

TRANSPORTATION CHALLENGES FOR OHIOANS WITH DISABILITIES

A Report to the
Ohio Developmental Disabilities Council
July 2017



TRANSPORTATION CHALLENGES FOR OHIOANS WITH DISABILITIES

Acknowledgments

GRC gratefully acknowledges the support of the study's sponsor, the Ohio Developmental Disabilities Council, as well as valuable feedback from its partners Disability Rights Ohio and Services for Independent Living.

About GRC

In 2008, the Ohio Council of Medical School Deans founded the Ohio Colleges of Medicine Government Resource Center (GRC). Housed at The Ohio State University, GRC is a public university-based center for applied health policy research and technical assistance. The Government Resource Center engages expert faculty and staff at Ohio's Colleges of Medicine and partners with state health and human services policymakers to improve the health and health systems for all Ohioans. The Government Resource Center promotes health system transformation by:

- Linking expert faculty and staff with health and human service policymakers
- Providing health and health service research, evaluation, and quality improvement management
- Performing data system management, data analytics, and training in analysis of administrative data
- Consulting in survey design, management, and evaluation
- Offering project development, management, and fiscal administration

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EXECUTIVE SUMMARY

The Ohio Developmental Disabilities Council (DD Council) commissioned the Ohio Colleges of Medicine Government Resource Center (GRC) to study the question of access to transportation for Ohioans with disabilities. From June 23 through October 17, 2016, GRC conducted an open, online survey of Ohioans with disabilities, as well as of transportation providers and professionals serving these populations. The survey investigated barriers to accessing and offering transportation, experiences using transportation, and recommendations for improving transportation availability, accessibility and usability.

This study found that obtaining safe, affordable, and appropriate transportation options can be very difficult for Ohioans with disabilities. Existing transportation options do not always operate at the times or in the locations they are needed. Transportation options often do not, or cannot, serve the diversity of disabilities present in the community. There are major scheduling challenges which result in long wait times for rides. Riders did not believe they could make spontaneous or flexible travel decisions, limiting or preventing their participation in a variety of activities and inhibiting integration in their community. For their part, transportation providers indicated they struggled to balance meeting the needs of their clients with budget constraints and regulatory and documentation requirements. Different stakeholders – Ohioans with disabilities, transportation providers, and other professionals – were often in agreement when identifying issues, if not in full agreement on the best solutions.

This study also found some cause for optimism: Seemingly smaller fixes, such as improving communication among providers and between providers and users, were frequently referenced as a potentially easy way to improve riders' experience as well as lower costs. Improved information, and access to it, was often cited as a means to improved outcomes. Increased coordination and cooperation among government agencies, transportation providers and other professionals was seen by some as key to improving the transportation landscape for Ohioans with disabilities. The study's results point to the need for further research, including an examination of the feasibility and effectiveness of proposed improvements and innovations.

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BACKGROUND

Lack of transportation access, accessibility and usability for people with disabilities limits their ability to participate in and benefit from involvement in a variety of labor market, community and social activities. Indeed, transportation is often a barrier that limits or even prevents participation in otherwise accessible environments. In a 2003 US Department of Transportation report, 12% of Americans with disabilities reported difficulty getting the transportation they needed, compared to 3% of people without disabilities. The same study found that more than a half million Americans with disabilities could not leave their homes because of inadequate transportation.

Transportation issues that are merely inconvenient for people without a disability may represent major barriers for people with disabilities. People with disabilities are less likely to have access to or be able to operate a personal vehicle, and assistive modifications to personal vehicles tend to be expensive. Limited access to public transit, paratransit and human services transportation, as well as those services' constrained schedules and geographic coverage, can prevent people with disabilities from getting to medical appointments, work and education opportunities, and community events. People with disabilities are more than five times as likely to be homebound as people without disabilities.

Census estimates of the percentage of working-age Ohioans with disabilities exceed the US average. In the 2012 Ohio Mobility Improvement Study, transportation was the number one issue cited as a barrier to resource access and community integration for Ohioans with disabilities. The 2015 Ohio Statewide Transit Needs Study, commissioned by the Ohio Department of Transportation, recommended significantly increasing funding for transit, and dedicating and growing transit resources for Ohioans with disabilities. At the same time, federal funding for Mobility Management programs has shrunk, particularly in rural areas, and two of the three Federal Transit Administration (FTA) programs that supported specialized transportation, 5316 and 5317, were eliminated. These persistent resource gaps herald a need for creative approaches to allow Ohioans with disabilities the ability to travel where, and when, they need and want.

OBJECTIVE

The objective of this project was to assist the Ohio Developmental Disabilities Council (DD Council), Services for Independent Living (SIL) and Disability Rights Ohio (DRO) in their ongoing efforts to better understand how transportation affects other efforts throughout Ohio to further integrate people with disabilities into the community. In March of 2015, SIL and DRO hosted a transportation forum in Cuyahoga County. This event provided an opportunity to educate the wider community about transportation and to begin identifying barriers and solutions to creating a more equitable transportation system. This event also generated substantial interest from a variety of disability stakeholders and there was great interest in hosting additional forums throughout the state. Regional events were therefore scheduled during the spring and summer of 2016, and a statewide transportation summit was held on October 6, 2016, bringing together numerous stakeholders to discuss next steps that could be taken to impact policy.

To complement these regional and statewide events, the Ohio Colleges of Medicine Government Resource Center (GRC) developed and fielded a survey to collect additional data on transportation access, use, perceived gaps and issues, and possible solutions for improving transportation for Ohioans with disabilities. The survey included questions for Ohio transportation providers and agency and advocate representatives, in addition to persons with disabilities, in an effort to capture a wider range of perspectives on transportation equity for Ohioans with disabilities. This report presents findings from the survey.

METHODOLOGY

Populations of Interest

This project examined the following populations: Ohioans with one or more disabilities, Ohio transportation providers that serve, in part or entirely, Ohioans with disabilities, and professional caretakers as well as members of advocacy groups and agencies serving Ohioans with disabilities. Because some Ohioans belong to more than one of these groups, the survey instrument design allowed respondents to respond to the survey as a member of all of the groups with which they self-identified. For those Ohioans with disabilities who could not or chose not to answer on their own, the survey design allowed for a proxy such as a family member, friend or caretaker to respond on their behalf.

Data Collection

Data were collected through an online survey. A link to the Web questionnaire was distributed through the DD Council's and their partners' networks with a notice encouraging eligible individuals and organizations to participate. The populations of interest in this research could not be derived from registers or rosters, which meant a probabilistic sampling design could not be used. As a result, study data only reflect the experiences of those who responded to the survey, as opposed to being representative of everyone in the populations of interest.

Questionnaire

Appendix A contains a full copy of the questionnaire. The questionnaire comprised the following modules:

An introductory screen to identify respondent type

A module for Ohioans with disabilities

- Demographics
- Access to different types of transportation
- Ability to travel to different places
- Experiences using transportation
- Access to sources of information about transportation

A module for Ohio transportation providers

- Provider characteristics
- Operating schedule
- Ability to provide services to Ohioans with disabilities

A module for members of agencies, advocacy groups, professional caretakers, and other service providers for Ohioans with disabilities

- Agency characteristics
- Perceptions of clients' access to transportation
- Perceptions of clients' experiences with transportation

A module for all respondent types to elicit additional, general feedback

The items included in the questionnaire were developed by GRC in consultation with the sponsor, DD Council, and their partners, SIL and DRO. These items consisted primarily of closed-ended, multiple choice questions; however, several open-ended questions were also included to allow respondents to provide detail that could not be captured in the closed-ended questions.

Field Period

The survey was continuously available from June 23, 2016, through October 17, 2016.

Numbers of Respondents

Table 1 lists the numbers of survey respondents by respondent type. A total of 2,251 respondents completed some or all of the survey. However, many of these individuals opened the survey without answering any questions, or began the survey but left after only a few responses. For this reason, the analysis presented in this report gives the responses only of those people who completed 75% or more of the questions for their respondent category. This yielded a total sample size of 1,313 respondents. As already noted, respondents could identify as belonging to more than one group and answer the questions in each relevant section. Of the 1,313 respondents, 81 identified as two respondent types, and eight identified as all three respondent types.

Table 1. Total number of survey respondents by respondent type

Respondent Type	Total	Total Responding to $\geq 75\%$ of questions
People with disabilities and those responding on their behalf	844	534
Transportation providers	381	232
Professional caretakers and members of advocacy groups and agencies serving Ohioans with disabilities	1,342	644
Total	2,251*	1,313*

*Total is less than the sum of each group since each respondent could identify as more than one respondent type.

Report Structure

This report is organized as follows. The Respondent Profiles section provides summary data on the demographics of the respondents with disabilities and the characteristics of the transportation provider and agency and advocate respondents. Access to Transportation presents responses, both closed- and open-ended, regarding barriers facing Ohioans with disabilities in accessing transportation. It also offers insight from transportation providers into the challenges involved in providing quality transportation options. Access to Information and Communication Technologies illustrates the ways in which people with disabilities learn about transportation options. Community Integration shows the impact of transportation on social engagement. ADA Knowledge presents respondents' with disabilities perceptions of whether they and their providers understand and adhere to the Americans with Disabilities Act (ADA). The Recommendations section presents ideas offered by all three types of respondents to improve transportation options. The Discussion section summarizes these results, and the final section concludes this report.

RESULTS: RESPONDENT PROFILES

Ohioans with Disabilities

DEMOGRAPHICS

Demographic characteristics of Ohioans with disabilities who responded to the survey are presented in Table 2. Respondents were split nearly evenly by gender. More than 80% of the respondents were 20 years and older, with over 40% between the ages of 20-34 years. Over three-quarters (77%) of the respondents identified as non-Hispanic White, with 10% identifying as either Hispanic or non-Hispanic Black/African American.

LIVING SITUATION

As shown in Figure 1, respondents came from 63 counties across Ohio. A large number of respondents lived in counties with urban centers: respondents from Franklin, Hamilton, and Cuyahoga counties together represented over 35% of the total respondents.

Although some respondents (21%) lived on their own, most (61%) lived with family (Table 3). Over half (58%) lived in a home they either owned or rented. Only 3% of respondents lived in an institutional environment such as a care facility and 1% were homeless. Approximately one in eight respondents (12%) indicated providing care for other family members or friends.

Table 2. Demographic characteristics of Ohioans with disabilities who responded to the survey

Gender	
Male	45%
Female	48%
Other/No answer	7%
Age	
Younger than 19 years old	12%
20-34 years old	41%
35-54 years old	21%
55-64 years old	13%
65 years and older	8%
Don't know/Refused/No answer	5%
Race and Ethnicity	
White, Non-Hispanic	77%
Black or African American, non-Hispanic	6%
Hispanic	4%
Other	4%
Don't know/No answer	9%

Figure 1: Number of respondents with disabilities who lived in each Ohio county

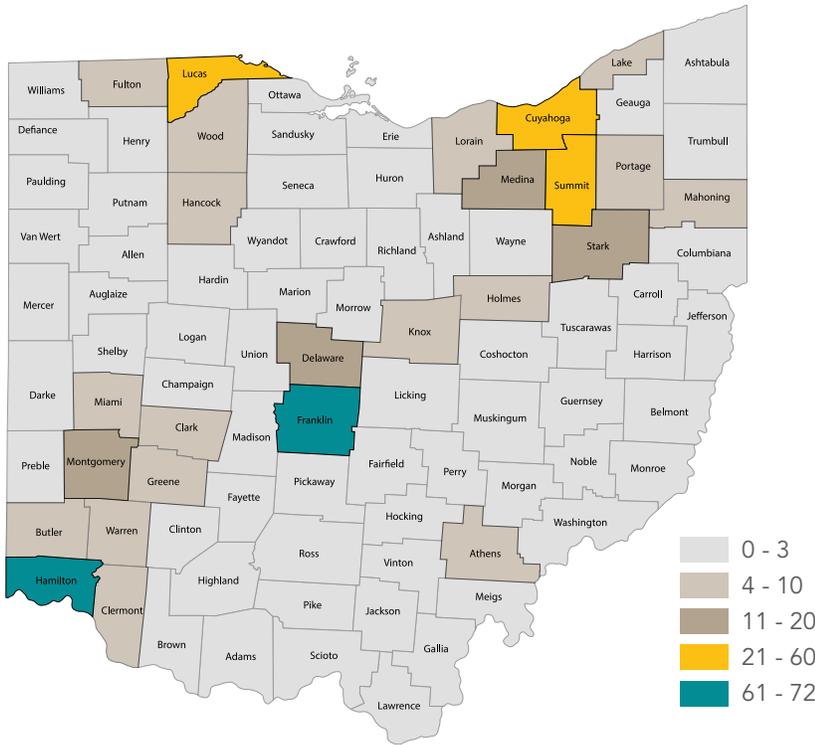


Table 3. Living situation of respondents with disabilities

Co-Residence*	
Lives Alone	21%
Lives with family	61%
Lives with roommates/others	14%
Don't know/No response	6%
*Respondents could give more than one response, so percentages may not sum to 100%	
Housing	
Lives in a home they own	25%
Rents their home	33%
Lives in a facility	3%
Homeless	1%
Other/Don't know/No response	38%
Caring for Others	
Cares for 1+ children	8%
Cares for 1+ parents	2%
Cares for 1+ others	2%
Not caring for others	82%

Figure 3. Percentage of respondents with disabilities reporting some or great difficulty performing everyday tasks

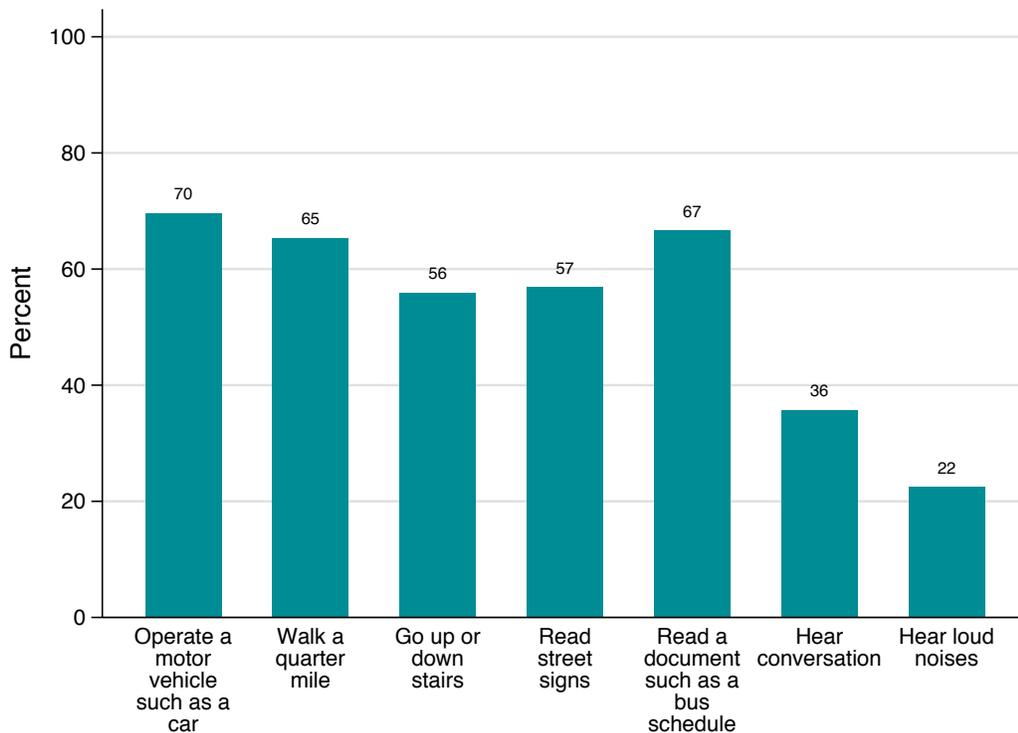
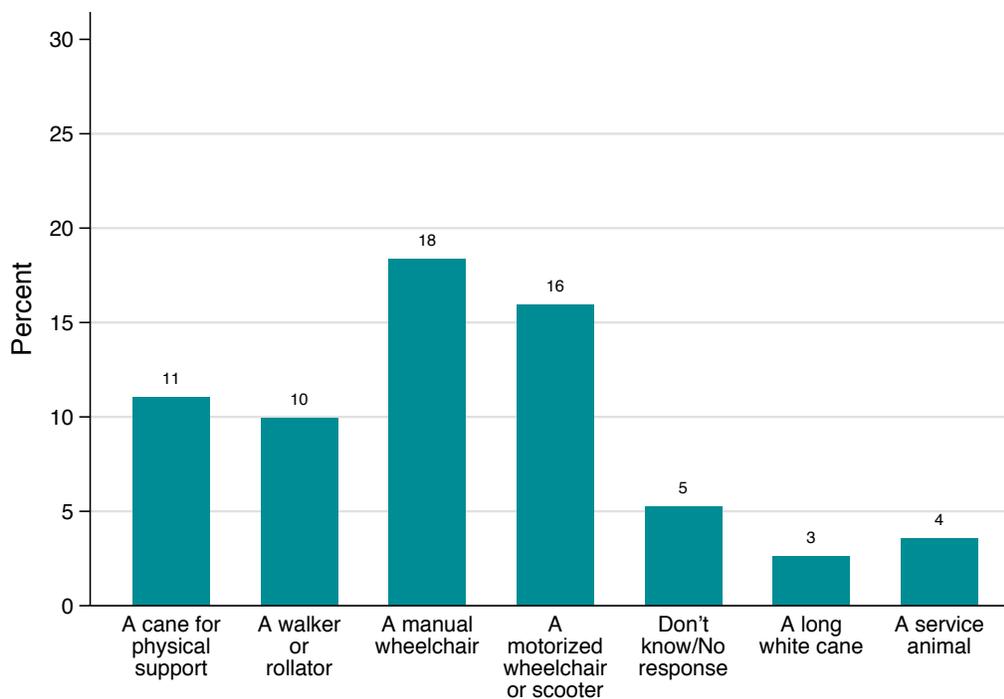


Figure 4. Percentage of respondents with disabilities using assistive devices



*Question allowed more than one response, so percentages may not sum to 100%

Transportation Providers

CHARACTERISTICS

Characteristics of the transportation providers who responded to the survey are shown in Table 5. Almost half (47%) of providers classified their organization as a Private Transportation Provider, while a quarter (25%) classified themselves as a Local Transportation Authority, and 5% as a Regional Transportation Authority. Over half (59%) of the respondents identified as responding on behalf of a private organization (37% not-for-profit, 22% for-profit) and less than a third (30%) identified as a public organization. Almost two-thirds (62%) responded they serve both persons with and without disabilities, with 37% serving only riders with disabilities.

Table 5. Characteristics of transportation providers who responded to the survey

How would you classify your organization?	
Local Transportation Authority	25%
Regional Transportation Authority	5%
Private Transportation Provider	47%
Other	21%
Don't know/No response	2%
Are you a public or private organization?	
Public	30%
Private not-for-profit	37%
Private for-profit	22%
Other	6%
Don't know/No response	5%
Do you only serve persons with disabilities, or do you also serve persons without disabilities?	
Only serve persons with disabilities	37%
Serve both persons with and without disabilities	62%
Don't know	1%

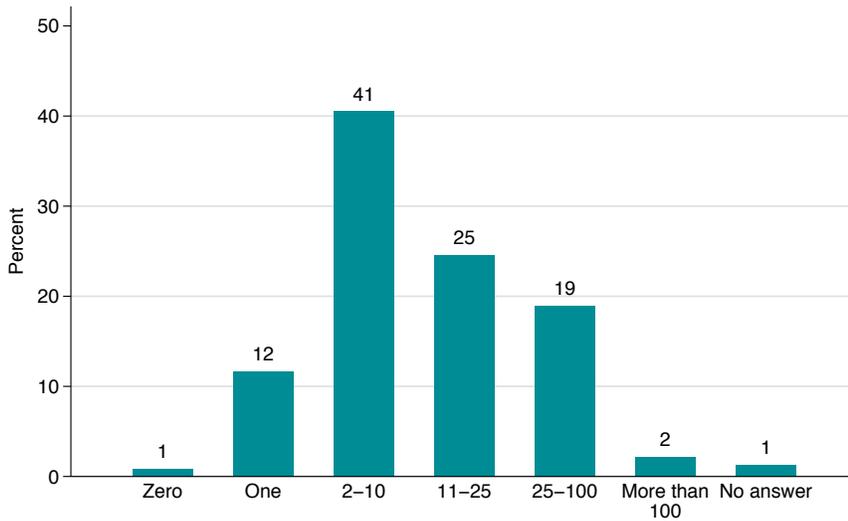
FUNDING

A majority of the providers who responded received federal funds for the transportation services they provide (61% total), although this varied by the type of provider (Table 6): almost all public organizations (86%) received public funding, compared with around half of private organizations (58% of not-for-profit, 45% of for-profit organizations).

Table 6: Percentage of transportation providers receiving public funding, by provider type

Provider type	
Public	86%
Private not-for-profit	58%
Private for-profit	45%
Other	40%
Don't know/No response	36%

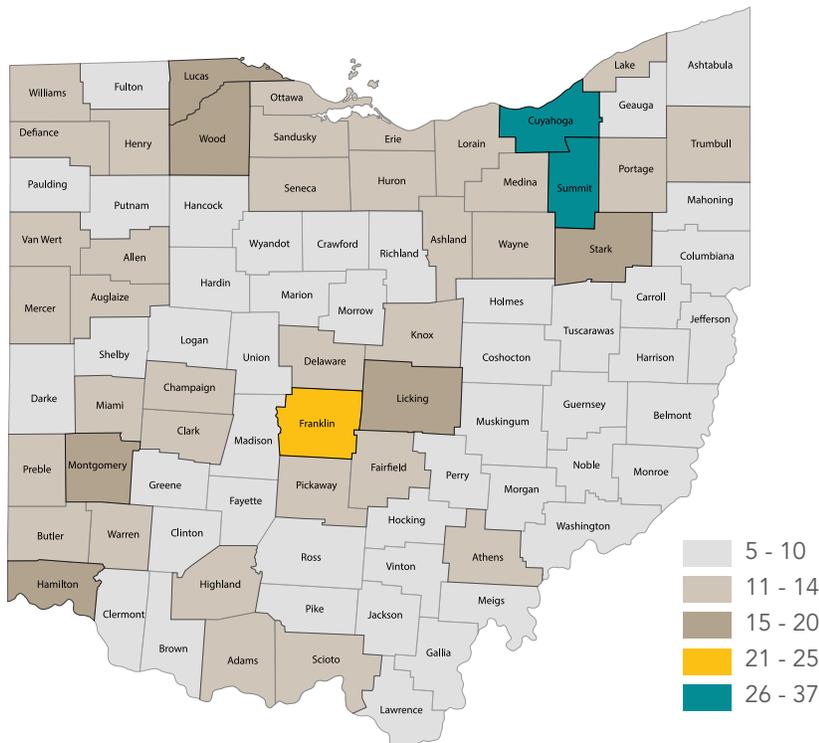
Figure 5: Number of vehicles operated by the transportation providers who responded to the survey



FLEET SIZE

Transportation providers reported that their organizations operated 20.2 vehicles on average, with a majority (66%) operating between 2 and 25 vehicles (Figure 5).

Figure 6: Number of transportation providers who reported serving each county in Ohio



SERVICE AREAS

Figure 6 shows, for each county, the number of respondents indicating serving that county. These counts also reflect the two percent of respondents indicating their organization served the entire State of Ohio. A majority (70%) responded they operate in only one county. The largest numbers of respondents indicated serving Cuyahoga and Summit counties.

SERVICE TIMES

Transportation providers overwhelmingly stated they provided regular service on weekdays (Figure 7). On weekdays, the earliest service typically started between 5 a.m. and 9 a.m., with the last service ranging between 5 p.m. and 11 p.m. (Figure 8).

Service is less available on weekends. Only 23% of responding providers offered regular service on Saturdays and only 16% did so on Sundays. Thirty-seven percent and 49% offered no service at all on Saturdays or Sundays, respectively (Figure 7). The range of earliest and latest rides for weekend service was similar to that of weekday service (Figure 9).

Figure 7: Transportation providers' service schedule

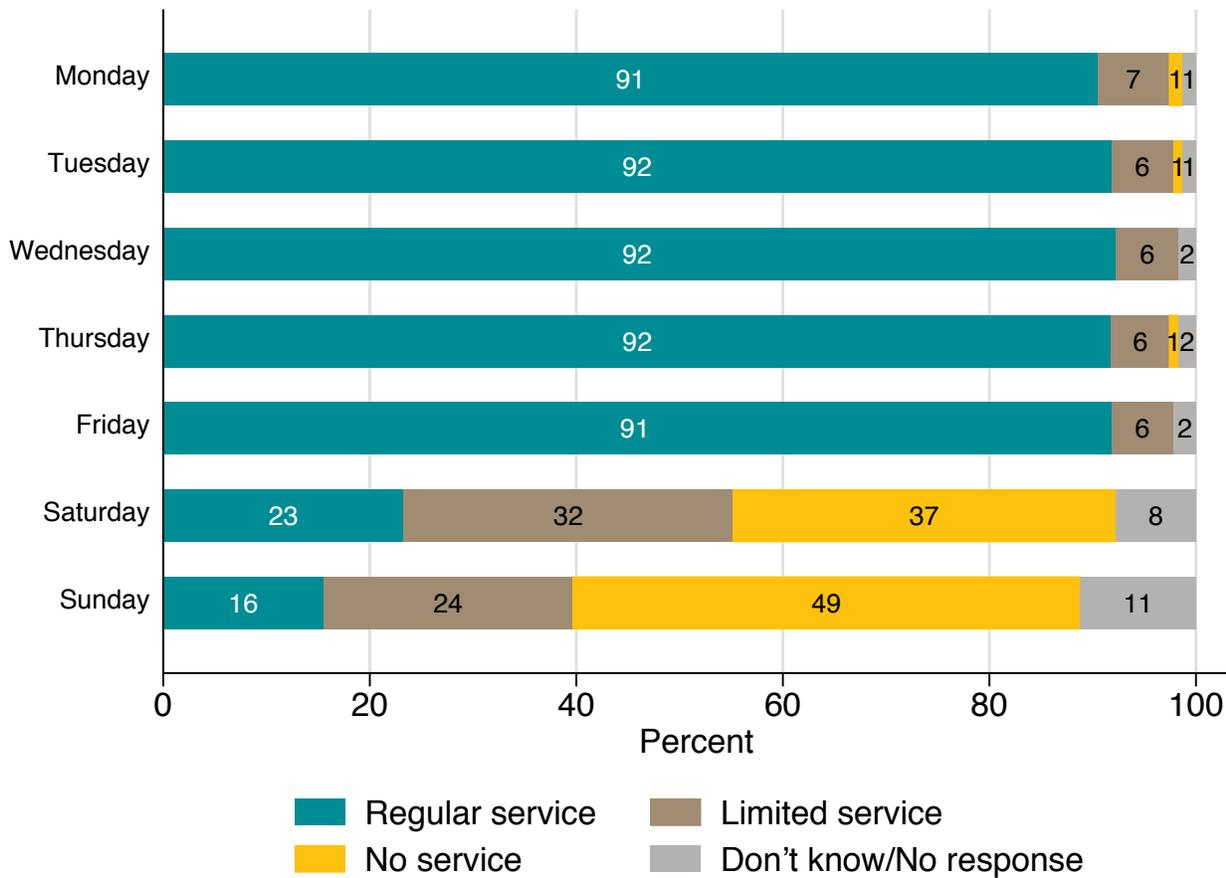


Figure 8: Weekday earliest and latest times rides are offered by transportation providers who responded to the survey

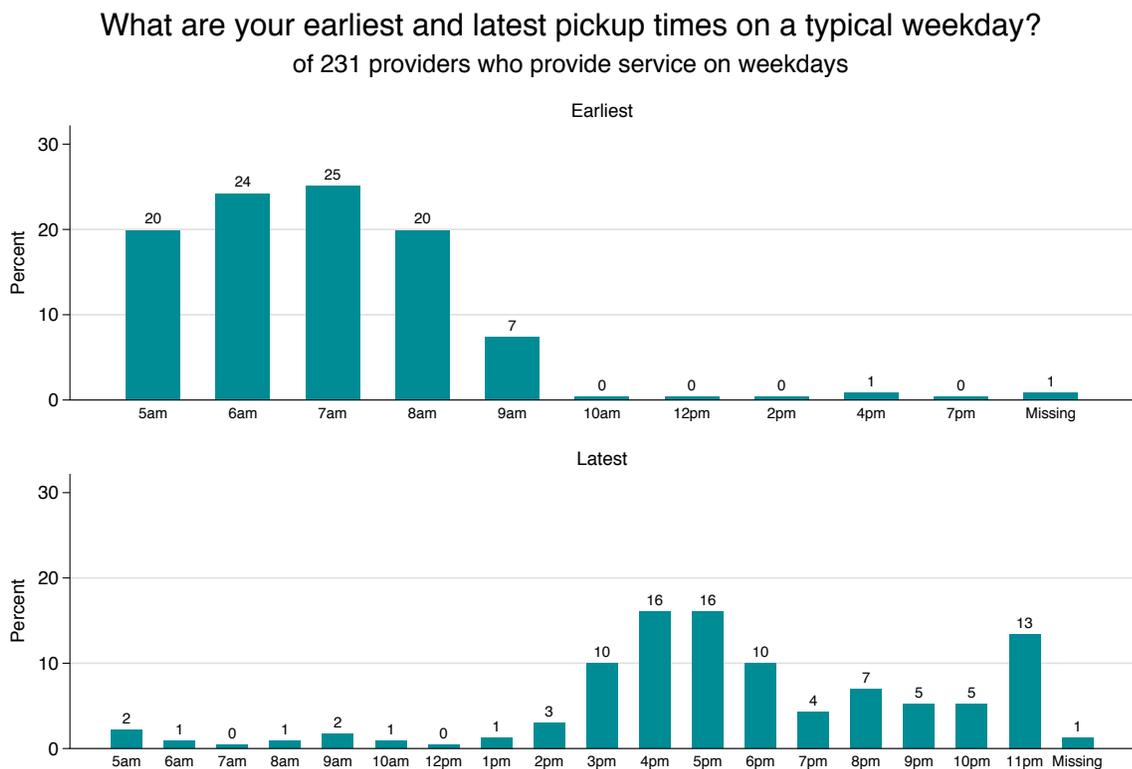
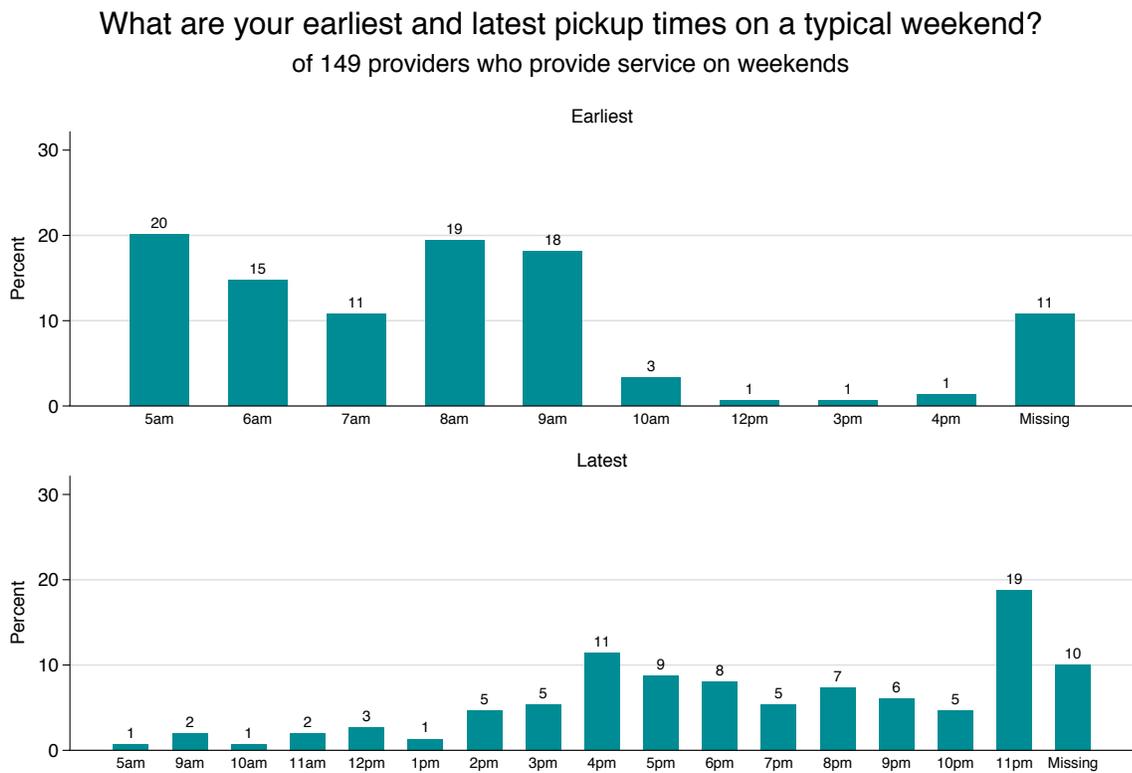


Figure 9: Weekend earliest and latest time rides are offered by transportation providers who responded to the survey



Professional Care Providers and Advocacy Organizations

CHARACTERISTICS

Table 7 shows the characteristics of respondents who identified as representing professional care providers, agencies or advocacy organizations who serve people with disabilities. Roughly a third (32%) identified their organization as an Employment or Day Service Provider, a Residential Service Provider, or a Home Care Provider. The remainder identified as Other. Nearly three-quarters (72%) of these write-in responses could be categorized: 13% identified as members of an Ohio County Board of Developmental Disabilities, while others identified as other types of care providers, family members, or advocates. The remaining 41% included organizations such as senior centers, mental health providers, and youth groups, but none of these represented more than 3% of responses. For the remainder of this report, this group of respondents is referred to as agency and advocate respondents.

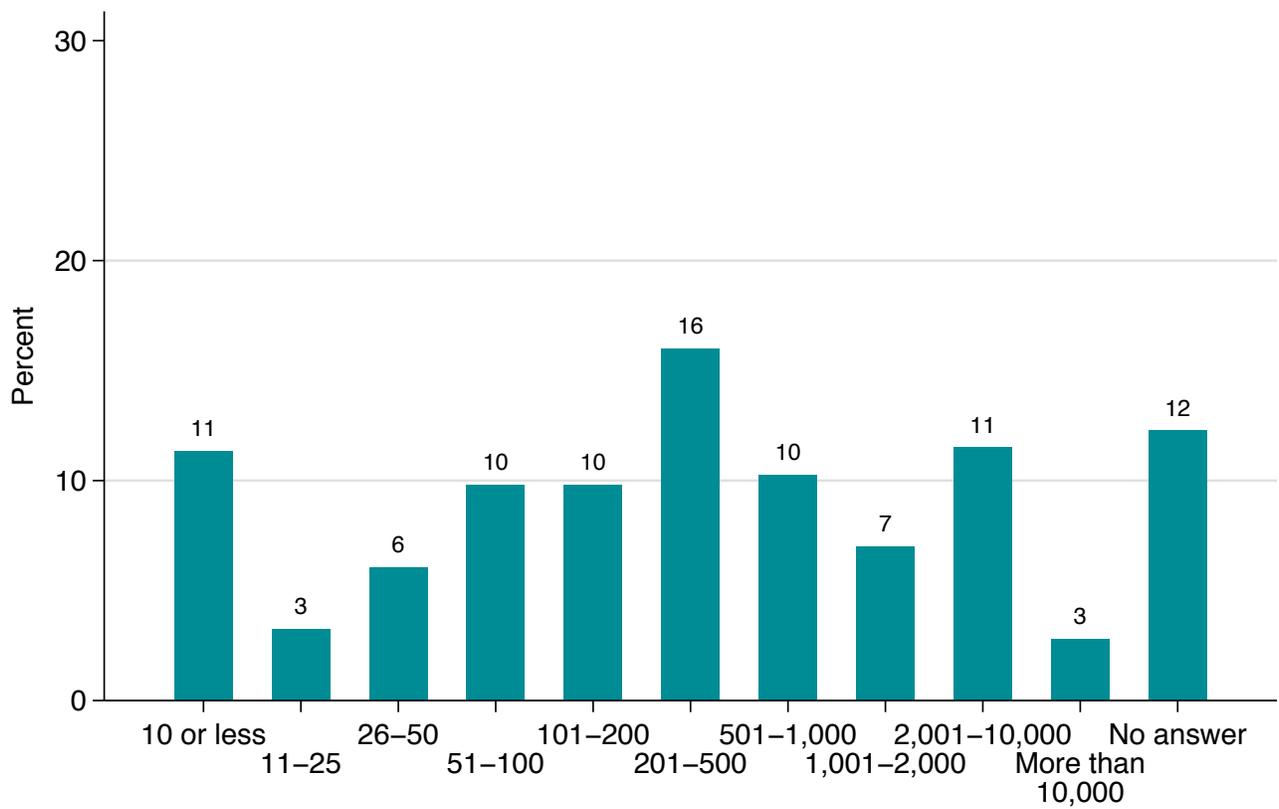
Over half (58%) of the agency and advocate respondents reported only serving persons with disabilities, but 40% responded that they also served persons without a disability. Less than 1% responded they had not served any persons with mobility limitations.

On average, the organizations of these agency and advocate respondents served 6,105 people per year, although this number ranged from fewer than ten to more than ten thousand (Figure 10).

Table 7: Characteristics of agency and advocate organizations who responded to the survey

Organization type	
Employment or Day Service Provider	16%
Residential Service Provider	9%
Home Care Provider	7%
County Board of Developmental Disabilities	13%
Care provider (type unspecified)	5%
Family member	3%
Advocacy	2%
Other	41%
Don't know/No response	2%
Serve only people with disabilities?	
Only serve persons with a disability	58%
Also serve persons without a disability	40%
Don't know/No response	2%
Serve people with mobility limitations?	
No	1%
Yes, age-related mobility limitations	62%
Yes, cognitive-related mobility limitations	82%
Yes, physical-related mobility limitations	85%
Yes, vision-related mobility limitations	69%
Yes, hearing-related mobility limitations	56%
Don't know/No response	1%

Figure 10: Number of clients served per year by the organizations of the agency and advocate respondents



RESULTS: ACCESS TO TRANSPORTATION

Perceptions of Ohioans with Disabilities

Survey respondents who identified themselves as people with disabilities or persons responding on behalf of those with disabilities highlighted their difficulties in accessing transportation. Only 16% of these respondents indicated they owned a car or other vehicle, with another 20% having access to such a vehicle (Figure 11). Yet a majority still reported relying on private transportation to get where they need to go (Figure 12): 70% said that they usually use their own transit or get a ride from family or friends.

The use of public transportation follows a different pattern. Only 11% of respondents stated they usually use standard public transportation, while 38% said they usually use paratransit services or are driven by a professional caretaker.

Figure 11: Percentage of respondents with disabilities who had personal access to a car or other motor vehicle

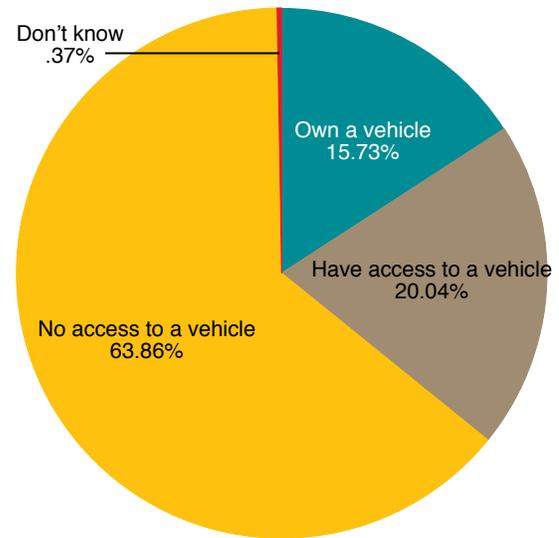
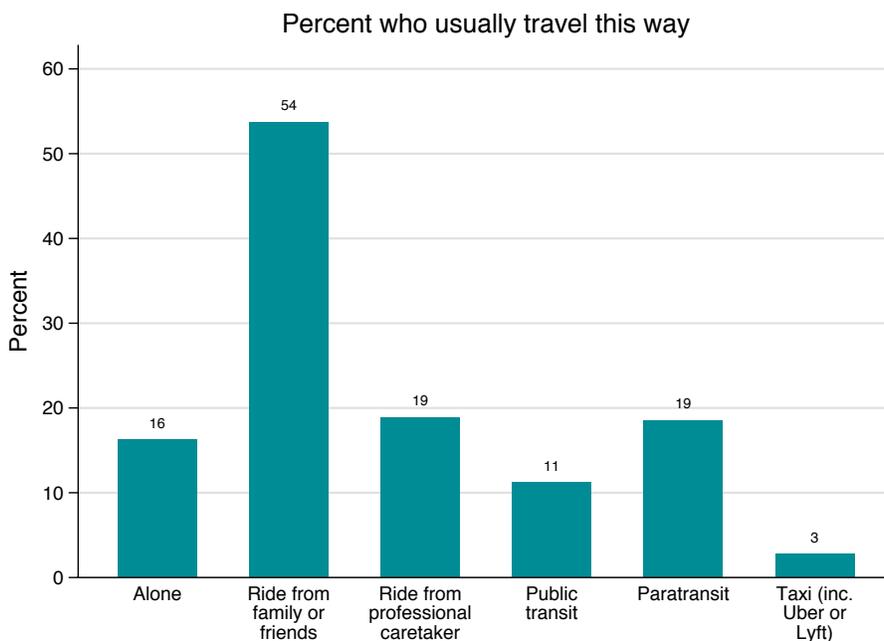


Figure 12: Percentage of respondents with disabilities who said they usually travel one of these ways



Open-end responses shed some light on factors that may drive these patterns: 7% of respondents reported in open-ended responses that there was limited or no public or paratransit service operating in their area. Others highlighted difficulties with scheduling or said the length of the rides made using public transit difficult or impossible:

“Reduce the window of time for pick up and drop off. I had a summer job downtown in Cleveland and I was dropped off more than 1 hour before the building opened. I had to sit outside by myself. Sometimes I was late because of the same window.”

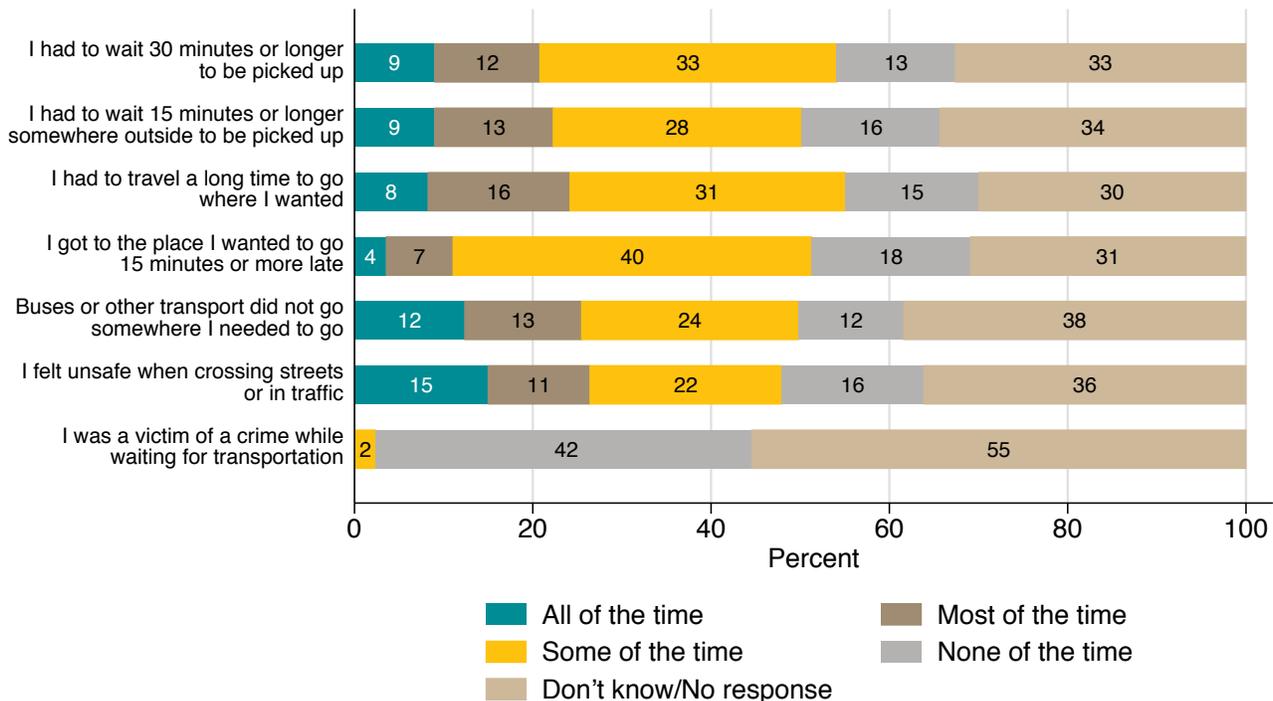
“I have to rely on my family for transportation to my part-time job. I have Access but I cannot depend on it getting me to my job on time nor having it show up when my shift is over.”

“One of the biggest problems I have is to take the bus to where I need to go takes well over an hour, but is [a] 20 minute car ride.”

“[Our son] cannot take a bus to work, because it would take approximately 2 hours to get to his job [which] is less than 20 minutes from his home.”

These experiences were also mirrored in the closed-ended questions, where 54% expressed they had to wait longer than thirty minutes to be picked up at least some of the time in the past twelve months (Figure 13). Approximately half (51%) said they had gotten to their destination more than 15 minutes late at least some of the time, and 55% said that they had to travel a long time to get where they needed to go.

Figure 13: Respondents’ with disabilities experiences while using transportation, part I



Personal safety was also a concern for people with disabilities using transportation: 48% of respondents stated they felt unsafe at least some of the time when crossing streets or in traffic (Figure 13). Open-ended responses also highlighted this issue: 5% expressed concern about the safety of the available vehicles or of the drivers operating them, while 3% expressed concern about issues related to the physical infrastructure they had to navigate in getting to transportation:

“... cars are old, break down and are not that safe anyway.”

“Was in one accident already because driver talks on phone and had a concussion for 1 month.”

“The nearest place to pick up transportation is unsafe to get to (no sidewalks).”

“Good sidewalks - I have difficulty walking & often fall on uneven pavement.”

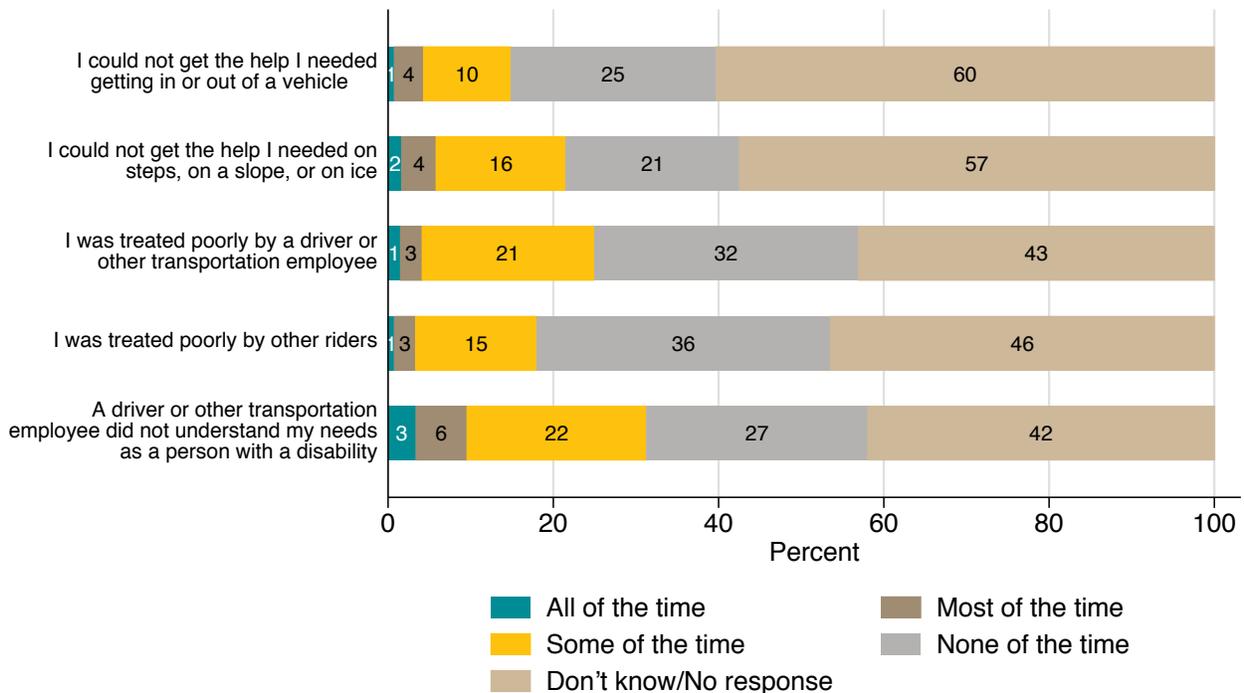
The aforementioned scheduling issues presented additional issues for personal safety. While the number of respondents who reported they had been victims of a crime while waiting for transportation was only 2% (Figure 13), many voiced concerns that having to wait for transit put them in harm’s way:

“On several occasions, I had to wait outside the doctor’s office because the doctor’s office closed and my ride arrived so late. I am talking HOURS! There is nowhere to sit down and I feel very unsafe.”

“Schedule rides so that people don’t have to wait so long to be picked up. This is frightening especially to a person that is blind.”

“I had to wait outside to be picked up by the transport. It was dark and I was alone and nervous.”

Figure 14: Respondents’ with disabilities experiences while using transportation, part II



Finally, getting needed help from service providers or others presented a barrier to using public or paratransit (Figure 14). Fifteen percent reported they did not get the help they needed getting in to or out of a vehicle, 22% reported they could not get help on steps, on a slope, or on ice, and 31% said their driver or another transportation employee did not understand their needs.

Respondents reported that drivers could sometimes be disrespectful (Figure 14). Thirty percent reported having been treated poorly in the past twelve months by either a driver or a fellow passenger. Often, however, respondents reported that transportation providers did not have the training to know how to provide services to accommodate their needs:

“Drivers have made assumptions about me (such as that I am deaf because I sign and use AAC), touch me out of a desire to help.”

“Train drivers to go up to the individual when they pull up to the house! Continue door to door service to help deaf-blind individuals find their buses.”

The open-ended responses also suggested that it can be particularly difficult for those whose disabilities are accompanied with fewer recognizable physical signs to get the help they need:

“I think that it [would] be ideal for each driver to have a fac[t] sheet on [the] person their [sic] transporting...but also just [for the] driver [to] listen to [the] client. I had [an] emergency once where [the] driver ignored [the] fact [that] I needed water. I had [a] syncope episode [and] they just kept driving and ignored the person who went with me that there was [an] issue.”

“Help people with autism. I do not understand multi-step directions and multiple stops for going places.”

“Transportation vehicles need a screen between drivers and passengers similar to police cars! I throw things and that behavior has caused drivers to refuse to drive me... If they were protected and could just drive, I wouldn't have to keep changing companies...”

In order to address these issues, a number of respondents (6%) called for increased training for providers of accessible transportation. Others (3%) felt that the problems could be alleviated by providing aides on all transportation, or allowing existing aides to ride along with the person with a disability free of charge:

“Make it a procedure for the buses to have an aid[e]. I could have lost my daughter because she had a seizure on the bus she was riding and no one knew it. They found her under the seat having the seizure. I don't blame the drivers, it's hard to drive and watch all the people on the bus.”

“I cannot travel independently for safety reasons, that's why public transportation is difficult to use. Public transportation aides?”

“Let a companion ride for free.”

Perceptions of Professional Care Providers and Advocacy Organizations

Responses from agency and advocacy respondents to a large extent echoed the concerns of their clients and constituents. Professional care providers and advocacy organizations were asked to rate their agreement with several statements about the current “climate” of transportation services (Figure 15). While approximately half (49%) felt that transportation providers treated their clients well, only around a third (30%) reported transportation was available when clients needed it, or that transportation takes their clients where they need to go (38%). Perhaps for these reasons, two thirds of these respondents (67%) disagreed or strongly disagreed with the statement, “My client’s transportation needs are well served by currently available resources.”

Figure 15: Agency and advocate respondents’ reports on transportation climate

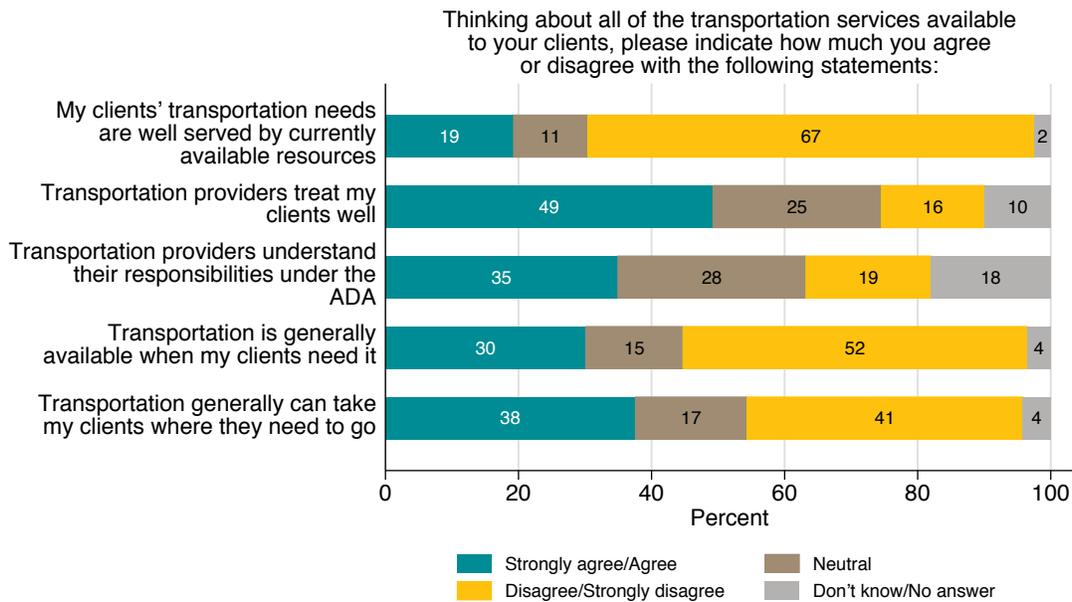


Table 8 presents agency and advocacy representatives’ perceptions of the quality of different types of transportation services. They consistently ranked public transit and paratransit low: only 37% and 49% said paratransit and public transit were on time all of the time or most of the time, respectively. Just under half said these forms of transportation were available when needed (45% and 47% for paratransit and public transit, respectively). Fifty percent of agency and advocacy representatives agreed that paratransit went where it was needed, but only 39% said the same about public transit.

Table 8: Agency and advocate respondents’ perceived reliability of transportation options

	On Time ¹	Available When Needed ²	Goes Where Needed ²
Family/friend’s vehicle	53%	62%	82%
Public Paratransit	37%	45%	50%
General public transit	49%	47%	39%
Taxi	40%	79%	81%
Uber/Lyft	50%	74%	75%

¹ 1 % responding “All of the time” or “Most of the time,” among those providing a response

² 2 % responding “Yes” of those who responded

RESULTS: PROVISION OF TRANSPORTATION SERVICES

Transportation providers focused on the barriers that kept them from offering better service. Even among the 66% of transportation providers who agreed or strongly agreed with the statement, “I am able to provide the level of service to persons with disabilities that I want to provide,” 52% stated there were additional services they would like to offer to people with disabilities but had been unable to provide, or they wanted to improve their existing services (Figure 16).

Proposed service changes in the open-ended responses included increasing the number of people served (11%), offering service during more hours and on a more flexible schedule (18%), and in vehicles that better met the needs of their clients (18%).

“Increase the number of individuals, not living in one of our group homes, we can serve.”

“We are not able to meet the need in the community. The bulk of rides needed are at the traditional morning (7-9) and evening (3-5) and there are not enough spots to transport everyone at those times.”

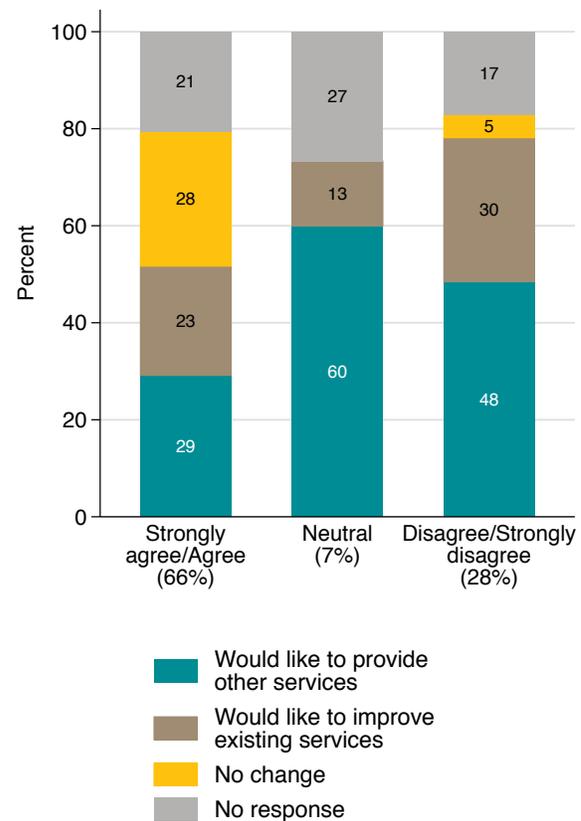
The most-cited concerns about vehicles were related to wheelchair accommodation such as lift-equipped vehicles:

“We have individuals who are interested in going to our day program who we are unable to serve due to lack of transportation options. We have individuals who require lift vehicles who would enjoy out of town and overnight trips, but we are unable to spare the lift vehicles to take them due to the amount of time the vehicles would be out of service.”

“A lift vehicle with a larger lift. I have 30 inch ramps, and a 32 inch lift. There is a need locally for 36 inch ramps/lifts.”

“My agency can’t afford a wheelchair accessible vehicle.”

Figure 16: Percentage of responding transportation providers who want to change the services they offer, by agreement with the statement, “I am able to provide the level of service to persons with disabilities that I want to provide.”



Transportation providers reported a variety of reasons for not being able to provide services. The most common response (29%) had to do with lack of funding, or with lack of flexibility in using existing funding sources:

“At our current ‘per trip’ rate of \$18.73 one way, we are barely paying for fuel, and are eating costs on staff time and wear and tear on the vehicle.”

“[We] would like to offer transportation to students with disabilities. Regulations will not allow us to do NMT [non-medical transportation] per trip and students in the same vehicle unless it is modified for wheelchair lift. Vans modified for wheelchairs usually cost 2 times more than [a] regular 12 passenger van.”

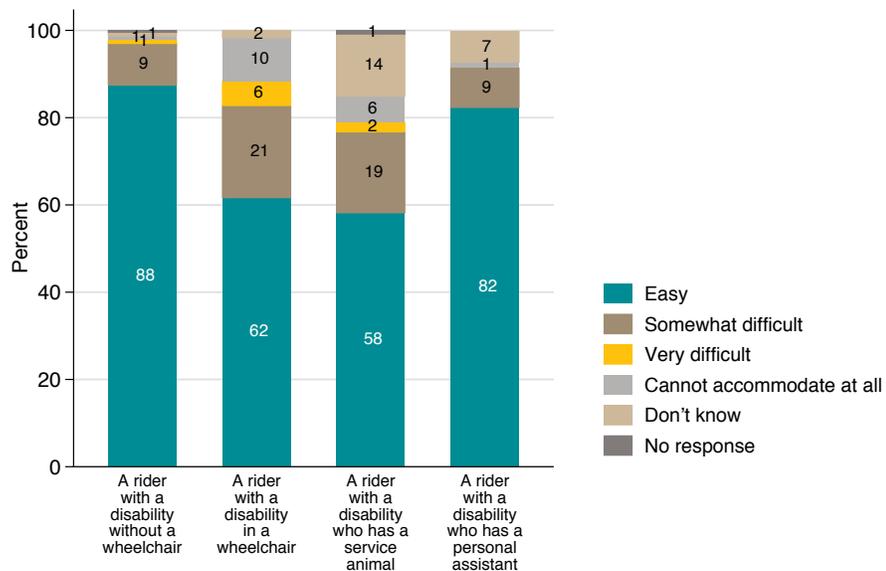
Transportation providers reported variable ability to meet the needs of people with different types of disabilities (Figure 17). Eighty-eight percent of responding transportation providers indicated that transporting a rider with a disability was easy for those who did not use a wheelchair. The corresponding percentages for riders who did need the assistance of a wheelchair or service animal were lower (62% and 58%, respectively).

In open-ended responses, one in five providers (20%) expressed concern with ensuring the safety of riders using certain types of wheelchairs, in particular:

“Motorized wheelchairs and scooters not being designed to safely secure in a vehicle. Oversized scooters and wheelchairs sometimes exceed weight capacities for lifts and are too large for the customer to maneuver in the back of a modified van. Customers do not feel safe backing out of a rear loading minivan.”

“Sometimes the person with a disability will have a scooter or a transport chair that is not able to be ‘tied down’ in a secure manner. It is difficult for the person with the disability to transfer into a seat to assure the safest transport. It would be ideal if all wheelchairs had universal ‘tie down’ abilities, thereby allowing the safest transport of the client. Very wide chairs do not fit on our modified minivan ramps and our larger lifts.”

Figure 17: Responding transportation providers reported ease of transporting different types of riders



RESULTS: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

A majority of respondents identifying as an Ohioan with a disability reported access to communication technologies: 91% had access to one or more ways of receiving and making telephone calls, 69% had access to a device for sending and receiving text messages, and 86% had access to the Internet. Note that these high percentages are perhaps an artifact of delivering the survey over the Web -- respondents or their proxies had to have Internet access to participate.

Despite this, among those who indicated having Internet access, only 28% said they used it to access information about transportation options. Open-ended responses suggested that this might be, to some extent, a product of the quality of information available:

“A full revamp of the ride booking website [is needed]. It is poorly coded and even unfinished at parts (the phone number is at one place listed as 1-800 CUSTOMER SERVICE).”

In other instances, the issue may be that individuals with disabilities do not know where to obtain information. Among the agency and advocate respondents, several mentioned that their clients were unaware that services might be available and thus would not have known to look up information about them.

“With some funding for marketing of services, transportation could be expanded if these folks could be made aware of the services.”

RESULTS: COMMUNITY INTEGRATION

Barriers to travel are barriers to equal participation. Respondents with disabilities were asked how often they were able to get to various places they might need or want to go (Figures 18). While a majority were at least usually able to get to medical appointments (94%), other types of activities were harder to access. For example, 23% of respondents reported they could rarely, or never, get to work, 29% said they could rarely or never get to a worship service, and 22% said they could rarely or never get out just for fun.

Respondents with disabilities were also able to specify other places they wanted or needed to go. While many of the open-ended responses matched the existing closed-ended categories, the range of the types of places that respondents wanted to go clearly shows respondents' desire to have the flexibility to choose where they go and the types of activities in which they engage (Figure 19). For example, several respondents expressed a desire to visit King's Island amusement park. One wanted to take his girlfriend out to dinner. Others wanted to be able to choose where to shop, based on personal preference or price. And others wanted to visit specialist doctors who were out of their reach due to distance and limited transit options.

Respondents with disabilities were asked how much they thought better access to transportation would affect their ability to be active in their community, and agency and advocate respondents were asked a similar question on behalf of their clients. Fifty-nine percent of respondents with disabilities and 78% of agency and advocate representatives responded “a lot” (Figure 20).

Respondents were then asked to share their thoughts about how transportation access affects their ability to be active in their community. Responses focused on the desire to be free to travel wherever and whenever they wanted:

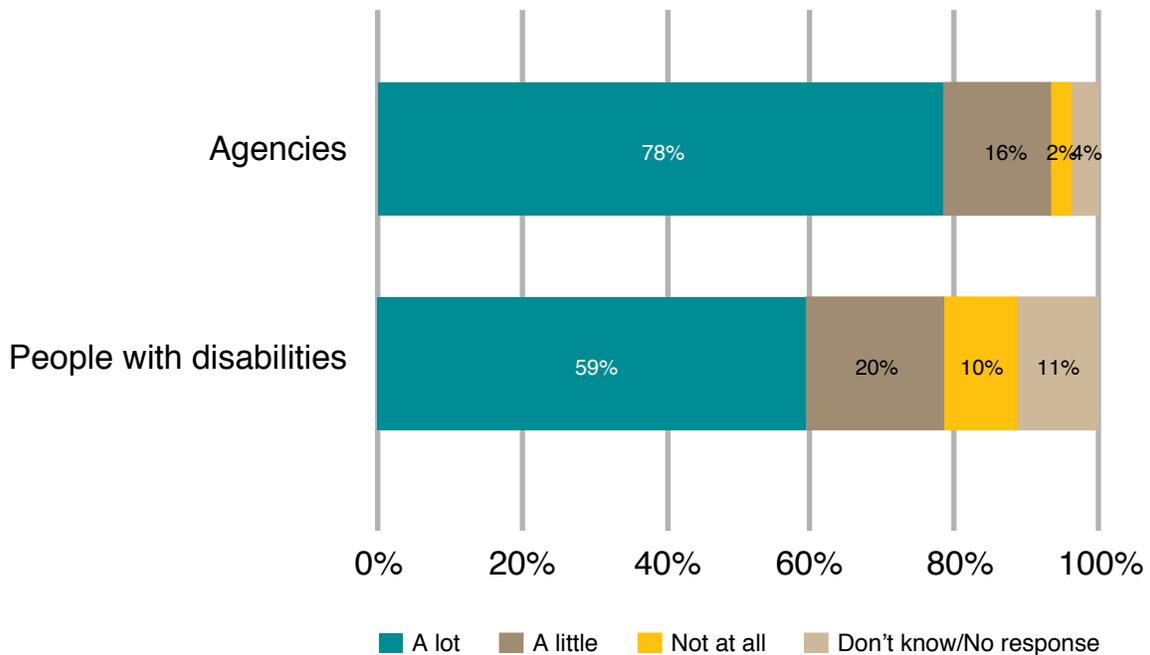
“I am able to get to work, church, and doctor appointments, but I would like to be able to get around in my community more often for shopping, volunteering, and being social.”

“I can’t just go to the grocery store or movie theatre without help getting there because I do not own my own car or have access to public/private transportation.”

“My ward would like to go to the mall to see Santa and to the park to see a concert a few times each year.”

“They would have a better opportunity to access true community employment opportunities if transportation was not a barrier for the individuals.”

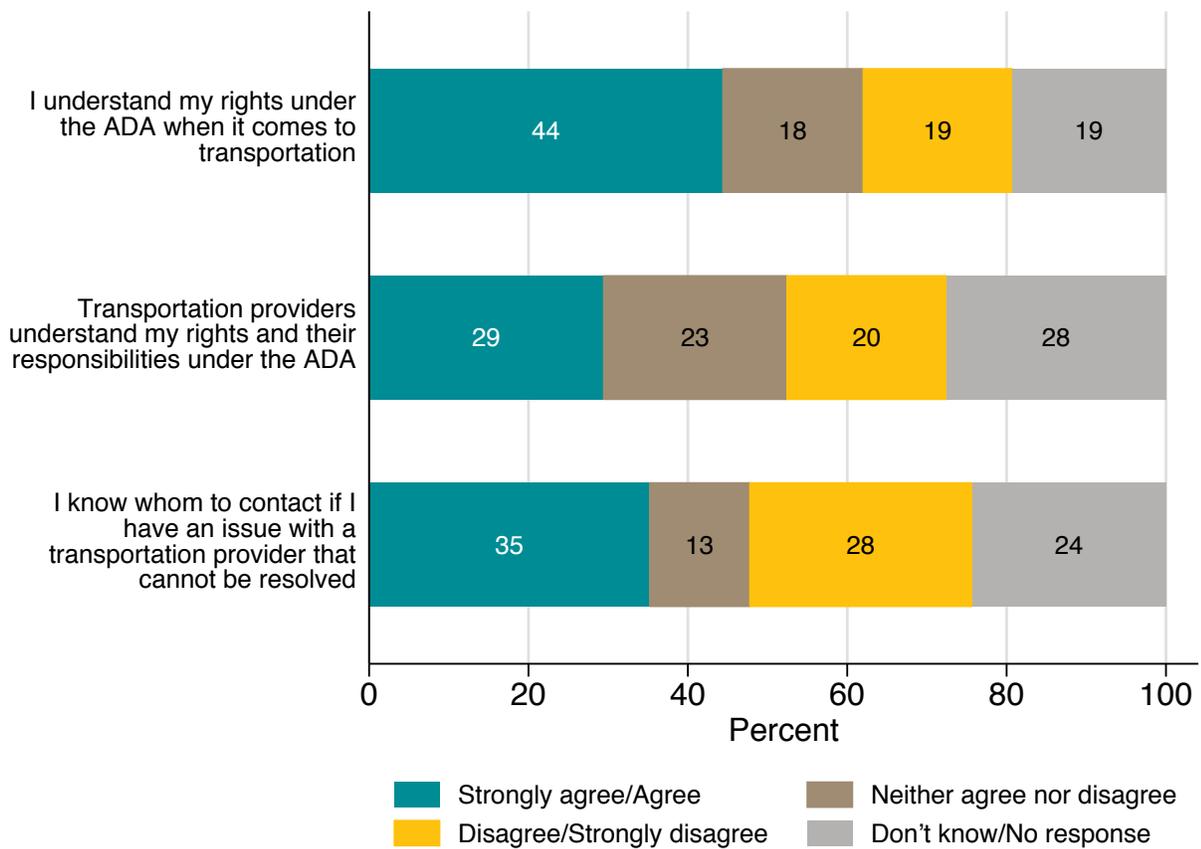
Figure 20: Extent to which respondents with disabilities and agency and advocate respondents felt access to transit would improve their/their clients’ ability to participate in the community



RESULTS: ADA KNOWLEDGE

Respondents with disabilities were asked about their understanding of their rights under the Americans with Disabilities Act (ADA), whether they believed transportation providers understood those rights, and whether they knew whom to contact about issues with transportation providers. Less than half of respondents with disabilities (44%) indicated understanding their rights with respect to transportation under the ADA (Figure 21). Approximately 30% of these respondents expressed belief that their transportation providers understood their rights and responsibilities under the ADA. Thirty-five percent of respondents reported knowing whom to contact if they have an issue with a transportation provider that cannot be resolved.

Figure 21: Respondents' with disabilities understanding of their rights under the Americans with Disabilities Act (ADA)



Transportation providers were asked whether they and their staff understood their responsibilities under the ADA (Figure 22). In contrast to the 30% of individuals with disabilities stating that transportation providers understood their responsibilities, nearly 90% of transportation provider respondents reported they understood their responsibilities as a transportation provider under the ADA. More than four in five (85%) of transportation provider respondents reported that all operators and staff in their organization understood their responsibilities as a transportation provider under the ADA.

Agency and advocate respondents' perceptions were more similar to those expressed by respondents with disabilities. Only 35% of these respondents believed that transportation providers understood their responsibilities under the ADA (Figure 23).

Figure 22: Transportation provider respondents' understanding of their responsibilities under the American with Disabilities (ADA)

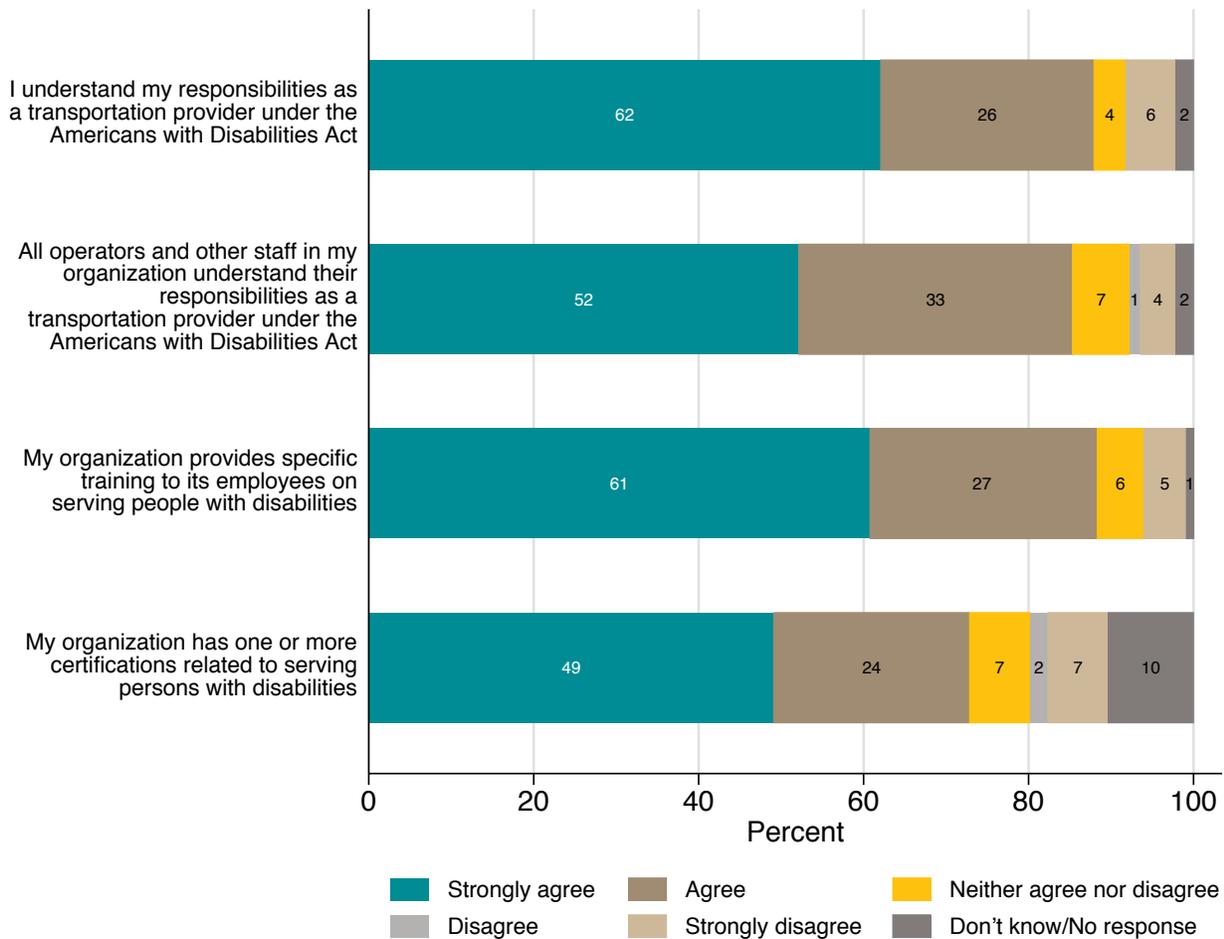
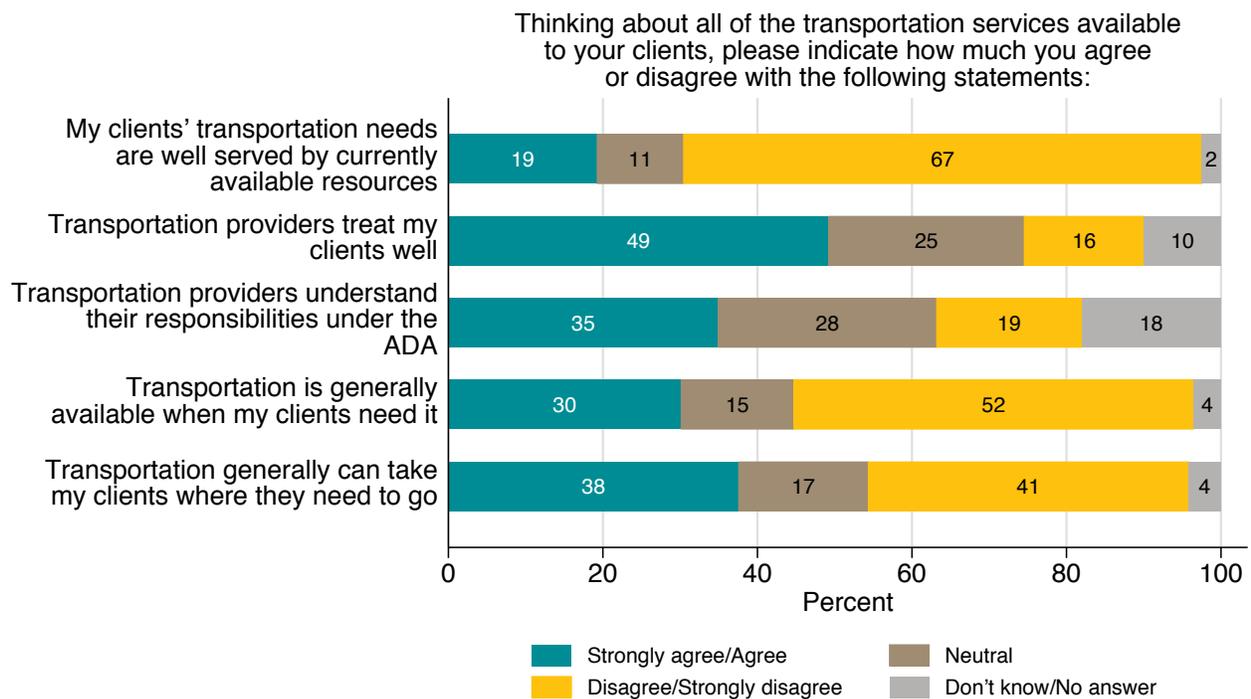


Figure 23: Agency and advocate respondents' perceptions of transportation quality



RESULTS: RECOMMENDATIONS

To elicit creative or innovative recommendations beyond calls for additional funding, this survey explicitly asked respondents for suggestions to improve existing transit systems and other transportation options for people with disabilities that did not simply involve increased funding. Even so, the most common response was, “more funding.” Funding requests focused on the need for more drivers, more — and more up-to-date — vehicles, better training for staff, and greater frequency and availability of rides. However, other responses provided insights into some potential remedies and innovations beyond the call to increase resources.

Regulation and Reimbursement

Some transportation provider respondents reported that getting reimbursed for their work was tedious, sometimes even impossible, and that documentation requirements were arduous. These responses reflect concerns with overlapping and sometimes contrary regulations indicated in other studies. Some respondents recommended a simple fix would be to only require that the total miles per day be submitted.

“I can often make 4 stops in a 5 mile radius, but the new paperwork requires odometer readings for each place. My odometer only reads out in 1 mile increments, but often the trips are less than a mile individually. Because of this, it is not worth the time it takes to document all of this so I do not file for transportation payment... Total miles is all that should be required for one single day, and this can be calculated via Mapquest, etc.”

Others felt that regulations requiring separate transportation for non-emergency medical and non-medical rides needlessly increased costs and decreased the ability of transportation providers to provide and expand their services:

“Changes to Medicaid transportation rules, NMT [non-medical transportation] and NEMT [non-emergency medical transportation], should be able to be combined. Efficiency could be greatly improved. It may be easier for the day program to pick a transportation provider rather than the individual. I know everyone wants choices for the individuals, but you are eliminating resources by having 7 transportation agencies show up to the same day program with 7 individuals, when they probably could have been transported by just one or two vehicles. Then you have additional resources (vans and drivers) to take other individuals other places.”

“I do not have a 9 passenger van so cannot get the NMT Certification or receive the NMT Mileage or Trip Rate but do have a 7 passenger van and a 4-wheel drive Ford Explorer. If HPC [homemaker/personal care] Transportation were able to be used rather than NMT, I think many HPC Providers would be motivated to provide Transportation for accessing jobs at various hours, recreation, shopping and leisure activities for individuals in their area but again, not at the current mileage rate without the Transportation Time added in at least at the HPC Rate. It is in DODD’s court to change the Transportation Rules to allow HPC Transportation to be used to get individuals to their jobs during day and off hours and to provide adequate compensation so they can access to the Community.”

Communication between Riders and Providers

Both Ohioans with disabilities and transportation providers called for better communication between riders and providers. As was previously mentioned, respondents with disabilities expressed concerns about knowing when their ride was coming, being alerted when there were delays or other schedule changes, and being able to communicate with providers when their own schedules changed:

“Also list phone numbers of bus company on the radio so that they can be contacted by the visually impaired to ask questions.”

“I have had dispatchers cancel my scheduled rides...My next door neighbors helped me get back into my house after I waited 20, 30 and an unknown time period before I got so cold and realized I was in trouble because movement became difficult (arthritis) after being still for a long time. Although I had a cell phone in my pocket I received no call from dispatch about the decision to cancel my ride.”

The inaccessibility of communication methods for interacting with some resources and government personnel was cited:

“As a deaf mother answering for her autistic son, I would like to have better access to communication with transportation facilities for my son. Most government agencies absolutely refuse to text me on my cell phone and will only communicate orally through the office phone. When are my rights as a disabled parent going to be honored?”

For their part, transportation providers struggled with coordination issues, too. Several of these respondents also requested better information on the people they were to transport, so as to provide the appropriate services and avoid the costs of poor communication and information:

“No shows is a big cost to the organization, if the driver shows up at their scheduled time and the participant doesn't board the vehicle the organization has now wasted gas and time and can not be reimbursed for the no show .”

“I feel we need clearer information when Board is sending out new requests for individuals seeking NMT services. Currently there is not much info regarding where individual lives or required time windows. This info is vital in determining our ability to serve.”

One respondent indicated that not knowing details about riders in advance created difficulty:

“[Our greatest challenge is] not knowing ahead of time that there is a disability. Often finding that the rider does not have a ramp or other needed equipment to help with the disability.”

Coordination across Agencies

Consistent with recommendations made in state and federal studies, there was support from all respondent types for better communication and coordination across agencies:

“Several of the social service organizations within the community serve the same families and individuals; these organizations could supply increased services if additional coordination would be allowable. (However, referring to funding, oftentimes each of these organizations are bound by policy and restrictive guidelines which prohibit cost sharing.)”

One respondent proposed that a coordination program could produce an information windfall for state agencies:

“Free program for NMT provider and agencies to use to coordinate routes and times. This could also be used as a data mine for ODOT and ODODD for the current state of transportation in Ohio.”

On-Demand Transportation

Many respondents enthusiastically expressed a need for greater on-demand transportation, principally but not exclusively for non-medical travel. A subset of these respondents referenced the “rideshare” services Uber and Lyft as a model that would allow people with disabilities to more easily schedule on-demand rides for a wide range of activities. However, limitations of this type of service were also noted:

“[I suggest] working on a model such as Uber but with drivers familiar with our clients and their needs...Setting up a network of providers with cars and/or buses that are handicap accessible and working with providers to have clear rules on how these services will be paid for.”

“An Uber type system but with a set of drivers who are known to the clients so the client’s needs could be accommodated, safety measures would be in place and the clients would be at ease with the transportation”

“I have recently started using Uber and love it but it can be expensive so I still have to limit my trips. I love to go when I want to go and where I want to go but costs can be prohibitive.”

DISCUSSION

Respondents with disabilities reported a number of issues that reveal barriers to effectively accessing and using transportation. They widely reported that their available transportation options were limited, indicated difficulty obtaining transportation when needed or to desired destinations (and returning from them), and expressed frustration at aspects of the ride experience. The high use of family and friends to travel does not strictly mean those personal connections were the only travel option, but suggests that other options were not preferable. Providing transit options for people with disabilities can be costly—both in terms of time and funding—and these costs often end up being borne by riders, in the form of low quality or availability of service.

Accommodation for riders in wheelchairs and scooters was a strong theme for both individuals and providers. As with other issues, this issue is likely to be more severe in rural areas: A 2013 cross-county study of Ohio wheelchair users found that in addition to transportation access being more limited in Ohio's rural areas, terrain tended to be more difficult, further limiting options for rural Ohioans using a wheelchair.

The proportion of survey respondents with disabilities with Internet access suggests the potential to reduce the negative consequences of the “digital divide.” It is notable, given the importance placed on transportation access, that such a small proportion of Internet-connected respondents indicated accessing transportation information online. Previous research shows that persons with disabilities who have Internet access tend to use online services as fully as persons without disabilities. This suggests a supply problem; if online transportation information for persons with disabilities grows and improves, then the demand and capacity to use it is already present.

The survey asked transportation providers as well as agencies and caretakers to propose solutions that did not involve increased funding, yet calls for more funding were among the most common responses to these questions. This is in some ways unsurprising in light of flat or declining public funds for transportation and persistently high levels of poverty among people with disabilities that may have been exacerbated by the Great Recession.

Many of the issues highlighted were expressed by multiple stakeholders. The desire for increased availability of transportation, expanded schedules and geographic coverage are held in common by the responding Ohioans with disabilities and transportation providers, suggesting that if additional coverage were provided it would be used. However, affordability concerns by individuals and providers alike highlighted the difficulties of expanding services, particularly at lower-usage times or to less-traveled destinations.

Individuals and providers alike indicated enthusiasm for the expansion of on-demand transportation. Some riders with disabilities indicated interest in “car for hire” services such as Lyft and Uber. Embracing this model would not be unprecedented, including public-private partnerships such as Boston's MBTA pilot, but the obligations of car-for-hire services remain unclear and may ultimately be established in the courts. The Paris, France, startup “Wheeliz” is an example of a “rideshare” service specifically oriented to riders with disabilities.

Two important methodological caveats apply. As noted earlier, respondents were not selected at random, so these results cannot be claimed to represent all Ohioans with a disability. The general pattern of results that were observed is similar to the findings in other transportation-related surveys of people with disabilities. Second, using an online survey mode limited participation by those without Internet access, including those whose disabilities preclude working with a Web browser. The relationship between Internet access and access to other resources suggests these results are, if anything, an underestimate of these problems' severity.

CONCLUSION

Many results of this study are consistent with other studies of transportation for people with disabilities. Ohioans with disabilities face difficulties traveling that relate to the availability of transportation as well as to its accessibility, usability and ride experience. While calls for increased funding were prevalent, it is clear that all stakeholder types had innovative ideas toward improving transportation options. Overlapping and diverging perspectives on issues suggests that dialogue among stakeholders would be productive. Future work could engage these stakeholders further by bringing them together in brainstorming sessions.

Mobility limitation and transportation barriers to equal participation are not the exclusive concern of people with disabilities. People in poverty, senior citizens, those who rely less on individual automobiles due to preference or to cost or other constraints, and those too young to travel safely alone face many of the issues illuminated in this study. Inclusive, accessible, transportation systems benefit broad constituencies. Identifying shared interests and concerns with other Ohio populations may lead to shared solutions with greater impact and buy-in, as well as more effective advocacy. For example, the proportion of Ohioans of older ages is projected to grow relative to other age groups. Older people are more likely to report a disability than are those of younger age, and as such the proportion of senior citizens with a disability is also projected to grow.

Many of the standard survey responses as well as the open-ended narrative responses reflected issues and recommendations discussed in the 2015 Ohio Statewide Transportation Needs Study. That study, commissioned by the Ohio Department of Transportation, took a comprehensive view of the state's transportation needs. While the study was not specifically oriented to the mobility needs and concerns of people with disabilities, its observations and recommendations related to transportation availability and usability illustrate the overlapping needs, and in many cases solutions, that affect people with disabilities, senior citizens, those who are poor, and other populations with more limited and precarious mobility.

Finally, mobility issues, and the search for creative solutions to them, are a global issue. While solutions must be targeted to address locally-specific needs and conditions, insights and lessons should be gleaned from broad sources. Many locations with similar or more severe resource constraints have equal or greater need, and the solutions that have emerged in those places could inform Ohio's pursuit of inclusive and equitable transportation.

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SURVEY ON TRANSPORTATION FOR PEOPLE WITH DISABILITIES

This is a survey about transportation for persons with disabilities in the state of Ohio. It is sponsored by the Ohio Developmental Disabilities Council (DD Council), in partnership with Services for Independent Living (SIL) and Disability Rights Ohio (DRO). The Ohio Colleges of Medicine's Government Resource Center is helping DD Council and their partners with the survey.

We want to hear from you as a person living in Ohio with a disability, as a provider of transportation or other services to Ohioans with disabilities, or as an advocate for Ohioans with disabilities. The answers to this survey are confidential, and your direct answers to each question will not be shared. You can choose not to answer the survey, or any questions in the survey, and nothing bad will happen to you or any of the services you may receive.

If you have any questions about this survey before or after you complete it, or encounter any technical problems, please contact Colin Odden at colin.odden@osumc.edu or at 1-614-685-9357.

1. First, we would like to know a little about you. Are you a:

(please select all that apply)

- Person with a disability
- Person responding on behalf of a person with a disability or unpaid caretaker for that person
- Transportation provider who provides services to persons with disabilities
- Professional care provider for one or more persons with a disability
- Member of an agency, advocacy or other organization for persons with disabilities

Questions asked of people with a disability and those responding on their behalf

Thank you.

(If responding as more than one role) You identified as having more than one role with respect to persons with disabilities. We would appreciate learning about your perspective in all of those roles. For now, we'd like to hear your perspective as a person with a disability. Later in the survey you will receive a prompt inviting you to respond in your other role(s).

(If responding on behalf) You indicated that you are responding on behalf of a person with a disability. Thank you for helping us learn about their perspective. Please answer each question from the perspective of the person with a disability.

2. You indicated that you are a person with one or more disabilities. Please describe your disabilities in the spaces below:

- _____
- _____
- _____
- _____
- _____
- _____
- _____

3. How much difficulty, if any, do you have doing each of the following?

Operate a motor vehicle such as a car

- No difficulty
- Some difficulty
- Great difficulty
- Don't know

Walk a quarter mile

- No difficulty
- Some difficulty
- Great difficulty
- Don't know

Go up or down stairs

- No difficulty
- Some difficulty
- Great difficulty
- Don't know

Read street signs

- No difficulty
- Some difficulty
- Great difficulty
- Don't know

Read a document such as a bus schedule

- No difficulty
- Some difficulty
- Great difficulty
- Don't know

Hear conversation

- No difficulty
- Some difficulty
- Great difficulty
- Don't know

Hear loud noises

- No difficulty
- Some difficulty
- Great difficulty
- Don't know

4. Do you use or need one or more of the following?

(please select all that apply)

- None
- A cane for physical support
- A long white cane
- A service animal
- A walker or rollator
- A manual wheelchair
- A motorized wheelchair or scooter
- Don't know

These next questions are about your use of different types of transportation.

5. Do you own or have access to a car or other vehicle for your own personal use?

- I own a vehicle ▶ Go to question 6
- I have access to a vehicle ▶ Go to question 6
- No ▶ Go to question 8
- Don't know ▶ Go to question 8

6. Is this vehicle available to you any time you need it, or is it sometimes unavailable to you - for example, because you share it with someone else?

- Available to me any time I need it
- Not always available when I need it
- Don't know

7. Is this a vehicle that you can operate yourself?

- Yes
- No
- Don't know

These next questions are about places you may need or want to go, and the types of transportation you use to get to them.

8. How often, if at all, do you use each of the following types of transportation to get to the places you need or want to go?

	I usually travel this way	I sometimes travel this way	I do not travel this way, but I could if I wanted to	I cannot travel this way	I don't know whether I can travel this way
I go by myself (for example, in my car, on my bike, walking, in my wheelchair or scooter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I get a ride from family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I get a ride from a friend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I get a ride from a professional caretaker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use public transportation (for example, a bus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use a paratransit service or other transportation especially for persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use a taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use Uber, Lyft, or a similar service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use another way: _____					

9. This question lists several places you may need or want to go. How often can you go to these places when you need or want to?

	Always	Usually	Sometimes	Rarely	Never	I do not need or want to go to this place	Don't know
Work or volunteering	<input type="radio"/>	<input type="radio"/>					
Shopping (for example, for food or clothes)	<input type="radio"/>	<input type="radio"/>					
Enjoyment (for example, movies, parks, restaurants)	<input type="radio"/>	<input type="radio"/>					
Place of worship (for example, church)	<input type="radio"/>	<input type="radio"/>					
School	<input type="radio"/>	<input type="radio"/>					
Medical appointment (for example, to the doctor, dentist, pharmacy)	<input type="radio"/>	<input type="radio"/>					
Business (for example, banking, accounting, legal)	<input type="radio"/>	<input type="radio"/>					
Human services (for example, caseworker, Benefit Bank, food pantry)	<input type="radio"/>	<input type="radio"/>					
Visiting family	<input type="radio"/>	<input type="radio"/>					
Visiting friends	<input type="radio"/>	<input type="radio"/>					
Somewhere else: _____							

10. In general, how easy or difficult is it to go to these places?

	Easy	A little difficult	Very difficult	Don't know
Work or volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping (for example, for food or clothes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enjoyment (for example, movies, parks, restaurants)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place of worship (for example, church)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical appointment (for example, to the doctor, dentist, pharmacy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business (for example, banking, accounting, legal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human services (for example, caseworker, Benefit Bank, food pantry)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visiting family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visiting friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Somewhere else: _____				

11. Here are places you indicated you do not go. Is this mainly because you cannot get there, or because of some other reason?

	I cannot get to this place	I do not go for a different reason	Don't know
Work or volunteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping (for example, for food or clothes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enjoyment (for example, movies, parks, restaurants)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place of worship (for example, church)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical appointment (for example, to the doctor, dentist, pharmacy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business (for example, banking, accounting, legal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human services (for example, caseworker, Benefit Bank, food pantry)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visiting family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visiting friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Somewhere else: _____			

12. Are there other places you need or want to go, but don't go because you cannot get there? Please list up to five places you would go if transportation became available to go there:

- _____
- _____
- _____
- _____
- _____

13. How often have the following things happened to you when trying to go to the places you need or want to go in the past 12 months?

	All of the time	Most of the time	Some of the time	None of the time	Does not apply to me	Don't know
I had to wait 30 minutes or longer to be picked up	<input type="radio"/>	<input type="radio"/>				
I had to wait 15 minutes or longer somewhere outside to be picked up	<input type="radio"/>	<input type="radio"/>				
I had to travel a long time to go where I wanted	<input type="radio"/>	<input type="radio"/>				
I got to the place I wanted to go 15 minutes or more late	<input type="radio"/>	<input type="radio"/>				

	All of the time	Most of the time	Some of the time	None of the time	Does not apply to me	Don't know
I needed to go somewhere in a different county but could not get a ride	<input type="radio"/>					
I had trouble getting a ride because of my wheel chair or other assistive device	<input type="radio"/>					
I had trouble getting a ride because of my service animal	<input type="radio"/>					
I had trouble getting a ride because of my aide or assistant	<input type="radio"/>					
The vehicle that picked me up did not have everything it needed for me to have a safe, comfortable ride	<input type="radio"/>					
I could not get the help I needed getting on in or out of a vehicle	<input type="radio"/>					
I could not get the help I needed on steps, on a slope, or on ice	<input type="radio"/>					
Buses or other transport did not go somewhere I needed to go	<input type="radio"/>					
I did not go somewhere I wanted to go because of the cost of transportation	<input type="radio"/>					
I did not go somewhere I needed or wanted to go because I was not able to get a ride home	<input type="radio"/>					
I went somewhere and could not get a ride home	<input type="radio"/>					
I had a hard time connecting from one vehicle to another (for example, changing buses)	<input type="radio"/>					
I felt unsafe when crossing streets or in traffic	<input type="radio"/>					
I had a hard time determining where the bus stop was located	<input type="radio"/>					
I had a hard time figuring out how to board the vehicle, or use other accessibility tools	<input type="radio"/>					
I was treated poorly by a driver or other transportation employee	<input type="radio"/>					
I was treated poorly by other riders	<input type="radio"/>					
A driver or other transportation employee did not understand my needs as a person with a disability	<input type="radio"/>					
I was a victim of a crime while waiting for transportation	<input type="radio"/>					

Now we would like to know how you are able to make and receive phone calls, send and receive text messages, and access the Internet.

14. What are the ways you are able to make and receive phone calls?

(please select all that apply)

- On a “land line” phone in my home
- On my cellular phone
- On a cellular phone belonging to someone else in my home
- On a phone in a place I visit
- In another way: (please specify)

- I do not have a way to make or receive phone calls
- Don't Know

15. Do you have a way to receive and send text messages?

(please select all that apply)

- Yes, on my cellular phone
- Yes, on a phone that belongs to someone else
- Yes, on a device that is not a phone: (please specify) _____
- No, I do not have a way to receive or send text messages
- Don't Know

16. Do you know how to send text messages on a cell phone or other device?

- Yes
- No

17. (Skip this question if you answered in questions 14 and 15 that you have no way to make or receive phone calls or text messages) Do you have a phone or other device for receiving and making phone calls or text messages that you can take with you when you travel?

- Yes, always
- Yes, but not always
- No
- Don't know

18. Where can you access the Internet?

- Only at home
- Only away from home
- At home and away from home
- I have no access to the Internet ▶ Go to question 21
- Don't know

19. Are you able to access the Internet by yourself, or do you need assistance?

- I can access the Internet by myself
- I need assistance accessing the Internet
- I could access the Internet by myself, but I do not know how
- Don't know

20. Do you use the Internet to use or learn about transportation, for example, to view routes or schedules or to schedule rides?

- Yes
- No
- Don't know

21. Here are some things that could help make it easier for you to go places you need or want to go. Please think about what would help you the most, and put these in order of how much they would help, so that the thing that would help the most is at the top of the list, and the thing that would help the least is at the bottom of the list.

- _____ Reduce the cost for each trip
- _____ Make rides available more hours of the day / days of the week
- _____ Make rides available to more places
- _____ Make it easier to schedule a ride
- _____ Make vehicles easier to board or exit
- _____ Train operators to better help persons with disabilities

22. What else do you think would help make it easier for you to go the places you need or want to go?

23. Do you have any specific ideas or suggestions on how to do this?

24. In general, if you had better access to transportation, how much would that affect your ability to be active in your community? (For example, going to work, visiting family, going shopping, going out for entertainment, volunteering, going to a place of worship, visiting nature)

- A lot
- A little
- None at all
- Don't know

25. Thinking about the question you just answered, please share any thoughts you have about how transportation access affects your ability to be active in your community.

26. The Americans with Disabilities Act (ADA) gives rights to persons with disabilities when it comes to transportation. Please tell us whether you agree or disagree with the following statements:

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't Know
I understand my rights under the ADA when it comes to transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation providers understand my rights and their responsibilities under the ADA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know whom to contact if I have an issue with a transportation provider that cannot be resolved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. What Ohio county do you live in?

- | | | | |
|---|---------------------------------|----------------------------------|----------------------------------|
| <input type="radio"/> I'm not sure | <input type="radio"/> Erie | <input type="radio"/> Licking | <input type="radio"/> Preble |
| <input type="radio"/> I do not live in Ohio | <input type="radio"/> Fairfield | <input type="radio"/> Logan | <input type="radio"/> Putnam |
| <input type="radio"/> Adams | <input type="radio"/> Fayette | <input type="radio"/> Lorain | <input type="radio"/> Richland |
| <input type="radio"/> Allen | <input type="radio"/> Franklin | <input type="radio"/> Lucas | <input type="radio"/> Ross |
| <input type="radio"/> Ashland | <input type="radio"/> Fulton | <input type="radio"/> Madison | <input type="radio"/> Sandusky |
| <input type="radio"/> Ashtabula | <input type="radio"/> Gallia | <input type="radio"/> Mahoning | <input type="radio"/> Scioto |
| <input type="radio"/> Athens | <input type="radio"/> Geauga | <input type="radio"/> Marion | <input type="radio"/> Seneca |
| <input type="radio"/> Auglaize | <input type="radio"/> Greene | <input type="radio"/> Medina | <input type="radio"/> Shelby |
| <input type="radio"/> Belmont | <input type="radio"/> Guernsey | <input type="radio"/> Meigs | <input type="radio"/> Stark |
| <input type="radio"/> Brown | <input type="radio"/> Hamilton | <input type="radio"/> Mercer | <input type="radio"/> Summit |
| <input type="radio"/> Butler | <input type="radio"/> Hancock | <input type="radio"/> Miami | <input type="radio"/> Trumbull |
| <input type="radio"/> Carroll | <input type="radio"/> Hardin | <input type="radio"/> Monroe | <input type="radio"/> Tuscarawas |
| <input type="radio"/> Champaign | <input type="radio"/> Harrison | <input type="radio"/> Montgomery | <input type="radio"/> Union |
| <input type="radio"/> Clark | <input type="radio"/> Henry | <input type="radio"/> Morgan | <input type="radio"/> Van Wert |
| <input type="radio"/> Clermont | <input type="radio"/> Highland | <input type="radio"/> Morrow | <input type="radio"/> Vinton |
| <input type="radio"/> Clinton | <input type="radio"/> Hocking | <input type="radio"/> Muskingum | <input type="radio"/> Warren |
| <input type="radio"/> Columbiana | <input type="radio"/> Holmes | <input type="radio"/> Noble | <input type="radio"/> Washington |
| <input type="radio"/> Coshocton | <input type="radio"/> Huron | <input type="radio"/> Ottawa | <input type="radio"/> Wayne |
| <input type="radio"/> Crawford | <input type="radio"/> Jackson | <input type="radio"/> Paulding | <input type="radio"/> Williams |
| <input type="radio"/> Cuyahoga | <input type="radio"/> Jefferson | <input type="radio"/> Perry | <input type="radio"/> Wood |
| <input type="radio"/> Darke | <input type="radio"/> Knox | <input type="radio"/> Pickaway | <input type="radio"/> Wyandot |
| <input type="radio"/> Defiance | <input type="radio"/> Lake | <input type="radio"/> Pike | |
| <input type="radio"/> Delaware | <input type="radio"/> Lawrence | <input type="radio"/> Portage | |

28. What Ohio town or city do you live in?

29. What is your age?

- Younger than 15 years old
- 15-19 years old
- 20-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65-74 years old
- 75-84 years old
- 85 years and older
- Don't know
- I prefer to not answer

30. Which one of the following would you say is your gender?

- Male
- Female
- Transgender
- Other _____
- I prefer to not answer
- Don't know

31. Which of the following would you say is your race or origin?

(please select all that apply)

- White
- Black or African American
- Native American or American Indian
- Asian / Pacific Islander
- Other _____
- Don't know
- I prefer to not answer

32. Are you of Hispanic, Latino or Spanish origin?

- No
- Mexican, Mexican-American, Chicano
- Puerto Rican
- Cuban
- Another Hispanic origin:

- Don't know

33. Do you live alone, or do you live with others?

(please select all that apply)

- I live alone
- I live with one or more family members
- I live with one or more roommates
- Other (please specify):

- Don't know

Questions asked of Transportation Providers

36. How would you classify your organization?

- Local Transportation Authority
- Regional Transportation Authority
- Private Transportation Provider
- Other (please specify):

- Don't know

34. What kind of housing do you live in?

- I live in a home that I own
- I live in a home that I rent
- I live in a care facility
- I live in a shelter or motel
- I am homeless, living temporarily with someone else
- I am homeless, without shelter and not staying somewhere temporarily
- Other (please specify):

- Don't know

35. Are you responsible for providing daily care for one or more other people (for example, your children or your parents)? *(please select all that apply)*

- Yes, my children
- Yes, my parents
- Yes, a family member who is not my child or parent
- Yes, someone who is not family
- No
- Don't know

37. Are you a public or private organization?

- Public
- Private not-for-profit
- Private for-profit
- Other
- Don't know

38. Do you only serve persons with disabilities, or do you serve persons without disabilities as well?

- Only serve persons with disabilities
- Serve both persons with and without disabilities
- Don't know

39. Do you currently receive any federal funds for the transportation services you provide?

- Yes
- No
- Don't know

40. How many vehicles does your organization operate?

41. What days of the week do you operate?

	Regular service	Limited service	No service	Don't Know
Monday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuesday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wednesday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thursday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saturday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sunday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

42. What are your earliest and latest pickup times on a typical weekday?

If the time is not on the hour, please round up to the next hour for the earliest time (5:20AM would be 6AM) and round down for the latest hour (10:40PM would be 10PM).

- | Earliest time
(round up) | Latest time
(round down) |
|-----------------------------|-----------------------------|
| <input type="radio"/> 5am | <input type="radio"/> 5am |
| <input type="radio"/> 6am | <input type="radio"/> 6am |
| <input type="radio"/> 7am | <input type="radio"/> 7am |
| <input type="radio"/> 8am | <input type="radio"/> 8am |
| <input type="radio"/> 9am | <input type="radio"/> 9am |
| <input type="radio"/> 10am | <input type="radio"/> 10am |
| <input type="radio"/> 11am | <input type="radio"/> 11am |
| <input type="radio"/> 12pm | <input type="radio"/> 12pm |
| <input type="radio"/> 1pm | <input type="radio"/> 1pm |
| <input type="radio"/> 2pm | <input type="radio"/> 2pm |
| <input type="radio"/> 3pm | <input type="radio"/> 3pm |
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| <input type="radio"/> 6pm | <input type="radio"/> 6pm |
| <input type="radio"/> 7pm | <input type="radio"/> 7pm |
| <input type="radio"/> 8pm | <input type="radio"/> 8pm |
| <input type="radio"/> 9pm | <input type="radio"/> 9pm |
| <input type="radio"/> 10pm | <input type="radio"/> 10pm |
| <input type="radio"/> 11pm | <input type="radio"/> 11pm |

43. How many one-way rides does your organization provide in a typical weekday?

44. About what percentage of these one-way rides include at least one person with a disability?

_____ Percent

45. What are your earliest and latest pickup times on a typical weekend day?

If the time is not on the hour, please round up to the next hour for the earliest time (5:20AM would be 6AM) and round down for the latest hour (10:40PM would be 10PM).

- | Earliest time
(round up) | Latest time
(round down) |
|-----------------------------|-----------------------------|
| <input type="radio"/> 5am | <input type="radio"/> 5am |
| <input type="radio"/> 6am | <input type="radio"/> 6am |
| <input type="radio"/> 7am | <input type="radio"/> 7am |
| <input type="radio"/> 8am | <input type="radio"/> 8am |
| <input type="radio"/> 9am | <input type="radio"/> 9am |
| <input type="radio"/> 10am | <input type="radio"/> 10am |
| <input type="radio"/> 11am | <input type="radio"/> 11am |
| <input type="radio"/> 12pm | <input type="radio"/> 12pm |
| <input type="radio"/> 1pm | <input type="radio"/> 1pm |
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| <input type="radio"/> 8pm | <input type="radio"/> 8pm |
| <input type="radio"/> 9pm | <input type="radio"/> 9pm |
| <input type="radio"/> 10pm | <input type="radio"/> 10pm |
| <input type="radio"/> 11pm | <input type="radio"/> 11pm |

46. How many one-way rides does your organization provide in a typical weekend day?

47. About what percentage of these one-way rides include at least one person with a disability?

_____ Percent

These next questions are about your abilities to provide transportation services to persons with disabilities.

48. Please indicate how much you agree or disagree with the following statements:

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't Know
I am able to provide the level of service to persons with disabilities that I want to provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serving persons with disabilities creates significant difficulties for my organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand my responsibilities as a transportation provider under the Americans with Disabilities Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All operators and other staff in my organization understand their responsibilities as a transportation provider under the Americans with Disabilities Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization provides specific training to its employees on serving people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization has one or more certifications related to serving persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

49. How easy or difficult is it for your organization to accommodate the following types of rider:

	Easy	Somewhat difficult	Very difficult	Cannot accommodate at all	Don't know
A rider with a disability without a wheelchair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A rider with a disability in a wheelchair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A rider with a disability who has a service animal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A rider with a disability who has a personal assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50. In the course of your work you may have experienced challenges when trying to provide the type or quality of service you want to provide to riders with a disability. What has been the greatest challenge when it comes to servicing riders with a disability?

51. Are there services you would like to offer to riders with disabilities, but have been unable to provide?

- Yes (please specify) _____
- No, but we would like to improve existing services: (please specify) _____
- No

52. Aside from increased funding, what is the most important change that could be made to help you provide the services you just mentioned?

53. What Ohio county, or counties, do you serve?

(please select all that apply)

- | | | | |
|---|---------------------------------|----------------------------------|----------------------------------|
| <input type="radio"/> I'm not sure | <input type="radio"/> Erie | <input type="radio"/> Licking | <input type="radio"/> Preble |
| <input type="radio"/> I do not live in Ohio | <input type="radio"/> Fairfield | <input type="radio"/> Logan | <input type="radio"/> Putnam |
| <input type="radio"/> Adams | <input type="radio"/> Fayette | <input type="radio"/> Lorain | <input type="radio"/> Richland |
| <input type="radio"/> Allen | <input type="radio"/> Franklin | <input type="radio"/> Lucas | <input type="radio"/> Ross |
| <input type="radio"/> Ashland | <input type="radio"/> Fulton | <input type="radio"/> Madison | <input type="radio"/> Sandusky |
| <input type="radio"/> Ashtabula | <input type="radio"/> Gallia | <input type="radio"/> Mahoning | <input type="radio"/> Scioto |
| <input type="radio"/> Athens | <input type="radio"/> Geauga | <input type="radio"/> Marion | <input type="radio"/> Seneca |
| <input type="radio"/> Auglaize | <input type="radio"/> Greene | <input type="radio"/> Medina | <input type="radio"/> Shelby |
| <input type="radio"/> Belmont | <input type="radio"/> Guernsey | <input type="radio"/> Meigs | <input type="radio"/> Stark |
| <input type="radio"/> Brown | <input type="radio"/> Hamilton | <input type="radio"/> Mercer | <input type="radio"/> Summit |
| <input type="radio"/> Butler | <input type="radio"/> Hancock | <input type="radio"/> Miami | <input type="radio"/> Trumbull |
| <input type="radio"/> Carroll | <input type="radio"/> Hardin | <input type="radio"/> Monroe | <input type="radio"/> Tuscarawas |
| <input type="radio"/> Champaign | <input type="radio"/> Harrison | <input type="radio"/> Montgomery | <input type="radio"/> Union |
| <input type="radio"/> Clark | <input type="radio"/> Henry | <input type="radio"/> Morgan | <input type="radio"/> Van Wert |
| <input type="radio"/> Clermont | <input type="radio"/> Highland | <input type="radio"/> Morrow | <input type="radio"/> Vinton |
| <input type="radio"/> Clinton | <input type="radio"/> Hocking | <input type="radio"/> Muskingum | <input type="radio"/> Warren |
| <input type="radio"/> Columbiana | <input type="radio"/> Holmes | <input type="radio"/> Noble | <input type="radio"/> Washington |
| <input type="radio"/> Coshocton | <input type="radio"/> Huron | <input type="radio"/> Ottawa | <input type="radio"/> Wayne |
| <input type="radio"/> Crawford | <input type="radio"/> Jackson | <input type="radio"/> Paulding | <input type="radio"/> Williams |
| <input type="radio"/> Cuyahoga | <input type="radio"/> Jefferson | <input type="radio"/> Perry | <input type="radio"/> Wood |
| <input type="radio"/> Darke | <input type="radio"/> Knox | <input type="radio"/> Pickaway | <input type="radio"/> Wyandot |
| <input type="radio"/> Defiance | <input type="radio"/> Lake | <input type="radio"/> Pike | |
| <input type="radio"/> Delaware | <input type="radio"/> Lawrence | <input type="radio"/> Portage | |

Questions asked of Professional care providers and/or members of advocacy or other organizations for persons with disabilities

54. What is your organization's name?

55. What type of organization is this?

- Employment or Day Service Provider
- Residential Service Provider
- Home Care Provider
- Other (please specify):

- Don't know

56. About how many persons with a disability does your organization serve in a year?

57. Do you only serve persons with a disability, or do you serve persons without a disability as well?

- Only serve persons with a disability
- Also serve persons without a disability
- Don't know

58. In the past 12 months, has your organization served people with mobility limitations? These include physical, mental, or other conditions, as well as lack of access to a vehicle and other reasons that limit a person's ability or cause difficulty in getting to places they need or want to go.

(please select all that apply)

- No, we have not served any persons with mobility limitations
- Yes, age-related mobility limitations
- Yes, cognitive-related mobility limitations
- Yes, physical-related mobility limitations
- Yes, vision-related mobility limitations
- Yes, hearing-related mobility limitations
- Yes, cannot afford motor vehicle
- Yes, remote location
- Yes, lack of motor vehicle (for reasons other than income)
- Yes, other (please specify)

- Don't know

59. Different kinds of transportation are available to different people. About how many of your clients have access to the following kinds of transportation?

	All of our clients	Most of our clients	A few of our clients	None of our clients	Don't know
Their own vehicle	<input type="radio"/>				
A family member's or friend's vehicle	<input type="radio"/>				
Public transportation for persons with disabilities	<input type="radio"/>				
Public transportation not designed for persons with disabilities	<input type="radio"/>				
Transportation provided by your organization	<input type="radio"/>				
Taxi	<input type="radio"/>				
Uber, Lyft, or a similar service	<input type="radio"/>				

These next questions are about the types of transportation that at least a few of your clients have available to them. For each type, please indicate how often it is on time, whether it is available when it is needed, and whether it serves the locations where your clients need or want to go:

	60. How often is it on time?					61. Is it available on the days and times your clients need to travel?			62. Does it go where your clients need to travel?		
	All of the time	Most of the time	Some of the time	None of the time	Don't know	Yes	No	Don't know	Yes	No	Don't know
Their own vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A family member's or friend's vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transportation that serves persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transportation not designed for persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation provided by your organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uber, Lyft, or a similar service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

63. Thinking about all of the transportation services available to your clients, please indicate how much you agree or disagree with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable	Don't know
My clients' transportation needs are well served by currently available resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation providers treat my clients well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation providers understand their responsibilities under the Americans for Disabilities Act	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation is generally available when my clients need it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation generally can take my clients where they need to go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

64. In general, if your clients had increased access to affordable, accessible transportation, how much do you think that would affect their participation in the community?

- A lot
- A little
- None at all
- Don't know

65. Thinking about the question you just answered, in what ways would improving transportation access affect your clients' ability to be active in their community?

66. What Ohio county, or counties, do you serve?

(please select all that apply)

- | | | | |
|---|---------------------------------|----------------------------------|----------------------------------|
| <input type="radio"/> I'm not sure | <input type="radio"/> Erie | <input type="radio"/> Licking | <input type="radio"/> Preble |
| <input type="radio"/> I do not live in Ohio | <input type="radio"/> Fairfield | <input type="radio"/> Logan | <input type="radio"/> Putnam |
| <input type="radio"/> Adams | <input type="radio"/> Fayette | <input type="radio"/> Lorain | <input type="radio"/> Richland |
| <input type="radio"/> Allen | <input type="radio"/> Franklin | <input type="radio"/> Lucas | <input type="radio"/> Ross |
| <input type="radio"/> Ashland | <input type="radio"/> Fulton | <input type="radio"/> Madison | <input type="radio"/> Sandusky |
| <input type="radio"/> Ashtabula | <input type="radio"/> Gallia | <input type="radio"/> Mahoning | <input type="radio"/> Scioto |
| <input type="radio"/> Athens | <input type="radio"/> Geauga | <input type="radio"/> Marion | <input type="radio"/> Seneca |
| <input type="radio"/> Auglaize | <input type="radio"/> Greene | <input type="radio"/> Medina | <input type="radio"/> Shelby |
| <input type="radio"/> Belmont | <input type="radio"/> Guernsey | <input type="radio"/> Meigs | <input type="radio"/> Stark |
| <input type="radio"/> Brown | <input type="radio"/> Hamilton | <input type="radio"/> Mercer | <input type="radio"/> Summit |
| <input type="radio"/> Butler | <input type="radio"/> Hancock | <input type="radio"/> Miami | <input type="radio"/> Trumbull |
| <input type="radio"/> Carroll | <input type="radio"/> Hardin | <input type="radio"/> Monroe | <input type="radio"/> Tuscarawas |
| <input type="radio"/> Champaign | <input type="radio"/> Harrison | <input type="radio"/> Montgomery | <input type="radio"/> Union |
| <input type="radio"/> Clark | <input type="radio"/> Henry | <input type="radio"/> Morgan | <input type="radio"/> Van Wert |
| <input type="radio"/> Clermont | <input type="radio"/> Highland | <input type="radio"/> Morrow | <input type="radio"/> Vinton |
| <input type="radio"/> Clinton | <input type="radio"/> Hocking | <input type="radio"/> Muskingum | <input type="radio"/> Warren |
| <input type="radio"/> Columbiana | <input type="radio"/> Holmes | <input type="radio"/> Noble | <input type="radio"/> Washington |
| <input type="radio"/> Coshocton | <input type="radio"/> Huron | <input type="radio"/> Ottawa | <input type="radio"/> Wayne |
| <input type="radio"/> Crawford | <input type="radio"/> Jackson | <input type="radio"/> Paulding | <input type="radio"/> Williams |
| <input type="radio"/> Cuyahoga | <input type="radio"/> Jefferson | <input type="radio"/> Perry | <input type="radio"/> Wood |
| <input type="radio"/> Darke | <input type="radio"/> Knox | <input type="radio"/> Pickaway | <input type="radio"/> Wyandot |
| <input type="radio"/> Defiance | <input type="radio"/> Lake | <input type="radio"/> Pike | |
| <input type="radio"/> Delaware | <input type="radio"/> Lawrence | <input type="radio"/> Portage | |

67. Your work gives you a unique perspective on challenges related to transportation access and use that persons with disabilities in Ohio may face. Aside from increased funding, what do you think would most improve transportation for persons with disabilities in Ohio?

68. Thinking about your response about what would most improve transportation for persons with disabilities in Ohio, please share any specific ideas and recommendations you have for implementing this improvement:

Questions asked of all respondents

69. If you have any additional thoughts about transportation access for Ohio's persons with disabilities, we would appreciate it if you shared them here:

**Thank you for completing this survey.
Again, all of your responses will remain confidential**

70. If you would like a copy of the results from this study, please provide a way that we may send them to you. Your contact information will only be used to send you a copy of the results, and if you provide contact information all of your responses will still remain confidential. Results will be distributed faster by e-mail than by US Mail.

Send me results via e-mail.

Please enter a valid email address: _____

Send me results via US Mail. Please provide a complete mailing address, including zip code:

Do not send me a copy of the results



Ohio Developmental Disabilities Council

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The Ohio Developmental Disabilities Council is one of a national network of state councils, committed to self-determination and community inclusion for people with developmental disabilities. The Council consists of at least 30 members appointed by the governor. Members are people with developmental disabilities, parents and guardians of people with developmental disabilities, representatives from state agencies, and representatives from nonprofit organizations and agencies that provide services to people with developmental disabilities. One of the Council's goals is to educate and inform how state and local government services and policies can be improved, expanded or strengthened on behalf of people with disabilities.