey hair is seated at a desk in an office, wearing a headset and talking on a mobile phone. She is looking at a large computer monitor. The desk is cluttered with papers, a mouse, and a small green figurine. In the background, there is a calendar, a framed picture, and a collage of photos. A blue denim jacket is draped over the back of her chair.

Snapshot: FTA Section 5310

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

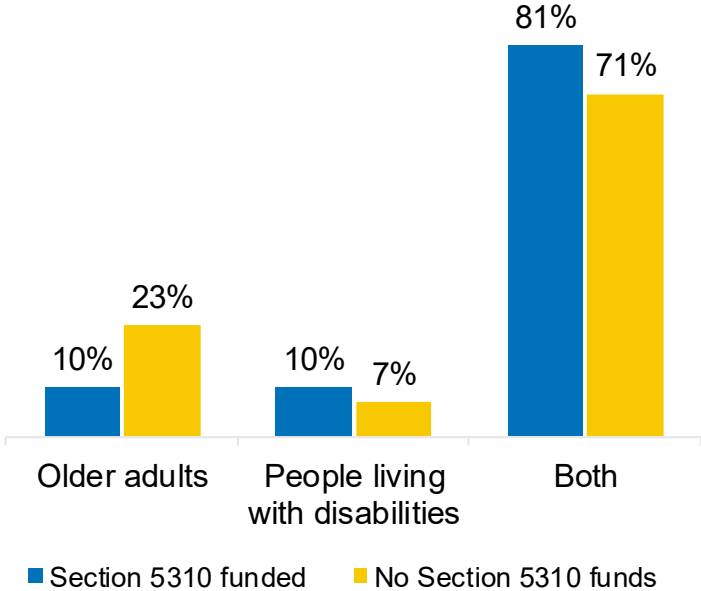
9

FTA Section 5310 Funding Recipients

Agencies that receive Section 5310 funding are far more likely than other organizations to have a Mobility Manager and to provide services to older adults and people with disabilities. They are also more likely to provide rider assistance and offer more flexible weekend scheduling.

Agencies funded by Section 5310 are more likely to serve both older adults and people with disabilities.

Service for Older Adults and People with Disabilities

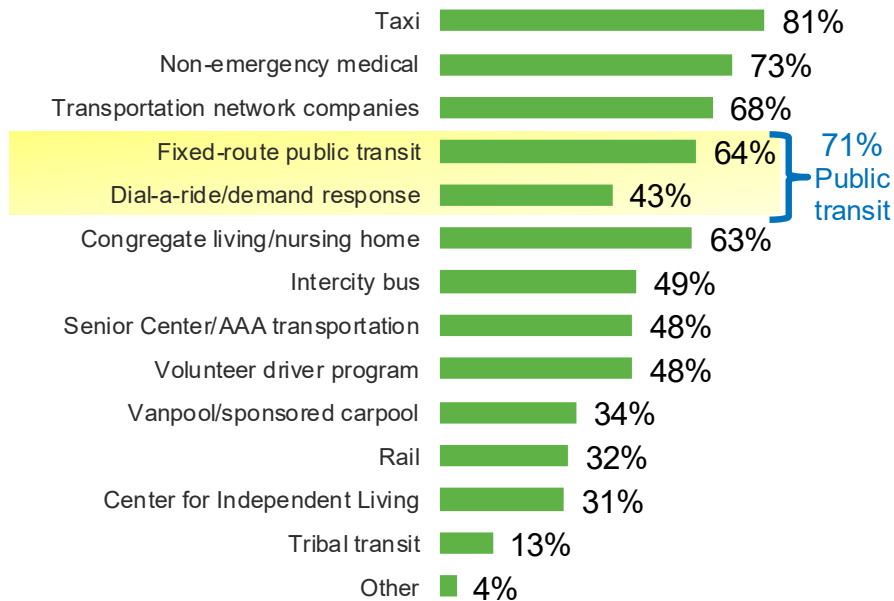


Q1: Does your program provide transportation services to older adults and/or people living with disabilities? (n=219)

Public transit services are more often available in the communities that receive Section 5310 funds.

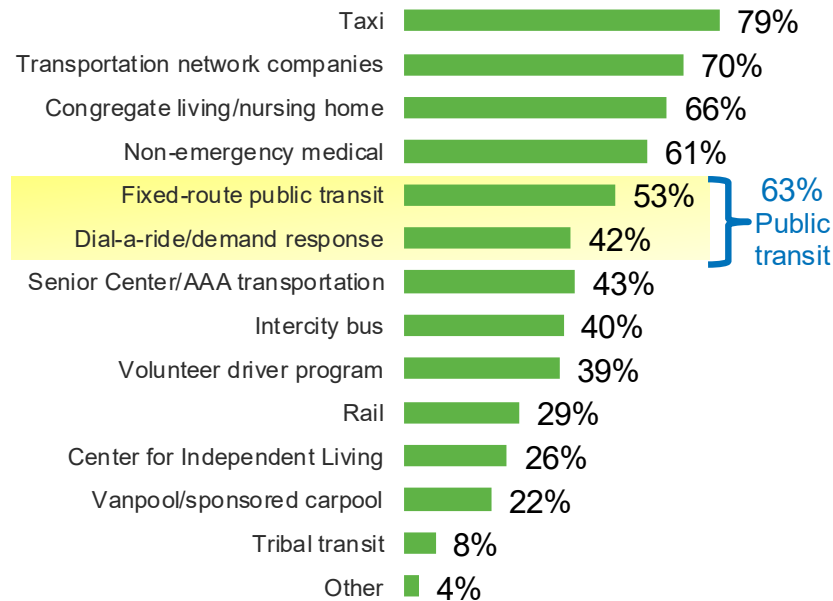
Available Transportation Services

Among those who receive Section 5310 funding



Available Transportation Services

Among those who do not receive Section 5310 funding

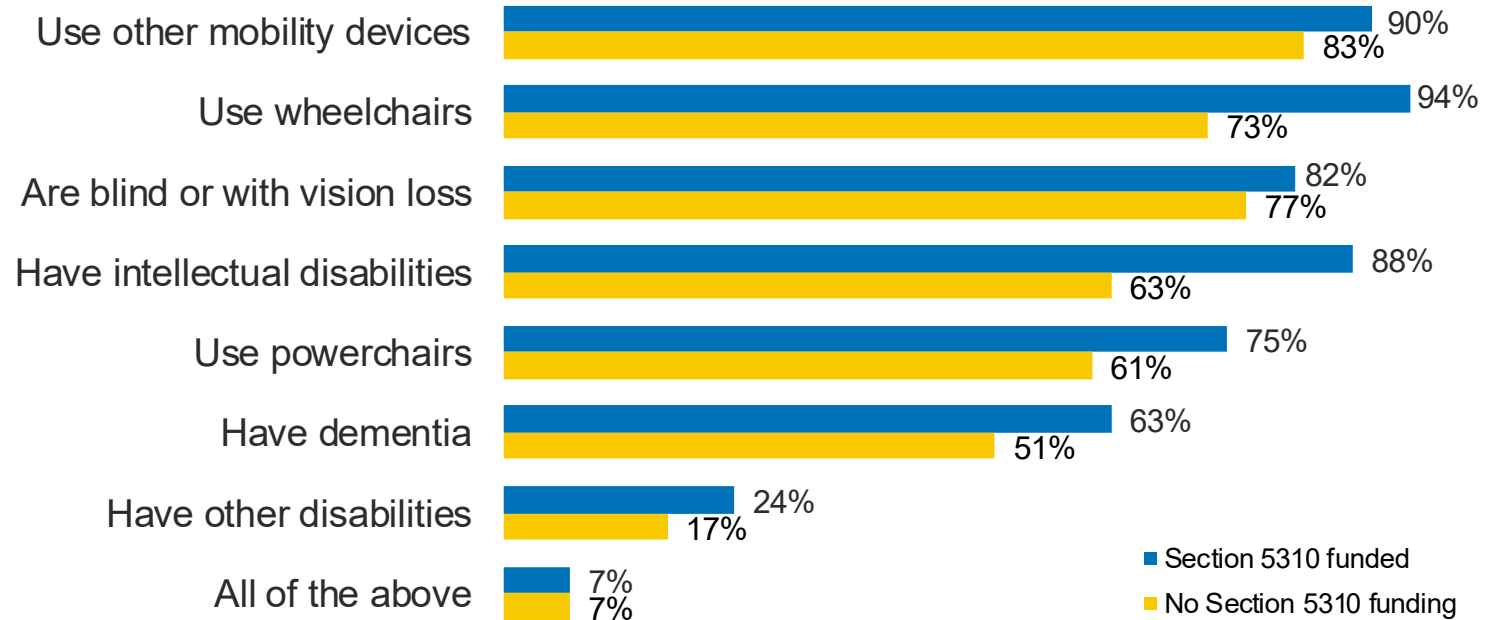


Q7-21: Which of the following transportation services are offered in your community to provide the kinds of assistance that respond to the mobility needs of older adults and/or people with disabilities? Select all that apply. (n=219)

Section 5310 funded agencies more often provide assistance to persons with disabilities.

Organizations Assist Riders Who...

(Of those agencies that serve those with disabilities; 84%)



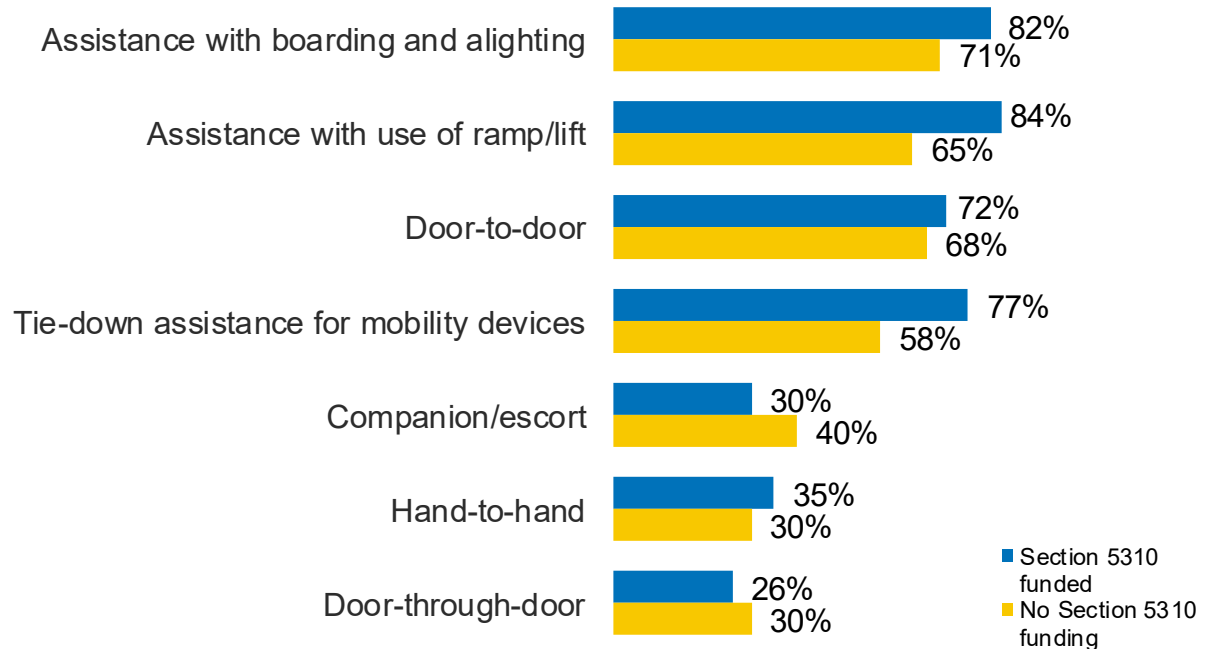
Section 5310 funded organizations more frequently provide assistance with boarding and usage of mobility devices.

96%

of agencies that receive Section 5310 funding provide rider assistance

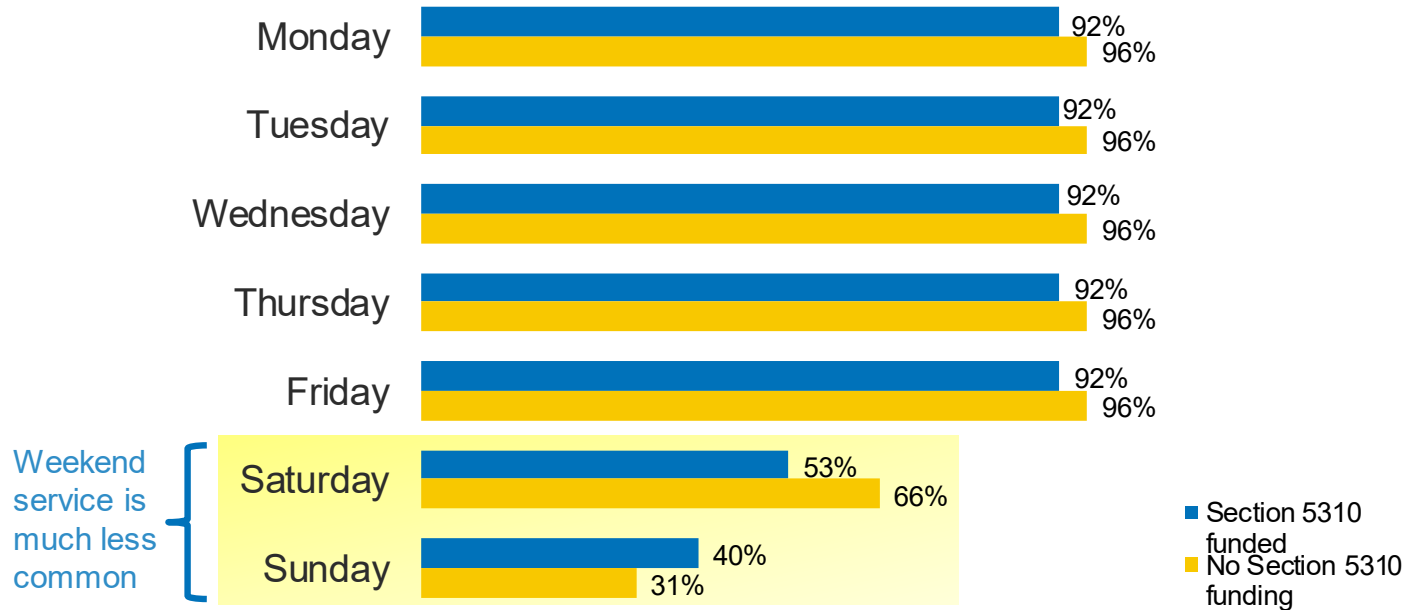


Type of Assistance Provided



Fewer agencies that receive Section 5310 funding provide service on Saturday, but more provide service on Sunday.

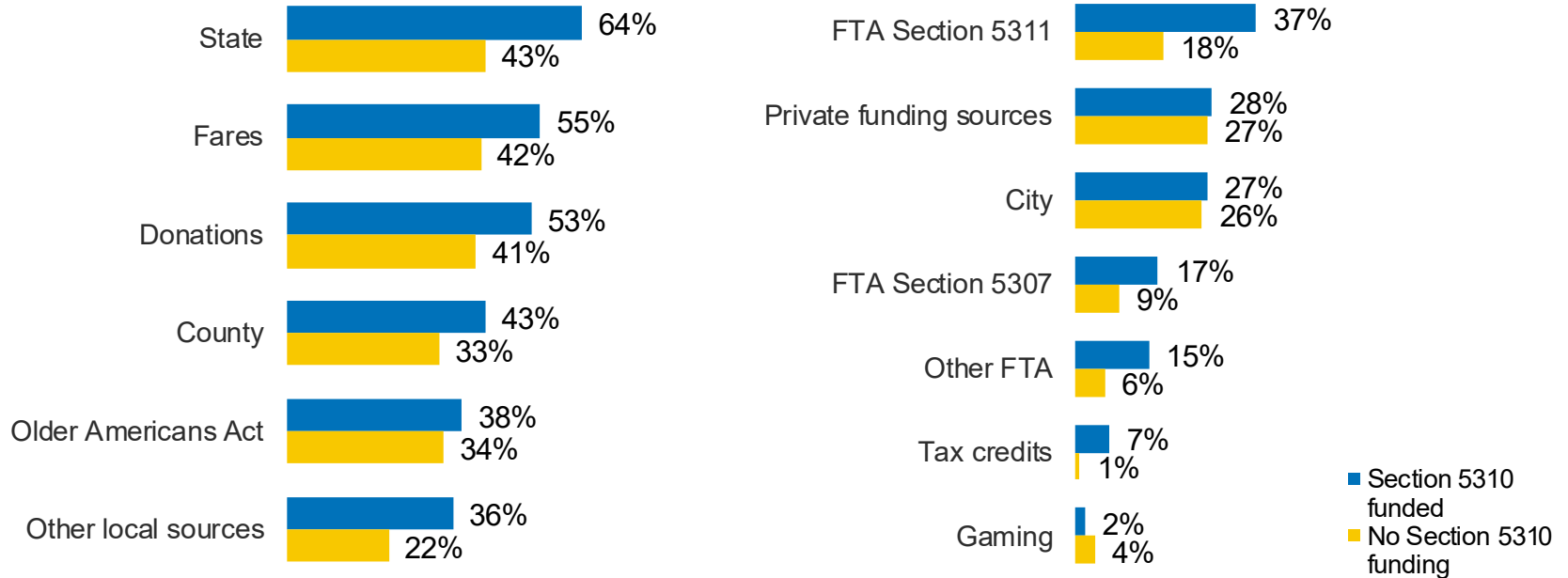
Days Per Week Service is Provided
(among those who provide Dial-A-Ride or Fixed Route Service)



Q59: On which days do you provide service? (n=101) Q60: Most frequently, what are your hours of service per day? (n=96)

Agencies that receive Section 5310 funding receive funding from a wide variety of agencies, with a particular reliance on funding from states.

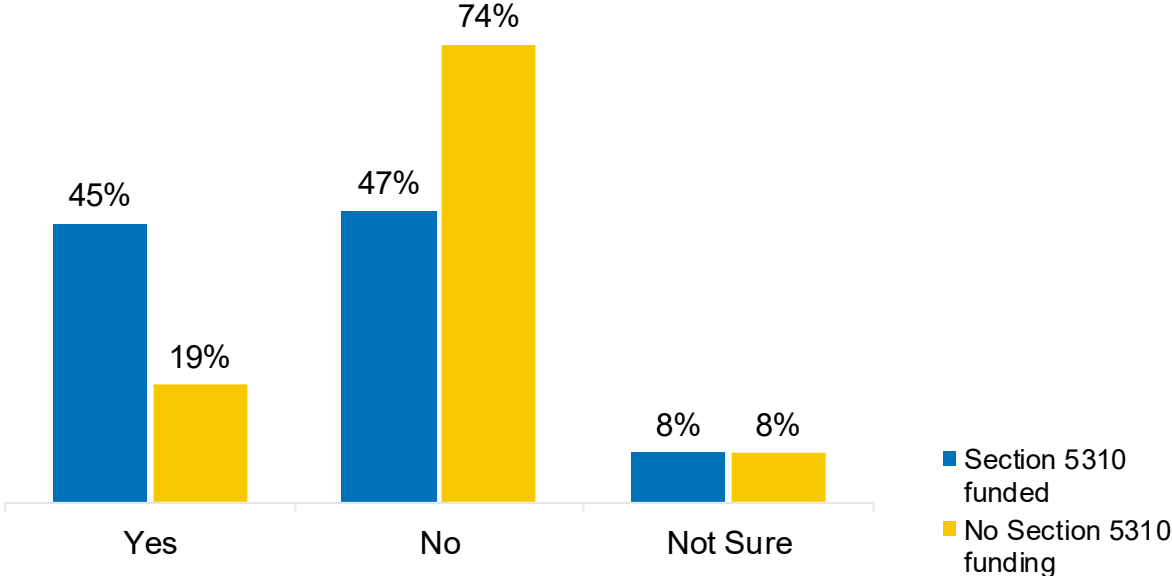
All Sources of Funding



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

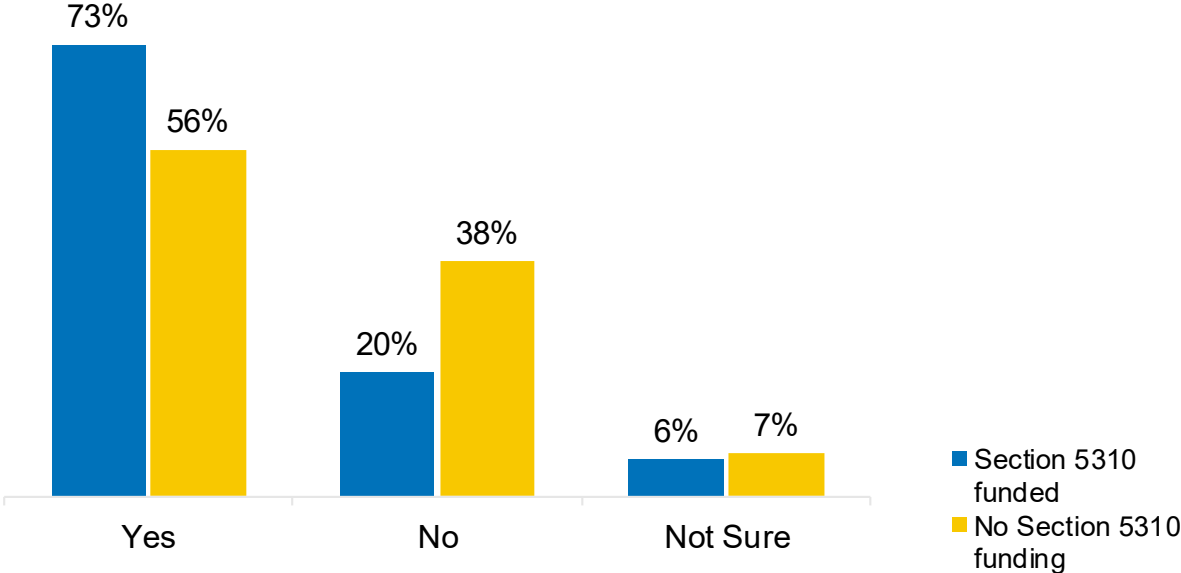
Does your agency have a Mobility Manager position?



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.

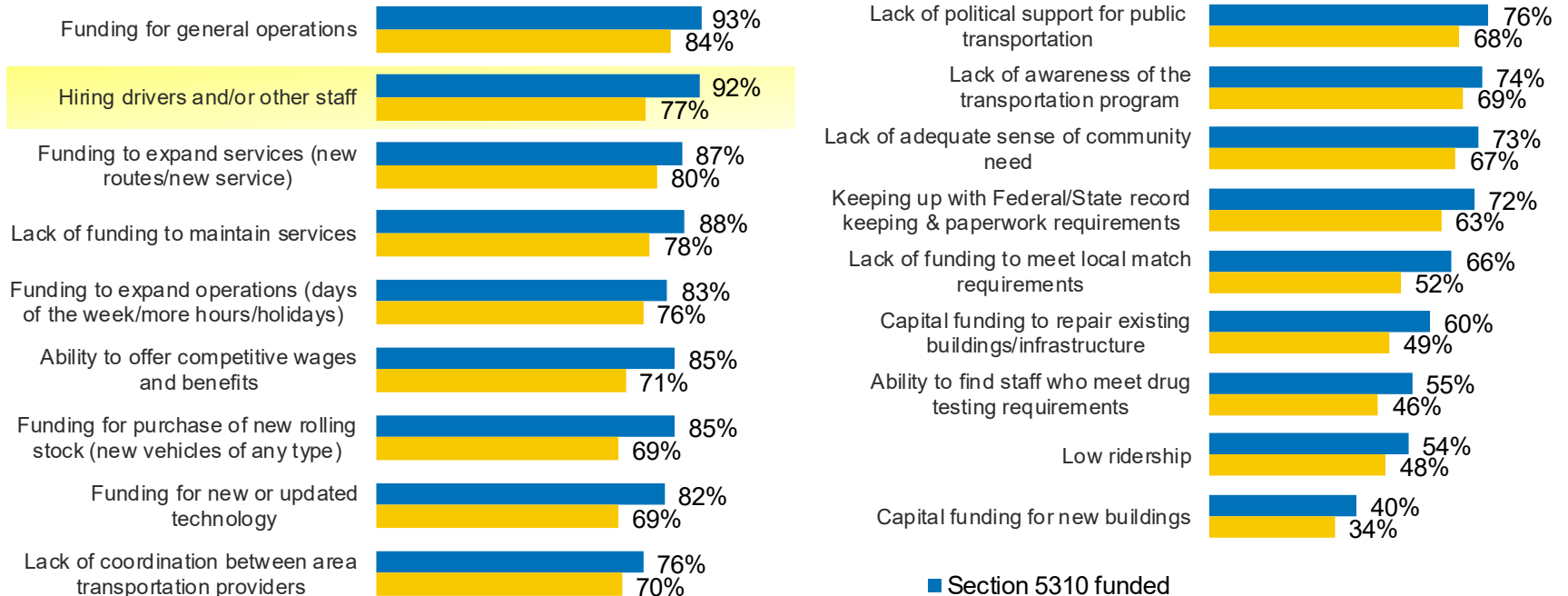
Do You Coordinate With Other Providers?



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

Agencies that receive Section 5310 funding identify most of the same challenges as other organizations, but in somewhat greater proportions.

Most Important Challenges to Address (in order of total 'important')



Q90-Q108: Following is a list of possible challenges for transportation providers. For each challenge, please indicate how important it is that this challenge be addressed. (n=219)

Section 5310 agencies in their own words...

Is there anything else you would like to communicate to or share with the NADTC?

“Please allocate specific funding for volunteer-based assisted transportation in rural communities. It's the only way that non-driving older adults will have transportation.”

“Please encourage policy to incorporate open ecosystem mobility platforms such as IT Curves.”

“The system, primarily because of funding source, is frustratingly fragmented for the end user, who just wants to get from point A to point B. Far too little transportation funding is focused on solutions to local mobility issues and mass transit that would aid not only these specific populations, but indeed, the entire populace.”

“Full funding and support is needed to our non-profits that provide these services. Being able to pay a fair wage to someone is important and can get the right candidate hired..”

“Rural areas face many challenges starting with financial.”



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More About 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

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