



## **Understanding Transportation Barriers for Diverse Individuals with Disabilities and Older Adults**

**Melissa Gray & Carrie Diamond**

**National Aging & Disability Transportation Center**

### **Will begin at 2:00 Eastern Time**

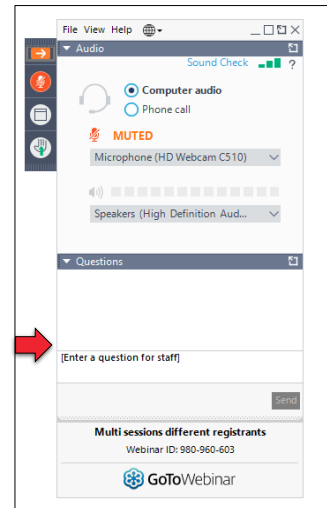
- Audio and visuals are provided through the online webinar platform
- Access to presentation handouts was included in the email reminder you received for this session
- This session will be open-captioned

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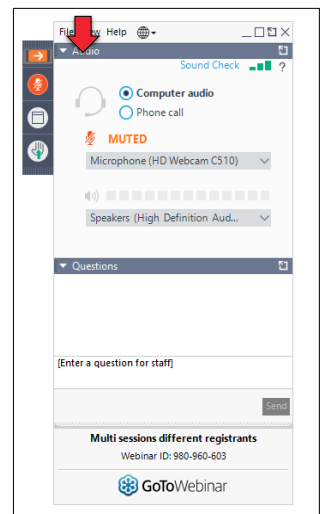
## Technical Assistance

- If you experience technical difficulties
  - Use the QUESTIONS panel to let us know
  - Call 301-217-0124



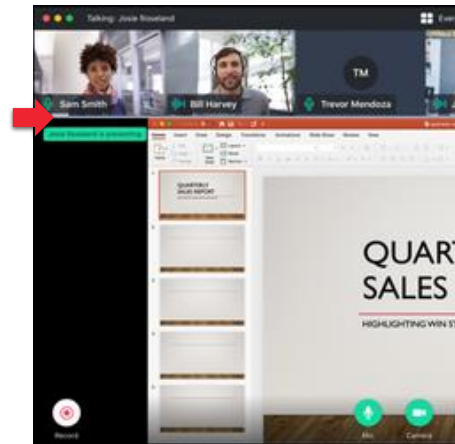
## Audio

- Expand the audio panel to select computer audio or phone call



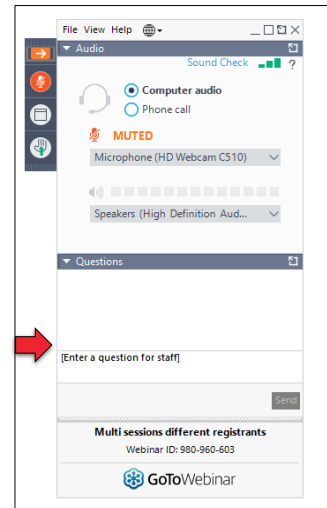
## Video

- Use the divider line to enlarge or reduce the video feed



## Questions and Comments

- Use the QUESTIONS panel



## Archive

- This webinar is being recorded and can be accessed next week
  - You will receive an email with information on how to access the archive

## Presentation Accessibility

- For the benefit of participants who are not able to see the presentation slides on the webinar platform, speakers will
  - Announce slide numbers
  - Describe images that are meaningful to the content of the session

## About Your Hosts...

### **TransCen, Inc.**

- Improving the lives of people with disabilities through meaningful work and community inclusion

### **Mid-Atlantic ADA Center,** a project of TransCen, Inc.

- Funded by National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR), Administration for Community Living, U.S. Department of Health and Human Services









*Understanding Transportation Barriers for Diverse  
Individuals with Disabilities and Older Adults  
November 23, 2021*



**MISSION:** To promote the availability of accessible transportation options that serve the needs of **Older Adults, People with Disabilities, Caregivers and Communities.**

### MAJOR OBJECTIVES:

- Person-centered technical assistance and information
- Training
- Communication and Outreach
- Coordination and partnership
- Investment in community solutions

USAging



Photo Credit: Metrolina Association for the Blind, Charlotte, NC

## Survey Administration

- 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

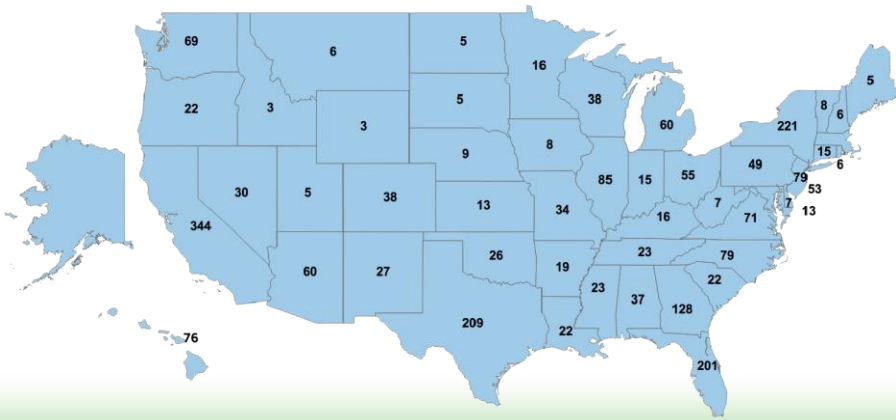


### Caregivers

Online: n=605

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+.

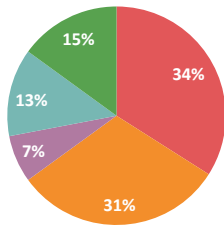
## Distribution of Respondents from All 50 States and the District of Columbia



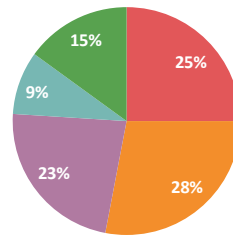


## Respondents by Race/Ethnicity and Respondent Categories

**Younger Adults w/  
Disabilities**  
n=624



**Older Adults**  
n=1206



- African American
- AAPI
- Hispanic
- Native American
- Other

## Younger Adults (age 19-59) with Disabilities

### Types of disability:

- 54% physical disability
- 30% vision loss
- 18% hearing problem
- 72% use medical equipment and mobility aids
- 54% have a caregiver



## Older Adults (60+ years old)

### Types of disability:

- 51% physical disability
- 11% vision loss
- 12% hearing problem
- 53% use medical equipment and mobility aids
- 18% have a caregiver



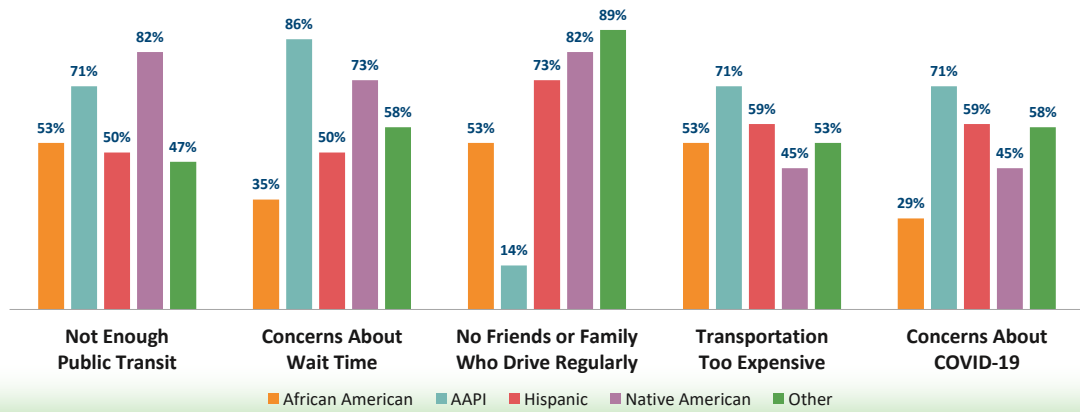
## Detailed Findings



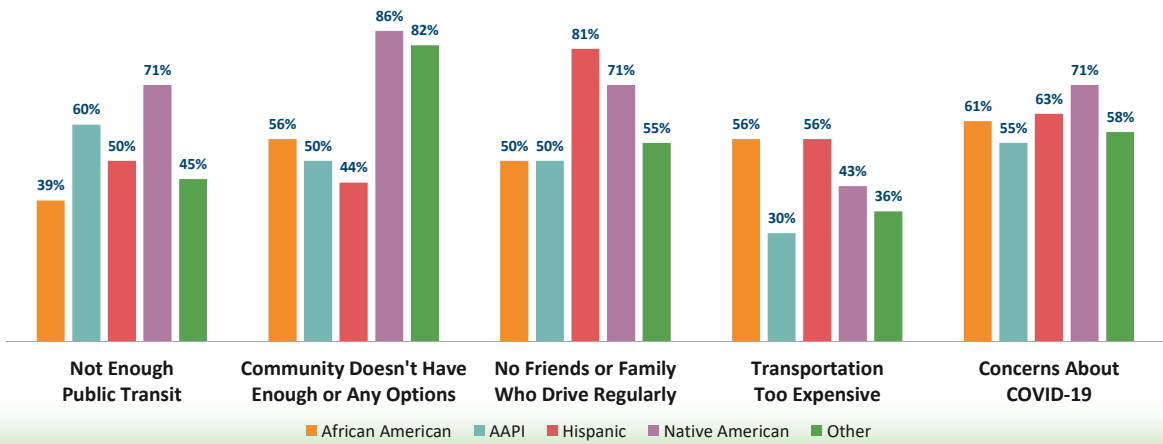
# 1

Diverse younger adults with disabilities and older adults face numerous transportation barriers.

## Biggest Transportation Barriers for Younger Adults with Disabilities



## Biggest Transportation Barriers for Older Adults

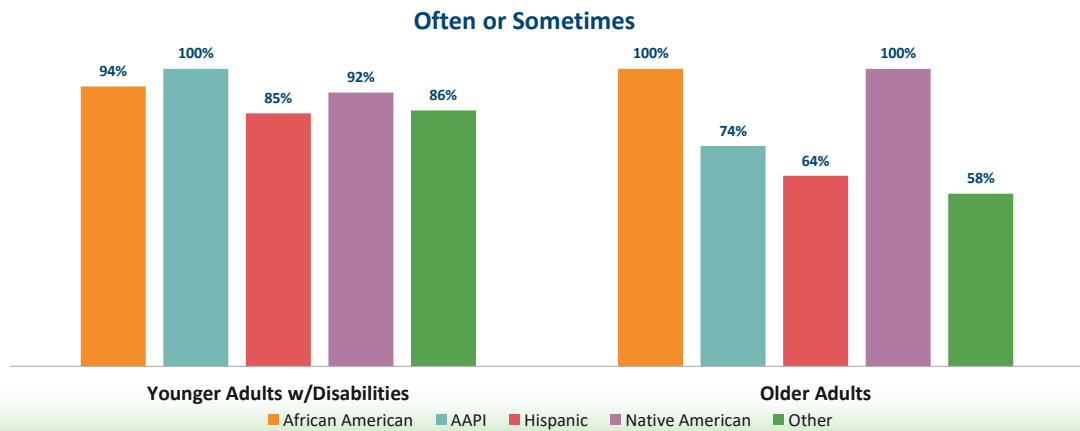


# 2

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.

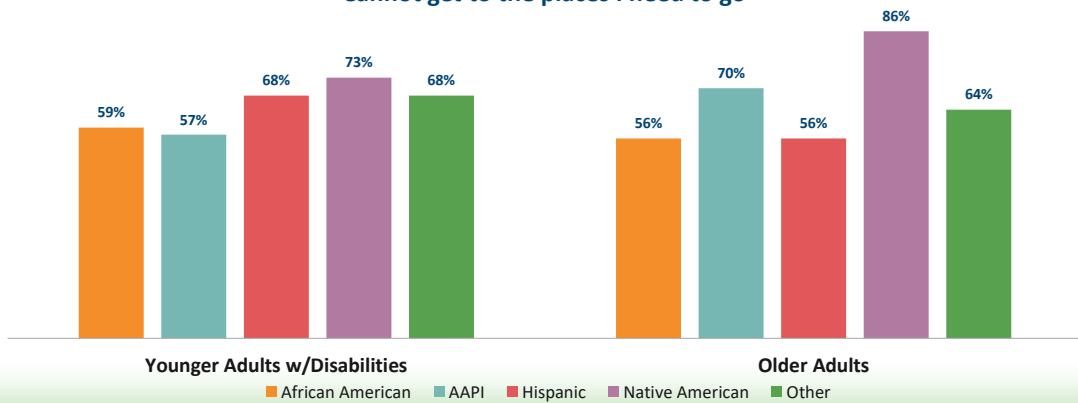


**Diverse younger adults with disabilities and older adults say that not having transportation prevents them from doing the activities they need or like to do.**

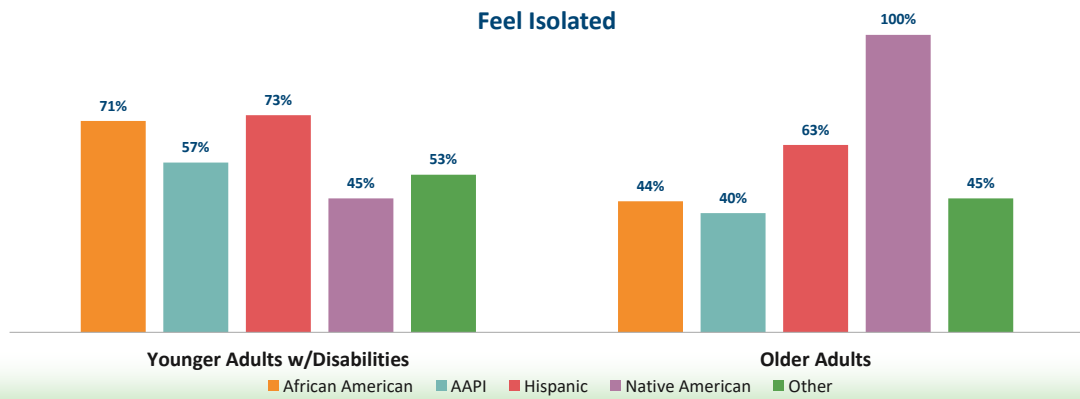


**Diverse older adults and younger adults with disabilities, who don't regularly have transportation, say they cannot get to the places they need to go.**

**Cannot get to the places I need to go**

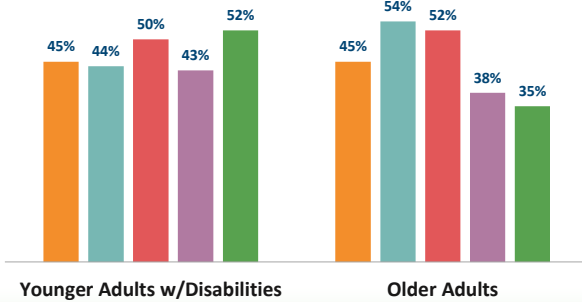


## Diverse older adults and younger adults with disabilities, who don't regularly have transportation, say they feel isolated.

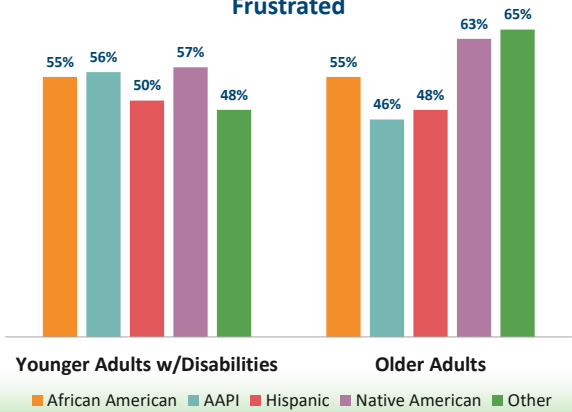


Diverse older adults and younger adults with disabilities who don't have good transportation options say it makes them feel dependent on others and frustrated.

Dependent on Others



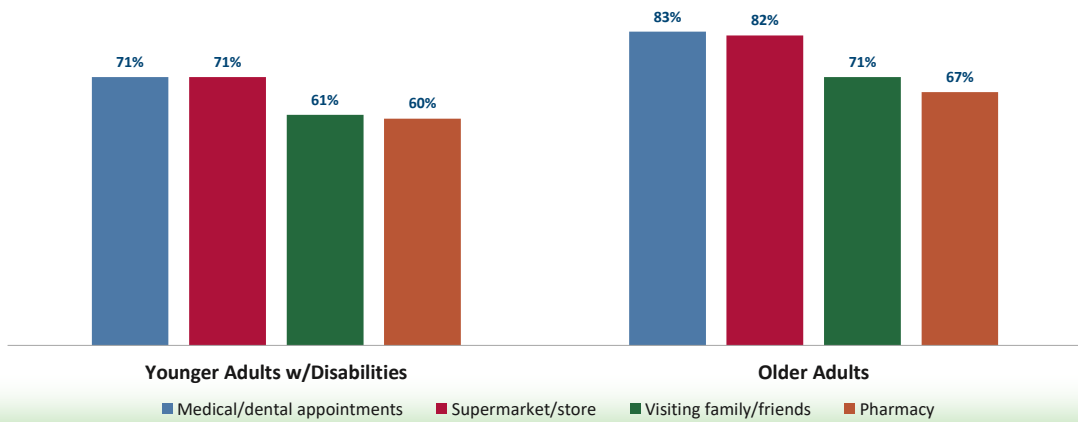
Frustrated



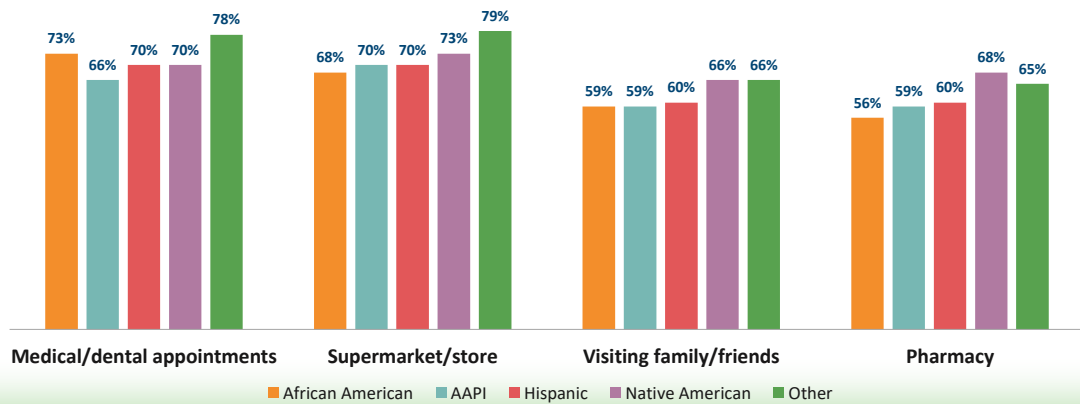
# 3

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.

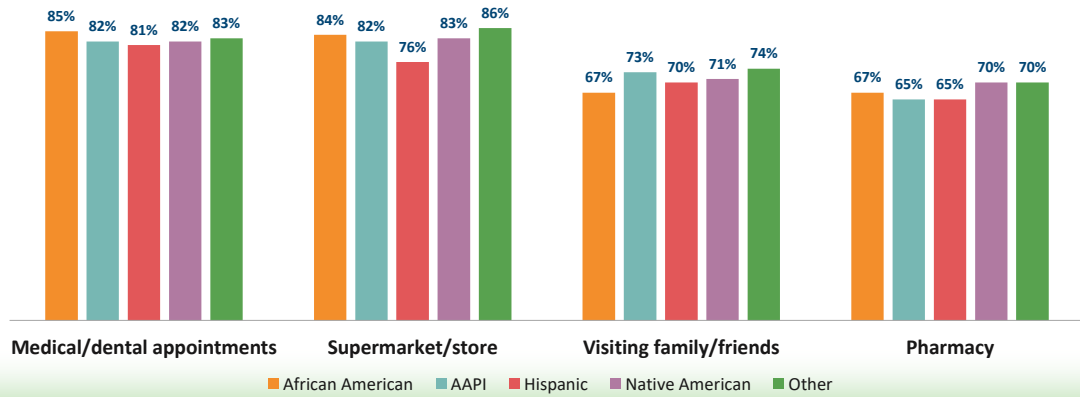
## Older adults and younger adults with disabilities need transportation to get to the same primary destinations.



## Top Destinations of Diverse Younger Adults with Disabilities by Race/Ethnicity



## Top Destinations of Diverse Older Adults by Race/Ethnicity

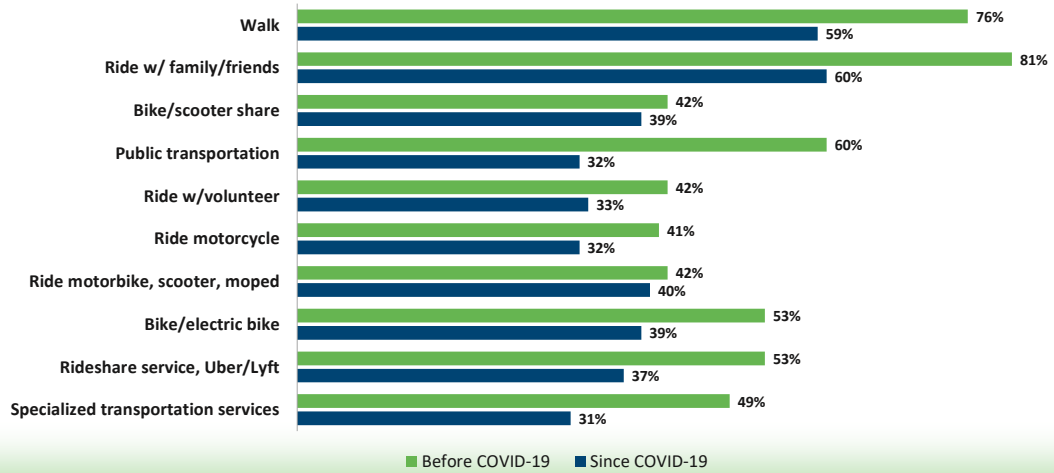




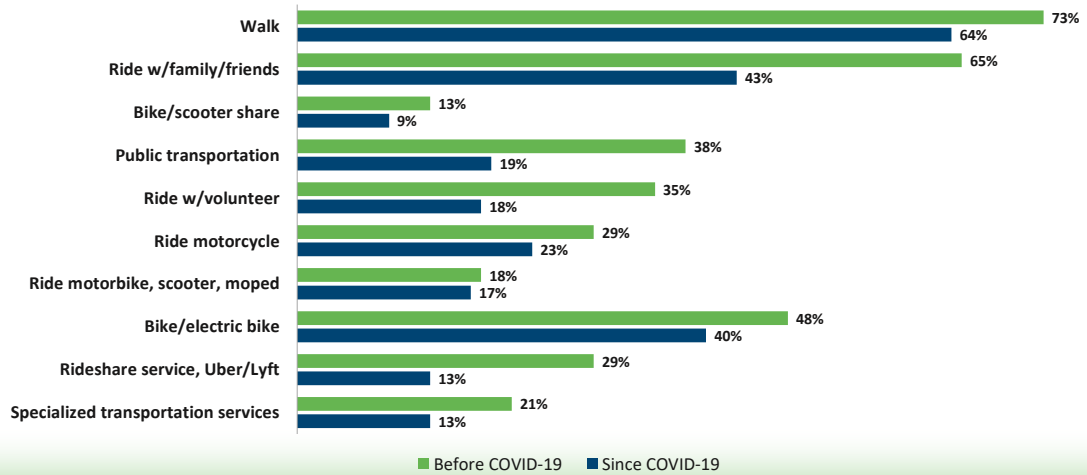
# 4

The use of public transportation by diverse younger adults with disabilities and older adults declined by about half due to the COVID-19 pandemic.

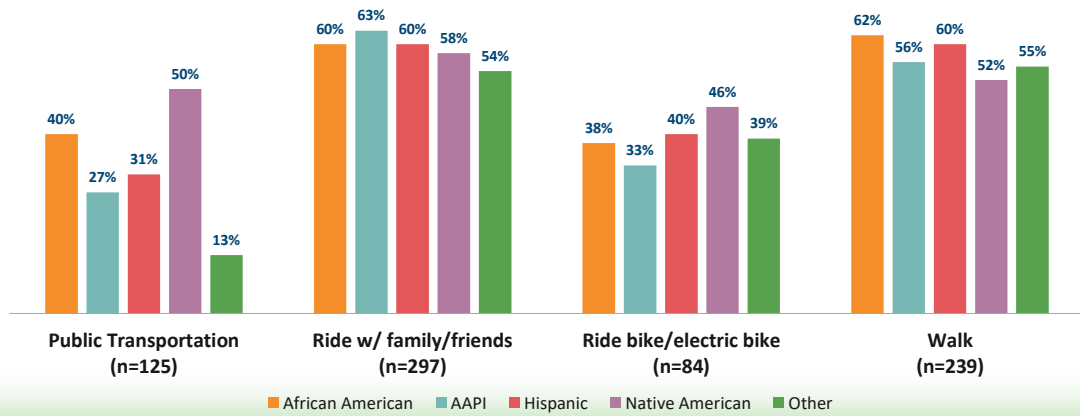
## Top 10 Transportation Methods Used by Younger Adults with Disabilities: Before and Since COVID-19



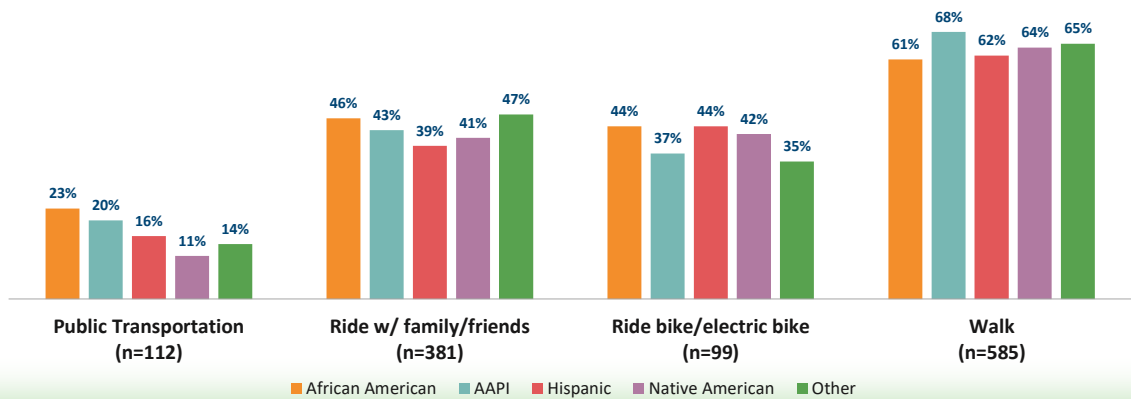
## Top 10 Transportation Methods Used by Older Adults: Before and Since COVID-19



## Primary Transportation Options Used by Diverse Younger Adults with Disabilities Since COVID-19



## Primary Transportation Options Used by Diverse Older Adults Since COVID-19



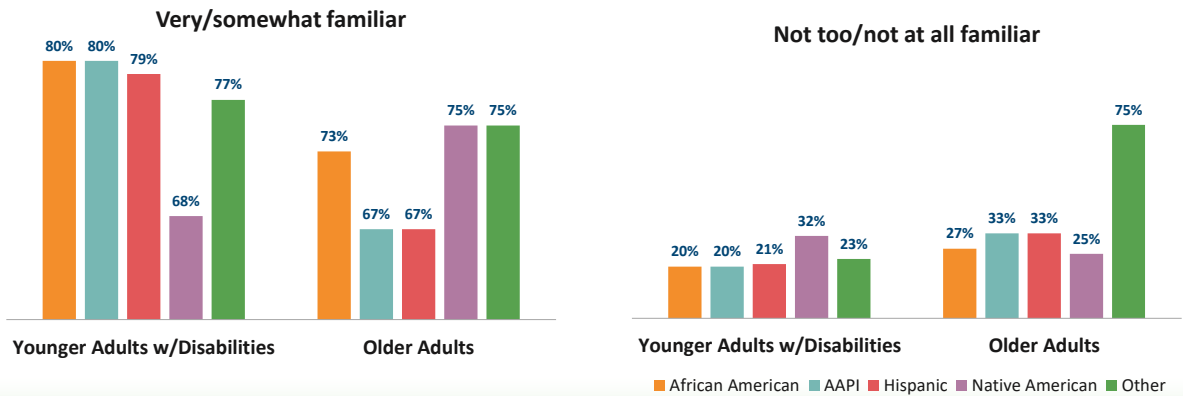
## A Network of Transportation Options

- Fixed or Deviated Fixed Route Public Transit
- ADA Paratransit
- Demand Response Transportation
- Volunteer Driver Programs
- Specialized Transportation
- Private-Pay Transportation (Taxi, Uber, Lyft)
- Driving
- Walking/Biking

# 5

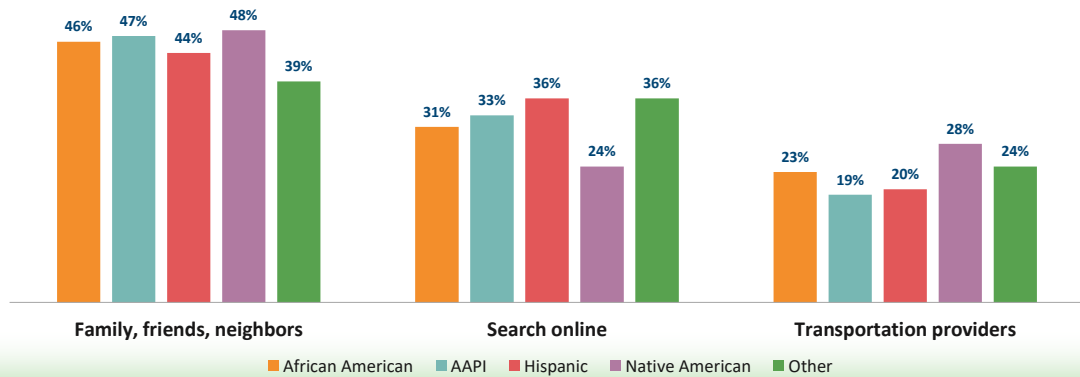
Diverse older adults and younger adults with disabilities most often turn to family, friends and neighbors for information about transportation.

**Most diverse younger adults with disabilities and older adults say they are familiar with the transportation options in their areas.**

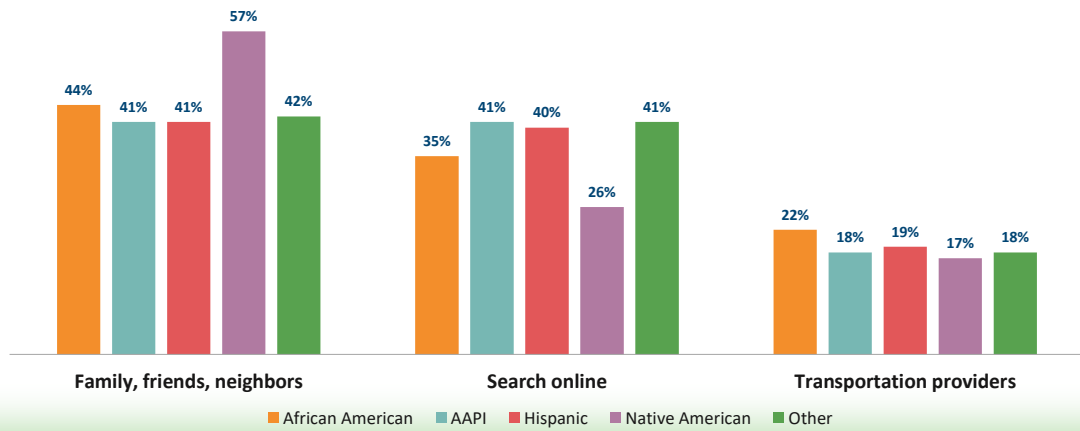




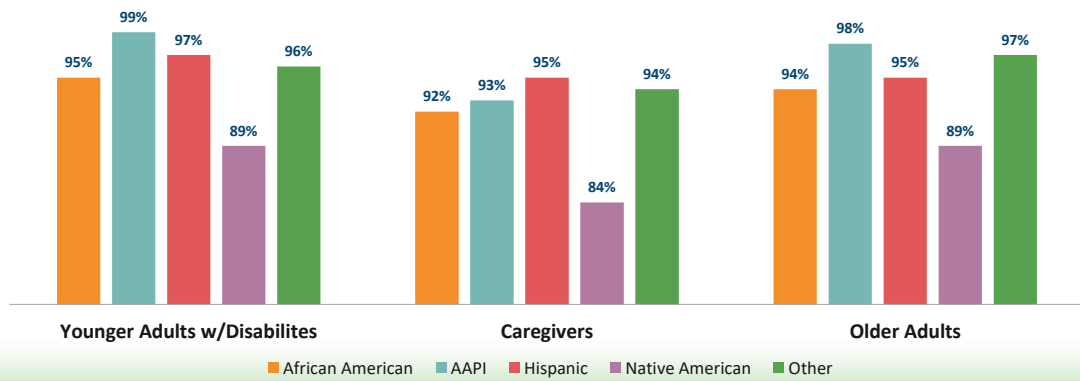
## Most Frequent Sources of Information about Transportation Used by Diverse Younger Adults with Disabilities



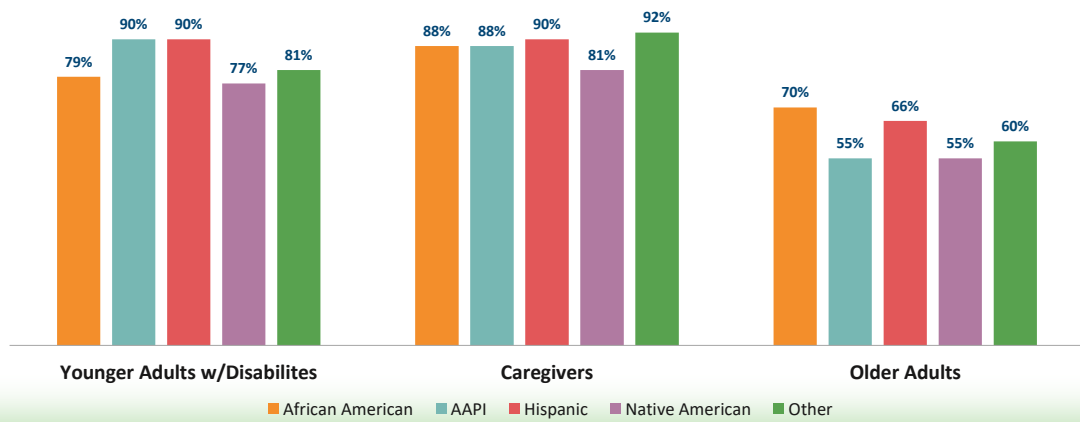
## Most Frequent Sources of Information about Transportation Used by Diverse Older Adults



## Young Adults with Disabilities, Older Adults and Caregivers with Internet Service



## Young Adults with Disabilities, Older Adults and Caregivers Who Use Social Media



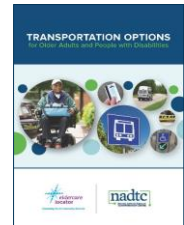
## Connecting Consumers to Transportation

- Information and Referral (211, one-call, one-click center)
- Service Agencies for Older Adults and People with Disabilities
- Mobility Management
- One-on-one counseling or group education and counseling on transportation options and alternatives to driving.
- Travel Training



## A Winning Partnership: Eldercare Locator & DIAL

- Longstanding partnership with the Eldercare Locator -  
<https://eldercare.acl.gov/Public/Index.aspx>
  - Transportation is the #1 call
  - Joint publications promoting transportation options
- Disability Information & Access Line:  
**Call 888-677-1199 Monday-Friday  
 9 a.m. to 8 p.m. (Eastern) – or  
 email [DIAL@usaginganddisability.org](mailto:DIAL@usaginganddisability.org)**

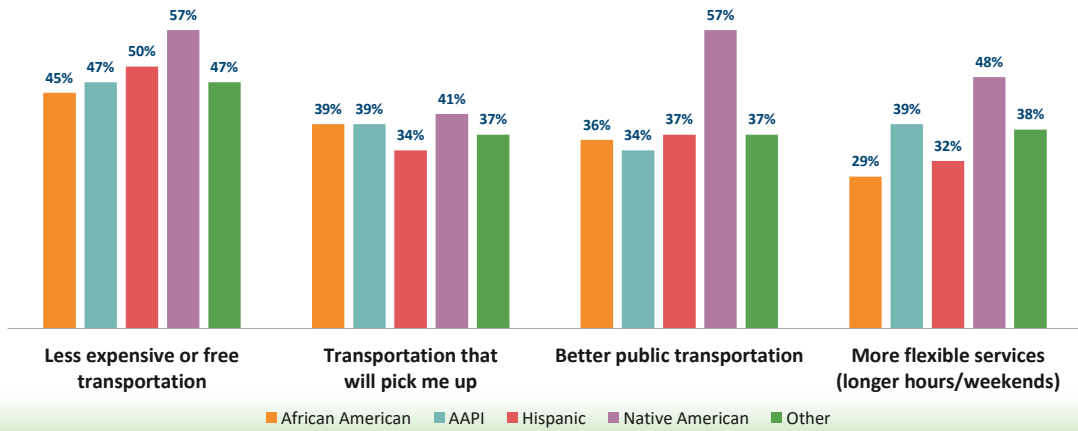


# 6

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 Transportation Changes Diverse Younger Adults with Disabilities Would Like to See

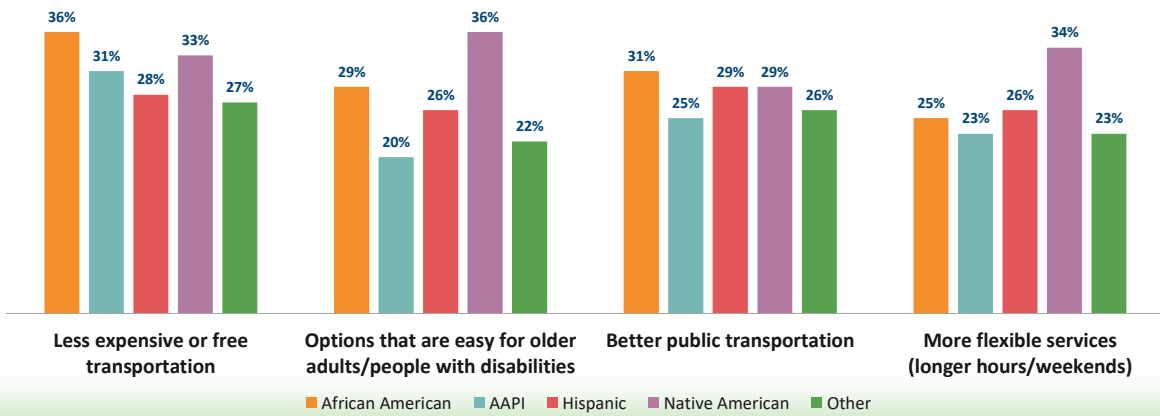
More than one-third want more affordable services and more public transportation.





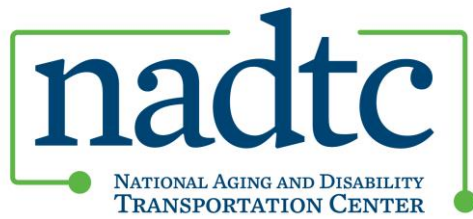
## Top Transportation Changes Diverse Older Adults Would Like to See

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



## Conclusions and Next Steps

- Survey results available on the NADTC [Diversity, Equity and Inclusion Initiative](#) webpage.
- Further explore the transportation needs and concerns identified by the 2,435 diverse individuals who responded to the survey.
- In early 2022, hosting a series of focus groups
- Convening regional meetings with transportation, aging and disability professionals and other stakeholders
- Please share with us your interest in being involved:
  - ✓ focus groups
  - ✓ regional meetings
  - ✓ making recommendations for additional information gathering



**Call toll-free:** 866.983.3222

**Email:** [contact@nadtc.org](mailto:contact@nadtc.org)

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- If you paid for a certificate of participation, check the reminder email you received about this session for instructions
- Please email the code above to [ADAtesting@transcen.org](mailto:ADAtesting@transcen.org) by **5 PM E.T. on November 29, 2021**

Thank You for Joining Us!

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