



Background

The MG team was retained to conduct a needs assessment for the newly created Independent Transportation Network of Chicago (ITNChicago), which started in Maine to encourage seniors who can no longer drive safely to trade in their cars for credit for rides with ITN drivers. The success of the initiative led to the development of independent but affiliated branches in other parts of the country. Local Chicago leaders were inspired to launch a similar program in Chicago. As a result, ITNChicago was born.

The MG needs assessment includes strategic maps and data work, key informant interviews, a senior survey, an assessment of competing services and program viability, and other deliverables. The survey was conducted in a participatory fashion with ITNChicago staff.

Addendum

The following is an Addendum to a report entitled "Senior Ticket to Ride: A Needs Assessment for ITNChicago." Its purpose is to assess the interests and needs of homebound seniors, particularly immigrant and non-immigrant Latinos living in the target Zip Codes. To view the original report, visit marigallagher.com.

Approach

The work was done in a participatory fashion with ITNChicago and its key board leader, City of Chicago representative Joyce Gallagher, and members of her staff at the Chicago Department of Aging, who conducted

SUMMARY OF ADDENDUM FINDINGS

April 9, 2010

- Though short of our goal of 50, the phone survey yielded 40 completed and usable surveys.
- We achieved our goal of reaching Latinos and immigrants:
 - 90% identified as Latino
 - 50% were born in Puerto Rico
 - 25% were born in Mexico
- 50% report regularly getting car rides from a family member (compared to 27% of the previous survey respondents).
- 65% report being "very happy" with current transportation options (compared to 45% of the previous survey respondents).
- 40% stated being interested in a ride from a reliable person (compared to 63% of the previous survey respondents).
- 50% reported interest in an extra escort service with the ride (exactly the same as previous survey respondents).
- 45% would still be interested in the ride with the extra escort service even if it is \$7 each way (compared to 47% of the previous survey respondents).
- 77.5 % stated that there is a need for additional transportation services for seniors (compared to 70% of the previous survey respondents).

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a shortened phone survey that matched key questions in the original survey. An additional question to clarify race and ethnicity. The data was recorded on hard copies of the shortened surveys, including the name of the respondent, for potential later tracking with other data.

To develop the survey sample, the City of Chicago submitted to MG an electronic file of all clients of the Home Delivered Meals Program in targeted Zip Codes 60618, 60634, 60639, 60641, 60707, 60630, 60647, 60622, 60612, 60625, and 60651. Out of the total database of those individuals, some of whom share the same household, 166 have what appear to be Latino surnames. That entire listing of 166 constituted the sample. MG developed a random sample of those names from 1 to 166. Since our total universe is low we did not draw a lower subset sample from 166. However, the first 75 were prioritized and ITN did not move onto number 76 until 3 attempts were made from survey targets 1-75. ITN made survey calls from lowest to highest and avoided household duplicates. Recognizing that some respondents might not actually be Latino, the new race/ethnicity question was helpful. Our goal was 50 completed surveys; we achieved 40.

The hard copies of the surveys were submitted to MG for data entry and tabulation of results into a code book. As expected, completed surveys were not sufficient to develop crosstabs.

Phone Script:

“Hello, is this Mr. or Mrs. _____?). My name is _____ and I am calling from the Senior Services Meals on Wheels program to ask you a few short questions regarding transportation. May I ask you these questions now?”

If yes, “thank you.”

If no, “Is there a better time to call back?”

If indifferent, or suggestive of a maybe, “I promise this will only take a few minutes-we’re doing a survey to learn how we can serve you better.”

Continued:

- This is clearly a poorer population than the original respondent group: About 50% of respondents identify as “very low income” and would pay only \$3.50 for a roundtrip ride. Furthermore, 82.5% report worrying about money (compared to 55% of the previous survey respondents).

In summary, these are mostly non-driving “homebound” low-income seniors who primarily rely on and receive rides from family members. It is possible that – were it not for active family members in their lives – those seniors might instead be living in a nursing home or facility. Receiving a ride from a family member is likely more attractive than receiving one from an organization or stranger. However, interest in ITN rides with the extra service tracked at about the same as the original survey population. Ability to pay for the service, however, is likely to be a major barrier. Some subset of these seniors, and others like them, would likely accept and benefit from this additional transportation service *if* it were subsidized. Survey results are helpful but limited and should be used with caution.

Download the original report at

marigallagher.com

Phone Survey Results

Total number of completed surveys: 40

1. What country were you born in?

	Frequency	Percent
Puerto Rico	20	50%
Mexico	10	25%
USA	2	5%
China	1	2.5%
Costa Rica	1	2.5%
Cuba	1	2.5%
Ecuador	1	2.5%
Guatemala	1	2.5%
Panama	1	2.5%
Philippines	1	2.5%
No Answer	1	2.5%

2. In what year were you born?

Total responses: 40

Average: 1935 (75 years old)

Median: 1935 (75 years old)

Oldest: 1918 (92 years old)

Youngest: 1948 (62 years old)

3. What is your race/ethnicity?

	Frequency	Percent
a. Black/African American	0	0%
b. Asian	1	2.5%
c. Native American	0	0%
d. Pacific Islander	0	0%
e. White	3	7.5%
f. Latino/Hispanic	36	90%
g. Other multi-racial	0	0%

4. How do you most regularly get to places like the pharmacy, or the doctor's office?

	Frequency	Percent
a. Drive your car	4	10%
b. Get a ride in a car from a family member	20	50%
c. Get a ride in a car from someone else	6	15%
d. Take public transportation	7	17.5%
e. Take a cab or taxi	2	5%
f. Walk	3	7.5%
g. Get around another way: wheelchair, motorized scooter, doctor comes to home, hospital picks up, Pace.	10	25%

5. Which statement is MOST TRUE for you?

	Frequency	Percent
a. I am <u>VERY HAPPY</u> with my current transportation options	25	62.5%
b. I am <u>SOMEWHAT HAPPY</u> with my current transportation options	7	17.5%
c. I am <u>SOMEWHAT UNHAPPY</u> with my current transportation options	4	10%
d. I am <u>VERY UNHAPPY</u> with my current transportation options	4	10%

6. If a reliable, trustworthy person from a **nonprofit dedicated to helping seniors** was regularly available to give you a **car ride** to wherever you wanted to go on the Northwest side of Chicago, would that interest you?

	Frequency	Percent
Yes	16	40%
No	22	55%
No Answer	2	5%

7. What if this same person provided **extra service** such as **escorting you to the inside of a medical building** and up to your doctor's office, instead of dropping you off outside on the curb the way a cab does? Would that extra escort service interest you?

	Frequency	Percent
Yes	20	50%
No	19	47.5%
No Answer	1	2.5%

8. What if this same person provided a car ride and this extra escort service and brought you to your doctor's appointment and it **cost \$7 each way**? Is that a fair price?

	Frequency	Percent
Yes	18	45%
No	21	52.5%
No Answer	1	2.5%

9. If a pharmacy or a grocery store provided similar reliable **car rides** back and forth to their store **FOR FREE**, would that interest you?

	Frequency	Percent
Yes	19	47.5%
No	20	50%
No Answer	1	2.5%

10. Do you feel there is a need for additional transportation services for seniors, beyond what is **currently** available?

	Frequency	Percent
Yes	31	77.5%
No	7	17.5%
No answer	2	5%

11. What would be a fair price for a car ride back and forth to your doctor's office?

	Frequency	Percent
\$0	7	17.5%
\$1	2	5%
\$2	2	5%
\$3	7	17.5%
\$3.50	2	5%
\$4	1	2.5%
\$5	6	15%
\$6.50	1	2.5%
\$7	1	2.5%
\$10	1	2.5%
No Answer	9	22.5%

12. Do you worry about having enough money for the day-to-day things you need?

	Frequency	Percent
Yes	33	82.5%
No	6	15%
No Answer	1	2.5%

13. Do you consider your income as:

	Frequency	Percent
a. High income	0	0%
b. Middle income	6	15%
c. Low income	12	30%
d. Very low income	21	52.5%
No Answer	1	2.5%