

# Survey Methodology: GAO Survey on ADA Paratransit

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# Agenda

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- What is Americans with Disabilities Act (ADA) Paratransit Service?
  - Why a survey?
  - Survey design
  - Survey findings
  - Conclusion: survey challenges, advantages
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# What is ADA Paratransit Service?

ADA paratransit is:

- ...a transportation service that is an alternative to fixed route bus and train service.
- ...accessible, responsive, origin-to-destination.
- ...something specific under the ADA.



Photo source: Los Angeles County Metropolitan Transportation Authority, ©2012 LACMTA.

# Why a Survey?

Trends in  
paratransit:



Demand



Costs



Service

# Why a Survey?

## GAO 13-17 Researchable Questions

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1. What is known about the extent of compliance with ADA paratransit requirements?
  2. What changes have occurred in ADA paratransit demand and costs since 2007?
  3. What actions are transit agencies taking to help address changes in the demand for and costs of ADA paratransit service?
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# Survey Design

## Population and Sample

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- Sample source: National Transit Database, 2010 data
  - Sample of 145 transit agencies
  - 2 strata:
    - 10 largest transit agencies
    - 135 other transit agencies
  - Generalizable
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# Survey Design

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- Online survey tool
  - Included questions about ADA paratransit services in 2007 and 2010
  - Conducted 5 pre-tests
  - 77% response rate
  - Also conducted interviews; other methods
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# Survey Design

## Online survey tool

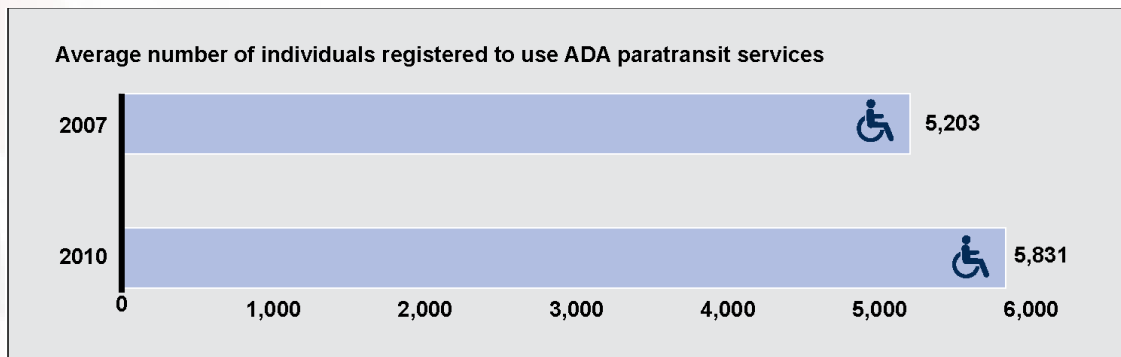
6. For FY 2007 and FY 2010, please tell us the following about your ADA paratransit services *(If not available, please check 'Not Available' box.)*

	<u>FY 2007</u>	<u>FY 2007 Not Available</u>	<u>FY 2010</u>	<u>FY 2010 Not Available</u>
a. What was the total number of ADA paratransit trips your agency provided annually?	<input type="text"/> Trips	<input type="checkbox"/>	<input type="text"/> Trips	<input type="checkbox"/>
b. What was the average duration (in minutes) per-trip?	<input type="text"/> Minutes	<input type="checkbox"/>	<input type="text"/> Minutes	<input type="checkbox"/>
c. What was the average distance (in miles) per-trip traveled?	<input type="text"/> Miles	<input type="checkbox"/>	<input type="text"/> Miles	<input type="checkbox"/>
d. What was the total number of individuals registered for ADA paratransit services?	<input type="text"/> Individuals	<input type="checkbox"/>	<input type="text"/> Individuals	<input type="checkbox"/>
e. Of the total number of individuals registered for ADA paratransit services, how many took at least one	<input type="text"/> Individuals	<input type="checkbox"/>	<input type="text"/> Individuals	<input type="checkbox"/>



# Survey Findings

## Demand Has Increased for Some Transit Agencies

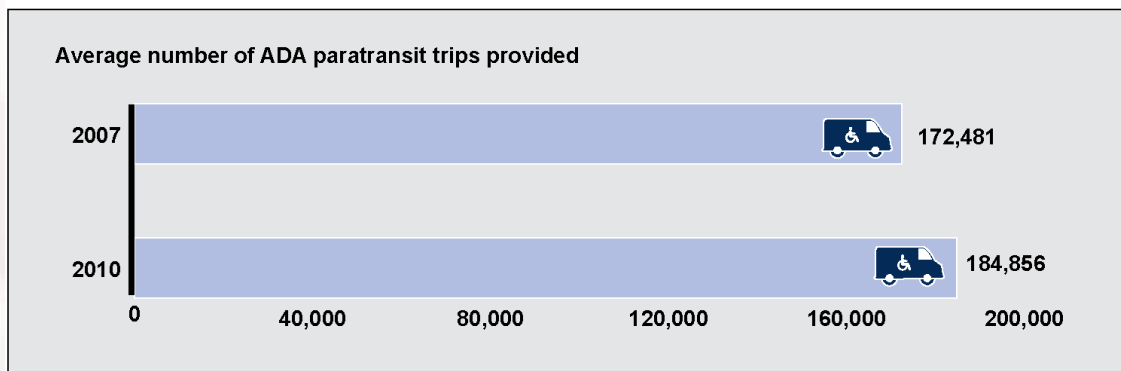


All transit agencies:

↑ 12%

10 largest transit agencies:

↑ 22%



↑ 7%

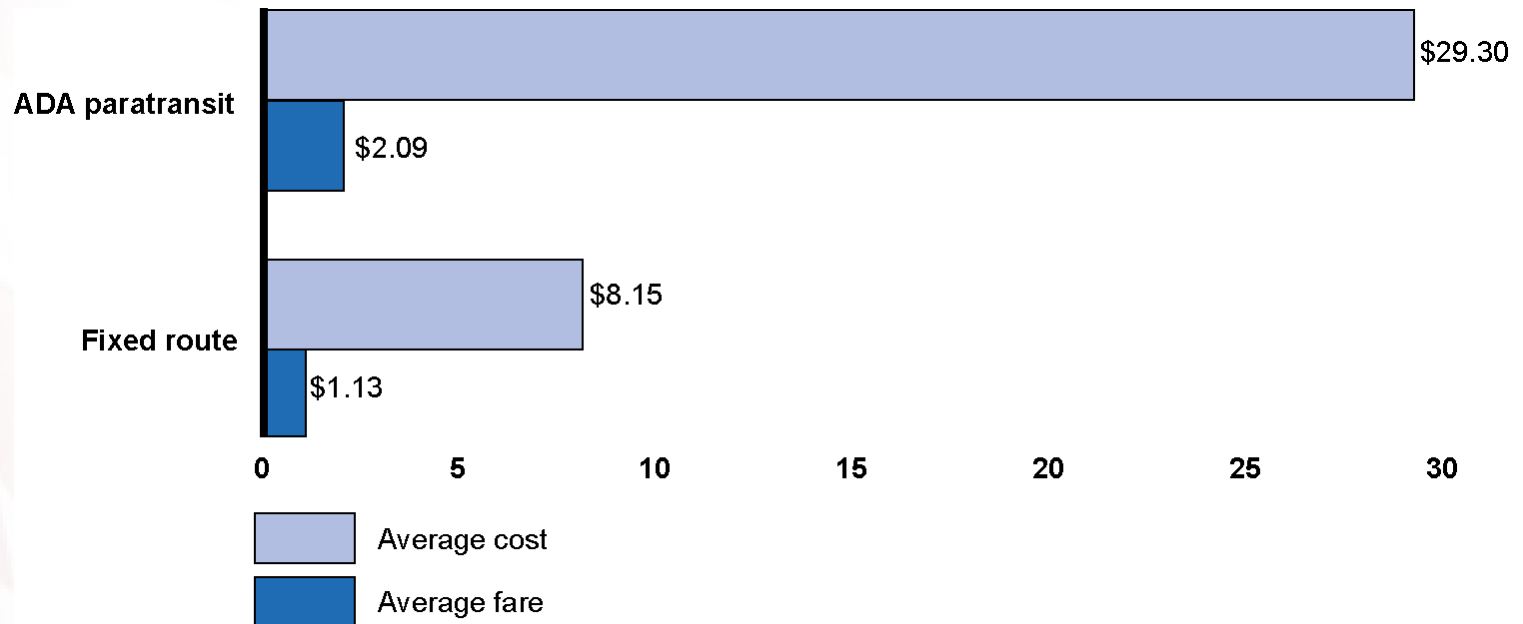
↑ 31%

Source: GAO analysis of survey of transit agency officials regarding ADA paratransit services.

# Survey Findings

## Paratransit Costs Remain High

### Average Reported Per-Trip ADA Paratransit and Fixed Route Costs and Fares, 2010



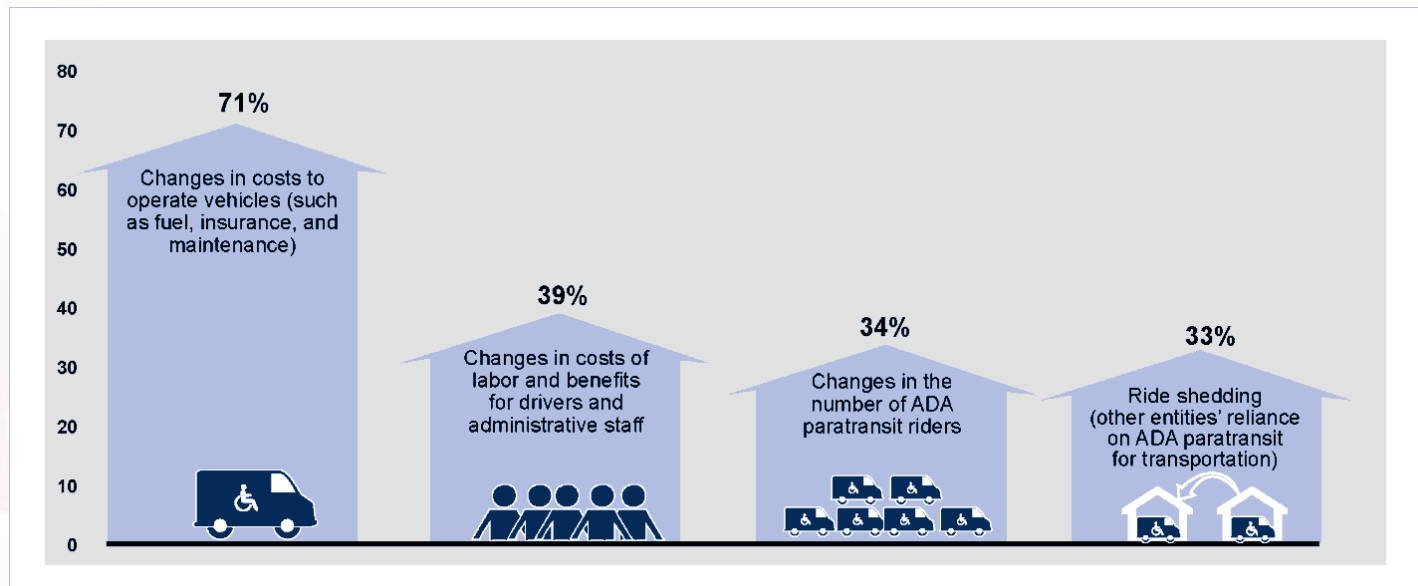
Source: GAO analysis of survey of transit agency officials regarding ADA paratransit services.

# Survey Findings

## Paratransit Costs Remain High

- ADA paratransit costs increased 10% from 2007 to 2010

Percentage of Transit Agencies Reporting the Following as Major Contributors to Cost Increases in ADA Paratransit Services



Source: GAO analysis of survey of transit agency officials regarding ADA paratransit services.

# Survey Findings

## Actions to Address Paratransit Demand and Costs

- 59% of transit agencies are increasing coordination with health and human services providers
- 55% are providing travel training
- 49% have implemented a more rigorous eligibility process



Photo source: Access Services.

# Survey Findings

## E-Supplement: GAO-13-18SP

### ADA Paratransit Services

6. For FY 2007 and FY 2010, please tell us the following about your ADA paratransit services (*If not available, please check 'Not Available' box.*)

[\(View question\)](#)

a. What was the total number of ADA paratransit trips your agency provided annually?

[\(View question\)](#)

FY 2007

[\(View question\)](#)

		Estimate	95 Percent Confidence Interval
Entire Population	Estimated Mean	170,434.4	126722-214146

[\(View question\)](#)

FY 2010

[\(View question\)](#)

		Estimate	95 Percent Confidence Interval
Entire Population	Estimated Mean	169,211.1	129665-208757

[\(View question\)](#)

b. What was the average duration (in minutes) per-trip?

# Conclusion

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- Challenges
  - Advantages
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Thank you!

Questions?

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