

SURVEY SNAPSHOT

Accessible Transportation Resource Center

Timeframe: December 2024

Total # of responses: 215

Topic: Transportation
Accessibility

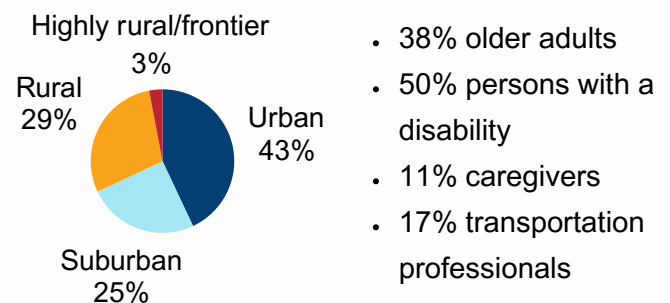
Summary

In December 2024, ATRC conducted an online survey on transportation accessibility that received 215 responses. The results highlighted continuing issues in transportation accessibility that remain prevalent.*

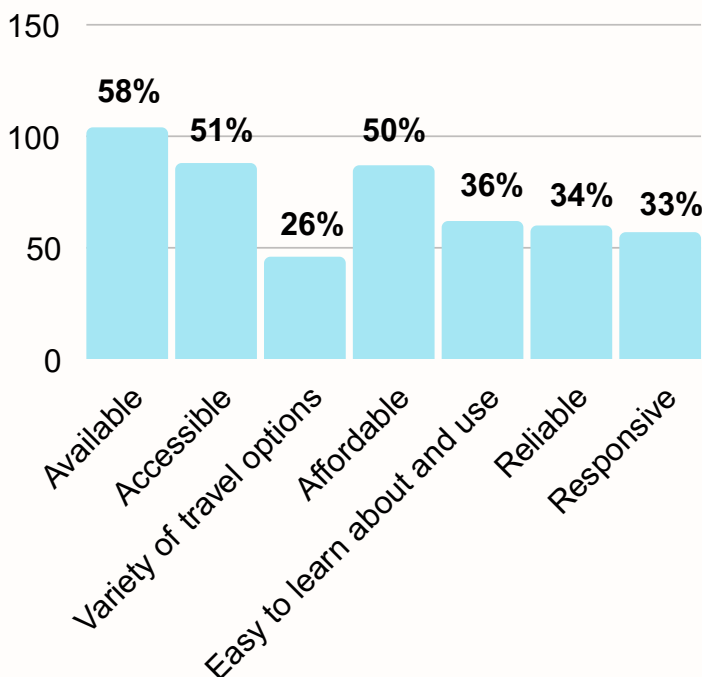
The overall themes identified in the survey correspond with the six priority areas identified by the ATRC Steering Committee: reliable paratransit, access to knowledge, travel away from home, technology, first mile/last mile, and economics & accessibility.

Key takeaways: confirmation of the ATRC priority areas and plans for a future survey of transportation providers focused on solutions and promising practices.

Respondent Demographics



Transportation in respondent communities is...



Overall Themes

- **Multiple Transit Systems:** Coordination is needed to improve connections and travel away from home, which can be more expensive and challenging for those with mobility issues.
- **Ridesharing/On-Demand:** Despite their flexibility, ridesharing costs and limited wheelchair-accessible vehicles are concerns.
- **System Reliability:** Paratransit reliability is a major issue due to missed trips, late pick-ups, and the need for advance booking. For fixed-route, lack of door-to-door service and the first mile/last mile are also problems.
- **Multi-Modal and Accessible Communication:** While many respondents indicated that information was available, many noted a lack in the accessibility and visibility of communications.



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*Due to the number of respondents and self-selection into the survey, the results cannot be generalized to a broader population.