

# Survey of Transportation Services for Seniors and Select Specialized Groups in Dane County

Conducted May 2018



August 2018

# Introduction

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## I. Background

Through contracts with purchase of service (POS) agencies, Dane County Department of Human Services provides publicly-funded transportation services for older adults and persons with disabilities or limited access to transportation who live in their own homes or apartments.

The services purchased are defined as:

Specialized Transportation and Escort – The provision of transportation to the elderly, persons with disabilities, or other persons with limited ability to access needed community resources (other than human services.) Limited to that transportation which assists in improving a person’s general mobility and ability to perform daily tasks independently.<sup>1</sup>

Four agencies are included in this study with their programs more fully described in Table 1 which follows.

**Table 1:** Description of Services Contracted by Agency by Program

Item	Care Van	Dane County Time Bank	RSVP of Dane County	Transit Solutions
Program	Rural Senior Group Transportation Services	Dialysis Transportation Program	Driver Escort Program	Rural Senior Group Transportation Services
Eligible Passengers	Persons age 60 and older and persons with disabilities who reside in	Elderly persons, age 60 and over or disabled with End Stage	Adults are 60 and over or individuals with disabilities who have no other	Persons age 60 and older and persons with disabilities who reside

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<sup>1</sup> *Standard Program Categories*, Department of Health Services (Madison, Wisconsin, 2013), p. 15 available on-line at: <http://www.dhs.wisconsin.gov/hhrs/docs/SPCDEFINITIONS.pdf>

**Table 1:** Description of Services Contracted by Agency by Program

Item	Care Van	Dane County Time Bank	RSVP of Dane County	Transit Solutions
Eligible Passengers (cont.)	the rural communities of Northwest and Southwest Dane County, and Belleville/Montrose in their own homes or apartments.	Renal Disease (ESRD) who are unable to use existing transportation or for whom no transportation resource is available.	transportation resource or are unable to use existing transportation.	in the rural communities of Northcentral, Southeast, South Central, and Northeast Dane County, Verona, and Fitchburg in their own homes or apartments.
Trip Purposes	Transportation to congregate meals, adult day centers, grocery/general shopping within local communities and shopping trips to Madison and social activities/events in and around Dane County.	To and from dialysis.	Not specifically delineated in contract beyond mention of policy for lengthy medical appointments and home-delivered meals.	Transportation to congregate meals, adult day centers, grocery/general shopping within local communities and shopping trips to Madison and social activities/events in and around Dane County.
Ride Access	Reservations made through senior centers of Belleville, and Southwest Dane. Mount Horeb and Northwest Dane riders	Reservations are made through Time Bank and Dane County Transportation.	Ride reservations are accepted 2 to 7 days in advance by the RSVP office or area volunteer station.	Reservations are made through the senior centers of Verona, Fitchburg, DeForest, Waunakee, McFarland,

**Table 1:** Description of Services Contracted by Agency by Program

Item	Care Van	Dane County Time Bank	RSVP of Dane County	Transit Solutions
Ride Access (cont.)	may call the Provider directly to request or cancel rides.			Oregon, Stoughton, Cambridge, Cottage Grove, Deerfield, and Marshall.

## II. Study Purpose

The purpose of the survey was to measure client satisfaction of the transportation services with the goal of using this input to improve program efficiency and ensure the program is effectively serving riders.

## III. Data Collection

### Measures

The mail version of the Transportation Survey from the Administration on Community Living (ACL), Performance Outcome Measures Project (POMP), available at: <https://www.acl.gov/programs/pomp> served as the base instrument. This instrument has been used in looking at performance nationally. Using it for this study allowed for comparisons to national and regional data available at <https://agid.acl.gov/> from the AGing Integrated Database from the Administration for Community Living.

The ACL version of the Transportation Survey includes 27 questions. The topics cover the frequency and reason for use, overall experience, service quality, self-reported outcomes, and ease of access to transportation.

A few of the questions on the ACL version of the survey, such as the reason for use, were deemed not applicable to Dane County.

The 2018 DCDHS version of the survey differed from the ACL survey by:

- Including the Provider name, i.e., RSVP, in the introduction.
- Not including a question inquiring about the last time that the transportation services were received.
- Eliminated the options of “Several blocks away” and “Down the block” to the question, “Which of the following best described where you get on the vehicle?” as these were deemed not applicable.
- Added the option of N/A to the questions regarding help provided by the driver with getting into/out of your home and vehicle.
- Changed the word Next to Overall on the question, “Next, how would you rate the transportation services that you received?” so it now reads, “Overall, how would you rate the transportation services that you received?”
- Eliminated the question and corresponding list of sites to where transportation was provided as that is prescribed in the contracts.
- Eliminated the question and corresponding narrative on “How has the transportation service helped you?”
- Eliminated questions regarding other transportation resources and ability to use those resources.
- Used the response category of “Rarely” from prior ACL versions rather than “Seldom” for some service quality items.
- Added demographics for gender, race/ethnicity, and year of birth.

The final survey included 24 items; it may be found in Appendix A.

#### Translation

The survey was made available in English only.

### Survey Population

The survey population was all active riders in 2018 through May.

Service providers were informed of the upcoming survey by Transportation Coordinator, Jane Betzig on March 28, 2018. At that time, agencies were notified that a spreadsheet containing the most up to date list of riders with their names and addresses would be requested closer to the survey date.

The programs included by agency were:

- Transit Solutions: Group Access Services (GAS) and RSG riders. Including events.
- Care Van Services: RSG riders. Including events.
- Time Bank: All adult riders receiving transportation through the Dane County Contract.
- RSVP: All riders.

A sample Excel worksheet was provided on which to record the information although other formats were deemed acceptable.

Lists of riders were due by June 8 and received from the agencies by June 4, 2018.

The information from the spreadsheets was updated into a “master” spreadsheet that was “cleaned.” This included correcting the formatting of addresses to U.S. Postal Standards and identifying potential duplicate riders based on name and provider. If a rider used more than one service, the most recent ride was used.

### Random Sampling Method

The RAND function in Excel was used to generate a random number for each of the 1,580 rows in the spreadsheet. These were then arranged from the smallest to the largest with the first 1,161 then being included in the survey mailing. Thirteen (13) were later excluded: one who was known to be deceased by the person assisting with the mailing and 12 were identified as duplicates based on a name/address combination.

### Survey Method

A total of 1,148 survey forms were sent to Printing and Services on June 20-21 for mailing. Envelopes were stuffed by Catherine Schmaeng, a Limited Term Employee with the CYF Division who had hours available and was willing to assist, and Dawn MacFarlane, Administrative Assistant I. Gratitude is extended to these individuals.

Survey forms were sent out in DCDHS Department envelopes with return service requested. A postage-paid, self-addressed return envelope was included.

Survey forms returned with bad addresses with forwarding addresses indicated were re-mailed until two weeks prior to the final due date. The exception was if a mailing address was outside Dane County, the survey form was not re-mailed. Of the 162 forms returned with bad addresses, 83 were re-mailed.

The number mailed and those that presumably made it to riders by agency may be found in Table 2 on the following page.

### Client Confidentiality

Potential respondents were assured of confidentiality, but not anonymity – since by having names and addresses, their identity was known for mailing purposes. Survey results were kept separate from any service records. Information is being released in aggregate form.

Each survey form had a 1-3 digit tracking number associated with it that was linked with the potential respondent. This was done in case a low response rate dictated the need for a second mailing, so that respondents would not be sent a second survey.

Sample of Comments From Surveys That Were Excluded

*I haven't used the Van Service for at least 5 yrs.*

*\_\_\_\_\_do not receive any transportation services through Timebank but we are definitely interested in this service.*

*Addressee is in Hospice Care. She used RSVP for a time, 2-3 yrs ago, for travel ... for open heart surgery rehab.*

*Never used.*

*My brother... passed away on [20]17. He really like[d] his rides and talked often about how comfortable the cars were and how nice the drivers!*

*Have not used RSVP.*

*I cannot respond to this survey. I have only used 2 times when I had cataract surgery.*

*Save your postage. I used RSVP once in June 2017 because I had cataract surgery. Please remove my name from mailing list.*

*My mother... passed away in 2013. We used the service through Northwest Dane Cty Senior Services & RSVP? It was a tremendous help to be able to have Mom picked up for daily bloodwork! Thank you for your service to all the people who have used it, will use it & those who don't know they need it.*

**Table 2:** Surveys by Disposition by Agency

Agency	Surveys Mailed	Surveys Returned with Bad Addresses	Returned with Bad Addresses and Not Re-mailed	Surveys to Clients
Care Van	79	19	16	63
Dane County Time Bank	11	1	0	11
RSVP	805	121	52	753
Transit Solutions	253	21	11	242
Total	1,148	162	79	1,069

Response Rate

The overall response rate was 36.2%; a response rate of 20% is considered acceptable for a one-time mail survey. There was some variation by agency as seen in Table 3.

**Table 3:** Response Rate by Agency

Agency	Surveys to Clients	Surveys Returned	Surveys Excluded for Analysis	Useable Surveys	Response Rate
Care Van	63	23	4	19	30.2
Dane County Time Bank	11	4	1	3	27.3
RSVP	753	289	20	269	35.7
Transit Solutions	242	105	9	96	39.7
Total	1,069	421	34	387	36.2

Of the 34 survey forms shown in Table 3 as excluded for analysis:

- 22 were incomplete defined as less than two thirds of the quality questions answered,
- 6 persons indicated they had last used the service more than one year ago,
- 3 indicated they had never used the service, and
- 3 persons passed away prior to the survey.

#### Dataset

Due to the range of response rates and to reflect the overall status of the program, a random sample of 285 surveys was pulled. A sample size of 309 was required for a confidence level of 95% but this was limited to 285 by the lower response rate for Care Van<sup>2</sup>; thus the confidence interval (margin of error) was  $\pm 5.26$  rather than the desired  $\pm 5$ .

Pulling the random sample from the remaining 387 survey forms was accomplished by sorting the returned forms by Agency, then by survey number. The RAND function in Excel was used to generate a random number for each row in the spreadsheet. These were sorted by Agency, then by random number from the smallest to the largest. The number of surveys pulled by Agency was based on the percent of clients to the overall total. This was used for the bulk of this report. Table 4 indicates the distribution of the surveys that were included in the overall program analysis.

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<sup>2</sup> While the response rate for Dane County Time Bank was also low, the small population did not impact the needed sample size.

**Table 4:** Surveys in Overall Analysis by Agency by Expected Number to be Included and Actual Number To Be Used in Overall Analysis

Agency	Percent of Clients Served	Number of Surveys Expected to Be Included in Overall Analysis Based on Percent of Clients Served	Number of Useable Surveys Returned	Actual Number of Surveys to be used in Overall Analysis
Care Van	6.65	26	19	19
Dane County Time Bank	0.82	3	3	2
RSVP	69.56	269	269	198
Transit Solutions	22.97	89	96	66
Total	100.0	387	387	285

## Findings

Data were analyzed by the Senior Program Analyst in the Planning and Evaluation Unit of Dane County Department of Human Services.

Findings are presented in the following sections of the report:

- Demographics
- Utilization
- Service Quality
- Overall Quality
- Benefits
- Recommendations for Improvement

Briefly, some of the findings include:

- Transportation services were rated quite highly with 99% of survey respondents rating it excellent, very good, or good.
- Of respondents, 99% would recommend the service to a friend.
- Survey respondents overwhelmingly indicated “Always or Usually” that drivers picked them up when they were supposed to (97%) and that they arrived at their destination on times (97%).
- Vehicles were considered comfortable (94%) and easy to get into and out of (94%).
- Persons of Color (those with a racial/ethnic background of Hispanic/Latinx, African-American/Black, Asian, Pacific Islander, Native American) were significantly more likely than those considered White/Caucasian to use transportation services more frequently and to rely on the transportation for more of their trips in an average month.
- There were significant differences on nearly all of the quality items based on the service provider (agency).

#### **IV. Limitations**

There are a number of limitations that are inherent in a study of this nature:

- The study was conducted by staff from the Planning and Evaluation Unit with the Dane County Department of Human Services rather than an independent third party.
- All useable surveys returned by August 9, 2018 were included in the data analysis. Surveys returned after that date were excluded.
- The number of questions that were missed by respondents either by being skipped or by omitting a page, led to the decision to analyze data based on the number of respondents for each question rather than using the total number of survey respondents, which is the usual methodology.

## **V. Future Studies**

Suggestions for future studies include:

- For frequency of transportation usage, add an option of 1 to 2 times per week.
- Assuming that the intent is to differentiate between trips in Dane County from those out of the County or State, eliminate the word “local,” from the response options to the question: In an average month, would you say you rely on this transportation service for? Just a few of your local trips, about ¼ of all your local trips, etc. Persons living outside of the City of Madison did not consider their municipality to be local.
- Consider adding in one to two questions related to driver safety.
- Consider adding in questions related to the ease in scheduling rides.
- Consider translating the survey into Spanish.

## **VI. Next Steps**

This information will be shared with:

- DCDHS staff and managers
- Transportation Agencies
- General public via posting on the DCDHS web site

Additionally,

- Comments attributable to individual transportation agencies will be shared with them.
- The survey instrument and/or methodology will be revised to address any issues raised in the section of this report on future studies.

# Demographics

As of May 2018, 1,580 unduplicated riders were reported as receiving Dane County funded transportation services under one of the four contracts in this study.

Demographic information of riders was not reported by the agencies to DCDHS. As a result, it was not possible to ascertain whether the demographics of those who responded to the survey were comparable to those who received services during the study period.

Table 5 compares the demographics of those who responded to the survey and to the 285 randomly selected for the overall analysis.

The gender survey item asked, “With which gender do you most identify?” This appeared to confuse a few respondents – most over the age of 84, who selected both male and female. For approximately 8 of these respondents their gender was recorded in the DCDHS Information System; this was then used for this analysis.

Slightly over 90% of the respondents to the survey were White.

**Table 5:** Demographics of Respondents in Sample for Analysis Compared with Overall Respondents

Characteristic	Overall Respondents		Respondents in Sample	
	Number	Percent	Number	Percent
<b>Gender</b>				
Female	273	70.5	204	71.6
Male	90	23.3	63	22.1
Female/Male <sup>3</sup>	3	0.8	2	0.7
Other	6	1.6	6	2.1
Blank	15	3.9	10	3.5
Total	387	100.1 <sup>4</sup>	285	100.0
<b>Race/Ethnicity</b>				
Asian	4	1.0	4	1.4
Black/African-American	11	2.8	8	2.8
Hispanic	7	1.8	4	1.4
Native American	0	0.0	0	0.0
Pacific Islander	0	0.0	0	0.0
More than 1 Race	2	0.5	1	0.4
White	351	90.7	259	90.9
Unknown or Blank	12	3.1	9	3.2
Total	387	99.9 <sup>5</sup>	285	100.1 <sup>6</sup>
<b>Age Group in 2018</b>				
30-39	2	0.5	1	0.4
40-49	2	0.5	1	0.4
55-59	8	2.1	4	1.4

<sup>3</sup> Represents surveys that appear to be completed to represent the opinion of two people in the household.

<sup>4</sup> Will not equal 100% due to rounding.

<sup>5</sup> Will not equal 100% due to rounding.

<sup>6</sup> Will not equal 100% due to rounding.

Respondents ranged in age from 33 to 101. Nearly 19% of respondents were age 85-89.

Over half of respondents were considered part of the Silent Generation, born between 1929 and 1945.

**Table 5:** Demographics of Respondents in Sample for Analysis Compared with Overall Respondents

Characteristic	Overall Respondents		Respondents in Sample	
	Number	Percent	Number	Percent
<b>Age Group in 2018</b>				
60-64	14	3.6	10	3.5
65-69	43	11.1	36	12.6
70-74	53	13.7	38	13.3
75-79	56	14.5	47	16.5
80-84	68	17.6	49	17.2
85-89	73	18.9	50	17.5
90-94	33	8.5	23	8.1
95-99	9	2.3	6	2.1
100+	2	0.5	1	0.4
Unknown	24	6.2	19	6.7
Total	387	100.0	285	100.1 <sup>7</sup>
<b>Generation (Years Born)<sup>8</sup></b>				
Millennial (1981-1997)	2	0.5	1	0.4
Generation X (1965-1980)	3	0.8	1	0.4
Baby Boomer (1946-1964)	102	26.4	75	26.3
Silent (1929-1945)	213	55.0	159	55.8
Greatest (1900-1928)	43	11.1	30	10.5
Other/Unknown	24	6.2	19	6.7
Total	387	100.0	285	100.1 <sup>9</sup>

<sup>7</sup> Will not equal 100% due to rounding.

<sup>8</sup> Scholars and the literature differ as to the exact dates for each generation. The sources for these categories include the Pew Research Centers and Michael T. Robinson's "What Generation Are You?" found on Career Planner.

<sup>9</sup> Will not equal 100% due to rounding.

# Service Utilization

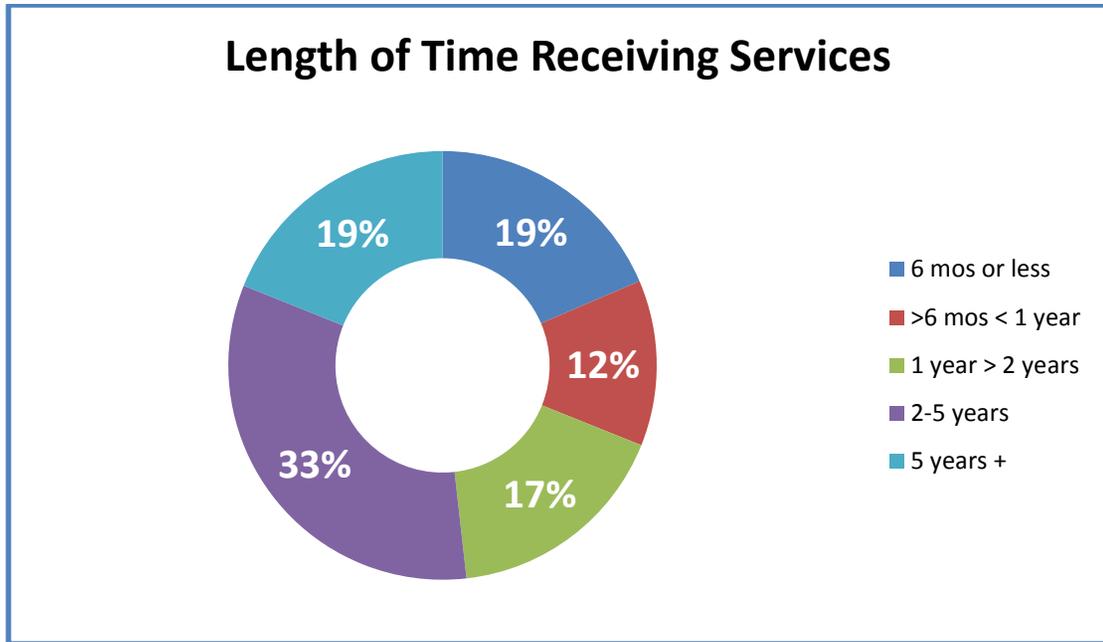
Items related to service utilization examined the length of time respondents had been receiving transportation services, the frequency of using the service, and the percent of trips for which the service was relied on in an average month.

Each of these factors were examined based on the agency providing the service and demographics of the survey respondents including: gender, race, and generation.

As shown in Graph 1, approximately one-third of survey respondents received services for 2-5 years with 19% receiving services for five years or longer.

There were no statistically significant differences on the length of time transportation services had been received based on the gender, race, or generation of respondents.

**Graph 1:** Length of Time Survey Respondents Indicated Receiving Transportation Services

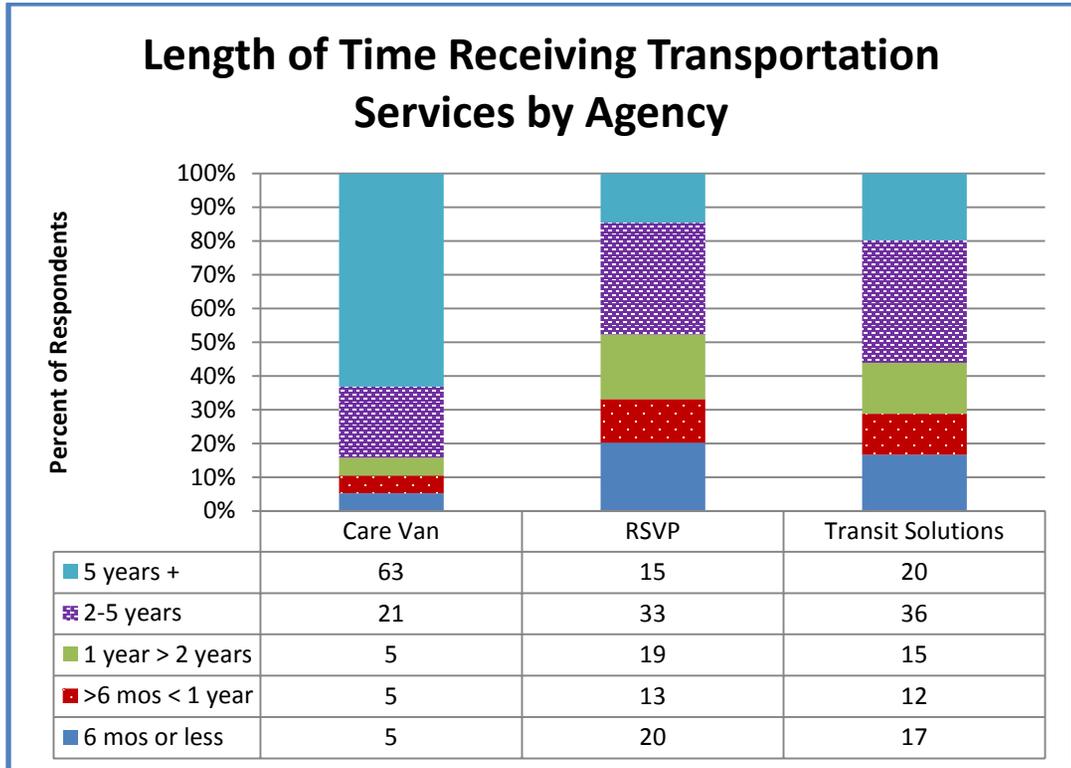


N = 280.

There was however, a significant difference based on the Agency providing the transportation service.<sup>10</sup>

Of the respondents using Care Van services, 63% had received services for five (5) years or more. This contrasts to 15% of the respondents using RSVP and 20% of those using Transit Solutions.

**Graph 2:** Length of Time Respondents Indicated Receiving Transportation Services by Agency by Percent



N: Care Van = 19, RSVP = 193, Transit Solutions = 66.

<sup>10</sup>  $\chi^2 = 4.344369, df=2, p<.05.$

While 30% of the survey respondents indicated that they used transportation services once a week or more, 41% indicated they used the service less than once per month.

The frequency of service usage also depended on limitations set by the provider or agency used to access the service, the time of year, and need as seen in the written comments.

Sample of Written Comments

*They only allow me 4 rides per month.*

*Every 3 months.*

*During winter.*

*Varies a lot.*

*1-2 xs per year.*

*It is different each month.*

*Some months use more than others.*

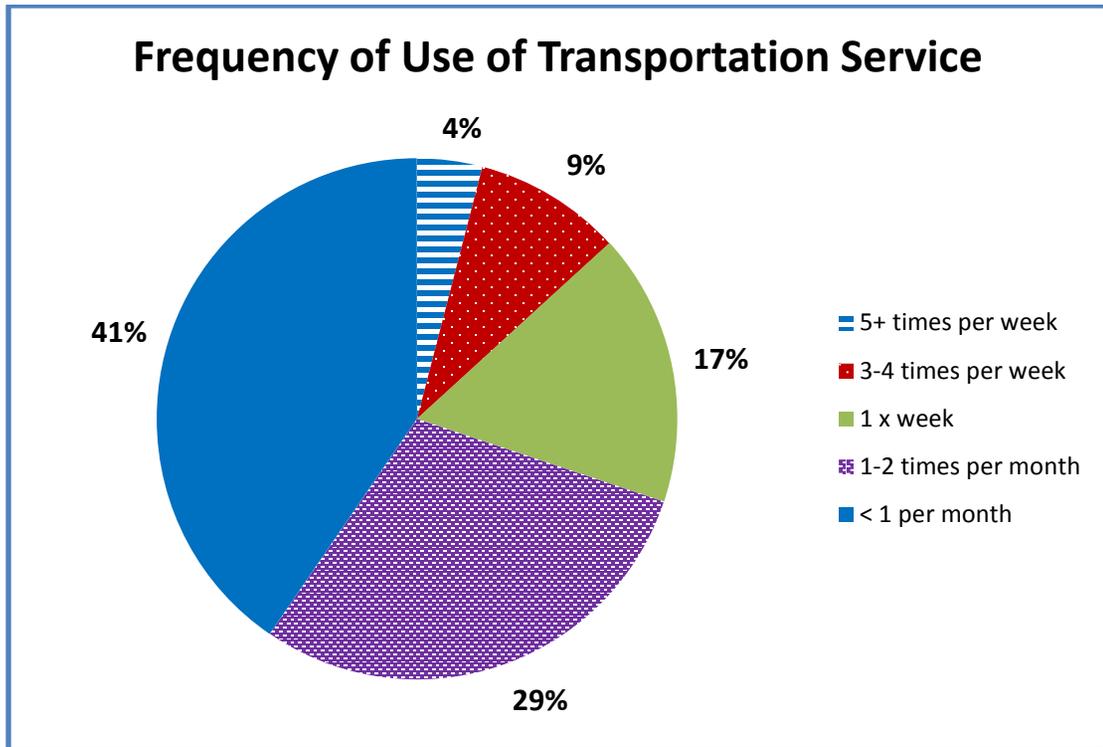
*1-2 times per month winter, less than once per month summer.*

*I only use[d] it after a couple of surgeries.*

*I thought only 2 times/week or less were allowed.*

One individual indicated that a response for 2 times per week was needed.

**Graph 3:** Responses to Question, “How often do you use the transportation service?” by Percent



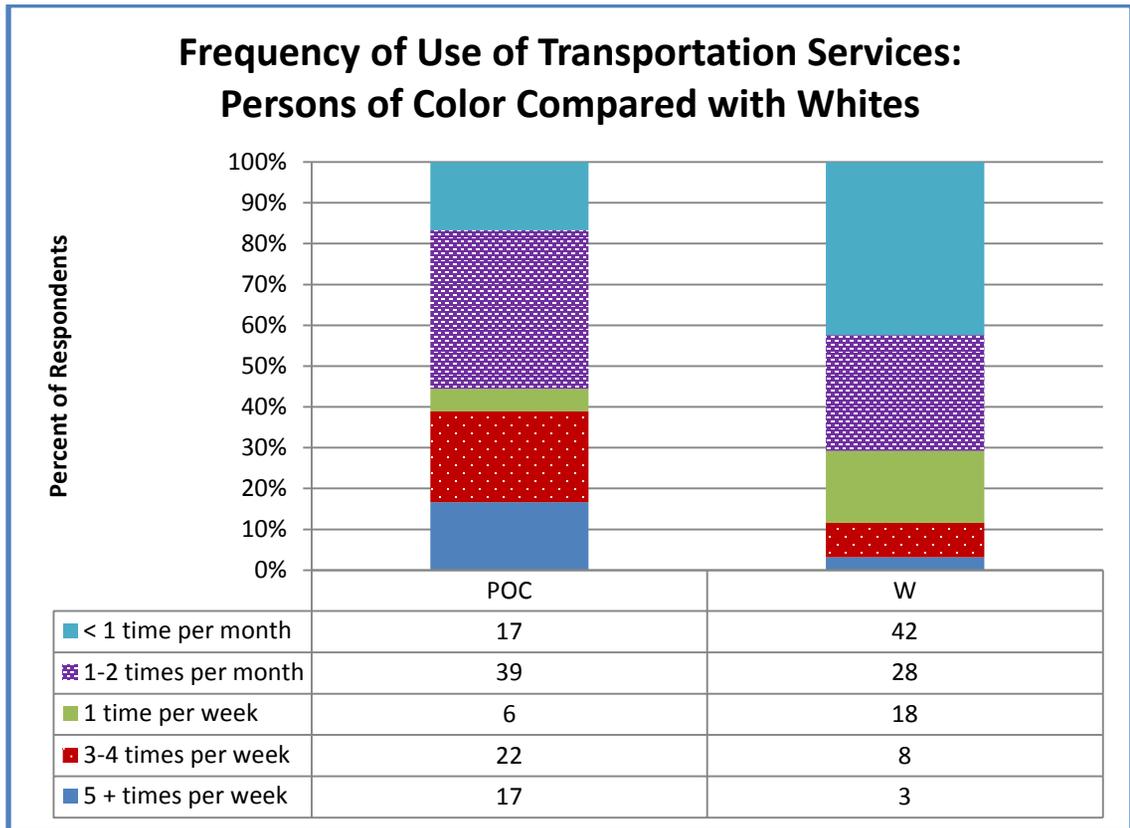
N = 272. Of three respondents to this item not reflected in the graph, one indicated using the service both once per week and 1-2 times per month, while 2 indicated less than once per month and 1 to 2 times per month.

Significant differences were seen in utilization of transportation services based on the Agency providing the service.<sup>11</sup> Among Transit Solutions respondents, 61% indicated using the service once a week or more. This contrasts to 17% of survey respondents using RSVP and 41% of those using Care Van services.

Nearly half of those using RSVP services (49.7%) indicated using the ride service less than once per month.

Survey respondents who were considered Persons of Color (those with a racial/ethnic background of Hispanic/Latinx, African-American/Black, Asian, Pacific Islander, Native American) were significantly more likely than those considered White/Caucasian to use the transportation services more than once per week.<sup>12</sup>

**Graph 4:** Responses to Question, “How often do you use the transportation service?” by Percent Comparing Persons of Color and Whites



N: Persons of Color = 18, Whites = 250.

<sup>11</sup>  $\chi^2 = 61.21084, df=8, p<.05.$

<sup>12</sup>  $\chi^2 = 15.67715, df=4, p<.05.$

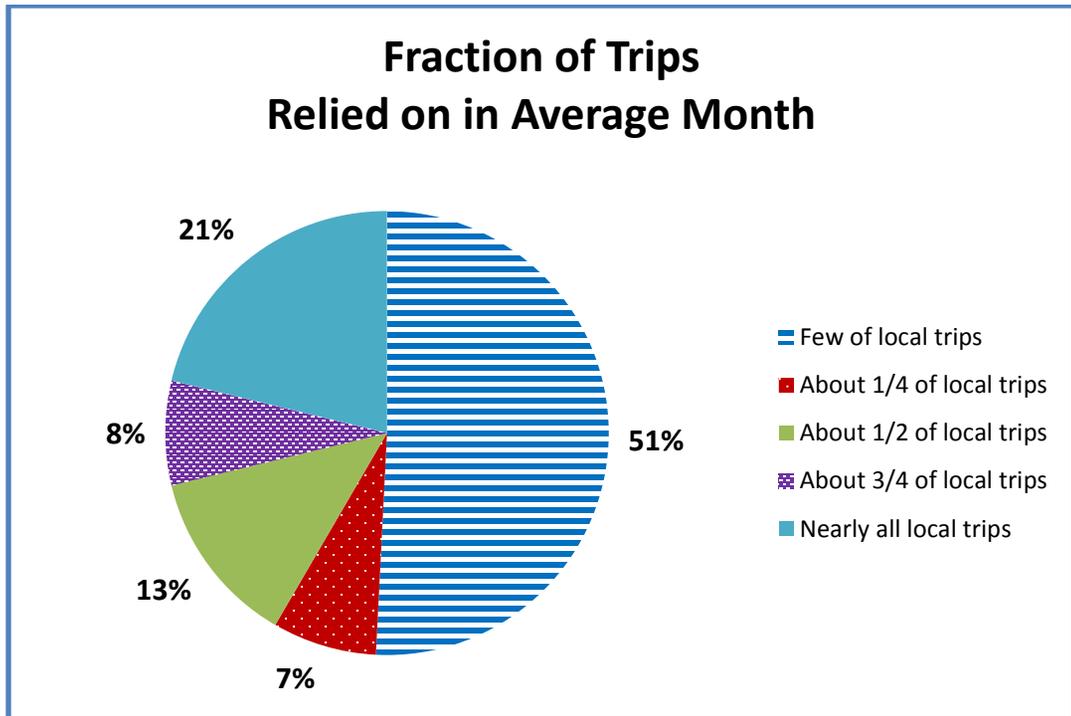
As part of measuring service utilization, the survey inquired as to the fraction of trips in an average month for which the transportation service was used. Unfortunately, all of the response options included the word "local," as in "Just a few of your local trips." This proved problematic for a few respondents in outlying Dane County communities who indicated they did not use the service for local trips, but rather for trips into Madison.

While the majority of survey respondents (51%) indicated they used the service for a few of their local trips, over one in five (21%) survey respondents indicated they relied on the transportation service for nearly all of their local trips with another 21% relying on the service for 1/2 to 3/4 of their local trips.

Persons of Color at (50%) were significantly more likely than Whites (19%) to rely on the transportation service for nearly all of their local trips in an average month.<sup>13</sup>

Survey respondents using Transit Solutions (35%) were also significantly more likely rely on this service for nearly all of their local trips.<sup>14</sup> This contrasts with 16% of those using RSVP and 29% of Care Van survey respondents.

**Graph 5:** Responses to Question, "In an average month, would you say you rely on this transportation service for?", by Fraction of Local Trips



N = 250. Note: 32 respondents left this question blank. Three additional respondents selected more than one option.

<sup>13</sup>  $\chi^2 = 11.26359, df=4, p<.05.$

<sup>14</sup>  $\chi^2 = 16.33883, df=8, p<.05.$

# Service Quality

Timeliness, politeness of drivers, and vehicles were a few of the items that were examined as part of the service quality.

## Timeliness

Survey respondents overwhelmingly indicated “Always or Usually” that drivers picked them up when they were supposed to (97%) and that they arrived at their destination on times (97%).

Just under 13% of respondents indicated that trips “Always,” “Usually,” or “Sometimes” took too long.

## Politeness

Drivers scored high marks with politeness with nearly 99% of respondents indicating “Always” or “Usually” the driver was polite.

## Vehicles

Vehicles were considered comfortable (94%) and easy to get into and out of (94%).

**Table 6:** Service Quality

Survey Item	Percent of Respondents			Resp. (N)
	Always / Usually	Sometimes	Rarely / Never	
The drivers pick me up when they are supposed to.	96.8	2.1	1.1	282
The drivers are polite.	98.9	0.7	0.4	283
The vehicles are easy to get into and out of. <sup>15</sup>	93.7	5.3	1.1	284
The vehicles are comfortable.	94.3	5.3	0.4	283
We arrive at our destination on time. <sup>16</sup>	96.5	2.5	1.1	285
The trips take too long.	2.5	10.1	87.4	277

## Sample of Written Comments

*Very excellent driver and people to deal with. God Bless all of them.*

*It would be nice for both driver and customer if driver could speak Spanish. This customer very appreciative of the respect and care shown to her by her driver.*

*Find the shortest way. Not driving way out of way when picking up and delivering riders. Back seats hard for tall people. No knee and leg room.*

*Love this service for my mom! Always nice and dependable!*

*Flawless service so far & much appreciated.*

*It's all good. I get to my appointments on time.*

<sup>15</sup> Row total will not equal 100% due to rounding.

<sup>16</sup> Row total will not equal 100% due to rounding.

Analysis was done to determine whether there were any differences based on agency providing the service or the demographics of the riders responding to the survey.

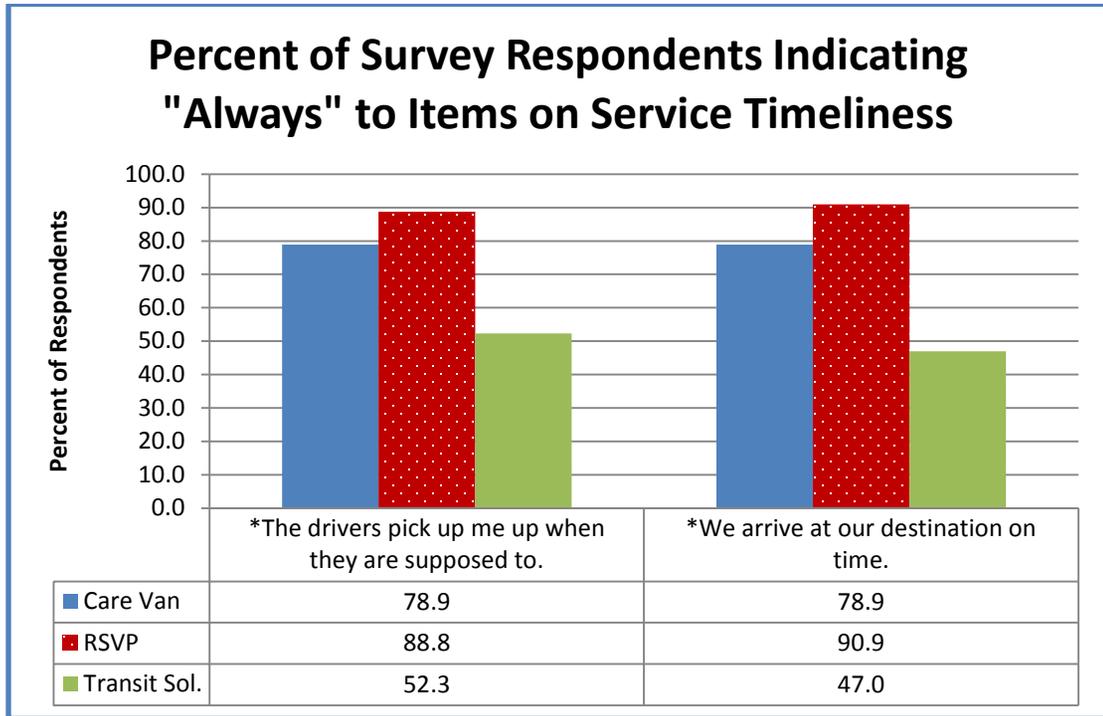
Persons of Color (39%) were significantly more likely than Whites (8%) to indicate “Sometimes” the trips take too long.<sup>17</sup> In contrast, White survey respondents (89%) were more likely than their counterparts (61%) to indicate “Rarely” or “Never” trips were too long.

No other differences related to service timeliness, politeness of drivers, and vehicles were found when considering the demographics of the survey respondent.

There were significant differences on every item related to service quality based on the agency providing that service. Note that in any analysis by agency, Dane County Time Bank was excluded as only two surveys were part of the overall analysis.

Survey respondents using Transit Solutions were significantly less likely to indicate that drivers “Always” picked them up when they were supposed to (53%) and that they arrived at their destination on time (47%) compared with respondents using other agencies and scoring near 80% or higher on these items.<sup>18</sup>

**Graph 6:** Percent of Survey Respondents Indicating “Always” to Items on Service Timeliness



N: The drivers pick up when they are supposed to - Care Van = 19, RSVP = 196, Transit Solutions = 65.

N: We arrive at our destination on time - Care Van = 19, RSVP = 198, Transit Solutions = 66.

Asterisk (\*) indicates a significant difference.

<sup>17</sup>  $\chi^2 = 18.43164, df=4, p<.05.$

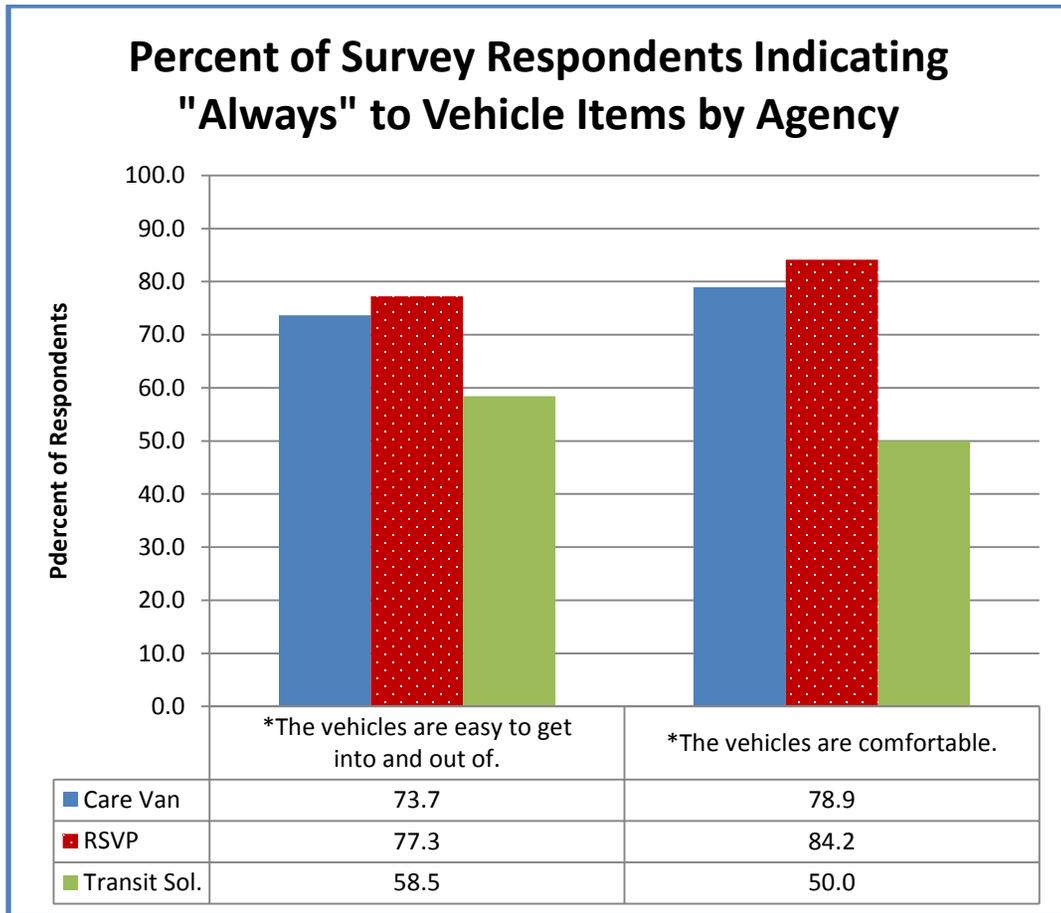
<sup>18</sup>  $\chi^2 = 52.67424, df=8, p<.05.$

When factoring in respondents indicating “Usually” the rate for Transit Solutions increased to 86% of the time that they arrived at their destination on time. This is lower than the 100% of Care Van and 99% of RSVP survey respondents.

The survey item, “The vehicles are easy to get into and out of” saw significant differences based on the agency.<sup>19</sup> Just 59% of respondents using Transit Solutions indicated “Always” to this item. This contrasts with 74% of Care Van and 77% of RSVP respondents.

Transit Solutions’ respondents were significantly less likely (50%) to indicate that “Always” the vehicles are comfortable. This compares with 79% of Care Van respondents and 84% of RSVP respondents.<sup>20</sup>

**Graph 7:** Percent of Survey Respondents Indicating “Always” to Items on Vehicle Ease of Entry/Exit and Comfort



N for the vehicles are easy to get into and out of: Care Van = 19, RSVP = 198, Transit Solutions = 65.

N for the vehicles are comfortable: Care Van = 19, RSVP = 196, Transit Solutions = 66.

Asterisk (\*) indicates a significant difference.

<sup>19</sup>  $\chi^2 = 18.3483, df=8, p<.05$

<sup>20</sup>  $\chi^2 = 39.46471, df=8, p<.05$

Two survey items examined whether riders needed assistance to use the transportation service and whether assistance was provided by the driver.

There was a significant difference based on generation as to whether help was needed to get into and out of one's home or the vehicle. 14% of persons from the Greatest Generation (age 90 and older) reported needing assistance to get into and out of their home compared with 5% of overall respondents.<sup>21</sup>

Nearly 21% of all survey respondents reported needing help getting into and out of the vehicle. Among respondents from the Greatest Generation, 45% reported needing assistance getting into and out of the vehicle. This is a significant contrast to 13% of Baby Boomers (age 54-72) and 18% of the Silent Generation (age 73-89).<sup>22</sup>

Among those needing assistance, over 92% of respondents reported that the driver assisted them.

**Table 7:** Assistance Provided When Needed

Survey Question	Percent of Respondents		
	Yes	No	Resp. (N)
Do you need help getting into and out of your home?	5.2	94.8	270
If yes, does the driver help you get into and out of your home?	92.3	7.7	13
Do you need help getting into and out of the vehicle?	20.7	79.3	261
If yes, does the driver help you get into or out of the vehicle?	96.2	3.8	52

Sample of Written Comments

*I think it is A+ as it is. I have macular degeneration & cannot longer drive. When I go to the U.W. for eye injections, the drivers are always so helpful because I can see very little when I leave the UW after the treatments and they make sure I don't fall and get home safely.*

*When a passenger is in the 3rd seat, a stool should be in place on the ground to assist the passenger - Long step down to the ground. (Especially for elderly!)*

*Very appreciative of the kindness and helpfulness of the drivers!*

*My husband, \_\_\_\_, uses the Transit Solutions service to get to the \_\_\_\_ Senior Center 5x/week for meals. They have a new driver, Thomas. He is respectful, kind, thoughtful, & funny. He is very safe also. He comes to the door to get my husband who I have up in his w/c. Thomas is a wonderful soul - you & we are so fortunate to have such a capable & kind person provide this service.*

<sup>21</sup>  $\chi^2 = 6.169084, df=2, p<.05.$

<sup>22</sup>  $\chi^2 = 14.70889, df=2, p<.05.$

# Accessibility

Being able to get to where one wants or needs to go when one wants to get there is a crucial part of a transportation service.

Of the survey respondents, 97% indicated “Always” or “Usually” the transportation service takes me to the places I want or need to go.

Almost 97% indicated that they “Always” or “Usually” get rides at the times and on the days needed.

**Table 8:** Accessibility

Survey Item	Percent of Respondents			Resp. (N)
	Always / Usually	Sometimes	Rarely / Never	
The transportation service takes me to the places I want or need to go.	97.2	2.0	0.7	281
I get rides at the times and on the days I need them.	96.8	2.5	1.7	282

### Sample of Written Comments

*I used this service after my shoulder surgery for just a few months and I was so grateful. I didn't know what I would have done without them. Everyone was so friendly from the persons who answered the phone to the driver who drove me. Can't say enough good things.*

*Other trips - like Walgreens, Walmart, retail like Shopko, MOMS.*

*We need transportation other than for medical - dental, and eye apptmts.*

*We have to put our request in 1 week before appointment. Sometimes I don't get a week's notice.*

*The five day advance makes it harder to utilize.*

*The service is excellent. If anything could be improved, it would be rides being available on shorter notice.*

*I am so very thankful for the RSVP service. Without it, I would not be able to get to my medical appointments.*

# Overall Quality

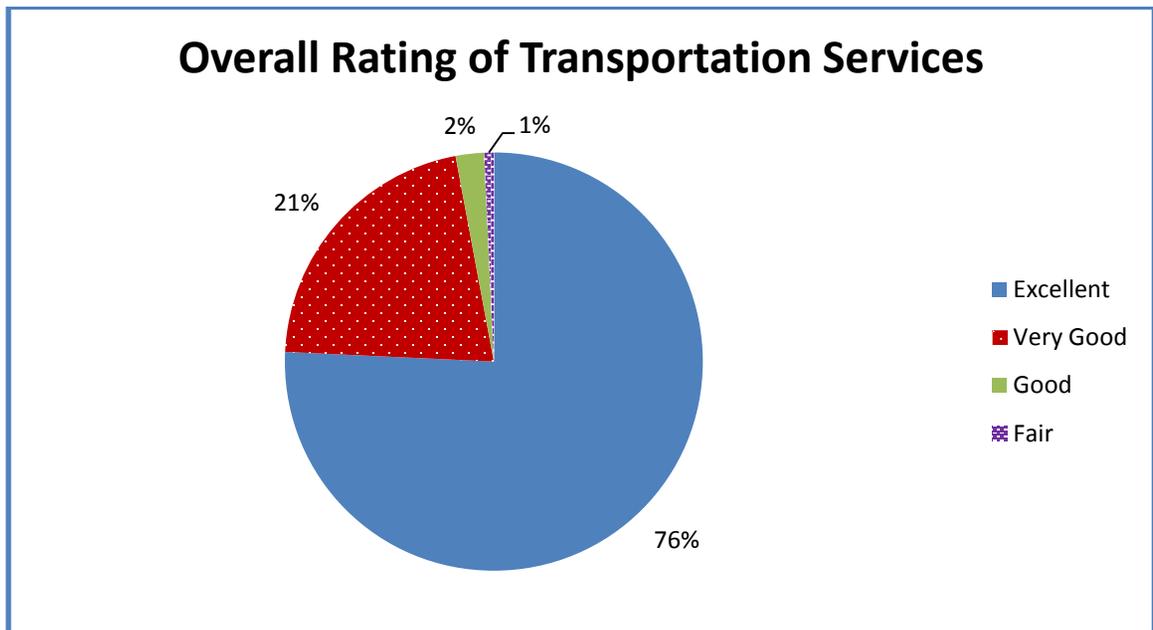
As part of rating the quality of the transportation service, the survey inquired, "Would you recommend this service to a friend?" Of the respondents, 98.9% responded affirmatively.

A significant difference was seen across agencies with 100% of survey respondents using Care Van and RSVP, indicating "Yes" compared with 95% of Transit Solutions respondents.<sup>23</sup>

Survey respondents rated the transportation services quite highly with 99% rating it excellent, very good, or good. Less than one percent (0.7%) rated it "Fair" and no one rated it "Poor."

There were no significant differences in how survey respondents rated the overall quality based on gender, race/ethnicity, or generation.

**Graph 8:** Responses to Question, "Overall, how would you rate the transportation services that you received?"



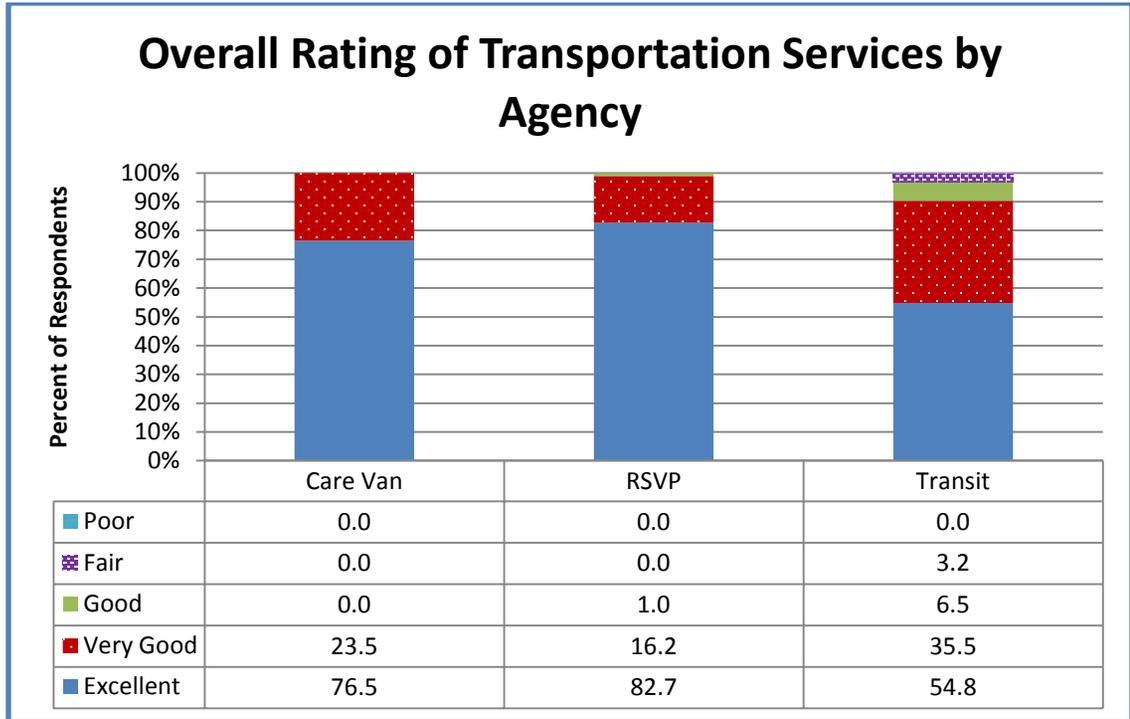
N = 272.

<sup>23</sup>  $\chi^2 = 10.20658, df=2, p<.05$

A significant difference was seen by agency in how the services were rated.<sup>24</sup> As seen in Graph 9, 55% of survey respondents using Transit Solutions rated the service as “Excellent.” This compares with 77% of Care Van and 83% of RSVP survey respondents.

Overall, 100% of the Care Van and RSVP respondents rated the services as excellent, very good, or good as did 97% of the Transit Solutions respondents.

**Graph 9:** Responses to Question, “Overall, how would you rate the transportation services that you received?”



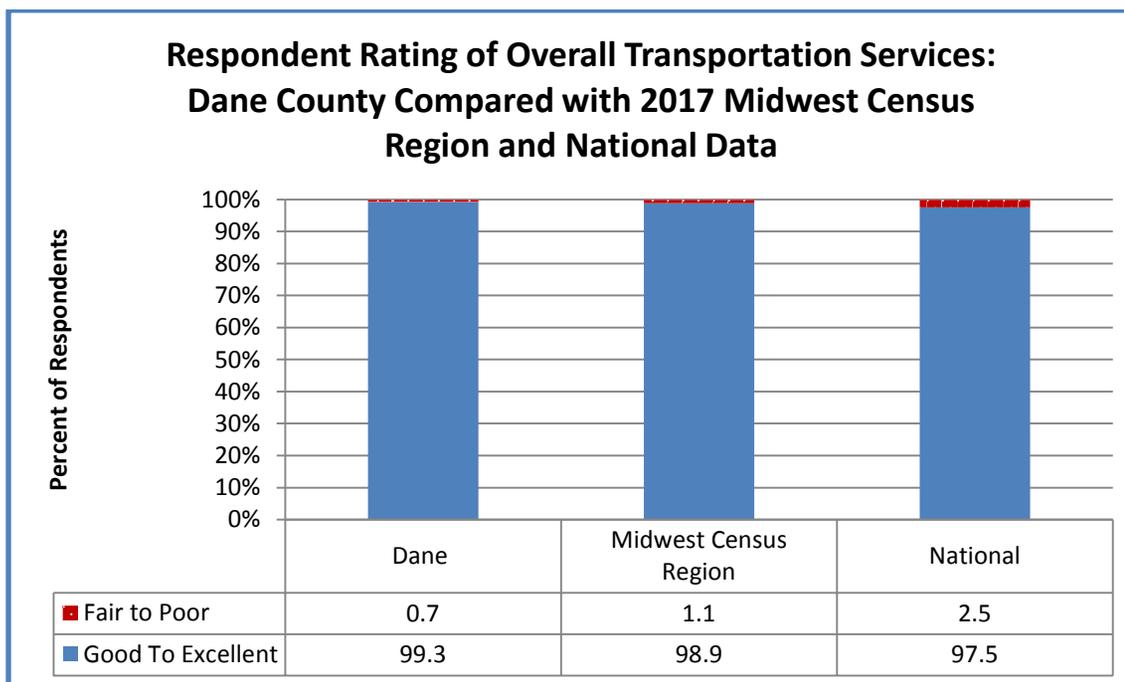
N: Care Van = 17, RSVP = 191, Transit Solutions = 62.

<sup>24</sup>  $\chi^2 = 26.32796, df=8, p<.05.$

Using the mail version of the Transportation Survey from the Administration on Community Living (ACL), Performance Outcome Measures Project (POMP) allowed for a comparison of the Dane County survey results with those from the 2017 National Survey of Older Americans Act Participants survey for the Midwest Census Region - comprised of Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin – and with the national (non-stratified) results. The data are reported by the Administration on Community Living via the AGING Integrated Database (AGID); 2017 is the most recent year for which data were compiled at both regional and national levels.

The national data released collapsed the responses of Excellent, Very Good, and Good into a single category. Fair and Poor ratings were aggregated into a second category. As seen in Graph 10, there were no significant differences between the 2018 Dane County survey respondents and the 2017 National survey respondents in the overall rating of the transportation services. Services were rated as good, very good, or excellent by 99% of Dane County and the Midwest Census Region survey respondents and 98% of the respondents to the national survey.<sup>25</sup>

**Graph 10:** Comparison of Dane County Respondents Overall Rating of Transportation Services With Respondents from 2017 National Survey of Older Americans Act Participants Survey for the Midwest Census Region and Nationally



Midwest Census Region = Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin.

N: Dane County = 272, Midwest Census Region = 178, National = 856.

<sup>25</sup>  $\chi^2 = 3.930777, df=2, p<.05.$

# Benefits

The survey also examined the benefits of receiving transportation services.

Among survey respondents, 63% indicated they got around more than they did before they had the transportation service and 89% indicated the services help them continue to live at home.

There were no significant differences based on agency, gender or race/ethnic status of the rider regarding the benefits of transportation services.

Significant differences were seen based on generation and by agency.

Survey respondents from the Greatest Generation (age 90 and older) were significantly less likely (42%) to indicate “Yes” they get around more than they did before they had this service. This contrasts to 74% of Baby Boomers (age 54-72) and 62% of the Silent Generation (age 73-89).<sup>26</sup>

Respondents using RSVP services were more likely to note that the service helped them continue to live at home (92%). This contrasts with 76% of Care Van respondents and 84% of those using Transit Solutions.<sup>27</sup>

<sup>26</sup>  $\chi^2 = 8.818522, df=2, p<.05.$

<sup>27</sup>  $\chi^2 = 6.343476, df=2, p<.05.$

**Table 9:** Benefits of Receiving Case Management Services by Survey Item

Survey Question	Percent of Respondents		
	Yes	No	Resp. (N)
Do you get around more than you did before you had this service?	62.8	37.2	258
Do the services help you continue to live at home?	89.4	10.6	263

Sample of Written Comments to Get Around More

*I used to have my own car.*

*I'm still driving - I get around as I need to.*

*The same.*

Sample of Written Comments to Servicer Help You Continue to Live at Home

*Definitely!*

*Absolutely.*

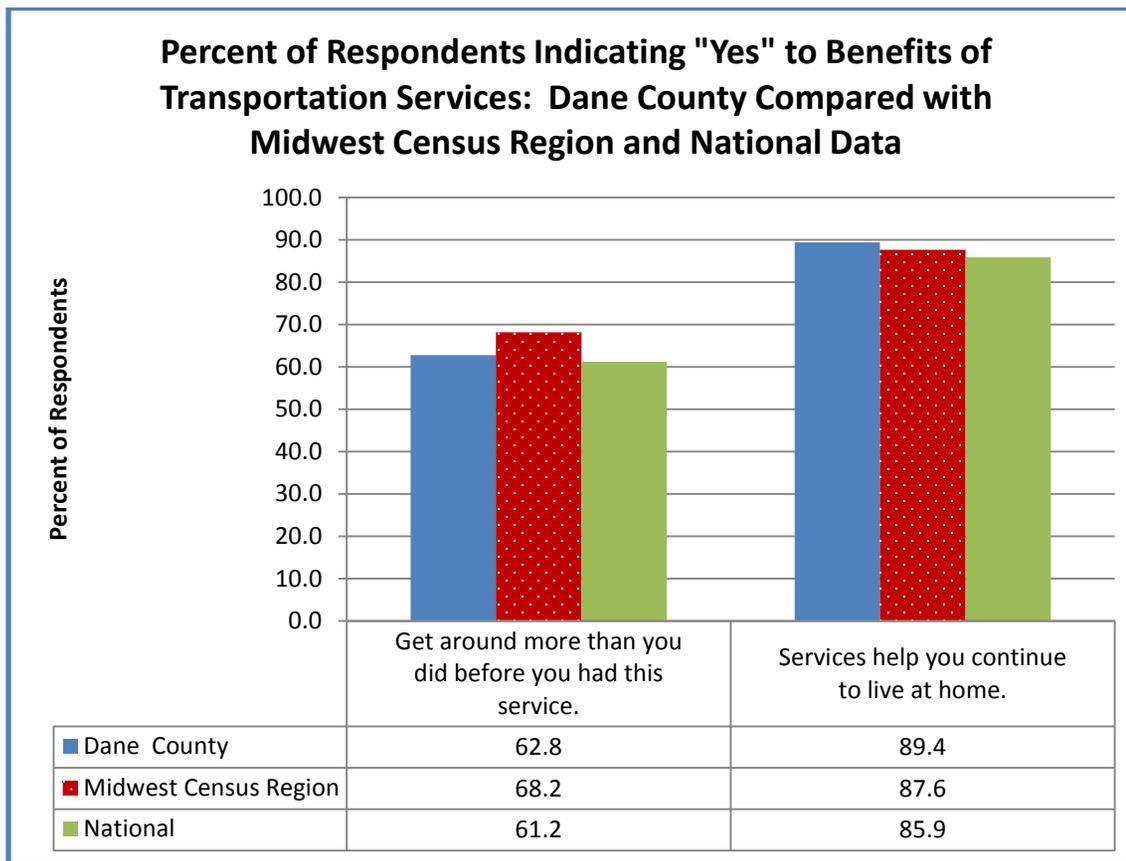
The Dane County survey results regarding benefits were compared with those from the 2017 National Survey of Older Americans Act Participants survey for the Midwest Census Region - comprised of Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin – and with the national (non-stratified) results.

As seen in Graph 11, there were no significant differences between the 2018 Dane County survey respondents and the 2017 National survey respondents in the rating of the benefits of the transportation services.

While 63% of Dane County survey respondents indicated they get around more than they did before they had the transportation service, this was comparable to 61% of the 2017 National survey respondents. It was lower than the 68% of the survey respondents from the Midwest Census Region but the difference was not statistically significant.<sup>28</sup>

Dane County survey respondents were more likely to indicate that the services helped them continue to live at home than did the respondents to the 2017 national survey overall (86%) and those from the Midwest Census Region (88%); this was not statistically significant.<sup>29</sup>

**Graph 11:** Comparison of Dane County Respondents Indicating “Yes” Regarding Select Benefits of Transportation Services With Respondents from the 2017 National Survey of Older Americans Act Participants Survey for the Midwest Census Region and Nationally



N for Get around more: Dane = 258, Midwest Census Region = 176, National = 824.  
 N for Live at home: Dane = 263, Midwest Census Region = 178, National = 841.

<sup>28</sup>  $\chi^2 = 3.05922, df=2, p<.05.$

<sup>29</sup>  $\chi^2 = 2.270968, df=2, p<.05.$

# Recommendations for Improvement

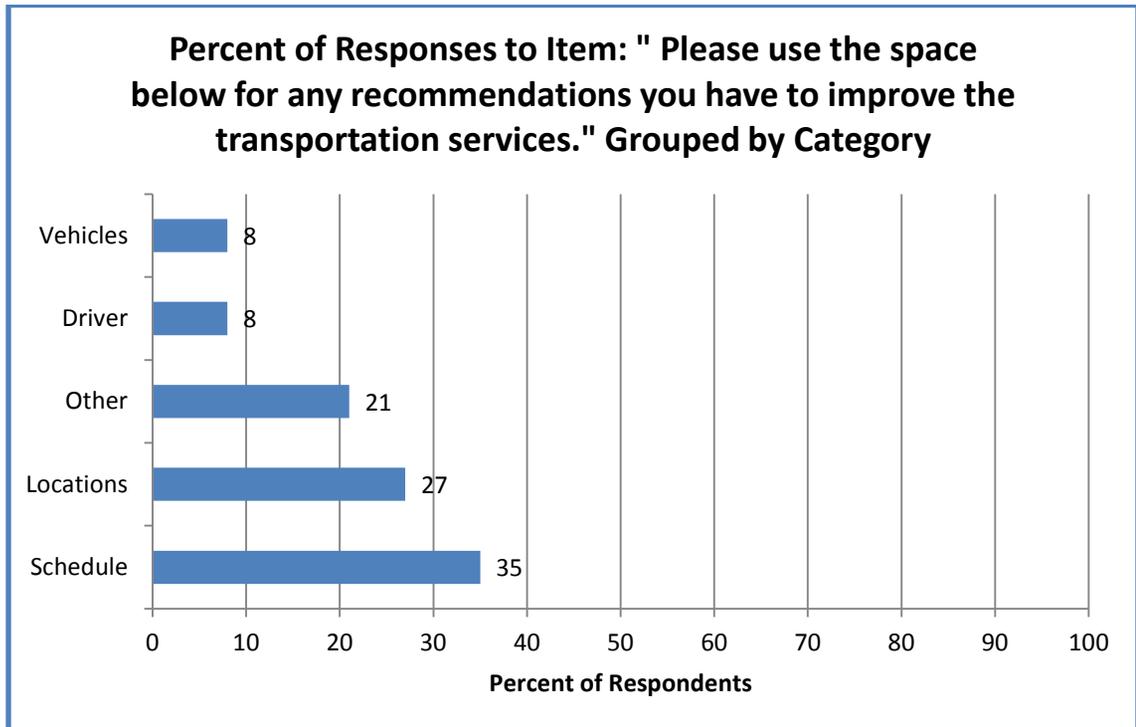
The survey had a free-form item, "Please use the space below for any recommendations you have to improve the transportation service." Of the 172 comments to this item from 166 respondents, 8% (14) of the comments indicated they had no recommendations for improvement and another 41% (87) had praise for the service as seen in the following comments:

- *A very helpful + necessary transit option for me!! I truly appreciate this service!!!*
- *Can't think of anything to improve, but I need to let you know this is such a wonderful, valuable resource for elderly people who still need to get out & around for medical & educational purposes. Thank You!!!*

Responses for the remaining 71 comments were grouped in one of 5 categories as seen in Graph 12.

Of the comments, 35% dealt with scheduling. Within that, 28% of the recommendations were about reducing the amount of advance time to schedule a ride, such as:

**Graph 12:** Grouped Responses by Percent to Survey Item, "Please use the space below for any recommendations you have to improve the transportation service."



N = 71

- *We have to put our request in 1 week before appointment. Sometimes I don't get a week's notice.*
- *Currently, an individual must make an appointment 1 week in advance to arrange for a ride. It would be helpful if that time was cut in half, or less, because sometimes a person has an emergency appointment. (I had cancer treatments, & this service was incredible. I don't know what I would have done without it!)*
- *The five day advance makes it harder to utilize.*

Adding additional sites or locations for rides represented 27% of all of the written comments. Recommendations included rides to the Post Office, Dollar Store, hardware store, Aldi's, local food pantries, the Milwaukee and Madison airports, Quik Trip, Badger Prairie Health Care Center, Capitol Square, Walgreens, Walmart, Shopko, and more.

Other comments ran the gamut from suggesting drivers receive a raise (1), having drivers contact the rider when running late so appointments could be held or rescheduled (1), explanations as to the use of the service (9), having a driver who could speak Spanish (1), other personal comments (2), and covering the basics (1) as in this comment:

- *Just be nice, drive good, get me there & back. Thank You.*

Approximately 6% of the comments were in regards to the drivers. A constructive suggestion for drivers was:

- *I used the RSVP service one time \_\_\_ and my answers are based on that ride. I am now a "driver!" Based on knowing both sides of the program I would recommend telling drivers not to talk about politics, religion, ask personal questions about person's "illness," and not give advice regarding person's living situation & "illness."*

Of the written comments, 6% were in regards to the vehicles. Constructive comments included:

- *Don't try to pack too many passengers in one vehicle and then take them for miles and miles. The cabs and buses could be kept cleaner.*
- *Help into or out of vehicle, esp. those that require climbing into.*
- *Newer vehicles with better steps for some riders, and a better communication system - sometimes the driver can't hear or understand the office speakers.*
- *Step stool could be necessary to get into vehicle comfortably.*

## **Appendix A: Survey Instrument**



# Transportation Survey

**Introduction:** We need your help! Dane County Department of Human Services is always interested in improving the services we help to fund. This survey is about the transportation services you receive from «Agency». We are interested in the length of time you have received transportation services and whether the services have been helpful.

This survey is completely confidential. Participation in this survey is voluntary. You do not have to complete it if you don't want to, but we hope you will help us out. How you answer the questions will not impact your services in any way. The results of this survey will be released in aggregate form only. That means your answers will be grouped together with those of other people who have responded to this survey.

Please return your completed survey in the enclosed, postage paid envelope no later than **Monday, July 16, 2018**.

**1. How long have you been receiving transportation services? Would you say....**

- 6 months or less.....  1
- More than 6 months, but less than 1 year.....  2
- At least 1 year, but less than 2 years.....  3
- 2 to 5 years.....  4
- More than 5 years.....  5

**2. How often do you use the transportation service?**

- 5 or more times per week.....  1
- 3 to 4 times per week.....  2
- Once per week.....  3
- 1 to 2 times per month.....  4
- Less than once per month.....  5

**3. In an average month, would you say you rely on this transportation service for?**

- Just a few of your local trips.....  1
- About ¼ of all your local trips.....  2
- About ½ of all your local trips.....  3
- About ¾ of all your local trips.....  4
- Nearly all of your local trips.....  5

Please turn over

**4. Which of the following best describes where you get on the vehicle?**

- My driveway/in front of where I live.....  1
- The driver comes to my door.....  2
- At the senior center.....  3

**For the next few questions, please indicate how frequently these statements apply to your overall experience with the transportation services.**

- |   | <u>Always</u>              | <u>Usually</u>             | <u>Some-<br/>times</u>     | <u>Rarely</u>              | <u>Never</u>               |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 5. The drivers pick me up when they are supposed to.....                        | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 6. The drivers are polite.....  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 7. The vehicles are easy to get into and out of.....                            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 8. The vehicles are comfortable.....  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 9. We arrive at our destination on time.....                                    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 10. The trips take too long.....  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 11. The transportation service takes me to the places I want or need to go..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 12. I get rides at the times and on the days I need them.....                   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
|   |                            |                            | <u>Yes</u>                 | <u>No</u>                  | <u>N/A</u>                 |
| 13. Do you need help getting into and out of your home?                         |                            |                            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| 14. If yes, does the driver help you get into and out of your home?.....        |                            |                            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| 15. Do you need help getting into or out of the vehicle?..                      |                            |                            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| 16. If yes, does the driver help you get into or out of the vehicle?.....       |                            |                            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

- |  | <u>Yes</u>                 | <u>No</u>                  |
|--|----------------------------|----------------------------|
| 17. Do you get around more than you did before you had this service?.....              | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 18. Would you recommend this transportation service to a friend?.                      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 19. Do the services you receive help you continue to live at home?                     | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| <b>20. Overall, how would you rate the transportation services that your received?</b> |                            |                            |
| Excellent.....   | <input type="checkbox"/>   | 1                          |
| Very Good.....   | <input type="checkbox"/>   | 2                          |
| Good.....  | <input type="checkbox"/>   | 3                          |
| Fair.....  | <input type="checkbox"/>   | 4                          |
| Poor.....  | <input type="checkbox"/>   | 5                          |

## Demographics

The following section collects some demographics so that we can make sure that persons of all backgrounds are treated equitably.

21. With which gender do you most identify?
- |             |                          |   |
|-------------|--------------------------|---|
| Female..... | <input type="checkbox"/> | F |
| Male.....   | <input type="checkbox"/> | M |
| Other.....  | <input type="checkbox"/> | O |
22. What is your race/ethnicity? (Check all that apply.)
- |  |                          |   |
|--|--------------------------|---|
| African-American/Black.....              | <input type="checkbox"/> | B |
| American Indian or Alaska Native.....    | <input type="checkbox"/> | I |
| Asian.....                               | <input type="checkbox"/> | A |
| Hispanic/Latino.....                     | <input type="checkbox"/> | H |
| Native Hawaiian or Pacific Islander..... | <input type="checkbox"/> | P |
| White or Caucasian.....                  | <input type="checkbox"/> | W |
23. In what year were you born?
- 

Please turn over

24. Please use the space below for any recommendations you have to improve the transportation service.

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**Thank you for taking the time to complete this survey!**

Please return it in the enclosed envelope to:

Attn: Lori B.  
Dane County Department of Human Services  
1201 Northport DR/4<sup>th</sup> FL  
Madison WI 53704

Survey No: «Survey\_No»