

TRIP-Link (working title)

Volunteer Driver Program

Supporting resources:

- **Link Transit Survey 2016:** Survey identified 63% of the respondents do not use public transit. 19% said they had no services where they live or where I'm going. 64% stated they did not have a personal vehicle.
- Fifty-five percent of the **2018 NCW Mobility Council survey** respondents reported difficulties reaching essential services due to lack of access to public transportation. Difficulties were described as not having public or other transit available in their area. Others stated lack of night time service (employment at healthcare facilities), walking is a challenge due to physical limitations or other medical conditions limiting access to public or other transit. Those using a mobility device such as a wheelchair found it difficult to navigate in inclement weather, steep inclines, snow and ice, or inaccessible paths of travel (E.g. no curb cuts or sidewalks). www.ncwmobilitycouncil.org
- **Chelan Douglas Trends** report 119,920 people live in our two counties, 57 % or 68,354* of those individuals *live outside* Link Transit's current service route boundary with no access to public transportation. *Link Transit Finance Department.
 - 20.5% are over the age of 65 in 2019 compared to 13.5% in 2000
 - <http://chelandouglastrends.com>
- **Persons with Disabilities: WA State DSHS, DVR (Division of Vocational Rehabilitation) , 2019 Comprehensive Statewide Needs Assessment (CSNA) report 2019**

www.dshs.wa.gov/sites/default/files/dvr/2019CSNAFinal.pdf :

- American Community Survey data 2017: 12.9% of WA residents are living with a disability. Largest part of the population over age 65 is 41.1% , second is 38.8% 35-64 and 12.2% 18-34, "working age individuals". Service barriers include "lack of transportation" among other barriers such as language and cultural factors, service provider lack of expertise and behavior health factors and challenging life circumstances, living below 150% poverty level.
- **Chelan County:** Number of working age individuals with disability: 4,731
- For the working age population, cognitive and ambulatory disabilities are most common, affecting 45% and 43% of working age adults with disabilities, respectively. Auditory and vision impairments occur in about 22% and 16% of people with disabilities, respectively.
- **Census Bureau: 1994 Report - 1 in 5 Americans have a disabilities, approx. 24 million have a sever disability**

- **National Aging and Disability Transportation Center: National Survey**

www.nadtc.org

<https://www.nadtc.org/wp-content/uploads/KRC-NADTC-Survey-Report-24June2020.pdf>

30% Public transit

61% Rural

92 % Older adults

84% People w/ disabilities

Survey/data make up

Transportation Landscape for Riders –Older adult and people with disability riders use transportation services for a wide range of needs, many essential. But 77% of transportation providers say that, for those who do not drive, finding alternative options is difficult. Only 27% say the options are good—and only 3% say very good. Affordability is a major issue

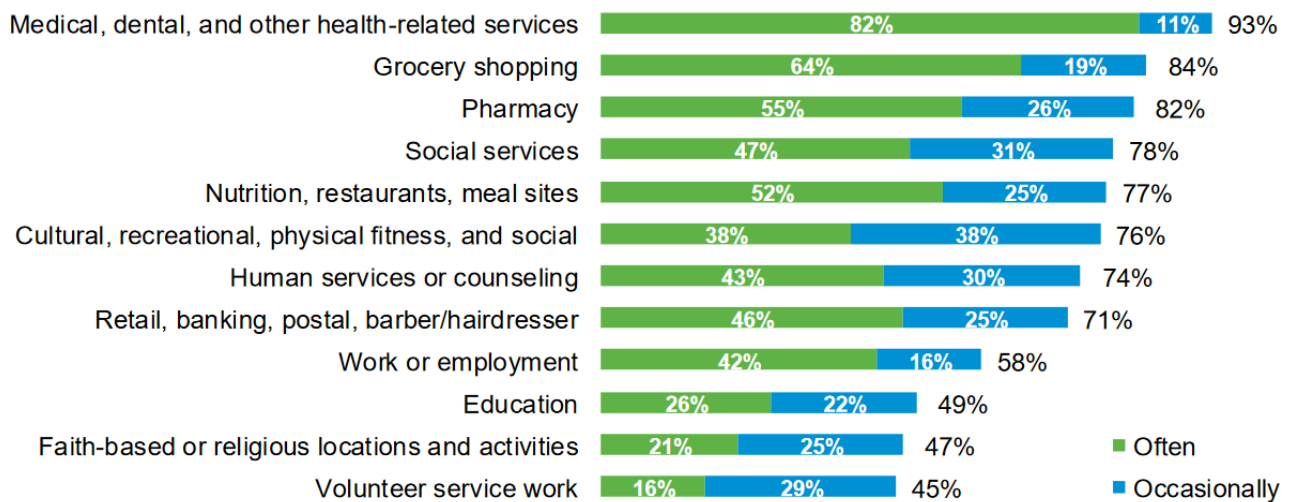
Service Challenges –Nearly half maintain data on unmet needs. The need to expand services to customers currently without access is the most important issue to address. A quarter have staffing needs and would like to serve additional destinations. Funding is the biggest challenge.

Snapshot: FTA Section 5310 Funding Recipients –Agencies that receive Section 5310 funding are far more likely than other organizations to have a Mobility Manager and to provide services to older adults and people with disabilities. They are also more likely to provide rider assistance and offer more flexible weekend scheduling.

Number 1 use of transportation is Medical related. Second is grocery shopping and third is pharmacy.

Transportation Uses

(Percent Often or Occasionally)



- NADTC National Poll: Transportation Needs and Assessment

www.nadtc.org

<https://www.nadtc.org/resources-publications/nadtc-national-poll-transportation-needs-and-assessment/>

Audience Snapshot: Older adults (60+ years old)

Key Demographics and Characteristics

Have a disability: 33%

- 27%: physical disability
- 10%: vision problem
- 5%: hearing problem

71%: Use medical equipment and mobility aids

22% (52% of those with a disability): Have a caregiver

- 61% of caregivers help with transportation needs

Transportation Behaviors

Often or sometimes:

- 82% drive a vehicle
- 58% ride with family/friends
- 54% walk
- 15% public transportation
- 10% use a taxi or cab service

Transportation Information Sources

- 23% very and 35% somewhat familiar with transportation options in their area

Most frequently used sources of information:

- 43%: Family, friends, or colleagues
- 24%: Search the computer
- 18%: Telephone book

Transportation Outlook

- 30% say transportation options will get better in the coming years
- 68% say it would be difficult to find alternative transportation options, if they were to stop driving
- 41% say they do not have good alternative transportation options
- Biggest Barriers: Accessibility and availability (40%) and destination, such as long travel distances (14%)

1. Most older adults and younger adults with disabilities drive their own vehicles or ride with family or friends. Some supplement with public and other forms of transportation. **Incentives to use other modes appear limited.**
 - About three-quarters of adults with disabilities of all ages ride with family and friends, compared to just over half of those without disabilities.
 - About a third of younger adults with disabilities use public transportation, **ride with a volunteer, and/or use special transportation services for people with disabilities.**
 - Only 15% of older adults use public transportation and even fewer use special transportation services or ride with a volunteer.
2. Caregivers play a pivotal role in helping older adults and individuals with disabilities meet their transportation needs—and most are happy to help.
 - Two in 10 older adults and six in 10 people with disabilities have a caregiver. Most caregivers live with the care recipient, or close by.
 - Caregivers spend about five hours a week either providing transportation or arranging for it.
 - **Caregivers are quite concerned about the safety** of the person they care for if they are still driving. Most expect a time will come when the care recipient will no longer be able to drive.
3. Many individuals with disabilities of all ages have concerns about driving and so have cut back or made adjustments. Across age and disability, most anticipate a time when they will no longer be able to drive.
 - Those who have made changes to their driving because of a visual, physical, or medical challenge have cut back, only drive when necessary, and avoid driving at night.
 - Older adults estimate they will need to stop driving around the age of 80, while younger adults with disabilities estimate they will stop at age 60.
 - **Most say it will be extremely difficult to find alternative forms of transportation when they give up driving.**
4. Those who give up driving face big barriers getting around. They can no longer do the things they need and want to do. They face physical isolation, frustration, and feel dependent and trapped.
 - Older adults who gave up driving did so because were no longer comfortable, while those with disabilities gave it up due to physical and medical challenges.
 - Most say that alternative options for getting around are good, but could be better—only about a quarter say they have excellent options. **Options are especially limited in rural areas.**

- Not driving is a huge barrier, especially for younger adults with disabilities. **Barriers include expensive and sparse transportation options.**
 - Close to 9 in 10 who stopped driving have been negatively impacted—**from being isolated to dependent. This limits them living their lives to the fullest**
 - and makes them feel frustrated.
5. Older adults and younger adults with disabilities who do not drive face many barriers, including access to affordable transportation alternatives.
 - **Availability of alternative options (including public transportation, like trains and buses) is the biggest barrier,** followed by cost.
 - Even though cost is a barrier for many, people do not seem to be using discounted rides or vouchers.
 - Majorities are familiar with alternative transportation options, but those in rural areas are less familiar than those in urban areas.
 6. There is no single “go-to” information resource for alternative transportation options. Many turn to family and friends for information about options.
 - Few are familiar with public transportation options; only about a quarter say they are very familiar.
 - Outside of friends and family, most are not taking advantage of local information about transportation.
 7. Most hope for more convenient and public alternatives in the future. Younger adults with disabilities are more optimistic about improvements than older adults.
 - Younger adults with disabilities are more hopeful than older adults that options will get better.
 - **Greater availability of convenient public transportation is the number one request**

- **University of Minnesota, in a National Center of Mobility Management report’s (July 2020) key findings:**

www.nationalcenterformobilitymanagement.org

<https://nationalcenterformobilitymanagement.org/resources/the-role-of-transportation-in-addressing-social-isolation-in-older-adults/>

- Public transportation has a role in addressing social isolation and loneliness
- Older adults identified issues that shaped their use of public transportation options, such as accessibility; affordability; awareness of their existence and how to use them; limited flexibility of service, especially in rural areas; and constraints on using public transportation for social purposes.
- Differences exist in access to and use of public transportation across sociodemographic subpopulations of older adults (e.g., rurality, gender, age, income, disability status, ethnicity).
- Social isolation and loneliness are important to be addressed as health issues
- There is a lack of data and software tools to inform how the use of public transportation might currently be addressing the social needs and preferences of older adults and how it could do so in the future.
- Fragmentation of services (both among transportation providers and between transportation and other sectors) creates a need for expanded collaboration between providers and across sectors to fully meet the needs of older adults.

Recommendations from this study include:

- Improve collaboration between transportation and public health at the community level

- Increase involvement and coordination between state agencies to align efforts between transportation, aging services, and health.
- Expand publicly funded options for transportation, including a variety of options that are affordable, convenient, attractive, safe, and accessible for all older adults.
- Broaden the focus of transportation purpose beyond medical transportation to include destinations for social purposes.
- Address public perception and awareness of public transportation among older adults to reduce stigma and increase knowledge.

