Transportation Needs and Assessment of Diverse Older Adults, Younger Adults with Disabilities and Caregivers

September 1, 2021
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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).

V&L Research and Consulting, Inc.

- For three decades, V&L Research and Consulting has specialized in conducting research among diverse populations and has conducted hundreds of studies for Fortune 100 companies, government agencies, and not-for-profit organizations.

- V&L Research is a Top 50 market research firm certified through the Greenbook Certification Program, New York American Marketing Association.

- We provide insights about multicultural consumers through qualitative and quantitative research for clients like the CDC, US Department of Commerce and the US Department of Homeland Security.

- V&L performs most of our work with hard-to-reach populations.
Background and Research Objectives

Background

• There is growing awareness that racial inequities and bias against particular groups have long impacted access to a wide range of community services, including transportation.

• NADTC’s 2018 poll of older adults, people with disabilities and caregivers collected data about their experiences and perceptions of transportation services. However, the data was not sufficiently representative of the racial, ethnic and cultural diversity of the United States.

• In 2020, NADTC established a Transportation Diversity, Equity and Inclusion Initiative that included convening a National Advisory Committee to guide our work and assist us to develop a national survey.

Objectives of the National Survey

• To document the transportation experiences and perceptions of diverse older adults, younger adults with disabilities and caregivers in accessing and using public and private transportation services in their communities.

• To gain insights into respondents’ transportation behaviors, needs and preferences in order to update and expand the current body of research and inform transportation policies and practices.

• To assist NADTC and others increase awareness of transportation disparities and shine a light on promising approaches that assure greater equity and accessibility in the provision of community transportation services across the U.S.
The survey questionnaire was developed by NADTC staff in partnership with V&L Research and Consulting and the National Advisory Committee of Diversity, Equity and Inclusion.

Survey data was collected between February 23 and April 19, 2021.

V&L Research administered the national survey as follows:
- Online surveys were made available in English and Spanish.
- Telephone surveys were conducted in English, Spanish and other languages upon request.
- Surveys took approximately 20 minutes to complete.
Survey Scope and Definitions

• The survey encompasses racial, ethnic and cultural diversity and includes Tribal elders and people with disabilities, new immigrant groups, those with Limited English Proficiency (LEP), non-English speakers, and LGBTQ+ individuals.

• Data is reported for older adults, younger adults with disabilities and caregivers who are diverse, defined as members of historically marginalized/underserved communities. Five (5) racial/ethnic groups are identified in the data, as follows:
  ▪ African American
  ▪ Asian American and Pacific Islanders (AAPI) refers to people of Asian, Asian American, or Pacific Islander ancestry who trace their origins to the countries, states, jurisdictions and/or the diasporic communities of these geographic regions
  ▪ Hispanic (or Latino/Latina/Latinx) refers to a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race
  ▪ Native American
  ▪ Other includes Arab/Middle Eastern + Multi-racial + Not Listed + Prefer not to answer + Whites. ***White respondents were included if identified as LGBTQ+ or were caregivers for people who come from diverse backgrounds.
Research Methods

V & L Research conducted national quantitative surveys of three target groups from February 23 – April 19, 2021. There were 2,435 responses, including:

**Older Adults**
Online: n=784
Telephone n=422
Total= 1,206

**Younger Adults with Disabilities**
Online: n=524
Telephone n=100
Total= 624

**Caregivers**
Online: n=605
1. The 2,435 survey respondents represent all 50 states and the District of Columbia.
   - About one-third of respondents were Hispanic; more than one-fourth were African Americans; 22% were Asian Americans and Pacific Islanders; and 7% were Native Americans. Sixteen percent of respondents fall are categorized as “Other” race/ethnicity including Arab/Middle Eastern, Multi-Racial and White.
   - More than 800 respondents (about 33%) were immigrants, refugees and/or foreign born, while just over 300 (about 12%) identified as LGBTQ+.

2. Both diverse older adults and diverse younger adults with disabilities need transportation to get to critical destinations: medical/dental appointments, the supermarket/store, the pharmacy, and to visit with family/friends.

3. Driving rates are similar across racial/ethnic groups, although African American older adults and younger adults with disabilities are somewhat less likely to drive.
   - Overall, 81% of diverse older adults, compared to 52% of younger adults with disabilities, drive.

4. Most diverse caregivers are relatives or friends of the care recipient, and most provide transportation.
   - Most diverse caregivers say it is difficult for their care recipient to find alternatives means of transportation.
5. The use of public transportation by diverse younger adults with disabilities and older adults declined by about half due to the COVID-19 pandemic.
   ▪ The most common ways diverse older adults and younger adults with disabilities get around, both before and after the pandemic, are riding with family and friends and walking, followed by public transportation and riding a bike/electric bike.
   ▪ More than any other group, 50% of Native American younger adults with disabilities have used public transit since COVID.

6. Diverse younger adults with disabilities more frequently rate the transportation in their household, neighborhood and community as “not good” or “poor”.
   ▪ Diverse younger adults with disabilities are much more likely to say they have difficulty getting where they need or want to go.

7. Diverse older adults and younger adults with disabilities say that the impact of not having transportation is that they cannot get to the places they need to go, feel isolated, are dependent on others, and feel frustrated.
   ▪ All Asian American and Pacific Islanders (AAPI) younger adults with disabilities and 100% of older adults who are African American or Native American say that not having transportation prevents them from doing the activities they need or want to do.
   ▪ One hundred percent (100%) of Native American elders said they feel isolated.

8. Diverse younger adults with disabilities and older adults face numerous transportation barriers.
   ▪ The biggest barriers identified by diverse younger adults with disabilities were no family and friends to drive them; not enough public transit; wait times; transportation costs; and concerns about COVID-19.
   ▪ For diverse older adults, the biggest barriers identified were no family and friends to drive them; transportation costs; lack of community transportation options; not enough public transit; and concerns about COVID-19.
9. Both diverse older adults and younger adults with disabilities most often turn to friends, family and neighbors for information about transportation.
   ▪ More than one-third of African American, AAPI and Hispanic, and one-fourth of Native American respondents of all ages report that they search online for transportation information.

10. Among the top transportation changes both diverse younger adults with disabilities and older adults want to see are more free or less expensive options and better public transportation.
   ▪ More than half of Native American younger adults with disabilities want less expensive or free and better public transportation, while half of Hispanic younger adults with disabilities also want less expensive or free transportation.
   ▪ More than one third of African American, AAPI, and Native American older adults want less expensive or free transportation. More than a third of Native American elders also want options that are easier for them to use and more flexible services.
The 2,435 older adults, younger adults with disabilities and caregivers who responded to the survey came from all 50 states and the District of Columbia and included African Americans, Asian Americans and Pacific Islanders, Hispanics, Native Americans and individuals who identified as LGBTQ+.
Distribution of Respondents from All 50 States and the District of Columbia
All Respondents by Race/Ethnicity

- African American, n=633: 26%
- AAPI, n=528: 22%
- Hispanic, n=710: 29%
- Native American, n=181: 7%
- Other, n=383: 16%
Respondents by Race/Ethnicity and Region

Northeast n=430
- African American: 16%
- AAPI: 18%
- Hispanic: 19%
- Native American: 13%
- Other: 20%

Midwest n=343
- African American: 18%
- AAPI: 10%
- Hispanic: 12%
- Native American: 17%
- Other: 17%

South n=956
- African American: 57%
- AAPI: 22%
- Hispanic: 41%
- Native American: 32%
- Other: 35%

West n=706
- African American: 10%
- AAPI: 51%
- Hispanic: 29%
- Native American: 38%
- Other: 27%
Respondents by Race/Ethnicity and Geographic Area

- **African American**
  - Urban n=871: 39%
  - Suburban n=978: 39%
  - Small Town n=293: 12%
  - Rural n=255: 11%
  - Tribal Reservation n=35: 12%

- **AAPI**
  - Urban n=871: 33%
  - Suburban n=978: 52%
  - Small Town n=293: 9%
  - Rural n=255: 6%
  - Tribal Reservation n=35: 9%

- **Hispanic**
  - Urban n=871: 39%
  - Suburban n=978: 38%
  - Small Town n=293: 13%
  - Rural n=255: 9%
  - Tribal Reservation n=35: 1%

- **Native American**
  - Urban n=871: 23%
  - Suburban n=978: 23%
  - Small Town n=293: 19%
  - Rural n=255: 21%
  - Tribal Reservation n=35: 14%

- **Other**
  - Urban n=871: 35%
  - Suburban n=978: 39%
  - Small Town n=293: 12%
  - Rural n=255: 14%
  - Tribal Reservation n=35: 12%
Respondents by Race/Ethnicity and Respondent Categories

**Younger Adults w/ Disabilities**
- Hispanic: 34%
- African American: 25%
- Native American: 15%
- AAPI: 13%
- Other: 9%

**Older Adults**
- Hispanic: 28%
- African American: 23%
- Native American: 15%
- AAPI: 9%
- Other: 7%

**Caregivers**
- Hispanic: 37%
- African American: 21%
- Native American: 19%
- AAPI: 18%
- Other: 5%
Immigrants, Refugees and/or Foreign-Born Respondents by Race/Ethnicity and Respondent Categories

- Younger Adults with Disabilities, n=133:
  - African American: 23%
  - AAPI: 23%
  - Hispanic: 41%
  - Native American: 2%
  - Other: 11%

- Older Adults, n=362:
  - African American: 7%
  - AAPI: 27%
  - Hispanic: 2%
  - Native American: 9%
  - Other: 56%

- Caregiver, n=326:
  - African American: 17%
  - AAPI: 24%
  - Hispanic: 2%
  - Native American: 14%
  - Other: 44%
LGBTQ+ Respondents by Race/Ethnicity and Respondent Categories

- **Youger Adults w/Disabilities**
  - n=115
  - 25% African American
  - 6% AAPI
  - 21% Hispanic
  - 6% Native American
  - 6% Other

- **Older Adults**
  - n=70
  - 20% African American
  - 6% AAPI
  - 30% Hispanic
  - 10% Native American
  - 34% Other

- **Caregivers**
  - n=127
  - 20% African American
  - 17% AAPI
  - 17% Hispanic
  - 5% Native American
  - 17% Other
Young Adults with Disabilities, Older Adults and Caregivers with Internet Service

- Younger Adults with Disabilities: 95% African American, 99% AAPI, 97% Hispanic, 89% Native American, 96% Other
- Caregivers: 92% African American, 93% AAPI, 95% Hispanic, 84% Native American, 94% Other
- Older Adults: 94% African American, 98% AAPI, 95% Hispanic, 89% Native American, 97% Other
Younger Adults with Disabilities, Older Adults and Caregivers Who Use Social Media

- Younger Adults w/ Disabilities: 79% African American, 90% AAPI, 90% Hispanic, 77% Native American, 81% Other
- Caregivers: 88% African American, 88% AAPI, 90% Hispanic, 81% Native American, 92% Other
- Older Adults: 70% African American, 55% AAPI, 66% Hispanic, 55% Native American, 60% Other
Key Demographics and Characteristics
Types of disability:
• 54% physical disability
• 30% vision loss
• 18% hearing problem
• 72% use medical equipment and mobility aids
• 54% have a caregiver

Transportation Behaviors
Often or sometimes:
• 80% Ride with family or friends
• 63% Use public transit
• 52% Use a taxi or cab service
• 51% Drive a vehicle

Transportation Information Sources
• 46% somewhat and 32% very familiar with transportation options in their area

Most frequently used sources of information:
• 35% Family, friends, or colleagues
• 33% Search the computer

Transportation Outlook
• 48% would like more accessible transportation options that are easy for older adults and/or people with disabilities to use
• 38% would like transportation that will pick them up at their home/offer personal assistance

Biggest Barriers:
• 68% Lack of family and friends to provide rides
• 57% Not enough public transit services, such as buses or trains

Snapshot: Younger Adults (age 19-59) with Disabilities
Snapshot: Older Adults (60+ years old)

Key Demographics and Characteristics
Types of disability: 20%
• 51% physical disability
• 11% vision loss
• 12% hearing problem
• 53% use medical equipment and mobility aids
• 18% have a caregiver

Transportation Information Sources
• 40% somewhat and 30% very familiar with transportation options in their area
Most frequently used sources of information:
• 42% Family, friends, or colleagues
• 34% Search the computer
• 17% Contact an organization that serves older adults

Transportation Behaviors
Often or sometimes:
• 82% Drive a vehicle
• 76% Walk with family or friends
• 52% Use a taxi
• 50% Use public transit
• 73% Ride

Transportation Outlook
• 33% would like transportation options that are easy for older adults and/or people with disabilities to use
• 28% would like transportation that will pick them up at their home/offer personal assistance

Biggest Barriers:
• 60% Lack of family and friends to provide rides
• 58% Insufficient amount of transportation services that meet their needs
Snapshot: Caregivers

Key Demographics and Characteristics
Caregiver for:
• 77% older Adult
• 48% older adult with a disability
• 26% older adult without a disability
• 23% younger adult with a disability
• 46% of caregivers live with care recipient

Transportation Information Sources
• 54% somewhat and 35% very familiar with transportation options in their area

Most frequently used sources of information:
• 35% Family, friends, or colleagues
• 33% Search the computer

Care Recipient Transportation Behaviors
Use often or sometimes:
• 68% Drive a vehicle
• 64% Ride with family and friends
• 49% Use public transportation
• 49% Use ride share like Lyft or Uber
Detailed Findings
Both diverse older adults and younger adults with disabilities need transportation to get to medical/dental appointments, the supermarket/store, the pharmacy and to visit with family/friends.
Older adults and younger adults with disabilities need transportation to get to the same primary destinations.
Top Destinations of Diverse Younger Adults with Disabilities by Race/Ethnicity
Top Destinations of Diverse Older Adults by Race/Ethnicity

Medical/dental appointments
- African American: 85%
- AAPI: 82%
- Hispanic: 81%
- Native American: 82%
- Other: 83%

Supermarket/store
- African American: 84%
- AAPI: 82%
- Hispanic: 76%
- Native American: 83%
- Other: 86%

Visiting family/friends
- African American: 67%
- AAPI: 73%
- Hispanic: 70%
- Native American: 71%
- Other: 74%

Pharmacy
- African American: 67%
- AAPI: 65%
- Hispanic: 65%
- Native American: 70%
- Other: 70%
Driving rates are similar across racial/ethnic groups.
Eighty-one percent (81%) of diverse older adults, compared to about 52% of diverse younger adults with disabilities, drive.
Of younger adults with disabilities who drive, 56% made changes to their driving. Here are some changes they made:
Of diverse older adults who drive, 23% made changes to their driving. Here are some changes they made:

- No longer drive in bad weather: 52% African American, 42% AAPI, 41% Hispanic, 36% Native American, 36% Other
- Only drive short distances: 43% African American, 32% AAPI, 32% Hispanic, 45% Native American, 39% Other
- No longer drive at night: 55% African American, 45% AAPI, 54% Hispanic, 36% Native American, 36% Other
- Only drive if necessary: 57% African American, 47% AAPI, 41% Hispanic, 41% Native American, 42% Other
Most diverse caregivers are relatives or friends of the care recipient, and most provide transportation.
Most caregivers who assist diverse older adults and younger adults with disabilities with transportation are relatives or friends.
Providing and arranging transportation for older adults and younger adults with disabilities is a primary duty of diverse caregivers.
Overall, 84% of diverse caregivers said it would be mildly to very difficult for their care recipient to find alternative means of transportation.
The use of public transportation by diverse younger adults with disabilities and older adults declined by about half due to the COVID-19 pandemic.
Top 10 Transportation Methods Used by Younger Adults with Disabilities: Before and Since COVID-19

- **Before COVID-19**
  - Walk: 76%
  - Ride w/ family/friends: 81%
  - Bike/scooter share: 60%
  - Public transportation: 60%
  - Ride w/volunteer: 42%
  - Ride motorcycle: 41%
  - Ride motorbike, scooter, moped: 42%
  - Bike/electric bike: 53%
  - Rideshare service, Uber/Lyft: 53%
  - Specialized transportation services: 49%

- **Since COVID-19**
  - Walk: 59%
  - Ride w/ family/friends: 60%
  - Bike/scooter share: 39%
  - Public transportation: 32%
  - Ride w/volunteer: 42%
  - Ride motorcycle: 32%
  - Ride motorbike, scooter, moped: 42%
  - Bike/electric bike: 39%
  - Rideshare service, Uber/Lyft: 37%
  - Specialized transportation services: 31%
Top 10 Transportation Methods Used by Older Adults: Before and Since COVID-19

- **Walk**: Before COVID-19: 73%, Since COVID-19: 64%
- **Ride w/family/friends**: Before COVID-19: 65%, Since COVID-19: 43%
- **Bike/scooter share**: Before COVID-19: 9%, Since COVID-19: 13%
- **Public transportation**: Before COVID-19: 38%, Since COVID-19: 19%
- **Ride w/volunteer**: Before COVID-19: 35%, Since COVID-19: 18%
- **Ride motorbike, scooter, moped**: Before COVID-19: 17%, Since COVID-19: 18%
- **Bike/electric bike**: Before COVID-19: 13%, Since COVID-19: 40%
- **Rideshare service, Uber/Lyft**: Before COVID-19: 21%, Since COVID-19: 29%
- **Specialized transportation services**: Before COVID-19: 13%, Since COVID-19: 13%
Primary Transportation Options Used by Diverse Younger Adults with Disabilities Since COVID-19

- Public Transportation (n=125): 40% African American, 27% AAPI, 31% Hispanic, 13% Native American, 50% Other
- Ride w/ family/friends (n=297): 60% African American, 63% AAPI, 60% Hispanic, 58% Native American, 54% Other
- Ride bike/electric bike (n=84): 38% African American, 33% AAPI, 40% Hispanic, 46% Native American, 39% Other
- Walk (n=239): 62% African American, 56% AAPI, 60% Hispanic, 52% Native American, 55% Other
Primary Transportation Options Used by Diverse Older Adults Since COVID-19

Public Transportation (n=112)
- African American: 23%
- AAPI: 20%
- Hispanic: 16%
- Native American: 11%
- Other: 14%

Ride w/ family/friends (n=381)
- African American: 46%
- AAPI: 43%
- Hispanic: 39%
- Native American: 41%
- Other: 47%

Ride bike/electric bike (n=99)
- African American: 44%
- AAPI: 37%
- Hispanic: 44%
- Native American: 42%
- Other: 35%

Walk (n=585)
- African American: 61%
- AAPI: 68%
- Hispanic: 62%
- Native American: 64%
- Other: 65%
Diverse younger adults with disabilities more frequently rate the transportation in their household, neighborhood and community as “not good” or “poor”.
During the pandemic, diverse younger adults with disabilities and older adults have difficulty getting to where they need to go.
Twice as Many Diverse Younger Adults with Disabilities and Older Adults Who Rate Access to Transportation in Their Household as Not Good or Poor

Younger Adults w/Disabilities
- African American: 20%
- AAPI: 17%
- Hispanic: 24%
- Native American: 36%
- Other: 36%

Older Adults
- African American: 9%
- AAPI: 11%
- Hispanic: 12%
- Native American: 9%
- Other: 14%
Diverse Younger Adults with Disabilities and Older Adults Who Rate Access to Transportation in Their Neighborhood as Not Good or Poor
Diverse Younger Adults with Disabilities and Older Adults Who Rate Access to Transportation in Their Community as Not Good or Poor

Younger Adults w/Disabilities
- African American: 34%
- AAPI: 34%
- Hispanic: 33%
- Native American: 45%
- Other: 49%

Older Adults
- African American: 29%
- AAPI: 30%
- Hispanic: 37%
- Native American: 33%
- Other: 42%
Diverse younger adults with disabilities and older adults say that not having transportation “often” or “sometimes” prevents them from doing the activities they need or like to do.
Diverse younger adults with disabilities and older adults say that not having transportation prevents them from doing the activities they need or like to do.

Often or Sometimes

<table>
<thead>
<tr>
<th></th>
<th>Younger Adults w/Disabilities</th>
<th>Older Adults</th>
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</thead>
<tbody>
<tr>
<td>African American</td>
<td>94%</td>
<td>100%</td>
</tr>
<tr>
<td>AAPI</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>85%</td>
<td>74%</td>
</tr>
<tr>
<td>Native American</td>
<td>92%</td>
<td>64%</td>
</tr>
<tr>
<td>Other</td>
<td>86%</td>
<td>58%</td>
</tr>
</tbody>
</table>
Diverse older adults and younger adults with disabilities, who don’t regularly have transportation, say they cannot get to the places they need to go.
Diverse older adults and younger adults with disabilities, who don’t regularly have transportation, say they feel isolated.
Diverse older adults and younger adults with disabilities who don’t have good transportation options say it makes them feel dependent on others and frustrated.

Dependent on Others

- Younger Adults w/Disabilities: 45%, 44%, 50%, 43%, 52%
- Older Adults: 45%, 54%, 52%, 38%, 35%

Frustrated

- Younger Adults w/Disabilities: 55%, 56%, 50%, 48%, 35%
- Older Adults: 46%, 48%, 63%, 65%
Diverse younger adults with disabilities and older adults face numerous transportation barriers.
Biggest Transportation Barriers for Younger Adults with Disabilities

- Not Enough Public Transit
- Concerns About Wait Time
- No Friends or Family Who Drive Regularly
- Transportation Too Expensive
- Concerns About COVID-19

Bar graph showing percentages across different demographics for each barrier.
Biggest Transportation Barriers for Older Adults

- Not Enough Public Transit
- Community Doesn't Have Enough or Any Options
- No Friends or Family Who Drive Regularly
- Transportation Too Expensive
- Concerns About COVID-19

African American   AAPI   Hispanic   Native American   Other
Diverse older adults and younger adults with disabilities most often turn to family, friends and neighbors for information about transportation.
Most diverse younger adults with disabilities and older adults say they are familiar with the transportation options in their areas.

Very/somewhat familiar

- Younger Adults w/Disabilities: 80% (African American), 80% (AAPI), 79% (Hispanic), 68% (Native American), 77% (Other)
- Older Adults: 73% (African American), 67% (AAPI), 67% (Hispanic), 75% (Native American), 75% (Other)

Not too/not at all familiar

- Younger Adults w/Disabilities: 20% (African American), 20% (AAPI), 21% (Hispanic), 32% (Native American), 23% (Other)
- Older Adults: 27% (African American), 33% (AAPI), 33% (Hispanic), 25% (Native American), 75% (Other)
Most Frequent Sources of Information about Transportation Used by Diverse Younger Adults with Disabilities

<table>
<thead>
<tr>
<th>Source</th>
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<th>AAPI</th>
<th>Hispanic</th>
<th>Native American</th>
<th>Other</th>
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<tbody>
<tr>
<td>Family, friends, neighbors</td>
<td>46%</td>
<td>47%</td>
<td>44%</td>
<td>48%</td>
<td>39%</td>
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<tr>
<td>Search online</td>
<td>31%</td>
<td>33%</td>
<td>36%</td>
<td>24%</td>
<td>36%</td>
</tr>
<tr>
<td>Transportation providers</td>
<td>23%</td>
<td>19%</td>
<td>20%</td>
<td>28%</td>
<td>24%</td>
</tr>
</tbody>
</table>
Most Frequent Sources of Information about Transportation Used by Diverse Older Adults

- **Family, friends, neighbors**: 44%, 41%, 41%, 42%, 57%
- **Search online**: 35%, 41%, 40%, 26%, 41%
- **Transportation providers**: 22%, 18%, 19%, 17%, 18%

- African American
- AAPI
- Hispanic
- Native American
- Other
Among the top changes both diverse older adults and younger adults with disabilities want to see in the future are more free and less expensive rides and better public transportation.
Top 10 Transportation Options that Diverse Older Adults and Younger Adults with Disabilities Would Like to See in their Communities

- Less expensive or free transportation: 48%
- Better public transportation: 38%
- Transportation that will pick me up: 37%
- Options that are easy for older adults/people with disabilities: 33%
- Safer transportation options: 32%
- More dependable options: 32%
- Transportation that can be arranged without a reservation: 33%
- More flexible services (longer hours/weekends): 34%
- More information about services: 32%
- Safe, comfortable place to wait (bus shelter/bench): 32%

Younger Adults w/Disabilities  Older Adults
Top Transportation Changes Diverse Younger Adults with Disabilities Would Like to See

More than one-third want more affordable services and more public transportation.
Top Transportation Changes Diverse Older Would Like to See

More than one-third want more affordable services and more public transportation.

<table>
<thead>
<tr>
<th>Change</th>
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<th>AAPI</th>
<th>Hispanic</th>
<th>Native American</th>
<th>Other</th>
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</thead>
<tbody>
<tr>
<td>Less expensive or free transportation</td>
<td>36%</td>
<td>31%</td>
<td>33%</td>
<td>28%</td>
<td>27%</td>
</tr>
<tr>
<td>Options that are easy for older adults/people with disabilities</td>
<td>29%</td>
<td>20%</td>
<td>26%</td>
<td>22%</td>
<td></td>
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<tr>
<td>Better public transportation</td>
<td>36%</td>
<td>31%</td>
<td>29%</td>
<td>29%</td>
<td>26%</td>
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<tr>
<td>More flexible services (longer hours/weekends)</td>
<td>31%</td>
<td>25%</td>
<td>29%</td>
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<td>26%</td>
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<td>25%</td>
<td>23%</td>
<td>26%</td>
<td>34%</td>
<td>23%</td>
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</table>
Conclusions and Next Steps

This report details the findings of a national survey conducted in the Spring of 2021 under the auspices of NADTC’s Diversity, Equity and Inclusion Initiative. It serves as the first step in a comprehensive environmental scan. Activities are planned in 2021-2022 to explore more deeply the transportation needs and concerns identified by the 2,435 diverse individuals who responded to the survey, including:

• Obtaining insights and recommendations for action from attendees at the National Convening, to be held in the fall of 2021.

• Holding a series of focus groups with older adults, younger adults with disabilities and caregivers from historically marginalized and underserved communities across the United States.

• Convening regional meetings with transportation, aging and disability professionals and other stakeholders.
• Slide 19: Q41/51. Do you have internet service? (n= 624 younger adults with disabilities; 1206 older adults; 605 caregivers)
• Slide 20: Q42/52. Do you use social media, such as Facebook, Twitter, Instagram, Snapchat, or LinkedIn? (n= 624 younger adults with disabilities; 1206 older adults; 605 caregivers)
• Slides 26, 27 & 28: Q12a. Here is a list of places people need to go that often require transportation. Indicate all the places you go that you need transportation to get to. (n= 624 younger adults with disabilities; 1206 older adults)
• Slide 30: Q13a. Do you drive a vehicle to get to places you need to go away from your home? (n= 624 younger adults with disabilities; 1206 older adults)
• Slides 31 & 32: Q13c. Here are changes people sometimes make because of visual, physical, or medical challenges – for each one, indicate if you have made that change or not. (n=175 younger adults with disabilities; 221 older adults)
• Slide 34: Q10. What is your relationship to [FIRST NAME OF CARE RECIPIENT] (n=605 caregivers)
• Slide 35: Q6. Do you currently do either or both of the following for the person you care for? (n=469 caregivers provide; n=262 caregivers arrange)
• Slide 36: Q45. How difficult would it be to find alternative ways for [FIRST NAME OF CARE RECIPIENT] to get to where he/she/they need to go? (n=605 caregivers)
• Slides 40 & 41: Q14c-30c) How often did you use that transportation method since the spread of COVID-19 (often, sometimes)? (See slides for n=)
Slide 43: Q32a. How difficult is it to get where you need to go? Mildly difficult, difficult, very difficult (n= 407 younger adults with disabilities; 421 older adults)

Slide 44: Q33c. How would you rate transportation options in your household for getting where you need to go? Not so good/poor (n=153 younger adults with disabilities; 135 older adults)

Slide 45: Q33c. How would you rate transportation options in your neighborhood for getting where you need to go? Not so good/poor (n=234 younger adults with disabilities; 374 older adults)

Slide 46: Q33c. How would you rate transportation options in your community for getting where you need to go? Not so good/ poor (n=228 younger adults with disabilities; 401 older adults)

Slide 48: Q34. How often does not having transportation prevent you from doing any of the activities or chores you need to or like to do? Often/sometimes (n=148 younger adults with disabilities and older adults). This question was asked of respondents who rated their community + neighborhood + household transportation options as not so good or poor. (n=181 younger adults with disabilities and older adults)

Slides 49 & 50: Q35. How has not having transportation affected you? Respondents answered Q34 often/sometimes, (n=148 younger adults with disabilities and older adults)

Slide 51: Q36. Earlier, you mentioned that the transportation options in your area are not so good or poor, how does that make you feel? Does it make you feel... (n=181 younger adults with disabilities and older adults)
• **Slides 53 & 54:** Q37. What are the biggest barriers for you to find ways to get to where you need/want to go? Base: often/sometimes Q34. (n=76 younger adults with disabilities; 72 older adults)

• **Slide 56:** Q38. How familiar are you with the transportation options in your area? Very/somewhat familiar (n=1336 younger adults with disabilities and older adults) Not too/not at all (n=494 younger adults with disabilities and older adults)

• Slides 57 & 58: Q39. Here is a list of places you could go or people you could turn to for information about transportation options and services in your area. Indicate which places you have gone or people you have turned to for information about transportation options. (n=624 younger adults with disabilities; 1206 older adults)

• **Slide 60, 61 &:** Q40. What would you like to see in your community that would help you get around? Anything else? [MULTI-SELECT] (n=1830: 624 younger adults with disabilities; 1206 older adults)
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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.

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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. [http://www.n4a.org](http://www.n4a.org)

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