

Appendix F. Full Text of Open-Ended Responses

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

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.

Verbatim responses to this question are provided, in alphabetical order, below. Responses of N/A and not applicable were deleted to save space.

Direct Quotes from Respondents (n=113)

A hub to connect members of the community.

A shared sense of community involvement for the good of all

Ability to develop new friendships

Ability to meet folks in the community that I might not have known, otherwise.

Ability to receive social worker support, social interactions, educational activities.

Access to interesting cultural and social events

Affinity groups and opportunities for service to other members. A wider social circle.

Affinity groups. From my perspective, these groups ARE CHV.

anticipating more participation after I retire in August

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.

Being able to support my community.

Being connected with a diverse group of truly caring, friendly people

BEING WITH INTERESTING PEOPLE WHO WISH TO BE PART OF A "COMMUNITY."

Belonging to Cinephiles and going to the meetings.

Building a new network of friends and support

Companionship, friendship, affinity groups

Confidence in CHV guidance

Connection with others in community.

Currently meeting people through volunteer activities. In the future participating in social activities.

Educational type programs

Expanding my social network.

Feeling of comfort and security and someone there to help if I need it, and to answer questions, even if they can't help.

feeling part of the greater neighborhood

Friends. Knowing it's there if and when i need it. It provides a network, a valuable community member, etc.

Friendship

friendships, social events so far

Generally good to meet neighbors - but some members too demanding of services that should be paid for, and R-V-D-E to staff, i.e. previously important people (PIP) who still think the Village is their personal staff.

Getting to know others who are interested in making community.

Great resource for senior issues and meeting people and option of doing activities.

Have not been a member long enough to comment

I am a promoter of the Village. I talk about the benefits of membership at every opportunity.

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

I do not have to take more time off from work to take my elderly parents to medical appointments.

I enjoy particularly the affinity groups plus group dinners.

I joined the Village because I believe in what it does. I don't use the services much now, but I anticipate needing help in the future.

I like best being able to call the office and get information or advice about vendors; or services or experts. In the past I enjoyed, to a degree, being a driver. But, now, in my mid-seventies, I feel I shouldn't be driving "strangers" any more because I no longer trust myself to driver "others" and rarely drive myself, especially at night. I've also much appreciated the book/waste pickups at my house.

I like knowing people through affinity groups--book clubs, Tai Chi, etc. and through seminars and symposia on useful topics. I also like working with others to produce seminars or symposia.

I like the education services, eg wellness group. I use Jone Bells Qui Gong Program twice a week Affinity Groups

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!!

I love knowing everyone is helping everyone else.

I support it so that it will be there when I need it. I have used it for referrals...

Ideally, this would be an important community resource. In actuality, I believe it has strayed from its original mission and should cease most of the political/advocacy activities.

Increased social connections, Social contacts and affinity groups

Information about events

Interacting with people at events, classes. Transportation.

It strengthens the Capitol Hill community.

I've made new friends and have learned new things from workshops and other programs (Village Voices, etc) and enjoyed social activities.

Katie has help me so much. With my five wishes other papers of importance to me. Some time just listening to me about anything.

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

Knowing that it is there. Meeting new people in the community.

Knowing that there is a resource I can call on if I need guidance/help.

knowing the things that are available that I can choose if/when I decide to.

knowing there's a village to help

Meeting and working with other members

Meeting Hill people. Getting advise and contacts for various situations/problems

Meeting neighbors.

Meeting new and interesting people. Serving the community. Great activities and affinity groups. Being part of a valuable community group.

Meeting new people

Meeting new people

Meeting new people - all the helpful volunteers who have assisted me with the TV, computer, putting furniture together and rides. They are wonderful people with a great attitude. Of course the social part & learning clubs.

Meeting new people & bridge building

Meeting people my age in my neighborhood. Finding people who are interested in the same things I like.

Membership has brought me new friends and interesting activities. The seminars offering information on tech, housing, and other pertinent issues are very helpful. I would like to participate in more activities, but my recent surgeries have limited temporarily my mobility. I value highly the list of vetted vendors for home maintenance. It's a great comfort to know that CHV is there for me when I need it!

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.

My biggest need is to be able to maintain independent living, by having minimal assistance when needed.

No opinion

Opportunities for social interaction and making new friends. Educational opportunities. Important personal help with end-of-life and emergency preparedness planning.

Opportunities to be involved with community

Opportunity to expand social network, feel more involved in the community, participate with others in activities I enjoy, and knowing that I have access to resources to help if and when run into problems we can't manage on our own. And hazardous waste pickup is great!

opportunity to meet other Hill residents

Opportunities to stay engaged with others of similar interests, to explore new interests and to find positive, supportive ways to age in place.

Options offered for activities with other members. Knowing I can call on them if and when I have questions

Organized activities. Connection to neighbors.

Originally, it was use of the various services - transportation, book pickup, contact with charities for donating goods, etc. At present I am beginning to take advantage of the social program.

Possibilities of meeting other people with similar interests

Proud of the advocacy they do on important issues around aging. Love learning from the amazing older members.

Provides opportunities to do fun things w/ old friends as well as meet new people. Provides increasing opportunities to meet and interact and get to know some of our less well off neighbors.

Social activities

social activities - dining out opportunities annual gala

social activities, exercise programs, and security in case I have serious needs in the future.

Social contact with neighbors

Social gatherings

social interactions; educational programs; knowledge that assistance is available if needed

Social occasions with interesting programs.

Social Services support has been invaluable.

Something like: when Geoff Lewis asked if I will join the Village and I hesitated, he joined me before my answer; never was sorry he did and I did.

Source of support and companionship, opportunities for outings

Support from my social worker.

The affinity groups

the affinity groups and other social aspects

The basic objective of quality services to allow the elderly to age in their home.

The connection with my community.

The expanded social network we have developed, connecting with a legion of neighbors we didn't know before. Those connections have enriched our lives personally and intellectually.

The friends I have met and the outings we do outside of the Village

The incredibly interesting & motivated people young & seasoned.

The information I have learned from the staff most often comes thru casual conversations. For instance I had no idea the social workers on the staff could help me as they have. I feel safer being alone because of the village Rise and Shine Program. It has given me a lot of peace of mind.

The many programs and services it offers tho I use few. Staff and volunteers always professional, helpful, proficient and friendly.

The membership staff. Ability to do what they do, knowledge, and know-how. Politeness.

The opportunity to meet new friends and neighbors. CHV luncheons at Mr. Henry's. Are Cafe 8 on 8th Str. or other locations possibilities. Dinners at Cafe Berlin The volunteer drivers Book clubs.

The people who belong - some of whom I like and admire. I greatly admire our staff for its ingenuity and creativity as well as its enormous commitment and hard, hard work. My village makes me feel a happy sense of belonging in this part of my city.

The security i feel that it is available when i need it.

The sense of belonging, of exploring the incredible individual stories and personages that make up our community...of meeting individuals with shared interests, of neighbors helping neighbors.

The social aspect - meals out, theater, meetings, etc.

The social aspect since we are only social members.

The social aspect. Making new friends. We are only social members. But we are satisfied with our membership.

The social connections; the intellectual stimulation created by the affinity groups, Village Voices, salon dinners, etc., the wellness information

To tell the truth - what I like best is Molly Singer - I like the "talks" given at the North East Library (walking distance from my house) I would like to join the group who walk down to the Mall - but I haven't done it yet.

Um, how do you say...I know that it's there. I like the people in the Village and I like the staff, especially Molly. It's true!

Variety of activities catering to a variety of interests and concerns. I am increasingly unable to participate in many of them for health reasons, so transportation remains a key way the village currently helps me.

Variety of friendships & interests. The ability to share intellectual interests.

Village has been extremely helpful navigating through illnesses. Preparing people who have been in hospital to go home and connection with hospice. Availability of social activities such as book club are also important.

Welcoming group of dedicated people interested in improving their community while creating opportunities to enriching their own lives.

....

How can your Village better meet your needs or be improved?

More respondents answered the question about what they liked best about their Village (n=113) compared to this question (n=77).

Respondent suggestions centered around 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.

Verbatim responses to this question are provided, in alphabetical order, below. Responses of N/A and not applicable were deleted to save space.

Direct Quotes from Respondents (n=77)

Additional analysis of residential services for the time that LTC is needed.

an expanded Vetted Vendor list

"As passed on to Tameka... Suggested activities of particular interest to African American seniors. Capitol Hill Towers has residents who want to join Capitol Hill Village and who would be a great starting point in getting others involved. Bid Whist Pinochle Line dancing Hand dancing Horseshoes Billiards eight ball Open Mic Bingo here monthly already "

As the organization grows its becomes more bureaucratic, less about us as neighbors and members and more about expansion... expanding services beyond our capabilities and losing responsiveness. The Village movement was created to ensure that members could remain in their homes and retain their independence as long as feasible by neighbors helping neighbors.... We are in danger into losing that objective and focusing more on becoming just another "social service" provider, at times for individuals who have other sources of government assistance for housing and other needs..

At this time needs are met.

be member needs driven, not "enhanced" or "expanded" for corporate reasons

Better availability of staff. They are often out of office, in meetings, on vacation, etc. Phone calls are often not returned. In an emergency, I depend on neighbors. Getting to evening meetings is increasingly difficult. I usually try to make my own arrangements with someone I know will also be attending. There is a great need for a member directory!!

Can not think of anything at the moment

Can't say

Careful checking for accuracy of what is put on the website.

Continue to make smart decisions to keep us functioning fiscally; and please continue attracting younger members by offering both intellectually stimulating programs, and by persuading younger people of the satisfactions of voluntarism in their own community. I recently suggested to a young person how much she might enjoy reading to a lonely CHV member - she agreed and called to enroll as a volunteer. I've noticed how lonely and under stimulated some members can be without realizing it.

Continue to stay the course

Continue to teach members about their transportation choices. Keep up the good work on activities and social events.

Don't know

dramatically increase transparency of operations , financial circumstances/actions, and accountability to membership of both the Board and the paid staff

Eliminate discriminatory (against single persons) membership fees.

Help with identifying in advance ways to identify caregiver (administrative helper, so that when we both are sick, we can remain in our home.

I am concerned about the finances. A detailed budget is not shared with the membership. There is too much reliance on grants. I don't believe that it is well managed.

I am not sure

I believe my Village is trying so hard to solve all problems of aging, that they are spreading themselves too thin.

I can't really think of anything.

I don't know how it can be improved. I really don't need much help.

I like being a driver BUT I will not provide airport transportation unless it is an emergency. If a person can afford to fly then they can afford to pay a taxi.

I need access to very low cost handyman or maid services. I've been unable to wash my floor due to anemia and lack of oxygen. While that's slowly improving; it's not cool to live with a dirty floor I can only sweep. I'd pay a young person to do it, if it'd cost \$15. Understand when your monthly income is less than \$1,000 and rent takes half, phone, Internet (necessities), transportation fees, laundry, etc eat up more, and food takes all the rest, finding that much money is a challenge.

I NEED OPPORTUNITY TO SERVE OTHER THAN DRIVING.

I think the orientation meeting given when given as a new member to the village should be broader - aimed at what the village has to offer. I suppose because of the demographics of Capitol Hill most of the social gatherings and club meetings I have attended are made up of married couples who are into themselves and other couples. I had hoped to find other singles who would be interested in sharing life experiences, travel and social time.

I thought joining the village sooner rather than later was an important part of making important decisions on aging in place. currently my schedule doesn't permit me to attend as many activities as I would like. But I have positive experiences in every interaction I've had and look forward to more as my other activities wind down.

Ideas that are better addressed directly to our Village.

Identifying options if im unable to live in my home, so i can plan for the worst cases.

If it isn't broke don't fix it

I'm not a "joiner" - I'm reclusive and increasingly more so. As such, there's little I could imagine that "The Village" could do for me beyond being "there" as a clearinghouse for needed info - This year, my tax person became extremely ill. I was lost for tax-prep for the first time in 40 years. The Village found for me a very good tax person!

I'm perfectly happy with my exposure to the Village.

In Newsletter include some non CHV events.

Increase outreach opportunities.

Increased transparency about financial status, so members can learn more about revenue and expenses--how their membership fees are allocated.

Information regarding volunteer opportunities based on mobility. For example, if you are able-bodied and mobile - haz-mat pick-ups, gardening, small handyman jobs. If you are less mobile - rise and shine calls from your home, CHV office help (maybe this can also be remote through your home computer to a CHV account - tele-working)

It is doing a good job

It's been beyond anything I ever expected - no ideas.

Just keep doing what it's doing.

lobby for transitional senior housing where RFK currently is

Love it like it is. More members would be nice. ☹️

Match making for widows/widowers.

Meeting them well.

More "high tech" infrastructure.

More drivers therefore more likely to get out more.

More programs on aging well despite serious health issues.

More support for affinity groups.

More transparency re: administration; better understanding of the interface between the members, the affinity groups, and the administration; more effective "exploitation" (in a positive sense) of the incredible knowledge, skills, and talents of individual CHV members. Membership is expensive and it's not always clear to me what my membership dues support as the affinity groups are volunteer-run...

My contacts with the village have all been great. Don't know enough to comment on the general program.

My son to whom I pay rent works full time plus and he can't be at my service for most CHV offerings or medical appointments. I need those volunteer drivers! Luckily they are able to drive, walk, take public transport

No particular suggestions

No thoughts on this at present

Not sure.

Not sure. I need to think more about this before I can answer.

Nothing

Proactive - keep doing what you're doing.

Provide directory of other members and their interests.

Provide members with low vision with assistance for things like shopping or other outside activities.

Recognizing my trying to manage.

Right now doing what they need to do. Educating us in all areas.

See above

Stay focused on the things it can do.

1) The Village is stretched too thin by attempting to be *all things to all people*. I would rather the Village do FEWER events and do them well than have 5-10 events in one week! Too many things get dropped and inadequate follow-up. 2) Village promises TOO many undeliverable services and cannot meet demands - too much outreach - raising high expectations i.e., promises of transportation should be capped, especially social rides. 3) Village getting too high-falutin! Coat checkers! Greeters! Are we the Kennedy Center? Hang up your coats!! :-)

The Village's exploding budget is surprising but little explained. There is, for me, a lack of transparency about financial and program decisions. Members like me need to know more about how our membership fees are being used and why.

There are so many services provided now that it is difficult to suggest more. I like to walk but not early in the morning (9 am). How about 11 am? Also trips to museums could be increased and some new museums are so popular and crowded that an attempt could be made to have the Village get tickets for members.

This Town Hall meeting is a good idea - Stimulates thinking about this and encouraging discussion.

Unclear

We are satisfied with our membership.

We can always improve. I am serving on the board to try to do my part to make improvements.

We have not been particularly impressed with the Village's provision of medical and social services. When we have contacted the village about them we have generally done better on our own or using the services of hospitals, etc.

We join together to talk about a book we have read, or a poem - but we don't get together to discuss DC politics, and National politics. I would like to do that - but maybe CHV thinks political subjects invite quarrels....

We would attend more evening village events but are dependent of getting transportation. Perhaps there could be better way to handle arranging that. I need many day-time rides for medical purposes so am hesitant to ask for many evening rides as well.

When a member is facing serious medical and/or surgical issues, it would be useful to have a member(s) visit or call occasionally. I heard of one village that creates a "team" to help a member recover or heal. I'd love to see a water color and/or drawing group formed. Also a New Yorker discussion group. It's important to have activities take place in convenient venues. As long as I can walk or cycle, I'm OK. But when I can't, yikes! What to do?

Would like programs on such topics as medical alarm systems

Would like to be able to reach our to members -- online member directory. Sign on for events online,

...

?

What do you like best about the Volunteer Driver program?

Respondents liked the **valuable service it provides**, including specific uses of the service and personalized assistance with mobility needs; the **quality and reliability** of service and **friendliness of drivers**; the **social connection with neighbors**; and **the fact that the service exists**.

Verbatim responses to this question are provided, in alphabetical order, below. Responses of N/A and not applicable were deleted to save space.

Direct Quotes from Respondents (n=98)

Accessible

are very prompt and courteous

Availability of assistance if it is needed.

Available as an option,

Available for emergency.

Available for folks who have a need

Being of service and chatting (mostly listening as I drive), Seeing old friends and meeting new members

Capitol Hill Village is very good in facilitating driver requests. CHV's volunteer drivers were a godsend for my husband and me when we couldn't drive each other to medical a new therapy appointments for medical reasons like recovering from strokes, broken bones, etc. The volunteer driver is a very important CHV service for us.

CHV has more drivers at this time. About a year ago I was often told outright to call Uber. Most CHV drivers are extremely helpful and friendly. A number go out of their way or personal convenience to ensure that all requests are filled. I only call on short notice in an emergency. Volunteers are trying sooner rather than waiting until last minute - to fill requests made a week or two ahead of time the ride is needed. Things have improved with Meghan coordinating.

Dependability, promptness

Do not use now.

Don't use it.

Driver picks up member at home.

Enjoyed going to the store.

Extremely helpful to me in getting my small dog to neighborhood vet. This is what I call a daily living necessity trip Am grateful for this help Not sure how I would get there otherwise Have not always had success in getting a ride to village social programs so then I sometimes do not go to event

flexibility

flexibility.

Get to know someone else in our community, while getting where you need to go. Convenience, reduced stress.

Getting to know new people. Feeling useful.

Gives me an opportunity to connect with fellow Village members.

GOOD COMMUNITY ACTIVITY

Good for seniors like me. If driver is unable to make it, will be notified.

Great service for those who need it.

Have not experienced it

Have not used

Having a nice chin-wag with a neighbor.

Helping out neighbors w/ little to no effort

Helps others. I get to meet new people

I am a driver when I am in DC which is about 50% of the time. I would be willing to drive more if asked.

I am not much in favor of this program. I think it may give a false sense of security to drivers and passengers. I hope that people are not using it primarily to "save money" on taxis or uber.

I did not enjoy it at all

I do not use this program

I don't use it much, but I think riding with friends would be an advantage

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

I have contacted the program on 2 occasions and was unable get a ride. Uber works very well.

I have never used it

I have never used it so I cannot comment

I have no direct experience

I have no o experience with the Volunteer Driver peogram so I can't comment on it.

i have volunteered to be a driver but have had schedule conflicts when asked. Also, because I am significantly reducing driving for myself, I'm not as comfortable as I once was driving for someone else.

I know it exists but I have not used it. I moved to this location 20 years ago for access to Metro and walkability. I also use my car occassionally, but prefer Metro.

I like being able to support my neighbors on my own time.

I like that neighbors can help each other

I really like that it is available.

I set up rivers as part of my volunteer work in the village office - the program seems to work very well for both drivers and passengers

I think it could be important to have an advocate to accompany someone to medical appointments. Folks with vision problems might particularly benefit

I use the Volunteer Driver program seldom. I live in a close-knit city neighborhood, and am usually able to arrange a ride myself w/out using volunteers from the Village. When I have used the Volunteer Service, it has always been successful.

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

If I can't get a ride I would ask for a volunteer

I'm sure it's helpful to others but I don't use it.

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.

It is absolutely wonderful and should be continued and increased.

It is available.

It is free and the drivers, for the most part, are friendly

It made it possible for me to schedule my colonoscopy

It provides a useful service.

It saves me money when I need to get to National Airport

It's excellent

It's a way to meet people in the neighborhood

It's free

I've used the program only when I have to be picked up by someone following certain medical procedures or tests. Otherwise, I use other forms of transport. I was a volunteer driver for CHV years ago, but gave up when I found city driving so unpleasant. Also, I don't think volunteer drivers should provide transport to airports. Take a cab! Another issue: CHV had no policy re who pays for parking. It should be the requesting member, not the driver.

Like that it seems people are willing to help out. I also think that if people are able to afford transportation options, they should use them.

Liked access to the grocery store

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.

Meeting interesting people. Providing a useful and helpful service

Meeting new people and renewing acquaintances with others. Encourage those requesting services to try to schedule appointments in non-rush hours.

Meeting new people. Providing service.

meeting people

Meeting village members I otherwise would not get to meet

My driver was punctual, kind and helpful, and enjoyed providing a rather long drive.

My spouse drives me, so I don't use this program. I'm glad it exists so that I can use it if he cannot drive me.

Nothing

Only used it once for medical appt. Couldn't have been better or more convenient. Driver was friendly and efficient. Wonderful service.

provides options for members

Providing a service for those who are UNABLE to get to DOCTOR and other IMPORTANT appointments.

Reliability. Drivers are prompt and usually know how to get to a destination. (Uber drivers usually do not, although they often can't even find our house.) Enjoy chatting with other members we know and meeting members or area residents we do not know.

Seems valuable for those who need it.

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

Since I haven't used the Volunteer program I have no opinion about its usefulness. (I am too old to be a volunteer driver.)

Someone who I may know in the Village

Takes place of family Reassuring from "friend"

That I am NOT driving.

That it is there.

That means someone can pick me up. I like it very much.

The ability to say no

The fact that there is a Village Volunteer Driver Program

The i other Village members that I meet while driving....all interesting people.

The person who drove me was great, until he decided he didn't want to take me any more.

Their willingness to take my walker

They are friends or neighbors

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

Travelling with a friend (a person you already know) to a medical appointment

Very useful for many people

Volunteer drivers are very nice and helpful. Always call to confirm the date and time - at your front door at the correct time. -

We have enjoyed the experience of being driven to the train station or airport and helped with the luggage, too.

When I did volunteer - for about five years - about 10-20 times a year - what I liked best was the appreciation expressed by most people.

Works well when can't drive

?

How can the Volunteer Driver program better meet your needs or be improved?

More respondents answered the question about what they liked best about the Volunteer Driver program (n=98) compared to this question (n=66).

Respondents suggested addressing **schedule challenges**, increasing **efficiency** and/or **responsiveness**, and **reducing lead time; imposing limits**; and **adding drivers** and/or allowing more rides. They also made specific suggestions that fall outside these general themes.

Verbatim responses to this question are provided, in alphabetical order, below. Responses of N/A and not applicable were deleted to save space.

Direct Quotes from Respondents (n=66)

A more timely response would be better. It takes several days to go food shopping.

Actually there has been a lot of improvement in the village handling of requests for rides recently. For a while the initial village response to a request for a ride was "I don't know if we can do that." And Uber has been unsatisfactory as an alternative.

Be available when I get to the point that I need it.

Better communications and coordination from office

Better worded emails. More camaraderie among the office to celebrate drivers

Call me more often to drive folks.

Can't think of anything

Can't.

1 - Cap social rides (non doctor appointments), 2) Provide only ONE WAY rides or cap 2-way rides, 3) Limit to DC Area - no Baltimore, etc., 4) Limit / group grocery runs to one store rather than trying to appease member who only wants HTeeter etc. Catering to the whims of a few all the time means no one gets ANY service!!

don't know enough about it.

don't know

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

For medical appointments, driver confirmation need to be sooner rather than later. Member may need to cancel appointment, if uncertain of ride 24 hours before time of appointment.

guidelines need to be clearly established, articulated to membership, and enforced by paid staff

Have more volunteer drivers

I am managing on my own right with reduced driving (except in my own neighborhood) and walking.

I can't use a volunteer driver because I need physical help.

I do not participate and don't plan to join.

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

I don't use it

I don't know yet. I have not experienced using the program.

I don't know.

I don't need it

I don't remember. I think it's fine.

I feel that as long as I can use public transport, or afford GoGo grandparent, I prefer to contribute voluntary drivers to other members and pay for my own.

I have not received a response from office in two cases

I have not used it, but will explore it as an option very soon

I supposed that we need more volunteer drivers.

I think it is fine like it is

I think it works well.

I think that it might function better if a radius limit were applied. Rides to medical offices in Rockville or to the airports seem excessive to me. When taking someone to a doctor's appt. downtown, or a hospital, it would be helpful to have a special sticker for the car as it is sometimes impossible to park in front long enough to take the passenger in. If this is required, it may be better to have transportation "teams" so that one person can park, the other take the passenger inside.

I was asked to specify days, times when I was most available. I did so, but this information was never used in asking for rides. Also, as traffic becomes more and more intense even driving to downtown can be a hassle. I do not think rides to the airport/train station should be offered in most situations.

I would like medical appointments to be handled by professional drivers, e.g. Taxis, Seabury, etc.

If there were more, I wouldn't have to rely on others for my trips.

if we as drivers are told a little more ab rider or at least that there is particular need; ie more than needing a free convenient chauffeured ride.

information

It is too unpredictable. Cannot always count on getting a ride.

It is very catch as catch can re: being able to schedule a driver with the village. The folks coordinating the rides are not the most efficient.

It might be good if people were discouraged from asking for a ride to the airport. That "service" really would be better if were done by a cab or something like that.

It works well for me as it is now.

It's a little busy over at the office and it would help if this program or more streamlined like Groover

It's worked well for us, so no suggestions for improvement.

Just increase the number of drivers.

More automation - e.g. calendar event additions/updates including names, addresses (pickup and dropoff) and contact info.

More available drivers. Even when I call 5 days in advance, it is not likely that I will find a driver to take and return me

More drivers available more often.

More drivers.

More needed!

My one experience was great. Don't know enough to comment on general program.

No answer

No idea.

No ideas

No particular thoughts on this.

Not sure that there are any benefits for me using the volunteer driver program

Not sure.

Pairing up on rides - esp. far away ones.

Recruit additional drivers.

See comments above

Since I've never used it, I'm not sure this is helpful but...The new CHV website might feature an FAQ for either signing-up to be a driver or requesting a ride

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

The program could use Sunday drivers to church by people who attend that church. I know there are Village people who attend St. Marks but I don't know who they are. If there were a way to connect with them, that would be helpful.

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.

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? (three respondents)

Experience receiving information about transportation services

Question text: If you have received – or have tried to receive – information about the above transportation services, please share your experience (positive and/or negative). This could include seeking information about: your eligibility for the service, scheduling or accessing the service, learning basic information about the service, etc.

Responses included a mix of positive, negative, and neutral (or no) experiences, as well as detailed or specific comments.

Verbatim responses to this question are provided, in alphabetical order, below. Responses of N/A and not applicable were deleted to save space.

Direct Quotes from Respondents (n=22)

Accessing service has been difficult

Always interested in learning new things.

Difficulty with Metro Access timing - dropping off super early and picking up super late.

Have not really explored transportation options, own car or use metro bus and circulator if parking is an issue

Have not tried

Haven't try to get information, yet. I will look into them as need arises

I have no idea where to obtain this information

I know about Seabury Connector from booth at National Cathedral. I have followed up for a friend of mine. It looks good. I would use it if I needed it.

I learned of GoGo Grandparent from CHV and have used it somewhat often after having an accident.

I'm grateful for the Capitol Hill Village volunteer service. They've been great. However, I can't always call far enough ahead of time to schedule as urgent needs arise. For instance, I'll learn the weather will be too hot for me to be out in from the Thursday weather forecast. My refrigerator is nearly empty, but I can't go by bus as I dehydrate too easily. It's nearly impossible to get a volunteer ride on a Thursday or Friday for the weekend. And sometimes, even calling on a Monday can't get a ride by the weekend. I wonder if they'd consider having volunteer young drivers who driver an old van they'd buy to take people to appointments, grocery store, etc.

Learning basic information about the above.

My wife has been exploring these possibilities

no

Note for paper survey - interested in learning about DC Circulator (uses bus)

Rules are hard to remember

Sometimes good / sometimes bad. Metro Access: scheduling & pick-up; getting to appointment

Took Uber one time. They stole my credit card and used it the very next day. Stopped using Uber.

Trip planner for WMATA is easy to use and reliable (although bus info is often as per the schedule and not actual.)

Uber - no contact information to request female or tell them I'm disabled.

Uber has usually not shown up. I prefer to call a yellow cab or hail a cab.

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

When I originally signed up for Uber it was not clear and 3 cars showed up --I wanted a ride for later that day. Also they presented 3 different rates and I didn't know what they meant so they put me down for the most expensive rate. Hope they don't charge me that every time. Outside of that everything was okay.

Additional thoughts about transportation and aging in community

Question text: Please share any additional thoughts you have about transportation options as you age in your community.

Respondents mentioned **barriers to mobility** and **transportation-related needs**, inclusive of safety concerns and anxiety; **specific modes of transportation**, including volunteer drivers, Lyft and Uber, and walking or biking; **urban convenience**; and plans for **future modes** of transportation.

Verbatim responses to this question are provided, in alphabetical order, below. Responses of N/A and not applicable were deleted to save space.

Direct Quotes from Respondents (n=40)

As both my spouse and I get older, we will use Uber or taxis more often. also we hope to use the Village volunteer service.

Brick sidewalks are not the best for walking as they get more slippery in ice and rain and become uneven.

Capitol Hill sidewalks can be hazardous - uneven and poorly maintained

Have home care aide for 4 hrs in afternoon (own expense). Need more programs I can attend (evening is easier in summer)

Have no issue at this time. Transportation options satisfy all my needs.

I appreciate that CHV is doing so much awareness raising around transportation

I choose walking for an errand as a form of exercise.

I depend on family to set up rides on Lyft and/or Uber

I dread the day I will not be able to drive.

I fear bikes and motor scooters on city sidewalks, driven with reckless abandon as they too often are. I fear ubiquitous speeding-beyond-the-speed-limits trucks and cars through DC I like it that some intersections allow pedestrians some "lag time" after a light turns red for cars but pedestrian walk lights continue to count down. However, some drivers do not understand why we are still walking so they honk their horns at us in anger. It's a jungle out there!

I imagine the time will come when we will sell our car and rely on Uber or Zip car for the occasions when we now use our own car.

I like all of the transportation options available on the Hill and try to use them all rather than drive whenever I can.

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.

I think that any volunteer drivers for Capitol Hill Village should be regularly tested for driving abilities. I have seen how a few of CHV members drive and I would be terrified to accept a ride with them.

I used Village Volunteer Drivers some two years ago - just after I got out of the hospital and my car had broken down. I eventually bought another car and haven't needed the service since.

I view CHV as a resource for future needs.

I would encourage organizations like the Village, AARP and Washington Area Bicycle Association to promote information on electric bicycles for seniors and advocate for bike acceptability everywhere.

I would like to see more shuttle vehicles, like the Circulator bus, that have smaller, more localized routes, that go around on a consistent, regular basis particularly during peak hours. Could be electric golf cart size as long as they did the rounds with great frequency. More electric scooters. More benches. More covered bus shelters.

I would like to use the regular bus system more. I live nearly a mile from the nearest Metro station, and this could become a problem. Cycling is my preferred means of local transport, and will cycle as long as I can. When I can't, yikes! Maybe it will be time to move,

I would love for a patron to the Arts donate a car to enable me to go more places & stay longer to spread my message of hope. #HopelsContagious Spreading it is what i Do.

I'd like to know about GoGo Grandparents, an Uber "coupon" for old people who don't use a smart phone.

I'm very fortunate because I have a live-in caregiver and a car and a parking space right out front.

Increased availability of cross town transportation, For example from M. St South East to the Union Market. Better options to get to Georgetown Hospital and Clinic.

less expensive driving option with person who would accompany one to car from front door on pick-up and return

Metro busses and the Circulator are physically uncomfortable, even painful, to ride, and unpredictable. For me, Metro has become unreliable, walking to and from Metro stops is often not physically possible, and I react physically to the pervasive fragrances in the trains (asthma and adverse neurological effects). Metro has even started deliberately infusing some train cars (or maybe even all of them by now) with fragrances in a misguided effort to make using Metro more "pleasant", not realizing they are driving some potential riders like me away. Fragrances are also usually strong in Lyft cars, we've found, so they're a problematic option too, though they at least are reliable and take users from door-to-door, eliminating the need to walk to and from Metro stations.

My driver's license will expire in 2020. I may not be able or wish to drive after that date.

My greatest concern is that Metro, or the Circulator, keeps regular service readily available. If the Circulator cuts off its route between 8th and 1st Streets 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 from 3rd to 8th street in bad weather (hot & humid, sleet, windy, etc.) will prevent me from keeping appointments.

My neighbor, who lives 1/2 block from my house (we share the alley behind the house) has offered to drive me to the store when I decide that I need a ride, instead of driving myself. (I am 87 years old and prefer to walk when it isn't far from my home.)

Nobody wants to think about that!

none

On time pickups

One of the reasons I love my community is the wide range of options.

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

There is an abundance of transportation options. There is not a problem. There is absolutely no need to drive oneself.

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

Things will get more difficult

When I am frail, will the Uber driver come to my door and help me walk to the car?

When I could not drive because of illness, Village arranged Uber for me.

Would like information about transportation services available to me because of my age and because I don't use a smart phone.

Would pay to have hair done.