2018 CHV TRANSPORTATION SURVEY

Report Appendices

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SharpInsight

List of Appendices

Appendix A. Methodology and Recruitment

The 2018 CHV Transportation Survey was created to gather data from Capitol Hill Village (CHV) members and transportation volunteers. 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

Many questions that appeared in the final draft of the 2018 CHV 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. Staff provided a list of members that might need paper or interview surveys and Sharp Insight provided a training for volunteer interviewers, which included both administration techniques and confidentiality.

CHV was responsible for survey publicity and distribution. Surveys were electronically sent to the CHV email list and paper surveys were mailed to more than 80 members who had been identified by staff as potentially preferring a paper survey. CHV staff called members who were likely to prefer to complete the survey via an interview with a trained volunteer or staff member, and scheduled interviews when desired by the member. Convenience sampling was used and the absence of demographic information for CHV as a whole prevents a comparison to of the survey respondents to CHV membership overall.

The confidential survey launched on April 16, 2018 and data collection was complete on June 30, 2018. 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 **150** surveys were included in the sample for analysis, representing 29% of the CHV membership. Among those who started the survey, the completion rate was 97%.

More than two-thirds of respondents (69%) completed the survey online. Paper surveys were completed by 24% of respondents and 7% 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 in a locked file drawer at CHV until collected by Sharp Insight.

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 CHV Transportation Survey sample was predominantly white and non-Hispanic (88%), female (69%), at least 70 years old (79%), and highly educated (69% had a graduate or professional degree). Among those who reported income (n=131), half (55%) reported annual income between $50,000 and $149,999.

Half of the sample was married (53%). Household size was generally small, with 40% living alone or with a live-in caregiver and 31% 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 (90%). Respondents reported an average of 27 years in their current home, with more than half of respondents (56%) 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.[1]

The 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:[2] a desire to leave their current residence within 5 years (12% vs. 18%); an annual household income under $50,000 (13% vs. 23%) ; and the use of a mobility assistance device (17% vs. 24%).

[1] A national sample of Village members showed more confidence at both baseline and at a one-year follow-up (n=196), although respondents who did not have both a baseline survey and a follow-up survey were excluded from their analyses. At baseline, 41% were very confident, 49% were somewhat confident, and 10% were not too confident or not confident at all. At follow-up, 53% were very confident, 42% were somewhat confident, and 6% were not too confident or not confident at all. (Ref. Graham, C, Scharlach AE, Kurtovich E, *Do Villages Promote Aging in Place? Results of a Longitudinal Study*. Journal of Applied Gerontology. 2018: 37(3).

[2] None of these results were statistically significant.

Assisted Mobility

When asked about mobility assistance devices, **18%** of respondents reported **personal** use of a mobility assistance device and 26% 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 7.3% more likely to use one or more mobility assistance devices.[3]

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)

[3] Significance tested using logistic regression. Odds Ratio (OR) = 1.073 (95%Confidence Interval (CI) =1.018,1.131)

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=149	Under 70 70-75 76-80 Over 80	21% 33% 28% 17%
Q6 Ward of Residence	n=146	Ward 3 Ward 5 Ward 6 Unsure	1% 1% 97% 1%
Q7 ZIP Code	n=148	20002 20003 20005	34% 66% 1%
Q8 Home Ownership	n=146	Own home Rent home Other (specified below) *Shareholder in a co-op; Reside with parents*	88% 10% 1%
Q9 Year Moved to Home	n=148	1960s 1970s 1980s 1990s 2000s 2010s	10% 16% 20% 23% 17% 14%
Q10 Desired Length of Time to Stay in Current Residence	n=146	The rest of my life 11-20 years 5-10 years Less than 5 years Would like to move as soon as possible	56% 7% 24% 11% 2%

Question / Indicator	# of responses	Response Categories	Responses
Q11 Confidence to get the help needed to live in current residence for desired period	n=145	Very confident Confident Not too confident Not confident at all	26% 50% 20% 4%
Q12 Use of mobility assistance devices	n=145	Cane or walker Power wheelchair or scooter Manual wheelchair White cane Guide or service dog Other (stair lift or rollator) No device	24 people 3 people 3 people 2 people 0 people 3 people 119 people
		"Other" devices listed: *I used walker and cane following knee replacement surgeries, but otherwise do not use med equipment for mobility* *occasionally a cane* *Rollator* *stair lift in house* *stair chair* *Roommate uses manual wheelchair* *trekking poles* *Wheelchair on rare occasions*	
Assisted Mobility	n=145	Yes, uses a mobility assistance device No, does not use a mobility assistance device	18% 82%
Q13 # of people in home	n=147	Live alone or with a live-in caregiver Live with 1 person Live with 2 people Live with 3 people Live with 4 people Live with 5 or more people	40% 31% 24% 2% 1% 1%

Question / Indicator	# of responses	Response Categories	Responses
Q14 Housemate use of mobility assistance devices	n=86	Cane or walker Manual wheelchair Power wheelchair or scooter White cane Guide or service dog Other (stair lift, rollator, crutches) No device	15 people 3 people 1 person 0 people 0 people 3 people 69 people
		"Other" devices, in alphabetical order: *crutches* *Rollater on occasion as needed* *Stair Lift* *Temporary devices while recovering from broken leg*	
Housemate Assisted Mobility	n=86	Yes, housemate uses a mobility assistance device No, housemate does not use a mobility assistance device	20% 80%
Household Assisted Mobility	n=147	Yes, someone in the household uses a mobility assistance device No, no one in the household uses a mobility assistance device	26% 74%
Q15 Regular internet access	n=149	Yes No	96% 4%
Q15a Internet access from home	n=140	Yes No	99% 1%
Q15b Internet used for	n=139	Communicating with friends or family (e.g., email, Facebook) Looking up news or general information Shopping and/or entertainment Looking up transportation options and schedules Other	100% 96% 89% 77% 27%

Question / Indicator	# of responses	Response Categories	Responses
		Other uses: *Banking, bill-paying, and financial matters (n=8)* *church - locally and nationally, travel* *Crosswords, word search* *Doing Research* *Don't use, but it's available.* *downloading computer games* *E books* *finding images on line* *Formal research* *Games* *Google* *I am still working* *I don't use the internet but I do have access.* *I have a Twitter account in which I supply followers with a daily roundup of political news in Egypt & US info for work related projects* *Learning how to do things on YouTube like knitting, crafts etc* *Receiving police reports; receiving newsletters, meeting announcements and other news from organization, other than CHV, to which I belong or support; receiving reports - news from DC Government officials* *Research (n=2)* *Scanning, faxing, reading research articles, etc.* *Sell books, secure speaking engagements* *spreadsheets* *telcommuting on days I do not go to the office to work* *watching tv/dvds; listening to music* *Weather, clubs, etc.* *work (n=4)* *Writing* *Writing articles & filing & saving info. On desktop saving important data I may need in a hurry or may have forgotten such as my own cell phone number and driver's license plate and operator's license, passport # - or reminders.* *writing, research, part-time job support*	
Q16 Cell phone	n=147	Yes No	93% 7%

Question / Indicator	# of responses	Response Categories	Responses
Q16a Uses of cell phone	n=137	Routine phone calls Texting Emergencies	85% 72% 69%
Q16b Cell phone is smart phone	n=139	Yes No Unsure	81% 19% 1%
Q16c Smart phone used for	n=112	Communicating with friends or family (e.g., email, Facebook) Looking up news or general information Shopping and/or entertainment Looking up transportation options and schedules Arranging a ride through Lyft or Uber Other	86% 85% 69% 68% 67% 20%
		Other uses, in alphabetical order: *Accept payments through paypal* *as an alarm clock* *Banking, health and exercise tracking* *business* *Communicate when traveling or in the car* *Communicating with organizations I belong to* *Games* *handling finances* *I have one time used Uber. Occasionally play solitaire.* *keeping in touch with the office, travel directions* *GPS (n=3)* *keeping my calendar* *maps when driving, camera* *Metro Access - Yellow Cab* *none of the above* *parking* *part-time job support, photography, calendar management* *Paying for coffee/food using apps* *putting dc public library books on hold* *Still learning how to use it* *texting* *Use to tell time* *work* *Work related communications and searches*	

Question / Indicator	# of responses	Response Categories	Responses
Q37 Gender Identity	n=142	Female Male Other	69% 31% 0%
Q38 LGB identity	n=145	Yes, identifies as lesbian, gay, or bisexual No, does not identify as lesbian, gay, or bisexual	8% 92%
Q39 Marital Status	n=146	Married or living with a partner Widowed Divorced or separated Never married	53% 18% 13% 15%
Q40 Race / Ethnicity	n=147	American Indian or Alaska Native Asian Black or African American Hispanic or Latino/a Native Hawaiian or Other Pacific Islander White Other *Respondents could select more than one option, so the total exceeds 100%.*	1% 1% 4% 3% 0% 90% 5%
		Other responses in alphabetical order: *Carribean American* *Caucasian* *East European* *Human :-)* *mixed* *Native American* *There are White Latinos* *This question needs to be rephrased. We all are mixed.*	
Q41 Education Level	n=146	Less than high school Graduated high school or GED Some college / associate degree or technical training Bachelor's degree Graduate school or professional degree *Other responses were classified with the appropriate education level from the choices above.*	0% 1% 7% 23% 69%

Question / Indicator	# of responses	Response Categories	Responses
Q42 % of monthly income from Social Security	n=144	All (or almost all) Most (~75%) Half (~50%) A Little (~25%) None Unsure	6% 4% 13% 48% 25% 4%
Q43 Additional income sources	n=143	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	20% 74% 64% 6% 0% 0% 13% 1% 3%
		Other responses, in alphabetical order: *Air BNB* *Bed and Breakfast* *Business income* *Family farm income* *I do some editing for a client. (*Added Q43Earnings)* *My Pension is a TIAA Annuity* *Rental income (n=13)* *Solar Renewable Energy Credits* *Some from investments* *Survivor's benefits*	
Q44 Household Income	n=131	Less than $15,000 $15,000 - $24,999 $25,000 - $49,999 $50,000 - $99,999 $100,000 - $149,999 $150,000 - $199,999 $200,000 or more	3% 5% 8% 25% 30% 10% 20%

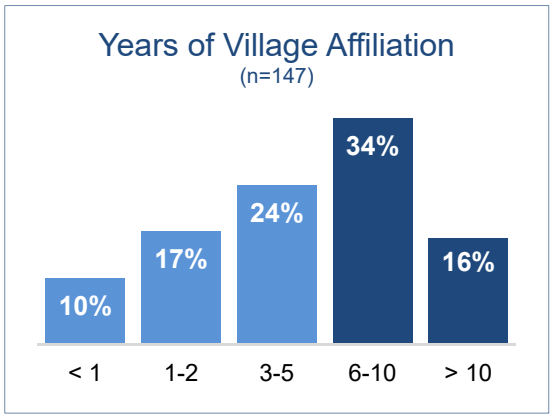
Appendix C. Respondent Participation and Satisfaction

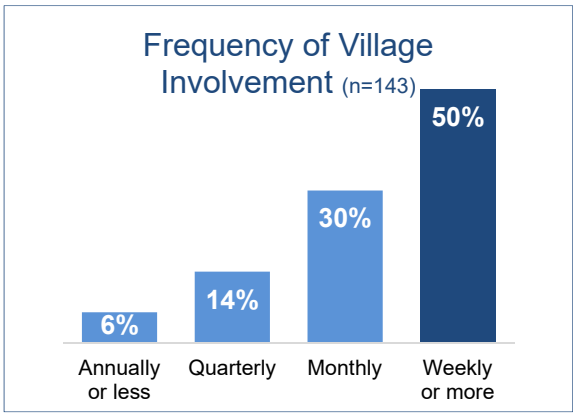
Summary of Findings

In the spring of 2018, a convenience sample of 150 members and volunteer drivers from Capitol Hill Village (CHV) participated in the Transportation Survey, representing 29% of the CHV membership. Among those who started the survey, the completion rate was 97%.

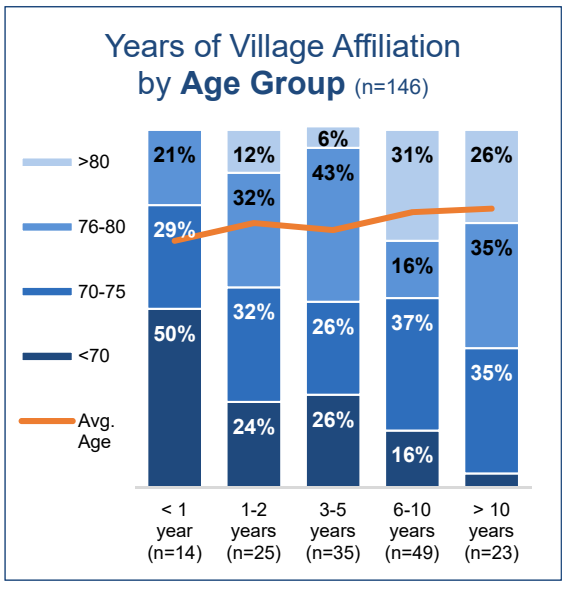
Village Participation

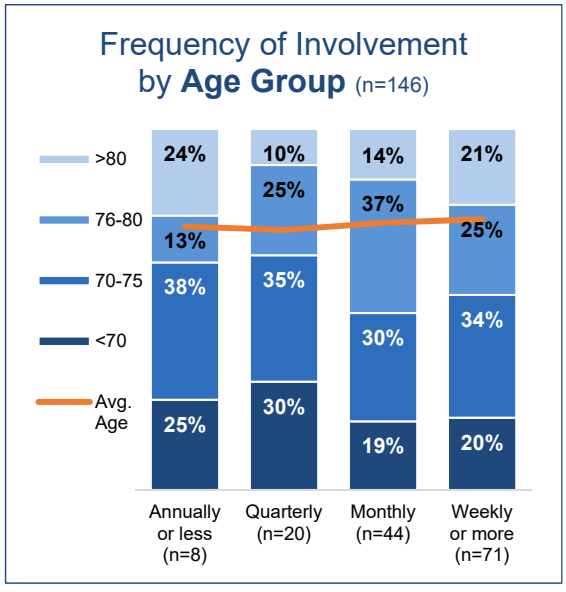
Half of respondents had been affiliated with CHV for more than five years. Respondents tended to be highly involved with their Village, with half reporting weekly or more frequent involvement.





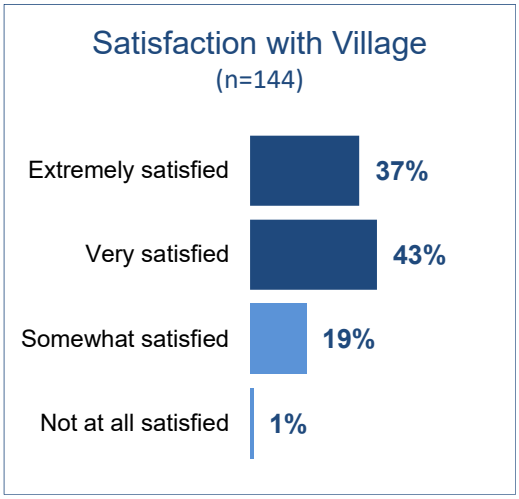
When considering years of Village affiliation by age (left, below), newer members tend to be younger and longer-term members tend to be older. The average age (orange line) goes up over time from 69 years to 78 years. The distribution is more even for frequency of Village involvement by age (right, below), where average age does not change much over time (73 years to 75 years) and each age group is represented more evenly across frequency of involvement.





Village Satisfaction

The vast majority of respondents reported satisfaction with their Village, with 80% "extremely" or "very" satisfied with their membership in, or connection to, the Village, and 19% "somewhat" satisfied. Nearly all respondents (**97%**) would recommend their Village to a friend or neighbor.



Respondents particularly valued **social connection with neighbors**: e.g., meeting people, making new friends, socializing; the **programs, activities, and events** offered by the Village, especially affinity groups, educational programs, and health/wellness/fitness programs; the **shared responsibility** that comes from looking out for each other and helping those in need; the Village and members as **resources** and **providers of services**; and **the fact that the Village exists** as a safety net.

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

"[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."

"I am happy that it provides a multiplicity of opportunities like volunteering, advocacy, education and being part of a great social network."

"Assistance and advice from social workers; drivers for appointments when we're incapacitated; social events and affinity groups to broaden the range of our experiences and social contacts; the comfort of knowing the Village has our backs; provision of information and recommendations."

"I like the social programs and the tech programs and love the staff, they are beyond helpful they are there for you. This is a wonderful organization!!"

"Knowing extra support is available for myself and others in our community if needed."

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 (113 responses vs. 77 responses). Among those who shared feedback, recommendations fall into the following categories: adding new **programs** or modifying existing programs; **inclusivity and accessibility**; communication, **responsiveness**, and staff availability; **financial considerations**; service offerings; and narrowing the Village's focus or **simplifying**. They also offered specific suggestions that fall outside general themes. 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%.

Question / Indicator	# of responses	Response Categories	Responses
Q2 Member of Village	n=150	Yes No Unsure	98,7% 0.7% 0.7%
Q3 Volunteer Driver for Village	n=150	Yes No Unsure	18% 82% 0%
Q4 Years Affiliated with Village	n=149	Less than one year 1-2 years 3-5 years 6-10 years More than 10 years Unsure	9% 17% 23% 34% 15% 1%
Q5 Frequency of Village Involvement	n=148	About once a year or less About once a quarter About once a month About once a week More than once a week Unsure	5% 14% 29% 28% 20% 3%
Q45 Quality of life in community	n=145	*Because of your membership in (or connection to) the Village, has your quality of life in your community…* Improved Stayed the same, or Declined since before you joined the Village?	74% 26% 0%

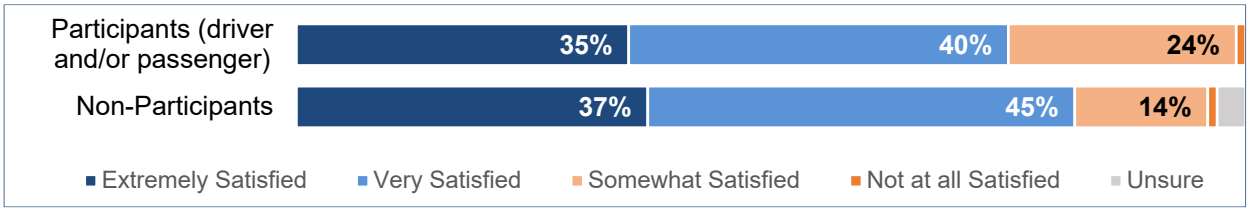
Question / Indicator	# of responses	Response Categories	Responses
Q46 Satisfaction	n=144	*Taking everything into account, how satisfied are you with your membership in (or connection to) the Village?*	
		Extremely satisfied	36%
		Very satisfied	42%
		Somewhat satisfied	18%
		Not at all satisfied	1%
		Unsure	1%
Q47Recommend Village?	n=146	*Would you recommend the Village to a friend or neighbor?*	
		Yes, definitely	78%
		Yes, probably	19%
		No, probably not	2%
		No, definitely not	0%
		Unsure	1%

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

Summary of Findings

One popular service offered by CHV is the Volunteer Driver program. Through this program, volunteers drive members to medical appointments, errands, CHV 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. One person wrote that the Volunteer Driver program, *"Gives me an opportunity to connect with fellow Village members"* and another wrote, *"I like that neighbors can help each other."*

Participation in the Volunteer Driver program was not associated with higher levels of satisfaction with membership in (or connection to) the Village, as seen in the chart below. The difference between satisfaction among participants and non-participants was not significant.



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."*
>
> *"Don't use drivers for airport runs or for healthy seniors with alternatives they can afford."*
>
> *"[The Volunteer Driver program would be improved] if we as drivers are told a little more ab[out] rider or at least that there is particular need; ie more than needing a free convenient chauffeured ride."*
>
> *"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"*

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.

Volunteer Drivers

One-fifth of respondents (18%) reported that they were CHV volunteer drivers, among whom the majority (85%) had been affiliated with CHV for 3 years or more. Among volunteer drivers (n=27), 67% were "recent drivers," having provided a ride to another member in the preceding two months. 82% of recent drivers (n=17) had provided 1 to 4 rides to a Village member in the preceding two months. 77% reported that the amount of driving they do as a volunteer is "just right," with 18% saying "too little." With respect to satisfaction, volunteer drivers tend to be similarly satisfied with their Village experience compared to the overall sample, (81% "extremely" or "very" satisfied compared to 78%). When asked about their likelihood to provide a ride in the next two months, nearly three-quarters reported being **likely** to do so (19% "extremely likely" and 54% "likely").

*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."

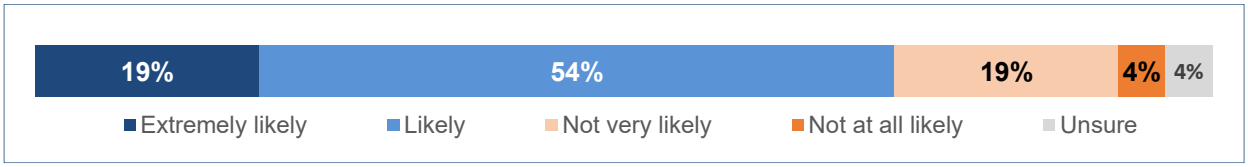
"Meeting and helping village members. I enjoy talking to them during the ride to see how they are doing. If I see something of concern I can report back to the Village."

"Helping out neighbors w/ little to no effort."

"Getting to know new people. Feeling useful."

"Gives me an opportunity to connect with fellow Village members."

73% 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=26)



CHV's volunteer drivers are **unlikely** to encourage friends or neighbors to consider becoming a volunteer driver, with only 27% 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 improving **communication**, imposing **limits**, increasing **automation**, and increasing **participation** (drivers and passengers). Detailed responses, which include the suggestions of the full sample, are included in Appendix F.

Passengers

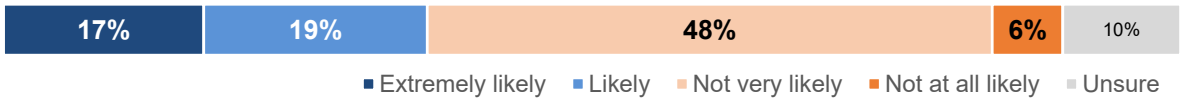
A third of respondents (33%) reported having **received** a ride from a volunteer driver. These respondents are called "passengers" in this section (n=49). The category of "passenger" includes people who regularly or occasionally received rides as well as those who had received a ride in the past two months. **More than half** (56%) of passengers (n=48) 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=95).[4] 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" (67% vs. 85% - see table below).[5]

In the past two months, how often were you able to get to the places you needed or wanted to go?	% of Passengers (n=48)	% of Non-Passengers (n=94)
Always	67%	85%
Usually	27%	12%
Sometimes	2%	1%
Rarely	4%	1%
Never	0%	1%

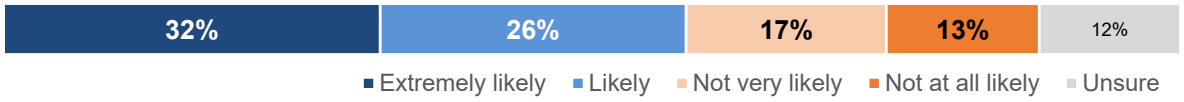
[4] Chi-Squared, $p<0.05$
[5] Fisher's Exact, $p<0.05$

*Passengers and **Predicted Future Use** of Volunteer Driver Services*

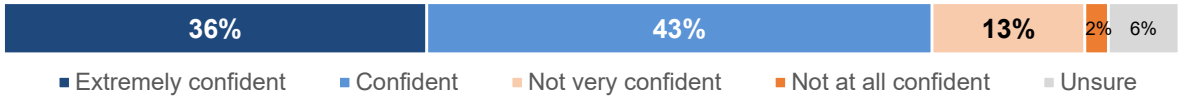
More than half of passengers (54%) reported that they were **not very likely** or **not at all likely** to request a ride from a Volunteer Driver in the **next two months.** (n=48)



57% of passengers reported that they were **extremely likely** or **likely** to explore alternatives to getting a ride from a volunteer driver in the **next two months.** (n=47)



Three-quarters (79%) were **extremely confident** or **confident** in their ability to find an alternative mode of transportation if a volunteer is not available to them. (n=47)



*Passengers and **Assisted Mobility***

Among passengers, 32% reported personal use of a mobility assistance device (n=47), compared to 11% of the sample overall (n=98), a statistically significant difference.[6] 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.

"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."

"Extremely helpful to me in getting my [pet] to neighborhood vet. … Am grateful for this help Not sure how I would get there otherwise"

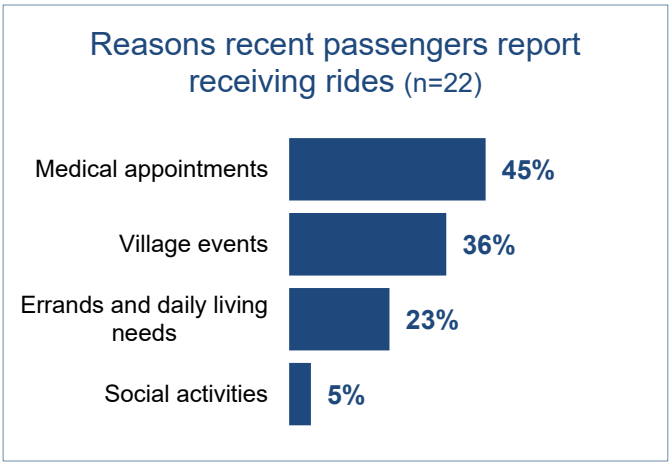
"… CHV's volunteer drivers were a godsend for my husband and me when we couldn't drive each other to medical [and] therapy appointments for medical reasons like recovering from strokes, broken bones, etc. The volunteer driver is a very important CHV service for us."

***Crossover** Between Drivers and Passengers*

Volunteer drivers (n=27) are also sometimes passengers: 30% of volunteer drivers reported having received a ride from a volunteer driver. Similarly, passengers (n=49) are not always non-drivers. In fact, 27% of passengers report driving daily or almost daily. However, 35% of passengers report that they never drive.

***Recent** Passengers*

Among passengers (n=49), 45% had received a ride from a Volunteer Driver in the preceding two months. These passengers are called "recent passengers." Nearly a quarter (23%) of recent passengers (n=22) 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.



[6] Chi-Squared, p<0.05

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

"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.'"

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

"Dependability, promptness"

When asked how the Volunteer Driver program could better meet their needs or be improved, recent passengers primarily suggested **adding more drivers**, *"More drivers available more often."* 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 CHV 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=143	Yes No Unsure	15% 85% 0%
Q28a Rides taken in last 2 months	n=21	1 to 4 5 to 10 More than 10 Unsure	76% 24% 0% 0%
Q28b Types of trips taken	n=22 *One person responded to Q28b but not Q28*	Medical appointments Errands and daily living needs Village events Social activities not sponsored by my Village Other	45% 23% 36% 5% 27%
		Other responses, in alphabetical order: *Air travel* *airport* *Amtrak (Union Station) DC* *attendance to monthly interest group meetings and Nighttime events; some family events* *To pick up furniture my fam gave me.*	
Q29 Likelihood to request ride in next 2 months	n=141	Extremely likely Likely Not very likely Not at all likely Unsure	7% 6% 34% 47% 6%
Q30 Likelihood to explore alternatives in next 2 months	n=131	Extremely likely Likely Not very likely Not at all likely Unsure	21% 15% 21% 36% 8%

Question / Indicator	# of responses	Response Categories	Responses
Q31 Confidence to find alternate mode of transport	n=129	Extremely confident Confident Not very confident Not at all confident Unsure	50% 40% 6% 1% 3%
Q32 Provided ride in last 2 months	n=144	Yes No Unsure	13% 88% 0%
Q32a Rides provided in last 2 months	n=17	1 to 4 5 to 10 More than 10 Unsure	82% 12% 6% 0%
Q32b Amount of driving	n=17	Too much Just right Too little	6% 77% 18%
Q32c Types of trips taken	n=17	Medical appointments Errands and daily living needs Village events Social activities not sponsored by my Village Unsure Other	82% 65% 53% 18% 0% 12%
		Other responses, in alphabetical order: *Airport* *D*	
Q33 Likelihood to provide ride in next 2 months	n=142	Extremely likely Likely Not very likely Not at all likely Unsure	4% 20% 19% 50% 7%
Q34 Likelihood to speak to others re: program in next 2 months	n=144	Extremely likely Likely Not very likely Not at all likely Unsure	1% 7% 42% 40% 9%

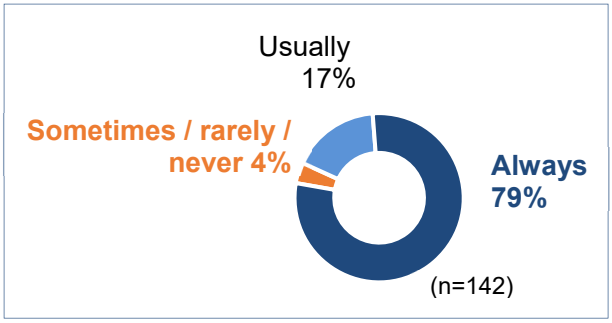
Appendix D-2. Getting Around in the Community: Various Transportation Options

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 4% of respondents (n=6) 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 three key indicators: the use of a mobility assistance device, confidence that they can get the help they need to remain in their home, and household income. Of these six individuals,

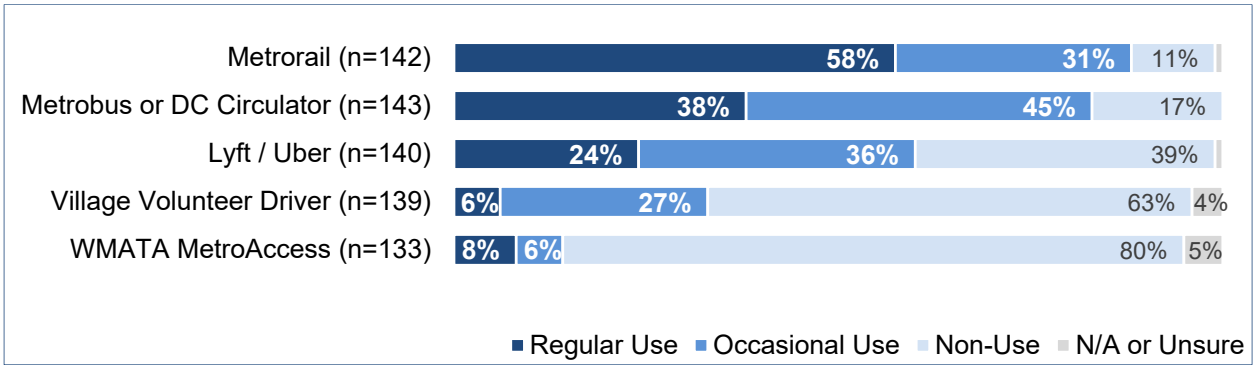
- 67% reported use of a mobility assistance device, compared to the rest of the sample (15%),[7]
- 67% felt "not too confident" or "not confident at all" that they could get the help they needed to stay in their home as long as they wished (one did not respond), compared to 23% of the rest of the sample,[8] and
- 40% reported less than $50,000 in annual household income compared to 13% of the rest of the sample,[11] and
- None reported $150,000 or more in annual household income, compared to 31% of the rest of the sample.[9]

[7] Fisher's Exact, p<0.05
[8] Fisher's Exact, p<0.05
[9] Fisher's Exact, p<0.05; household income was divided into three groups for this analysis: under $50,000, $50,000 - $149,999, and $150,000 or more.

Modes of Transit: ***Use***

Metrorail and Metrobus / DC Circulator were the most commonly used modes of transit among survey respondents, with more than 80% of respondents reporting regular or occasional use of each; 60% of respondents reported using Lyft or Uber. Still, 33% of respondents reported using CHV's Volunteer Driver program and 14% reported using the MetroAccess service offered by WMATA.

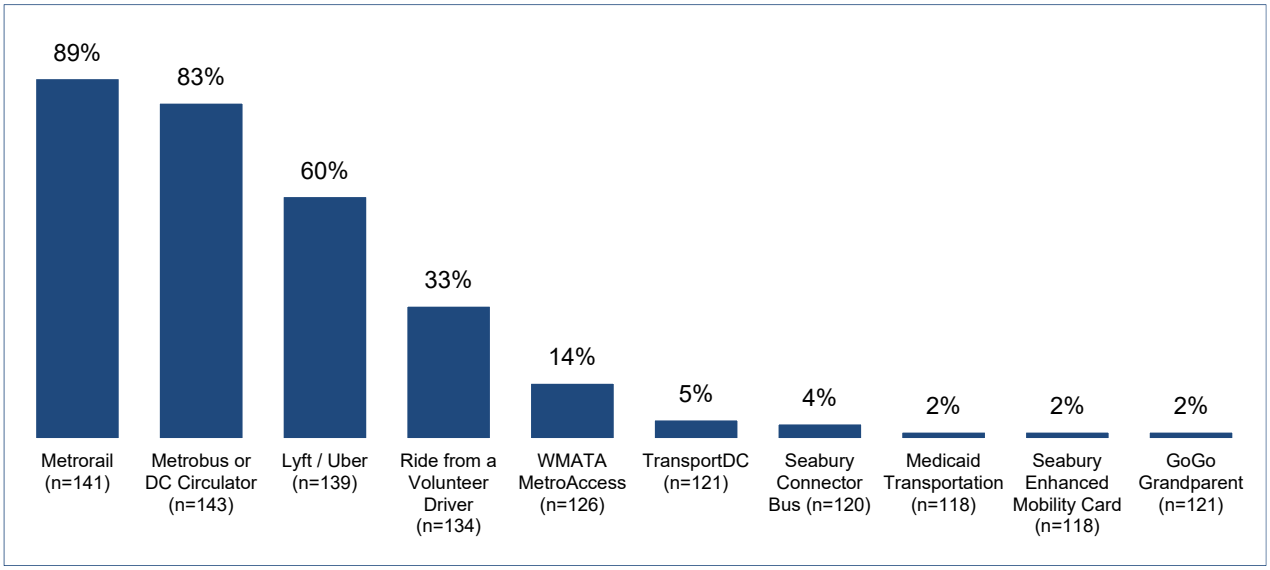
More than half of respondents reported **regular** or **occasional** use of Metrorail, Metrobus or DC Circulator, and Lyft / Uber.



Use of these services (with the exception of Lyft / Uber) was statistically significantly correlated to **use of a mobility assistance device**,[10] with users of mobility assistance devices:

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

Below is a chart that shows overall use of transportation options.

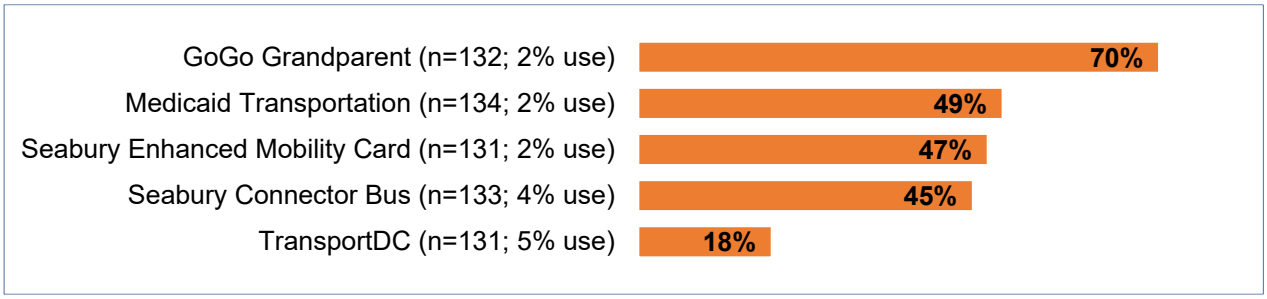


[10] Chi-Squared, $p<0.05$; also significant for Seabury Enhanced Mobility Card and Seabury Connector Bus. Fisher's Exact used for Metrorail, $p<0.05$

Modes of Transit: ***Awareness***

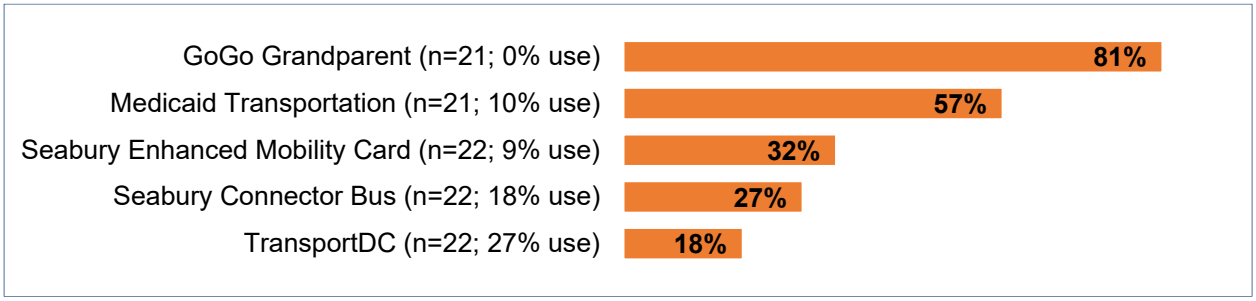
A very small percentage of respondents (between 2% and 5%) reported **using** the following modes of transit: GoGo Grandparent (which provides assistance with travel by Lyft or Uber without a smartphone), the Seabury Enhanced Mobility Card (which is a subsidized debit card for private transport), Medicaid 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.

At least 45% 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.[11]

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



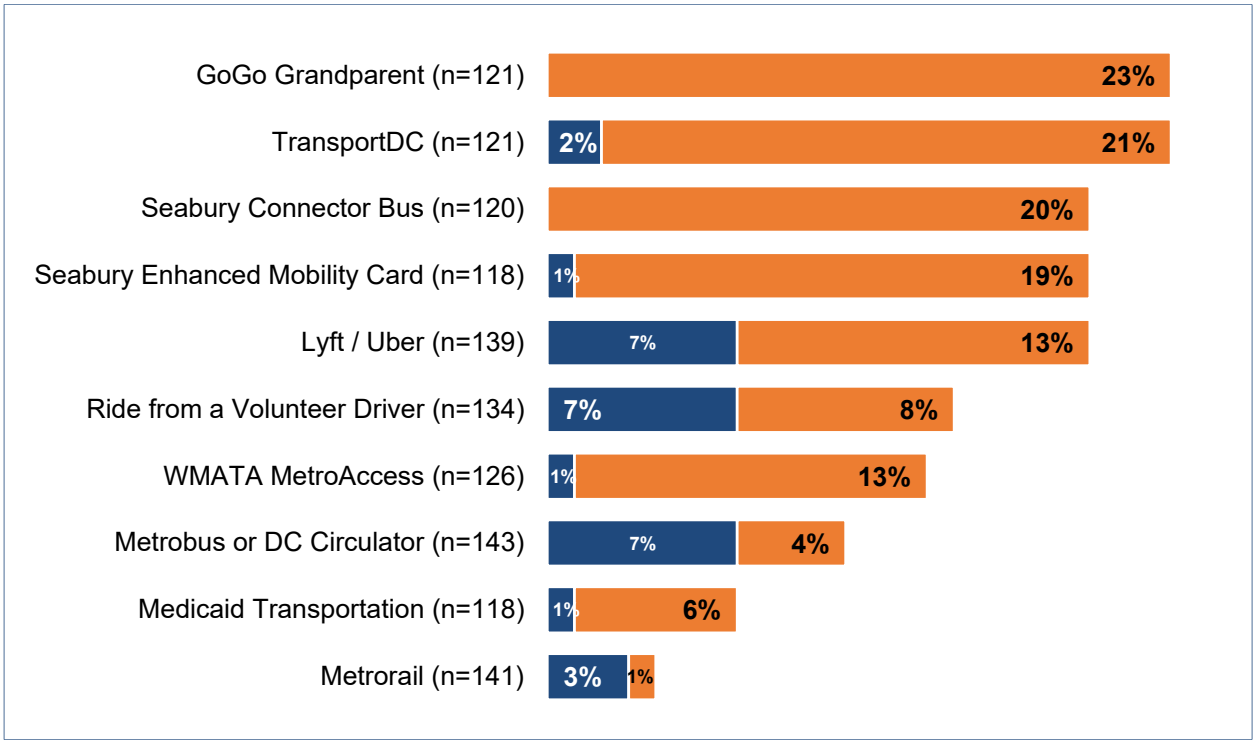
All respondents who reported assisted mobility were aware of the Volunteer Driver service and WMATA MetroAccess, two other services that provide door-to-door transportation; only 4% were unaware of Lyft or Uber.

[11] 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=28), TransportDC (n=27), and the Seabury Enhanced Mobility Card (n=23) – all three of which had 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 two-thirds of those who wanted more information had heard of the service but just **did not use it**. Many respondents (n=63) reported not wanting additional information about any of these modes of transit.

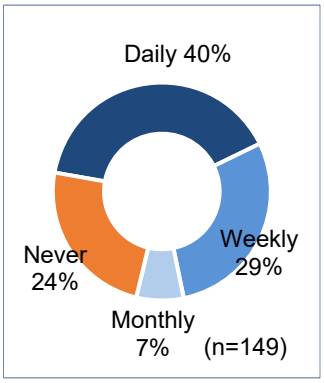
The majority of those who **sought additional information** about the following modes of transportation were **non-users**, although some **users** also sought additional information. The remaining 75% or more of respondents did not seek additional information about these modes of transportation.



Driving ***Frequency***

There was a range of driving frequency among respondents, with 40% reporting that they drive **daily or almost daily** and 24% reporting that they **never drive**.

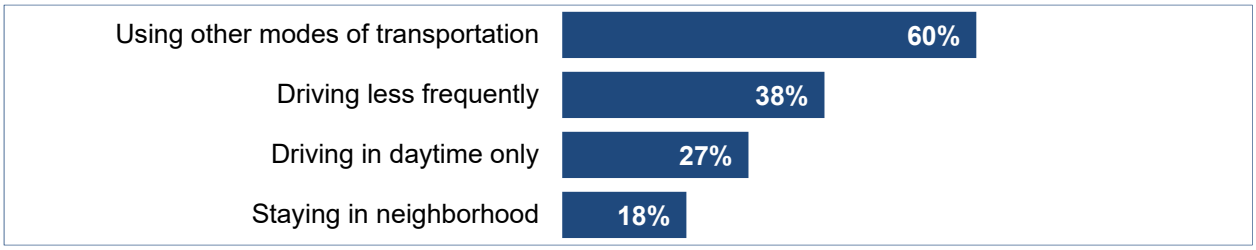
When asked why they never drive, **non-drivers** (n=36) most frequently reported that they **do not have a car** (58%), that they have **physical limitations** (e.g., vision, mobility) (39%), and that they **prefer other modes** of transportation (e.g., walking, biking, public transit) (22%).



Drivers were asked how often they intentionally reduce or restrict their driving; 31% of drivers reported that they **never** reduce or restrict their driving and 25% 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 (50%). Other reasons provided in open-ended responses included:

Conditions related to driving (nighttime, lack of parking, traffic, weather conditions)	*"Don't drive in snow or icy conditions. Also don't drive at night other than in familiar and/or well-lit areas…"* *"Main reason is it is hard for me to park…"* *"…I find the freeways too crowded, fast, unpleasant"*
Personal health and safety (low night vision, vertigo, prescription drugs/alcohol)	*"…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 am no longer a good driver."*
Walk or take public transit for health and/or environmental reasons	*"To get exercise AND to reduce consumption of fossil fuel, traffic congestion in the city and avoid driving on congested streets."* *"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."*

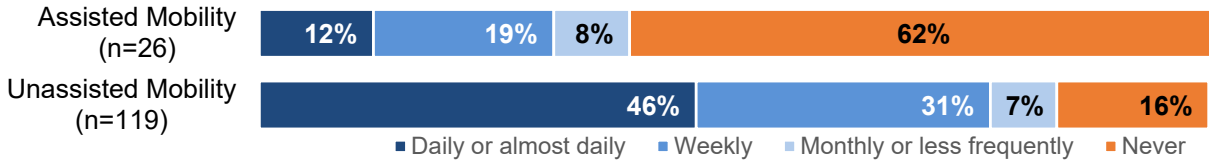
The ways that **drivers** (n=113) reduce or restrict their driving include:



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

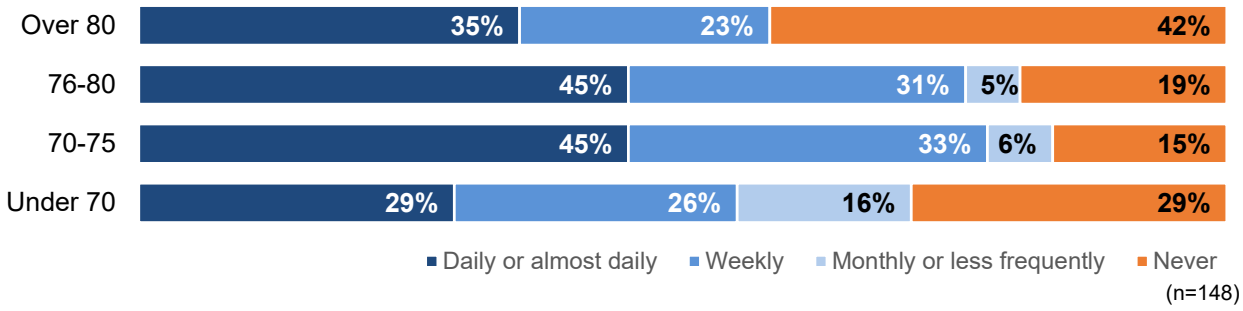
CHV was interested in knowing whether people who use mobility assistance devices were more likely to drive (because walking to transportation would be more difficult) or whether driving would also present challenges, and those using mobility assistance devices would drive less or not at all. The answer was that those who use mobility assistance devices were significantly less likely to drive than those who do not use these devices.[12]

Assisted Mobility and Driving Frequency: Respondents who report use of a mobility assistance device are more likely to **never drive** (62%) compared to 16% of those who do not use a mobility assistance device.



The differences between driving frequency across age groups were only marginally significant. The graphic below shows that the oldest respondents are the least likely to drive (42%), followed closely by the youngest respondents (29%).[13]

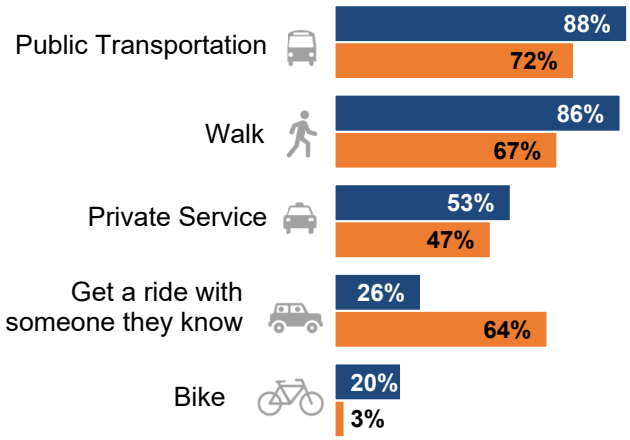
Age Group and Driving Frequency: Respondents over the age of 80 were the most likely to **never drive** (42%); still, 35% of respondents in this age group report driving **daily or almost daily**.



[12] Chi-Squared, p<0.05
[13] Age group is marginally significant (Chi-squared, p=.0635)

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

Respondents were categorized as "**drivers**" if they reported driving "daily or almost daily," "weekly," or "monthly or less frequently." (See chart on p. 30.) Respondents were categorized as "**non-drivers**" if they reported that they "never" drive. (Again, see chart on p. 30.) The graphic below presents the degree to which "drivers" and "non-drivers" use the following modes of transportation: When not driving, drivers most frequently take public transportation or walk. Non-drivers most frequently take public transportation or get a ride with someone they know. The biggest difference is seen with respect to "get a ride with someone they know," where non-drivers are significantly more likely to do so than drivers. The associations below are significant for all except private service (defined as taxi, Lyft or Uber, Seabury Connector Bus).[14]



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=142)

[14] Chi-Squared, p<0.05 for all **except private service.**

Barriers *to Travel throughout the Community*

A small group of respondents (13%) shared barriers to mobility, including challenges related to **use of public transportation, infrastructure**, **physical limitations**, and **need for information.**

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."

"There is little North-South transit, for instance going to Union Market difficult without a car"

"I prefer to take public transportation but cannot travel alone. I have sometimes been able to use a bus but cannot get off the metro subway fast enough before doors close."

"Capitol Hill sidewalks can be hazardous - uneven and poorly maintained"

"Online (through smartphone) payment for Uber/Lyft. This lack of knowledge keeps me from using these options."

"We found we weren't eligible for MetroAccess, and the information we got from Seabury was that it wasn't available to us."

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		
	AWARE			UNAWARE	
	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	N/A or Not Sure
Metrobus or DC Circulator (n=143)	38%	45%	17%	0%	0%
Metrorail (n=142)	58%	31%	11%	0%	1%
WMATA MetroAccess (n=133)	8%	6%	77%	3%	5%
TransportDC (n=131)	3%	2%	69%	18%	8%
Seabury Enhanced Mobility Card (n=131)	1%	2%	41%	47%	10%
Seabury Connector Bus (n=133)	2%	2%	41%	45%	10%
GoGo Grandparent (n=132)	1%	1%	20%	70%	8%
Lyft or Uber (n=140)	24%	36%	38%	1%	1%
Ride from a Village Volunteer Driver (n=139)	6%	27%	61%	2%	4%
Medicaid Transportation (n=134)	1%	1%	37%	49%	12%

Question / Indicator	# of responses	Response Categories	Responses
Q18 More info on modes of transportation	n=137	Metrobus or DC Circulator	11%
		Metrorail	6%
		WMATA MetroAccess	17%
		TransportDC	23%
		Seabury Enhanced Mobility Card	18%
		Seabury Connector Bus	19%
		GoGo Grandparent	23%
		Lyft or Uber	21%
		Ride from a Village Volunteer Driver	15%
		Medicaid Transportation	7%
		None of the above	46%
		Other	3%
		"Other" responses in alphabetical order: *Bikeshare* *ride from a medical appointment - every few years after* *Self-use autos, bikes with cost breaks for seniors* *Will but not yet, I still drive*	

Question / Indicator	# of responses	Response Categories	Responses
Q20 How often drive?	n=149	Daily or almost daily Weekly Monthly or less frequently Never	40% 29% 7% 24%
Q20a Reasons to never drive	n=36	I do not have a car I have physical limitations (e.g. vision, mobility) Doctor recommendation Request from my family or loved ones I prefer other modes of transportation (e.g., walking, biking, public transit) Other	58% 39% 3% 11% 22% 6%
		"Other" responses in alphabetical order: *Age* *Never learned to drive*	
Q21 Reduce or restrict driving	n=113	Daily or almost daily Weekly Monthly or less frequently Never	25% 28% 15% 31%
Q22 Reasons to reduce or restrict driving	n=113	I do not have a car I have physical limitations (e.g. vision, mobility) Doctor recommendation Request from my family or loved ones I want to save money (e.g., gas, parking) I prefer other modes of transportation (e.g., walking, biking, public transit) Other	0% 7% 0% 1% 16% 50% 19%

		"Other" responses in alphabetical order: *Availability of alt means, environment'* *Do not enjoy driving and do night drive at night due to low night vision* *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.* *drinking alcohol* *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 am no longer a good driver.* *I don't like to drive if I can walk to m destination* *I lend my car to a teacher two days a week.* *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 suffer from occasional vertigo, which can last a long time, and then have to curtail driving.* *I support public transportation* *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* *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.* *Minimize negative impact on the environment* *Occasional vertigo* *Parking and traffic are very difficult in DC. Metro/Uber are much easier* *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.* *Parking is limited at my destination* *to get exercise AND to reduce consumption of fossil fuel, traffic congestion in the city and avoid driving on congested streets* *too many other drivers are careless and reckless. I prefer not to drive at night so rarely do.* *When medical procedures and RX drugs prevent my driving*	

Question / Indicator	# of responses	Response Categories	Responses
Q23 Ways to reduce or restrict driving	n=77	I try to restrict my driving to my neighborhood I try to restrict my driving to daylight hours I am trying to reduce my driving or drive less frequently I am trying to replace some of my driving with other modes of transportation, including walking, public transit, and taxi / Uber / Lyft Other	18% 27% 38% 60% 14%
		"Other" responses in alphabetical order: *bicycling - so easy and convenient.* *I don't go places without public transportation* *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 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 uo to driving either direction.* *If I can get a village volunteer to drive me to the specific appointments cited, above* *My wife often drives me to events* *Not applicable* *Places I am familiar with* *Prefer walking for exercise DC is a walk able city public transportation; walking* *Walking* *Z*	
Q24 Transp options when not driving	n=142	I walk I ride a bike I get a ride from someone I know (e.g., a Village Volunteer Driver, family, friends) I take public transportation (e.g., Bus, Metro, MetroAccess, or Medicaid transportation) I use a private service (e.g., Taxi, Lyft or Uber, Seabury Connector Bus) None of the above – I go out less frequently Other	85% 17% 37% 88% 54% 3% 5%

Question / Indicator	# of responses	Response Categories	Responses
		"Other" responses, in alphabetical order: *I use a taxicab (*Added PrivTrans)* *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.* *My husband drives (*added Get Ride)* *My son drives me too* *Ride from partner (*Added GetRide)* *Walking is limited, both in distance and ability, by mobility issues* *Zipcar*	
Q25 Getting to where need or want to go in past 2 months	n=142	*In the PAST TWO MONTHS, how often were you able to get to the places you needed or wanted to go?* Always Usually Sometimes Rarely Never	 79% 17% 1% 2% 1%
Q26 Getting where need or want to go	n=143	*Because of your membership in (or connection to) the Village, is getting to places you need or want to go…* Easier About the same, or More difficult than before you joined the Village?	 23% 77% 0%

Appendix E. Access to Information

*Access to and Use of **Internet***

In general, the majority of respondents (96%) had regular access to the internet and the vast majority of those (97%) had access from a device in their home. Respondents (n=139) reported using the internet for:

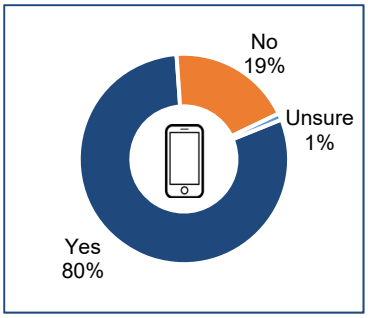
- Communicating with friends or family (e.g., email, Facebook) (100%)
- Looking up news or general information (96%)
- Shopping and/or entertainment (89%)
- Looking up transportation options and schedules (77%)
- Other uses (27%) including: Hobbies (writing, creating albums, researching); Work / volunteering; Banking / paying bills / managing finances

*Access to and Use of **Smart Phone***

In general, the majority of respondents (93%) had a **cell phone**. Cell phone users (n=137) reported using their **cell phones** for:

- Routine phone calls (85%)
- Texting (72%)
- Emergencies (69%)

Among cell phone users, more than three-quarters (80%) had a **smart phone**. Among those *without a smart phone*, three-quarters (77%) were over the age of 75. Smart phone users (n=110) reported using their **smart phones** for:



- Communicating with friends or family (e.g., email, Facebook) (87%)
- Looking up news or general information (86%)
- Shopping and/or entertainment (70%)
- Looking up transportation options and schedules (69%)
- Arranging a ride through Lyft or Uber (68%)
- Other uses (20%) including: Transportation (GPS, parking, Uber, MetroAccess); Work / Volunteering; Phone features (Alarm clock, calendar, camera, telephone, text messages, wallet); Specific apps (Paypal, fitness tracker, library books, games)

*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=132)

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	**18%**	**3%**	**0%**	**0%**	**1%**	**22%**
No, does not seek information	52%	17%	1%	1%	8%	78%

TransportDC (n=131)

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	**5%**	**15%**	**2%**	**0%**	**2%**	**22%**
No, does not seek information	14%	55%	0%	3%	6%	78%

Lyft / Uber (n=140)

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%**	**13%**	**4%**	**3%**	**0%**	**20%**
No, does not seek information	1%	25%	32%	21%	1%	80%

Seabury Connector Bus (n=133)

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	**8%**	**10%**	**0%**	**0%**	**1%**	**19%**
No, does not seek information	37%	32%	2%	2%	9%	81%

Seabury Enhanced Mobility Card (n=131)

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	**9%**	**8%**	**0%**	**1%**	**0%**	**18%**
No, does not seek information	37%	34%	2%	0%	10%	82%

WMATA MetroAccess (n=133)

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%**	**12%**	**0%**	**1%**	**2%**	**15%**
No, does not seek information	2%	65%	6%	8%	4%	85%

Ride from a Village Volunteer Driver (n=139)

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%**	**6%**	**1%**	**0%**	**14%**
No, does not seek information	1%	54%	22%	5%	4%	86%

Metrobus or DC Circulator (n=143)

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%**	**4%**	**5%**	**2%**	**0%**	**10%**
No, does not seek information	0%	13%	40%	36%	0%	90%

Medicaid Transportation (n=134)

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	**4%**	**1%**	**0%**	**1%**	**0%**	**6%**
No, does not seek information	45%	36%	1%	1%	12%	94%

Looking at the household income of those who seek more information about Medicaid Transportation (n=9), 44% of those seeking more information reported household income under $50,000, 22% reported income between $50,000 and $149,000, 33% reported income of $150,000 or more.

Metrorail (n=142)

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%**	**2%**	**1%**	**1%**	**5%**
No, does not seek information	0%	9%	29%	57%	0%	95%

General Responses re: Other Information

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

Bikeshare

ride from a medical appointment - every few years after anesthesia

Self-use autos, bikes with cost breaks for seniors

Will but not yet, I still drive.