

2018 VILLAGE TRANSPORTATION SURVEY

Report Appendices



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Appendix A. Methodology and Recruitment

The 2018 Village Transportation Survey was created to gather data from Village members and transportation volunteers at both CHV and other DC Villages. Sharp Insight worked closely with CHV staff and a volunteer Evaluation Team, composed of CHV members and board members, to develop both the approach and the instrument. In developing the survey, Sharp Insight looked to a variety of local and nationwide tools for inspiration, including the following:

- University of California at Berkeley National Village Surveys (2013 and 2015)
- DC Department of Transportation (DDOT) AccessDC Study
- DC Office on Aging (DCOA) 2016 Senior Needs Assessment
- Fairfax County (VA) Transportation Study
- RAND Senior Survey
- National Household Transportation Survey

A handful of questions that appeared in the final draft of the 2018 Village Transportation Survey came from one or more of these reference survey tools.

To finalize the survey, CHV staff and the volunteer Evaluation Team provided feedback on content, format, length, and delivery methods. To maximize accessibility of the survey, the team decided to offer the survey in three formats: online survey (through Survey Monkey), paper survey (returned in a sealed envelope), or interview survey (administered by a trained volunteer or staff member and returned in a sealed envelope). The volunteer Evaluation Team pilot tested all three versions of the survey. Sharp Insight provided a training for volunteer interviewers, which included both administration techniques and confidentiality. CHV provided additional trainings to volunteer interviewers from partner Villages.

With respect to survey sampling and recruitment, Villages were responsible for their own publicity and survey distribution. At a minimum, surveys were distributed to the Village mass email list. At a maximum, volunteers and/or staff members called individual members or knocked on doors to ask for their participation. Convenience sampling was used and the absence of demographic information from all Villages prevents a comparison to each Village's membership overall.

The confidential survey launched on April 16, 2018 and data collection was complete on June 30, 2018. A total of ten Villages participated in the survey initiative and participation rates varied from 2% to 57% of membership for each Village. The majority of respondents (79%) completed the survey online. Paper surveys were completed by 18% of respondents and 4% of respondents were interviewed, with their interviewer returning their responses on a paper copy of the survey. All paper surveys were kept in sealed envelopes until received by Sharp Insight.

A total of 528 surveys were submitted. Surveys that were incomplete after the first three (required) questions were deleted. Duplicate entries were identified by matching the unique identifier code (respondent initials and full birthdate), Village, years affiliated with Village, Ward, and ZIP code. After duplicates and incomplete surveys were deleted, a total of 421 surveys were included in the sample for analysis. Among those who started the survey, the completion rate was 94%.

Total Surveys Collected	528
No Consent Given (deleted from sample)	6 (1%)
Duplicates (one deleted from sample)	22 (4%)
Incomplete after Consent and Unique ID (no questions answered; deleted from sample)	61 (12%)
Incomplete after Village Name (no questions answered; deleted from sample)	18 (3%)
Sample Size for Analysis	421 (83%)

Quantitative data analyses, including Chi-squared tests, Fisher’s exact tests, and logistic regression were performed using SAS version 9.4. For Chi-squared and Fisher’s exact tests, statistical significance was achieved when the reported p-value was less than 0.05. For logistic regression analyses, the Odds Ratio (OR) and 95% Confidence Interval (CI) were reported, where statistical significance was achieved by the exclusion of the value 1 in the 95% CI. Qualitative data analyses were conducted using Dedoose version 8.0.42, a secure, cloud-based qualitative data analysis platform designed for the organization and coding of emerging themes found in qualitative data. All data were stored in password-protected databases for data security.

Appendix B. Characteristics of Respondents

Summary of Findings

Socio-demographic Characteristics

Overall, the 2018 Village Transportation Survey sample was predominantly white and non-Hispanic (85%), female (73%), at least 70 years old (72%), and highly educated (69% had a graduate or professional degree). Among those who reported income, half reported annual income between \$50,000 and \$149,999.

Half of the sample was married (51%). Household size was generally small, with 39% living alone or with a live-in caregiver and 34% living with one other person.

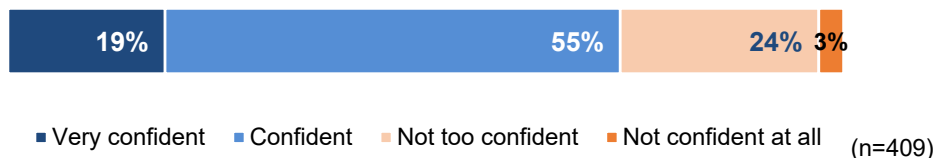
A full summary of the socio-demographics of respondents is included in the responses at the end of this section.

Respondent Confidence to Remain in Home

The vast majority of respondents reported owning their home (88%). Respondents reported an average of 27 years in their current home, with more than half of respondents (60%) reporting their desire to remain in their home the rest of their lives.

Participants were also asked to rate their confidence that they could get the help they need to live in their current residence for as long as they would like.

Most respondents were confident they could get the help they needed to stay in their home



The overwhelming majority reported feeling confident, and analyses shed some light onto the characteristics of those who felt confident – and not confident – that they could get the help they needed to remain in their home. As compared to those who were confident or very confident that they could get the help they need to live in their current residence for as long as they would like, a higher percent of respondents who were **not too confident** or **not confident at all** reported:¹ a desire to leave their current residence within 5 years (10% vs. 18%); an annual household income under \$50,000 (17% vs. 25%); and the use of a mobility assistance device (18% vs. 21%).

¹ None of these results were statistically significant. However, when income of less than \$50,000 was compared to income greater than \$150,000, the association is statistically significant. Significance tested using logistic regression. Odds Ratio (OR) = 0.502 (95% Confidence Interval (CI) = 0.271, 0.928)

Assisted Mobility

When asked about mobility assistance devices, **19%** of respondents reported **personal** use of a mobility assistance device and 23% of respondents reported **household** use of a mobility assistance device (with either the respondent or a member of their household using a mobility assistance device).

Use of a mobility assistance device was significantly associated with age; for every one-year increase in age, an individual is 8.6% more likely to use one or more mobility assistance devices.²

Mobility Assistance Devices Include:

- Manual wheelchair
- Power wheelchair or scooter
- Cane or walker (including Rollator)
- White cane
- Guide or service dog
- Other assistive device (e.g., stair lift)

² Significance tested using logistic regression. Odds Ratio (OR) = 1.086 (95% Confidence Interval (CI) = 1.053, 1.120)

Detailed Findings (Tabular Format)

Full responses to all multiple-choice survey questions related to respondent characteristics are included below. The number of people who responded to each question is indicated (n=___). Percentages may not total 100% due to rounding. In cases where 0% is listed, one or more people may have chosen that response but the number was not great enough to round to 1%.

Question / Indicator	# of responses	Response Categories	Responses
Age Group	n=415	Under 70 70-75 76-80 Over 80	28% 32% 20% 20%
Q1 Village	n=421	Capitol Hill Village Mount Pleasant Village Dupont Circle Village Northwest Neighbors Village Waterfront Village East Rock Creek Village	36% 25% 9% 9% 8% 6%
		Cleveland and Woodley Park Village Foggy Bottom West End Village Kingdom Care Senior Village Palisades Village <i>These Villages, listed here in alphabetical order, comprised less than 5% of the sample individually and are therefore reported collectively.</i>	8%
Q6 Ward of Residence	n=405	Ward 1 Ward 2 Ward 3 Ward 4 Ward 5 Ward 6 Ward 7 Ward 8 Unsure N/A, I live outside of DC	28.4% 7.4% 10.1% 8.1% 0.5% 41.7% 0.5% 1.7% 0% 1.5%

Question / Indicator	# of responses	Response Categories	Responses
Q7 ZIP Code	n=413	20002 20003 20005 20007 20008 20009 20010 20012 20015 20016 20019 20020 20024 20026 20032 20036 20037 Non-DC ZIP codes	12% 24% 1% 0% 5% 12% 20% 6% 4% 3% 0% 1% 7% 0% 1% 1% 2% 1%
Q8 Home Ownership	n=413	Own home Rent home Occupy home without payment of rent Other (specified below) <i>Shareholder in a co-op; Reside with parents</i>	88% 10% 0.5% 1%
Q9 Year Moved to Home	n=411	1940s 1950s 1960s 1970s 1980s 1990s 2000s 2010s	0% 1% 6% 18% 23% 23% 14% 15%
Q10 Desired Length of Time to Stay in Current Residence	n=409	The rest of my life 11-20 years 5-10 years Less than 5 years Would like to move as soon as possible	60% 7% 21% 9% 3%

Question / Indicator	# of responses	Response Categories	Responses
Q11 Confidence to get the help needed to live in current residence for desired period	n=409	<p style="text-align: right;">Very confident Confident Not too confident Not confident at all</p>	<p style="text-align: right;">19% 55% 24% 3%</p>
Q12 Use of mobility assistance devices	n=405	<p style="text-align: right;">Cane or walker Power wheelchair or scooter Manual wheelchair White cane Guide or service dog Other (stair lift or rollator) No device</p> <p><i>Note that many "other" devices were listed. Only those that counted as mobility assistance devices were included in the tally above:</i> <i>built up shoe</i> <i>Cane is temporary</i> <i>Hearing aid. Glasses</i> <i>hearing aids</i> <i>I used walker and cane following knee replacement surgeries, but otherwise do not use med equipment for mobility</i> <i>manual wheelchair is used at airports</i> <i>no assistive device when inside; take cane in case I need when outside</i> <i>occasionally a cane</i> <i>Rollator</i> <i>Roommate uses manual wheelchair</i> <i>stair chair</i> <i>Stair lift in house (n=2)</i> <i>trekking poles</i> <i>Wheelchair on rare occasions</i></p>	<p style="text-align: right;">68 people 10 people 9 people 4 people 2 people 4 people 328 people</p>
Assisted Mobility	n=405	<p style="text-align: right;">Yes, uses a mobility assistance device No, does not use a mobility assistance device</p>	<p style="text-align: right;">19% 81%</p>

Question / Indicator	# of responses	Response Categories	Responses
Q13 # of people in home	n=410	<p>Live alone or with a live-in caregiver</p> <p>Live with 1 person</p> <p>Live with 2 people</p> <p>Live with 3 people</p> <p>Live with 4 people</p> <p>Live with 5 or more people</p>	<p>39%</p> <p>34%</p> <p>22%</p> <p>4%</p> <p>2%</p> <p>0%</p>
Q14 Housemate use of mobility assistance devices	n=244	<p>Cane or walker</p> <p>Manual wheelchair</p> <p>Power wheelchair or scooter</p> <p>White cane</p> <p>Guide or service dog</p> <p>Other (stair lift, rollator, crutches)</p> <p>No device</p> <p><i>“Other” devices included:</i> <i>crutches</i> <i>occasionally cane-seat - NOTE, ADDED CANE</i> <i>Rollator on occasion as needed</i> <i>Stair Lift</i> <i>Temporary devices while recovering from broken leg.</i></p>	<p>26 people</p> <p>6 people</p> <p>2 people</p> <p>1 person</p> <p>0 people</p> <p>3 people</p> <p>216 people</p>
Housemate Assisted Mobility	n=244	<p>Yes, housemate uses a mobility assistance device</p> <p>No, housemate does not use a mobility assistance device</p>	<p>12%</p> <p>88%</p>
Household Assisted Mobility	n=407	<p>Yes, someone in the household uses a mobility assistance device</p> <p>No, no one in the household uses a mobility assistance device</p>	<p>24%</p> <p>76%</p>
Q15 Regular internet access	n=415	<p>Yes</p> <p>No</p>	<p>95%</p> <p>5%</p>
Q15a Internet access from home	n=391	<p>Yes</p> <p>No</p>	<p>99.5%</p> <p>0.5%</p>

Question / Indicator	# of responses	Response Categories	Responses
Q15b Internet used for	n=385	Communicating with friends or family (e.g., email, Facebook)	99%
		Looking up news or general information	93%
		Shopping and/or entertainment	88%
		Looking up transportation options and schedules	76%
		Other	28%
		<i>Other uses included:</i> Banking / paying bills / managing finances Calendaring / scheduling Checking the weather Education / taking MOOCs and online classes Games / crossword puzzles GPS / Getting directions Hobbies (writing, creating albums, researching) Medical records Overseas communication Reading e-books Work / Volunteering	
Q16 Cell phone	n=413	Yes	95%
		No	5%
Q16a Uses of cell phone	n=392	Routine phone calls	85%
		Texting	74%
		Emergencies	67%
Q16b Cell phone is smart phone	n=391	Yes	82%
		No	17%
		Unsure	2%
Q16c Smart phone used for	n=320	Communicating with friends or family (e.g., email, Facebook)	88%
		Looking up news or general information	85%
		Arranging a ride through Lyft or Uber	67%
		Looking up transportation options and schedules	66%
		Shopping and/or entertainment	64%
		Other	23%

Question / Indicator	# of responses	Response Categories	Responses
		<i>Other uses included:</i> <i>Alarm clock / telling time</i> <i>Banking</i> <i>Calendaring / scheduling</i> <i>Camera / taking pictures</i> <i>Checking the weather</i> <i>Education / looking up information</i> <i>Games / crossword puzzles</i> <i>GPS / Getting directions</i> <i>Making phone calls</i> <i>Medical records</i> <i>Reading e-books</i> <i>Specific apps (incl. fitness tracker, Duolingo)</i> <i>Telephone / Facetime</i> <i>Work / Volunteering</i>	
Q37 Gender Identity	n=393	Female Male Other	73% 27% 0%
Q38 LGB identity	n=395	Yes, identifies as lesbian, gay, or bisexual No, does not identify as lesbian, gay, or bisexual	6% 94%
Q39 Marital Status	n=399	Married or living with a partner Widowed Divorced or separated Never married	50% 19% 14% 16%
Q40 Race / Ethnicity	n=395	American Indian or Alaska Native Asian Black or African American Hispanic or Latino/a Native Hawaiian or Other Pacific Islander White Other <i>Respondents could select more than one option, so the total exceeds 100%.</i>	1% 2% 9% 3% 0% 86% 3%

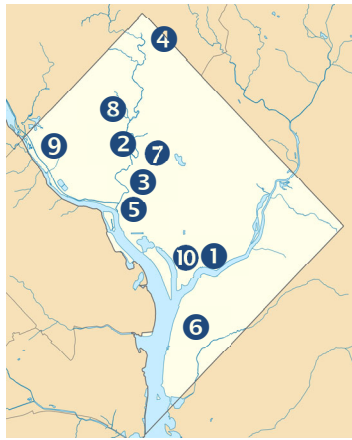
Question / Indicator	# of responses	Response Categories	Responses
		<i>Other responses in alphabetical order:</i> <i>Carribbean American</i> <i>Caucasian</i> <i>Chinese from Saigon.</i> <i>East European</i> <i>European causasian</i> <i>Human :-)</i> <i>I feel this question is inappropriate</i> <i>I object to this question</i> <i>mixed</i> <i>Native American</i> <i>No response</i> <i>There are White Latinos</i> <i>This question needs to be rephrased. We all are mixed.</i>	
Q41 Education Level	n=397	Less than high school Graduated high school or GED Some college / associate degree or technical training Bachelor's degree Graduate school or professional degree <i>Other responses were classified with the appropriate education level from the choices above.</i>	0% 2% 7% 22% 69%
Q42 % of monthly income from Social Security	n=393	All (or almost all) Most (~75%) Half (~50%) A Little (~25%) None Unsure	5% 5% 14% 48% 23% 4%
Q43 Additional income sources	n=384	Earnings (e.g., salary) Investment income, IRA or 301(k) distributions, annuities Pension (government or private) Supplemental Security Income (SSI) / Disability Support (e.g., from relatives) VA benefits Other Unsure None of the above	23% 70% 59% 4% 2% 1% 10% 2% 3%

Question / Indicator	# of responses	Response Categories	Responses
		<p><i>Other responses, in alphabetical order:</i></p> <p><i>air bnb</i></p> <p><i>Bed and Breakfast</i></p> <p><i>Business income</i></p> <p><i>Family farm income</i></p> <p><i>Friends - (life long)</i></p> <p><i>Gas and oil royalties</i></p> <p><i>half of my wife's Soc Sec</i></p> <p><i>I am employed (*Added Q43Earnings)</i></p> <p><i>I do some editing for a client. (*Added Q43Earnings)</i></p> <p><i>Lectures/writing</i></p> <p><i>my children are paying my long term care insurance as I can no longer afford the premiums</i></p> <p><i>My Pension is a TIAA Annuity</i></p> <p><i>Occasional fees</i></p> <p><i>Solar Renewable Energy Credits</i></p> <p><i>Rental Income (n=21)</i></p> <p><i>Social Security</i></p> <p><i>Social Security</i></p> <p><i>Some from investments</i></p> <p><i>Survivor's benefits</i></p> <p><i>TSP</i></p>	
Q44 Household Income	n=355	<p>Less than \$15,000</p> <p>\$15,000 - \$24,999</p> <p>\$25,000 - \$49,999</p> <p>\$50,000 - \$99,999</p> <p>\$100,000 - \$149,999</p> <p>\$150,000 - \$199,999</p> <p>\$200,000 or more</p>	<p>2%</p> <p>5%</p> <p>12%</p> <p>25%</p> <p>28%</p> <p>12%</p> <p>16%</p>

Appendix C. Respondent Participation and Satisfaction

Summary of Findings

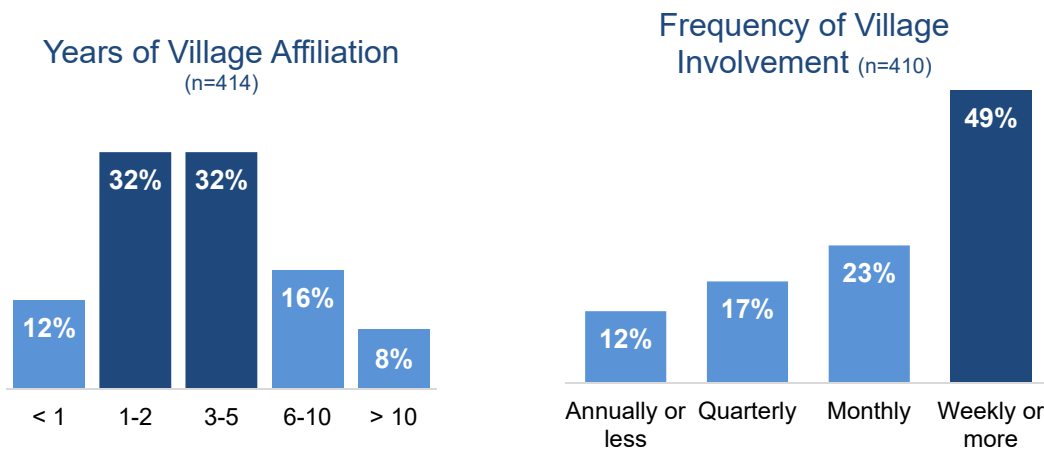
In the spring of 2018, a convenience sample of 421 members and volunteer drivers from **ten** Villages participated in the Village Transportation Survey. Participation rates varied from **2%** to **57%** of Village membership. As a result, the findings presented may not represent the experiences of all participating Villages or of a representative sample from a single Village. Capitol Hill Village and Mount Pleasant Village had the largest number of responses, together representing **61%** of total responses.



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

Village Participation

Two-thirds of respondents had been affiliated with their Village for between 1 and 5 years. Respondents tended to be highly involved with their Village, with nearly half reporting weekly or more frequent involvement.

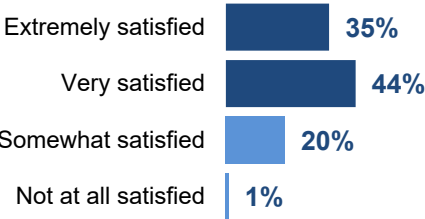


There was no significant association between years of Village affiliation and frequency of Village involvement.

Village Satisfaction

The vast majority of respondents reported satisfaction with their Village, with 79% “extremely” or “very” satisfied with their membership in, or connection to, the Village. Nearly all respondents (97%) 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, with individuals who are more frequently involved with the Village reporting higher satisfaction.³

Satisfaction with Village (n=387)



Respondents reported that what they liked best about being affiliated with the Village was the **social connection with neighbors**, e.g., meeting people, making new friends, socializing. In addition, they valued:

- The shared responsibility that comes from looking out for each other and helping those in need
- The programs, activities, and events offered by the Village, especially affinity groups, educational programs, and health/wellness/fitness programs
- The Village and members as resources and providers of services
- The fact that the Village exists as a safety net
- Support for aging in place.

In Their Own Words: Respondents talk about the value of their Village.

“I never would have known my neighbors or so many interesting friends without the Village. It has helped me greatly when my husband 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.”

“[I like the] social activities, exercise programs, and security in case I have serious needs in the future.”

“Membership in the Village supports and enriches my life, particularly since the death of my husband eight years ago. I have made many new friends through my involvement in the so-called “affinity groups” like the opera study group and weekly chi gong exercise, and monthly balance class. The professional staff seems always available for help and consultation, which is comforting as I grow older and older. I feel they will be very helpful when I need to make decisions about continuing to live in my house alone.”

³ Chi-Squared, p<0.05

Respondent Recommendations for Improving Village Experience

In comparison to their responses about what they liked best about their Village, respondents had fewer ideas for ways the Village could better meet their needs or be improved (310 responses vs. 224 responses). Among those who shared feedback, recommendations fall into the following categories: Adding or modifying Village-specific programming or services; increasing inclusivity and accessibility; increasing communication, responsiveness, and/or staff availability; and making financial considerations. Full responses are available in Appendix F.

Detailed Findings (Tabular Format)

Full responses to all multiple-choice survey questions related to respondent participation in and satisfaction with the Village are included below. The number of people who responded to each question is indicated (n=___). Percentages may not total 100% due to rounding. In cases where 0% is listed, one or more people may have chosen that response but the number was not great enough to round to 1%.

Village Participation and Satisfaction

Question / Indicator	# of responses	Response Categories	Responses
Q2 Member of Village	n=421	Yes No Unsure	97.4% 2.1% 0.5%
Q3 Volunteer Driver for Village	n=421	Yes No Unsure	19% 80% 1%
Q4 Years Affiliated with Village	n=419	Less than one year 1-2 years 3-5 years 6-10 years More than 10 years Unsure	12% 31% 32% 16% 8% 1%
Q5 Frequency of Village Involvement	n=418	About once a year or less About once a quarter About once a month About once a week More than once a week Unsure	12% 17% 22% 26% 22% 2%
Q45 Quality of life in community	n=396	<i>Because of your membership in (or connection to) the Village, has your quality of life in your community...</i> Improved Stayed the same, or Declined since before you joined the Village?	65% 35% 0%

Question / Indicator	# of responses	Response Categories	Responses
Q46 Satisfaction	n=387	<p><i>Taking everything into account, how satisfied are you with your membership in (or connection to) the Village?</i></p> <p>Extremely satisfied Very satisfied Somewhat satisfied Not at all satisfied Unsure</p>	<p>35% 44% 20% 1% 0%</p>
Q47 Recommend Village?	n=396	<p><i>Would you recommend the Village to a friend or neighbor?</i></p> <p>Yes, definitely Yes, probably No, probably not No, definitely not Unsure</p>	<p>78% 20% 2% 0% 1%</p>

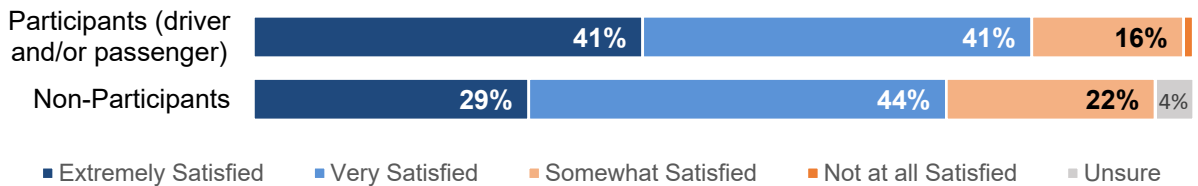
Appendix D-1. Getting Around in the Community: Village Volunteer Driver Program

Summary of Findings

Highlights

One popular service offered by many Villages is the Volunteer Driver program. Through this program, Village volunteers drive members to medical appointments, errands, Village activities, and other social activities. Findings from this survey suggest that the benefits of the Volunteer Driver program extend far beyond the logistics of getting from one location to another. Drivers and passengers alike report benefits ranging from social connection and meeting new neighbors to the security that comes with knowing the service exists. This sentiment often extended to respondents who do not participate in the program, as they reported valuing the service it provides. One person said, *“While I don’t yet use the program, I’m delighted that we can offer this to our members who need it. Some seniors don’t have cell phones and/or aren’t confident using Uber/Metro/etc., so having a reliable driver who they know or get to know is critical to keep them out and about and feeling somewhat independent.”*

Participation in the Volunteer Driver program, as a passenger and/or as a driver, was significantly associated with Ward.⁴ Participation in the Volunteer Driver program was also associated with higher levels of satisfaction with membership in (or connection to) the Village. However, 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).



When asked how often they were able to get where they needed or wanted to go in the preceding two months, passengers were significantly less likely than other respondents to respond “always” (65% vs. 81%).⁵ However, 59% of passengers (n=110) 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 (n=290).⁶

Among passengers, 42% reported personal use of a mobility assistance device (n=110), compared to 11% of the sample overall (n=295), a statistically significant difference.⁷

⁴ Chi-Squared, p<0.05

⁵ Chi-Squared, p<0.05

⁶ Chi-Squared, p<0.05

⁷ Chi-Squared, p<0.05

There was a statistically significant association between passengers and Ward of residence.⁸ The same association was marginally significant for volunteer drivers, although the p-value was not <.05.

While feedback on the value of the Volunteer Driver program was overwhelmingly positive, a minority of respondents expressed concern that not everyone who received a ride “needed” one. Comments to this effect included:

“Some members seem to use only Village drivers and do not look into other options. They tie up a lot of vol[unteer] drivers’ time.”

“Works well as is, but perhaps some people who are using it simply instead of a taxi or ride service should be told no.”

“Don’t use drivers for airport runs or for healthy seniors with alternatives they can afford.”

“I do not need the service at this time. ... I would need more information regarding the need people have in my neighborhood for a driver before I could say I volunteer to drive someone.”

“Use it only when no other options are available. The program should not be used as a free taxi service. As noted before, I’ve used the program only when I needed someone to meet me following a med procedure/test and a friend is unavailable. Perhaps CHV should provide guidelines for when a volunteer driver is appropriate.”

“I do not think this is an important program. There are plenty of other ways to get around. Especially now that Lyft and Uber are so easy to use”

A possible counterpoint is this comment: *“Make me not feel I’m Begging for a ride.”* In text boxes below, selections of direct quotations from volunteer drivers and passengers are included, representing the sentiments of the majority of respondents who value the Volunteer Driver program.

⁸ Fisher’s Exact, p<0.05. Note that Wards 5, 7, and 8 were excluded from these analyses due to small sample size.

Volunteer Drivers

One-fifth of respondents (19%) reported that they were volunteer drivers for their Village, among whom nearly two-thirds (64%) had been affiliated with their Village for 3 years or more. Volunteer drivers lived in various Wards in DC, with Ward 6 having the most volunteer drivers (43%) and no volunteer drivers represented from Wards 5, 7, or 8.

Among volunteer drivers (n=81), 64% were “recent drivers”, having provided a ride to another member in the preceding two months. 20% of recent drivers (n=50) had provided five or more rides to a Village member in the preceding two months. Across all volunteer drivers, the majority (78%) reported that the amount of driving they do as a volunteer is “just right,” with 20% saying “too little.” With respect to satisfaction, volunteer drivers tend to be similarly satisfied with their Village experience compared to the overall sample, (80% “extremely” or “very” satisfied compared to 76%). And when asked about their likelihood to provide a ride in the next two months, nearly three-quarters reported being likely to do so.

Volunteer drivers report a range of responses when asked how likely they are to encourage friends or neighbors to consider becoming a volunteer driver, with less than half (40%) being “likely” or “extremely likely” to do so. When asked how the Volunteer Driver program could better meet their needs or be improved, volunteer drivers spoke about imposing limits, adding more drivers, and recruiting more passengers. Detailed responses, which include the suggestions of the full sample, are included in Appendix F.

*In Their Own Words: **Volunteers** explain what they like best about the Volunteer Driver program.*

“Serving people who need assistance, whether it be for medical or financial reasons, or even personal.”

“Being helpful as well as knowing the service is available.”

“For places not easily accessible by Metro or needing expensive hard to find parking a volunteer drop off and pick up can be helpful. Also it is great for those who don’t have easy alternatives. Volunteering is also on a basis of availability and ability.”

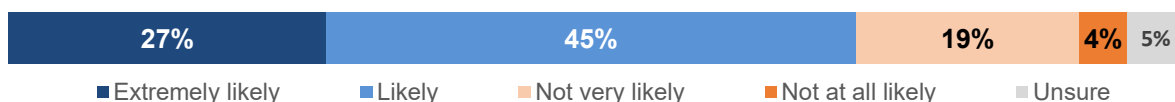
“Meeting and helping village members. I enjoy talking to them during the ride to see how they are doing. If I see something of concern I can report back to the Village.”

“I am grateful the Village will be there if I need a ride; in the meantime I am happy that I can give other people a ride.”

“Helping out neighbors w/ little to no effort.”

“Feeling involved, needed, helpful. Meeting people with varied backgrounds and experiences. Finding role models for my aging process. Sharing frustrations and joys of aging.”

72% of volunteer drivers report that they are **extremely likely** or **likely** to provide a ride to a Village member in the **next two months**, if asked. (n=78)



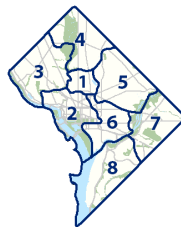
Passengers

A quarter of respondents (27%) reported having **received** a ride from a volunteer driver. These respondents are called “passengers” in this section. The category of “passenger” includes people who regularly or occasionally received rides as well as those who had received a ride in the past two months. **More than half** (59%) of passengers (n=110) 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 (n=290).⁹ However, when asked how often they were able to get where they needed or wanted to go in the preceding two months, passengers were **significantly less likely** than respondents overall to respond “always” (65% vs. 87% - see table below).¹⁰

In the past two months, how often were you able to get to the places you needed or wanted to go?	% of Passengers (n=110)	% of Non-Passengers (n=289)
Always	65.45%	86.85%
Usually	29.09%	10.73%
Sometimes	2.73%	1.38%
Rarely	2.73%	0.35%
Never	0.00%	0.69%

Passengers and Ward of Residence

There was a significant association between Ward of residence and passengers, as compared to non-passengers (i.e., there are statistically significant differences between Ward when comparing the number of passengers to the number of those that are not passengers).¹¹ The table below outlines the proportion of passengers and non-passengers in each Ward. *Wards 5, 7, and 8 were excluded from these analyses due to small sample size.*



Ward	% of Passengers in Ward (n=100)	% of Other Respondents in Ward (n=288)
1	13%	35%
2	4%	9%
3	22%	7%
4	8%	9%
6	53%	40%

⁹ Chi-Squared, p<0.05

¹⁰ Chi-Squared, p<0.05

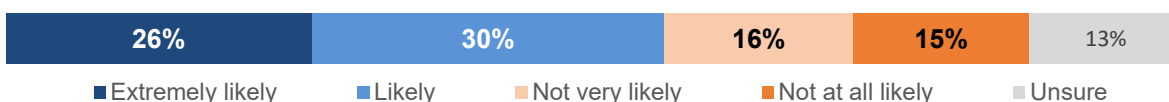
¹¹ Fisher's Exact, p<0.05

Passengers and Predicted Future Use of Volunteer Driver Services

Half of passengers (51%) reported that they were **extremely likely** or **likely** to request a ride from a Volunteer Driver in the **next two months**. (n=109)



56% of passengers report that they are **extremely likely** or **likely** to explore alternatives to getting a ride from a volunteer driver in the **next two months**. (n=107)



Three-quarters (78%) are **extremely confident** or **confident** in their ability to find an alternative mode of transportation if a volunteer is not available to them. (n=107)



Passengers and Assisted Mobility

Among passengers, 42% reported personal use of a mobility assistance device (n=110), compared to 11% of the sample overall (n=295), a statistically significant difference.¹² One respondent said that “[The driver’s] willingness to take my walker” was what s/he liked best about the Volunteer Driver program. Others spoke about the specific, personalized assistance offered by volunteer drivers that made it possible for them to get out and about (see text box).

In Their Own Words: Passengers talk about mobility assistance provided by volunteer drivers.

“Mobility is important. But for grocery shopping or carrying packages getting assistance with them and being able access the building is also important.”

“I was helped with volunteer drivers some years ago when I broke my shoulder and needed to get to [Washington Hospital Center] and have my shoes tied, something other transportation providers don't do.”

¹² Chi-Squared, p<0.05

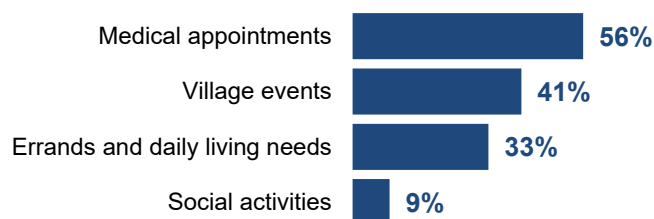
Crossover Between Drivers and Passengers

Volunteer drivers are also sometimes passengers: 24% of volunteer drivers reported having received a ride from a volunteer driver. Similarly, passengers are not always non-drivers. In fact, 32% of passengers report driving daily or almost daily (n=111). However, 40% of passengers report that they never drive.

Recent Passengers

Among passengers (n=110), 58% had received a ride from a Volunteer Driver in the preceding two months. These passengers are called “recent passengers.” Nearly a third (30%) of recent passengers (n=63) had received five or more rides in the prior two months. As seen in the chart to the right, more than half of recent passengers had received a ride from a Volunteer Driver for medical appointments.

Recent passengers report receiving rides for: (n=64)



In general, passengers were more satisfied with their Village experience than the sample overall, with 50% of recent passengers “extremely satisfied” compared to 31% of the remaining sample.

Satisfaction	RecentRide (n=64)	Non-Passengers (n=322)
Extremely Satisfied	50%	31%
Very Satisfied	33%	45%
Somewhat / Not at all Satisfied	17%	24%

In Their Own Words: Recent passengers discuss benefits of the Volunteer Driver program.

"I always request a ride with a Village volunteer to medical appointments which may leave me tired or affect my vision."

"Ability to get volunteer ride for MD and PT is great"

"They are patient. They help you get in and out of car if necessary. Always polite."

"It allows meeting neighbors and getting acquainted. It provided much needed help with getting my shopping cart, groceries up and down three flights of stairs. The drivers have been cheerful and gone out-of-their way to be helpful."

"Takes place of family. Reassuring from 'friend.'"

"My Village is very efficient and dependable when asked to line up a volunteer driver. All the drivers I have met have been helpful, courteous and interesting individuals."

"They get me to where I wish to go on time."

"I got a ride to an event we were both attending and it was so easy and fun."

"Dependability, promptness"

"I use this program for food shopping and I like how reliable it is each week."

"I find that the Village volunteer service is very reliable. I feel very comfortable riding with them. The service is very good."

"Very helpful when unable to find other alternative driver. Used to love driving members when I was able. Learned so much from them. Village members are fascinating, living history!"

"Give the members the feeling that we are not alone, especially when we are going to the doctors appointments."

When asked how the Volunteer Driver program could better meet their needs or be improved, recent passengers primarily suggested adding more drivers, *"If at all possible, by recruiting more volunteers to be able to meet the growing demand for this popular service."* Detailed responses, which include the suggestions of the full sample, are included in Appendix F.

Detailed Findings (Tabular Format)

Full responses to all multiple-choice survey questions related to respondent participation in and satisfaction with the Village Volunteer Driver program are included below. The number of people who responded to each question is indicated (n=___). Percentages may not total 100% due to rounding. In cases where 0% is listed, one or more people may have chosen that response but the number was not great enough to round to 1%.

Question / Indicator	# of responses	Response Categories	Responses
Q28 Received ride in last 2 months	n=397	Yes No Unsure	16% 84% 0%
Q28a Rides taken in last 2 months	n=64	1 to 4 5 to 10 More than 10 Unsure	69% 25% 5% 2%
Q28b Types of trips taken	n=65 <i>One person responded to Q28b but not Q28</i>	<p>Medical appointments Errands and daily living needs Village events Social activities not sponsored by my Village Other</p> <p><i>Other responses, in alphabetical order:</i> Air travel (n=2) Amtrak (Union Station) DC (n=2) attendance to monthly interest group meetings and vet appointments (*Added Q28bErrands) Grocery to buy food (*Added Q28bErrands) Nighttime events; some family events No response none Parkinsons exercise classes almost exclusively PT returning home after surgery (*Added Q28bMed) To pick up furniture my fam gave me.</p>	55% 32% 40% 9% 20%
Q29 Likelihood to request ride in next 2 months	n=394	Extremely likely Likely Not very likely Not at all likely Unsure	7% 9% 26% 53% 5%

Question / Indicator	# of responses	Response Categories	Responses
Q30 Likelihood to explore alternatives in next 2 months	n=372	Extremely likely Likely Not very likely Not at all likely Unsure	16% 13% 19% 43% 8%
Q31 Confidence to find alternate mode of transport	n=366	Extremely confident Confident Not very confident Not at all confident Unsure	50% 39% 5% 1% 5%
Q32 Provided ride in last 2 months	n=396	Yes No Unsure	13% 86% 0.5%
Q32a Rides provided in last 2 months	n=50	1 to 4 5 to 10 More than 10 Unsure	80% 16% 4% 0%
Q32b Amount of driving	n=51	Too much Just right Too little	2% 78% 20%
Q32c Types of trips taken	n=51	<p>Medical appointments Errands and daily living needs Village events Social activities not sponsored by my Village Unsure Other</p> <p><i>Other responses, in alphabetical order:</i> <i>Airport</i> <i>Community policing meeting</i> <i>D</i> <i>Exercise classes</i> <i>exercise, educational programs not sponsored by village</i> <i>legal appts.</i> <i>Therapy, yoga</i></p>	73% 47% 63% 22% 0% 14%

Question / Indicator	# of responses	Response Categories	Responses
Q33 Likelihood to provide ride in next 2 months	n=384	Extremely likely Likely Not very likely Not at all likely Unsure	8% 20% 23% 43% 6%
Q34 Likelihood to speak to others re: program in next 2 months	n=390	Extremely likely Likely Not very likely Not at all likely Unsure	3% 14% 40% 34% 10%

Appendix D-2. Getting Around in the Community: Various Transportation Options

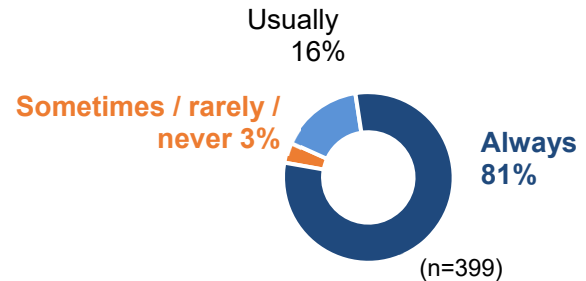
Summary of Findings

Respondents were asked about the ways they get around in their community – from the use of public transportation to driving. Findings are included below.

Respondent Ability to Get Around in the Community

In the sample of respondents to this survey, the vast majority reported that, in the prior two months, they were “always” or “usually” able to get where they needed or wanted to go.

The remaining 3% of respondents (n=13) reported they had “sometimes,” “rarely,” or “never” been able to get where they needed to go in the prior two months. While this is a small number overall, these respondents differed from the others on two key indicators: the use of a mobility assistance device and confidence that they can get the help they need to remain in their home. Of these thirteen individuals, significantly more (77%) reported use of a mobility assistance device, compared to the overall sample (17%),¹³ and 50% felt “not too confident” or “not confident at all” that they could get the help they needed to stay in their home as long as they wished (one did not respond), compared to 25% of the overall sample.^{14 15}



While not statistically significant, as compared to those who responded “always” or “usually,” a higher percentage **had received** a ride from a Village Volunteer Driver in the same two-month period (31% vs. 16%) and reported household income below \$50,000/year (50% vs. 18%).

¹³ Fisher's Exact, p<0.05

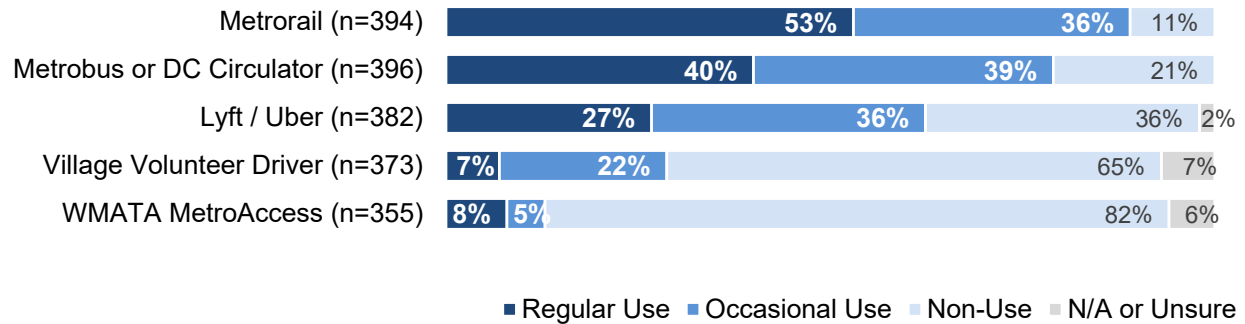
¹⁴ Fisher's Exact, p<0.05

¹⁵ While initial tests showed statistically significant associations by both age group and household income, the small sample size limited the ability to determine the direction of the associations.

Modes of Transit: Use

Metrorail and Metrobus / DC Circulator were the most commonly used modes of transit among survey respondents; still, 29% of respondents reported using their Village's Volunteer Driver program and 13% reported using the MetroAccess service offered by WMATA.

More than half of respondents reported **regular** or **occasional** use of Metrorail, Metrobus or DC Circulator, and Lyft / Uber.



Use of all five of these services was statistically significantly correlated to **use of a mobility assistance device**,¹⁶ with users of mobility assistance devices:

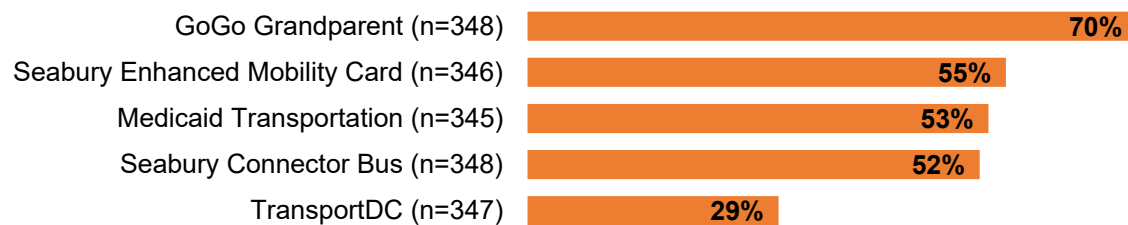
- *Less likely* to use Metrorail, Metrobus / DC Circulator, Lyft / Uber and
- *More likely* to use the Village Volunteer Driver service or WMATA MetroAccess.

¹⁶ Chi-Squared, p<0.05

Modes of Transit: Awareness

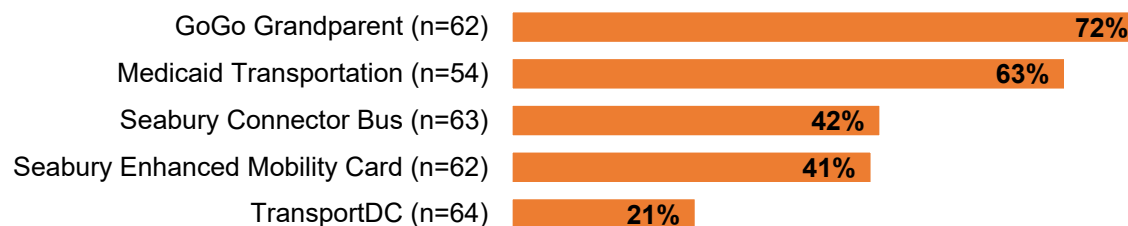
A very small percentage of respondents (between 2% and 5%) reported **using** the following modes of transit: GoGo Grandparent (which provides assistance with travel by Lyft or Uber without a smartphone), the Seabury Enhanced Mobility Card (which is a subsidized debit card for private transport), Medicaid Transportation, the Seabury Connector Bus, and TransportDC (which is a \$5 taxi or accessible van ride for MetroAccess customers). In an attempt to understand more about the low use of these modes, respondent **awareness** of each service was explored.

More than half of survey respondents were **unaware** of four modes of transportation that facilitate transportation from their door to their destination (GoGo Grandparent, Seabury Enhanced Mobility Card, Medicaid Transportation, and Seabury Connector Bus).



Because these modes of transit provide door-to-door service, which can be useful to someone who finds it difficult to travel to transportation, **awareness among respondents who report use of a mobility assistance device** was explored.¹⁷

Among respondents who report use of a mobility assistance device, a high proportion were **unaware** of these services that provide door-to-door transportation.



¹⁷ Respondents reporting N/A or Unsure were excluded from this analysis.

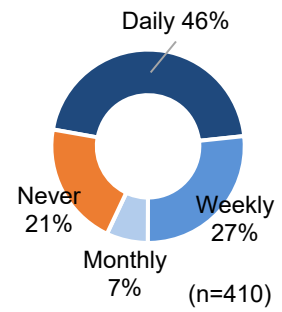
Modes of Transit: Desire for More Information

Respondents reported wanting additional information about the following modes of transit: GoGo Grandparent (n=102), TransportDC (n=96), and the Seabury Enhanced Mobility Card (n=88) – all three of which had very low use among respondents. For GoGo Grandparent and the Seabury Enhanced Mobility Card, the majority of those who wanted more information had **never heard of the service before**. However, for TransportDC the opposite was true: more than half of those who wanted more information had heard of the service but just **did not use it**. Many respondents (n=163) reported not wanting additional information about any of these modes of transit.

Driving Frequency

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

When asked why they never drive, **non-drivers** (n=86) most frequently reported that they **do not have a car** (60%), that they have **physical limitations** (e.g., vision, mobility) (37%), and that they prefer other modes of transportation (e.g., walking, biking, public transit) (30%).



Drivers were asked how often they intentionally reduce or restrict their driving. In a near inverse of the driving frequency reported above, 40% of drivers reported that they **never** reduce or restrict their driving and 23% reported that they reduce or restrict their driving on a **daily or almost-daily** basis. They most commonly reduce or restrict their driving because they prefer other modes of transportation (41%) and to save money (15%). Other reasons provided in open-ended responses included:



Walking or taking public transit for health and/or environmental reasons

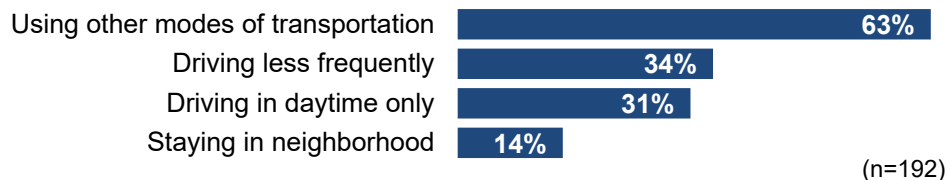


Conditions related to driving (nighttime, lack of parking, traffic/rush hour, weather conditions)



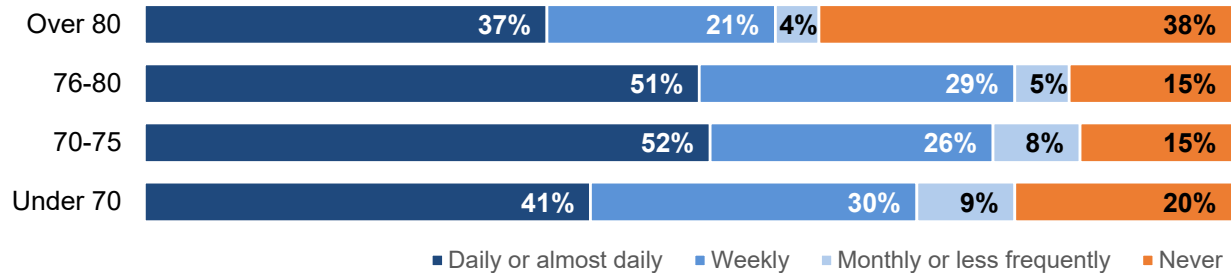
Personal health (low night vision, vertigo, prescription drugs or alcohol, medical procedures).

The ways that **drivers** reduce or restrict their driving include:



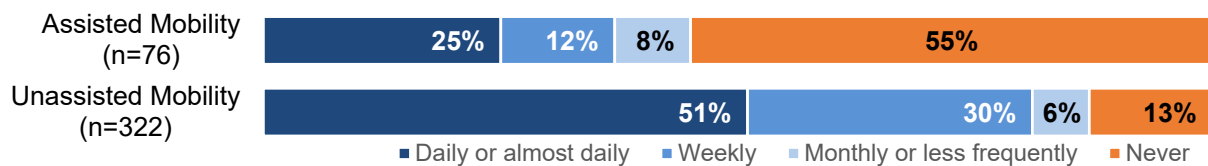
Significant differences were found between drivers and non-drivers based on age group, use of a mobility assistance device, and Ward of residence.¹⁸ The three graphics below depict the differences.

Age Group and Driving Frequency: Respondents over the age of 80 were the most likely to **never drive** (38%); still, 37% of respondents in this age group report driving **daily or almost daily**. (n=406)



Villages were interested in knowing whether people who use mobility assistance devices were more likely to drive (because walking to transportation would be more difficult) or whether driving would also present challenges, and those using mobility assistance devices would never drive. The answer was that there was a fairly even split between drivers and non-drivers who use mobility assistance devices. However, the difference in the pattern between those who use mobility assistance devices compared with those with unassisted mobility was significant.¹⁹

Assisted Mobility and Driving Frequency: Respondents who report use of a mobility assistance device are more likely to **never drive** (55%) compared to 13% of those who do not use a mobility assistance device.

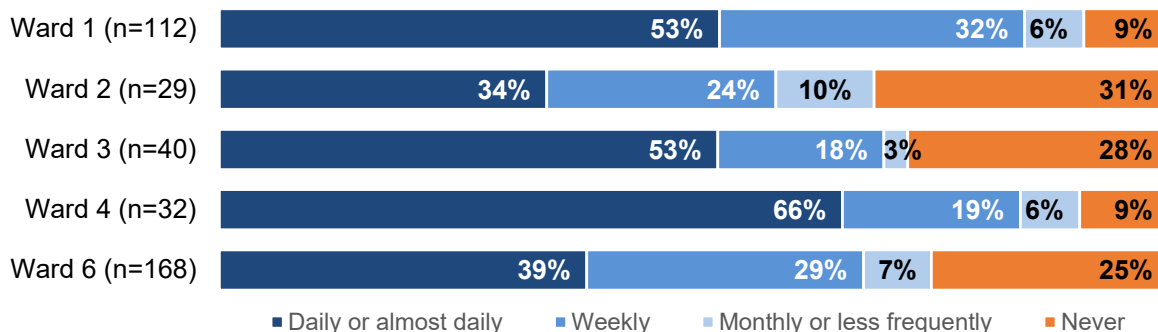


¹⁸ Chi-Squared, p<0.05 for all three.

¹⁹ Chi-Squared, p<0.05

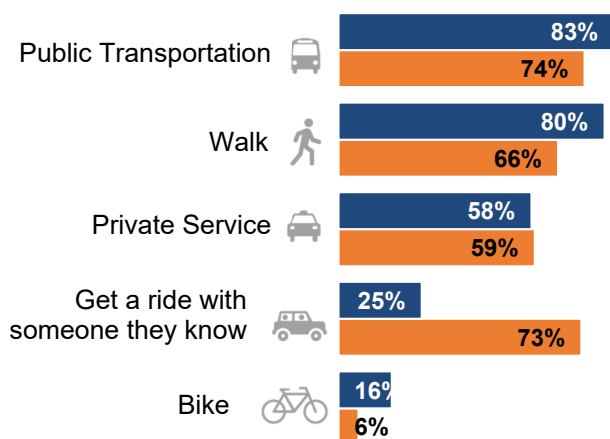
Because public transportation is unevenly distributed around the District and because neighborhood walkability scores vary greatly, driving frequency was explored with respect to Village and Ward. The association between Ward and driving frequency was significant. *Note that Wards 5, 7, and 8 were excluded from these analyses due to small sample sizes from these Wards.*

Ward of Residence and Driving Frequency: Respondents who live in Wards 1 and 4 are less likely to **never drive** (9%).



Getting around in their community: Drivers vs. Non-Drivers

The associations below are significant for all except public transportation and private service.²⁰ Drivers and non-drivers do not differ significantly on their use of public transportation (defined as bus, metro, MetroAccess, or Medicaid transportation) or private service (defined as taxi, Lyft or Uber, Seabury Connector Bus).



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.

(n=410)

²⁰ Chi-Squared, p<0.05

Barriers to Travel Throughout the Community

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

In Their Own Words: Barriers faced by respondents when getting around in their community.

“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.”

“I have needs other than medical such as access to a departments store. I can't hear so would appreciate it if I could be accompanied when waiting to be called in a medical setting. I need to be accompanied from a doctor's office. Waiting for a driver that I don't know on a busy street after an appointment is unsatisfactory considering my physical limitations.”

Detailed Findings (Tabular Format)

Full responses to all multiple-choice survey questions related to getting around in the community are included below. The number of people who responded to each question is indicated (n=___). Percentages may not total 100% due to rounding. In cases where 0% is listed, one or more people may have chosen that response but the number was not great enough to round to 1%.

Q17 Awareness and use of modes of transportation	USERS		NON-USERS		N/A or Not Sure
	AWARE				
	I regularly use this service	I occasionally use this service	I've heard of this service, but do not use it	I've never heard of this service	
Metrobus or DC Circulator (n=396)	40%	39%	21%	1%	0%
Metrorail (n=394)	53%	36%	11%	1%	0%
WMATA MetroAccess (n=355)	8%	5%	77%	5%	6%
TransportDC (n=357)	4%	1%	57%	29%	9%
Seabury Enhanced Mobility Card (n=357)	1%	1%	35%	55%	9%
Seabury Connector Bus (n=359)	1%	1%	37%	52%	9%
GoGo Grandparent (n=358)	1%	1%	20%	70%	8%
Lyft or Uber (n=382)	27%	36%	34%	2%	2%
Ride from a Village Volunteer Driver (n=373)	7%	22%	60%	5%	7%
Medicaid Transportation (n=355)	1%	0%	33%	53%	13%

Question / Indicator	# of responses	Response Categories	Responses
Q18 More info on modes of transportation	n=398	<ul style="list-style-type: none"> Metrobus or DC Circulator Metrorail WMATA MetroAccess TransportDC Seabury Enhanced Mobility Card Seabury Connector Bus GoGo Grandparent Lyft or Uber Ride from a Village Volunteer Driver Medicaid Transportation None of the above Other 	<ul style="list-style-type: none"> 11% 6% 16% 24% 22% 20% 26% 16% 14% 10% 41% 4%

Question / Indicator	# of responses	Response Categories	Responses
		<p><i>“Other” responses in alphabetical order:</i></p> <p><i>All citizens need access to the internet. Seniors need additional assistance to access the internet.</i></p> <p><i>As a disability advocate interested in all possible resources</i></p> <p><i>Assistance with transportation for people with dementia</i></p> <p><i>Bikeshare</i></p> <p><i>Eventually. . . . not needed now. Don't use Lyft or Uber for political reasons.</i></p> <p><i>How to more easily obtain senior citizen bus passes</i></p> <p><i>i'm very interested to learn more about these services.</i></p> <p><i>My husband and I don't need these services, but my 84-year-old mother does!</i></p> <p><i>my interest is not for my own use but for assisting Village members</i></p> <p><i>No need at this time. Cost changes so seek in future</i></p> <p><i>Private car services</i></p> <p><i>ride from a medical appointment - every few years after anesthesia</i></p> <p><i>scooters</i></p> <p><i>Self-use autos, bikes with cost breaks for seniors</i></p> <p><i>Took the transportation class and learned of the above, but have not yet mastered the info.</i></p> <p><i>Will but not yet, I still drive.</i></p> <p><i>Would like reliable info on DC public transportation, including schedules, benches and lighting at stops</i></p>	
Q20 How often drive?	n=410	<p>Daily or almost daily</p> <p>Weekly</p> <p>Monthly or less frequently</p> <p>Never</p>	<p>46%</p> <p>27%</p> <p>7%</p> <p>21%</p>
Q20a Reasons to never drive	n=86	<p>I do not have a car</p> <p>I have physical limitations (e.g. vision, mobility)</p> <p>Doctor recommendation</p> <p>Request from my family or loved ones</p> <p>I prefer other modes of transportation (e.g., walking, biking, public transit)</p> <p>Other</p>	<p>60%</p> <p>37%</p> <p>6%</p> <p>10%</p> <p>30%</p> <p>14%</p>

Question / Indicator	# of responses	Response Categories	Responses
		<p><i>“Other” responses in alphabetical order:</i></p> <p><i>Age</i></p> <p><i>By choice, I have never owned a driver’s license.</i></p> <p><i>Decided I was no longer a safe driver; gave up license and sold my car</i></p> <p><i>Fear of driving all my life</i></p> <p><i>I find driving dangerous at my age.</i></p> <p><i>I have never learned to drive and do not have a driver’s license.</i></p> <p><i>I will rent a car if needed for long trips (over 50 miles)</i></p> <p><i>My reaction times have slowed.</i></p> <p><i>Never learned to drive</i></p> <p><i>temporarily not driving</i></p> <p><i>Used to love driving. Been unable to do so since 1972</i></p> <p><i>Walk a lot</i></p>	
Q21 Reduce or restrict driving	n=322	<p>Daily or almost daily</p> <p>Weekly</p> <p>Monthly or less frequently</p> <p>Never</p>	<p>23%</p> <p>21%</p> <p>16%</p> <p>40%</p>
Q22 Reasons to reduce or restrict driving	n=192	<p>I do not have a car</p> <p>I have physical limitations (e.g. vision, mobility)</p> <p>Doctor recommendation</p> <p>Request from my family or loved ones</p> <p>I want to save money (e.g., gas, parking)</p> <p>I prefer other modes of transportation (e.g., walking, biking, public transit)</p> <p>Other</p>	<p>0%</p> <p>5%</p> <p>1%</p> <p>1%</p> <p>15%</p> <p>41%</p> <p>21%</p>

		<p><i>“Other” responses in alphabetical order:</i></p> <p><i>A day of rest</i></p> <p><i>Availability of alt means, environment'</i></p> <p><i>Bad weather, challneging location</i></p> <p><i>Better for the environment</i></p> <p><i>Car is ancient</i></p> <p><i>carpool</i></p> <p><i>Cars move too fast on city streets and pedestrian crossing times for major roads are too short. There should be no right turns on red lights and all traffic should stop to allow all pedestrians to cross simultaneously.</i></p> <p><i>conservation</i></p> <p><i>do more walking</i></p> <p><i>Do not enjoy driving and do night drive at night due to low night vision</i></p> <p><i>Don't drive in snow or icy conditions. Also don't drive at night other than in familiar and/or well-lit areas, due to feeling my night vision isn't adequate in low-light conditions to see road markings or people, animals or objects that might be in the road.</i></p> <p><i>don't like driving at night</i></p> <p><i>drinking alcohol</i></p> <p><i>Driving and esp. parking are a nightmare in DC which is why I try to avoid driving in DC. I find the freeways too crowded, fast, unpleasant</i></p> <p><i>During rush hours</i></p> <p><i>environmental impact</i></p> <p><i>Environmental protection</i></p> <p><i>exercise</i></p> <p><i>For environmental reasons</i></p> <p><i>I am no longer a good driver.</i></p> <p><i>I don't like to drive at night. I hesitate driving a distance farther than, say, Rockville</i></p> <p><i>I don't like to drive if I can walk to m destination</i></p> <p><i>I don't wanter drivee [I don't want to drive?]</i></p> <p><i>I drive to the library and my exercise classes at UDC, because it is easier than walking for me.</i></p> <p><i>I lend my car to a teacher two days a week.</i></p> <p><i>I make a conscious effort to walk more if possible for health reasons. Also, I have cataracts and do not like to drive at night</i></p> <p><i>I suffer from occasional vertigo, which can last a long time, and then have to curtail driving.</i></p> <p><i>I support public transportation</i></p>	
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		<p><i>I try to avoid high traffic areas such as downtown, the ballpark or rush hour traffic. I don't go places if there isn't handicapped parking or close by parking.</i></p> <p><i>I'm not comfortable on freeways, driving at night, etc. increasingly avoid rush hour and some locations at night and related to home NATS games</i></p> <p><i>Keep car out of state because too expensive in DC</i></p> <p><i>Long distance</i></p> <p><i>Main reason is it is hard for me to park (I pay to park about 1/2 block away) but like to park nearer to the house and many times there is no available on-street parking.</i></p> <p><i>Minimize negative impact on the environment</i></p> <p><i>Minimize pollution from automobiles</i></p> <p><i>My bit to improve the environment</i></p> <p><i>No response</i></p> <p><i>Not comfortable driving after dark, nor to/in totally unfamiliar destinations/places.</i></p> <p><i>Nowhere to go / no need</i></p> <p><i>Occasional vertigo</i></p> <p><i>Parking and traffic are very difficult in DC. Metro/Uber are much easier</i></p> <p><i>Parking in my city neighborhood is hard to find when I move my car. I also walk, though with a cane, as much as I can for health.</i></p> <p><i>Parking is limited at my destination</i></p> <p><i>prefer not to drive at night also need to go where I can park near my destination</i></p> <p><i>Prefer not to drive at night, although I can</i></p> <p><i>public transport is better for the environment and more convenient to go downtown</i></p> <p><i>Reducing emissions</i></p> <p><i>Searching for street parking at night</i></p> <p><i>Sleepy or wine or both</i></p> <p><i>Sometimes avoid driving at night in the rain. Or if parking at destination is difficult.</i></p> <p><i>Take taxis</i></p> <p><i>Taking public transportation is better for the environment.</i></p> <p><i>Taking public transportation is better for the environment.</i></p> <p><i>The expense and limitation of parking downtown.</i></p> <p><i>This person answered the survey a second time on paper, at which time a doctor had recommended not driving due to a temporary physical limitation.</i></p>	
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Question / Indicator	# of responses	Response Categories	Responses
		<p><i>to get exercise AND to reduce consumption of fossil fuel, traffic congestion in the city and avoid driving on congested streets</i></p> <p><i>To use less gas, less pollution</i></p> <p><i>too many other drivers are careless and reckless. I prefer not to drive at night so rarely do.</i></p> <p><i>too much traffic and cost of parking on streets in DC</i></p> <p><i>Traffic</i></p> <p><i>Traffic congestion/limited parking</i></p> <p><i>try to avoid night driving</i></p> <p><i>Use Zipcar and Car2Go</i></p> <p><i>Visiting areas with limited parking</i></p> <p><i>Voluntary restrictions based on worsening eyesight and difficulty with traffic</i></p> <p><i>Walking, biking</i></p> <p><i>weather conditions, and if I am not feeling well enough to leave home to run errands</i></p> <p><i>When medical procedures and RX drugs prevent my driving</i></p>	
Q23 Ways to reduce or restrict driving	n=192	<p>I try to restrict my driving to my neighborhood</p> <p>I try to restrict my driving to daylight hours</p> <p>I am trying to reduce my driving or drive less frequently</p> <p>I am trying to replace some of my driving with other modes of transportation, including walking, public transit, and taxi / Uber / Lyft</p> <p>Other</p>	<p>14%</p> <p>31%</p> <p>34%</p> <p>63%</p> <p>16%</p>

		<p><i>“Other” responses in alphabetical order:</i></p> <p><i>Also using Car2go, bikeshares, and scooter shares.</i></p> <p><i>We NEED safer roads for pedestrians NOT vehicles.</i></p> <p><i>bicycle</i></p> <p><i>bicycling - so easy and convenient.</i></p> <p><i>Bike to destinations</i></p> <p><i>commuting cyclist</i></p> <p><i>Do several chores at once</i></p> <p><i>Drive partway, park, take Metro.</i></p> <p><i>getting rides with friends</i></p> <p><i>I also bike</i></p> <p><i>I don't go places without public transportation</i></p> <p><i>I drive as often as I wish but retirement allows me to stay home or avoid the hassles of parking and traffic when I feel like it.</i></p> <p><i>I just don't go places or get a village volunteer</i></p> <p><i>I need my cane to help walking.</i></p> <p><i>I try to avoid highways where it is difficult to get off the road</i></p> <p><i>I try to drive to neighborhoods I know, and where parking close to the destination is available. If I'm going to an unfamiliar neighborhood and/or am not sure about nearby parking, I will take Lyft. Occasionally I will ask my spouse to drive.</i></p> <p><i>I use the car mainly for long distances</i></p> <p><i>I use uber when I am going to a DC museum that has little to no h/c parking nearby. I use Uber when I have a medical appointment and don't feel up to driving either direction.</i></p> <p><i>If I can get a village volunteer to drive me to the specific appointments cited, above</i></p> <p><i>My wife often drives me to events</i></p> <p><i>Not applicable</i></p> <p><i>Not necessary to drive because shops and restaurants are in walking distance</i></p> <p><i>only drive for two or more errands/appointments</i></p> <p><i>Only when no other transportation mode is practical</i></p> <p><i>Places I am familiar with</i></p> <p><i>Prefer walking for exercise DC is a walk able city</i></p> <p><i>public transportation; walking</i></p> <p><i>Shopping locally when possible</i></p> <p><i>to avoid parking issues in DC I take Uber</i></p> <p><i>to walk to destination</i></p> <p><i>Use my car for longer trips out of town.</i></p> <p><i>Walking</i></p> <p><i>Z</i></p>	
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Question / Indicator	# of responses	Response Categories	Responses
Q24 Transp options when not driving	n=398	<p>I walk</p> <p>I ride a bike</p> <p>I get a ride from someone I know (e.g., a Village Volunteer Driver, family, friends)</p> <p>I take public transportation (e.g., Bus, Metro, MetroAccess, or Medicaid transportation)</p> <p>I use a private service (e.g., Taxi, Lyft or Uber, Seabury Connector Bus)</p> <p>None of the above – I go out less frequently</p> <p>Other</p>	<p>80%</p> <p>14%</p> <p>37%</p> <p>84%</p> <p>60%</p> <p>1%</p> <p>6%</p>

Question / Indicator	# of responses	Response Categories	Responses
		<p><i>“Other” responses, in alphabetical order:</i></p> <p><i>By “metro” i assume you mean MetroRAIL, and “bus” is MetroBUS</i></p> <p><i>Car2Go</i></p> <p><i>Car2Go, Bikeshare, and scooter share</i></p> <p><i>Filled out on paper -- answered #23 with “1”</i></p> <p><i>Gang errands as physically able. Also use car on street cleaning days.</i></p> <p><i>Have a Honda scooter - use mostly around area Filled out on paper; To the cell phone question, answered “routine phone calls: when out of town, otherwise never”</i></p> <p><i>I actually donated my car to NPR just last week because of expensive repairs needed but was still driving.</i></p> <p><i>I go out less frequently (*AddedGoOutLess)</i></p> <p><i>I often travel alone or with friends. I dont’t “walk” but we call it walking.</i></p> <p><i>I take taxis (*Added PrivTrans)</i></p> <p><i>I use a taxicab (*Added PrivTrans)</i></p> <p><i>I wish I could attend the seminars at GW, Georgetown U. American U.</i></p> <p><i>Like most people, I prefer to be independent and not have to ask others to carve out time. Asking the Village or friends for a ride is a last option.</i></p> <p><i>My husband drives (*added Get Ride)</i></p> <p><i>My son drives me too</i></p> <p><i>My wife often drives (*Added GetRide)</i></p> <p><i>No response</i></p> <p><i>Ride from partner (*Added GetRide)</i></p> <p><i>Super Shuttle to Dulles or BWI (*Added PrivTrans)</i></p> <p><i>Taxi (*Added PrivTrans)</i></p> <p><i>Taxi a lot</i></p> <p><i>Village transport (*Added GetRide)</i></p> <p><i>Walk, bus or underground metro (*added walk and public trans)</i></p> <p><i>Walking is limited, both in distance and ability, by mobility issues</i></p> <p><i>Zipcar</i></p>	

Question / Indicator	# of responses	Response Categories	Responses
Q25 Getting to where need or want to go in past 2 months	n=399	<p><i>In the PAST TWO MONTHS, how often were you able to get to the places you needed or wanted to go?</i></p> <p>Always Usually Sometimes Rarely Never</p>	<p>81.0% 15.8% 1.8% 1.0% 0.5%</p>
Q26 Getting where need or want to go	n=400	<p><i>Because of your membership in (or connection to) the Village, is getting to places you need or want to go...</i></p> <p>Easier About the same, or More difficult than before you joined the Village?</p>	<p>20.5% 79.0% 0.5%</p>

Appendix E. Access to Information

Access to and Use of Internet

In general, the majority of respondents (95%) had regular access to the internet and the vast majority of those (99%) had access from a device in their home. Respondents (n=389) reported using the internet for:

- Communicating with friends or family (e.g., email, Facebook) (99%)
- Looking up news or general information (93%)
- Shopping and/or entertainment (88%)
- Looking up transportation options and schedules (76%)
- Other uses (28%) including:

Banking / paying bills / managing finances

Calendaring / scheduling

Checking the weather

Education / taking MOOCs and online classes

Games / crossword puzzles

GPS / Getting directions

Hobbies (writing, creating albums, researching)

Medical records

Overseas communication

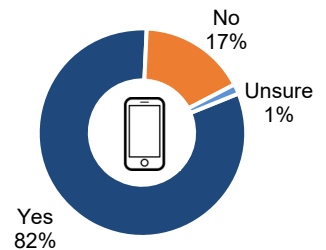
Reading e-books

Work / Volunteering

Access to and Use of Smart Phone

In general, the majority of respondents (95%) had a **cell phone**. Cell phone users (n=391) reported using their cell phones for:

- Routine phone calls (85%)
- Texting (74%)
- Emergencies (67%)



Among cell phone users, more than three-quarters (82%) had a **smart phone**. Among those *without a smart phone*, two-thirds (67%) were over the age of 75. Smart phone users (n=320) reported using their smart phones for:

- Communicating with friends or family (e.g., email, Facebook) (88%)
- Looking up news or general information (85%)
- Arranging a ride through Lyft or Uber (67%)
- Looking up transportation options and schedules (66%)
- Shopping and/or entertainment (64%)

- Other uses (23%) including:

<i>Alarm clock / telling time</i>	<i>Making phone calls</i>
<i>Banking</i>	<i>Medical records</i>
<i>Calendaring / scheduling</i>	<i>Reading e-books</i>
<i>Camera / taking pictures</i>	<i>Specific apps (incl. fitness tracker, Duolingo)</i>
<i>Checking the weather</i>	<i>Telephone / Facetime</i>
<i>Education / looking up information</i>	<i>Work / Volunteering</i>
<i>Games / crossword puzzles</i>	
<i>GPS / Getting directions</i>	

Additional Information Sought about Transportation Services

Summary: Respondents reported wanting additional information about the following modes of transit: GoGo Grandparent, TransportDC, and the Seabury Enhanced Mobility Card – all three of which had very low use among respondents. For GoGo Grandparent and the Seabury Enhanced Mobility Card, the majority of those who wanted more information had **never heard of the service before**. However, for TransportDC the opposite was true: more than half of those who wanted more information had heard of the service but just **did not use it**. Many respondents (n=163) reported not wanting additional information about any of these modes of transit.

Details for each mode of transit are presented in order below, from high to low, based on the proportion of respondents who were interested in learning more about them. In each table, the first row of each table shows awareness and use among those who **are** interested in learning more about the service. The second row shows awareness and use among those who did not indicate that they were interested in learning more about the service.

GoGoGrandparent (n=358)

Non-users, especially unaware non-users, seek more information about GoGo Grandparent.

	Unaware	Aware, Non-User	Occasional User	Regular User	N/A or Unsure	TOTAL
Yes, seeks information	21%	4%	0%	0%	1%	25%
No, does not seek information	49%	16%	1%	1%	8%	75%

TransportDC (n=357)

Non-users, both aware and unaware, seek more information about TransportDC.

	Unaware	Aware, Non-User	Occasional User	Regular User	N/A or Unsure	TOTAL
Yes, seeks information	8%	13%	1%	1%	2%	24%
No, does not seek information	21%	44%	0%	3%	7%	76%

Seabury Enhanced Mobility Card (n=357)

Non-users, both aware and unaware, seek more information about the Seabury Enhanced Mobility Card.

	Unaware	Aware, Non-User	Occasional User	Regular User	N/A or Unsure	TOTAL
Yes, seeks information	14%	7%	0%	1%	1%	24%
No, does not seek information	40%	27%	1%	1%	8%	76%

Seabury Connector Bus (n=359)

Non-users, both aware and unaware, seek more information about the Seabury Connector Bus.

	Unaware	Aware, Non-User	Occasional User	Regular User	N/A or Unsure	TOTAL
Yes, seeks information	11%	8%	0%	0%	1%	20%
No, does not seek information	40%	30%	1%	1%	8%	80%

Lyft / Uber (n=382)

Aware non-users seek more information about Lyft and Uber, but so do a small proportion of users.

	Unaware	Aware, Non-User	Occasional User	Regular User	N/A or Unsure	TOTAL
Yes, seeks information	0%	9%	3%	2%	0%	15%
No, does not seek information	2%	24%	32%	25%	1%	85%

WMATA MetroAccess (n=355)

Aware non-users seek more information about WMATA MetroAccess.

	Unaware	Aware, Non-User	Occasional User	Regular User	N/A or Unsure	TOTAL
Yes, seeks information	1%	11%	1%	0%	1%	15%
No, does not seek information	4%	65%	4%	7%	5%	85%

Ride from a Village Volunteer Driver (n=373)

Occasional users and aware non-users seek more information about getting a ride from a Village Volunteer Driver.

	Unaware	Aware, Non-User	Occasional User	Regular User	N/A or Unsure	TOTAL
Yes, seeks information	1%	7%	5%	1%	0%	13%
No, does not seek information	5%	53%	17%	6%	7%	87%

Metrobus or DC Circulator (n=396)

More users than non-users seek more information about Metrobus or DC Circulator.

	Unaware	Aware, Non-User	Occasional User	Regular User	N/A or Unsure	TOTAL
Yes, seeks information	0%	3%	5%	3%	0%	11%
No, does not seek information	0%	18%	34%	37%	0%	89%

Medicaid Transportation (n=355)

Non-users, especially unaware non-users, seek more information about Medicaid Transportation.

	Unaware	Aware, Non-User	Occasional User	Regular User	N/A or Unsure	TOTAL
Yes, seeks information	6%	2%	0%	1%	1%	9%
No, does not seek information	46%	31%	0%	1%	13%	91%

Looking at the household income of those who seek more information about Medicaid Transportation (n=38), 37% of those seeking more information reported household income under \$50,000, 34% reported income between \$50,000 and \$149,000, 16% reported income of \$150,000 or more, and 13% did not report their income.

Metrorail (n=394)

More users than non-users seek more information about Metrorail.

	Unaware	Aware, Non-User	Occasional User	Regular User	N/A or Unsure	TOTAL
Yes, seeks information	0%	1%	3%	2%	0%	5%
No, does not seek information	1%	10%	33%	51%	0%	95%

Open-Ended Responses re: Other Information

Responses of "Other" to the question: *Which of these transportation services are you interested in learning more about?*

All citizens need access to the internet. Seniors need additional assistance to access the internet.

As a disability advocate interested in all possible resources

Assistance with transportation for people with dementia

Bikeshare

Eventually. . . . not needed now. Don't use Lyft or Uber for political reasons.

How to more easily obtain senior citizen bus passes

i'm very interested to learn more about these services.

My husband and I don't need these services, but my 84-year-old mother does!

my interest is not for my own use but for assisting Village members

No need at this time. Cost changes so seek in future

Private car services

ride from a medical appointment - every few years after anesthesia

scooters

Self-use autos, bikes with cost breaks for seniors

Took the transportation class and learned of the above, but have not yet mastered the info.

Will but not yet, I still drive.

Would like reliable info on DC public transportation, including schedules, benches and lighting at stops