

2013 Community Transportation Survey: Overall Research Findings

Background

- The purpose of the Community Transportation Committee is to inform and advise on a consistent and coordinated transportation system to improve timely, efficient, and seamless access to health and community services
- Planning for coordinated transportation requires a good understanding of transportation services in our local communities

Why a survey research project?

We wanted to know:

- What kind of transportation services are available
- Where they are being used, and required
- Who is using them
- What people think about those services
- What is working well
- If there are any areas for improvement

Key Overall Findings

Many people from vulnerable populations are utilizing transportation services

- Seniors, people with medical concerns, mental health, or physical limitations

Resources in the system are insufficient

- High demand for transportation services, heavy reliance on volunteers, limited financial and human resources

Availability and access to service needs improvement

- Scheduling, long wait times, limited local transportation options

Lack of awareness of services by clients

- Lack of information about transportation services

Services are required in a large geographic area

- Within and to the surrounding areas of Simcoe County and Muskoka

Many clients require additional transportation services

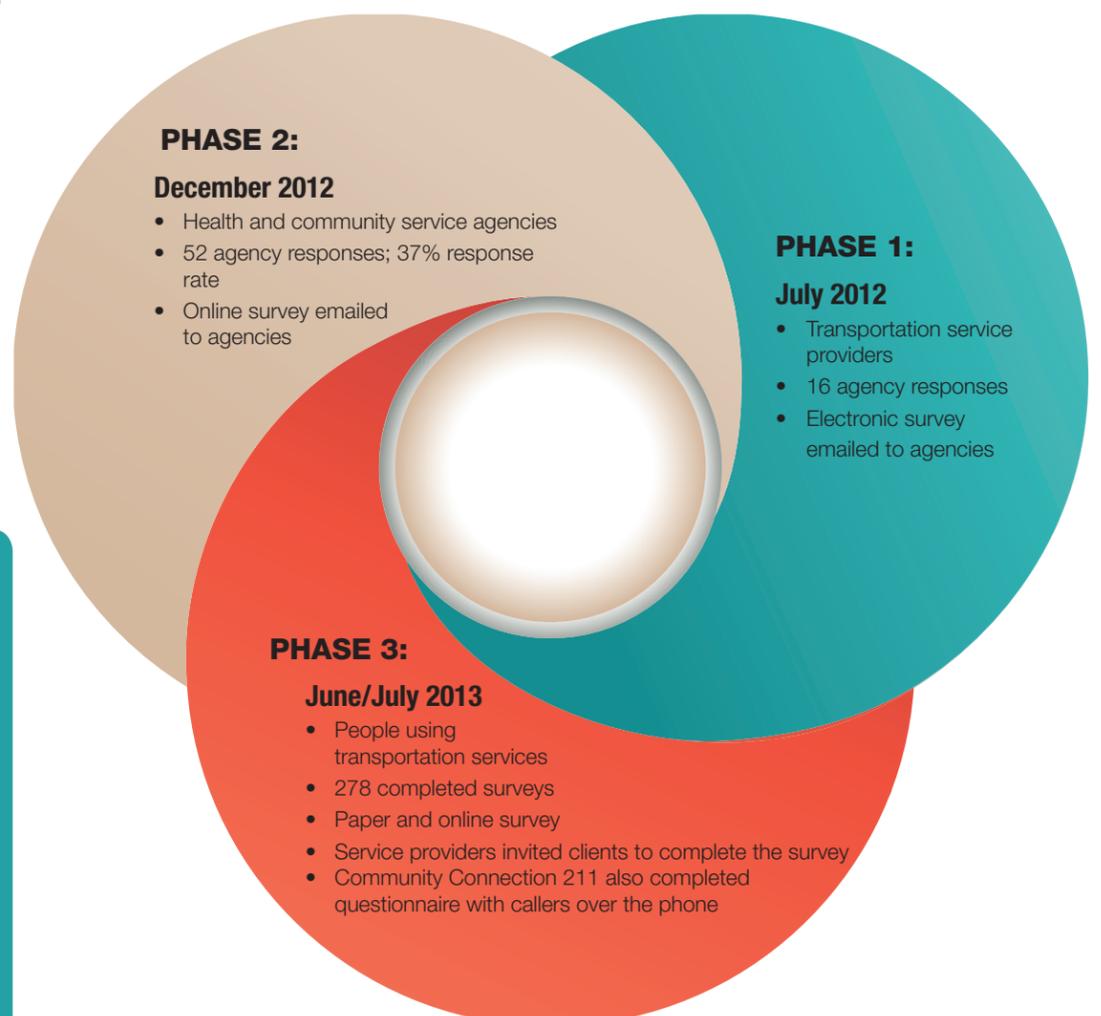
- Wheelchair accessibility, stretcher, accompaniment, passenger assistance

Funding and service costs are an issue

- High cost of transportation services
- For agencies: lack of financial resources
- For clients: high cost of transportation services

Methodology

- Each stage of survey research was conducted as an individual survey research project
- Overall analysis included identifying key themes and common findings from all three stages



From Research to Action



Raising Awareness

- Sharing information
- Raising awareness
- Understanding our clients

Standardized Protocols

- Service and training consistency
- Best practices
- Increasing collaboration

Sharing of Services

- Opportunities for coordination
- Gain sharing and maximizing resources
- Improving access