2018 VILLAGE TRANSPORTATION SURVEY

Findings from a survey of 10 Villages in Washington, DC

capitol hill
VILLAGE

SharpInsight

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Foreword

Capitol Hill Village (CHV), a part of DC's network of Villages, received funding from the Metropolitan Washington Council of Governments (MWCOG), District Department of Transportation (DDOT) Vision Zero program, Deerbrook Charitable Trust, and the Morris and Gwendolyn Cafritz Foundation to support this initiative. CHV would like to thank its membership and the following Villages for participating in this survey:

Cleveland and Woodley Park Village	Mount Pleasant Village
Dupont Circle Village	Northwest Neighbors Village
East Rock Creek Village	Palisades Village
Foggy Bottom / West End Village	Waterfront Village
Kingdom Care Senior Village	

In addition, CHV would like to thank the following individuals who served as volunteer members of the Evaluation Team, providing guidance during the development phase and helping to promote the survey when it was launched:

Maygene Daniels	Ann Grace
Jeff Gabardi	Carolyn Rondthaler

CHV staff were instrumental in conceptualizing this survey and providing questions to enrich the data analysis and reporting. In particular, Heather Foote's dedication to this survey process exemplified her ongoing commitment to transportation initiatives benefiting older adults throughout the city.

CHV's external evaluation partner, Sharp Insight, LLC (Sharp Insight), worked with the Evaluation Team and CHV staff to design the 2018 Village Transportation Survey, which was offered online, on paper, and by interview. Sharp Insight analyzed the data and prepared this report of key findings along with a stand-alone set of appendices. For a copy of the appendices or for more information, please contact Capitol Hill Village.

Context

Villages are membership-driven, grassroots, nonprofit organizations that support older adults as they age in community. By offering a variety of wellness, social, and educational activities and providing services, including transportation and assistance around the house, Villages help meet the needs of members as well as provide opportunities for them to be active in the community through engagement and service.

> *"Membership in the Village supports and enriches my life."*

There are thirteen Villages in Washington, DC, each in a different neighborhood. While all Villages in DC are supported in part through member dues and provide a variety of programs and services to their membership, they also differ in some key ways. For instance, some Villages are managed entirely by volunteers and others have volunteers and paid staff. Additionally, membership across Villages ranges from fewer than 50 to more than 500 individuals. And while some Villages recently opened, others have been part of the community for ten or more years.

Leaders from DC Villages meet regularly to share work strategies and collaborate on citywide projects. One challenge for older adults that Villages address is transportation and mobility around the community. Villages support transportation needs of members, through education about public and private transportation services, and by providing rides with volunteer drivers.

At many Villages in DC, volunteer driving is one of the most heavily-used services. It facilitates mobility in community, keeping medical appointments, and participation in social activities. According to the survey, the ride itself serves as a social connection for the passengers and the volunteer drivers, and an opportunity for drivers to be of service.   While the volunteer driver program is important for socialization, peer support around mobility, and cost savings, the demand for drivers can be difficult to manage. Likewise, the mission of Villages is to support independence among seniors, and a part of this is to have a range of options for living in community. To that end, Villages are raising awareness and educating members to ensure that older adults know about and use the range of transportation options available to them.

It is in the transportation context that ten Villages in Washington, DC participated in the first multi-Village survey effort, the 2018 Village Transportation Survey. The goal of the survey was to understand more about who Village members are; the extent to which Village members are able to get around in the community; and levels of participation in, and satisfaction with Villages. A convenience sample of 421 members and volunteer drivers participated in the survey. It is important to understand that the sampling does not equally represent all of the Villages and that findings are based purely on the recipients who responded. They do not represent thorough analysis of all Villages or all Village members, or of seniors in DC as a whole. Key survey findings and opportunities to use these findings in the future are presented below, with more detailed analyses presented in appendices.
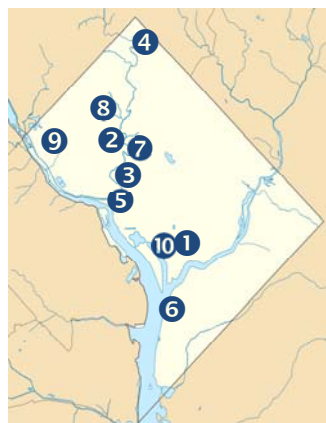
Participating Villages

1. Capitol Hill
2. Cleveland & Woodley Park
3. Dupont Circle
4. East Rock Creek
5. Foggy Bottom West End
6. Kingdom Care Senior
7. Mount Pleasant
8. Northwest Neighbors
9. Palisades
10. Waterfront

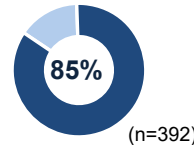# Visual Executive Summary | **Characteristics of Respondents** *

Among the 421 individuals who completed the 2018 Village Transportation Survey…
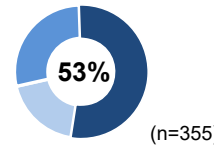
Three-quarters were female
(Q37)

73%
(n=393)
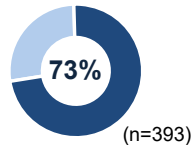
73% Female
27% Male

Most were white, non-Hispanic
(Q40)

85%
(n=392)

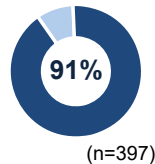**85% White, non-Hispanic**
8% Black / African American
6% Other

Half had annual income between $50K and $149,999 (Q44)

53%
(n=355)

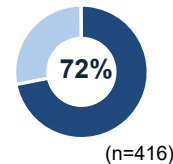19% Less than $50K
53% $50K - $149,999
28% $150K or more
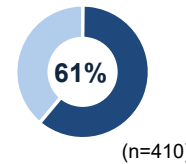
Most had completed college
(Q41)

91%
(n=397)

69% Graduate or Professional Degree
22% Bachelor's Degree
7% Associate's Degree
2% High School or Less

Most were 70 or older
(ID)

72%
(n=416)

28% Under 70 years
32% 70 – 75 years
20% 76-80 years
20% Over 80 years

Nearly 2/3 live with at least 1 other person
(Q13)

61%
(n=410)

39% Live alone or with live-in caregiver
34% Live with one other person
22% Live with 2 people
5% Live with 3 or more people

Residence

The majority own their home
(Q8)

90% own their home
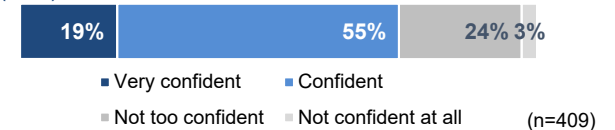10% rent their home
(n=408)

27 years

Respondents average 27 years in current home (Q9)
(n=411)

60% would like to remain in their home for the rest of their lives. (Q10)
(n=409)

Overall, respondents were confident they could get the help they needed to stay in their home
(Q11)

| 19% | 55% | 24% | 3% |

■ Very confident ■ Confident
■ Not too confident ■ Not confident at all
(n=409)

Participating Villages

1. Capitol Hill
2. Cleveland & Woodley Park
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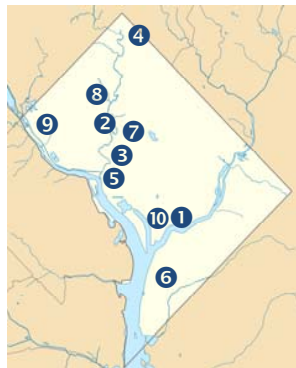
Participation Rates

Participation rates varied from **2%** to **57%** of Village membership. As a result, the preliminary findings presented may not represent the experiences of all participating Villages or of a representative sample from an individual Village. Capitol Hill Village and Mount Pleasant Village had the largest number of responses, together representing **61%** of total responses.

Method of Participation

79% of participants completed the survey online.
21% of participants completed it on paper or in an interview.

Mobility (Q12)

19% reported using at least one device to assist with mobility
(n=405)

68 Cane / Walker
19 Wheelchair / Scooter
6 White Cane / Service Dog
4 Other

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Visual Executive Summary | **Respondent Mobility Throughout the Community** *

Awareness of Transit Options among Non-Users of these Services (Q17)

Unaware   **Aware**

Service	Unaware	Aware
TransportDC (n=326)	32%	68%
Seabury Connector Bus (n=327)	58%	42%
Seabury Enhanced Mobility Card (n=325)	60%	40%
Medicaid Transportation (n=310)	60%	40%
GoGo Grandparent (n=328)	76%	24%

More than 90% of respondents who **do not use** the following services have heard of them: Metrobus / DC Circulator, Metrorail, WMATA MetroAccess, Lyft / Uber, and Ride from a Village Volunteer Driver.

Driving Behavior

There was a range of driving behavior among respondents, with **46%** reporting that they drive **daily or almost daily** and **21%** reporting that they **never drive**. (Q20)

Daily 46%
Never 21%
Monthly 7%
Weekly 27%
(n=410)

60% of drivers intentionally limit their driving. (Q21)
Among this group, they limit driving by:(Q23)

Using other modes	**64%**
Driving less	**35%**
Driving in daytime	**31%**
Staying in neighborhood	**14%**

(n=192)

Modes of Transit: **Driver / Non-Driver** (Q24)

When not driving, **drivers** are most likely to take public transportation or walk. Compared to drivers, **non-drivers** are more likely to get a ride from someone they know.

Mode	Driver	Non-Driver
Bike	16%	6%
Get a ride with someone they know	25%	73%
Private Service	58%	59%
Public Transportation	83%	74%
Walk	80%	66%

Never Drive (Q20a) (n=86)

Top reasons selected by those who **never** drive:

"I have physical limitations." (e.g., vision, mobility)

"I do not have a car."

Other reasons included:

- Walking or taking public transit for health and/or environmental reasons
- Conditions related to driving (nighttime, lack of parking, traffic/rush hour, weather conditions)
- Personal health (low night vision, vertigo, prescription drugs or alcohol, medical procedures).

Getting to **Destinations** (Q25)

Most respondents were able to get where they needed or wanted to go in the prior two months.

Usually 16%
Sometimes, rarely, never 3%
Always 81%
(n=399)

Barriers to Mobility

Commonly reported barriers to mobility included **public transportation** (safety, schedules, accommodation), **infrastructure** (uneven sidewalks, lack of benches at bus shelters) and **physical limitations.**

"My greatest concern is that Metro, or the Circulator, keeps regular service readily available. If the Circulator cuts off its route … to Union Station, I won't be able to get over there to catch buses to hospitals in the NE, or to shop, or quickly go to Georgetown. Having to walk … in bad weather (hot &humid, sleet, windy, etc.) will prevent me from keeping appointments."

"Sidewalks are in sad disrepair on most of my walks. Roads also seem in rather bad shape. Bicycles on sidewalks are a hazard - and now the motorized scooter!"

"I am disabled, so in my … area we need shelters and benches at stops, which would make it easier to use."

"Mobility is important. But for grocery shopping or carrying packages, getting assistance with them and being able to access the building is also important."
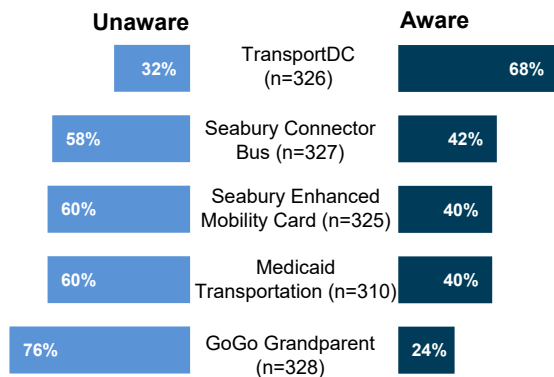
* The 2018 Village Transportation Survey, conducted in partnership with Capitol Hill Village, was completed by a convenience sample of **421** individuals. Percentages may not total 100% due to rounding.

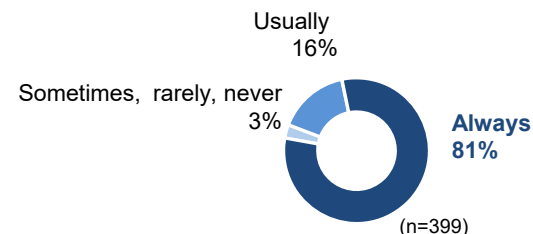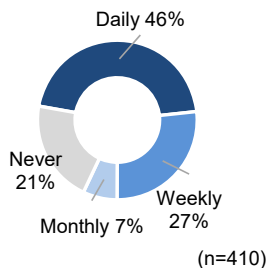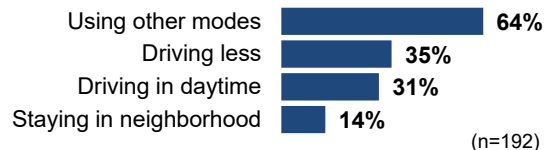SharpInsight 4

Visual Executive Summary | **Respondent Participation and Satisfaction** *

Village Participation and Satisfaction

Most respondents reported **1-5 years of affiliation with Village**, with less than one-tenth reporting more than 10 years of affiliation. (Q4) (n=414)
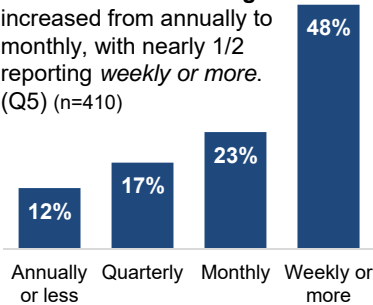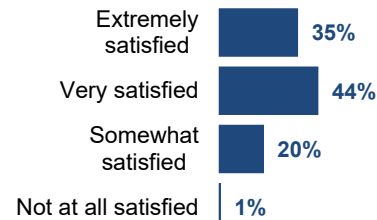
- < 1 : 12%
- 1-2 : 32%
- 3-5 : 32%
- 6-10 : 16%
- > 10 : 8%
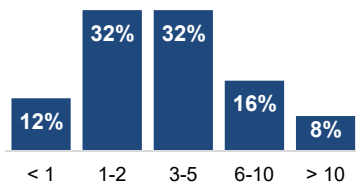
Frequency of Involvement with Village increased from annually to monthly, with nearly 1/2 reporting *weekly or more*. (Q5) (n=410)

- Annually or less : 12%
- Quarterly : 17%
- Monthly : 23%
- Weekly or more : 48%

Satisfaction with Village (Q46) (n=387)

- Extremely satisfied : 35%
- Very satisfied : 44%
- Somewhat satisfied : 20%
- Not at all satisfied : 1%

In their words…

What do you like best about being affiliated with the Village? (Q48)

"Volunteer drivers, social events, book groups, and the helpful staff to consult on age-related needs."

"Getting to know other neighbors and building a stronger community"

"Knowing [the Village] is there if and when I need it."

"Being able to help neighbors in need."

"I never would have known my neighbors or so many interesting friends without the Village. It has helped me greatly when [my spouse] had an accident, as well as all of the information I get from our Village Google list serve. I also enjoy greatly all of the social activities, docent tours, my volunteer activities, and intellectual events the Village sponsors."
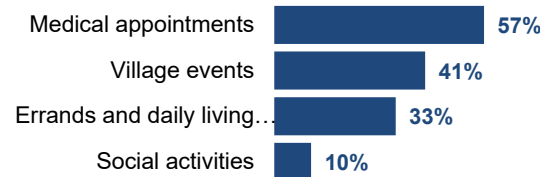
Volunteer Driver Program Participation and Satisfaction

Passengers

33% of respondents were "**passengers**," reporting having received a ride from a Volunteer Driver (Q17 and/or Q28) (n=336)
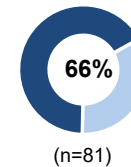
58% (n=109)
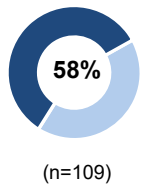
Among passengers, **58%** had received a ride from a Volunteer Driver in the **preceding 2 months** ("recent passengers") (Q28). Nearly a third of recent passengers (30%) had received five or more rides in the preceding 2 months. (28a) (n=63)

Recent passengers report receiving rides for: (Q28b)

- Medical appointments : 57%
- Village events : 41%
- Errands and daily living… : 33%
- Social activities : 10%

Drivers

19% of respondents were **Volunteer Drivers** for their Village (Q3) (n=416)

66% (n=81)

66% of Volunteer Drivers had provided a ride through the Volunteer Driver program in the **preceding 2 months** ("recent drivers") (Q32). 20% of recent drivers had provided five or more rides in the preceding 2 months. (32a) (n=50)

What do you like best about the Volunteer Driver program? (Q35)

"In addition to getting rides from them, the drivers themselves have in most cases been warm and interesting people. Two of my drivers became friends of mine."

"I was helped with volunteer drivers some years ago when I broke my shoulder and needed to get to WHC and have my shoes tied, something other transportation providers don't do."

"I want to be sure that our members who need transportation get it. It is good to meet neighbors who can use a little help."

"If someone needs a ride to a doctor appt or other necessary services, they can get one. So important as we age."

"I've never used it but believe it's a good idea."

"I like the chance to get to know and share time with the people I am driving and to know I am helping them or their care taker."

* The 2018 Village Transportation Survey, conducted in partnership with Capitol Hill Village, was completed by a convenience sample of **421** individuals. Percentages may not total 100% due to rounding.

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Key Findings

The information below presents select highlights from the 2018 Village Transportation Survey data. While these findings represent the experiences of survey respondents, they may not represent the experiences of Village members across the city. As such, caution should be taken when generalizing findings. Full results are available in the appendices.

Respondent Satisfaction with their Village

Members reported **high levels of satisfaction** with their Villages and 97% of respondents would recommend their Village to a friend or neighbor. There was a statistically significant positive association between frequency of involvement in the Village and satisfaction with the Village, as **more frequently involved** individuals reported higher satisfaction.[1]

> *"[The Village] provides me with a sense of community that I didn't have before joining."*

Respondents highly value the **opportunities for social connection** provided by the Villages – through social and educational activities as well as the Volunteer Driver program.

Key Characteristics of Respondents

Nearly one-fifth of respondents reported personal use of a **mobility assistance device** (e.g., cane, walker). For every one-year increase in age, an individual was **8.6% more likely** to use one or more mobility assistance devices.[2]

Although most respondents were confident they could get the help needed to **stay in their home as long as they wanted**, just over one-quarter of respondents (27%) were not confident.

Respondents Traveling within their Community

The vast majority of respondents (97%) reported that, in the prior two months, they were "always" or "usually" **able to get where they needed to go**; however, the small number of respondents (3%) who reported they were "sometimes," "rarely," or "never" able to get where they needed to go differ significantly based on the key characteristics reported above as well as age.[3]

> *"In my very advanced age, the Village has given me the possibility of still being able to have a life OUTSIDE my apartment as well as within its confines."*

There was a **range of driving frequency** among respondents, with nearly half reporting that they drive daily or almost daily (46%) and one-fifth reporting that they never drive (21%). Significant **differences were found between drivers and non-drivers** based on age group, use of a mobility assistance device, and Ward of residence.[4] In addition, a significant difference was found between

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[1] Chi-Squared, p<.05
[2] Logistic regression, Odds Ratio (OR) = 1.086 (95% Confidence Interval (CI) =1.053, 1.120)
[3] Fisher's Exact, p<0.05
[4] Chi-Squared, p<.05

drivers and non-drivers in terms of how they get around when not driving.[5] When not driving, drivers are most likely to take public transportation or walk. Compared to drivers, non-drivers are more likely to get a ride from someone they know.

Excluding driving a personal vehicle, the most commonly used modes of transportation included **metrorail, metrobus / DC Circulator, and Lyft / Uber were the most commonly used**, with more than 60% of respondents using each mode. Use of all three of these transportation services was statistically significantly correlated to use of a mobility assistance device,[6] with users of mobility assistance devices *less likely* to use Metrorail, Metrobus / DC Circulator, or Lyft / Uber.

Awareness was low for four services that provide or facilitate door-to-door transportation service: GoGo Grandparent, Seabury Enhanced Mobility Card, Medicaid Transportation, and Seabury Connector Bus, even among respondents who use mobility assistance devices and might benefit from these services. Awareness was higher for TransportDC, with 62% of respondents indicating awareness of this service.

Commonly reported **barriers to mobility** included public transportation challenges, e.g., safety, schedules, accommodation; infrastructure, e.g., uneven sidewalks, lack of benches at bus shelters; and physical limitations.

Volunteer Driver Program – Participation and Satisfaction

Participation in the Volunteer Driver program, as a passenger, was significantly associated with **Ward** and with personal use of a **mobility assistance device**.[7] Participation in the Volunteer Driver program was also associated with **higher levels of satisfaction** with membership in (or connection to) the Village.[8]

> *"I'm a great believer/fan of volunteer programs at both sides of those encounters... So there is a balance in my mind [between] both independence and using volunteer help. An exciting balancing act. That's why I love The Village concept!"*

Both passengers and volunteer drivers reported **benefits** including social connection, individualized assistance based on passengers' mobility challenges, the respect and kindness of volunteer drivers, and the security that comes from using a "known" driver. Over half (59%) of passengers reported that **getting to places that they need or want to go is easier because of their membership** in (or connection to) their Village, compared to 6% of non-passengers.[9] In addition, volunteer drivers sometimes receive rides themselves through the program (e.g., for a medical appointment): **one quarter of volunteer drivers reported having received a ride from another volunteer driver**.

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[5] Chi-Squared, p<.05 for Walk, Get a ride with someone they know, and Bike. No association for Public Transportation or Private Service.
[6] Chi-Squared, p<0.05; also significant was the association with Ride from a Village Volunteer Driver and WMATA MetroAccess.
[7] Chi-Squared, p<.05
[8] This association was not statistically significant when satisfaction was measured in two groups ("extremely" and "very" satisfied in one group and "somewhat" and "not at all" satisfied in a second group)
[9] Chi-Squared, p<0.05

Opportunities

The 2018 Village Transportation Survey represents a first step in gathering information about Village members throughout Washington, DC.

The following section presents: potential uses for the data to enhance programming efforts at each Village (programmatic considerations); suggestions for future research areas (content considerations); and logistical considerations for future data collection initiatives (implementation considerations). Villages may wish to use their own datasets (with the raw data from respective Village's respondents) in conjunction with the data presented in this Multi-Village report as they explore the topics below.

Programmatic and Data Use Considerations

Each Village operates uniquely and represents a different neighborhood, resulting in varying experiences among members. Exploring the following questions may provide an opportunity for Village leaders to tailor their use of survey results and convert findings into action in the near-term.

Villages may consider the following programmatic opportunities:

1. **Leverage survey findings to learn more about members**
   The survey findings are a reflection of the experiences of the Village members who responded to the survey, but they do not capture data from every member or volunteer. Additional discussions with members at each individual Village may shed light on micro-community needs that may be similar or different to the findings presented here, opening up opportunities for program refinement or member education. *Villages may consider sharing this report with members and getting feedback through a structured discussion or focus group, an informal event, or one-on-one conversations. Specific areas of interest may be related to members':*

   o *Confidence to get the help they need to remain in their home for as long as they would like*

   o *Ability to get to places they need or want to go*

   o *Need for additional information or support to effectively use the modes of transportation best suited to their needs*

   o *Satisfaction and suggestions for improvement at their Village*

2. **Continue to work with other Villages as well as public transportation agencies and private transportation companies to meet the transportation needs of DC's seniors**
   A large proportion of survey respondents use Metrobus and Metrorail and many respondents wrote about the transportation benefits of living in a city. However, public transportation is unevenly available in DC and barriers exist to using other modes of transportation, including awareness, eligibility, and accommodation of mobility needs. Open-ended responses about specific transportation needs (e.g., preservation of a particular bus route or questions about a specific mode of transportation) could be useful support for conversations with city leaders about members' needs. Similarly, member education on underutilized modes of transportation, as

reported by members, could facilitate experimentation with new ways of getting around. *Villages may consider identifying members' needs and then partnering with other Villages whose members have similar needs to bring that awareness to the District level. Specific areas of interest may be related to:*

- o *Neighborhood-specific transportation concerns (e.g., bus routes, motorized scooter hazards)*

- o *Infrastructure-related concerns (e.g., need for bus shelters or benches, sidewalks in disrepair)*

- o *Eligibility, enrollment, and customer service for a particular transportation provider*

3. **Data-informed discussion about the potential of the Volunteer Driver program**
   While the majority of respondents reported favorable impressions of the Volunteer Driver program and included benefits of the program that extend beyond transportation, a minority of respondents were less enthusiastic. Concerns reported by these respondents often centered around financial considerations, the belief that passengers might be looking to volunteer drivers to save them money on transportation costs, or on the perceived need of the passenger. *Villages may consider using data from this report to provide varying perspectives on the program and engage their stakeholders in meaningful discussion around the role and messaging of the Volunteer Driver program in their community.*

4. **Build awareness of transportation options – beyond the Volunteer Driver.**
   Among survey respondents who had ever received a ride through the Volunteer Driver program, use of the service varies by Village.[10] Villages may wish to explore members' awareness and use of other modes of transportation, as well as new ways to use volunteers to increase use of public transit or subsidized services. *Specific areas of interest, within each Village's dataset, related to Volunteer Driver program passengers might include their:*

- o *Use of alternate modes of transportation*

- o *Awareness of alternate modes of transportation*

- o *Assisted mobility prevalence and specific transportation needs*

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[10] These results were not presented in the appendices due to the sensitive nature of the topic. However, each Village has its own raw data which can shed light on demand for the Volunteer Driver program among its own respondents.

Content *Considerations for Future Exploration*

In discussion with Villages and analysis of the survey data, a number of questions emerged that were unable to be answered through the analyses of this survey. These have been consolidated below for future reference.

Villages may consider increased exploration of the following:

1. **Relationships among program participation, service utilization, and member satisfaction**
   Learning about the types of programs and services utilized by the highly satisfied members and comparing to those mentioned by less satisfied members could be useful for program development and promotion.

2. **Village members' social connection**
   Social connection – and its flip-side, social isolation – were raised by respondents to this survey and could be explored in more depth. Related sub-topics might include: accessibility of Village events for members with mobility challenges, as well as those with vision or auditory challenges; feeling of belonging at Village events; awareness of or participation in community activities not sponsored by the Village; proximity of family and close friends; and frequency of social interactions.

3. **Unique needs based on responses to key items**
   Initial survey findings reveal the possibility of differing needs based on Village members who answered affirmatively to specific questions, including: the use of an assisted mobility device, confidence in getting the help needed to stay in their home, ability to get to where they needed or wanted to go, and receipt of a ride from a Volunteer Driver. By exploring these areas in more depth, and identifying other indicators of need, Villages can be more aware of, and responsive to, members who may require additional assistance.

4. **Health, wellness, and safety**
   Health, wellness, and safety were topics raised by respondents in open-ended comments, but not directly explored through questions in this survey. Respondents mentioned appreciating health and wellness programming at their Villages, so further exploration may shed light on the types of programs of interest. Similarly, safety was raised in the context of transportation and aging, but additional indicators of the safety seniors feel in their community might be of interest.

5. **Village members' preparedness for the future**
   Respondent confidence that they could get the help they need to remain in their home was of great interest to Villages. Assessing seniors' preparedness for the future, including preparation of legal documents, financial planning, and home environment and hazards, might help Villages understand how they can better assist older adults with achieving their goals of remaining in their homes and/or aging in their community.

Implementation Considerations for Further Information Gathering

This first multi-Village survey effort provides several lessons learned, which might be instructive to Village staff and volunteers if they embark on similar survey endeavors in the future.

Villages may consider the following for future information gathering initiatives:

1. **Human and financial resources necessary for effective implementation**
   Generating a response from a large proportion of Village members requires a tremendous investment of time and energy from staff and volunteers. Effective means for getting response included advanced notice for staff and/or volunteers, member announcements that the survey was coming, and personal contacts asking members to complete the survey when it arrived.

2. **Increased support for members to complete the survey, including interview-style surveys**
   The 2018 Village Transportation Survey was designed for completion online, on paper (mailed), and by interview. Providing these options enabled members to complete the survey in the manner and location of their choice – at their home, over the phone, or at an event attended by many members. Vision and cognitive impairment as well as education level can impact a senior's ability to complete a survey online or on paper. As such, surveys conducted by interview were an effective, though time-consuming, method of reaching a wider audience.

3. **Using alternate data collection methods**
   This survey was very lengthy (25 pages for the paper survey), and the majority of respondents (94%) filled it out all the way to the end. While this goodwill was much appreciated for this effort, it is quite possible that Village members will tire of lengthy surveys in the future; shorter surveys may be better received. Other means of systematic data collection could also be considered, including in-depth interviews and/or focus groups. Brief event surveys or annual member surveys could also be helpful in learning more about very specific areas of interest.

4. **Adjusting the survey to identify village members who live alone**
   Respondents were asked how many people they lived with. One option was whether they "lived alone or with a live-in caregiver." Because "lived alone" and "with a live-in caregiver" were combined into one response option, it was not possible to identify Village members who live alone. It may be useful to separate these response options in future surveys in an effort to deepen our understanding of unique trends among this population.

5. **Replicating key items on future surveys**
   Three questions emerged as particularly informative indicators: personal use of a mobility assistance device, confidence to remain in one's home, and the frequency with which a respondent was able to get where s/he needed or wanted to go in the prior two months. It may be worthwhile to include the same three questions on future surveys both for sub-analyses of the data and for measurement of change over time. Asking about proximity to transit options, including other barriers such as hilly terrain, traffic, and neighborhood safety, may also be useful.

For more information about the 2018 Village Transportation Survey process, content, and/or findings please contact Capitol Hill Village: www.capitolhillvillage.org or 202.543.1778.