



Survey Outcomes: Delaware Section 5310 Program Funding Subrecipients

November 2018

Written by

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Preface and Acknowledgements

As the Director of the Institute for Public Administration (IPA) at the University of Delaware, I am pleased to provide this report, *Survey Outcomes: Delaware Section 5310 Funding Subrecipients*. The report summarizes the results of a survey administered in spring 2018, on behalf of the Delaware Transit Corporation (DTC), of Delaware agencies (i.e., subrecipients) receiving federal funding (Title 49 U.S.C. 5310, herein referred to as the Section 5310 Program) to transport senior citizens and individuals with disabilities. The survey was planned as part of the December 2017 *Public Outreach and Engagement Plan to Develop a Coordinated Public Transit–Human Services Plan for Delaware* (i.e., coordinated plan). The survey gathered information from current Delaware Section 5310 subrecipients on existing specialized transportation services, gaps, and unmet needs of clients. Information will inform the “assessment of transportation landscape” portion of the planned 2019 update of Delaware’s coordinated plan.

This project was conducted in cooperation with and support from DelDOT and DTC. IPA is grateful for the help received from John Sisson, CEO, DTC; Marcella Brainard, Mobility Manager, DTC; and Kathleen Maguire, Contract Specialist, DTC. IPA Policy Scientists Julia O’Hanlon and Marcia Scott served as Project Managers and Principal Investigators for this work. IPA Graduate Public Administration Fellow Brian Polito served as the main research assistant for this project. I would like to thank Mary Joan McDuffie, Associate Policy Scientist, Center for Community Research & Service, for her consultation and guidance developing and analyzing the survey. I would also like to thank Lisa Moreland, IPA Policy Scientist, and Sarah Pragg, IPA Policy Specialist II, for their editorial and formatting assistance.

Jerome R. Lewis, Ph.D.
Director, Institute for Public Administration

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Executive Summary

In spring 2018, the Institute for Public Administration (IPA) at University of Delaware administered a survey of Delaware agencies (i.e., subrecipients) that receive and are subrecipients of federal funding (Title 49 U.S.C. 5310, herein referred to as the Section 5310 Program) to transport senior citizens and individuals with disabilities. The survey was administered on behalf of the Delaware Transit Corporation (DTC), an operating division of the Delaware Department of Transportation (DelDOT), which operates DART First State Transit. The survey was planned as part of the December 2017 *Public Outreach and Engagement Plan to Develop a Coordinated Public Transit–Human Services Plan for Delaware* (i.e., coordinated plan). As part of a “high-tech interaction” strategy, the purpose of this survey was to gather information from current Delaware Section 5310 Program subrecipients on existing specialized transportation services, gaps, and unmet needs clients.

The electronic survey instrument was disseminated online via a MailChimp communications platform and had a 77 percent response rate. Survey results range from basic demographic information, such as geographic locations served, to detailed accounts of transportation coordination activity and barriers.

Survey respondents indicated that in addition to transportation services that they provide or coordinate, over half (51.5%) of their clients also utilized other transportation services on a routine basis—including *Paratransit* (29.8%), *Personal vehicles* (22.8%), and *Fixed-route buses* (21%). Respondents reported that nearly half (48.4%) of their clients communicate that they “often” have difficulty with traveling to non-emergency medical appointments. Although nearly 25 percent of respondents currently share or coordinate transportation services with other agencies/providers, the majority of agencies described barriers to coordination such as lack of CDL-licensed drivers, the inability to coordinate schedules during peak travel times, and the lack of funding. Survey respondents expressed high interest in coordinating transportation services through *Cooperative travel training*, *Joint staff training*, and *Cooperative public marketing and public information*. Survey respondents also suggested strategies needed to improve the coordination of public transit and human services transportation, such as more affordable transportation options, provision of fixed-route stops as state service centers, a “senior-friendly” [transportation] system, expansion of Sussex County public transportation, and bus-stop-accessibility improvements.

Introduction

During the period of March 1, 2018 to April 30, 2018, IPA administered a survey of Delaware agencies that receive and are subrecipients of Title 49 U.S.C. 5310 (i.e., Section 5310) federal funding to transport senior citizens and individuals with disabilities. The survey was administered on behalf of the Delaware Transit Corporation (DTC), an operating division of the Delaware Department of Transportation (DelDOT), which operates DART First State Transit.

The purpose of this survey was to gather information on existing specialized transportation services, gaps, and unmet needs of clients from current Delaware Section 5310 Program subrecipients. Information will help ensure that DTC meets federal grant management requirements for the Section 5310 Program and funds are effectively utilized to address specialized transportation needs in Delaware. In addition, data gathered will also guide development of a Coordinated Public Transit–Human Services Coordinated Plan (i.e., coordinated plan), which is slated to begin in 2019, for the state of Delaware.

Developed through a participatory planning process, a coordinated plan should serve as a framework to (1) improve coordination among transportation service providers and human services agencies, (2) enhance mobility and services for transportation-disadvantaged populations, and (3) guide Section 5310 Program funding allocation decisions for traditional (capital) and non-traditional (mobility management projects). Outcomes of the survey of Section 5310 subrecipients in Delaware will inform the “Assessment of Transportation Landscape,” which is one of the key elements of a coordinated plan. The assessment will include an inventory of specialized transportation services providers in Delaware and a review of the needs of all transportation-disadvantaged individuals in Delaware—including persons with disabilities and older adults.

Methodology

The survey was planned as part of a “high-tech interaction” strategy as detailed in the December 2017 *Public Outreach and Engagement Plan to Develop a Coordinated Public Transit–Human Services Transportation Plan for Delaware*. The survey was administered online, using Qualtrics survey software (see Appendix A). The survey was distributed to the current 43 Delaware agencies that receive Section 5310 funds via MailChimp, an online communications platform used to send emails in bulk (Appendix B). The survey period was March 20 to April 30, 2018. The survey generated 33 out of 34 responses—a return rate of 77 percent. The following table describes the timeline of events, checkpoints, and reminders during the survey period.

Table 1: Timeline for survey of specialized transportation providers

DATE	ACTIONS
March 1, 2018	DTC’s Mobility Manager provided an updated version of the 2018 Section 5310 subrecipient organizations with a comprehensive list of email addresses.
March 19, 2018	Test MailChimp messages sent to DTC’s Contract Specialist and Mobility Manager.
March 20, 2018	MailChimp message launched to disseminate survey to Section 5310 specialized transportation provider contacts (Appendix B).
April 3, 2018	“Section 5310 Survey Reminder” MailChimp message sent to list of contacts (Appendix C).
April 19, 2018	Upon receiving information from DTC that five agencies had new directors and contact information, IPA prepared an updated excel spreadsheet that listed non-respondents and respondent agencies.
April 20, 2018	Original survey deadline. The survey deadline was extended to April 30 to improve the response rate.
April 24, 2018	“Survey Deadline Extended” MailChimp message was sent that targeted non-respondents only.
April 24, 2018	DTC’s Contract Specialist copied the MailChimp message and sent it as a regular e-mail message.
April 30, 2018	Survey deadline. IPA received 33 out of 43 responses, a 77 percent return rate.

The Qualtrics survey instrument gathered information on the type and mission of organization represented, target populations served, service area by county, and specialized transportation services provided by each organization. In addition, survey respondents reported performance metrics such the size of their vehicle fleet, number of vehicles funded under the Section 5310 Program, number of annual passenger trips, number of vehicles equipped to transport individuals in wheelchairs, and extent of existing coordination efforts. The survey also gathered data on transportation needs, gaps, and barriers as communicated to survey respondents by members/clients of Section 5310 agencies. Survey questions were designed to better understand the transportation needs of special-needs populations that are served by Section 5310 agencies and the extent to which the agencies are leveraging and/or coordinating transportation resources to address those needs.

The survey incorporated a mixture of question types, including multiple choice, rank order, matrix tables, text response, and open-ended responses. The multiple-choice questions were used to collect data on certain characteristics of the agencies, such as population served, geographic areas served, and service characteristics. Text-response questions were used to gather numerical data, such as the number of annual passenger trips. Open-ended questions enabled agency respondents to freely respond, provide detailed descriptions, and offer additional information or opinions. A tabulation of survey responses is located in Appendix D.

Survey Responses

This section of the report summarizes the data collected throughout the survey period. In total, the survey had 20 questions. However, some “skip-logic” questions enabled respondents to advance in the survey depending upon how they answer specific questions. For example, when an agency was given the opportunity to answer “Yes” or “No” for a particular question, each answer would redirect them to a logical follow-up question. Therefore, many agencies answered fewer than 20 questions. The survey collected quantitative and qualitative data anonymously from respondents over the age of 18. While the survey was designed to take 15 minutes or fewer to complete, the average response time was unable to be calculated. From the second a respondent opens the survey, Qualtrics logs the amount of time taken until completion. If an agency respondent took a break, or continued the survey the next day, all of the hours in between would be logged.

Characteristics of Responding Agencies

Questions 2 and 3 (Q2 and Q3) of the survey asked respondents to provide agency contact information and a “brief description of the agency’s mission and specialized transportation services.” After these preliminary questions, a multiple-choice question (Q4) asked “To which of

these target populations does your organization provide services?" Respondents could select "all that apply" from the following options: (1) *Adults 65+*, (2) *Persons with disabilities*, (3) *Persons with low income*, (4) *Veterans*, or (5) *Other* (write-in). Of the 33 respondents, 14 agencies (42%) selected all four options. Many survey respondents selected more than one option as their target populations. For example, in addition to being older adults, Delaware senior center members may be veterans, have some type of aging-related disability, and live on fixed retirement incomes. The survey revealed that Section 5310 agencies served the following target populations (from highest to lowest percentage of responses) include *Adults 65+* (29 percent), *Persons with disabilities* (27 percent), *Persons with low income* (22 percent), *Veterans* (14 percent), and *Other* (8 percent).

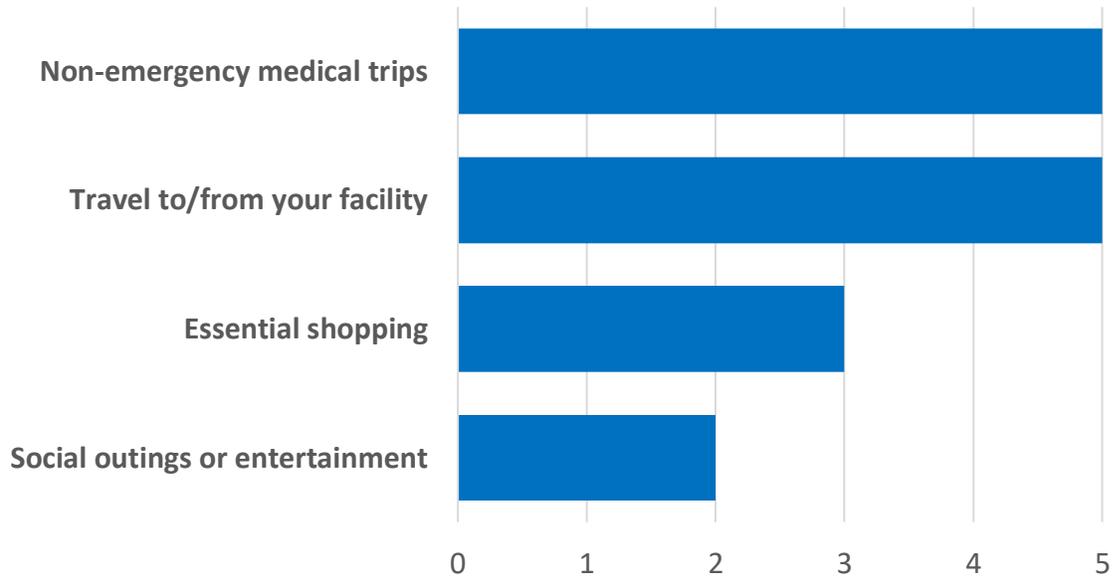
Among the 33 responses to the question (Q5) "The organization you represent is a...," 58 percent selected *Senior center* followed by *Residential community* (18%), *Other* (12%), *Faith-based organization* (9%), and *Medical or homecare* (3%). The three agencies that selected *Other* described their organizations as "Affordable housing," "Day program," and "Pediatric only."

In response to the question, "Which counties does your agency serve? Select all that apply" (Q6), 66 percent or 22 of the 33 respondents indicated that their agencies only serve New Castle County. Two respondents (less than 1%) specified their agencies only serve Kent County, and four agencies (1%) reported only serving Sussex County. Only 3 (less than 1%) out of the 33 respondents selected all three counties as areas they serve.

Q7 asked respondents, "In a ranking from 1 to 9, with 1 being the most frequent, rank the locations to which your agency provides transportation." This question seemed to have the most skewed data because many agencies did not answer the question properly. More than half of the agencies (18) rated each category individually from 1 to 9, instead of exhausting all their choices and providing a true rank. For example, agencies that incorrectly formatted their answer would label multiple categories with "1" and "9."

As shown in Figure 1, of the 15 agencies (45%) that accurately responded, five selected *Non-emergency medical trips* as their most frequent trip location. The next most frequent answers are *Travel to/from your facility* (5), *Essential shopping* (3), and *Social outings or entertainment* (2). In total, these 15 agencies also mentioned *Shopping* a total of 12 times, *Social outings* 12 times, *Non-emergency medical trips* 9 times, and *Travel to/from your facility* 7 times.

Figure 1: Most frequent trip locations by Section 5310 agencies



SUMMARY ANALYSIS

Target populations served by survey respondents' organizations include *Adults 65+* (29%), *Persons with disabilities* (27%), *Persons with low income* (22%), and *Veterans* (14%). Over half of the respondents described their agencies as either a *Senior center* or *Residential community*. Two-thirds of responding agencies only serve New Castle County. Top transportation locations include *Non-emergency medical trips*, *Travel to/from agency's facility*, *Essential shopping*, and *Social outings*.

Transportation Fleet Statistics

Agencies were asked to provide statistics on the size of their transportation fleet (Q8), the number of fleet vehicles funded through Section 5310 (Q9), how many one-way trips were made during 2017 (Q10), and how many of their Section 5310-funded vehicles were wheelchair accessible (Q11).

In response to Q8, the average number of vehicles in the responding agencies' fleets, as of December 2017, is 2.8. Of the 33 respondents, 15 (45%) agencies only have one vehicle in their fleets. The average, however, is skewed by one agency that has a 16-vehicle fleet, two agencies with 8-vehicle fleets, and a fourth agency with a 7-vehicle fleet. With 94 total vehicles recorded, 41 percent (39 vehicles) belong to just four agencies.

A follow-up question (Q9) asked how many vehicles in their fleets were funded through the Section 5310 Program. Of the 33 respondents, 23 agencies or 70 percent are fully funded under the Section 5310 Program. Within the group of 23 agencies that have a fully funded fleet, 15 (65%) only own one vehicle. Among the top four agencies listed in the previous paragraph, 16 of their 39 vehicles are funded through the Section 5310 Program, with one agency utilizing eight fully funded Section 5310 vehicles.

Answers provided for Q10 "How many one-way passenger trips did your organization provide in 2017?" seemed to indicate that the question was misunderstood by a significant number of respondents. "One-way passenger trips" is a common performance metric used by other Section 5310 recipients (e.g., state departments of transportation, metropolitan planning organizations, councils of government/regional councils) for reporting by grant subrecipients on a semi-annual and annual basis. The survey question assumed that respondents would know that a one-way passenger trip is defined as a one-way origin-to-destination trip by one person. Three agencies gave invalid answers, reducing the sample size from 33 to 30 for this question. The average number of one-way passenger trips was 3,670. The median number of one-way passenger trips was lower, at 799. Three agencies skewed the average by providing over 10,000 trips in 2017. Seven respondents answered that their agencies provided zero trips in 2017. Adjusting for what could possibly be a misunderstanding, these answers were removed to provide a more accurate average and median. After removing the seven instances of "zero," average one-way trips increase to 4,787 and the median increases to 1,652.

When asked (Q11) "How many vehicles funded under the Section 5310 Program are equipped to transport individuals in wheelchairs?" 100 percent of respondents reported that they have at least one wheelchair-accessible vehicle. The final tally of this answer is 61 out of 62 vehicles were reported as wheelchair accessible.

SUMMARY ANALYSIS

Among the responding agencies, 70 percent reported that their entire fleets are supported by Section 5310 funding. The agency average for one-way passenger trips in 2017 was 4,787. The median number of one-way passenger trips from the 33 responding agencies was 1,652. Fifteen of these agencies only have one vehicle, and each agency has at least one wheelchair-accessible vehicle.

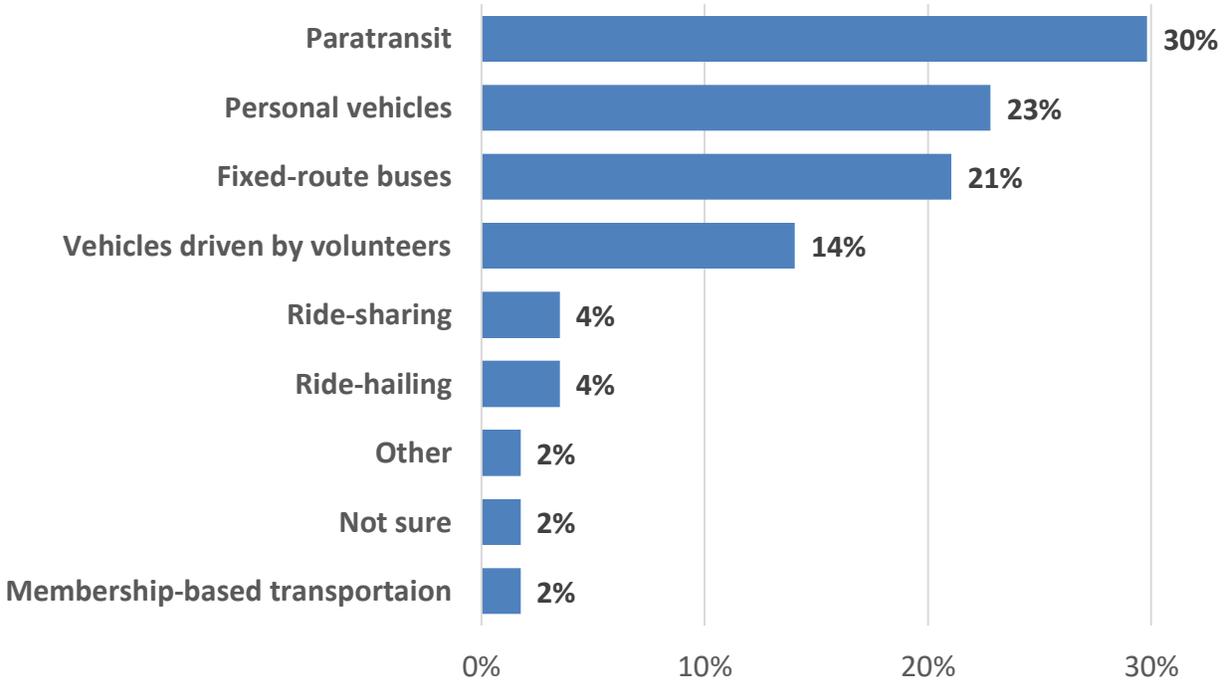
Transportation Activity of Members

In this survey segment, respondents were asked about the transportation activity of their members. In response to Q12, “In addition to transportation services you provide or coordinate, do members/clients utilize other transportation services?” 52 percent of respondents replied *Yes*, 30 percent replied *No*, and 18 percent were *Unsure*.

Survey respondents were asked (Q13) to “Check other transportation services utilized on a routine basis by members” and were able to select multiple choices from the following options: (1) *Personal vehicles*, (2) *Fixed-route buses*, (3) *Paratransit*, (4) *Ride-Hailing*, (5) *Ride-sharing*, (6) *Membership-based transportation*, (7) *Vehicles driven by volunteers*, (8) *Senior Citizen Affordable Taxi (SCAT)*, (9) *SEPTA Trains*, (10) *Not sure*, or (11) *Other* (write-in).

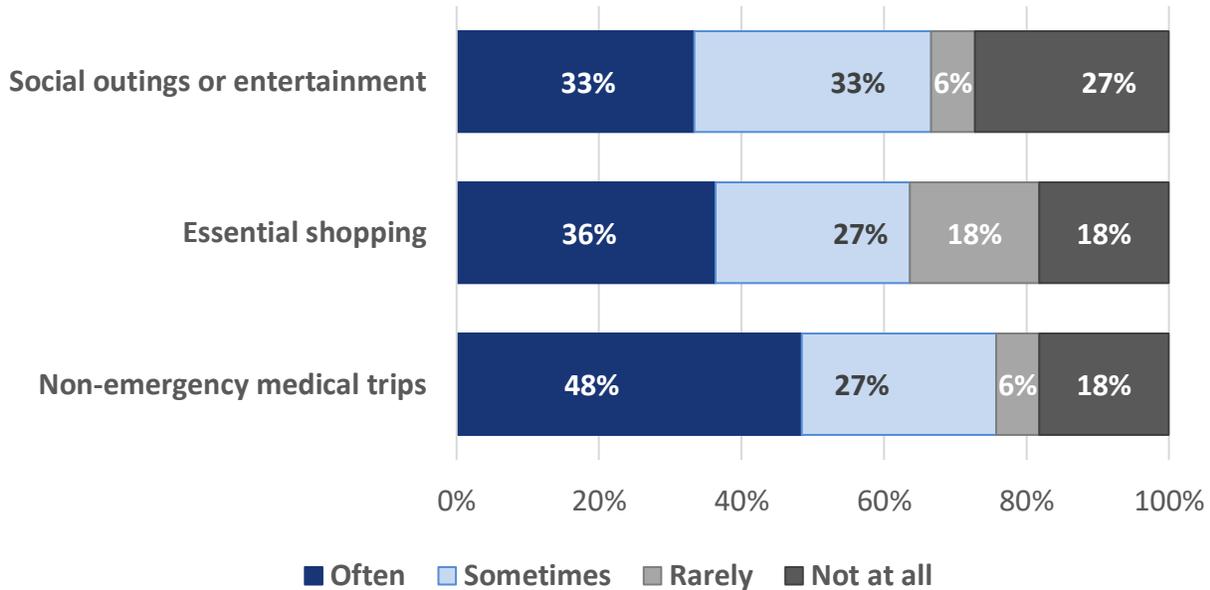
As illustrated in Figure 2, 30 percent of respondents indicated that *Paratransit* was the top transportation service utilized on a routine basis by members, followed by *Personal vehicles* (23%), and *Fixed-route buses* (21%).

Figure 2: Other transportation services utilized on a routine basis by agency members



In Q14 respondents were asked, “How often do your members communicate difficulty traveling for the following purposes?” A response matrix enabled respondents to select (1) *Not At All*, (2) *Rarely*, (3) *Sometimes*, and/or (4) *Often* for survey response options that included *Work*, *Volunteer activity*, *Non-emergency medical trips*, *Essential shopping*, *Social outings or entertainment*, *Religious services*, *School*, or *Other* [locations].” As shown in Figure 3, respondents indicated that their agency clients/members most often communicate difficulties traveling to *Non-emergency medical trips* (48%), *Essential shopping* (37%), and *Social outings or entertainment* (33%).

Figure 3: Top travel difficulties, as communicated by agency clients/members



SUMMARY ANALYSIS

Over half of the respondents indicated that their clients/members utilize other forms of transportation routinely in addition to their vehicles, including Paratransit (30%) Personal vehicles (23%), and Fixed-route buses (21%). Clients/members most often communicate difficulties traveling to Non-emergency medical trips (48%), Essential shopping (37%), and Social outings and entertainment (33%).

Coordination of Services

This section details the responses to questions regarding the extent to which Section 5310 subrecipients share or coordinate transportation services. In response to Q15, “Do you currently share or coordinate any aspects of your transportation with other agencies, providers or nearby Section 5310 Program subrecipients?” over three-fourths responded *No* and less than one-fourth responded *Yes*.

If respondents answered *Yes* to Q15, they were prompted to describe the arrangement in an open-ended question (Q19). Seven out of the eight agencies that answered *Yes* serve only New Castle County. If respondents answered *No* to Q15, they were prompted to answer the follow-up open-ended question (Q20), “Please describe barriers or obstacles that may prevent sharing or coordinating transportation services.” A synopsis of responses is provided below in Table 2. Full responses to open-ended questions (edited only to ensure respondents’ anonymity) are available in Appendix E.

Table 2: Summary of responses regarding coordination of transportation services

(Q15) Do you currently share or coordinate any aspects of your transportation services with other agencies or nearby section 5310 program recipients?

(Q19) If YES: Please describe the arrangement.

- “We currently have a partnership with DART, which provides us with two buses.”
- “Sometimes we get a backup driver when necessary.”
- “Share the same bus drivers with a sister agency.”
- “Coordinate charter trips with agencies in area.”
- “Contact another agency at last minute to cover medical ride.”

(Q20) If NO: Please describe barriers or obstacles that may prevent sharing or coordinating transportation services.

- “Our bus is usually full” (2)
- “Time constraints” (4)
- “Lack of drivers” (4)
- “Insurance liability”
- “All volunteers and lack of capacity”
- “Private contracts”
- “Lack of public transportation in area”
- “Lack of funding”
- “Lack of advanced notices” (3)
- “Location”

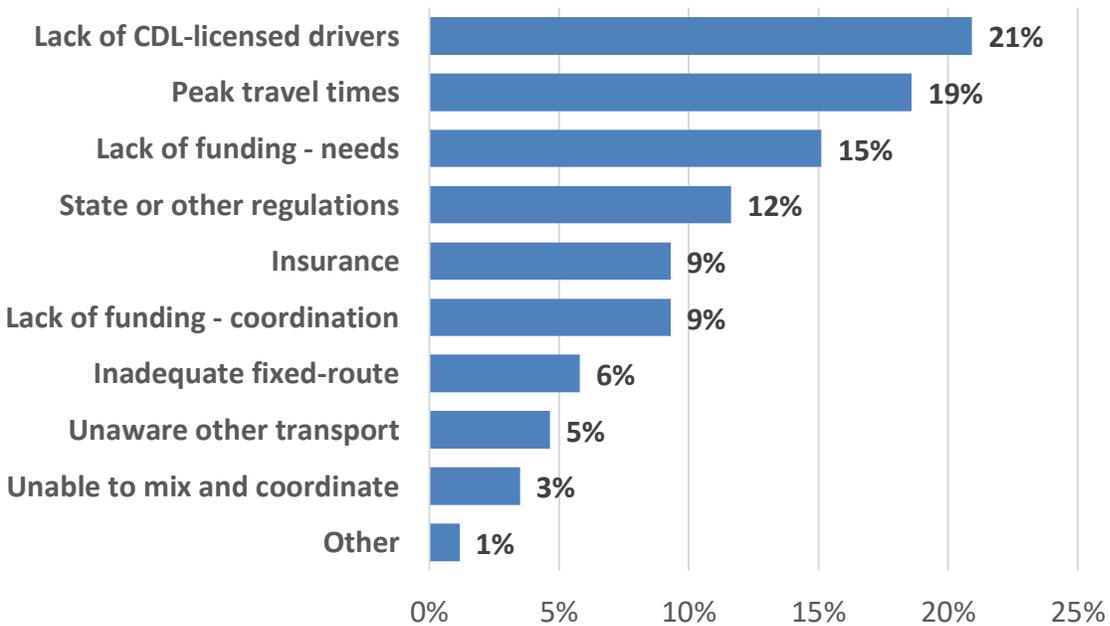
A matrix-style question (Q16) asked respondents to “Please identify the types of coordinated transportation services that your organization provides or is interested in [providing].” Table 4 shows all options given to responding agencies and the corresponding frequency of selections. Nine (9) agencies answered *Not applicable* for all categories. Among the group of 21 agencies interested in providing some type of coordination, the top answers were *Cooperative public marketing and public information* (88%); *Joint Staff Training* (84%); and *Cooperative travel training* (82%), as shown in Table 3.

Table 3: Coordination of services and corresponding interests of section 5310 agencies

COORDINATION OF SERVICES	RESPONSES	
	CURRENT	FUTURE INTEREST
Cooperative public marketing and public information	12%	88%
Joint staff training	16%	84%
Cooperative travel training	18%	82%
Joint insurance purchasing	50%	75%
Sharing vehicles	33%	67%
Joint purchasing of vehicles	25%	50%
Other	50%	50%

In response to the question (Q17), “What are the biggest constraints your organization encounters in providing and coordinating transportation services? (Select all that apply),” top answers included (1) *Lack of CDL-licensed drivers* (21%), (2) *Peak travel times for our clients are the same as nearby agencies* (19%), and (3) *Lack of funding for current service needs* (15%).

Figure 4: Constraints to providing and coordinating transportation services



An open-ended question asked respondents, “In your opinion, what strategies are needed to improve the coordination of public transit and human service transportation in your area?” (Q18). Table 4 provides a summary of response to Q18, and a compilation of all open-ended questions (edited only to ensure respondents’ anonymity) is available in Appendix E.

Table 4: Suggested strategies to improve transportation coordination

Q18: In your opinion, what strategies are needed to improve the coordination of public transit and human service transportation in your area?

- “No opinion”
- “Simplify the process to apply for DART [paratransit] eligibility”
- “Lower paratransit prices”
- “Address transportation affordability issues”
- “Increase availability of and minimize transferring within transit fixed-routes” (2)
- “More fixed-route options” (7)
- “More convenient bus stops”
- “Statewide construction causing traffic”
- “More information on transportation options”
- “More agency funding”

SUMMARY ANALYSIS

Over three-fourths of respondents indicated that they currently do not coordinate transportation services. Respondents expressed interest in *Cooperative public marketing and public information*, *Joint staff training*, and *Cooperative travel training*. The biggest constraints for agencies attempting to coordinate services are a *Lack of CDL-licensed drivers*, *Peak travel times for our clients are the same of nearby agencies*, and a *Lack of funding for current service needs*.

Conclusions

The majority of survey respondents (67%) primarily operate in New Castle County. Of the eight agencies that said they are currently providing some sort of service coordination, seven are located in New Castle County, one is located in Kent County, and none are located in Sussex County.

The obstacles to service coordination are the lack of CDL-licensed drivers, overlap of peak travel times with nearby agencies, and funding current service needs. Few (6) respondents reported interest in sharing vehicles. Fifteen of these agencies reported only having one vehicle. It should be noted that sharing vehicles may not be viable in rural service areas with long travel distances and in cases where agencies are transporting medically fragile clients who require caregiver assistance during transport. Among the 15 agencies only using one vehicle, the average annual number of one-way trips is 2,094. Answers to “How many one-way passenger trips did your organization provide in 2017?” (Q10) seemed to indicate that the question was misunderstood by a significant number of respondents. This may signal the need for training of grant subrecipients on Section 5310 reporting requirements to ensure that performance metrics are standardized and captured accurately moving forward.

Despite all of these agencies transporting members using available resources and vehicles, respondents note that members have communicated difficulty in obtaining transportation for *Non-emergency medical transportation, Essential shopping, and Social outings or entertainment*. In the open-ended section of the survey, only 2 out of 33 respondents reported that the transportation needs of clients were being met. Responses to open-ended questions also noted issues with the location and frequency of DART fixed-route bus services near their facilities. In addition, some agencies expressed challenges with fixed-route transportation not only for their members/clients, but also for their employees.

Major Themes

As part of the survey review and analysis, several major themes were identified. Common responses were categorized by current coordination efforts and barriers to coordination.

Current Coordination (aggregate responses of eight agencies)

- Partnerships with DART
- Partnerships with other agencies to share vehicles/drivers
- Coordination with area neighborhoods to plan “charter” trips
- Contact other agencies at last minute to cover medical ride

Barriers to Coordination (aggregate of 25 agencies)

- Volunteer resources
- Limited public transportation in western Sussex County
- Restrictive private contracts
- Wide geographic area of pick-ups and drop-offs
- Buses at capacity
- Time constraints/no set schedules/desire for advanced notice
- Insufficient number of drivers
- Insurance liability
- Clients with medically complex issues that need transportation with caregivers

Takeaways

- A majority of agencies rely on state services to support their programming needs. While agencies cited various reasons that prevent them from coordinating specialized transportation services, a top reason was that their schedules have strict time constraints.
- Respondents noted in the open-ended section that coordination is possible with advanced notice and better preparation. Other agencies are simply unable to coordinate due to insurance liabilities or the presence of a private contract.
- Many agencies funded through the Section 5310 Program provide specialized transportation services to clients using only one vehicle. Other agencies that have a larger client or membership base and/or wider geographic service area may have double-digit fleet numbers.
- The survey instrument had a few flaws that were unable to be addressed during the survey period thereby causing some data to be skewed or useless.
- While the survey response rate was high, it should be mandatory for Section 5310 agencies to respond to DTC's requests for information. Section 5310 agencies should be required to respond to surveys and provide performance reporting annually as a stipulation to receive Section 5310 funding and/or other federal or state funds.
- Section 5310-funded vehicles are used primarily for non-emergency medical transportation, travel to/from the facility, essential shopping, and social outings.
- Major coordination barriers include a general lack of funding, a lack of CDL-licensed drivers, limited secondary transportation options, and difficulty coordinating schedules.

Appendix A – Section 5310 Program Recipients Survey Instrument

Survey of Delaware Section 5310 Program Funding Recipients

Q1 The Delaware Transit Corporation (DTC), which operates DART First State Transit, is surveying specialized transportation providers in Delaware that receive Section 5310 Program funding. Your response to the survey is needed to ensure DTC meets federal grant management requirements for the Section 5310 Program and funds are effectively utilized to address specialized transportation needs in Delaware. Information provided will also guide development of a Coordinated Public Transit–Human Services Coordinated Plan (i.e., Coordinated Plan) for the state of Delaware. The Coordinated Plan will help DTC plan for future transportation needs, identify specialized transportation service needs/gaps, and develop strategies to address unmet transportation needs for transportation-disadvantaged populations in Delaware.

The survey is being administered by the Institute for Public Administration (IPA) at the University of Delaware, on behalf of DTC. The survey is designed to collect quantitative data from adults over the age of 18 and should take about 15 minutes to complete. Collected personal data will remain private, and any information shared will be reported in an aggregate form without personal identifiers. For more information about this survey or project, please contact IPA Policy Scientist Marcia Scott at msscott@udel.edu or (302) 831-0581.

Please select **“Yes”** (below) if you have read and understand this informed-consent statement and agree to take the survey. If you elect not to participate in the survey, select **“No.”**

- Yes
- No

Q2 Please complete the following information about your agency. All fields are mandatory. Press the Tab key to move to the next field.

- Agency Name _____
- Contact Person _____
- Title _____
- Mailing Address _____

- City _____
- State _____
- Zip Code _____
- Telephone _____
- E-mail _____

Q3 Briefly describe your agency’s mission and the specialized transportation services provided to members:

Q4 To which of these target populations does your agency provide services? Select all that apply.

- Adults 65+ years old
- Persons with disabilities
- Persons with low incomes
- Veterans
- Other (please specify):

Q5 The agency you represent is a:

- Senior center
- Faith-based agency
- Medical or home-care provider
- Employer
- Residential community (For example, retirement, assisted living, nursing/rehabilitation, or continuing-care community)
- Community center (For example, YMCA, or JCC)
- Veterans coalition or agency
- Social service agency
- Membership-based transportation service
- Other (please specify): _____

Q6 Which counties does your agency serve? Select all that apply.

- New Castle County
- Kent County
- Sussex County

Q7 In a ranking from 1 to 9, with 1 being the most frequent, rank the locations to which your agency provides transportation:

- _____ Social outings or entertainment
- _____ Essential shopping (For example, grocery store or drug store)
- _____ Non-emergency medical trips (For example, doctor's appointments, pharmacy, physical therapy, outpatient care/clinics, kidney dialysis, or renal care)
- _____ Travel to/from your facility
- _____ Work
- _____ Religious activities
- _____ Volunteer activities
- _____ School
- _____ Other (please specify or enter "N/A"):

Q8 As of December 2017, how many vehicles were in your transportation fleet?

Q9 How many of your fleet's vehicles are funded through the Section 5310 Program?

Q10 How many one-way passenger trips did your agency provide in 2017?

Q11 How many vehicles funded under the Section 5310 Program are equipped to transport individuals in wheelchairs?

Q12 In addition to transportation services you provide or coordinate, do members/clients utilize other transportation services on a routine basis?

- Yes
- No
- Not sure

Display This Question: If Q12 = Yes

Q13 Please check other transportation services utilized on a routine basis by your members. Select all that apply.

- Personal vehicles
- Fixed-route buses (For example, DART First State, UNICITY, or Cecil Transit)
- Paratransit
- Ride-hailing (For example, taxicab, Uber, or Lyft)
- Ride-sharing (For example, RideShare Delaware, or planned carpooling/vanpooling)
- Membership-based transportation service (For example, ITN Southern Delaware)
- Vehicles driven by volunteers (For example, family, friends, or caregivers)
- SCAT (Senior Citizen Affordable Taxi)
- SEPTA Trains
- Not sure
- Other (please specify): _____

Q14 How often do your members communicate difficulty traveling for the following purposes? (Select all that apply)

	NOT AT ALL	RARELY	SOMETIMES	OFTEN
Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-emergency medical trips	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Essential shopping (groceries, drug store)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social outings or entertainment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religious services	<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"/>
Other (please specify or write "N/A"):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q15 Do you currently share or coordinate any aspects of your transportation services with other agencies, providers, or nearby Section 5310 Program recipients?

- Yes
- No
- Not sure

Display This Question: If Q15 = Yes

Q19 Please describe the arrangement

Display This Question:

If Q15 = No

Or Q15 = Not sure

Q20 Please describe barriers or obstacles that may prevent sharing or coordinating transportation services.

Q16 Please identify the types of coordinated transportation services that your agency provides or is interested in:

	NOW PROVIDING	INTERESTED IN PROVIDING	NOT APPLICABLE
Sharing vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperative travel training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joint purchasing of vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joint insurance purchasing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joint staff training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooperative public marketing and public information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify or write "N/A"):	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q17 What are the biggest constraints your agency encounters in providing and coordinating transportation services? (Select all that apply):

- Lack of funding to serve current needs
 - Lack of funding for service coordination
 - Insurance (For example, your insurance policy does not allow non-agency passengers, etc.)
 - Inadequate existing fixed-route service
 - State or other regulations are too restrictive regarding criteria for who is eligible for our transportation services
 - Peak travel times for our clients are the same as nearby agencies, limiting vehicle sharing
 - Unaware of other transportation services in the area
 - Unable to mix and coordinate grants from different agencies
 - Lack of CDL-licensed drivers
 - Other (please specify):
-

Q18 In your opinion, what strategies are needed to improve the coordination of public transit and human service transportation in your area?

Appendix B – MailChimp Campaign to Section 5310 Agencies



What is the future of mobility in Delaware?

Dear Section 5310 Specialized Transportation Providers:

The Delaware Transit Corporation (DTC), operating as DART First State Transit, has launched a “Mobility in Motion” initiative. The initiative invites public visioning on the future mobility needs of all Delawareans—including transportation-disadvantaged individuals who may lack transportation options due to age, disability, income, or car ownership.

DTC is surveying specialized transportation providers in Delaware that receive funds under the Federal Transit Administration’s (FTA) Elderly and Persons with Disabilities (Section 5310) program. The survey is designed to gather information on existing specialized transportation services, gaps and unmet needs of clients, and ways to address those gaps.

The survey is being administered by the Institute for Public Administration (IPA) at the University of Delaware, on behalf of DTC. The survey takes about 15 minutes to complete. Any personal data collected will remain private and reported in an aggregate form.

Please complete the survey by Friday, April 20, 2018.

Thank you, in advance, for your cooperation.

Kathy Maguire, Contract Specialist
Delaware Transit Corporation
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Take the Survey!

Appendix C – MailChimp Reminder Campaign



Survey deadline extended to April 30!

Dear Section 5310 Specialized Transportation Providers:

This is a final reminder to carefully review this message and take the survey below. The Delaware Transit Corporation (DTC), operating as DART First State Transit, has launched a “Mobility in Motion” initiative. The initiative invites public visioning on the future mobility needs of all Delawareans—including transportation-disadvantaged individuals who may lack transportation options due to age, disability, income, or car ownership.

DTC is surveying specialized transportation providers in Delaware that receive funds under the Federal Transit Administration’s (FTA) Elderly and Persons with Disabilities (Section 5310) program. The survey is designed to gather information on existing specialized transportation services, gaps and unmet needs of clients, and ways to address those gaps.

The survey is being administered by the Institute for Public Administration (IPA) at the University of Delaware, on behalf of DTC. The survey takes about 15 minutes to complete. Any personal data collected will remain private and reported in an aggregate form. **This is a final reminder to complete this survey.**

It is critically important to complete the survey no later than the deadline of Monday, April 30, 2018.

Thank you, in advance, for your cooperation.

Kathy Maguire, Contract Specialist
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Take the Survey!

Appendix D – Survey Response Tabulation

Q4: To which of these target populations does your agency provide services? Select all that apply.

RESPONSES	NUMBER	PERCENTAGE
Adults 65+ years old	29	29%
Persons with disabilities	27	27%
Persons with low incomes	22	22%
Veterans	14	14%
Other (please specify)	8	8%
Total	100	100%

N=33

Q5: The agency you represent is a:

RESPONSES	NUMBER	PERCENTAGE
Senior center	19	58%
Faith-based agency	3	9%
Medical or home-care provider	1	3%
Employer	0	0%
Residential community*	6	18%
Community center	0	0%
Veterans coalition or agency	0	0%
Social service agency	0	0%
Membership-based transportation service	0	0%
Other (please specify):	4	12%
Total	33	100%

N=33

*(e.g., retirement, assisted living, nursing/rehabilitation, or continuing-care community)

Q6: Which counties does your agency serve? Select all that apply.

RESPONSES	NUMBER	PERCENTAGE
New Castle County	27	66%
Kent County	7	17%
Sussex County	7	17%
Total	41	100%

N=33

Q8: As of December 2017, how many vehicles were in your transportation fleet?

- Total vehicles recorded: 94
- Average number of vehicles per agency: 2.8

Q9: How many of your fleet’s vehicles are funded through the Section 5310 Program?

- Percentage of total vehicles funded by Section 5310: $62/94 = 66\%$

Q10: How many one-way passenger trips did your agency make in 2017?

- Average: 3,670
- Median: 799
- Total combined: 110,100

N = 30

Q11: How many vehicles funded under the Section 5310 Program are equipped to transport individuals in wheelchairs?

- $61/62 = 98.4\%$

Q12: In addition to transportation services you provide or coordinate, do members/clients utilize other transportation services on a routine basis?

ANSWERS	FREQUENCY	PERCENTAGE FREQUENCY
Yes	17	52%
No	10	30%
Not sure	6	18%
Total	33	100%

N=33

Q13: Please check other transportation services utilized on a routine basis by your members. Select all that apply.

RESPONSES	NUMBER	PERCENTAGE
Personal vehicles	13	23%
Fixed-route buses	12	21%
Paratransit	17	30%
Ride-hailing*	2	4%
Ride-sharing**	2	4%
Membership-based transportation service	1	2%
Vehicles driven by volunteers	8	14%
Senior Citizen Affordable Taxi	0	0%
SEPTA Trains	0	0%
Not sure	1	2%
Other (please specify)	1	2%
Total	57	100%

N=17

* (For example, taxi, Uber, or Lyft)

** (For example, RideShare Delaware, or planned carpooling/vanpooling)

Q14: How often do your members communicate difficulty traveling for the following purposes? Select all that apply.

	NOT AT ALL	RARELY	SOMETIMES	OFTEN
Non-emergency medical trips	18%	6%	27%	49%
Essential shopping	18%	18%	27%	36%
Social outings or entertainment	27%	6%	33%	33%
Religious services	39%	21%	21%	18%
Other	82%	9%	0%	9%
Volunteer activity	36%	27%	30%	6%
Work	77%	21%	0%	3%
School	76%	12%	9%	3%

Q15: Do you currently share or coordinate any aspect of your transportation services with other agencies, providers, or nearby Section 5310 Program recipients?

RESPONSES	NUMBER	PERCENTAGE
Yes	8	24%
No	25	76%
Not sure	0	0%
Total	33	100%

N=33

Q16: Please identify the types of coordinated transportation services that your agency provides or is interested in:

RESPONSES	NOW PROVIDING	INTERESTED IN PROVIDING
Joint staff training	12%	88%
Cooperative travel training	18%	82%
Joint insurance purchasing	25%	75%
Sharing vehicles	33%	67%
Joint purchasing of vehicles	50%	50%
Cooperative public marketing	50%	50%

N=33

Q17: What are the biggest constraints your agency encounters in providing and coordinating transportation services? (Select all that apply):

RESPONSES	PERCENTAGE
Lack of CDL-licensed drivers	21%
Peak travel times for our clients are the same as nearby agencies	19%
Lack of funding to serve current needs	15%
State or other regulations are too restrictive	12%
Lack of funding for service coordination	9%
Insurance issues	9%
Inadequate existing fixed-route service	6%
Unaware of other transportation services in the area	5%
Unable to mix and coordinate grants from different agencies	3%
Other	1%
Total	100%

N=33

Appendix E – Responses to Open-Ended Questions

Q15: Do you currently share or coordinate any aspects of your transportation services with other agencies, providers, or nearby Section 5310 Program recipients? – 8 (24.24%) of the 33 respondents replied Yes.

Q19: If yes, please describe the arrangement.

- We currently have a partnership with DART, which provides us with two buses to transport clients that are DART qualified, to and from our facility. Reimbursement to [facility] is \$15 per one-way trip per person.
- We share and coordinate our transportation with [another] community center. This is necessary when our bus is being serviced or our driver is not available.
- In order to get our [clients] in when our driver is absent, sometimes we get a backup driver when necessary.
- Our sister [agency], [name], shares the same bus drivers. If one of us is in need of assistance, such as breaking down on the roadside, we will assist in getting our members home. Also, we do share trips and participate in activities together.
- Transportation services provided to/from center, social trips and medical appointments from area hi-rises and neighborhoods. Also, coordinate "charter" trips with area centers and hi-rises.
- We have formed a partnership with our sister [agency], [name], to assist more community members with transportation solutions.
- Occasionally when we are too busy and a last minute medical comes up we will contact another 5310 Program to cover the medical ride.
- At times other senior center call needing transportation for their residents to go for medical appointments, grocery shopping etc. because they either don't have a driver or they need an additional bus.

Brackets [] indicate the response was paraphrased to retain respondents anonymity.

Q20: If respondents answered *No* to Q15, they were prompted to “Please describe barriers or obstacles that may prevent sharing or coordinating transportation services.”

- When the residents are going out our bus is usually full.
- Timing. Our buses are used to transport members from 8:00 - 10:00 am and then from 2:00 - 4:00 pm M – F. They are also used for social outings that may require service from morning to late afternoon. Shopping trips are done midday on Fridays. In attempts to coordinate transportation, the buses are needed at these times and there can be no assurance that they would be able to return in time to complete our afternoon runs.
- drivers and insurance
- All volunteers; lack of capacity
- N/A
- Time constraints, trips, difficulty level, handicap accessibility, no other public transportation in Western Sussex County. We serve approximately 1400+ different clients.
- We are involved with a number of other programs and private contracts throughout the state, which would make it difficult us to share transportation services.
- We have almost no public transportation system in lower Sussex County. Dart is cumbersome and unreliable. We have no taxi service that accepts the SCAT tickets...seniors in our area just have very limited options for travel. Our center is not on the bus route.
- Each center has different audience most of time we do share info on trips and activities, etc. We do share membership with other centers. One obstacle is most seniors don't like drive or travel out of their surroundings, their comfort area, you have to support your home-bounded senior in your community. One barrier is that we don't get enough funding to maintain our programs properly and staff our programs
- Our bus is typically always full and in use
- We have no set schedules to coordinate. There are times where we need immediate access to the vehicle.
- We do not share our transportation
- Our transportation pick up area covers a wide range area. We not only service the [specific location] area, but we travel into the city of Wilmington, and provides activities that require a bus at least 1-2 times a week. This may be a factor in coordinating transportation

- Those who would want to share vehicles would need our vehicle at the same time we use it, due to similar hours.
- Transportation is provided for members of [facility] and spouses.
- We use this bus everyday Mon-Fri for daily bus service for members who no longer have transportation. In coordinating with others would require advanced notice to accommodate with other agencies.
- Varying schedules, near-capacity passenger loads.
- Location and summer traffic and daily schedules for use of our bus
- [Name of facility] just moved to a new facility. We are planning on coordinating with our new landlords to help their parishioners with every day activities and choirs.
- I have only 2 dedicated drivers with an active CDL. They are the only ones that drive the bus, but they do so while maintaining their roles as Maintenance Director and Activity Director which carry heavy demand in a [type of] facility that is almost 100 years old.
- There are no current or foreseen barriers or obstacles that prevent sharing or coordinating transportation services. However, because of the quantity of residents we service it may be difficult to share without advanced notice or request. [Information about residential units of facility], which has helped with timely notifications and planning for our residents.
- We only have a part time CDL bus driver.
- The [name of facility] can provide/share services to other agencies but nothing has been coordinated. One bus can be available if appointments are made in advance.
- All other centers are private and most have their own bus service.
- We have [medically compromised clients] and have equipped our buses with AEDs, Oxygen concentrators and all the medical equipment necessary to transport our unique population. We have a very low risk of infection and cannot compromise our [clients], many of whom are on ventilators, with additional clients. We do not have liability coverage for others outside of our residents and staff.

Brackets [] indicate responses were paraphrased to retain respondent's anonymity.

Q18: In your opinion, what strategies are needed to improve the coordination of public transit and human service transportation in your area?

- Have no opinion
- Make the process for applying for DART eligibility easier to accomplish. We have people waiting to ride our own buses that could be placed on the two DART buses; however, the process is cumbersome and we are limited in the travel times to pick up and return customers.
- Not necessarily a strategy but affordable transportation is a challenge. The cost for para- transit services really add up over time if someone want to use it on a regular basis. Many seniors are unable to use the fixed route DART services.
- cost of transportation
- Have not done research in this area
- Make travel more cohesive, increase availability, and minimize transferring. Ensure bus stops are on paved streets and near paved sidewalks.
- [Our facility] employs healthcare and other staff who need public transportation, and no fixed route runs near our facility
- The transportation program provides [clients] with access to the [facility], daily trips for shopping, medical appointments, recreation, museums, fairs, banks, etc. The [facility] also plans educational trips to the surrounding areas as well as restaurants, cruises, etc. The need is great due to personal schedules and lack of public transportation. The objective of the program is to promote socialization for [clients] who may or may not drive as well as offering exciting trips for the more agile member.
- Bus stops need to be more convenient
- I believe the daily construction throughout the state that occurs during rush hour presents many issues and if it was done at night it would definitely improve transportation services. Our drivers are stuck in traffic daily due to road construction, which generally delays arrival to appointments, even if when an extra 15 minutes is built into the arrival time.
- Coordination of routes of those who are not on fixed DART route.
- /////
- We need a “senior user friendly” system for our elderly. If not, we need to supply more vehicles and funding to the senior centers. We can hire people to drive our elderly, but we need the funding and vehicles to achieve this. The past year state budget cuts have gouged our operating capital.

- Funding non-profits like [type of agency], so they can staff and meet needs of their community, also the fix route are very limited where their clients live. Salary are different from public transportation and nonprofits human service transportation.
- I am not sure
- Not sure.
- More advertising
- More funding for agencies which could allow them to hire more drivers and offer more hours and transportation times.
- Currently our needs are being met
- Not sure
- Flexibility to adjust to personal needs of seniors including pickup at home addresses where walking to fixed route buses is difficult because of disabilities.
- Many of our clients live in a rural area where fixed routes are unavailable.
- Because of our location there are limited public transportation routes, perhaps generating other routes to reach to a broader demographics.
- More and better bus routes, affordable public transportation.
- I have found that the public transit system has improved over the past several years. The new transit facility near Five Points [Lewes] has been utilized by many of our members who do not want to travel on Route 1 to come into Rehoboth. Fixed route service should run more often especially on weekends. Traffic is heavy in the off season because people are retiring to this area.
- Since we moved to our new location, DART bus stops are not close to the center at all. We make arrangement to pick up our [bus fare type] employees because it is too far from the bus stop. Also our membership would not be able to walk that distance. If more DART stops existed our center's bus would be freed up to transport to more Dr.'s appointments and grocery trips.
- More consistent transportation for seniors. It is difficult for those with disabilities, especially dementia to wait for transportation, even when with an escort.
- The difficulty for our residents is that most of the public transit routes require changing buses to get to their final destination and or the drop off/bus stop is not in close proximity to the final destination. For example the DMV, the drop off/bus stop is on a very busy highway and it is extremely dangerous to cross over to the alternate side. Second, even if one could cross over, the facility is not on the main highway, it sits back from the highway which makes it a difficult trip for an elderly trip and or someone with limited mobility who may not have paratransit or who cannot afford

the \$8.00 Round Trip fare plus the \$20 cost for an ID. It would be extremely beneficial for passengers if all state services buildings were on fixed routes were drop off/bus stops are adjacent. With regards to Paratransit, there has to be some way to improve efficiencies with operations, decrease duplication of services to same pick up/drop off locations, etc.

- I don't know.
- Public transportation in Sussex County can be challenging. Since it is a rural county, many have difficulty getting to the bus stops in town. The Senior Center transports the seniors on a daily bases 5 times a week but not on weekends. This can be problem to some that have special needs.
- We are pleased with the services the state provide. We do hear from others that the cost for using the state buses for transportation is too costly for them.
- None
- We have the buses so that we do not have to rely upon transit services out of our control. Time sensitive in transportation with [clients] who are medically complex, with their caregivers, to and from their destination in the most direct and safe manner is essential to their health and well-being. These are [medically fragile clients] and we do not have the capability of knowing if anyone that they would share rides with anyone who has infectious disease that could prove harmful to a [client] on mechanical ventilation. We have no way of knowing if shared riders are free from criminal background and/or on both the adult and child abuse registries. The amount of equipment needed for safe transport of any of our [clients] is abundant and does not often allow for simultaneous wheelchairs on the bus. The nurse needs to access the [client] frequently in route and space is required to do this safely as well as the nurse's proximity to the [client].

Brackets [] indicated that responses were paraphrased to retain respondent's anonymity.



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