



Understanding Transportation Barriers for Diverse Individuals with Disabilities and Older Adults

Melissa Gray & Carrie Diamond

National Aging & Disability Transportation Center

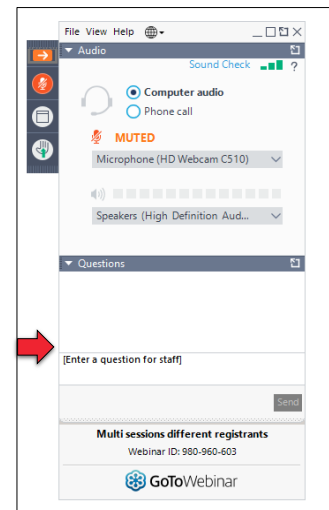
Will begin at 2:00 Eastern Time

- 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



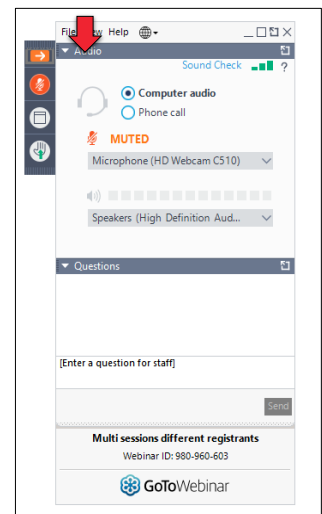
Technical Assistance

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



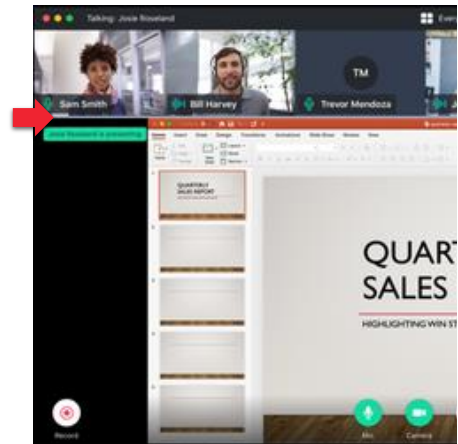
Audio

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



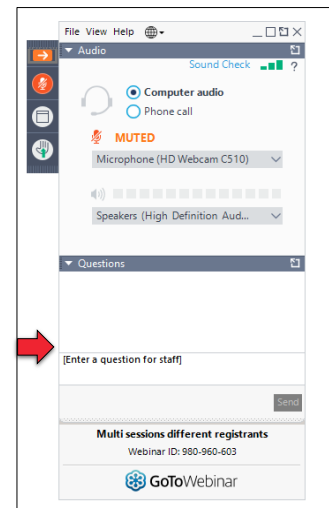
Video

- 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

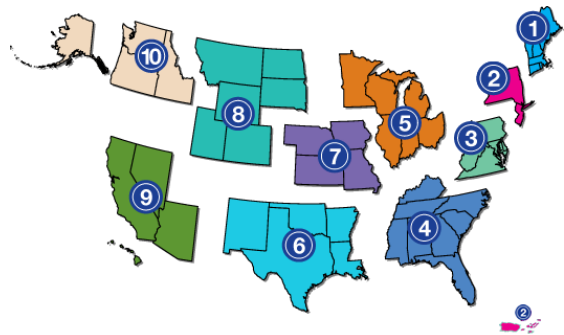
Mid-Atlantic ADA Center, a project of TransCen, Inc.

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



ADA National Network

- Ten regional centers provide guidance, training, and materials on the ADA
 - **1-800-949-4232**
 - ADAta.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

USAgging

easterseals



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

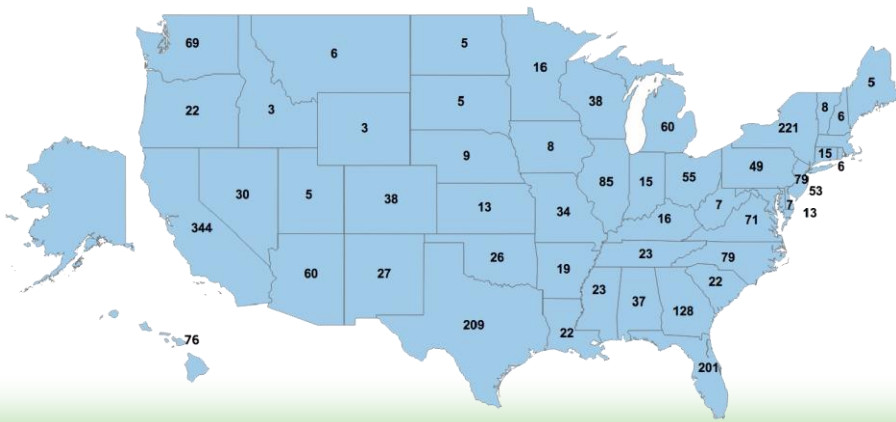


Caregivers

Online: n=605

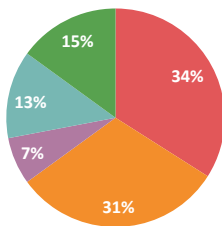
The 2,435 older adults, younger adults with disabilities and caregivers who responded to the survey came from all 50 states and the District of Columbia and included African Americans, Asian Americans and Pacific Islanders, Hispanics, Native Americans and individuals who identified as LGBTQ+.

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

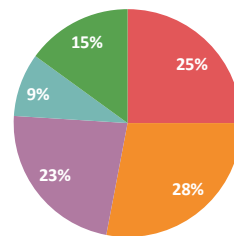


Respondents by Race/Ethnicity and Respondent Categories

**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



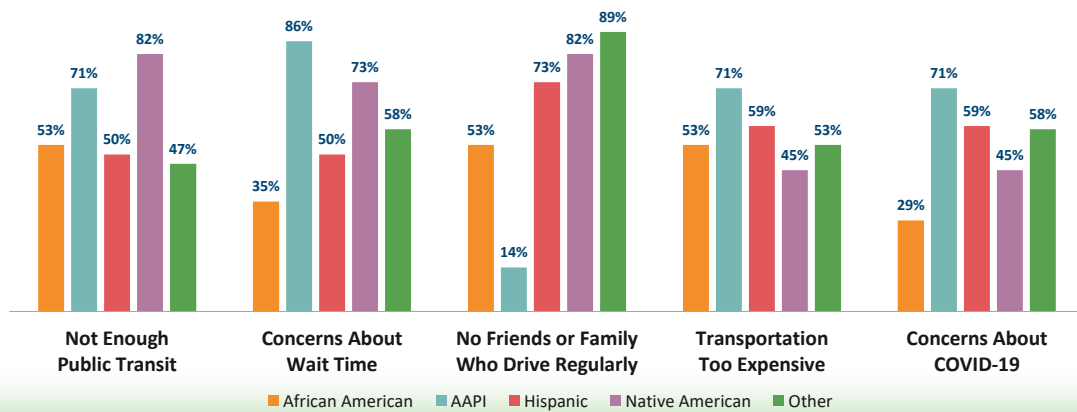
Detailed Findings



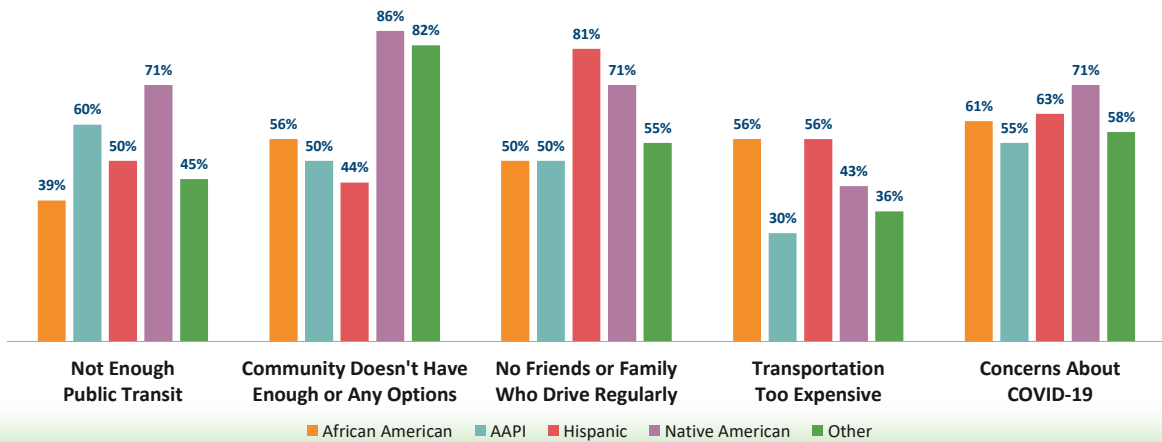
1

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

Biggest Transportation Barriers for Younger Adults with Disabilities



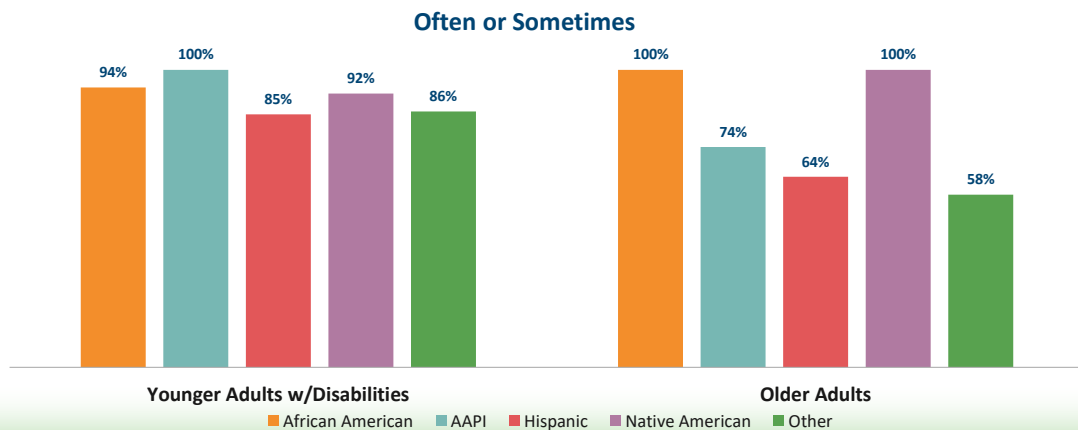
Biggest Transportation Barriers for Older Adults



2

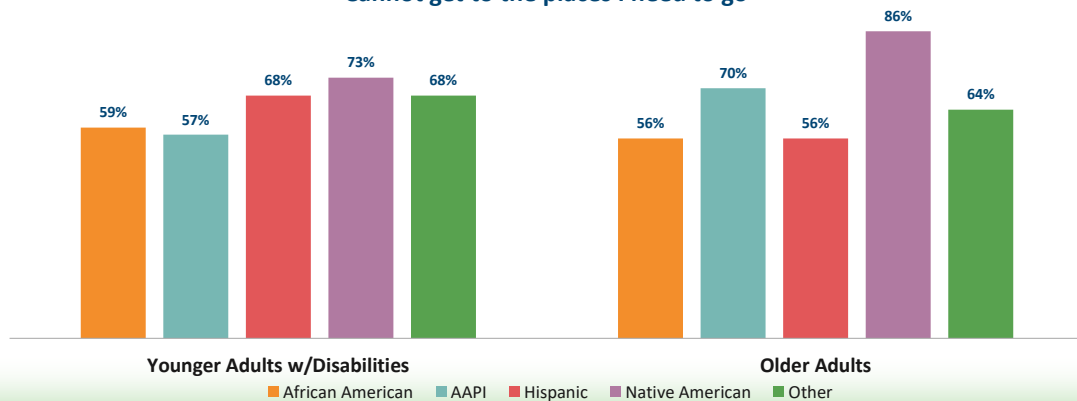
Diverse younger adults with disabilities and older adults say that not having transportation “often” or “sometimes” prevents them from doing the activities they need or like to do.

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.

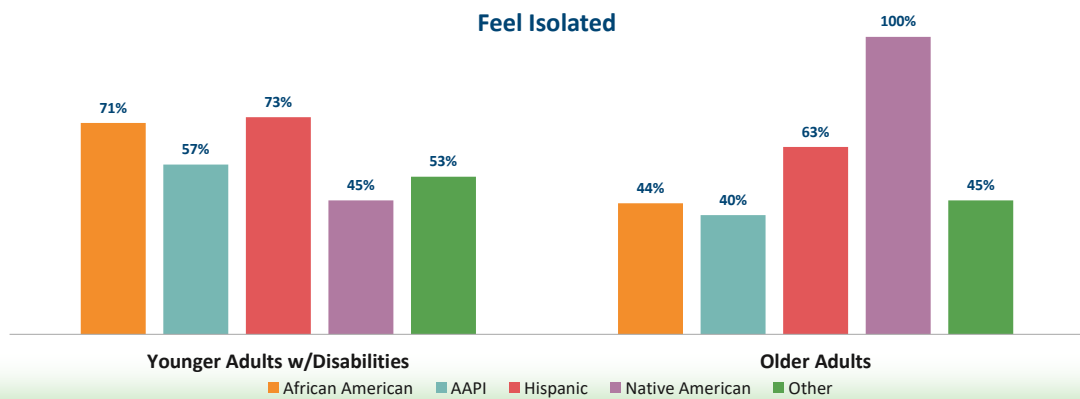


Diverse older adults and younger adults with disabilities, who don't regularly have transportation, say they cannot get to the places they need to go.

Cannot get to the places I need to go

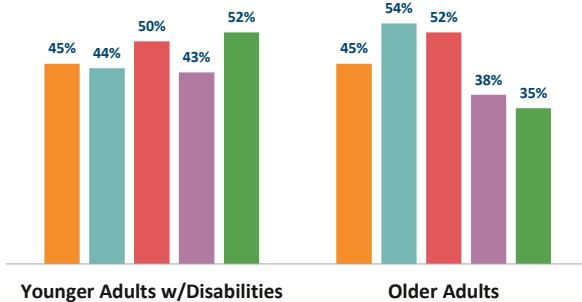


Diverse older adults and younger adults with disabilities, who don't regularly have transportation, say they feel isolated.

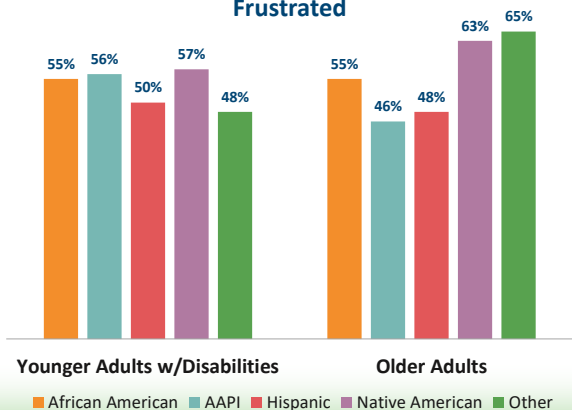


Diverse older adults and younger adults with disabilities who don't have good transportation options say it makes them feel dependent on others and frustrated.

Dependent on Others



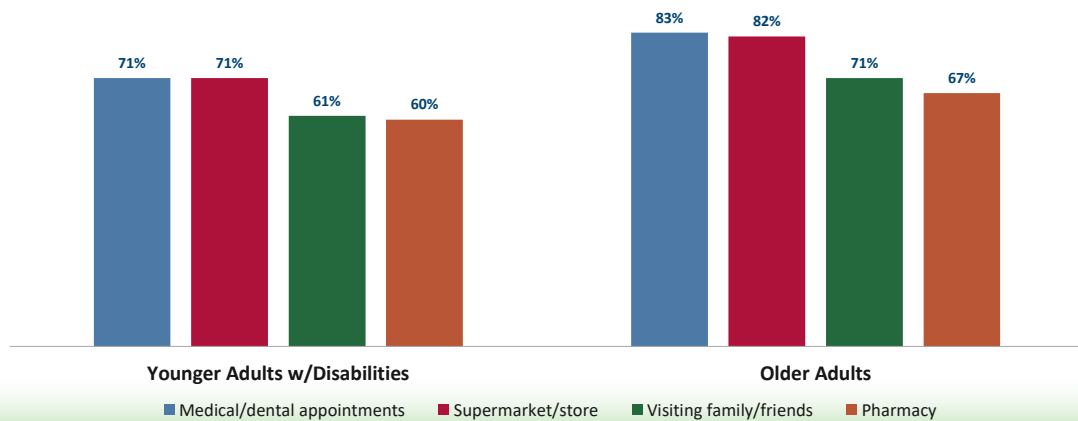
Frustrated



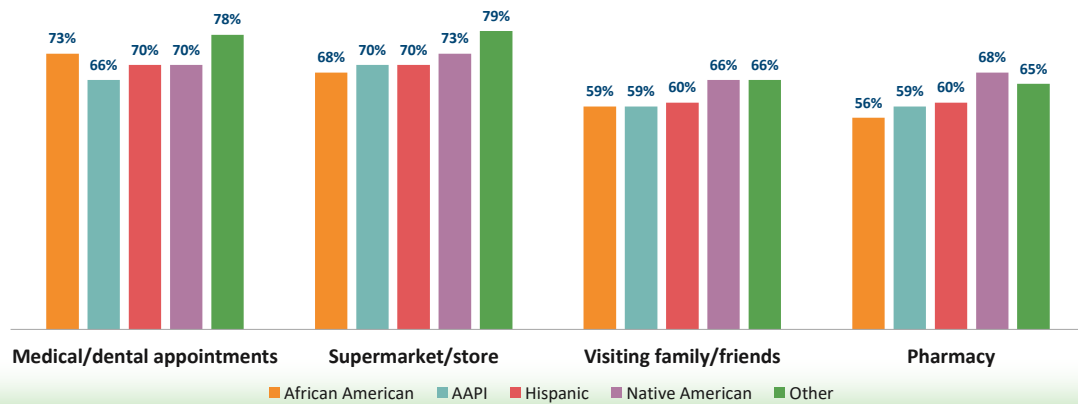
3

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.

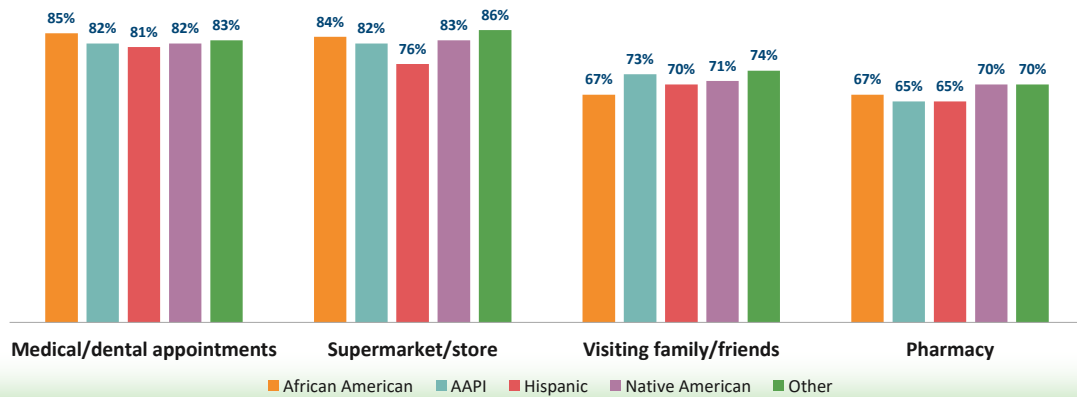
Older adults and younger adults with disabilities need transportation to get to the same primary destinations.



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



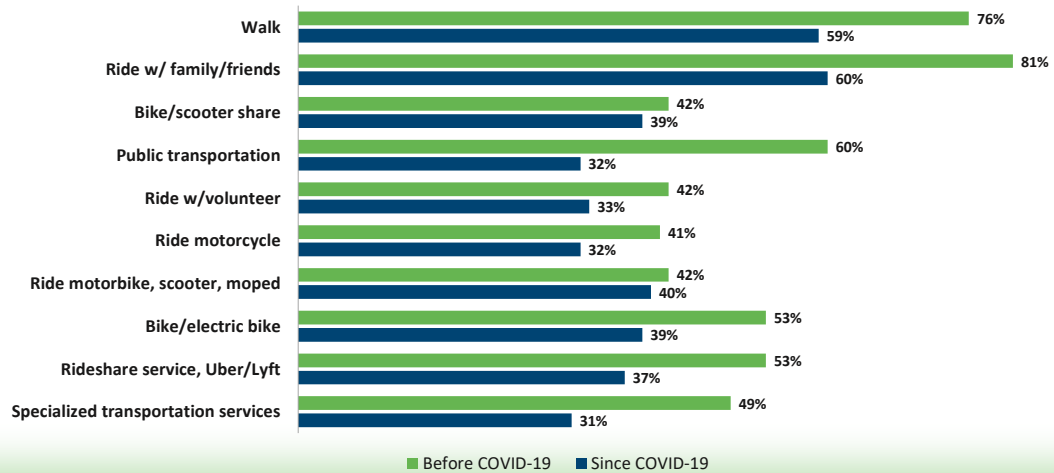
Top Destinations of Diverse Older Adults by Race/Ethnicity



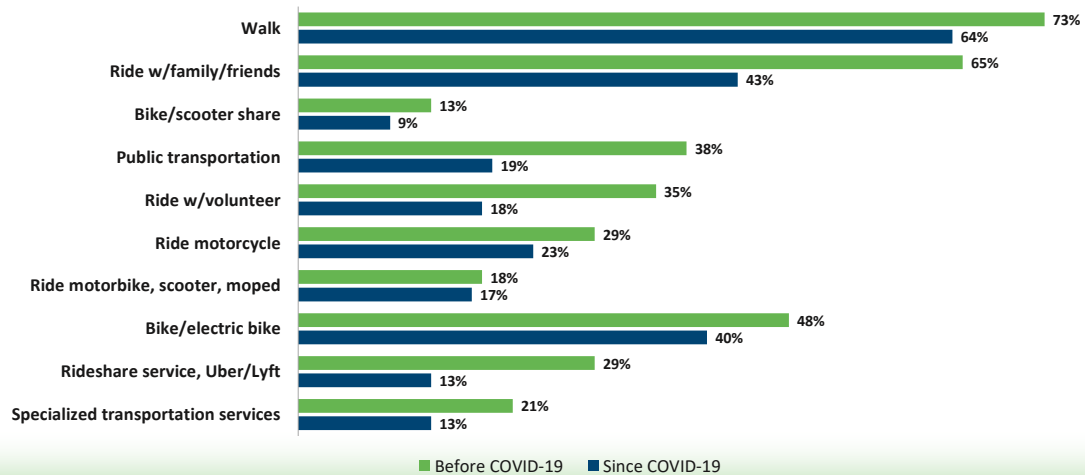
4

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

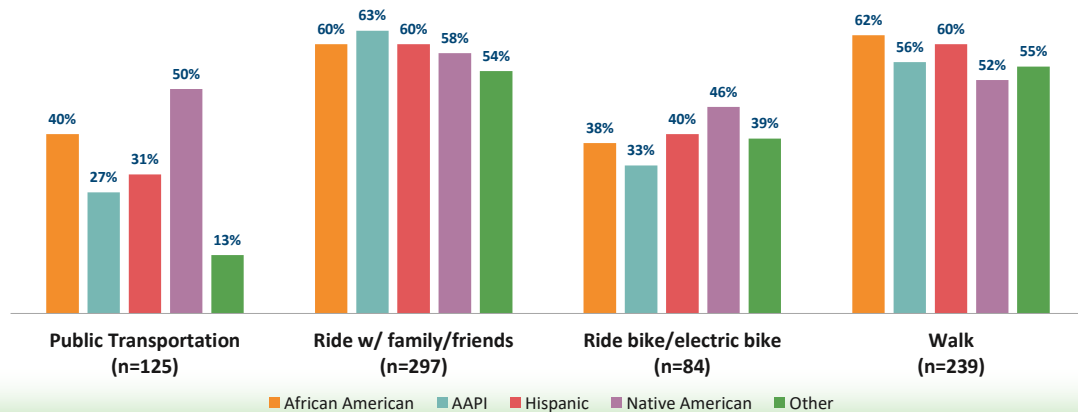
Top 10 Transportation Methods Used by Younger Adults with Disabilities: Before and Since COVID-19



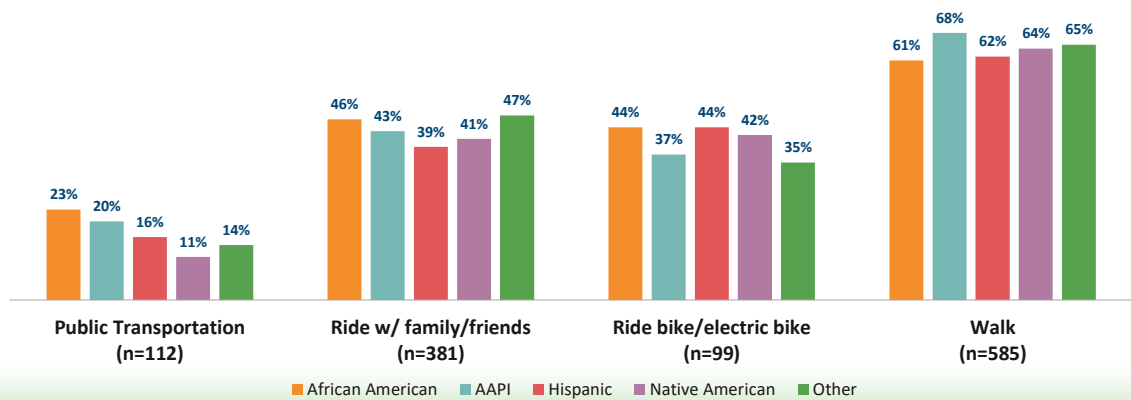
Top 10 Transportation Methods Used by Older Adults: Before and Since COVID-19



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



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



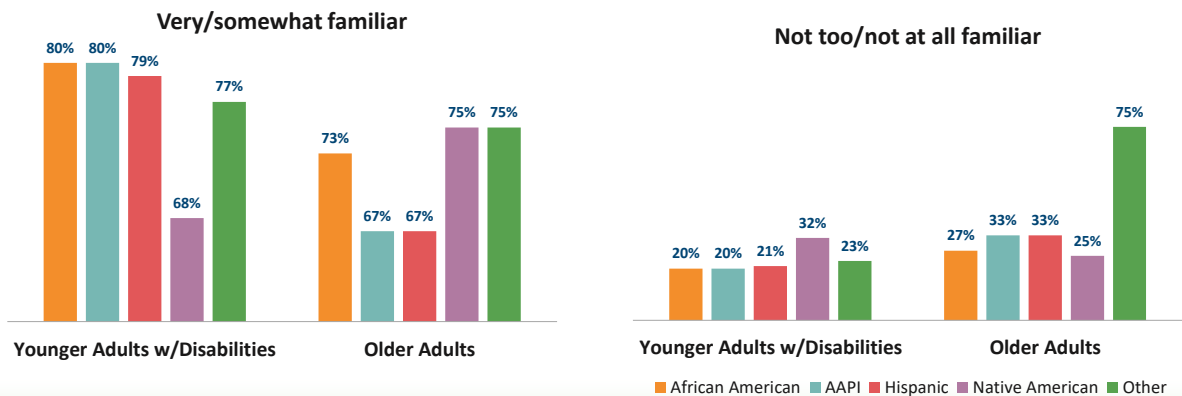
A Network of Transportation Options

- 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

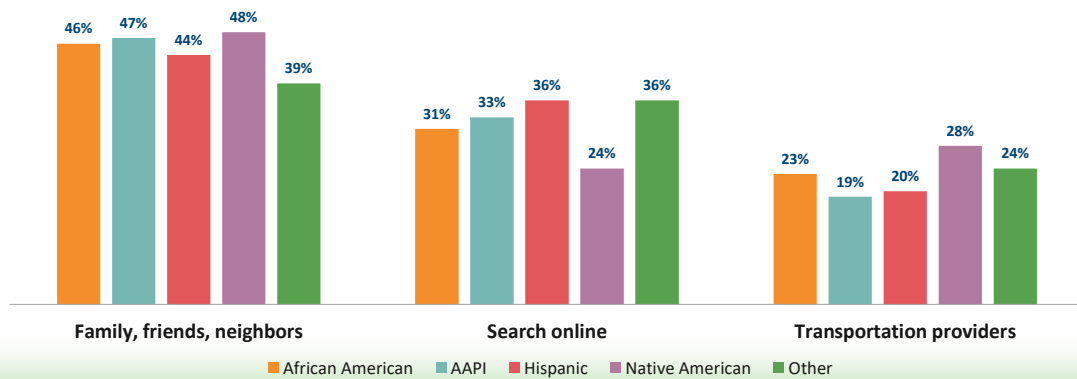
5

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

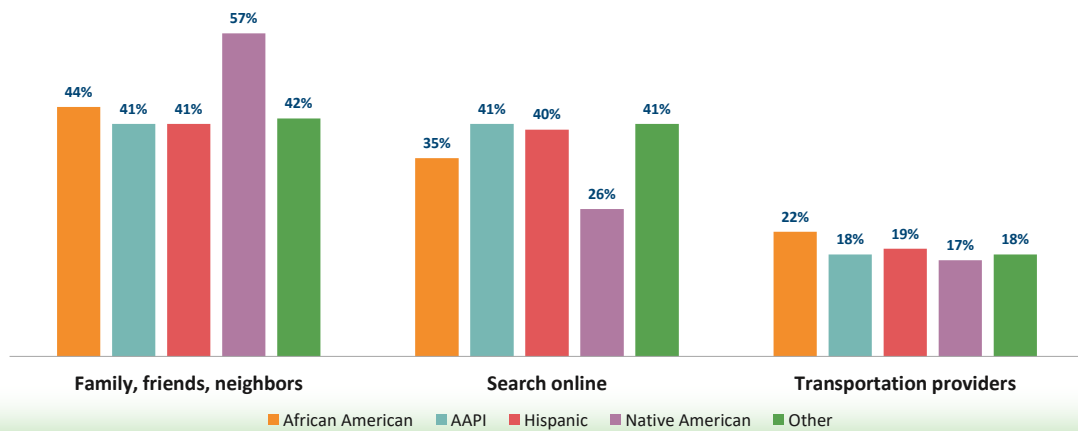
Most diverse younger adults with disabilities and older adults say they are familiar with the transportation options in their areas.



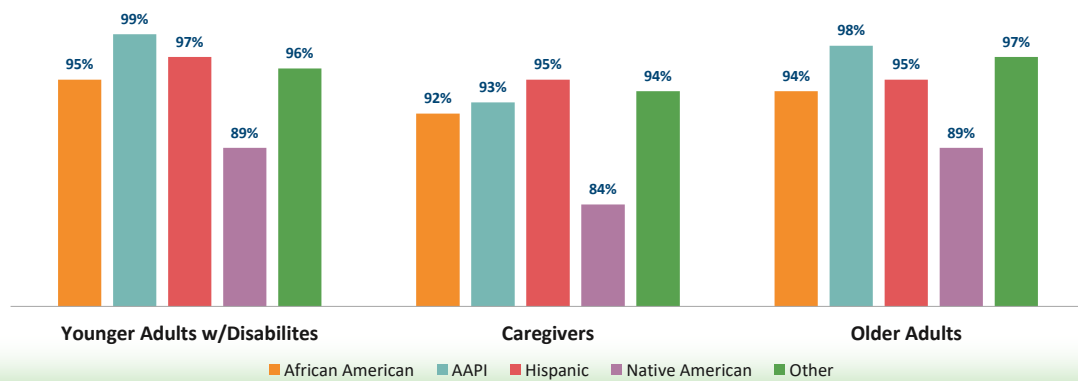
Most Frequent Sources of Information about Transportation Used by Diverse Younger Adults with Disabilities



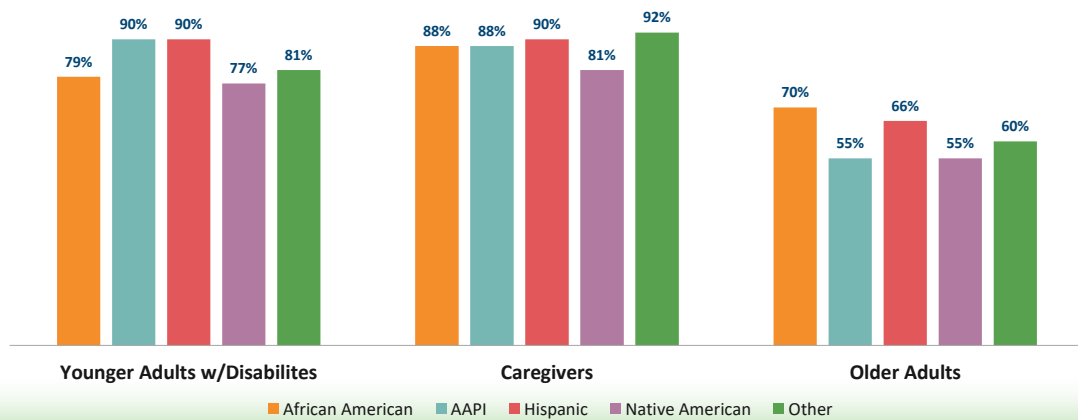
Most Frequent Sources of Information about Transportation Used by Diverse Older Adults



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



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



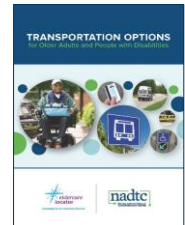
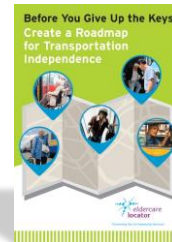
Connecting Consumers to Transportation

- 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**

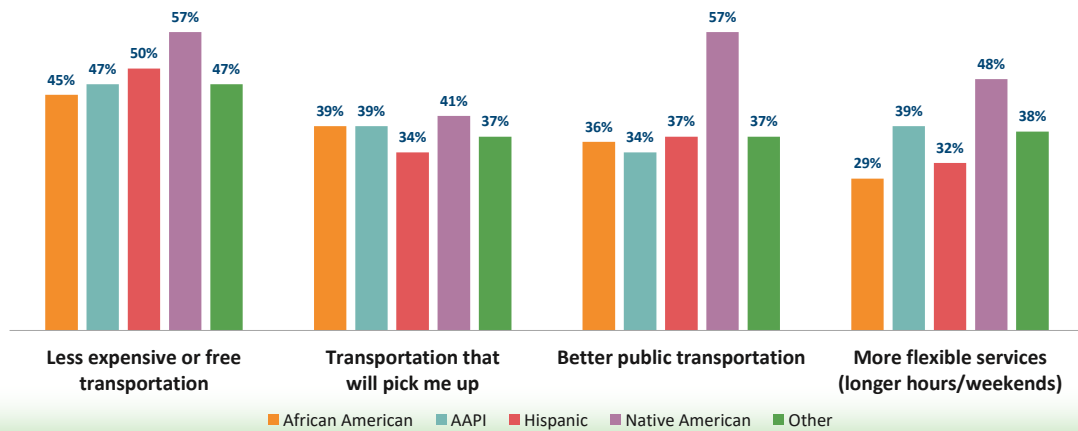


6

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.

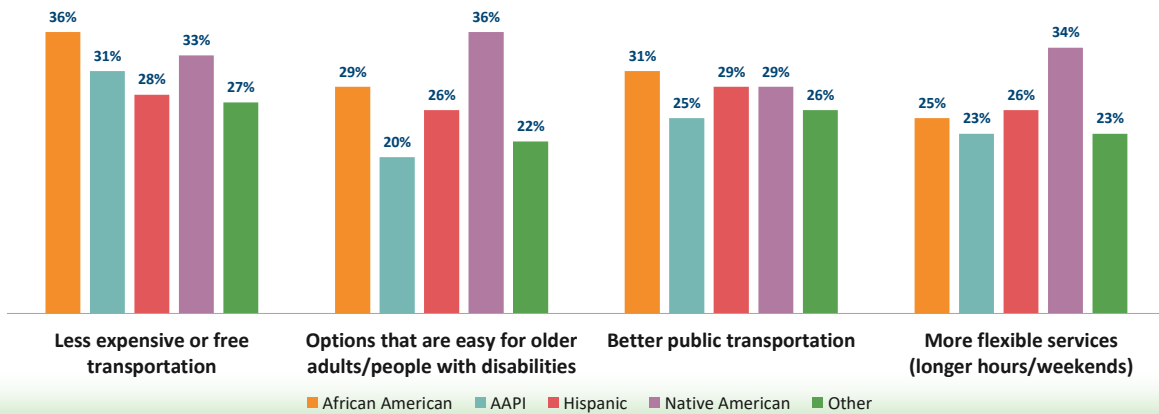
Top Transportation Changes Diverse Younger Adults with Disabilities Would Like to See

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

Web: <http://www.nadtc.org>

Find us on Facebook, Twitter,
YouTube & LinkedIn



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!

Mid-Atlantic ADA Center

Toll-free: **800-949-4232** (DE, DC, MD, PA, VA, WV)

Local: **301-217-0124**

ADAinfo@transcen.org

ADAinfo.org

Slide 1

Understanding Transportation Barriers for Diverse Individuals with Disabilities and Older Adults

Melissa Gray & Carrie Diamond

National Aging & Disability Transportation Center

Will begin at 2 PM 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

Slide 2

Technical Assistance

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

[image: arrow points to Questions panel]

Slide 3

Audio

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

[image: arrow points to Audio panel]

Slide 4

Video

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

[image: arrow points to divider line between presenter's video feed and presentation slides]

Slide 5

Questions and Comments

- Use the QUESTIONS panel

[image: arrow points to Questions panel]

Slide 6

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

Slide 7

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

Slide 8

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

[image: NIDILRR: National Institute on Disability, Independent Living, and Rehabilitation Research logo]

Slide 9

ADA National Network

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

[image: map of the United States divided into ten federal regions]

Slide 10

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

Slide 11

Mission and Objectives

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

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

[images: Man assisting woman with cane exiting vehicle; USAging, Easterseals and Federal Transit Administration logos]

Slide 12

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.

Slide 13

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.

Slide 14

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

[images: Two older women traveling by bus; Blind young adult with white cane boarding bus; Volunteer driver with older woman passenger]

Slide 15

Number and Type of Respondents

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+.

Slide 16

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

[image: Distribution of Respondents: US map showing distribution of respondents. Alabama-37; Alaska-23; Arizona-60; Arkansas-19; California-344; Colorado-38; Connecticut-15; Delaware-7; District of Columbia-13; Florida-201; Georgia-128; Hawaii-76; Idaho-3; Illinois-85; Indiana-15; Iowa-8; Kansas-13; Kentucky-16; Louisiana-22; Maine-5; Maryland-53; Massachusetts-41; Michigan-60; Minnesota-16; Mississippi-23; Missouri-34; Montana-6; Nebraska-9; Nevada-30; New Hampshire-6; New Jersey-79; New Mexico-27; New York-221; North Carolina-79; North Dakota-5; Ohio-55; Oklahoma-26; Oregon-22; Pennsylvania-49; Rhode Island-6; South Carolina-22; South Dakota-5; Tennessee-23; Texas-209; Utah-5; Vermont-8; Virginia-71; Washington-69; West Virginia-7; Wisconsin-38; Wyoming-3]

Slide 17

Respondents by Race/Ethnicity and Respondent Categories

[images: Younger Adults with Disabilities by Race: Distribution of younger adults with disabilities by race: n=624; 34% Hispanic, 31% African American; 7% Native American, 13% Asian American and Pacific Islanders (AAPI), and 15% Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+ or were caregivers for individuals in the diverse categories of this survey). Older Adults by Race: Distribution of older adults by race: n=1206; 25% Hispanic, 28% African American, 23% Native American, 9% Asian American and Pacific Islanders (AAPI), and 15% Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+ or were caregivers for individuals in the diverse categories of this survey).]

Slide 18

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

[image: Driver assisting man in power wheelchair on a lift to exit a vehicle.]

Slide 19

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

[image: Driver wearing a face mask assisting older woman with cane wearing a face mask onto bus]

Slide 20

Detailed Findings

[image: Woman in power wheelchair exiting bus off of lift]

Slide 21

1 Transportation Barriers

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

Slide 22

Biggest Transportation Barriers for Younger Adults with Disabilities

[image: Transportation Barriers: Younger Adults with Disabilities: Five bar graphs showing percentages of younger adults with disabilities by race and ethnicity who identified specific barriers. Graph 1: barrier is "not enough public transit"; 53% of African American, 71% of Asian American and Pacific Islanders (AAPI), 50% of Hispanics; 82% of Native Americans, and 47% of Other (including Arab/Middle Eastern,

Multi-Racial and White who identified as LGBTQ+). Graph 2: barrier is "concerns about wait time"; 35% of African American, 86% of Asian American and Pacific Islanders (AAPI), 50% of Hispanics, 73% of Native Americans, and 58% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 3: barrier is "no friends or family who drive regularly"; 53% of African American, 14% of Asian American and Pacific Islanders (AAPI), 73% of Hispanics; 82% of Native Americans; and 89% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 4: barrier is "transportation too expensive"; 53% of African American, 71% of Asian American and Pacific Islanders (AAPI), 59% of Hispanics, 45% of Native Americans, and 53% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 5: barrier is "concerns about COVID-19"; 29% of African American, 71% of Asian American and Pacific Islanders (AAPI), 59% of Hispanics, 45% of Native Americans, and 58% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+).]

Slide 23

Biggest Transportation Barriers for Older Adults

[image: Transportation Barriers: Older Adults: Five bar graphs showing percentages of older adults by race and ethnicity who identified specific barriers. Graph 1: barrier is "not enough public transit"; 39% of African Americans, 60% of Asian American and Pacific Islanders (AAPI), 50% of Hispanics, 71% of Native Americans, and 45% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 2: barrier is "community doesn't have enough or any options"; 56% of African Americans, 50% of Asian American and Pacific Islanders (AAPI), 44% of Hispanics, 86% of Native Americans, and 82% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 3: barrier is "no friends or family who drive regularly"; 50% of African Americans, 50% of Asian American and Pacific Islanders (AAPI), 81% of Hispanics, 71% of Native Americans, and 55% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 4: barrier is "transportation too expensive"; 56% of African Americans, 30% of Asian American and Pacific Islanders (AAPI), 56% of Hispanics, 43% of Native Americans, and 36% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 5: barrier is "concerns about COVID-19"; 61% of African Americans, 55% of Asian American and Pacific Islanders (AAPI), 63% of Hispanics, 71% of Native Americans, and 45% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+).]

Slide 24

2 Not Having Transportation Prevents Activities

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.

Slide 25

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.

[image: Lack of Transportation Prevents Activity: Two bar graphs showing percentages of diverse younger adults with disabilities and older adults who say that not having transportation often or sometimes prevents them from doing the activities they need or like to do. Graph 1: younger adults with disabilities; 94% of African Americans, 100% AAPI, 85% of Hispanics, 92% of Native Americans, and 86% of Other. Graph 2: older adults; 100% of African Americans, 74% of AAPI, 64% of Hispanics, 100% of Native Americans, and 58% Other.]

Slide 26

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.

[image: Transportation Prevents Activity 2: Two bar graphs showing percentages of diverse younger adults with disabilities and older adults who don’t regularly have transportation say they cannot get to the places they need to go. Graph 1: younger adults with disabilities; 59% of African Americans, 57% of AAPI, 68% of Hispanics, 73% of Native Americans, and 68% Other. Graph 2: older adults; 56% of African Americans, 70% of AAPI, 56% of Hispanics, 86% of Native Americans, and 64% Other.]

Slide 27

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

[image: Lack of Transportation Leads to Isolation: Two bar graphs – one focused on diverse younger adults with disabilities, the other on diverse older adults – showing percentages who don’t regularly have transportation and say they feel isolated. Graph 1 (younger adults with disabilities): 71% of African Americans 57% of Asian American and Pacific Islanders (AAPI), 73% of Hispanics, 45% of Native Americans, and 53% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 2 (older adults); 44% of African Americans, 40% of Asian American and Pacific

Islanders (AAPI), 63% of Hispanics, 100% of Native Americans, and 45% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+).]

Slide 28

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.

[images: Lack of Transportation Options Leads to Dependency: Two bar graphs show percentages of diverse younger adults with disabilities and diverse older adults who don't have good transportation and say it makes them feel dependent on others. Graph 1 (younger adults with disabilities); 45% of African Americans, 44% of Asian American and Pacific Islanders (AAPI), 50% of Hispanics, 43% of Native Americans, and 52% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 2 (older adults); 45% of African Americans, 54% of Asian American and Pacific Islanders (AAPI), 52% of Hispanics, 38% of Native Americans, and 35% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Lack of Transportation Options Leads to Frustration: Two bar graphs show percentages of diverse younger adults with disabilities and diverse older adults who don't have good transportation and say it makes them feel frustrated. Graph 2 (younger adults with disabilities); 55% of African Americans, 56% of Asian American and Pacific Islanders (AAPI), 50% of Hispanics, 57% of Native Americans, and 48% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 2 (older adults); 55% of African Americans, 46% of Asian American and Pacific Islanders (AAPI), 48% of Hispanics, 63% of Native Americans, and 65% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+).]

Slide 29

3 Transportation Needs

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.

Slide 30

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

[image: Transportation Destinations: Two bar graphs showing percentages of diverse younger adults with disabilities and diverse older adult respondents reporting primary transportation destinations. Graph 1 (younger adults with disabilities); 71% reported medical and dental appointments, 71% reported supermarket or store, 61% reported

visiting family and friends, and 60% reported pharmacy as primary destinations. Graph 2 (older adults): 83% reported medical and dental appointments, 82% reported supermarket or store, 71% reported visiting family and friends, and 67% reported pharmacy as primary destinations.]

Slide 31

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

[image: Top Destinations of Younger Adults with Disabilities by Race: Four bar graphs showing percentages of younger adults with disabilities by race/ethnicity according to the top four transportation destinations. Graph 1 (medical/dental appointments): 73% of African American, 66% of Asian American and Pacific Islanders (AAPI), 70% of Hispanics, 70% of Native Americans, and 78% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 2 (supermarket/store): 68% of African Americans, 70% of Asian American and Pacific Islanders (AAPI), 70% of Hispanics, 73% of Native Americans, and 79% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 3 (visiting family/friends): 59% of African Americans, 59% of Asian American and Pacific Islanders (AAPI), 60% of Hispanics, 66% of Native Americans, and 66% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 4 (pharmacy): 56% of African Americans, 59% of Asian American and Pacific Islanders (AAPI), 60% of Hispanics, 68% of Native Americans, and 65% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+).]

Slide 32

Top Destinations of Diverse Older Adults by Race/Ethnicity

[image: Top Destinations of Older Adults by Race: Four bar graphs showing the percentages of older adults by race/ethnicity according to top four destinations. Graph 1 (medical/dental appointments): 85% of African Americans, 82% of Asian American and Pacific Islanders (AAPI), 81% of Hispanics, 82% of Native Americans, and 83% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 2 (supermarket/store): 84% of African Americans, 82% of Asian American and Pacific Islanders (AAPI), 76% of Hispanics, 83% of Native Americans, and 86% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 3 (visiting family/friends): 67% of African Americans, 73% of Asian American and Pacific Islanders (AAPI), 70% of Hispanics, 71% of Native Americans, and 74% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 4 (pharmacy): 67% of African Americans, 65% of Asian American and Pacific

Islanders (AAPI), 65% of Hispanics, 70% of Native Americans, and 70% of Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+).]

Slide 33

4 Decline of Public Transportation Use Due to COVID-19 Pandemic

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

Slide 34

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

[image: Top Ten Transportation Methods Used by Younger Adults with Disabilities, Before and Since COVID: 76% of diverse younger adults with disabilities walked before COVID-19 and 59% walked since COVID; 81% rode with family or friends before COVID and 60% rode with family and friends since COVID; 42% used bike or scooter share before COVID and 39% used bike or scooter share since COVID; 60% used public transportation before COVID and 32% used public transportation since COVID; 42% rode with a volunteer before COVID and 33% rode with a volunteer since COVID; 41% rode a motorcycle before COVID and 32% rode a motorcycle since COVID; 42% rode a motorbike, scooter or moped before COVID and 40% rode a motorbike, scooter or moped since COVID; 53% rode a bike or electric bike before COVID and 39% rode a bike or electric bike since COVID; 53% used rideshare services, Uber/Lyft before COVID and 37% used rideshare service, Uber/Lyft since COVID; 49% used specialized transportation services before COVID and 31% used specialized transportation services since COVID.]

Slide 35

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

[image: Top Ten Transportation Methods Used by Older Adults Before and Since COVID: 73% of diverse older adults walked before COVID-19 and 64% walked since COVID; 65% rode with family or friends before COVID and 43% rode with family and friends since COVID; 13% used bike or scooter share before COVID and 9% used bike or scooter share since COVID; 38% used public transportation before COVID and 19% used public transportation since COVID; 35% rode with a volunteer before COVID and 18% rode with a volunteer since COVID; 29% rode a motorcycle before COVID and 23% rode a motorcycle since COVID; 18% rode a motorbike, scooter or moped before COVID and 17% rode a motorbike, scooter or moped since COVID; 48% rode a bike or electric bike before COVID and 40% rode a bike or electric bike since COVID; 29% used rideshare services, Uber/Lyft before COVID and 13% used rideshare service, Uber/Lyft since

COVID; 21% used specialized transportation services before COVID and 13% used specialized transportation services since COVID.]

Slide 36

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

[image: Primary Transportation Options Used by Diverse Younger Adults with Disabilities since COVID-19: Four bar graphs show the percentages according to race of primary transportation options used. Graph 1, public transportation (n=125): 40% of African Americans, 27% AAPI, 31% Hispanic, 50% Native American and 13% other. Graph 2, ride with family or friends (n=297): 60% of African Americans, 63% AAPI, 60% Hispanic, 58% Native American and 54% other. Graph 3, ride bike/electric bike (n=84): 38% of African Americans, 33% AAPI, 40% Hispanic, 46% Native American and 39% other. Graph 4, walk (n=239): 62% of African Americans, 56% AAPI, 60% Hispanic, 52% Native American and 55% other.]

Slide 37

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

[image: Primary Transportation Options Used by Older Adults Since COVID-19: Four graphs show percentages according to race of the primary transportation options. Graph 1, public transportation (n=112): 23% of African Americans, 20% AAPI, 16% Hispanic, 11% Native American, and 14% other. Graph 2, ride with family or friends: (n=381): 46% of African Americans, 43% AAPI, 39% Hispanic, 41% Native American, and 47% other. Graph 3, ride bike/electric bike (n=99): 44% of African Americans, 37% AAPI, 44% Hispanic, 42% Native American, and 35% other. Graph 4, walk (n=585): 61% of African Americans, 68% AAPI, 62% Hispanic, 64% Native American, and 65% other.]

Slide 38

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

Slide 39

5 Dependence on Family, Friends and Neighbors for Transportation Information

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

Slide 40

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

[images: Percentages Familiar with Transportation Options: Percentages of younger adults with disabilities and older adults who are very or somewhat familiar with the transportation options in their areas. Of younger adults with disabilities, 80% of African Americans, 80% AAPI, 79% of Hispanics, 68% of Native Americans, and 77% of Other are very or somewhat familiar. Of older adults, 74% of African Americans, 67% AAPI, 67% of Hispanics, 75% of Native Americans and 75% of Other are very or somewhat familiar with transportation options. Percentages Not Familiar with Transportation Options: Percentages of younger adults with disabilities and older adults who are not too, or not at all familiar with the transportation options in their areas. Of younger adults with disabilities, 20% of African Americans, 20% AAPI, 21% of Hispanics, 32% of Native Americans and 23% of Other are not too or not at all familiar. Of older adults, 27% of African Americans, 33% AAPI, 33% of Hispanics, 25% of Native Americans, and 25% of Other are not too or not at all familiar with transportation options.]

Slide 41

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

[image: Most Frequent Sources of Transportation Information: Younger Adults with Disabilities: Percentages according to race for the three most frequent sources of information about transportation. Graph 1, family, friends, neighbors: 46% of African Americans, 47% of AAPI, 44% of Hispanics, 48% of Native Americans, and 38% of Other. Graph 2, search online: 31% of African Americans, 33% of AAPI, 36% of Hispanics, 24% of Native Americans, and 36% of Other. Graph 3, transportation providers: 23% of African Americans, 19% of AAPI, 20% of Hispanics, 28% of Native Americans, and 24% of Other.]

Slide 42

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

[image: Most Frequent Sources of Transportation Information: Older Adults: Percentages by race of the three most frequent sources of information about transportation. Graph 1, family, friends, or neighbors: 44% of African Americans, 41% of AAPI, 41% of Hispanics, 57% of Native Americans, and 42% of Other. Graph 2, search online: 35% of African Americans, 41% of AAPI, 40% of Hispanics, 26% of Native Americans, and 41% of Other. Graph 3, transportation providers: 22% of African Americans, 18% of AAPI, 19% of Hispanics, 17% of Native Americans, and 18% of Other.]

Slide 43

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

[image: Access to the Internet: Percentages by race of access to the internet for younger adults with disabilities, caregivers, and older adults. Graph 1, younger adults with disabilities: 95% of respondents were African American, 99% were Asian American and Pacific Islanders (AAPI), 97% were Hispanic, 89% were Native American, and 96% were Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 2, caregivers: 92% of respondents were African American, 93% were Asian American and Pacific Islanders (AAPI), 95% were Hispanic, 84% were Native American, and 94% were Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 3, caregivers: 94% of respondents were African American; 98% were Asian American and Pacific Islanders (AAP), 95% were Hispanic, 89% were Native American, and 97% were Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+).]

Slide 44

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

[image: Use of Social Media: Percentages by race of those who use social media among younger adults with disabilities, caregivers, and older adults. Graph 1, younger adults with disabilities: 79% of respondents were African American, 90% were Asian American and Pacific Islanders (AAPI); 90% were Hispanic, 77% were Native American, and 81% were Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 2, caregivers: 88% of respondents were African American, 88% were Asian American and Pacific Islanders (AAPI), 90% were Hispanic, 81% were Native American, and 92% were Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+). Graph 3, older adults: 70% of respondents were African American, 55% were Asian American and Pacific Islanders (AAPI), 66% were Hispanic,

55% were Native American, and 60% were Other (including Arab/Middle Eastern, Multi-Racial and White who identified as LGBTQ+).]

Slide 45

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

[image: Travel trainer with individual with disabilities on a bus.]

Slide 46

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

[images: Eldercare locator logo; National Aging & Disability Transportation Center logo; Brochure: "Before You Give up the Keys"; Brochure on transportation options]

Slide 47

6 Changes for Better Transportation in the Future

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.

Slide 48

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

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

transportation.

[image: Changes Younger Adults with Disabilities Would Like: Percentages by race for the top four transportation changes diverse younger adults with disabilities would like to see. Graph 1, less expensive or free transportation: 45% of African Americans, 47% of AAPI, 50% of Hispanics, 57% of Native Americans, and 47% of Other. Graph 2, transportation that will pick up: 39% of African Americans, 39% of AAPI, 34% of Hispanics, 41% of Native Americans, and 37% of Other. Graph 3, better public transportation: 36% of African Americans, 34% of AAPI, 37% of Hispanics, 57% of Native Americans, and 37% of Other. Graph 4, more flexible (longer hours/weekends): 29% of African Americans, 39% of AAPI, 32% of Hispanics, 48% of Native Americans, and 38% of Other.]

Slide 49

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

[image: Changes Older Adults Would Like: Percentages by race of the top four changes diverse older adults would like to see. Graph 1, less expensive or free: 36% of African Americans, 31% of AAPI, 28% of Hispanics, 33% of Native Americans, and 27% of Other. Graph 2, options that are easy for older adults and people with disabilities: 29% of African Americans, 20% of AAPI, 26% of Hispanics, 36% of Native Americans, and 22% of Other. Graph 3, better public transportation: 31% of African Americans, 25% of AAPI, 29% of Hispanics, 29% of Native Americans, and 26% of Other. Graph 4, more flexible (longer hours/weekends): 25% of African Americans, 23% of AAPI, 26% of Hispanics, 34% of Native Americans, and 23% of Other.]

Slide 50

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

Slide 51

Contact Slide

Call toll-free: 866.983.3222

Email: contact@nadtc.org

Web: <http://www.nadtc.org>

Find us on Facebook, Twitter, YouTube & LinkedIn

[images: National Aging and Disability Transportation Center logo lock-up with USAging, Easterseals and the U.S. Department of Transportation logos; social media icons, including Facebook, Twitter, YouTube, and LinkedIn]

Slide 52

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

Slide 53

Thank You for Joining Us!

Mid-Atlantic ADA Center

Toll-free: 800-949-4232 (DE, DC, MD, PA, VA, WV)

Local: 301-217-0124

ADAinfo@transcen.org

ADAinfo.org