

Report to the NCDOT Public Transportation Division's Human Services Transportation Council *

- Performance Outcomes Measures Project (POMP) funded by the U.S. Administration on Aging
- 445 completed telephone interviews conducted April through June 2003
- Statewide random sample of transportation clients
- Rides provided through the NC Home and Community Care Block Grant (Older Americans Act & NC state \$)

Rider Characteristics

- 91% female respondents
- ages 61 to 98
- 45% high school diploma or more
- 52% white – 48% minority
- 52% city – 14% suburban – 34% rural
- 66% live alone
- 72% widowed
- 53% have an annual income of \$10,000 or less

High level of satisfaction with the service

- 98% rated the service good to excellent
- 86% say they get to the places they need to go
- 88% says they get the number of rides they need

Availability of Other Transportation

- 69% said there was no vehicle in working condition in their household
- 33% said the rides accounted for nearly all of their local trips
- 59% rely on the service for half or more of their local rides
- 52% of those who rely on the service for less than three-fourths of their trips get their other rides from family members

Vehicles

- 77% said easy to get in and out
- 69% said they are comfortable

Drivers

- 93% said drivers are polite
- 91% said drivers help people into and out of vans if needed
- 86% said drivers help people into and out of homes if needed
- 95% said they always feel safe during the ride

Transportation Services

- 67% say they get around more now than before they started riding the transportation service
- Where do they go more often?
 - ✧ Senior center (56%)
 - ✧ Doctors and health care providers (54%)
 - ✧ Lunch program (45%)
 - ✧ Shopping (38%)
 - ✧ Social and recreational activities (34%)
- Unmet transportation needs?
 - ✧ Yes (22%) – No (78%)
 - ✧ If yes, what?
 - Shopping and other errands (60%)
 - Social activities (12%)
 - Weekend trips (11%)



Recommendations to make the service better

- None (74%)
- Reduce the waiting time for a ride (6%)
- Need to be able to go more places (5%)
- Provide services more days per week (4%)

Summary

- ✓ **Transportation services overall are highly rated by riders.**
- ✓ **Riders rate the drivers higher than the vehicles.**
- ✓ **Riders really need the service.**
- ✓ **About 1 in 5 riders really needs more transportation service, especially for shopping and other errands.**
- ✓ **People without access to vehicles are able to get to needed destinations and remain independent.**

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