Transportation Provider Survey: Highlights



This infographic highlights key insights from the survey conducted in fall 2023.

The Majority of Survey Respondents Serve Rural Areas



Direct Transportation Providers

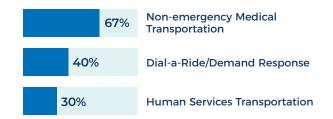
Those who provide rides to older adults, people with disabilities, and/or the general public.



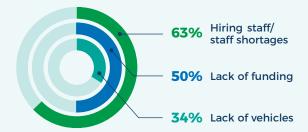
Related Providers

Those who connect people to rides or contract with Direct Transportation Providers.

Top Types Of Transportation Offered By Direct Transportation Providers



Top Challenges With Providing Transportation Services to Older Adults and People With Disabilities



While 69% of respondents receive Federal funds, only about half receive state funding.

The Federal Transit Administration is the top federal funding source, followed by Older Americans Act funding.

Of those respondents who receive Federal funding, 53% receive Section 5310 funding.

Public Transit and Human Services Agencies are the top organization types that receive Federal Section 5310 funding to support transportation.

Most Direct Transportation Providers Are involved in multiple types of DEI activities



Diversifying staff and/or board members



Providing materials in languages other than English



Training staff on DEI issues

The Top Coordination Activities Across All Geographics

84% Collecting data about who is served

76% Surveying riders

71% Participating in coordinated planning efforts with other sectors



n=445