

Transportation Provider Survey

Quantitative Survey Findings

November 2024

Research for:



Conducted by:

Southpaw *Insights*

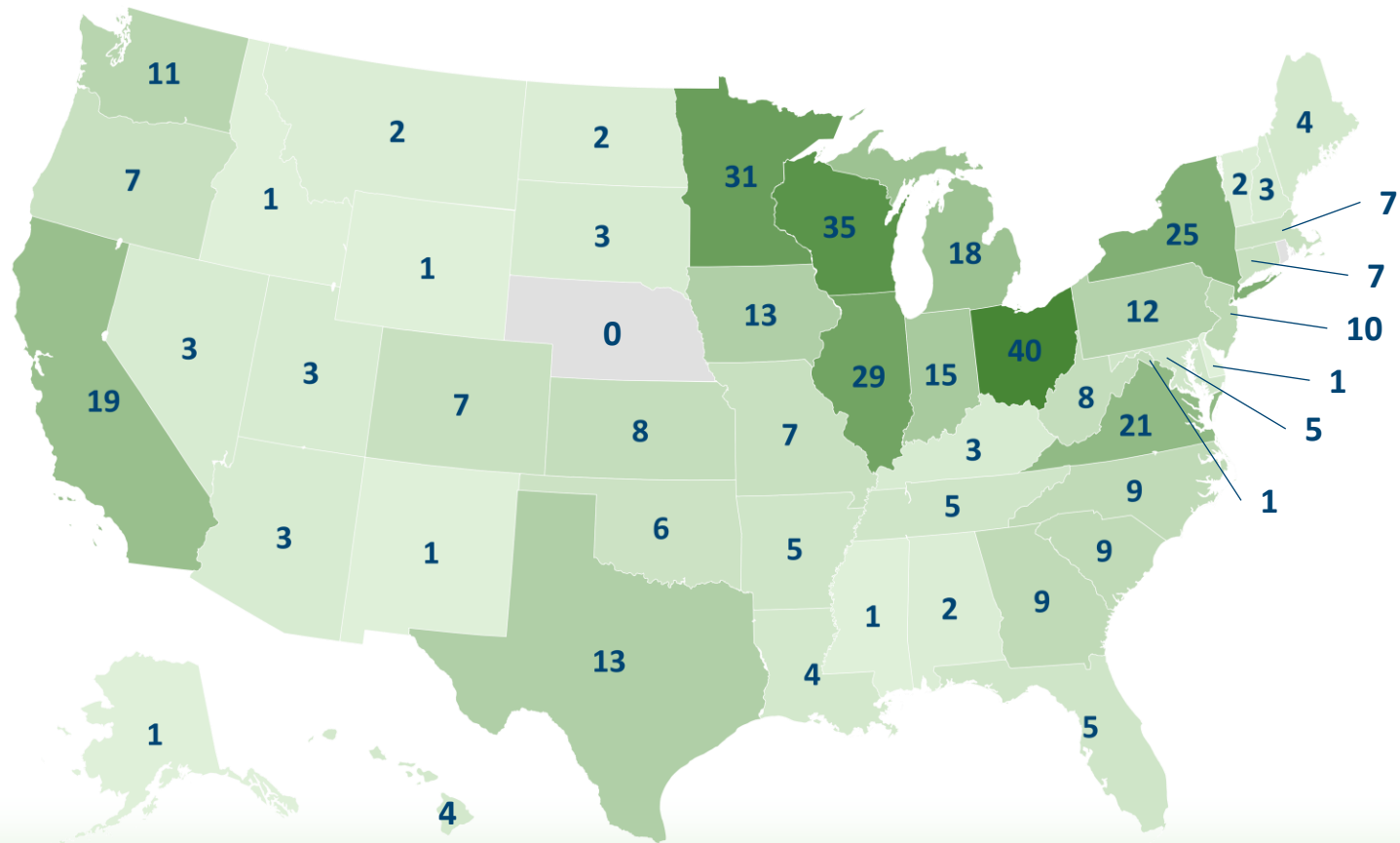


Poll 1

What are you hoping to learn from this presentation on the NADTC Provider Survey Data?

Background

Responses were received from 49 States and the District of Columbia

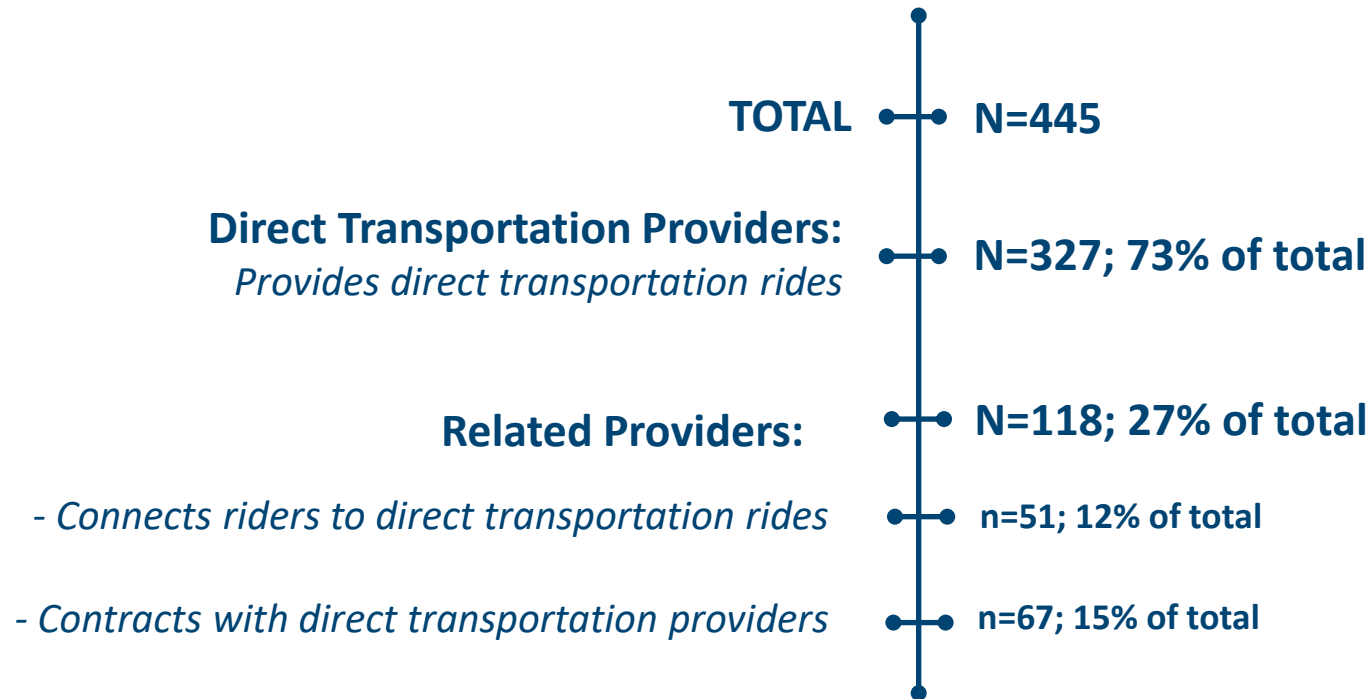


FTA Regions*	%
Region 1	5
Region 2	8
Region 3	11
Region 4	10
Region 5	38
Region 6	7
Region 7	6
Region 8	4
Region 9	7
Region 10	4

Powered by Bing
© GeoNames, Microsoft, TomTom

Profile of Respondents: Total Survey Responses

Transportation Service Groups*





















Transportation Service Providers are most likely to be located in public transit agencies in all geographic areas

Type of Transportation Provider

Transportation Service Providers: N=445*

Top answers shown

	Urban/Suburban (N=237)	Rural/Frontier (N=336)	Tribal/Other (N=35)
Public Transit	 30% (N=72)	 34% (N=114)	 49% (N=17)
Human Services Agency/Organization	 20% (N=48)	 21% (N=70)	 11% (N=4)
Area Agency on Aging	 17% (N=40)	 20% (N=67)	 9% (N=3)
Senior Center	 15% (N=35)	 16% (N=54)	 9% (N=3)
Aging and Disability Resource Center	 12% (N=28)	 14% (N=48)	 11% (N=4)
Other public or non-profit sector	 24% (N=56)	 20% (N=67)	 26% (N=9)

Services Provided

Non-emergency medical transportation is the most frequent service offered by Direct Transportation Providers in all geographic areas

Types of Transportation Services

Direct Transportation Providers: N=327*

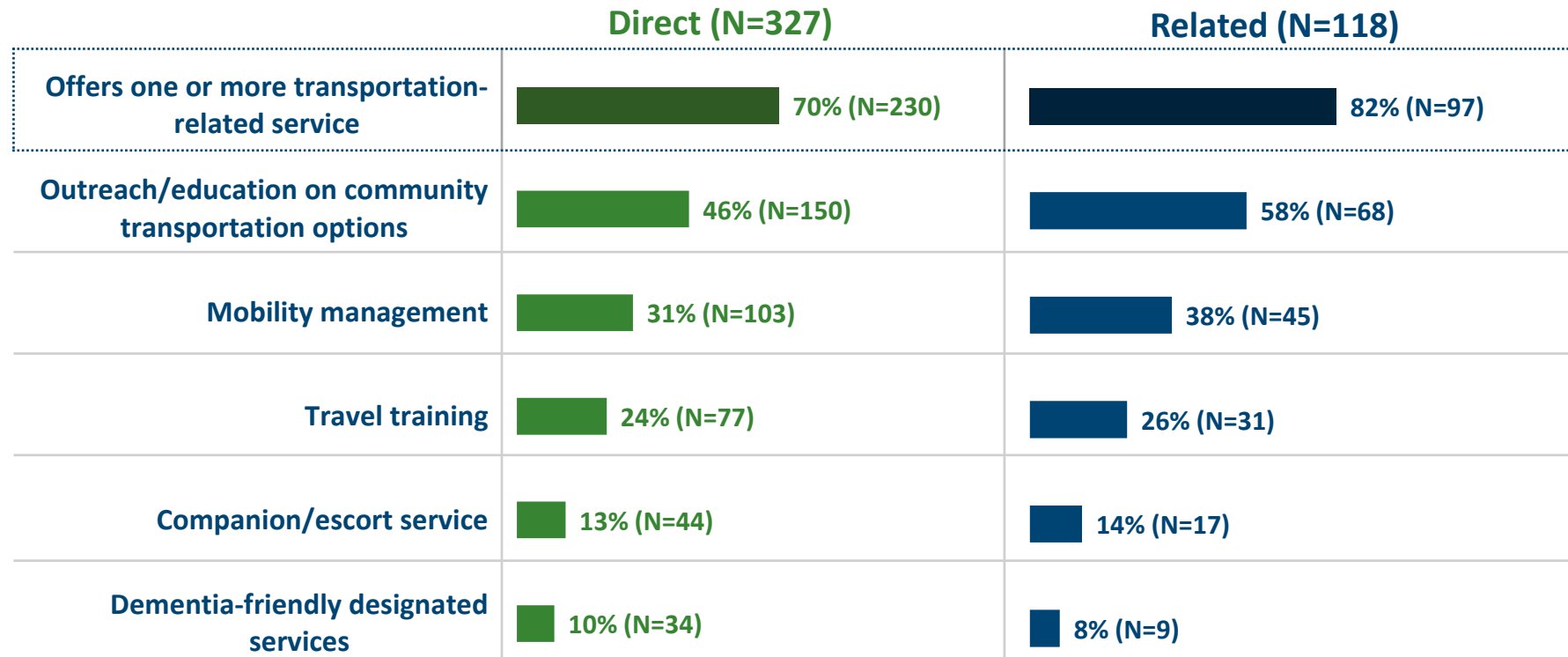
Top answers shown

	Urban/Suburban (N=157)	Rural/Frontier (N=250)	Tribal/Other (N=22)
Non-emergency Medical Transportation	59% (N=92)	70% (N=174)	64% (N=14)
Dial-a-Ride/Demand Response	36% (N=56)	44% (N=111)	36% (N=8)
Fixed-Route Public Transit	34% (N=54)	24% (N=59)	45% (N=10)
Human Services Transportation	28% (N=44)	31% (N=78)	32% (N=7)
Volunteer Transportation Program	26% (N=41)	32% (N=81)	14% (N=3)

Both Direct and Related Providers frequently offer outreach and mobility management

Types of Transportation Related Services*

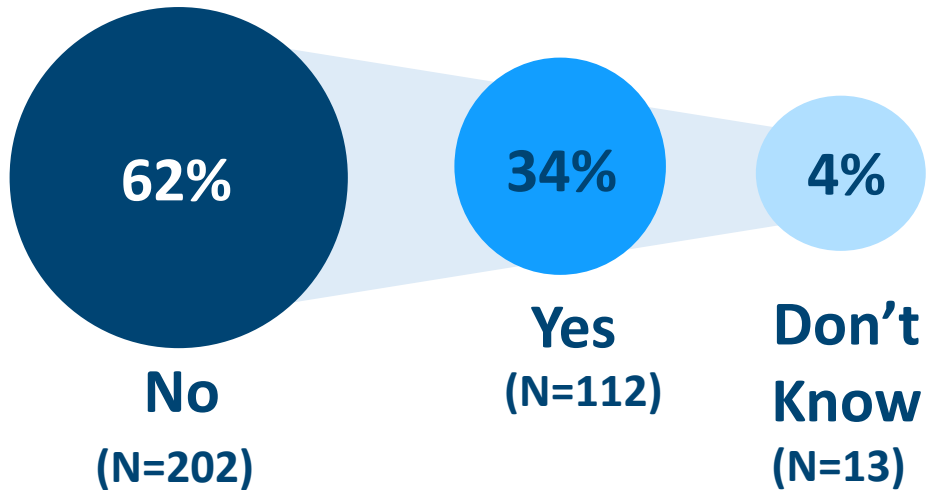
Top answers shown



A third of Direct Transportation Providers restrict their rides to certain trip purposes, most often to medical appointments

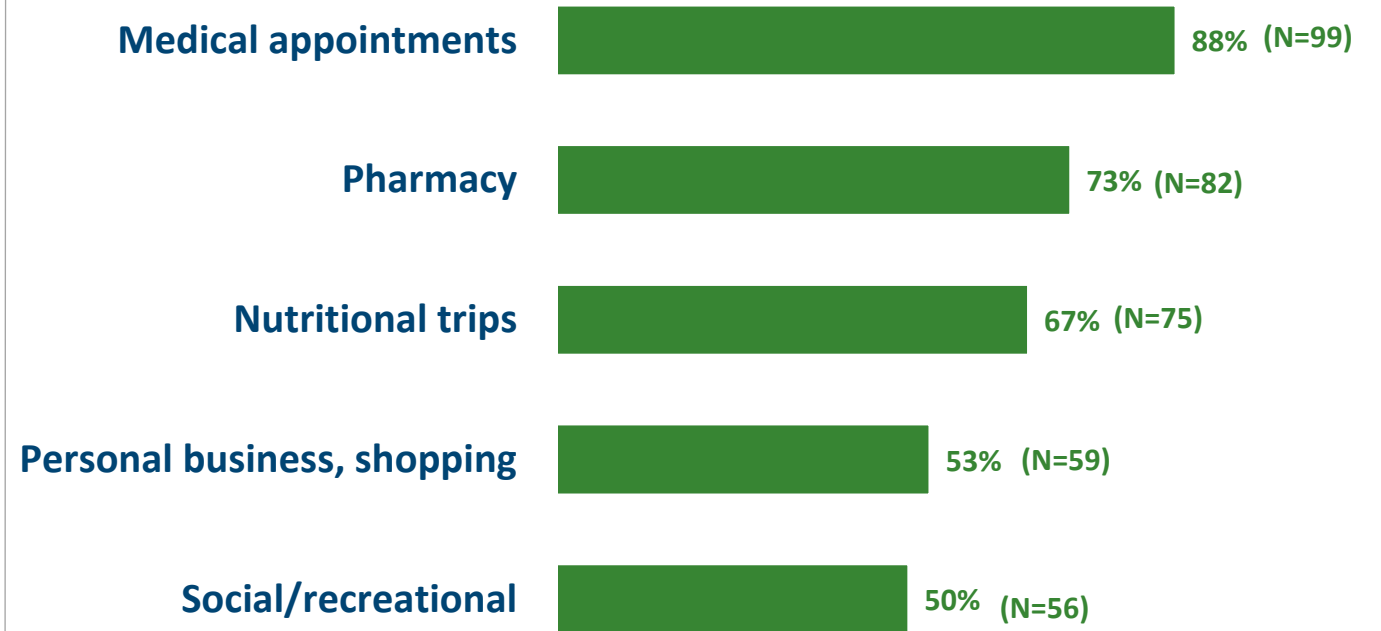
Restricted Rides

Direct Transportation Providers: N=327



Approved Destinations

Among Direct Transportation Providers Who Have Restricted Rides: N=112



More than a third of Direct Transportation Providers offer service on Saturdays

Days Services Are Offered

Direct Transportation Providers: N=327

All weekdays (Monday-Friday) 96% (N=313)

Saturdays 36% (N=119)

Sundays 20% (N=67)

Offers services on both Saturday and Sunday: 20% (N=67)

All who offer services on Sunday also offer services on Saturday

By appointment/request 27% (N=89)

Weekday Start and End Times

Direct Transportation Providers who serve on weekdays: N=313

START between 5 AM and 9 AM 87% (N=273)

END between 3 PM and 6 PM 59% (N=184)

END between 6:30 PM and 11:30 PM 38% (N=118)

9% (N=27) of Direct Transportation Providers offer services between midnight and 3 AM

Weekend and by-appointment services follow a similar pattern

Accessibility of Rides

Nearly all Direct Transportation Providers offer rider assistance and have wheelchair-accessible vehicles

Types of Rider Assistance Services Organizations Offer*

Direct Transportation Providers: N=327

Offers at least one service **94% (N=309)**

Assistance with use of ramp/lift **80% (N=263)**

Assistance with boarding and alighting **76% (N=247)**

Tie-down assistance for mobility devices or oxygen **71%(N=231)**

Phone assistance to schedule rides **60%(N=196)**

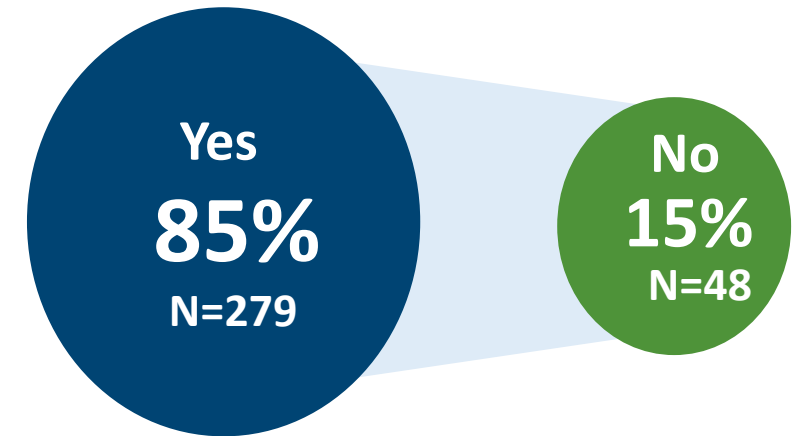
Assistance downloading apps or using online services **25% (N=81)**

Other **6% (N=21)**

None **6% (N=18)**

Has Wheelchair Accessible Vehicles

Direct Transportation Providers: N=327



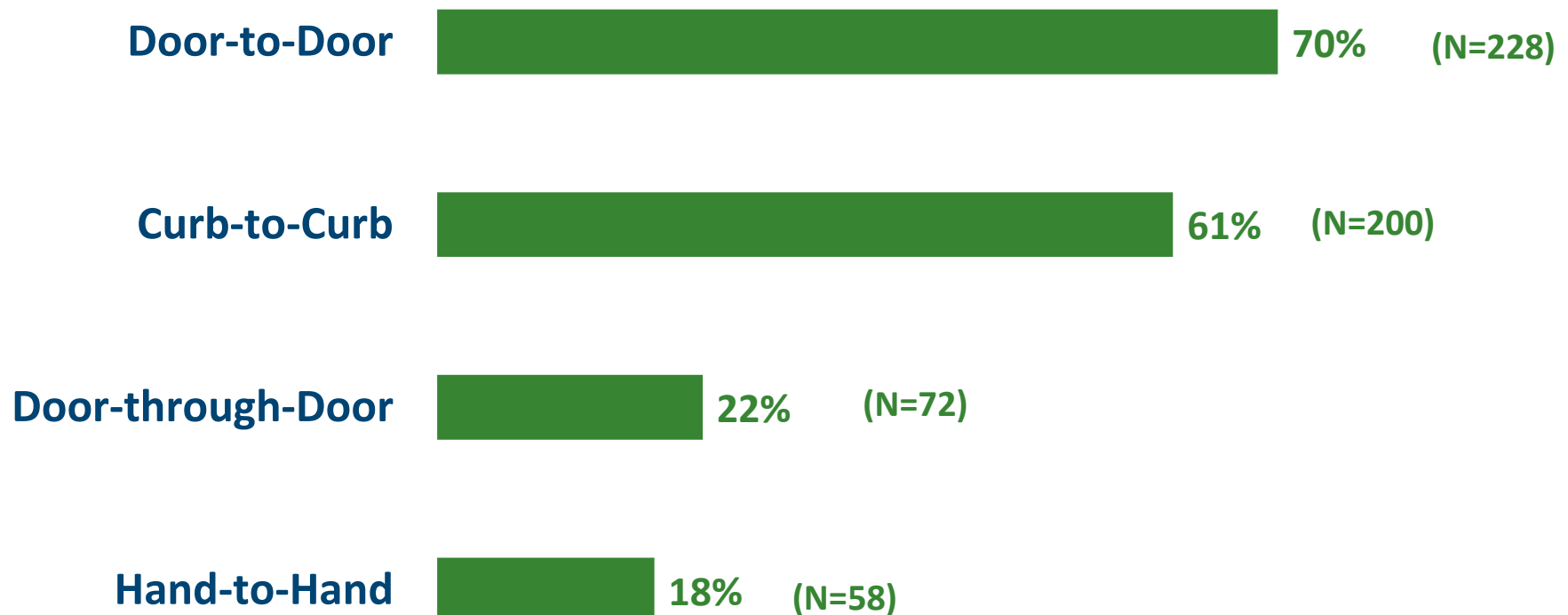
* NOTE: Providers may offer multiple types of transportation

A5: Which, if any, of the following types of rider assistance services do you provide?
 A11: Does your agency have wheelchair-accessible vehicles?

Direct Transportation Providers are most likely to offer door-to-door service followed by curb-to-curb service

Levels of Transportation Services*

Direct Transportation Providers: N=327



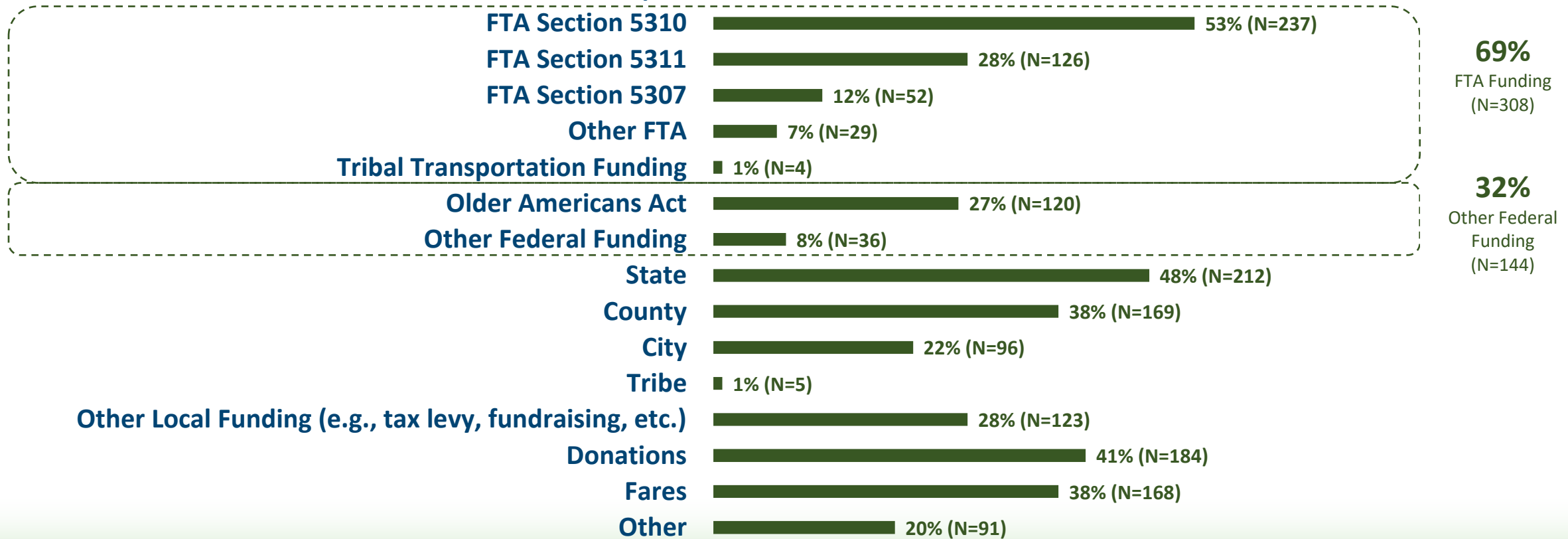
* NOTE: Providers may offer multiple types of transportation

Funding

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

Funding Sources

Transportation Service Providers: N=445

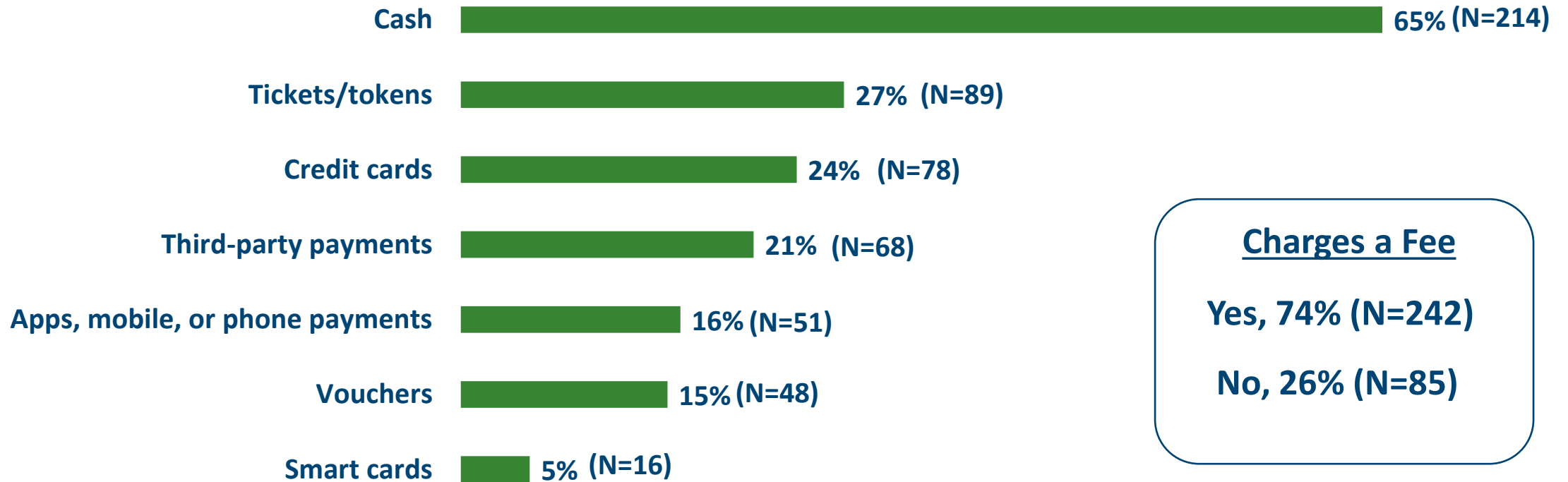


Fares

Most Direct Transportation Providers charge a fee for rides and cash is the top payment method available for riders

Payment Methods Available

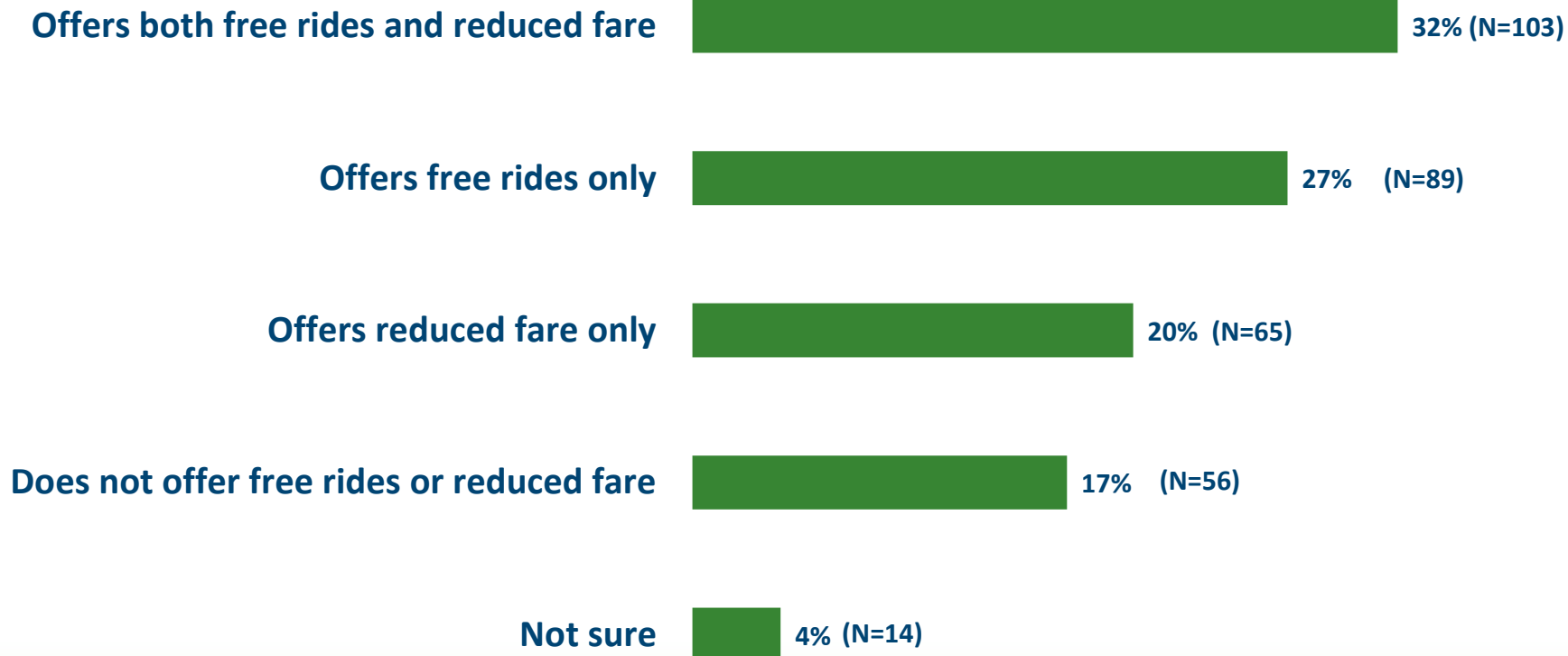
Direct Transportation Providers: N=327



Charges a Fee
Yes, 74% (N=242)
No, 26% (N=85)

Most Direct Transportation Providers offer free or reduced-fare rides

Offer of Free Rides or Reduced-Fare Rides
Direct Transportation Providers: N=327



Offers free rides AND/OR reduced-fare 79%; N=257

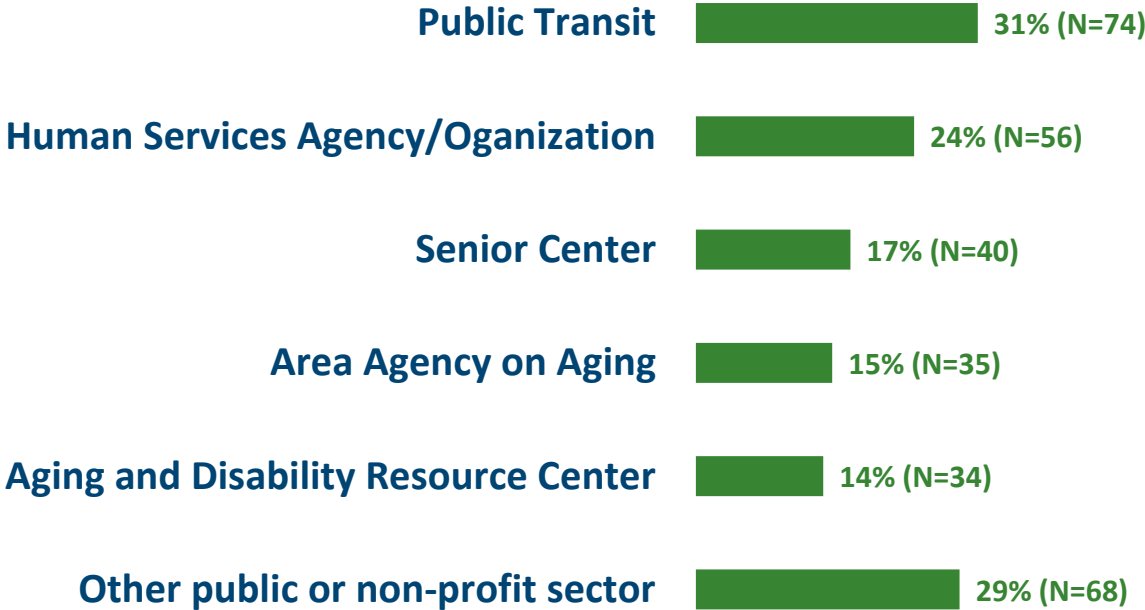
FTA Section 5310 Funding

Enhanced Mobility for Seniors & Individuals with Disabilities

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

Type of Company/Agency Among 5310 Funded Organizations

Receives FTA Section 5310: N=237



Challenges and Needs (Direct Transportation Providers)

The top challenge among all geographies is hiring staff and staff shortages

Top Challenges by Geography
Direct Transportation Providers: N=327*

	Urban/Suburban (N=157)	Rural/Frontier (N=250)	Tribal/Other (N=22)
Challenges hiring staff/staff shortages	60% (N=94)	63% (N=157)	73% (N=16)
Lack of funding	46% (N=72)	50% (N=126)	68% (N=15)
Lack of vehicles	31% (N=49)	34% (N=86)	32% (N=7)
Recruiting and keeping volunteers	26% (N=41)	30% (N=75)	23% (N=5)
Challenges finding local funding match	20% (N=32)	26% (N=65)	50% (N=11)
Serving rural/tribal areas	16% (N=25)	22% (N=54)	41% (N=9)

In Their Own Words: Challenges & Needs - Funding

Respondents highlight their need for additional funding, emphasizing that the extent of their services is contingent on the amount of funding they can secure.

“Our transportation services are in jeopardy due to lack of funding to support higher wages and travel costs. We currently have 3 counties that we cannot find or provide transportation for in our rural region.”
– Direct Transportation Provider

In Their Own Words: Challenges & Needs – Staffing & Training

Respondents mention that they have encountered challenges related to securing volunteers, getting staff trained, and funding new staff, particularly drivers.

**“Would love to see more affordable training options for staff. Most smaller agencies have a very limited training budget - we cannot afford to avail ourselves of the training except on a limited basis.”
– Direct Transportation Provider**

Coordination

(Direct Transportation Providers)

Most Direct Transportation Providers are engaged in coordination activities

Coordination Activities

Direct Transportation Providers: N=327



C2: Which best describes your organization's engagement in each of the following coordination activities? (Summary of Engaged)

In Their Own Words: Engagement in Coordination Activities

Respondents highlight their involvement in collaborating with government programs, including county and state initiatives.

“Ours is a stand-alone volunteer-based service to provide rides to non-procedural medical appointments outside one's home community. We run it independently but do communicate with the county and VA when they may be a better option for the client.”

– Direct Transportation Provider

Diversity, Equity and Inclusion

(Direct Transportation Providers)

Engagement in DEI activities is similar among urban, suburban, rural, and frontier areas

Top DEI Activities by Geography

Direct Transportation Providers: N=327*

	Urban/Suburban (N=157)	Rural/Frontier (N=250)	Tribal/Other (N=22)
Diversifying staff and/or board members	73% (N=114)	69% (N=173)	45% (N=10)
Providing materials in languages other than English	71% (N=112)	68% (N=171)	45% (N=10)
Training staff on DEI issues	66% (N=104)	64% (N=161)	41% (N=9)
Integrating DEI into communications/marketing materials	64% (N=100)	58% (N=146)	36% (N=8)
Reviewing current practices to identify barriers that impact underserved and marginalized populations	63% (N=99)	65% (N=162)	50% (N=11)

In Their Own Words: Engagement in DEI

Respondents mention that they integrate DEI initiatives throughout the organization and its overarching strategy.

“We have a Chief Organizational Equity Officer at our agency. She oversees the entire agency, including Independence Express. Our program serves anyone with a disability in Western New York. Our department and the people we serve are very diverse. As an agency, we identify gaps as a whole, if any.” – Direct Transportation Provider






















Initiatives

(Direct Transportation Providers)

Improved dispatch/vehicle tracking technology is the most commonly implemented initiative

Implementation of Initiatives

Direct Transportation Providers: N=327

	Have Implemented	Working/Planning on Implementing	Interested in but No Work/Planning Done
Improved technology for dispatch/vehicle tracking	 39% (N=127)	 22% (N=73)	 16% (N=52)
Improved technology for real-time information sharing with customers	 22% (N=72)	 21% (N=68)	 28% (N=90)
Online or app scheduling for customers	 17% (N=57)	 18% (N=59)	 30% (N=98)
Working with for-profit partners like Transportation Network Companies (Uber, Lyft, etc.) or microtransit providers	 11% (N=37)	 7% (N=23)	 26% (N=84)
Changes in vehicle types & fuels (electric, automated vehicles, alternate fuels)	 10% (N=33)	 19% (N=61)	 33% (N=107)
Automated fare payment systems	 9% (N=30)	 15% (N=48)	 28% (N=90)
Agency consolidations & mergers	 5% (N=17)	 4% (N=13)	 13% (N=42)

In Their Own Words: Initiatives Currently or Planning to Implement

Respondents mention tech-related initiatives such as enhancing software to enable text notifications for clients.

**“We are looking into implementing new software that will allow for better route planning and real-time client communication.”
– Direct Transportation Provider**

Poll 2

What data is most useful in your work?

Discussion

Are there any “aha” moments when you read through the report or listened to this presentation?

Questions?



Call toll-free: 866.983.3222

Email: contact@nadtc.org

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

Find us on Facebook, Twitter, YouTube & LinkedIn

