

2021 Wisconsin Older Adult Transportation Service Survey

Conducted by: University of Wisconsin - Milwaukee
Wisconsin Department of Transportation

Data charted by: Dane County Department of Human Services Planning & Evaluation

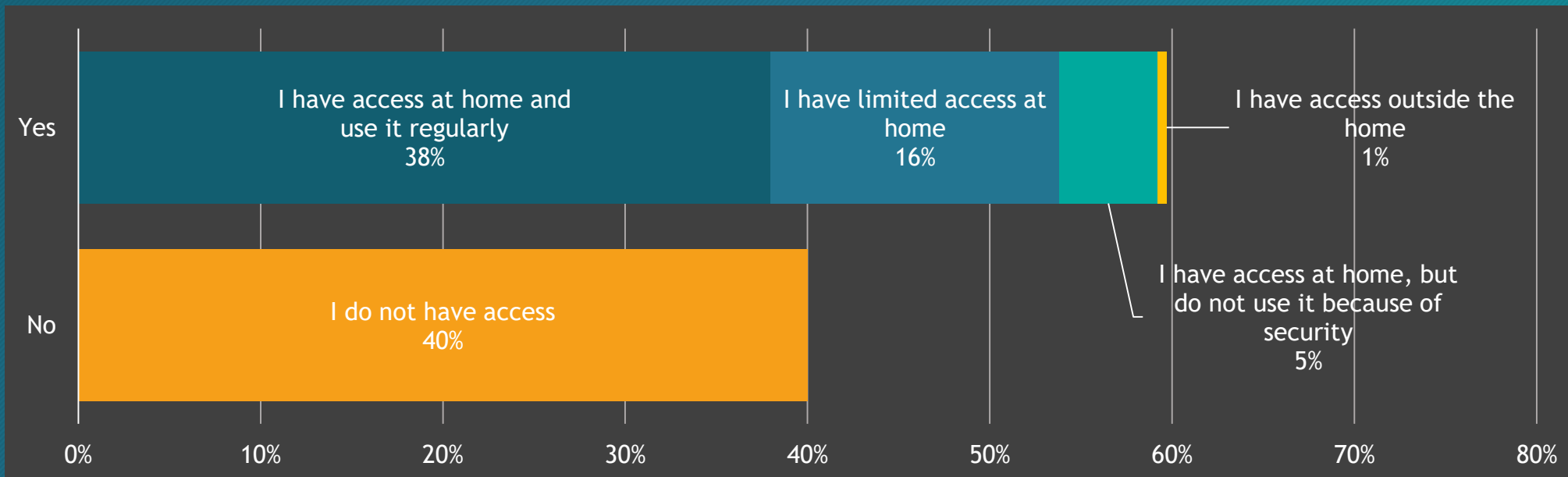
Survey Background

- **Goal:** Better understand and address the mobility needs of Wisconsin's older adults
- **Broad topics:**
 - How you use information technology
 - How you travel
 - How satisfied you are with your travel
 - Your travel challenges and limitations
 - Your suggestions for improvements in Wisconsin's transportation services

Internet



Do you have access to the Internet?

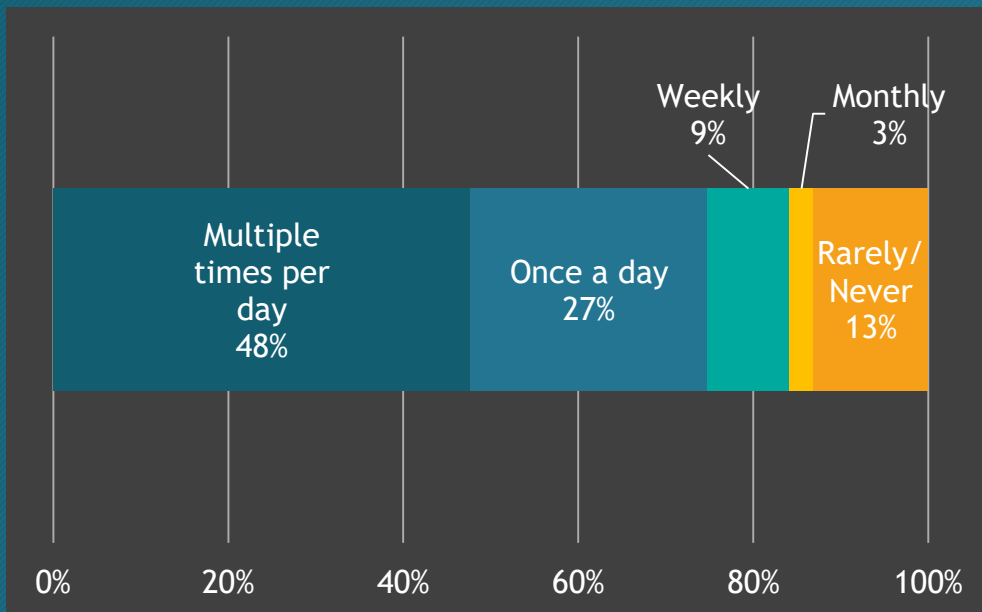


Labels shortened for readability
Base=Those answering (n=184)

Internet

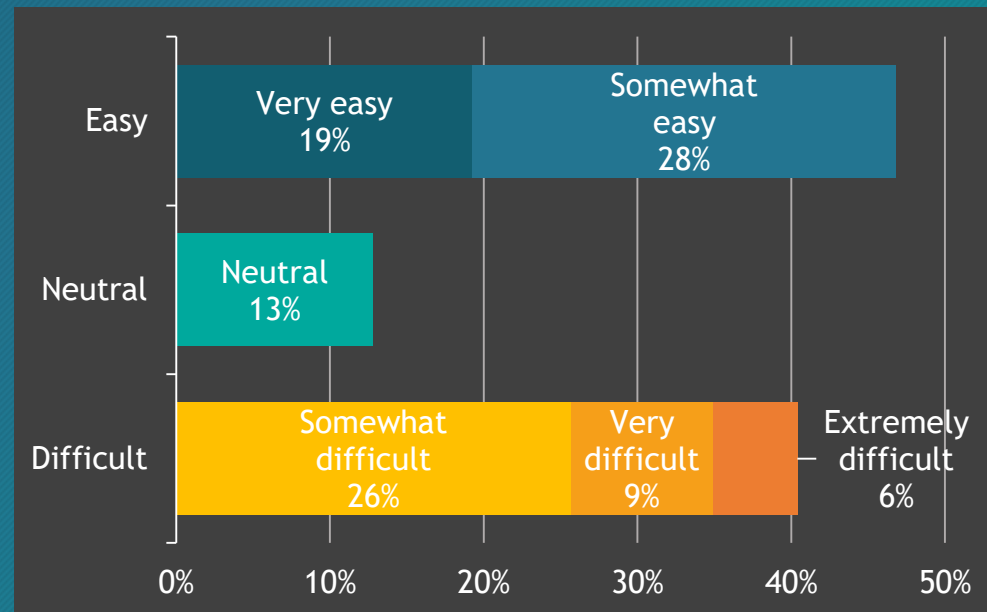


How often do you use the Internet?



Base=Those who have access to the Internet and answering (n=107)

How easy is it for you to use the Internet?

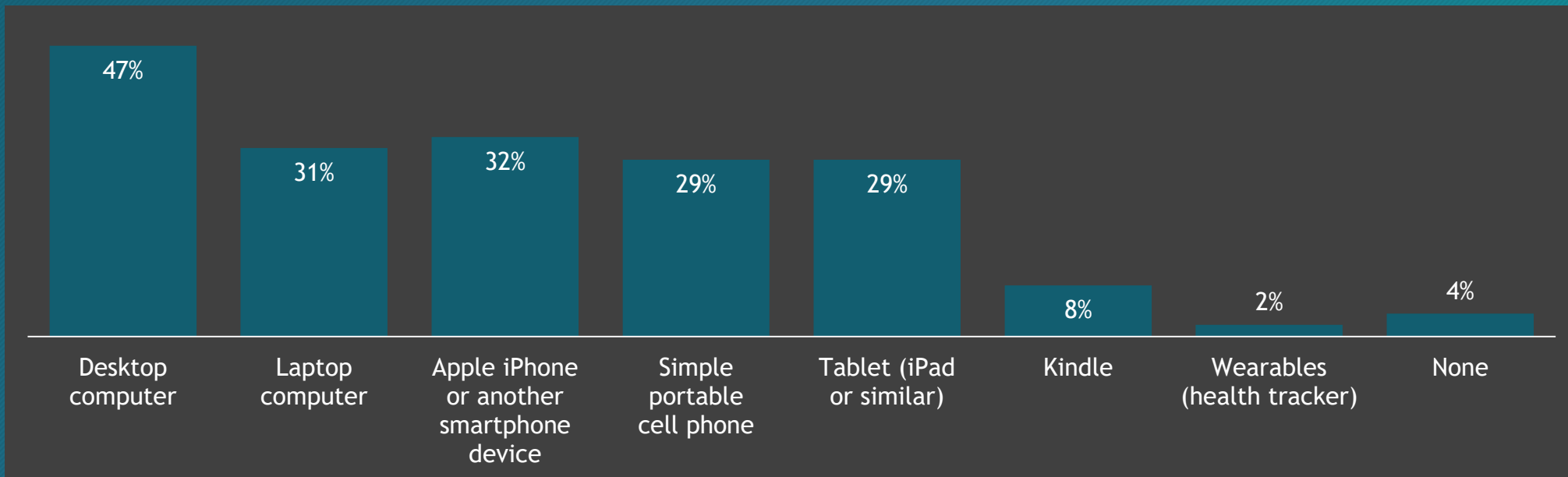


Base=Those who have access to the Internet and answering (n=109)

Device Usage



Which of the following do you use?



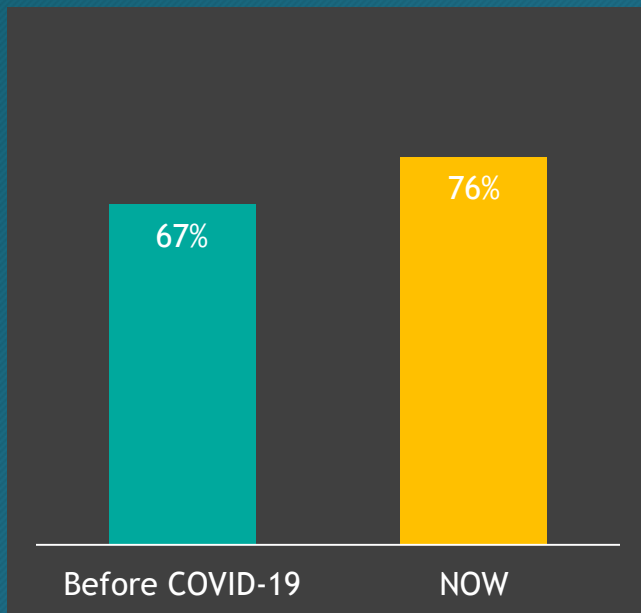
Check all that apply

Base=Those who have access to the Internet and answering (n=108)

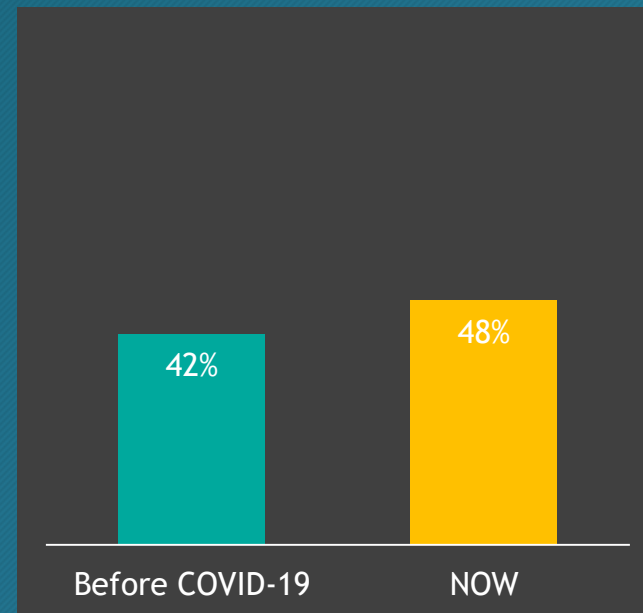
Internet



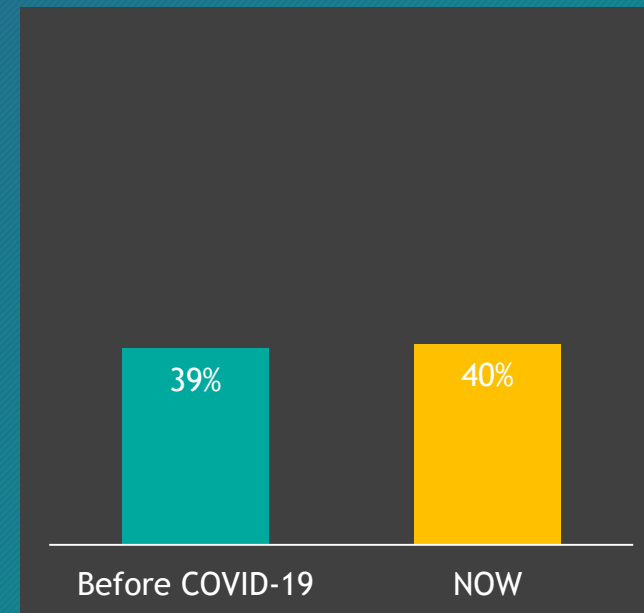
Send or receive emails



Send or receive text messages



Use online driving directions to a place

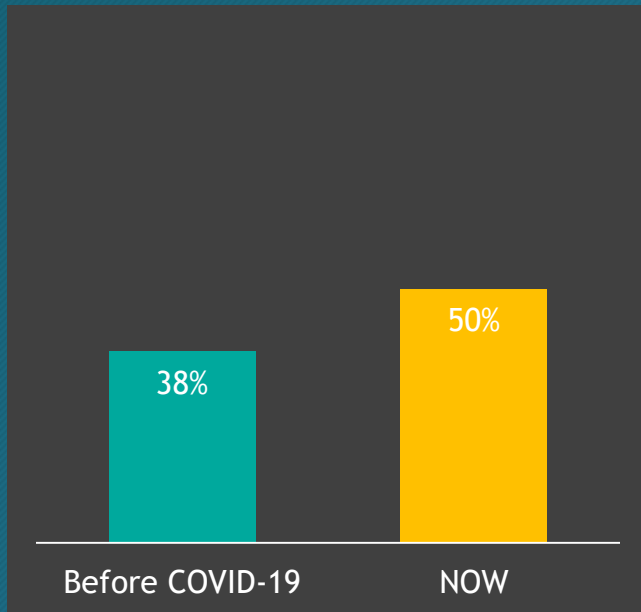


What do you use your computer/device for? Please tell us what you use it for NOW and what you used it for BEFORE COVID-19.
Check all that apply
Base=Those who have access to the Internet, use a device and answering (n=106)

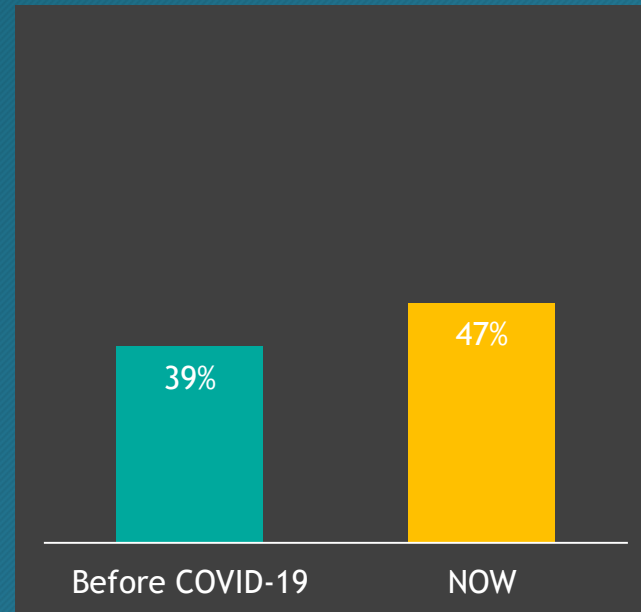
Internet



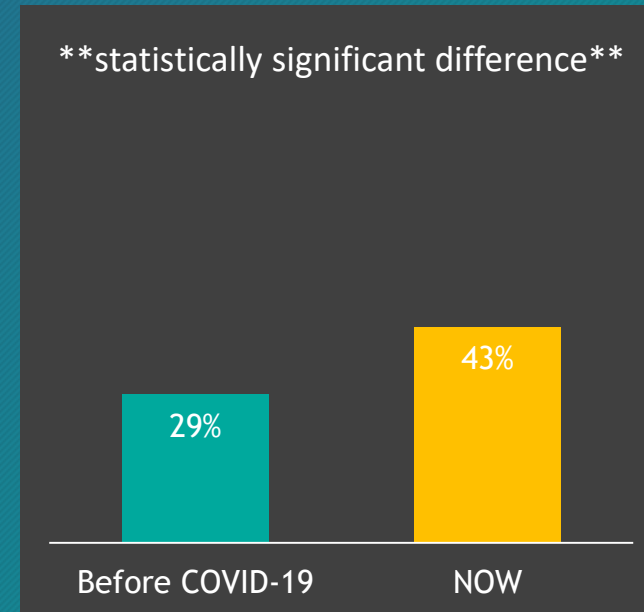
Use online banking or financial transactions



Get online shopping (e.g., Amazon)



Use social media (e.g., Twitter, Facebook, Instagram)

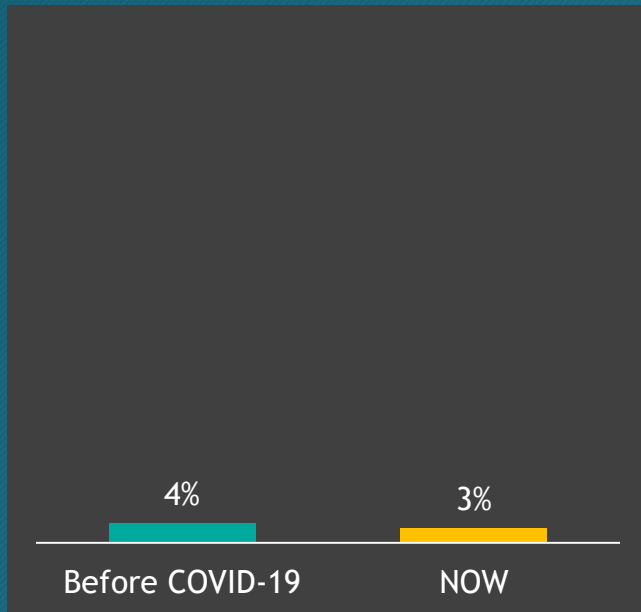


What do you use your computer/device for? Please tell us what you use it for NOW and what you used it for BEFORE COVID-19.
Check all that apply
Base=Those who have access to the Internet, use a device and answering (n=106)

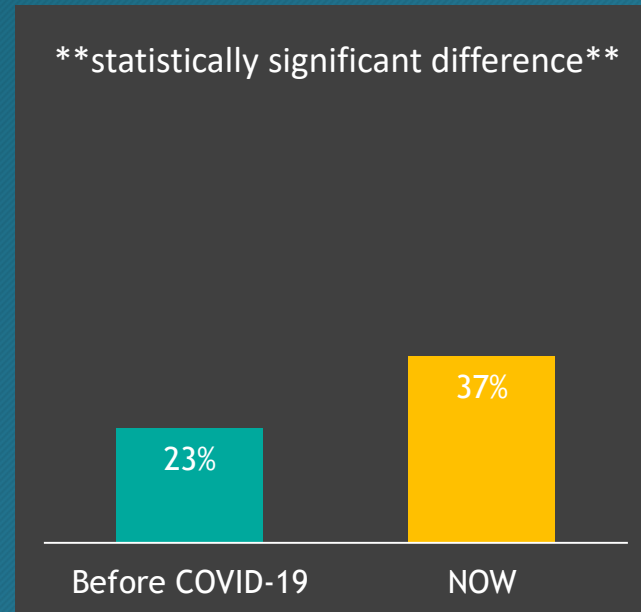
Internet



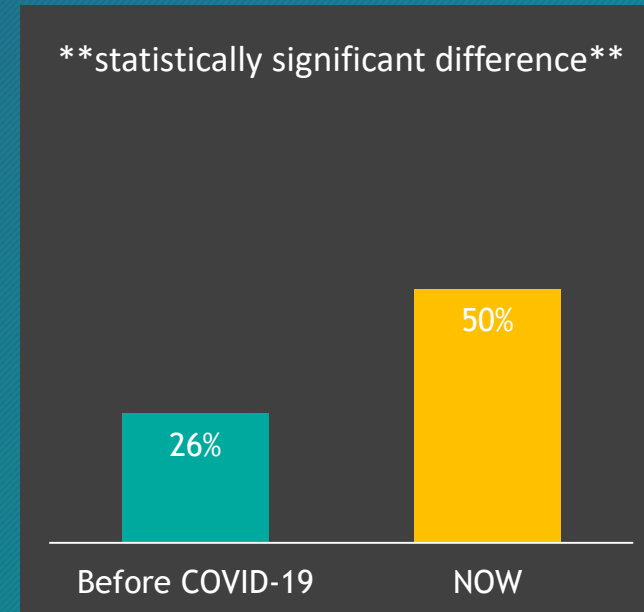
Request a ride (e.g., Uber Lyft)



Manage or receive online medical care



Talk to people with Zoom, FaceTime or something similar

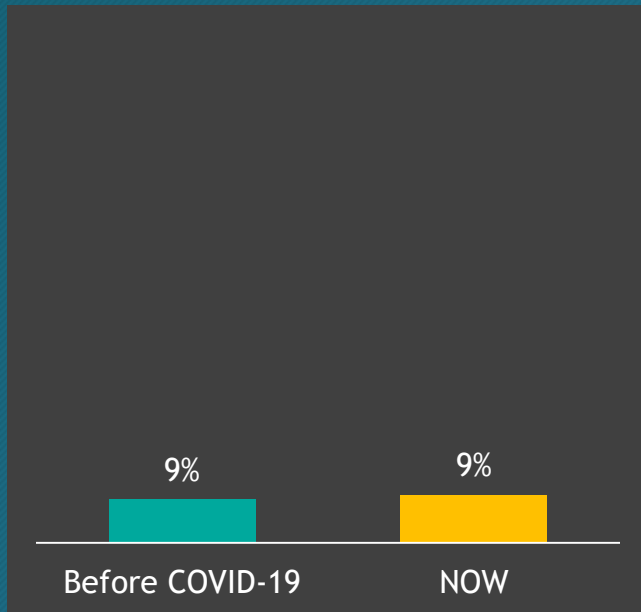


What do you use your computer/device for? Please tell us what you use it for NOW and what you used it for BEFORE COVID-19.
Check all that apply
Base=Those who have access to the Internet, use a device and answering (n=106)

Internet



Other (please specify)



Other activities (not differentiated by Before COVID-19 and NOW) (n=7)

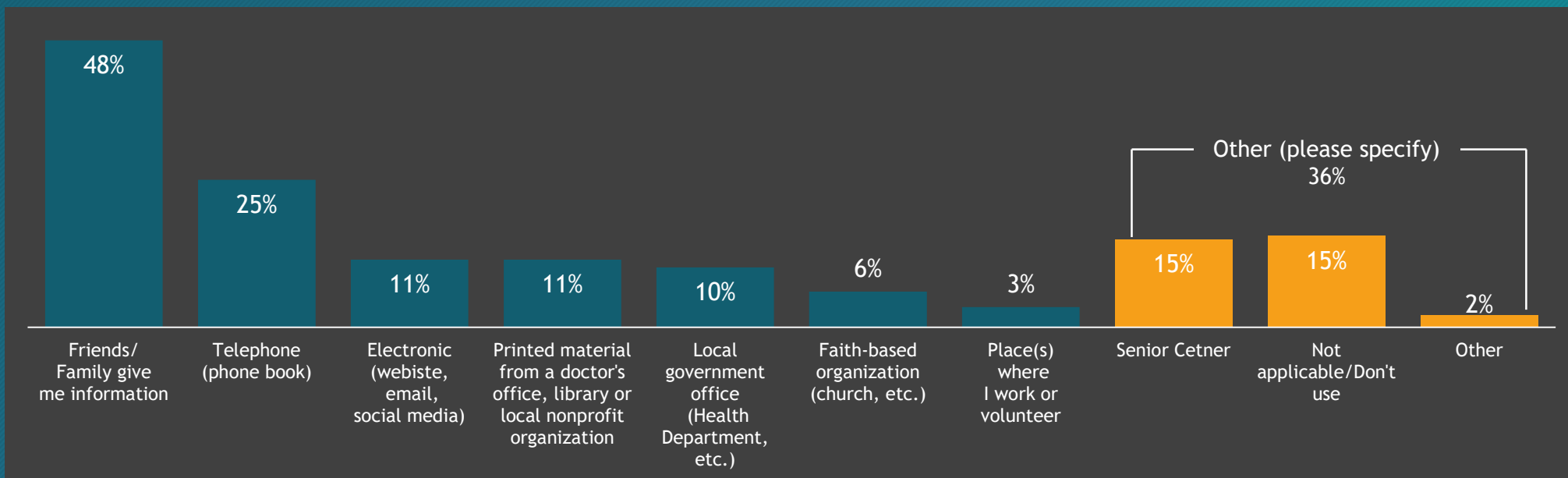
- Reading/Get information (4)
- Play games/Do puzzles (2)
- Make phone calls (1)
- Notification of job market and application (1)
- Taking pictures (1)
- Printing (1)

What do you use your computer/device for? Please tell us what you use it for NOW and what you used it for BEFORE COVID-19.
Check all that apply
Base=Those who have access to the Internet, use a device and answering (n=106)

Transportation Services



How do you find information about transportation services like bus or taxi?



Check all that apply

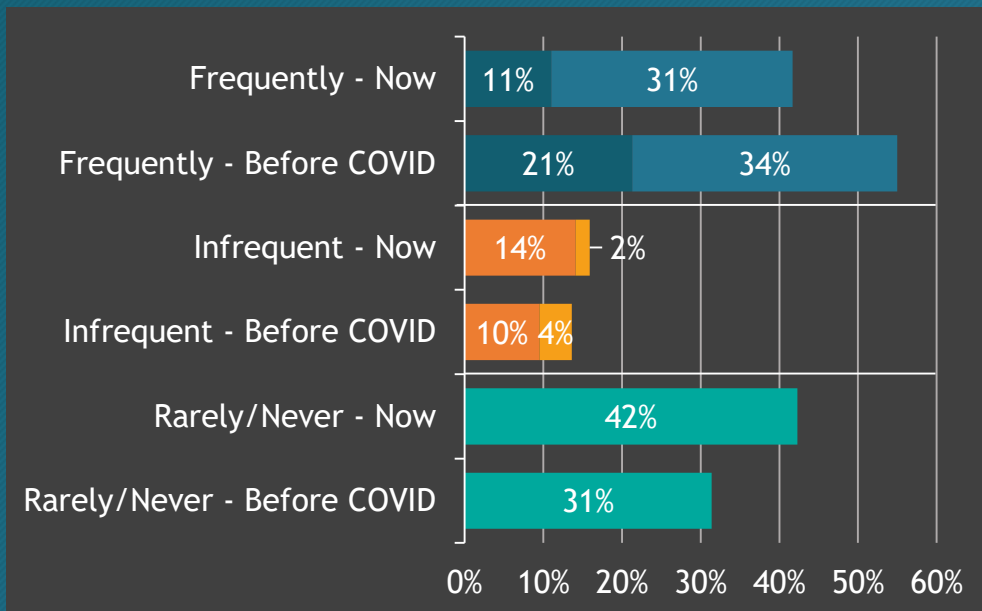
Base=Those answering (n=149)

Transportation Services

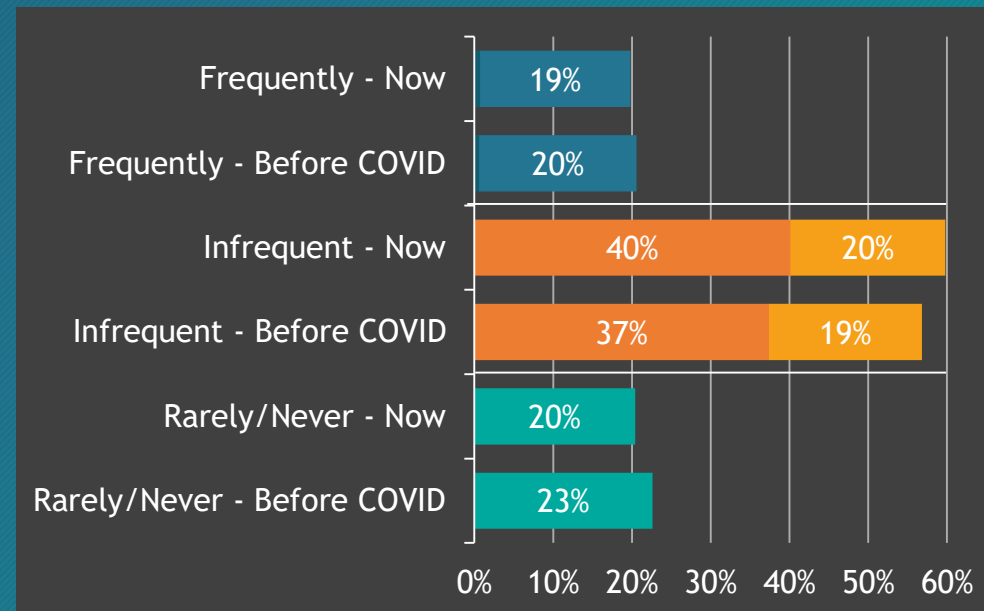


■ Daily
 ■ A few times per week
 ■ A few times per month
 ■ A few times per year
 ■ Rarely/Never

Drive my own vehicle



Get rides from family/friends



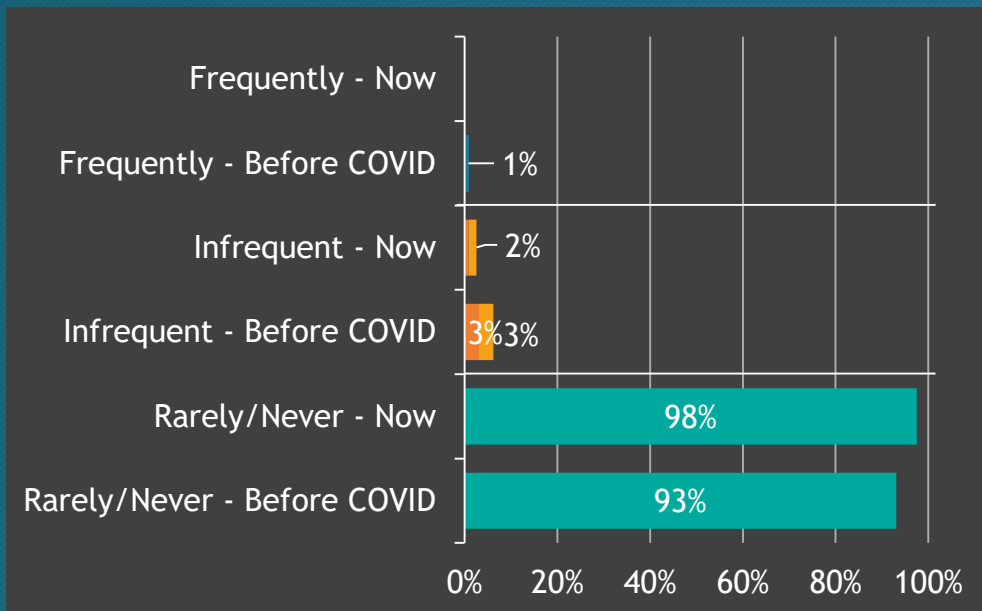
BEFORE COVID-19, how often did you...?/NOW during COVID-19, how often do you...?
 Rate each statement from Rarely/Never, A few times per year, A few times per month, A few times per week, Daily
 Base=Those answering (n=152-169)
 Label not shown for Daily Get rides from family/friends... (Now: 1%/Before: 1%)

Transportation Services

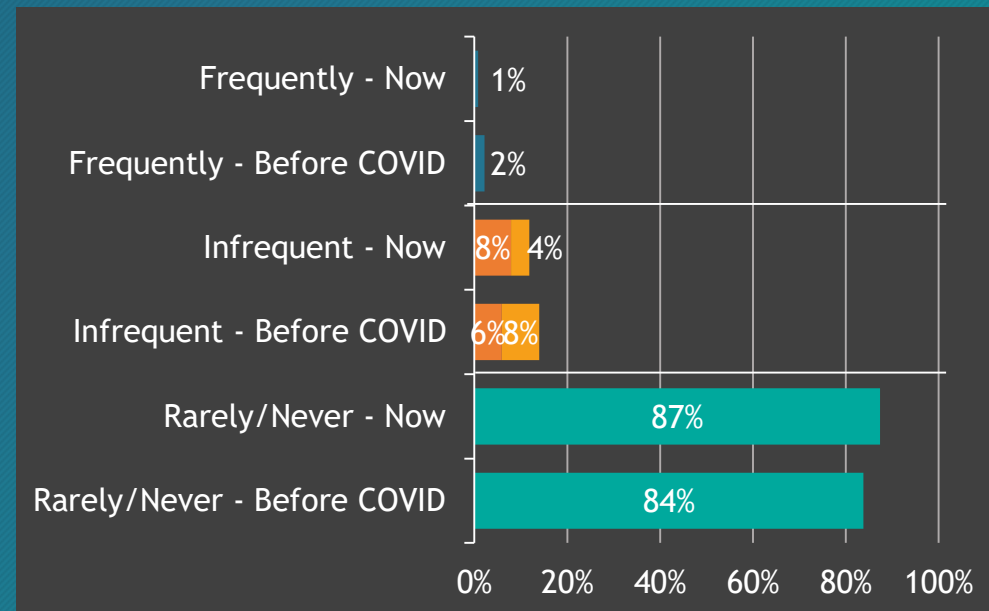


■ Daily
 ■ A few times per week
 ■ A few times per month
 ■ A few times per year
 ■ Rarely/Never

Local bus service



Use a private taxicab, Uber or Lyft



BEFORE COVID-19, how often did you...?/NOW during COVID-19, how often do you...?

Rate each statement from Rarely/Never, A few times per year, A few times per month, A few times per week, Daily

Base=Those answering (n=120-136)

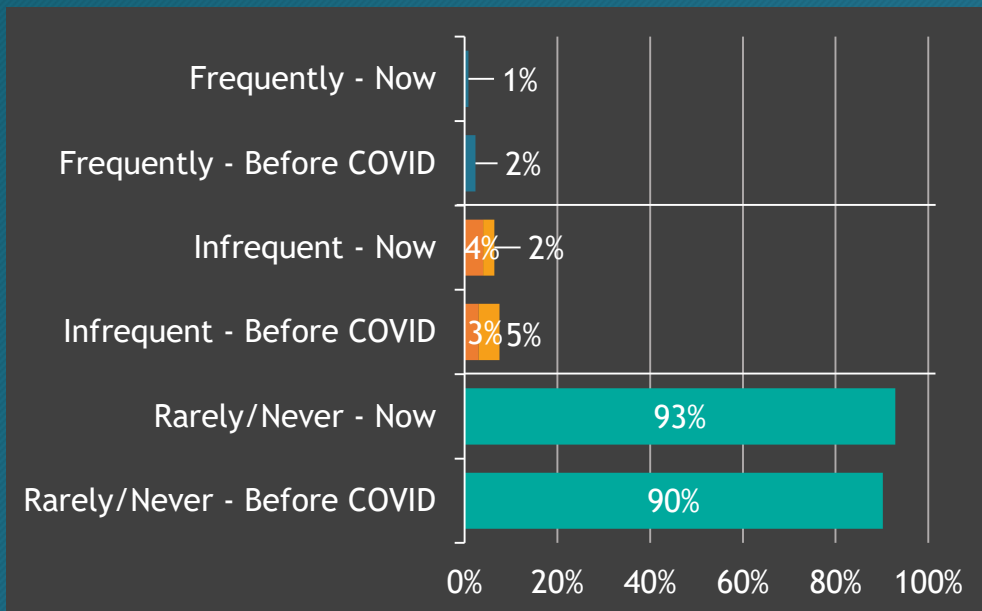
Label not shown for A few times per month Local bus service (Now: 1%)

Transportation Services

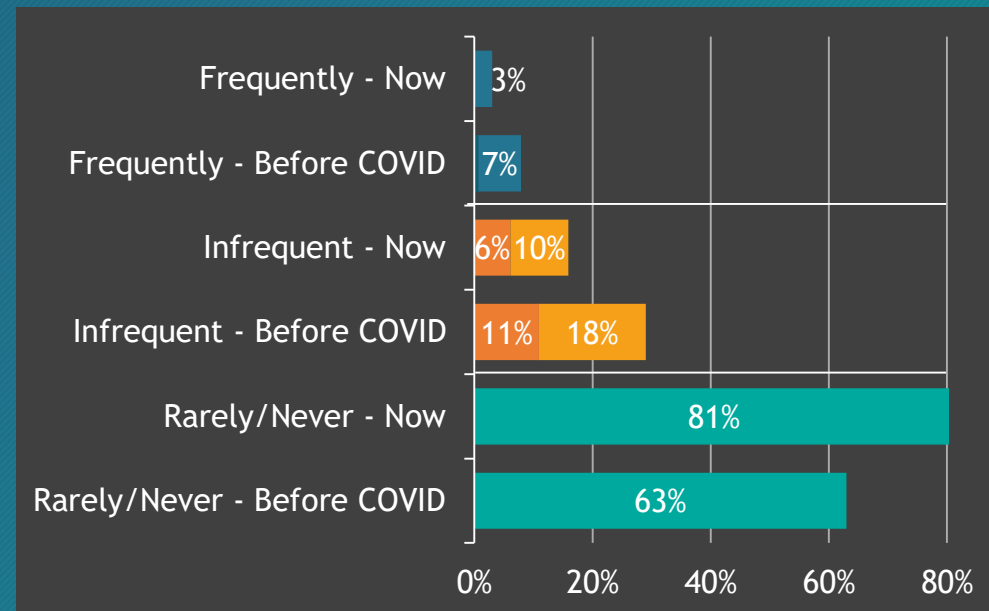


■ Daily
 ■ A few times per week
 ■ A few times per month
 ■ A few times per year
 ■ Rarely/Never

Use a public shared-ride taxi



Get rides from local ADRC, senior center, and/or residence



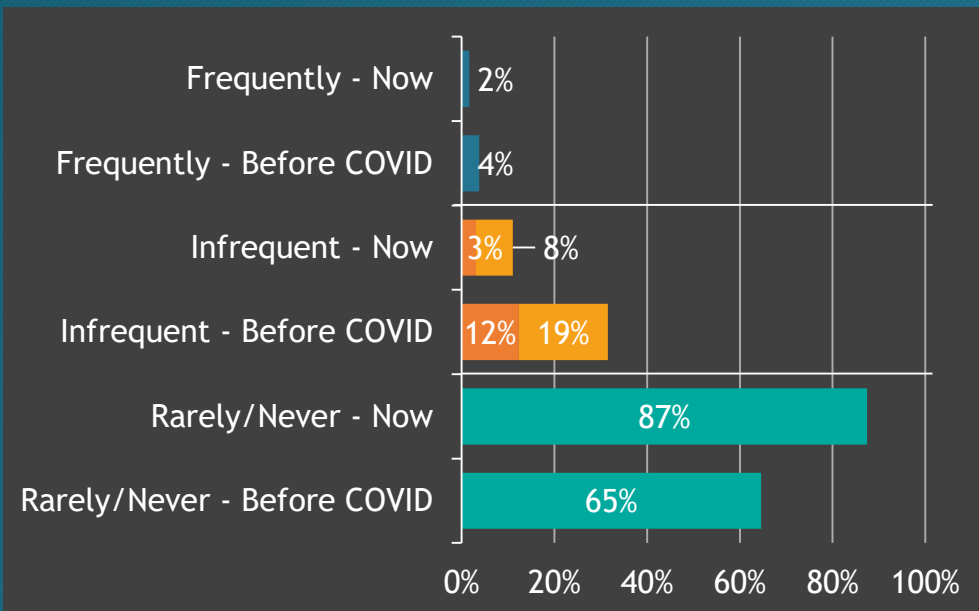
BEFORE COVID-19, how often did you...?/NOW during COVID-19, how often do you...?
 Rate each statement from Rarely/Never, A few times per year, A few times per month, A few times per week, Daily
 Base=Those answering (n=126-138)
 Label not shown for Daily Get rides from local ADRC... (Before: 1%)

Transportation Services

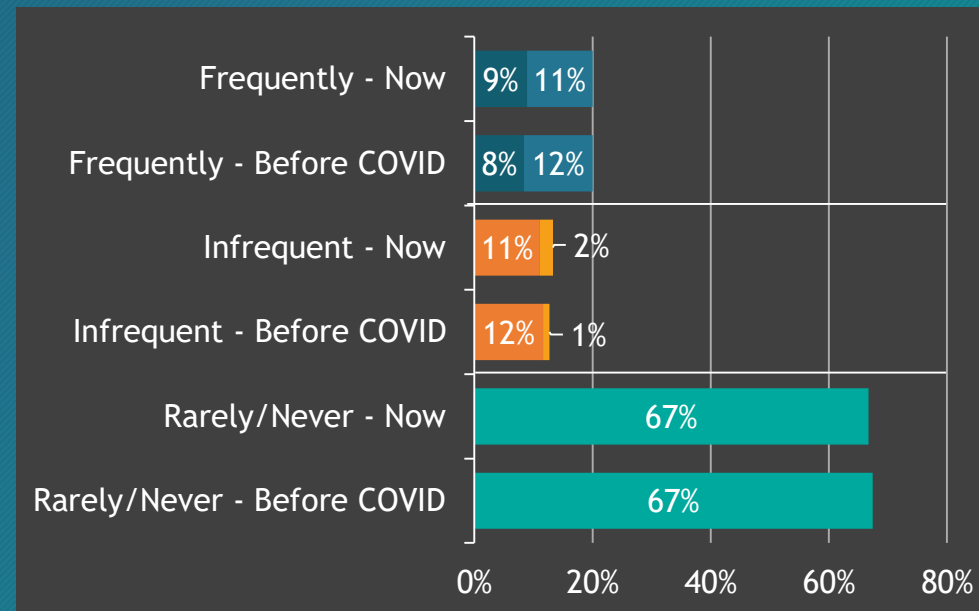


■ Daily
 ■ A few times per week
 ■ A few times per month
 ■ A few times per year
 ■ Rarely/Never

Use a volunteer driver program



Other - walk, bike, etc. (please specify)



Other modes:

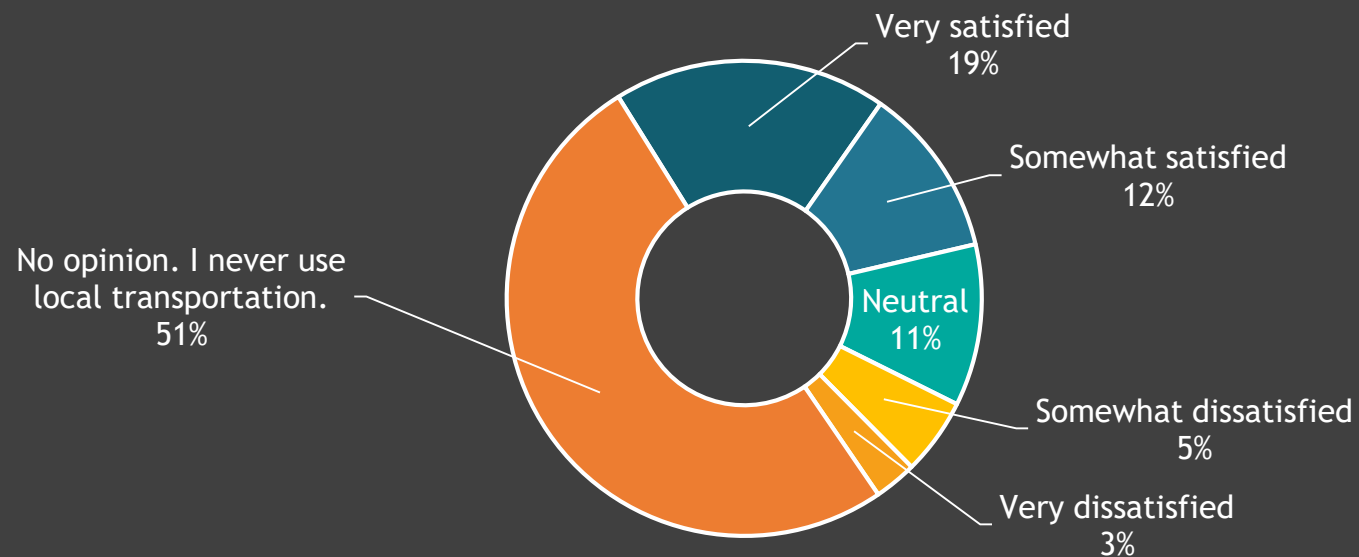
- Walk
- Bike
- Wheelchair
- Scooter
- Senior Center

BEFORE COVID-19, how often did you...?/NOW during COVID-19, how often do you...?
 Rate each statement from Rarely/Never, A few times per year, A few times per month, A few times per week, Daily
 Base=Those answering (n=90-132)
 Label not shown for Daily Get rides from local ADRC... (Before: 1%)

Transportation Services



In general, how **SATISFIED** are you with the local transportation service you use most often?



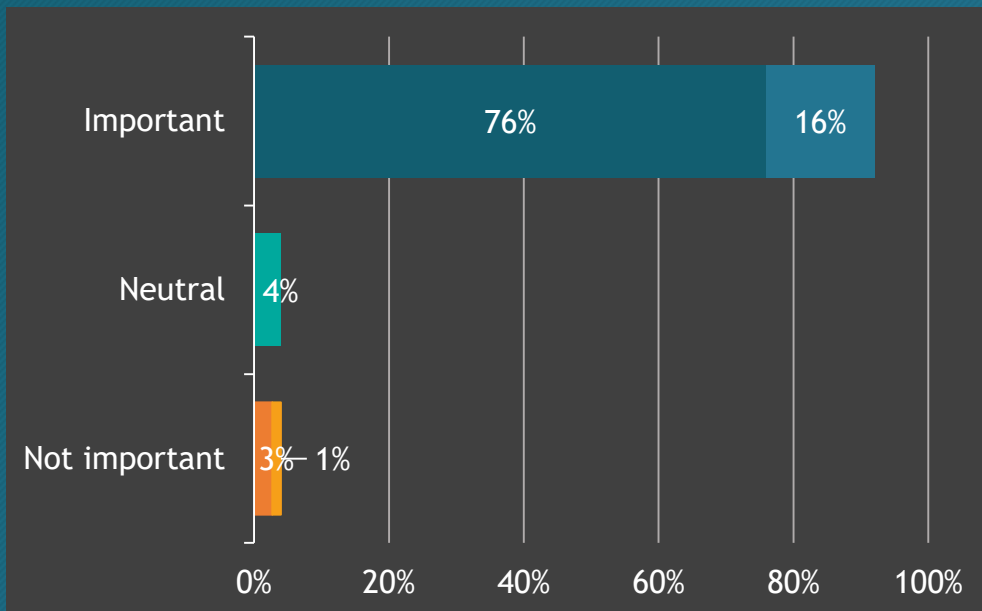
Base=Those answering (n=172)

Transportation Services

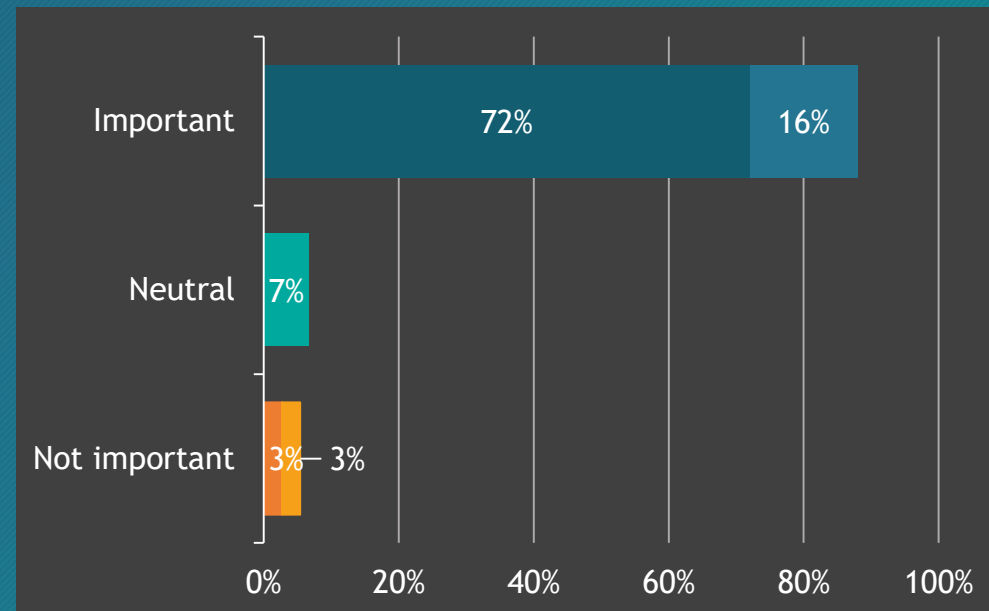


■ 5 - most important ■ 4 ■ 3 ■ 2 ■ 1 - least important

Ride comes on time



Ride is available at the time I need



How often do you make trips for...?

Rate each statement from 1 – least important to 5 – most important (Important=4-5, Neutral=3, Not important=1-2)

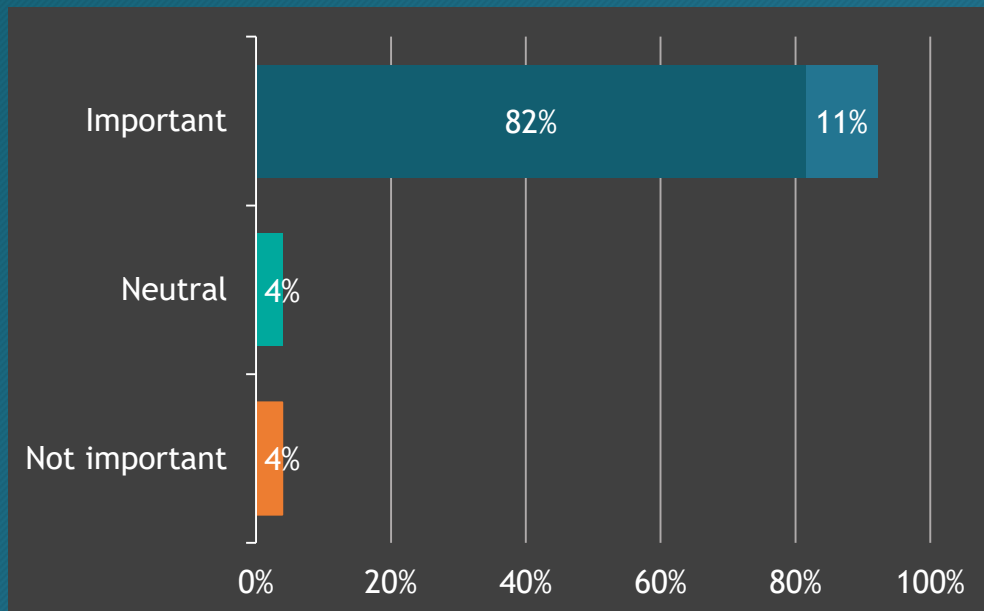
Base=Those who use transportation services (have an opinion on transportation services) answering (n=75)

Transportation Services

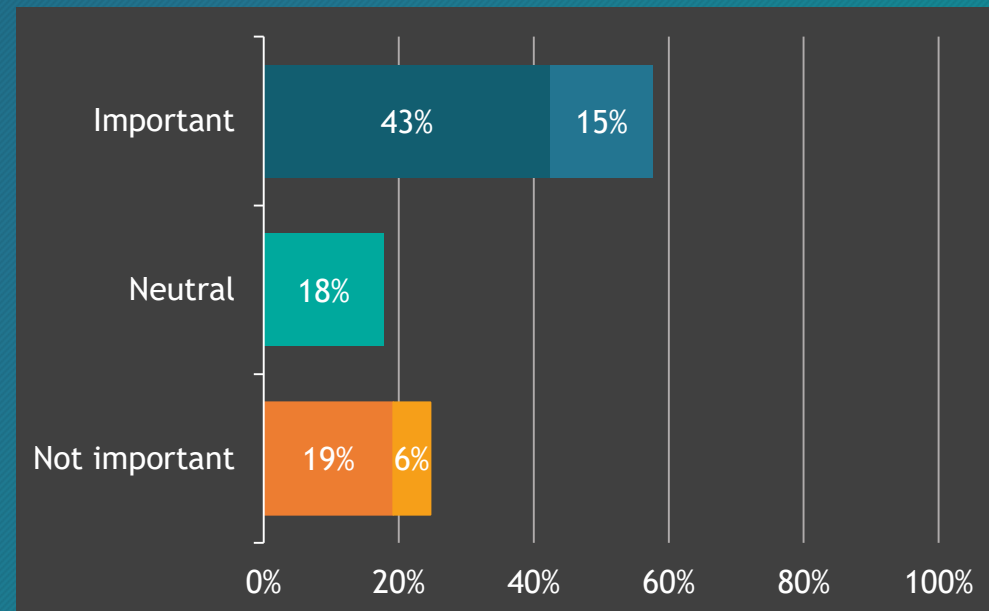


■ 5 - most important ■ 4 ■ 3 ■ 2 ■ 1 - least important

Vehicle takes me to where I want to go



There is real time information that tells me when the service will arrive



How often do you make trips for...?

Rate each statement from 1 – least important to 5 – most important (Important=4-5, Neutral=3, Not important=1-2)

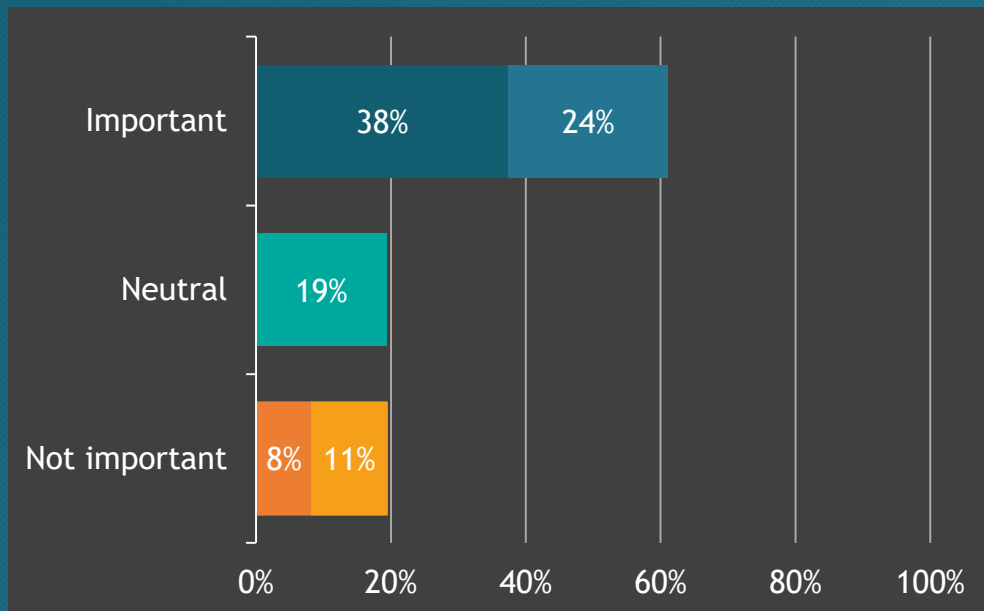
Base=Those who use transportation services (have an opinion on transportation services) answering (n=73-76)

Transportation Services

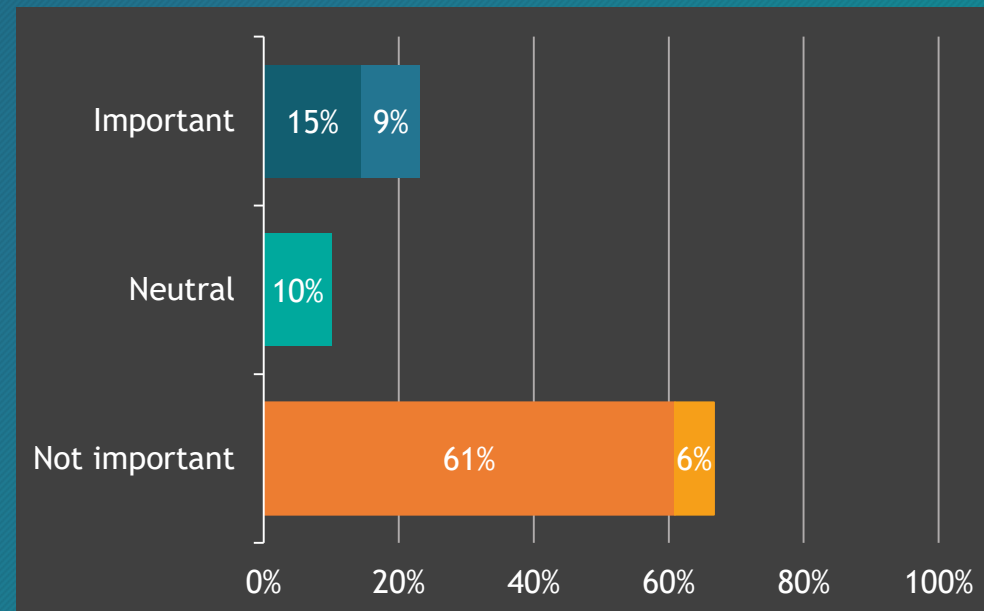


■ 5 - most important ■ 4 ■ 3 ■ 2 ■ 1 - least important

I do not need to schedule my trip days in advance



I can arrange my trip with an app or website



How often do you make trips for...?

Rate each statement from 1 – least important to 5 – most important (Important=4-5, Neutral=3, Not important=1-2)

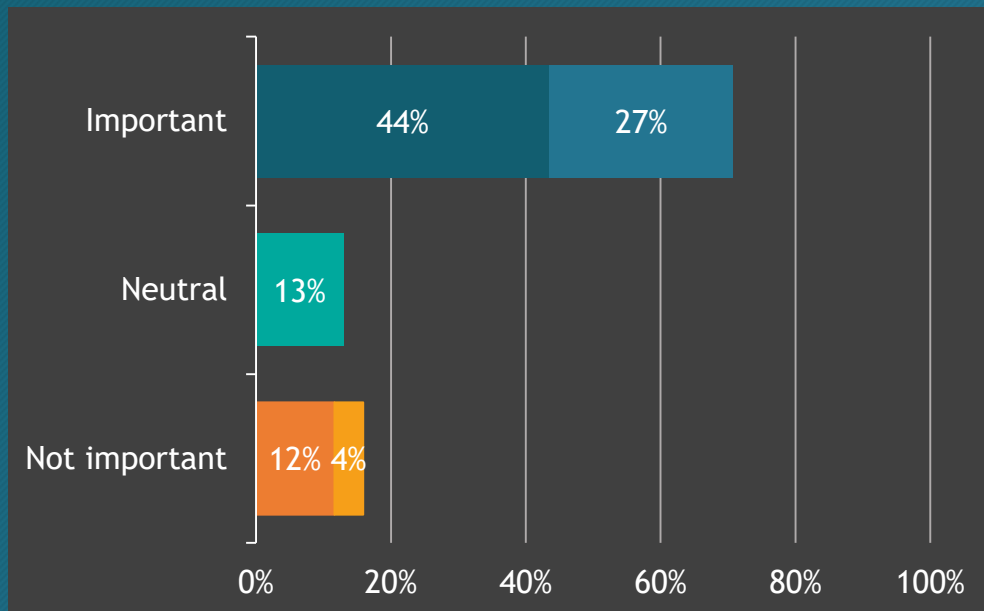
Base=Those who use transportation services (have an opinion on transportation services) answering (n=69-72)

Transportation Services

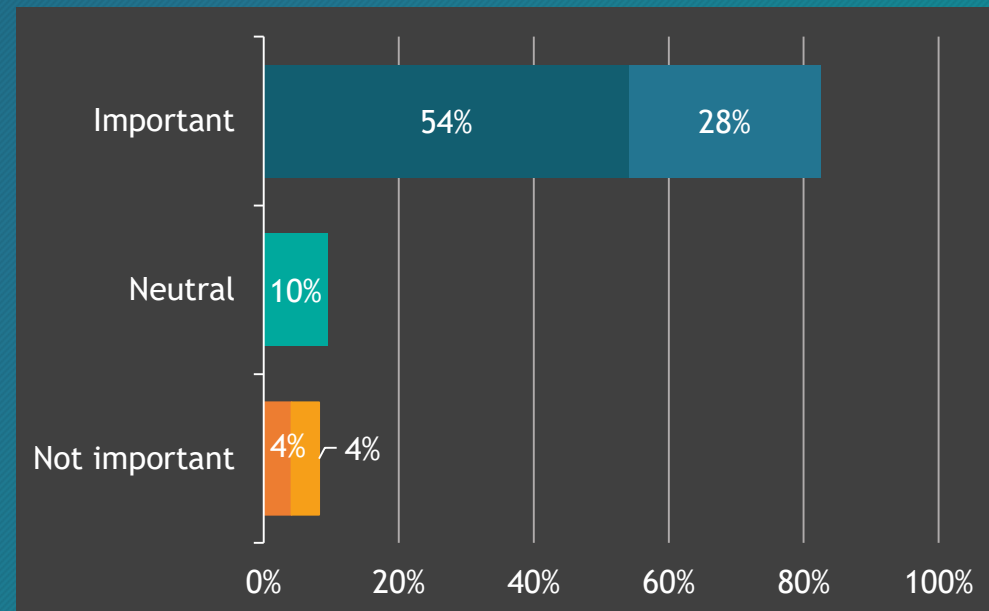


■ 5 - most important ■ 4 ■ 3 ■ 2 ■ 1 - least important

There is “one call does it all” for all transportation service information I want to know



There is good coordination between transportation and medical services



How often do you make trips for...?

Rate each statement from 1 – least important to 5 – most important (Important=4-5, Neutral=3, Not important=1-2)

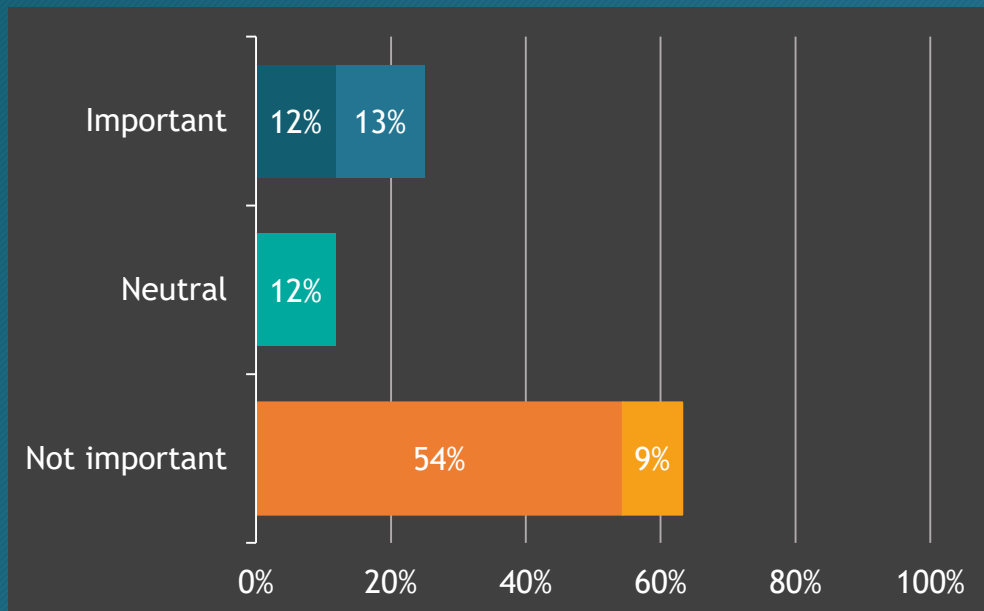
Base=Those who use transportation services (have an opinion on transportation services) answering (n=69-74)

Transportation Services

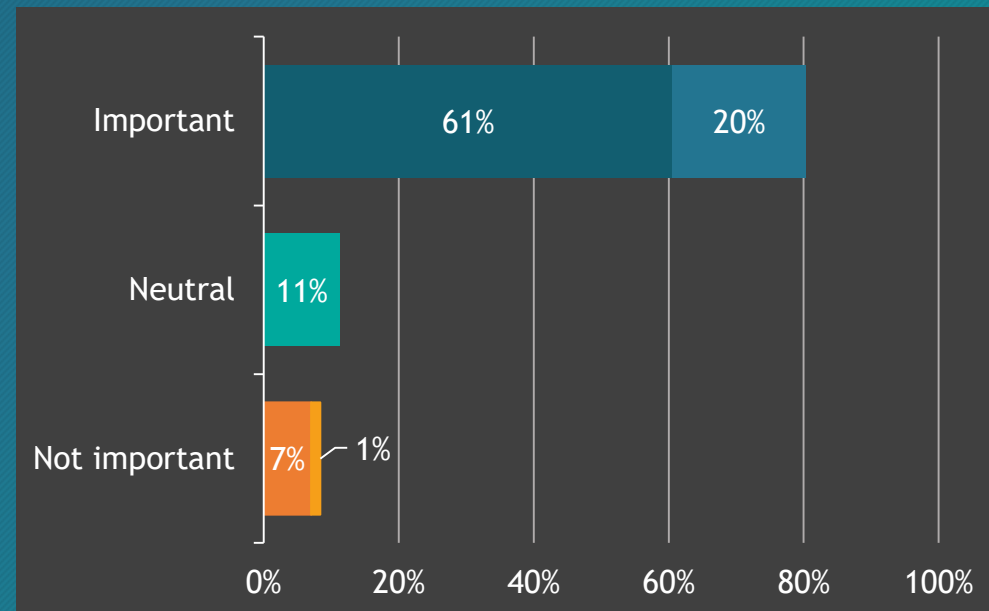


■ 5 - most important ■ 4 ■ 3 ■ 2 ■ 1 - least important

There is a travel trainer who will escort and teach me about using transportation services



The cost of the trip is affordable



How often do you make trips for...?

Rate each statement from 1 – least important to 5 – most important (Important=4-5, Neutral=3, Not important=1-2)

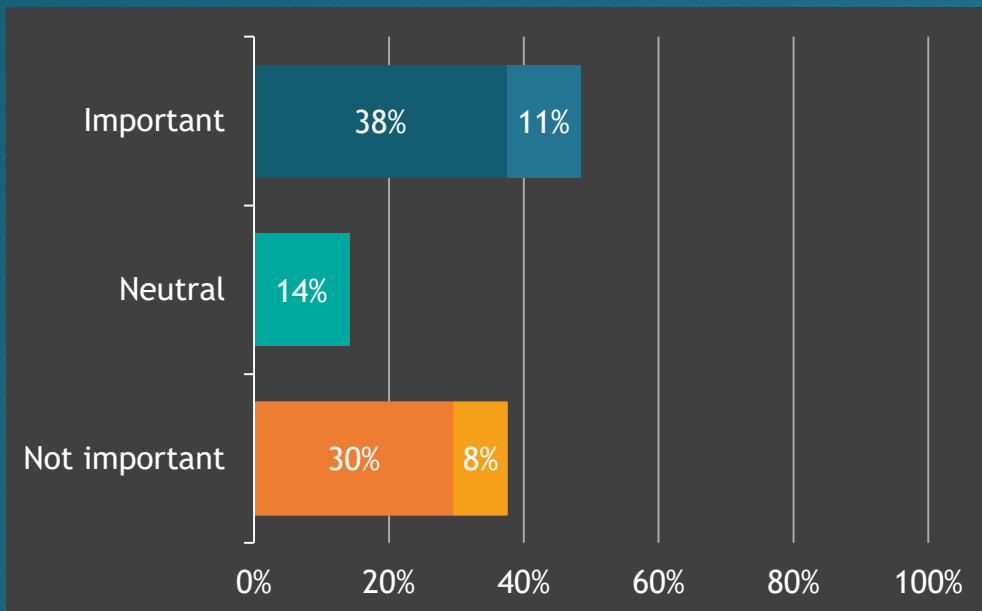
Base=Those who use transportation services (have an opinion on transportation services) answering (n=68-71)

Transportation Services

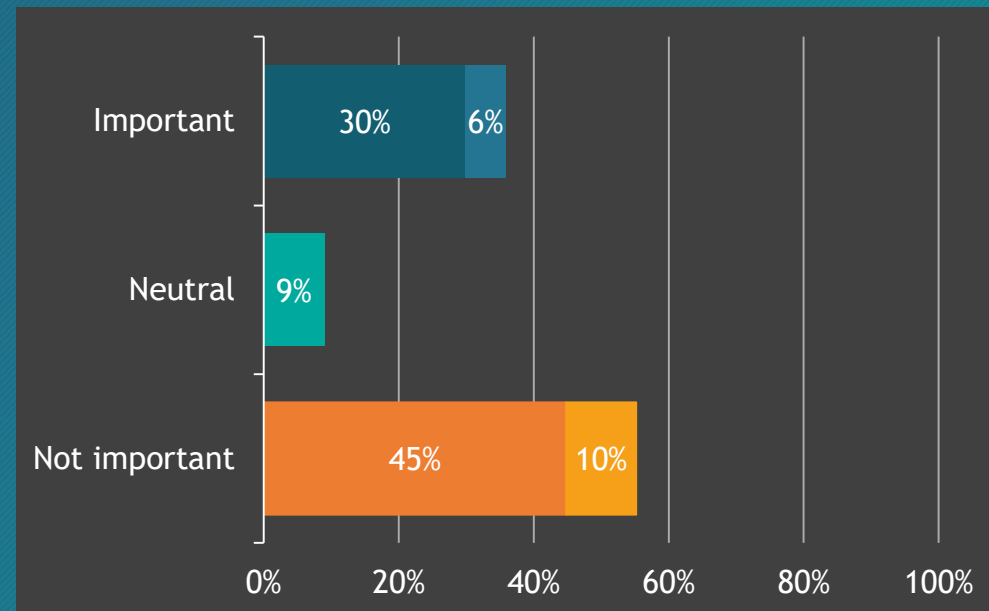


■ 5 - most important ■ 4 ■ 3 ■ 2 ■ 1 - least important

It is easy to pay for the trip by credit card or vouchers



Vehicle is equipped with a ramp or wheelchair lift



How often do you make trips for...?

Rate each statement from 1 – least important to 5 – most important (Important=4-5, Neutral=3, Not important=1-2)

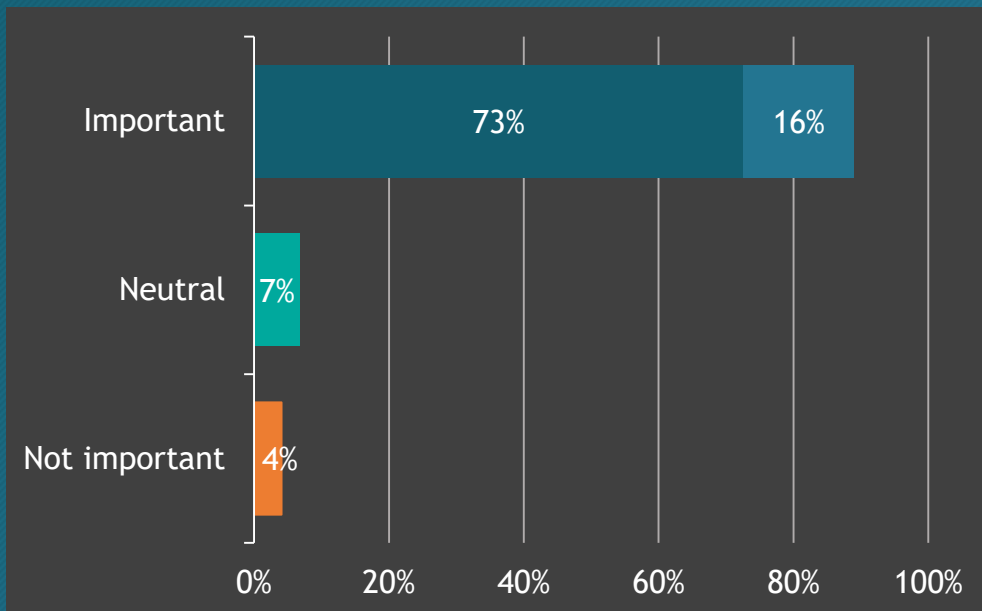
Base=Those who use transportation services (have an opinion on transportation services) answering (n=64-67)

Transportation Services

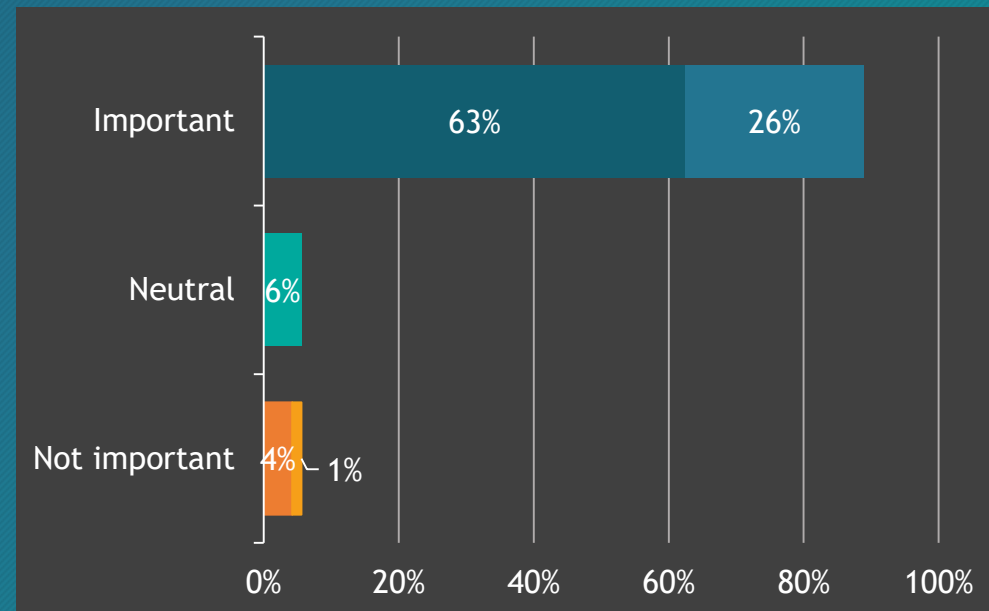


■ 5 - most important ■ 4 ■ 3 ■ 2 ■ 1 - least important

I feel safe in the vehicle



Vehicle is comfortable and clean



How often do you make trips for...?

Rate each statement from 1 – least important to 5 – most important (Important=4-5, Neutral=3, Not important=1-2)

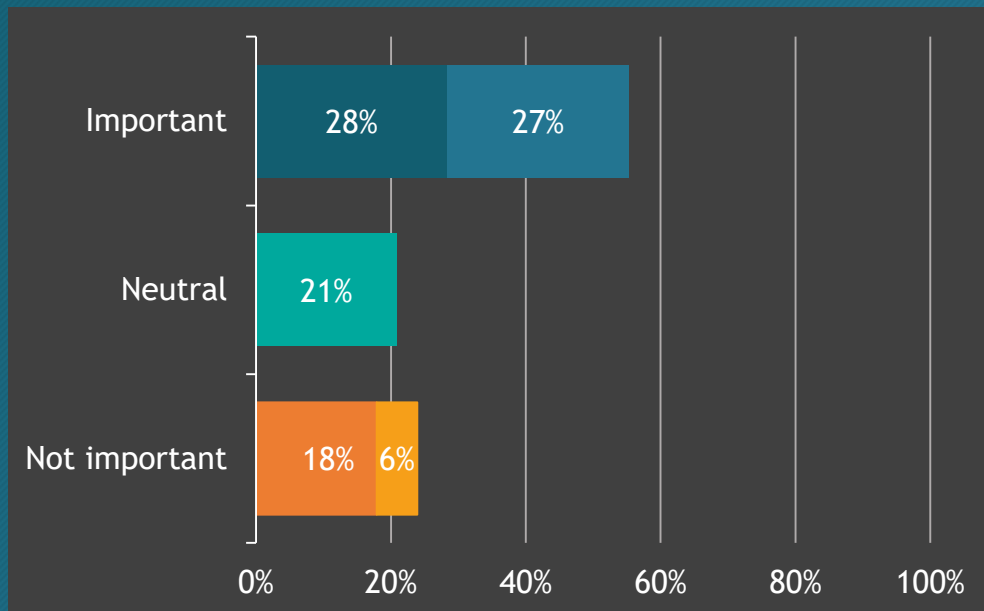
Base=Those who use transportation services (have an opinion on transportation services) answering (n=72-73)

Transportation Services

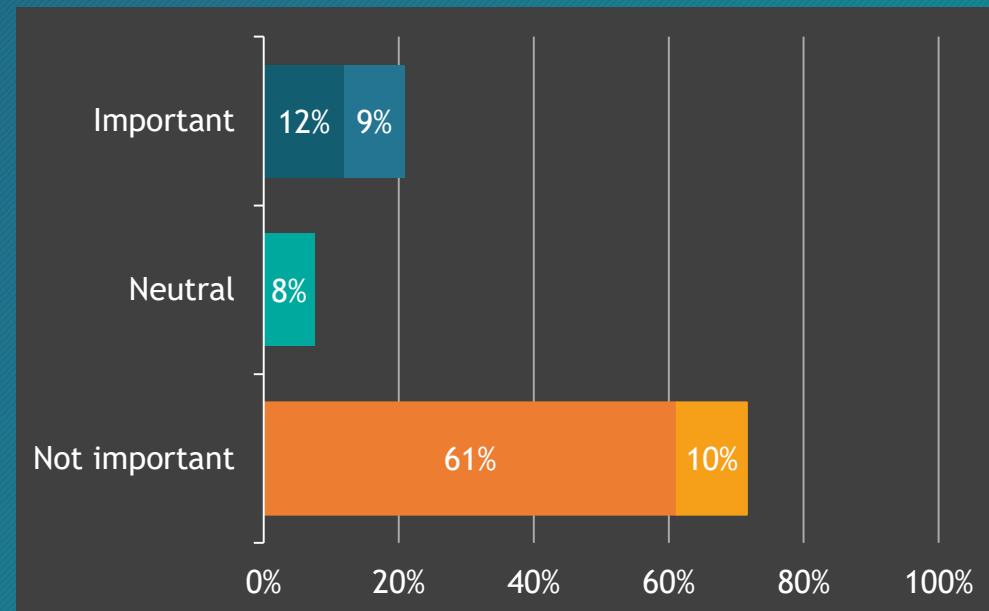


■ 5 - most important ■ 4 ■ 3 ■ 2 ■ 1 - least important

I can carry as many bags as I need



Language assistance is available



How often do you make trips for...?

Rate each statement from 1 – least important to 5 – most important (Important=4-5, Neutral=3, Not important=1-2)

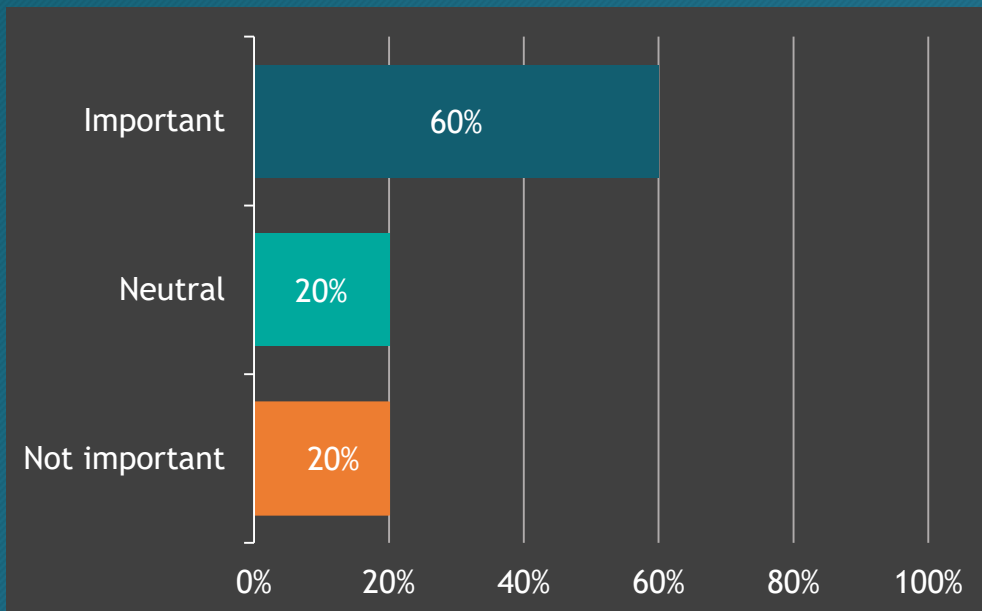
Base=Those who use transportation services (have an opinion on transportation services) answering (n=67)

Transportation Services



■ 5 - most important ■ 4 ■ 3 ■ 2 ■ 1 - least important

Other (please specify)



Other responses verbatim

- “Ability to sit in front seat”
- “Goes anywhere in Dane County”
- “No gangsters maybe”
- “Sedan only no vans”

How often do you make trips for...?

Rate each statement from 1 – least important to 5 – most important (Important=4-5, Neutral=3, Not important=1-2)

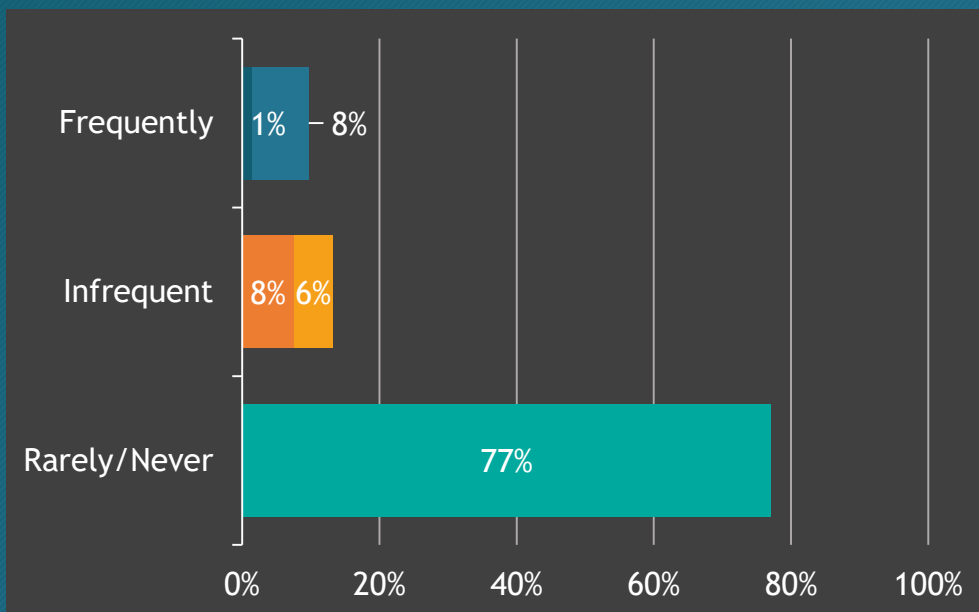
Base=Those who use transportation services (have an opinion on transportation services) answering (n=5*) *Caution: small base

Trip Purpose

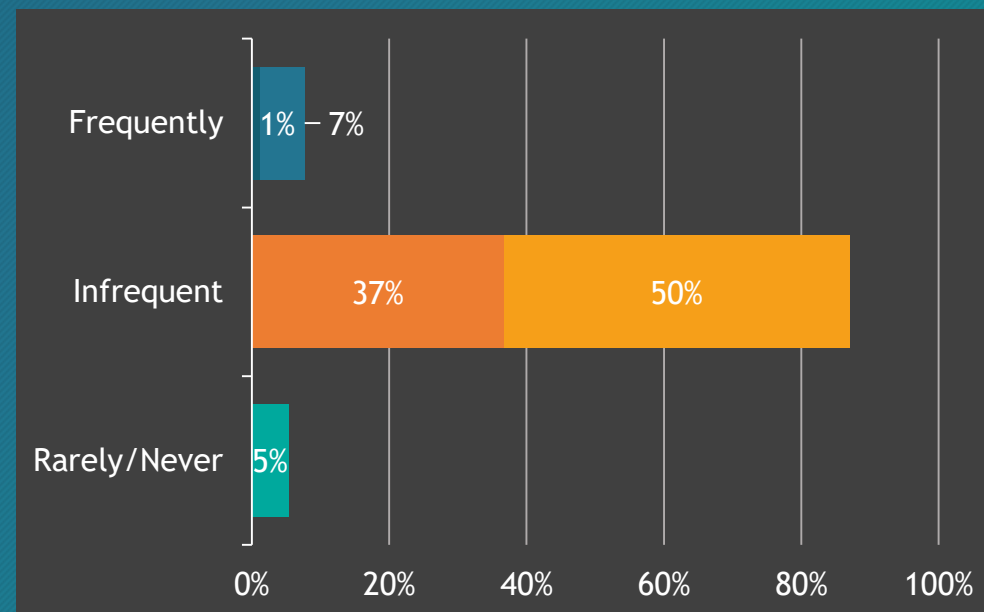


■ Daily ■ A few times per week ■ A few times per month ■ A few times per year ■ Rarely/Never

Job or volunteer activity



Hospital/Medical office visit



How often do you make trips for...?

Rate each statement from Rarely/Never, A few times per year, A few times per month, A few times per week, Daily

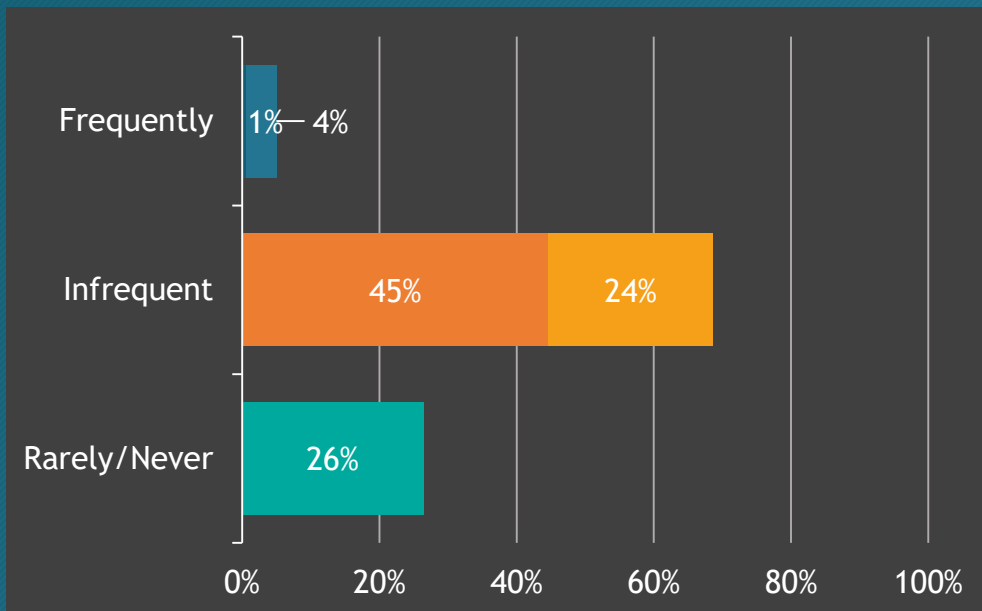
Base=Those answering (n=144-169)

Trip Purpose

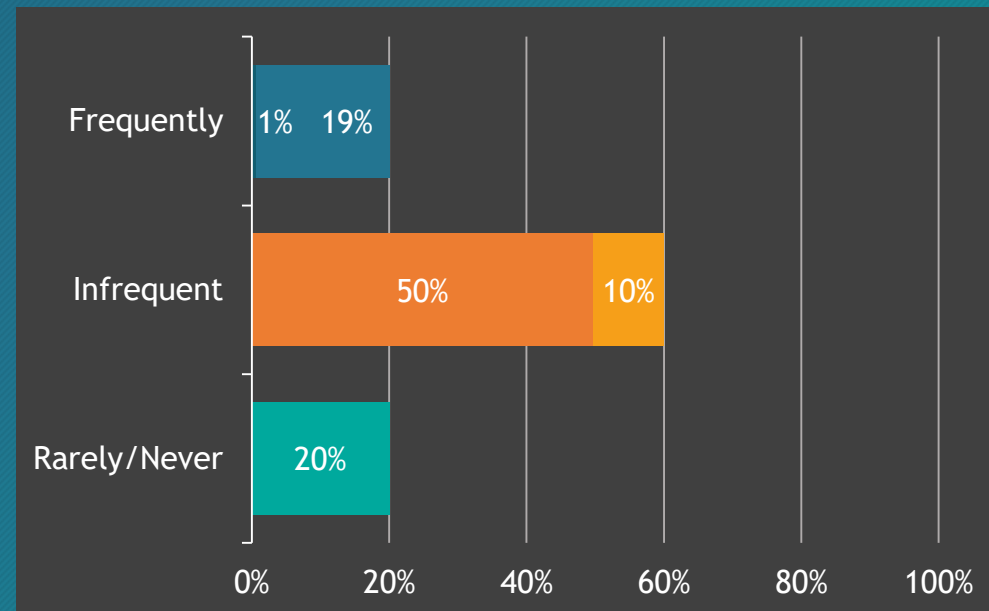


■ Daily ■ A few times per week ■ A few times per month ■ A few times per year ■ Rarely/Never

Pharmacy visit



Buying groceries



How often do you make trips for...?

Rate each statement from Rarely/Never, A few times per year, A few times per month, A few times per week, Daily

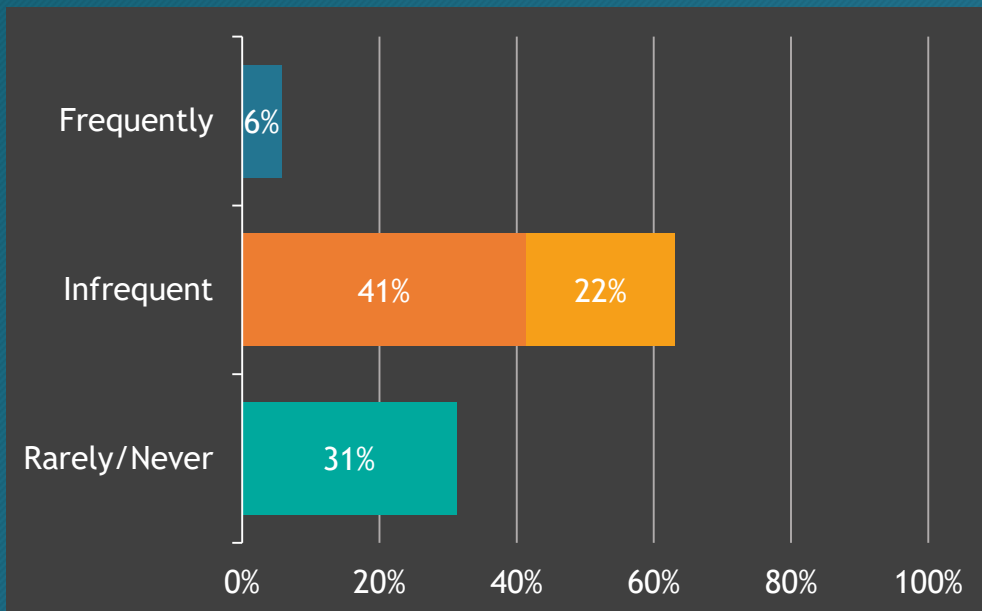
Base=Those answering (n=159-165)

Trip Purpose

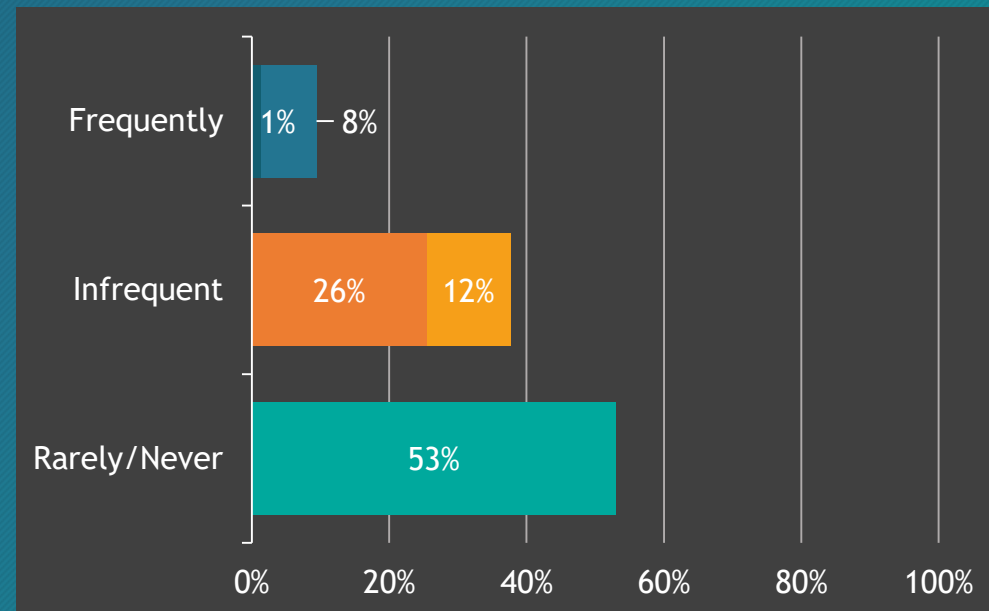


■ Daily ■ A few times per week ■ A few times per month ■ A few times per year ■ Rarely/Never

Visiting with family/friends



Attending church/place of worship



How often do you make trips for...?

Rate each statement from Rarely/Never, A few times per year, A few times per month, A few times per week, Daily

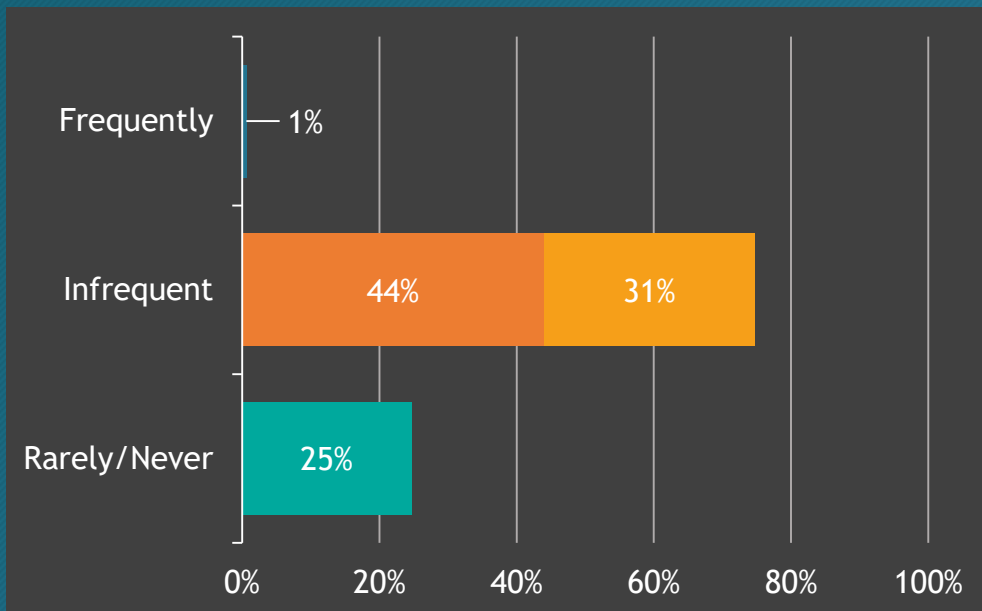
Base=Those answering (n=149-157)

Trip Purpose

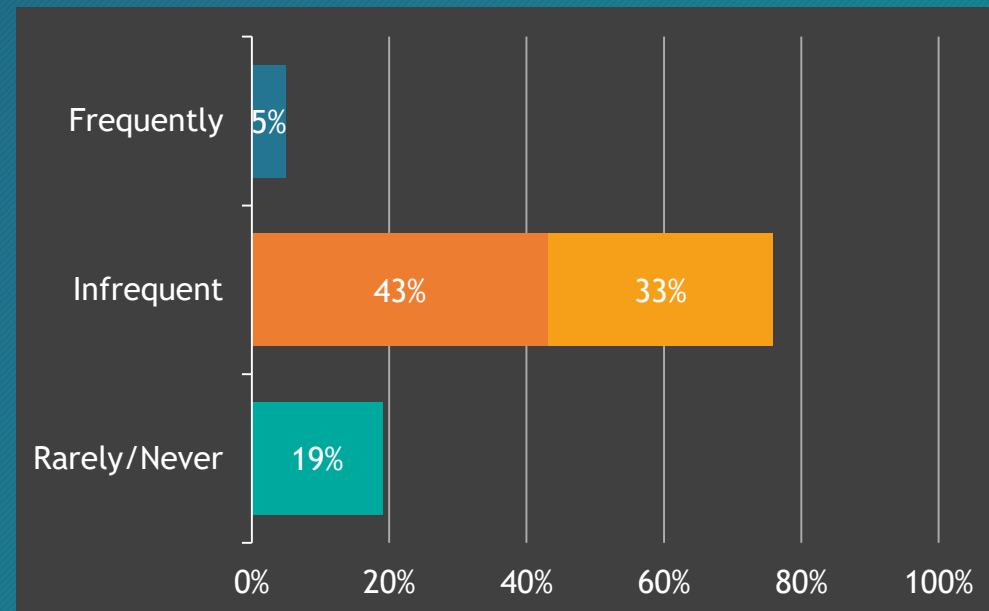


■ Daily ■ A few times per week ■ A few times per month ■ A few times per year ■ Rarely/Never

Banking



Personal care (e.g., post office, hair care, etc.)



How often do you make trips for...?

Rate each statement from Rarely/Never, A few times per year, A few times per month, A few times per week, Daily

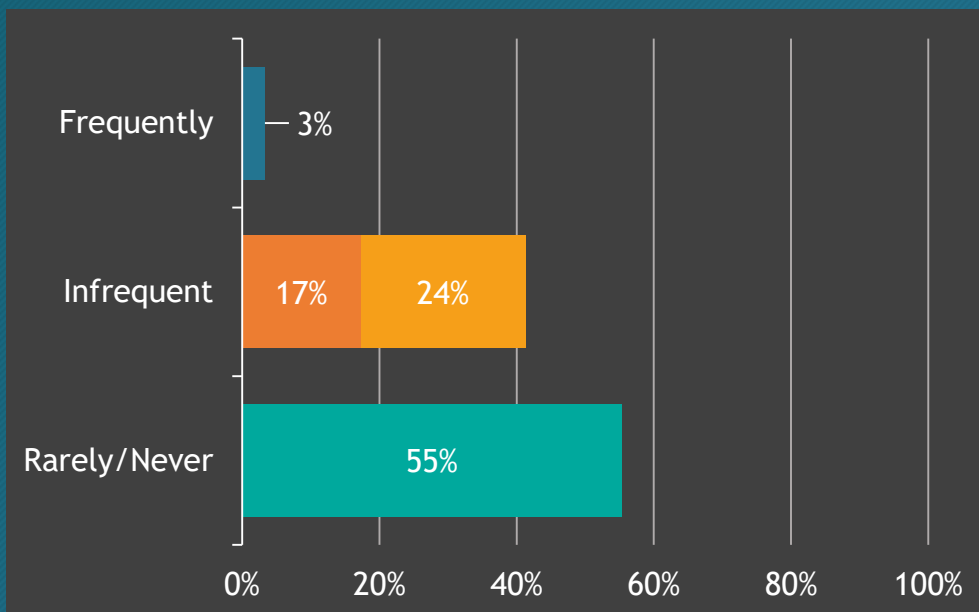
Base=Those answering (n=162-166)

Trip Purpose

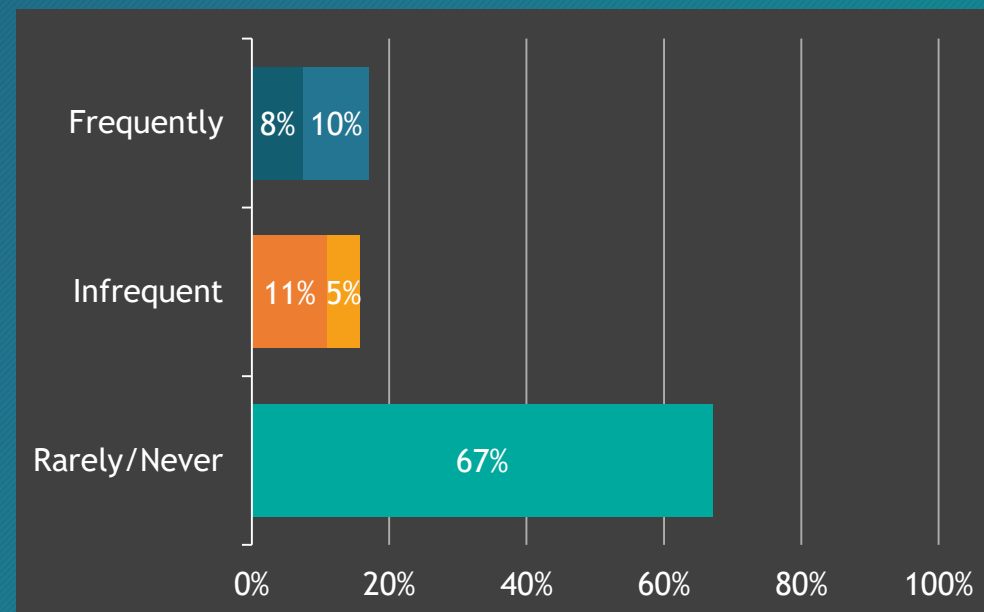


■ Daily ■ A few times per week ■ A few times per month ■ A few times per year ■ Rarely/Never

Attending social/community event



Exercise



How often do you make trips for...?

Rate each statement from Rarely/Never, A few times per year, A few times per month, A few times per week, Daily

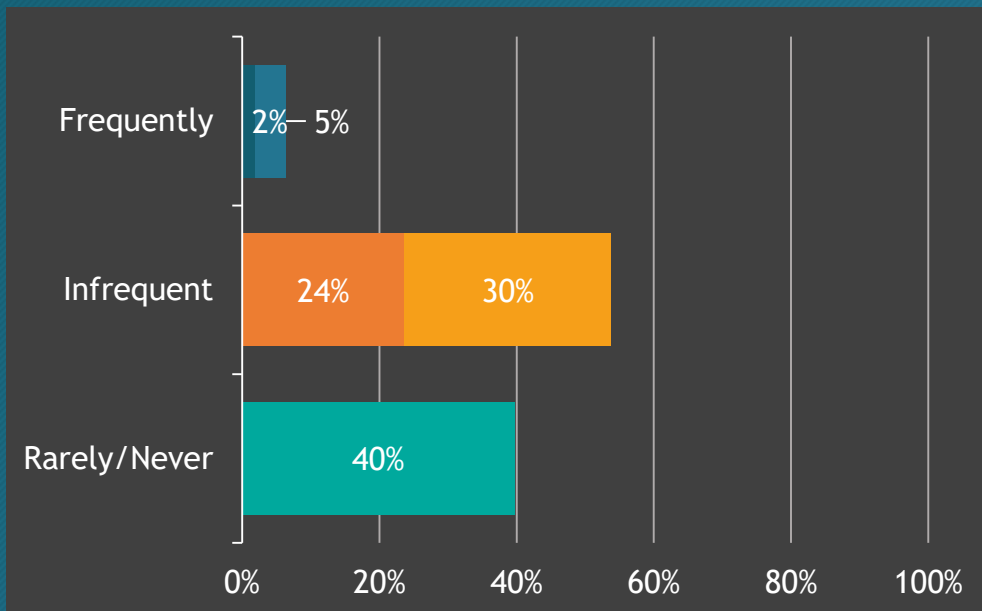
Base=Those answering (n=146-150)

Trip Purpose

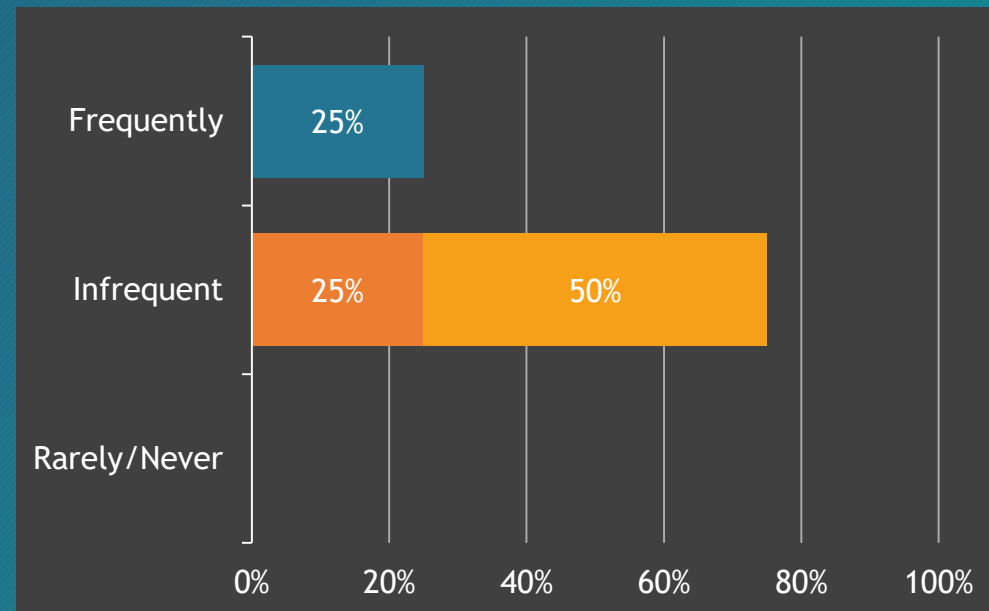


■ Daily ■ A few times per week ■ A few times per month ■ A few times per year ■ Rarely/Never

Dining



Other (please specify)



Other purposes:

Take dog to vet/groomer

Pick up pre-ordered meals

How often do you make trips for...?

Base=Those answering (n=156)

Rate each statement from Rarely/Never, A few times per year, A few times per month, A few times per week, Daily

How often do you make trips for...?

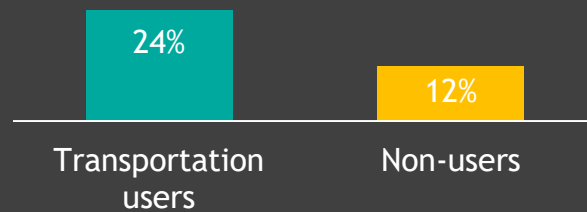
Base=Those answering more than Rarely/Never (n=4 *small base)

Transportation Services



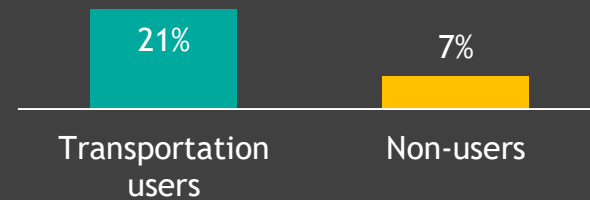
Transportation is not available WHERE I need to go

statistically significant difference



Transportation is not available WHEN I need it (evenings, weekends etc.)

statistically significant difference



Scheduled rides are late, do not come, or get cancelled

statistically significant difference



What PROBLEMS have you experienced when using (or attempting to use) transportation services in the last two year?

Check all that apply

Base=Those who use transportation services (have an opinion on transportation services) and answering (n=85)

Base=Those who do not use transportation service (have no opinion/do not use) and answering (n=87)

Transportation Services



Transportation must be scheduled too far in advance, cannot accommodate changes to my needs

statistically significant difference

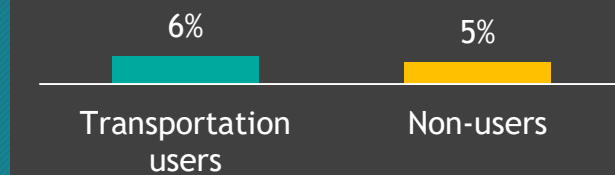


I must make multiple phone calls to receive transportation service

statistically significant difference



Real time transportation tracking information is not available



What PROBLEMS have you experienced when using (or attempting to use) transportation services in the last two year?

Check all that apply

Base=Those who use transportation services (have an opinion on transportation services) and answering (n=85)

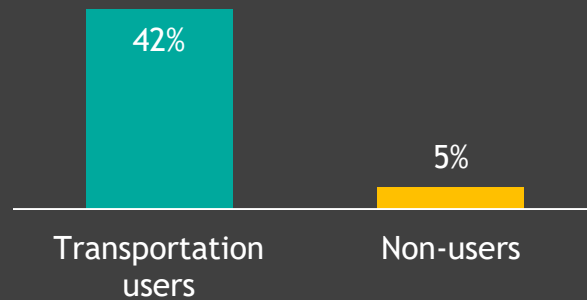
Base=Those who do not use transportation service (have no opinion/do not use) and answering (n=87)

Transportation Services

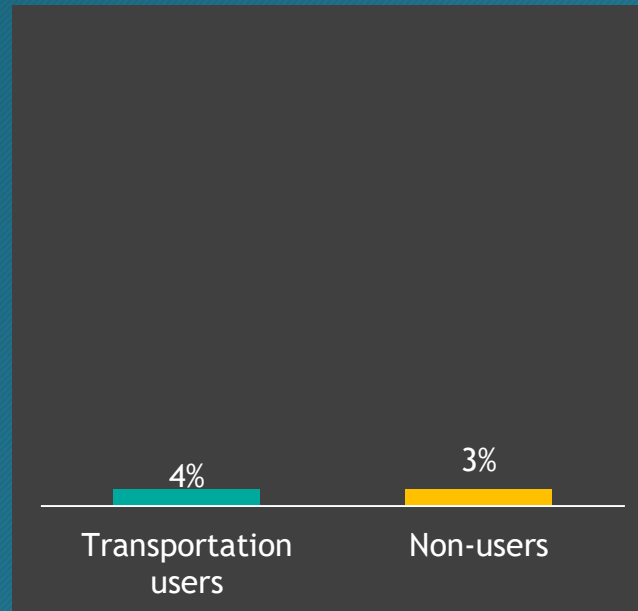


Rides are only available for medical trips

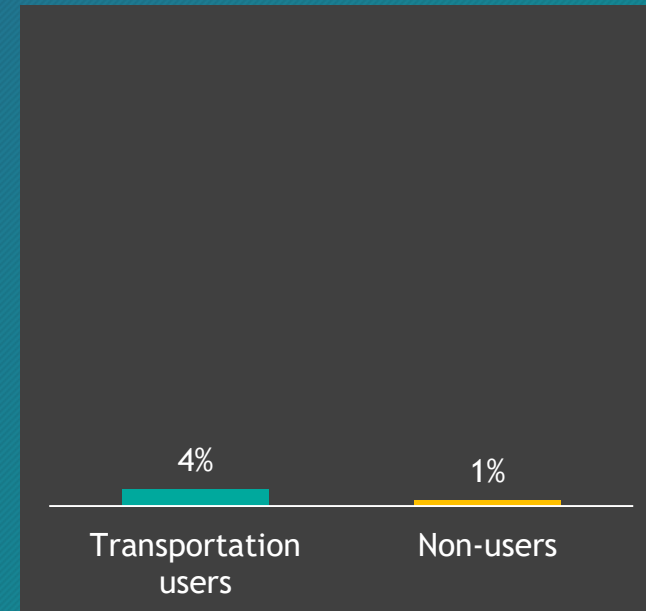
statistically significant difference



There is no ADA-accessible transportation service in my community



The number of bags I have exceeds the number allowed by the transportation services



What PROBLEMS have you experienced when using (or attempting to use) transportation services in the last two year?

Check all that apply

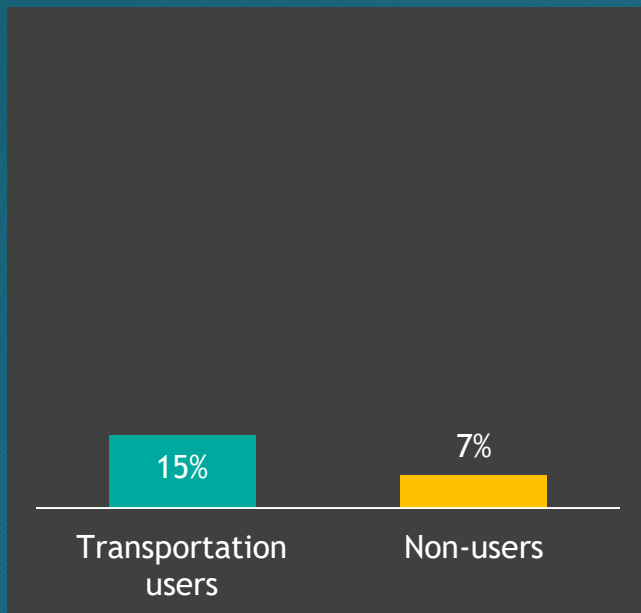
Base=Those who use transportation services (have an opinion on transportation services) and answering (n=85)

Base=Those who do not use transportation service (have no opinion/do not use) and answering (n=87)

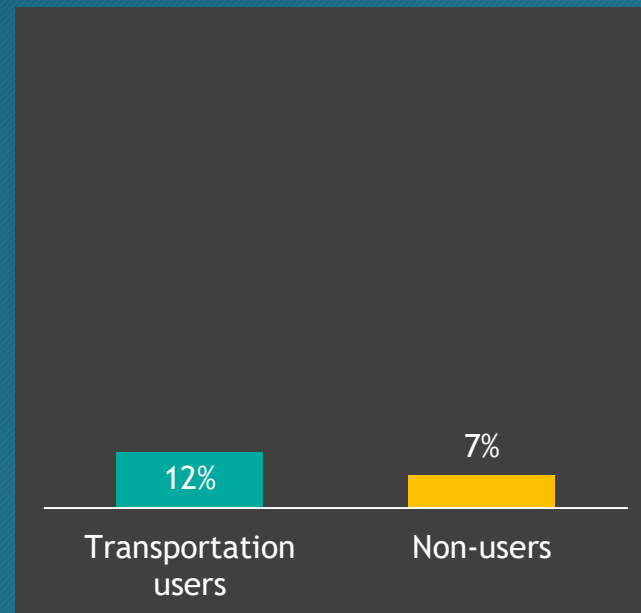
Transportation Services



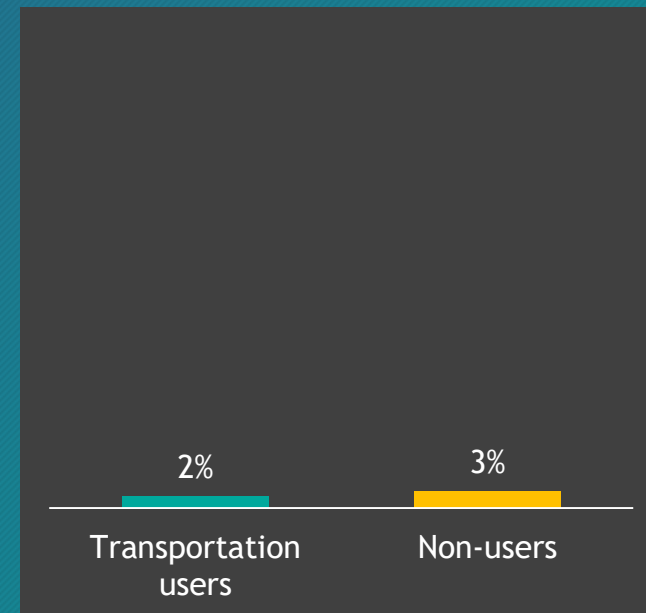
I have difficulty getting into/out of the vehicle



I cannot afford the cost of the transportation service



My mobility device (e.g., wheelchair, scooter) is not allowed on the service vehicle



What PROBLEMS have you experienced when using (or attempting to use) transportation services in the last two year?

Check all that apply

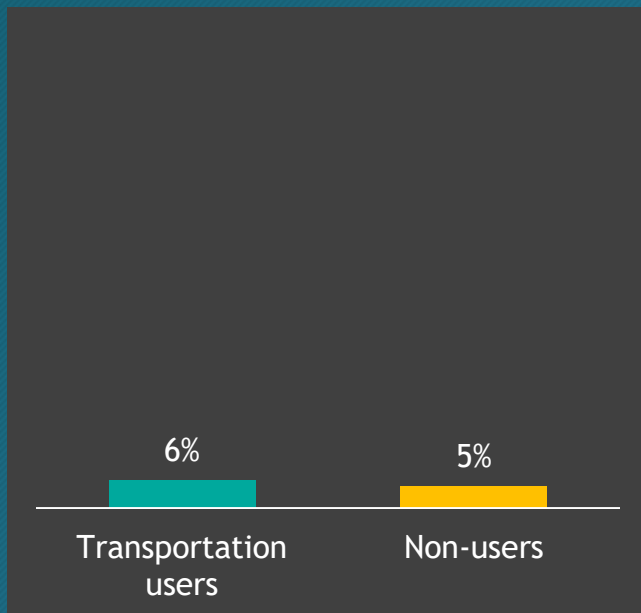
Base=Those who use transportation services (have an opinion on transportation services) and answering (n=85)

Base=Those who do not use transportation service (have no opinion/do not use) and answering (n=87)

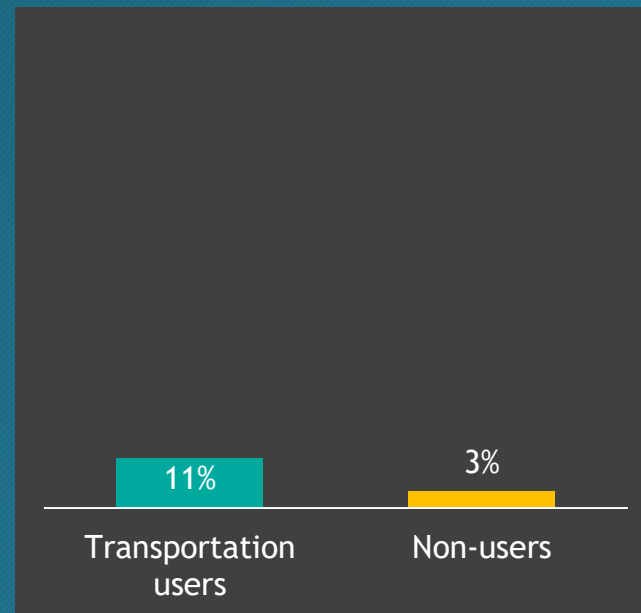
Transportation Services



I have difficulty understanding the driver



I have difficulty understanding how to schedule rides, who to pay for them, or other basic service details



What PROBLEMS have you experienced when using (or attempting to use) transportation services in the last two year?

Check all that apply

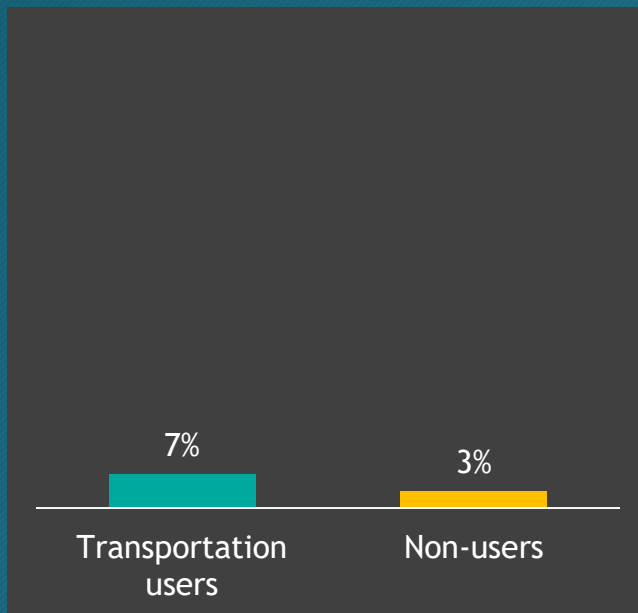
Base=Those who use transportation services (have an opinion on transportation services) and answering (n=85)

Base=Those who do not use transportation service (have no opinion/do not use) and answering (n=87)

Transportation Services



Others (please explain)



Other reasons, Transportation Users

- “Extremely noisy vehicle - about 120db”
- “Friends can sometimes help. But not often.”
- “I do not know the cost of service. It would me it better. I need to know that I can afford.”
- “I have no problem with Union cab”
- “RSVP ended due to COVID”
- “Waiting for return trips after medical apts. Vehicles from small drivers speed to make up time and sometimes have cell phone die.”

Other reasons, Non-users

- “Have not needed; but also not available.”
- “No services available”
- “No transportation services”

What PROBLEMS have you experienced when using (or attempting to use) transportation services in the last two year?

Check all that apply

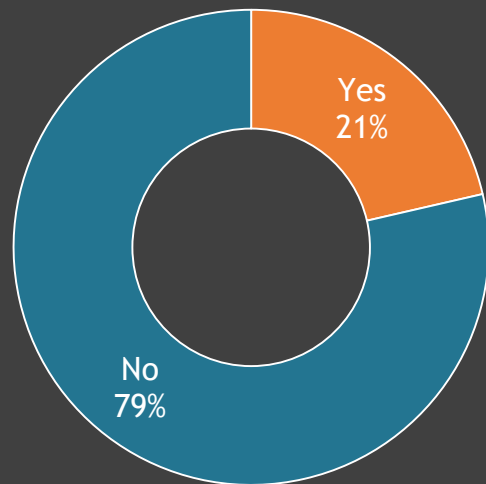
Base=Those who use transportation services (have an opinion on transportation services) and answering (n=85)

Base=Those who do not use transportation service (have no opinion/do not use) and answering (n=87)

Transportation Services

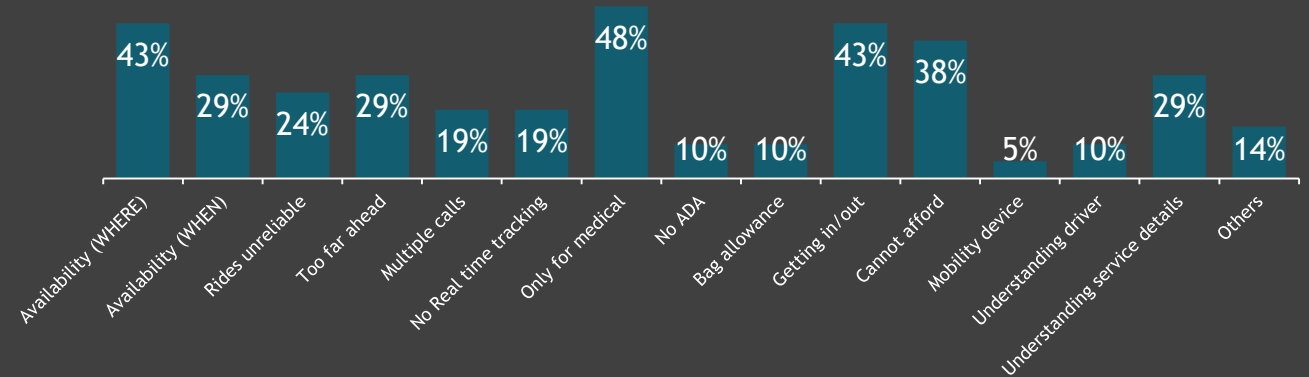


Have you stopped using transportation due to the above problems?



Base=Those answering (n=98)

What PROBLEMS have you experienced when using (or attempting to use) transportation services in the last 2 years?



Check all that apply

Base=Those who stopped using transportation services because of problems (n=21*)

*Caution: small base

Labels shortened from earlier slides

Transportation Services



SUGGESTION - Expand Service Area (n=14)

- You are causing me to think about my future. I would hope that more options are available when the time comes that I can't drive my own vehicle. Increase options in rural areas. Provide updated information on what is available, along with costs and other pertinent information.
- Make Madison bus service area wide with renewal of Falk's regional metro concept including light rail integrated with other transport systems... as do several third world countries
- We don't have these opportunities! These questions don't apply here.
- They don't go two counties – same county! Mileage short distanced.
- Need more transportation in smaller towns and at a reasonable price.
- Public transportation for our area.
- Offer public transportation.
- Need public transportation in our town.
- Need public transportation.
- I live where there is no public transportation.
- Having a bus in Oregon, WI.
- Get public transportation in our area.
- Cover all Dane County.
- Cambridge does not have transportation available.

What SUGGESTIONS do you have to improve transportation services?

Open ended; Responses placed into one category. Count of category shown in box title.

All responses are typed verbatim; quotation marks are not used to make easier to read.

Base=Those answering (n=37)

Transportation Services



None Suggestion (n=8)

- Use very little public transportation
- N/A family uses personal car
- I haven't used it yet but might in the coming years
- I have not used transportation services
- I don't use transportation services. I drive my own vehicle.
- I don't know
- Don't use. No suggestion.
- Don't go no place - handicapped

Expand Service Type (n=4)

- There is still lack of rides like dog apts. Provide travel for medical appointments. Provide written material on how different transportation programs work. Without volunteer drivers, I had to find a right through (during pandemic) Dane Co transport, which paid for the ride. That has been helpful.
- So who can be there when you someone. Everything is not always planned.
- Put AMTRAK station in Madison
- My only transportation is to the VA for apts.

What SUGGESTIONS do you have to improve transportation services?

Open ended; Responses placed into one category. Count of category shown in box title.

All responses are typed verbatim; quotation marks are not used to make easier to read.

Base=Those answering (n=37)

Transportation Services



RSVP Service (n=4)

- I stopped using RSVP transportation when it was no longer available.
- Have the RSPV ride option available
- Bring back RSVP rides
- Bring back RSVP of Dane County

Vehicles/Drivers (n=5)

- Vans too crowded
- The van/car must really be clean. Of course the driver too.
- Standard vehicle big enough
- Must be handicap friendly especially with walker and wheelchair. True of business, too.
- County-supported SVC, mini buses are very noisy – mostly body rattling due to vehicle's age. SVC buys high mileage vehicle having worn out bodies. Noise is injurious to hearing.

Other (n=2)

- Not enough elderly people are aware of this service.
- Ability to prepay by credit card + know cost when booking ride

What SUGGESTIONS do you have to improve transportation services?

Open ended; Responses placed into one category. Count of category shown in box title.

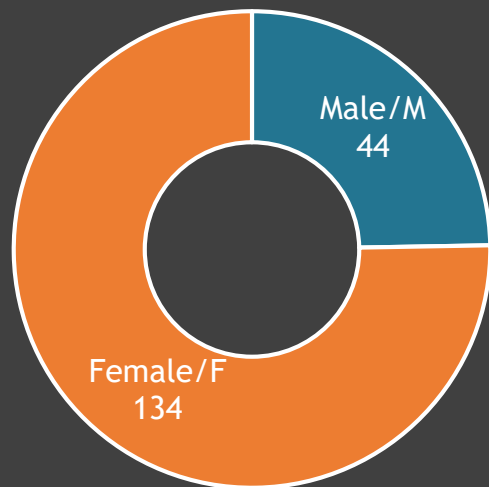
All responses are typed verbatim; quotation marks are not used to make easier to read.

Base=Those answering (n=37)

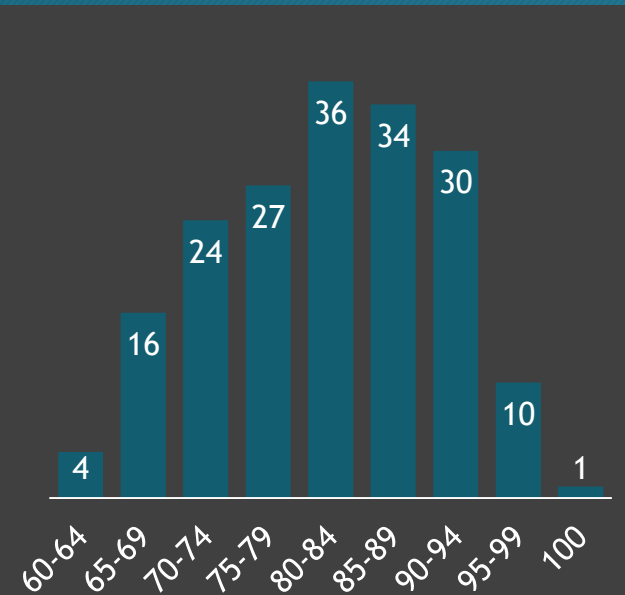
Demographics



Gender



Age (Mean 81.52)



Race

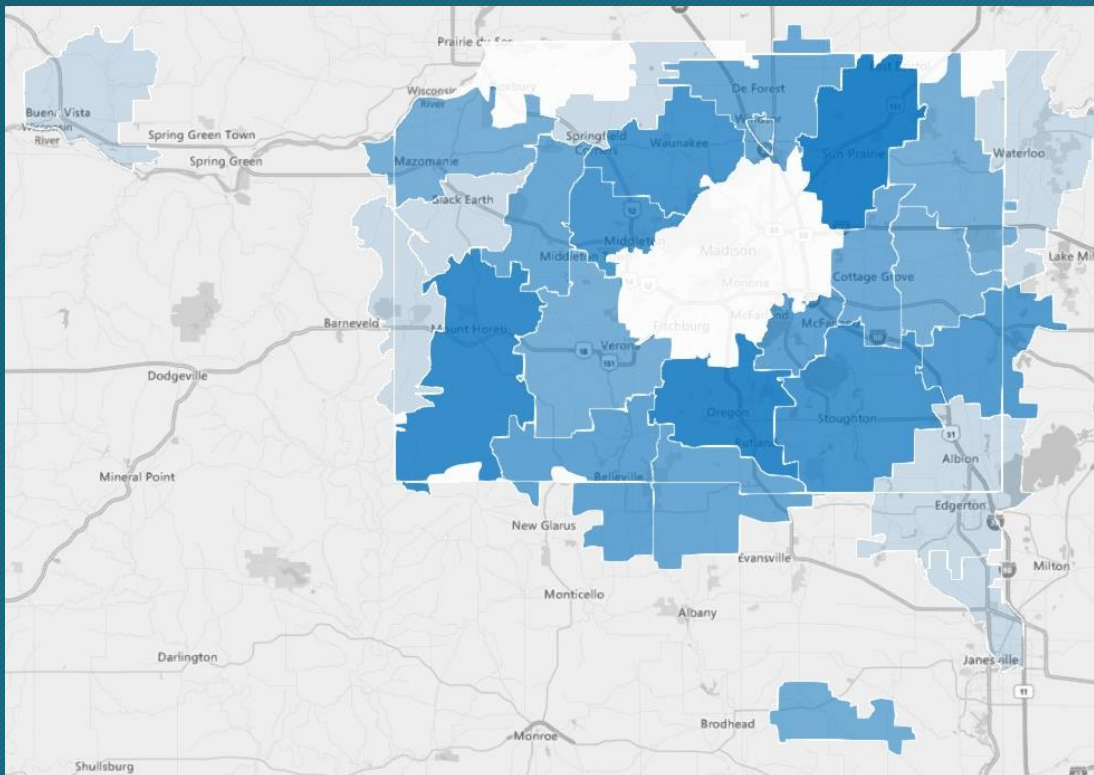


Please tell us about yourself:
Open ended
Base=Those answering (n=177-182)

Demographics



Please tell us about yourself: Your Zip Code



Central Dane County (Madison, Monona, Fitchburg) was intentionally not included in data collection.

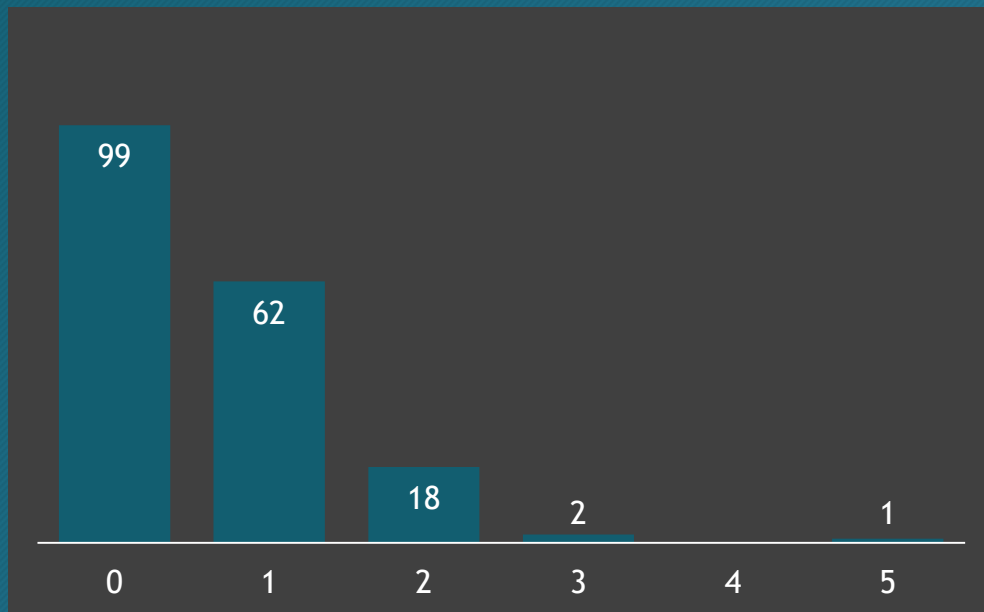
Darkest blue = 24 responses
Lightest blue = 1 response

Base=Those answering (n=182)

Demographics

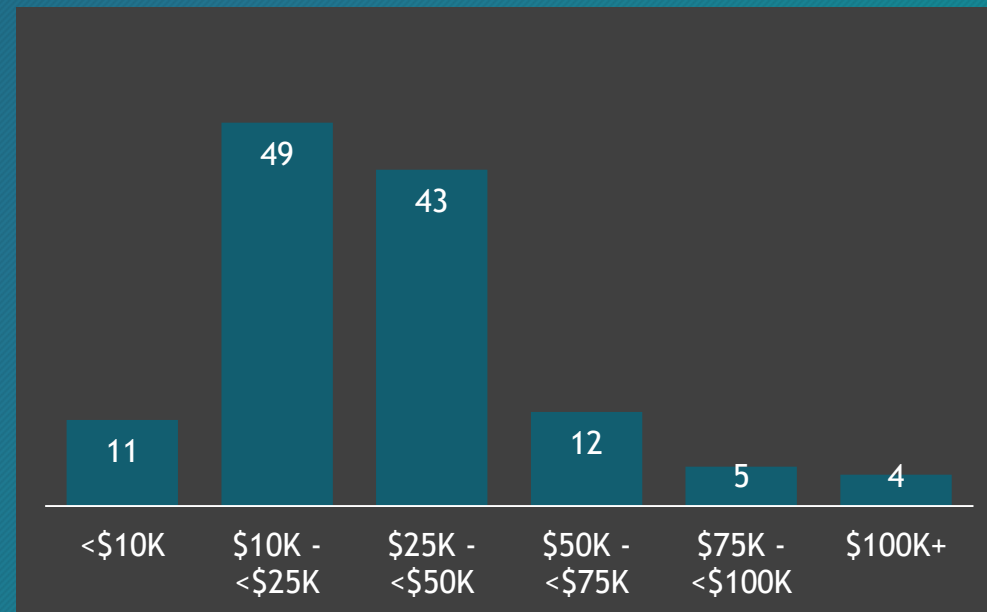


Number of people living with you (Mean 0.60)



Please tell us about yourself:
Open ended
Base=Those answering (n=182)

Income (Mean ~\$33K)

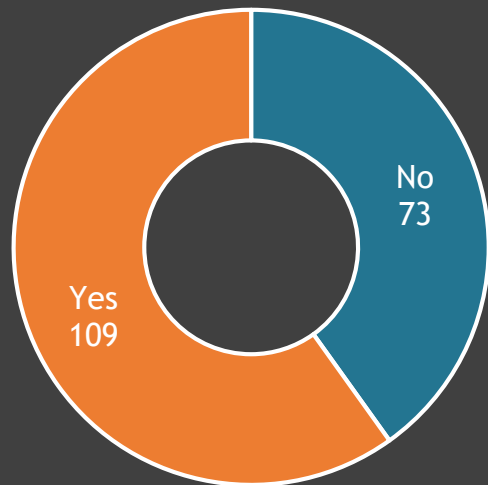


What was your annual household income last year, before taxes?
Base=Those answering (n=124)
Mean estimated using midpoints

Demographics

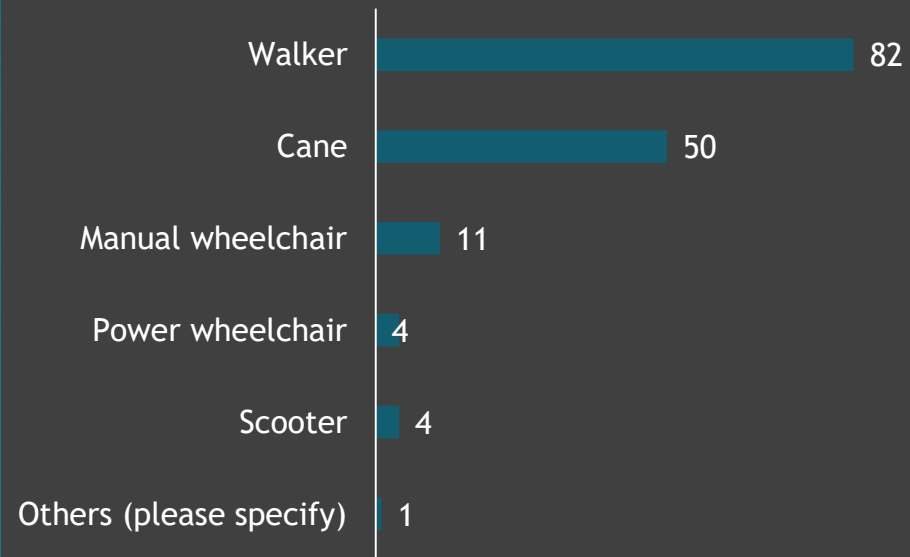


Mobility



Do you use a mobility device (e.g., walker, cane, wheelchair) when traveling?
Base=Those answering (n=182)

Devices Used



What type of mobility device do you use?
Multiple responses accepted
Base=Those who use a mobility device and answering (n=109)

Other:

Bike

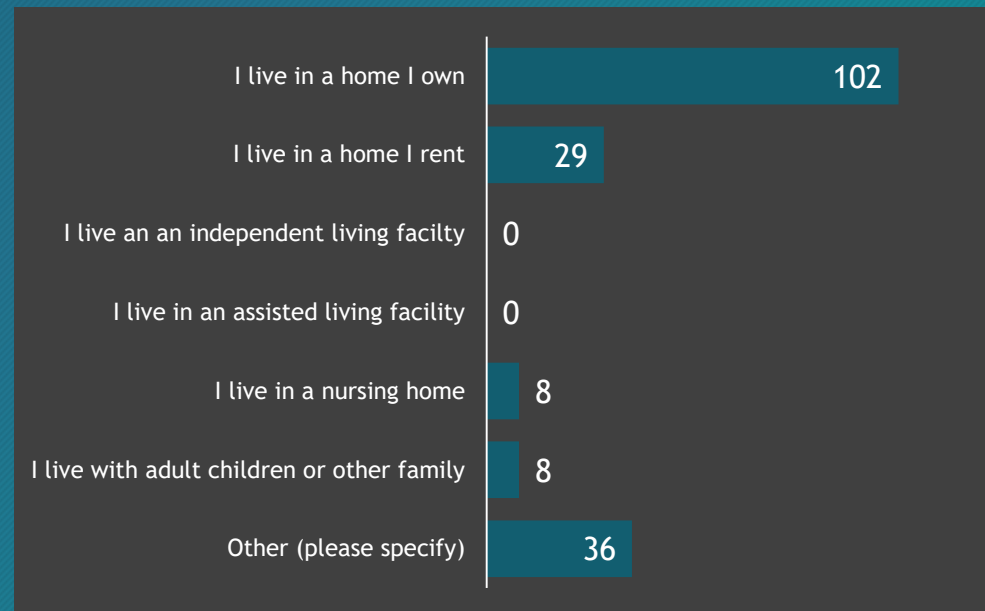
Demographics



Language/Employment Status

- The survey asked “What is your employment status?”. Due to concern with the coding, results are not shown.
- The survey asked “If English is not your first language, please tell us what it is:”. No one responded to this question.

Residence



Other:

Apartment (6)

- Rented (1)
- Owned (1)
- Not specified (4)

Senior apartment /housing (2)

Which of the following best describes your residence?
Base=Those answering (n=183)