

Mobility Council Survey Subcommittee

Meeting 1: November 27th

Subcommittee Members: Rosenda Hendley, Paige Bartholomew, Marie Scanlon, Anne Crain, Megan Parish, Deb Miller, Nicole Campbell

Mobility Council Existing Data Summary

Recent Surveys

2014: Human Services plans

- Wenatchee Valley HSTP Stakeholder interviews (7 total)
- QUADCO region held forums, surveyed in English and Spanish, both social services/providers and clients (6,500 surveys distributed, 741 surveys completed)
- OCTN tried to hold forums (wildfire conflicts) and surveyed OCTN riders

Nicole will try to connect with OCTN to see if they are interested in working with us too.

2015: CDTC completed public opinion survey on transportation through WSU research center. 500 citizens in Chelan and Douglas counties were interviewed by phone on transportation topics.

- Has responses on transit, bike, walk use and how the region should spend money on transportation

2016: Community Choice Rapid Transportation Assessment Survey

Key findings: rural residents unlikely to use public transportation for medical appointments, scheduling NEMT services for appointments is burdensome and hard to do, inconvenient transportation means skipping medical appointments

· Recommendations: survey most remote residents by mail or care coordinators to determine barriers, streamline/improve communications, explore same day transportation for remote residents

2017-ongoing: Link Transit strategic planning and survey

3,668 respondents to Link survey Phase 1 and 2. Results and Gaps : 1. Ability to add \$450,00 toward new services (2018). 2. Allows to address at a minor level one of the service improvements most desired by public or a combination of improvements at a lesser degree. 3. Under current funding stream it is impossible to become a more comprehensive system as desired by a large number of respondents. Major Findings: 1. Increased weekend service/extended hours on Sat/add Sun and Holiday service. (83%) 2. Extended service on weekdays (81%) 3. Frequency (65%).

Recommendations: Increase revenue stream to increase service model.

Available Data

Confluence Health Data:

Sources: Case Management Team, Organizational Data

- An estimated \$140k spent by Confluence Health case managers on patient transportation expenses each year (inpatient and outpatient combined).
 - o Confluence case managers would be a good source of insight into patient's medical/general transportation-related challenges. Perhaps a focus group or key informant interviews?
- Organizational data tracks outpatient appointment cancellations. However, patient-driven cancellation data is very limited because 99% of recorded cancelled/missed appointments do not include a reason for patient cancellation.
 - o A small sample of patients (N= 126) specify a lack of transportation as the reason for an appointment cancellation.
 - o More investigation is being done to determine the characteristics of this population (e.g. age range, distance from appointment, residence location).

WIN 2-1-1:

Data available from WIN 2-1-1: identification of services, number of services, and number of referrals.

There is a 2-1-1 transportation landing page

<https://www.resourcehouse.info/win211/SpecialTopics/Transportation>

Under the 2-1-1 transportation taxonomy, 13 services are listed for Chelan and Douglas counties and 12 for Grant and Okanogan counties.

Had a 2-1-1 transportation referral report run for Chelan, Douglas, Grant, and Okanogan counties for 2017 (timeframe: 1/1/2017 - 12/3/2017).

Search terms included: transit, transportation, ride program, shuttle, bus

Top Referrals for the Region

- (1) Medical Appointments Transportation 52%
- (2) Transportation 15%
- (3) Gas Money 12%

Mobility Barrier Report:

The Mobility Barrier Report has been developed, but is not yet in use.

What else?

What data are we missing?

Next Steps/Survey Planning Questions to Answer:

What formats do we want to use?

- In person outreach at stores, events, surveys, mailers
- There are many events in the new year we can be at
- What is the cost of a mailer?
- What's our budget, resources, etc.? Grants? volunteers?

What is our audience?

- Do we need any focus areas? Is our focus area just the four counties? The rapid assessment recommends more rural surveying/research. Is our survey separate than the HSTP surveys? Should this align with the CHI's work at all?