

Transportation

Transportation is more than a ride. For many older adults, transportation is a critical connection. In 2018, 22 percent of all inquiries received by the Eldercare Locator were from individuals seeking information on local transportation options that enable them to maintain their health, secure their independence and stay connected to the community—all critical components to aging well.

Consumer Needs: Issues Facing Older Adults in America Based on Inquiries Received by the Eldercare Locator

	Transportation	22%	
	Home and Community-Based Services	16%	
	Medical Services and Supplies	15%	
	Home Repair and Modification	7%	
	Elder Abuse	6%	



Whether it is a ride to a medical appointment, the grocery store, religious services, a volunteer opportunity or the barber shop, the Eldercare Locator connects older adults and caregivers to local transportation solutions that are often provided by local Area Agencies on Aging and other community providers.

Access to transportation not only helps keep older adults healthy and connected to their communities, it helps make life easier for caregivers helping their loved ones manage their daily needs. The Eldercare Locator connects caregivers to local agencies that provide transportation services for older adults, helping caregivers maintain their professional and other commitments while ensuring their loved ones get where they need to go.

What Do the Consumers Contacting the Eldercare Locator Want?

Transportation to medical and dialysis appointments	75%	
General transportation	12%	
Other	10%	
Special accommodations for a wheelchair or scooter	3%	

For older adults living in rural areas where transportation options are not as widely available as they are in urban areas, access to transportation can play an even more critical role in helping older adults maintain connections to the community. And for older adults who have limited mobility and use a cane, walker or wheelchair, it can be difficult to find options that meet their needs—and fit their budgets. This is where the Eldercare Locator comes in. The Eldercare Locator’s trained staff can help older adults and caregivers in communities around the country find connections to local, reliable and affordable transportation options that are available in their communities.



CALL CONNECTIONS

After learning about the Eldercare Locator from a family member, Mrs. Sanchez, 71, contacted the Eldercare Locator to learn about transportation options in her community that would allow her to go shopping, visit the local senior center, attend church services and run other important errands. Mrs. Sanchez was concerned that, because she lives in a rural area, she may not be able to find transportation that would help her get to where she needed to go, but the Information Specialist she spoke to was able to connect her with her local Area Agency on Aging where she could explore and access the transportation options that are available in her community.



Connecting You to Community Services



advocacy action answers on aging

About the Eldercare Locator

Launched in 1991, the Eldercare Locator is the only national information and referral service that provides support to consumers across the spectrum of issues affecting older Americans. The Locator was established and is funded by the U.S. Administration on Aging, which is part of the Administration for Community Living, and is administered by the National Association of Area Agencies on Aging (n4a).

About the National Association of Area Agencies on Aging (n4a)

The mission of n4a is to build the capacity of Area Agencies on Aging and Title VI Native American aging programs so they can better help older adults and people with disabilities live with dignity and choices in their homes and communities. www.n4a.org

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1 (800) 677-1116 (Monday-Friday, 9:00 am – 8:00 pm) | eldercare.acl.gov

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