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

Technical Assistance
• If you experience technical difficulties
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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

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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

ADA National Network
• Ten regional centers provide guidance, training, and materials on the ADA
  • 1-800-949-4232
  • ADA.org
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

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.

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

- African American: 34%
- AAPI: 31%
- Hispanic: 7%
- Native American: 13%
- Other: 15%

Older Adults
n=1206

- African American: 25%
- AAPI: 28%
- Hispanic: 23%
- Native American: 9%
- Other: 15%

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

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

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.

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.
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

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.

<table>
<thead>
<tr>
<th></th>
<th>Very/somewhat familiar</th>
<th>Not too/not at all familiar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Younger Adults w/Disabilities</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Older Adults</td>
<td>73%</td>
<td>27%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Source of Information</th>
<th>African American</th>
<th>AAPI</th>
<th>Hispanic</th>
<th>Native American</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family, friends, neighbors</td>
<td>46%</td>
<td>51%</td>
<td>56%</td>
<td>43%</td>
<td>53%</td>
</tr>
<tr>
<td>Search online</td>
<td>31%</td>
<td>33%</td>
<td>23%</td>
<td>19%</td>
<td>23%</td>
</tr>
<tr>
<td>Transportation providers</td>
<td>23%</td>
<td>20%</td>
<td>54%</td>
<td>28%</td>
<td>24%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Source of Information</th>
<th>African American</th>
<th>AAPI</th>
<th>Hispanic</th>
<th>Native American</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family, friends, neighbors</td>
<td>44%</td>
<td>41%</td>
<td>42%</td>
<td>26%</td>
<td>24%</td>
</tr>
<tr>
<td>Search online</td>
<td>35%</td>
<td>41%</td>
<td>22%</td>
<td>18%</td>
<td>19%</td>
</tr>
<tr>
<td>Transportation providers</td>
<td>22%</td>
<td>19%</td>
<td>41%</td>
<td>26%</td>
<td>24%</td>
</tr>
</tbody>
</table>
Young Adults with Disabilities, Older Adults and Caregivers with Internet Service

- Younger Adults w/ Disabilities: 95%
- Caregivers: 92%
- Older Adults: 94%

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

- Younger Adults w/ Disabilities: 79%
- Caregivers: 88%
- Older Adults: 70%

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

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

<table>
<thead>
<tr>
<th>Change</th>
<th>African American</th>
<th>AAPI</th>
<th>Hispanic</th>
<th>Native American</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less expensive or free transportation</td>
<td>49%</td>
<td>49%</td>
<td>64%</td>
<td>50%</td>
<td>57%</td>
</tr>
<tr>
<td>Transportation that will pick me up</td>
<td>49%</td>
<td>49%</td>
<td>64%</td>
<td>50%</td>
<td>57%</td>
</tr>
<tr>
<td>Better public transportation</td>
<td>49%</td>
<td>49%</td>
<td>64%</td>
<td>50%</td>
<td>57%</td>
</tr>
<tr>
<td>More flexible services (longer hours/weekends)</td>
<td>49%</td>
<td>49%</td>
<td>64%</td>
<td>50%</td>
<td>57%</td>
</tr>
</tbody>
</table>
Top Transportation Changes Diverse Older Adults Would Like to See

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

<table>
<thead>
<tr>
<th>Option</th>
<th>White/Amer.</th>
<th>African American</th>
<th>AAPI</th>
<th>Hispanic</th>
<th>Native American</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less expensive or free transportation</td>
<td>11%</td>
<td>7%</td>
<td>14%</td>
<td>12%</td>
<td>8%</td>
<td>14%</td>
</tr>
<tr>
<td>Options that are easy for older adults/people with disabilities</td>
<td>12%</td>
<td>10%</td>
<td>14%</td>
<td>11%</td>
<td>9%</td>
<td>13%</td>
</tr>
<tr>
<td>Better public transportation</td>
<td>10%</td>
<td>8%</td>
<td>12%</td>
<td>10%</td>
<td>7%</td>
<td>11%</td>
</tr>
<tr>
<td>More flexible service (longer hours/weekends)</td>
<td>10%</td>
<td>8%</td>
<td>12%</td>
<td>10%</td>
<td>7%</td>
<td>11%</td>
</tr>
</tbody>
</table>

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
Web: http://www.nadtc.org

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Certificates and Credits: CODE

• 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 ADAtraining@transcen.org by 5 PM E.T. on November 29, 2021

Thank You for Joining Us!

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ADAinfo.org