

2018 CHV TRANSPORTATION SURVEY

Findings from a survey of 150
Capitol Hill Village members



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This document was prepared by Sharp Insight, LLC
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Foreword

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

In addition, CHV would like to thank the following individuals who served as volunteer members of the Evaluation Team, providing guidance during the development phase and helping to promote the survey when it was launched: Maygene Daniels, Jeff Gabardi, Ann Grace, and Carolyn Rondthaler.

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

This survey was conducted in partnership with nine other Villages in Washington, DC. A separate report, with findings from all ten participating Villages, is available from Capitol Hill Village upon request. The following report contains findings only from Capitol Hill Village.

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

Context

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

“Membership in the Village supports and enriches my life.”

Capitol Hill Village (CHV), the largest and second oldest Village in the country, serves older adults living in the Capitol Hill neighborhood, primarily in Ward 6. CHV is supported through a range of funding sources, including: member dues, government and foundation grants, individual donations, and corporate sponsorships. CHV provides a variety of programs and services to members.

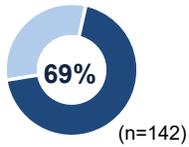
At many Villages, including CHV, leadership and staff face with ongoing challenges related to member transportation and mobility around the community. Villages support these transportation needs of members through education about public and private transportation options and by providing rides with volunteer drivers. Rides provided by volunteer drivers are among the most requested Village services. Volunteer rides facilitate mobility in the community for medical appointments, social activities, and errand running. The survey revealed that the ride itself serves as a social connection for the passengers and the volunteer drivers, and an opportunity for drivers to be of service. While the volunteer driver program is important for socialization, peer support around mobility, and cost savings, the requests for rides and subsequent demand for drivers can be difficult to meet. CHV aims to support independence among seniors, and this requires that seniors have a range of options for thriving in community. To that end, CHV is raising awareness and educating members to ensure that older adults know about and use the range of transportation options available to them.

It is in the transportation context that CHV members participated in the 2018 CHV Transportation Survey. The goal of the survey was to understand more about who CHV members are; the extent to which CHV members are able to get around in the community; and levels of participation in, and satisfaction with CHV. A convenience sample of 150 members and volunteer drivers participated in the survey, approximately 30% of CHV’s membership. It is important to understand that the sampling does not equally represent all categories of members and that findings are based purely on the recipients who responded. As such, it is recommended that these findings not be generalized to all CHV members and/or all seniors in DC. Survey findings and recommendations are presented below, with detailed analysis in the appendices.

Visual Executive Summary | Characteristics of CHV Respondents *

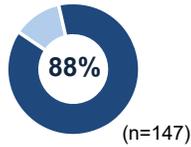
Among the **150** individuals who completed the 2018 CHV Transportation Survey...

Two-thirds were female



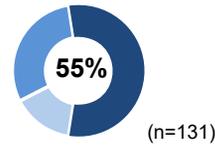
69% Female
31% Male

Most were white, non-Hispanic



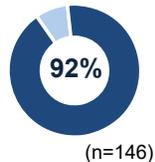
88% White, Non-Hispanic
4% Black / African American
11% Other

Half had annual income between \$50K and \$149,999



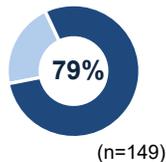
15% Less than \$50K
55% \$50K - \$149,999
30% \$150K or more

Most had completed college



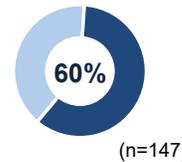
69% Graduate or Professional Degree
23% Bachelor's Degree
7% Associate's Degree or some college
1% High School or Less

Most were 70 or older



21% Under 70 years
33% 70 - 75 years
28% 76-80 years
17% Over 80 years

Nearly 2/3 live with at least 1 other person



40% Live alone or with live-in caregiver
31% Live with one other person
24% Live with 2 people
4% Live with 3 or more people

Residence

The majority own their home



90% own their home
10% rent their home

(n=144)



Respondents average 27 years in current home.

(n=148)



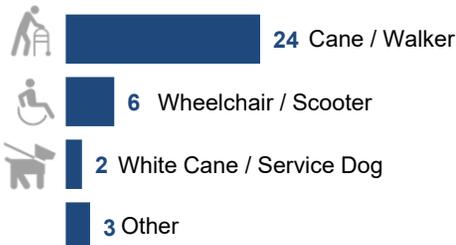
56% would like to remain in their home for the rest of their lives.

(n=146)

Mobility



18% reported using at least one device to assist with mobility (n=145)



Communication

Internet Access



96% reported regular access to internet



97% of those reported regular access at home

Cell Phone / Smart Phone



93% reported having a cell phone



81% of those reported having a smart phone

76% of respondents were confident they could get the help they needed to stay in their home as long as they desired



■ Very confident ■ Confident
■ Not too confident ■ Not confident at all

(n=145)

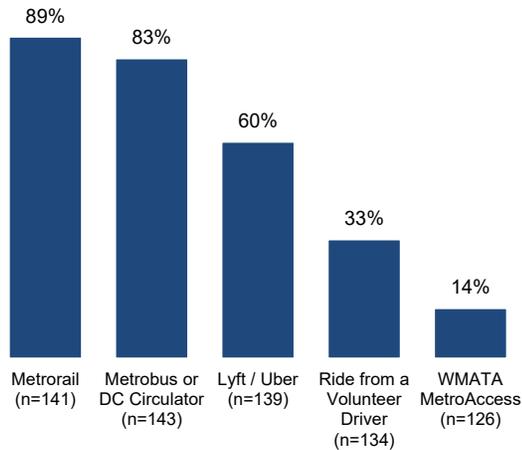
* The 2018 CHV Transportation Survey was completed by a convenience sample of 150 individuals, with approximately 70% completing the survey online. Percentages may not total 100% due to rounding.

Visual Executive Summary | CHV Respondent Mobility Throughout the Community *

Use and Awareness of Transportation Options

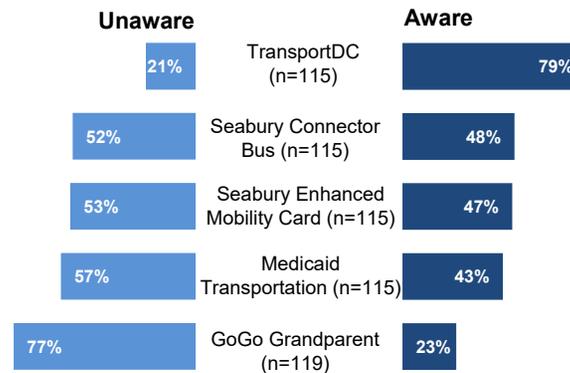
Frequently Used Modes of Transit

Survey respondents reported “regular” or “occasional” use of the following modes of transportation.



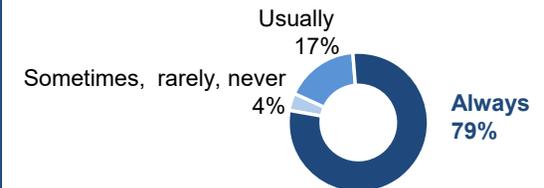
Awareness of Infrequently Used Modes of Transit

95% to 98% of respondents reported not using the following modes of transportation. Among these non-users, awareness of each service was mixed, with the majority of non-users **aware** of TransportDC and **unaware** of GoGo Grandparent.



Getting to Destinations

Most respondents were able to get where they needed or wanted to go in the prior two months. (n=142)



Barriers to Mobility

“There is little North-South transit, for instance going to Union Market [is] difficult without a car.”

“Capitol Hill sidewalks can be hazardous - uneven and poorly maintained.”

“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.”

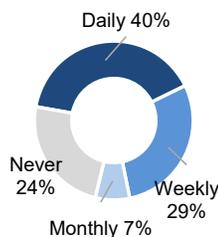
“We would attend more evening village events but are dependent of getting transportation. Perhaps there could be better way to handle arranging that. I need many daytime rides for medical purposes so am hesitant to ask for many evening rides as well.”

“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.”

“... Have not always had success in getting a ride to village social programs so then I sometimes do not go to event.”

Driving Behavior

There was a range of driving behavior among respondents, with **40%** reporting that they drive **daily or almost daily** and **24%** reporting that they **never drive**. (n=149)



Never Drive

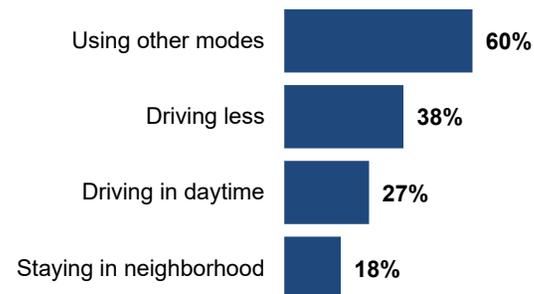
Top reasons selected by those who **never** drive:

“I do not have a car.”

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

Ways of Intentionally Limiting Driving

68% of drivers intentionally limit their driving. (n=113)
Among this group, they limit driving by:

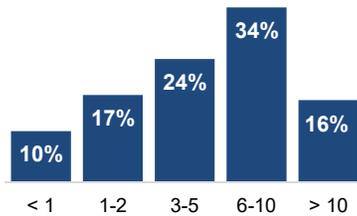


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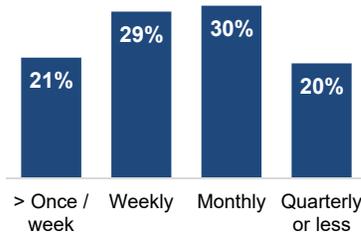
Visual Executive Summary | CHV Respondent Participation and Satisfaction *

Village Participation and Satisfaction

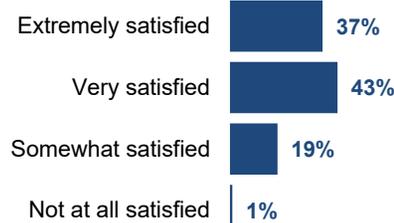
Half of CHV respondents reported **more than 5 years of affiliation with CHV**, with 10% reporting less than one year of affiliation. (n=147)



50% of CHV respondents were involved with CHV on a weekly basis or more frequently. (n=143)



Satisfaction with Village (n=144)



In their words...

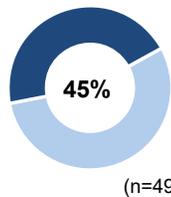
What do you like best about being affiliated with the Village?

- "Social activities, exercise programs, and security in case I have serious needs in the future.."
- "Affinity groups and opportunities for service to other members. A wider social circle."
- "A shared sense of community involvement for the good of all."
- "I love knowing everyone is helping everyone else."

Volunteer Driver Program Participation and Satisfaction

Passengers

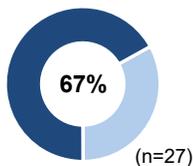
33% of CHV respondents were "**passengers**," reporting having received a ride from a Volunteer Driver (n=150)



Among passengers, **45%** had received a ride from a Volunteer Driver in the **preceding 2 months** ("recent passengers"). Nearly a quarter of recent passengers (23%) had received five or more rides in the preceding 2 months. (n=22)

Drivers

18% of CHV respondents were **Volunteer Drivers** for CHV. (n=150)



Among Volunteer Drivers, **67%** had provided a ride to a Village member as a Volunteer Driver in the **preceding 2 months** ("recent drivers").

What do you like best about the Volunteer Driver program?

"Takes place of family Reassuring from 'friend'"

"That it is there."

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

"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."

"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."

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

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

"Meeting interesting people. Providing a useful and helpful service"

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

* The 2018 CHV Transportation Survey was completed by a convenience sample of 150 individuals, with approximately 70% completing the survey online. Percentages may not total 100% due to rounding.

Key Findings

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

Respondent Satisfaction

80% of members reported **high levels of satisfaction** with CHV and 97% of respondents would recommend their Village to a friend or neighbor.

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

“Membership has brought me new friends and interesting activities.”

Key Characteristics of Respondents

Nearly one-fifth of respondents reported personal use of a **mobility assistance device** (e.g., cane, walker). For every one-year increase in age, an individual was **7.3% more likely** to use one or more mobility assistance devices.¹

Although most respondents were confident they could get the help needed to **stay in their home as long as they wanted**, one-quarter of respondents (24%) were not confident.

Respondents Traveling within their Community

The vast majority of respondents (96%) reported that, in the prior two months, they were “always” or “usually” **able to get where they needed to go**; however, the small number of respondents (4%) who reported they were “sometimes,” “rarely,” or “never” able to get where they needed to go differ significantly based on the key characteristics listed above (e.g., use of mobility assistance device and confidence they could get the help needed to stay in their homes).

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. Significant **differences were found between drivers and non-drivers** based on use of a mobility assistance device.²

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

In addition, a significant difference was found between drivers and non-drivers in terms of how they get around when not driving.³ When not driving, drivers

¹ Logistic regression, Odds Ratio (OR) = 1.073 (95% Confidence Interval (CI) = 1.018, 1.131)

² Chi-Squared, p<.05

³ Chi-Squared, p<.05 for Get a ride with someone they know, Public Transportation, Walk, and Bike. No association for Private Service.

are most likely to take public transportation or walk. Compared to drivers, non-drivers are more likely to get a ride from someone they know.

Excluding driving a personal vehicle, the most commonly used modes of transportation included **metrorail, metrobus / DC Circulator, and Lyft / Uber**, with at least 60% of respondents using each mode. Awareness of these modes was generally high, with 98% to 100% of respondents reporting awareness of each.

For less-commonly used modes of transport that provide or facilitate door-to-door transportation service, GoGo Grandparent, Seabury Enhanced Mobility Card, Medicaid Transportation, and Seabury Connector Bus, **general awareness of the service was low** (between 22% and 45%). However, among respondents who use mobility assistance devices, awareness of the Seabury Enhanced Mobility Card, Seabury Connector Bus, and Transport DC was higher (68%, 73%, and 82%, respectively).

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**.

Volunteer Driver Program – Participation and Satisfaction

Participation in the Volunteer Driver program, as a passenger, was significantly associated with personal use of a **mobility assistance device**⁴, with 32% of passengers reporting use of a mobility assistance device compared to 11% of the sample overall.

Both passengers and volunteer drivers reported **benefits** ranging from social connection and meeting new neighbors to the security that comes with knowing the service exists. Over half (56%) of passengers reported that **getting to places that they need or want to go is easier because of their membership** in (or connection to) their Village, compared to 6% of non-passengers.⁵ In addition, volunteer drivers sometimes receive rides themselves through the program (e.g., for a medical appointment): **30% of volunteer drivers reported having received a ride from another volunteer driver**.

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

⁴ Chi-Squared, p<0.05

⁵ Chi-Squared, p<0.05

Opportunities

The 2018 CHV Transportation Survey represents a first step in gathering information about CHV's members.

The following section presents: potential uses for the data to enhance programming efforts (programmatic considerations); suggestions for future research areas (content considerations); and logistical considerations for future data collection initiatives (implementation considerations). CHV may wish to use the full dataset, provided as raw data in Excel as well as summary data in the appendices, in conjunction with the data presented in this report while exploring the topics below.

Programmatic and Data Use Considerations

Exploring the following questions may provide an opportunity for CHV program leaders to tailor their use of survey results and convert findings into action in the near-term.

CHV may consider the following programmatic opportunities:

1. Leverage survey findings to learn more about members.

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

- *Confidence to get the help they need to remain in their home for as long as they would like,*
- *Ability to get to places they need or want to go,*
- *Need for additional information or support to effectively use the modes of transportation best suited to their needs,*
- *Satisfaction and suggestions for improvement at their Village, and*
- *Length of affiliation with CHV, with a focus on hearing from newer members.*

2. Use data to promote the wide range of benefits that the Volunteer Driver program offers to both drivers and passengers.

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

Volunteer Driver program in their community. Specific areas of interest might include a deeper exploration of open-ended responses about the benefits of the Volunteer Driver program, by:

- *Drivers,*
- *Passengers, and*
- *Members who do not participate in the program.*

3. Continue to build awareness of the range of transportation options available to members.

Respondents were almost universally aware of many transportation options (e.g., Metrobus / DC Circulator: 100%, Metrorail: 99%, Lyft / Uber: 98%, the Volunteer Driver program: 94%, and WMATA MetroAccess: 92%), but awareness of other options was lower (e.g., GoGo Grandparent: 22%, Medicaid Transportation: 39%, Seabury Enhanced Mobility Card: 44%, Seabury Connector Bus: 45%, and TransportDC: 74%). *CHV may wish to explore passengers' awareness and use of these transportation options to identify potential areas for further education or assistance with enrollment or use. Specific areas of interest might include:*

- *Use of alternate modes of transportation,*
- *Awareness of alternate modes of transportation, and*
- *Assisted mobility prevalence and specific transportation needs.*

4. Continue to work with a full range of partners across Capitol Hill and throughout DC to meet the transportation needs of seniors.

A large proportion of survey respondents use Metrobus and Metrorail and many respondents wrote about the transportation benefits of living in a city. However, public transportation is unevenly available in DC and barriers exist to using other modes of transportation, including awareness, eligibility, and accommodation of mobility needs. Open-ended responses about specific transportation needs (e.g., travel beyond the neighborhood or questions about a specific mode of transportation) could be useful support for conversations with city leaders about members' needs. Similarly, member education on underutilized modes of transportation, as reported by members, could facilitate experimentation with new ways of getting around. *CHV may consider identifying members' needs and bringing that awareness to the District level. Specific areas of interest may be related to:*

- *Neighborhood-specific transportation concerns (e.g., availability of public transportation near home and near destination, distance to public transportation, motorized scooter hazards),*
- *Infrastructure-related concerns (e.g., sidewalks in disrepair), and*
- *Eligibility, enrollment, and customer service for a particular transportation provider.*

Content Considerations for Future Exploration

In discussion with CHV staff and analysis of survey data, questions emerged that were unable to be answered at this time. These have been consolidated below for future reference.

CHV may consider increased exploration of the following:

1. Relationships among program participation, service utilization, and member satisfaction

Learning about the types of programs and services utilized by the highly satisfied members and comparing to those mentioned by less satisfied members could be useful for program development and promotion.

2. CHV members' social engagement

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

3. Unique needs based on responses to key items

Initial survey findings reveal the possibility of differing needs based on CHV members who answered affirmatively to specific questions, including:

- the use of an assisted mobility device,
- confidence in getting the help needed to stay in their home,
- ability to get to where they needed or wanted to go, and
- receipt of a ride from a Volunteer Driver.

By exploring these areas in more depth, and identifying other indicators of need, CHV can be more aware of, and responsive to, members who may require additional assistance.

4. Health, wellness, and safety

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

5. Village members' preparedness for the future

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

Implementation Considerations for Further Information Gathering

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

CHV may consider the following for future information gathering initiatives:

1. Planning for necessary investment of resources to achieve high survey response rates

Generating a response from a large proportion of Village members requires a tremendous investment of time and energy from staff and volunteers. Effective approaches to increasing response rates included advanced notice for staff and/or volunteers, member announcements that the survey was coming, and personal contacts asking members to complete the survey.

2. Increasing support for members to complete the survey, including interview-style surveys

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

3. Using alternate data collection methods

This survey was very lengthy, and the majority of respondents (97%) filled it out all the way to the end. While this goodwill was much appreciated for this effort, it is quite possible that CHV members will tire of lengthy surveys in the future; shorter surveys may be better received. Other means of systematic data collection could also be considered, including in-depth interviews and/or focus groups. Brief event surveys or annual member surveys could also be helpful in learning more about very specific areas of interest.

4. Adjusting the survey to identify village members who live alone

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

5. Replicating key items on future surveys

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

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