



Mobility Management of Brown County

“Creating Independence”

2018 Transportation Needs Survey Summary and Results

About the survey:

- The purpose of the survey was to solicit feedback from residents about their unmet transportation needs. Survey results, along with research and other data, contribute to the future programming of Mobility Management in Brown County.
- The second annual Transportation Needs Survey was available online and hard-copy from March 1 through April 6.
- Targeted Brown County residents only, with focus on but not limited to older adults and individuals with disabilities.
- 494 individuals responded to the survey, which included paper copies received by deadline. *Not every question was answered by the 494 respondents.*

For questions or comments about this survey, contact Mobility Management of Brown County, located at Green Bay Metro: 920-448-3450.

Mobility Management
Green Bay Metro
901 University Ave.
Green Bay, WI 54302

RESULTS

Q1. Do you live within Brown County? 494/494

26 (5.26%) - No 468 (94.74%) - Yes
(If no, survey ended.)

Q2. What community do you live in? 463 answered. 26 no's from Q1 dropped off, plus 5 others exited survey

Allouez – 66 (14.25%)
Ashwaubenon – 27 (5.83%)
Bellevue – 20 (4.32%)
Denmark – 5 (1.08%)
De Pere – 44 (9.5%)
Eaton – 1 (.22%)
Glenmore – 1 (.22%)
Green Bay City – 180 (38.88%)
Green Bay Town – 15 (3.24%)
Holland – 1 (.22%)
Hobart – 4 (.88%)
Howard – 19 (4.10%)
Humboldt – 1 (.22%)
Lawrence – 2 (.43%)
Ledgeview – 7 (1.51%)
Morrison – 1 (.22%)
New Denmark – 26 (5.62%)
Pittsfield – 1 (.22%)
Pulaski – 26 (5.62%)
Rockland – 1 (.22%)
Scott – 4 (.86%)
Suamico – 6 (1.3%)
Wrightstown Town – 4 (.86%)
Wrightstown Village – 1 (.22%)

Q3. If affordable transportation existed from your community to the city of Green Bay, how often would you use it? *(Only see this question if outside of Metro service areas, Allouez, Ashwaubenon, Bellevue, De Pere, and Green Bay)* 107 answered

Never/Not interested – 51 (47.66%)
Once a month – 22 (20.56%)
 1/19 – Howard 1/2 – Lawrence
 10/26 – Pulaski 5/26 – New Denmark
 2/15 – Green Bay Town
 1/7 – Ledgeview
 2/6 – Suamico

Once a week – 34 (31.78%)
10/19 – Howard
4/26 – Pulaski
6/15 – Green Bay Town
3/7 – Ledgeview
1/5 – Wrightstown
1/6 – Suamico
1/4 – Hobart
2/5 – Denmark
1/1 – Humboldt
4/26 – New Denmark

Q4. If affordable transportation existed from your community to the city of Green Bay, would you use it to: (select all that apply): *(Only see this question if outside of Metro service areas, Allouez, Ashwaubenon, Bellevue, De Pere, and Green Bay)* 107 answered

Connect with city bus – 24 (22.43%)
Shopping – 30 (28.04%)
Run errands in the city – 23 (21.50%)
Social visits – 19 (17.76%)
Doctor/clinic appointments – 35 (32.71%)
None of these – 49 (45.79%)

Q5. Would you be willing to provide additional feedback on your transportations in your community? *(Only see this question if outside of Metro service areas, Allouez, Ashwaubenon, Bellevue, De Pere, and Green Bay)* 102 answered

No – 75 (73.53%)
Yes – 27 (26.47%)

Q6. Are you currently able to drive? 414 answered

No – 110 (26.57%)
Yes – 304 (73.43%)

Q7. If you are able to drive but don't, why? 414 answered

Personal choice – 52 (12.56%)
Cost of vehicle – 45 (10.87%)
Do not have a license – 46 (11.11%)
Safety – 42 (10.14%)
Does not apply – 279 (67.39%)

Q8. Are you: 414 answered

Ambulatory – 387 (93.48%)
Non-ambulatory – 27 (6.52%)

Q9. Are you a Medicaid or BadgerCare Plus recipient? 414 answered

Yes – 90 (21.74%)
No – 306 (73.91%)
Don't know – 18 (4.35%)

Q10. Have you ever used MTM, Wisconsin's Medicaid transportation brokerage? 414 answered

No – 366 (88.41%)
Yes – 48 (11.59%)

Q11. Have you ever used a Transportation Network Company such as Uber or Lyft? 414 answered

No – 269 (64.98%)
Yes – 127 (30.68%)
Don't know how to use – 18 (4.35%)

Q12. What types of transportation would best meet your needs if it was available and affordable? Select all possible options. 386 answered

**Rural stats broken out to identify grassroots options in those areas*

Public transportation – 206 (53.37%)

Howard – 9	Ledgeview - 1
Suamico – 2	Wrightstown Village – 1
Pulaski – 2	Hobart - 1
Denmark – 1	Humboldt - 1
Green Bay Town – 5	New Denmark - 5

Paratransit – 54 (13.99%)

Howard – 1	Wrightstown Village - 1
Pulaski – 5	Hobart - 1
Denmark – 1	Lawrence - 1
Green Bay Town – 1	Humboldt - 1
Ledgeview – 3	New Denmark - 1

Van or car pool – 83 (21.5%)

Howard – 1	Green Bay Town - 1
Suamico – 2	Ledgeview - 1
Pulaski – 9	Wrightstown Village - 1
Denmark – 2	New Denmark - 7

Cab or taxi – 93 (24.09%)

Howard – 5	Scott - 1
Suamico – 1	Green Bay Town - 1
Pulaski – 3	Wrightstown Village - 1
Denmark – 1	New Denmark - 2

Volunteer driver program – 68 (17.62%)

Pulaski – 15	Wrightstown Village - 1
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Denmark – 1	Lawrence - 2
Green Bay Town – 1	New Denmark - 4
Ledgeview - 1	
Driver to drive my vehicle – 28 (7.25%)	
Howard – 2	Ledgeview – 1
Suamico – 1	New Denmark – 1
Pulaski – 2	
None of these – 103 (26.68%)	

Q13. What are barriers to you using alternative forms of transportation? Check all that apply

386 answered

Metro bus fares too expensive – 30 (7.7%)
 Metro Paratransit too expensive – 16 (4.15%)
 Curative Connections too expensive – 16 (4.15%)
 Taxi is too expensive – 117 (30.31%)
 Transportation does not go where I need it to go – 141 (36.53%)
 Rides only available for medical reasons – 43 (11.14%)
 There is no accessible transportation in my community – 41 (10.62%)
 There is limited transportation on weekends and evenings – 156 (40.41%)
 Rides are cancelled or don't come on time – 31 (8.03%)
 I can't find volunteer or paid driver – 20 (5.18%)
 I don't have anyone to accompany me on a ride – 11 (2.85%)
 I don't know transportation options in my community – 66 (17.10%)
 I don't know how to use bus system – 34 (8.81%)
 I am afraid of using public transportation – 29 (7.51%)
 None / does not apply – 131 (33.94%)

Q14. When transportation is unavailable, what activities do you give up? Select all that apply

354 answered

Work – 74 (20.90%)
 Shopping – 126 (35.59%)
 Participation in community – 137 (38.70%)
 Medical appointments – 84 (23.73%)
 Social and family visits – 115 (32.49%)
 Religious events and activities – 90 (25.42%)
 None of these – 155 (43.79%)

Q15. Describe how giving up these activities impacts your life 69 answered

- Isolation
- Depression, Giving up
- Disappointment
- Anxiety
- Can't get to store, so I buy things from catalogs which costs more

- Can't support my family because I can't get to work / job loss
- Can't get to my meetings and that affects my sobriety
- Health
- Prevents me from being a fully functional person
- Time – waiting on buses that don't match means long wait times

Q16. Which of the following solutions would improve transportation in your community?

Check all that apply 354 answered

- Partner with others to cross county lines – 75 (21.19%)
- Extend transportation services to my community where it does not currently exist – 154 (43.50%)
- Offer central place to contact for info/service options – 90 (25.42%)
- Improve pedestrian travel for walking/biking – 129 (36.44%)
- Teach me how to use existing services (travel train) – 66 (18.64%)
- Extend hours of current service for 3rd shift and Sundays – 184 (51.98%)
- Work with my employer to have a van pool – 35 (9.89%)
- Work with medical providers to provide transportation to/from facility – 87 (24.58%)
- Create a program to assist with purchasing rides (taxi voucher) – 88 (24.86%)

Comments:

- More lines running every 30 minutes; faster bus routes
- Extend hours, even if it's just one bus like the 6 at night
- Expand to Howard, East De Pere, Bellevue
- Sponsored vouchers in taxis or Ubers – like the Packers sponsor bus to games – for seniors and disabled to make social connections
- Sponsored bus to churches

Q17. What is your age range? 339 answered

- Under 18 – 5 (1.47%)
- 18-24 – 27 (7.96%)
- 25-59 – 189 (55.75%)
- 60-64 – 36 (10.62%)
- 65 or over – 82 (24.19%)

Q18. About you (optional) 70 answered

Q19. Person completing survey is: 339 answered

- Helping friend or family member – 15 (4.42%)
- Self – 291 (85.84%)
- Parent or guardian of child under 18 – 16 (4.72%)
- Case manager or social worker – 21 (6.19%)

Q20. Would you like Travel Trainer to follow-up? 327 answered

- Yes – 16 (4.89%)
- No – 311 (95.11%)

Q21. Would you like the Mobility Coordinator to follow-up? 327 answered

Yes – 12 (3.67%)

No – 315 (96.33%)

Q22. Relevant comments and suggestions: 65 answered

- Buses with place to put groceries, shopping carts, and walkers
- Sunday service – several comments stated they'd pay full rate to have this service available
- Later Saturday hours
- Hours of operation plus travel time make this system difficult to use
- Howard, Bellevue service
- 30 min routes, especially 11 and 14
- Year-round Lombardi area service
- Start 13 thirty minutes earlier to transfer to first buses out
- Make buses connect better to walking and biking trails
- Third shift service
- Options other than MTM – they are late, don't show up at all – we are at mercy of them. Won't get us ride because bus is too close without considering traveling with children.
- Need Spanish and Somali services available
- Affected by route change in #11 – only a small number of riders benefit by change while rest of us need it back the way it was

SPECIFIC CROSS-TABS

Snapshot of Howard residents

HOWARD RESPONDENTS:

- 19 respondents; however, not all answered every question
 - 14 stated that they would use transportation from their community to the city of Green Bay once a week; and 1 said once per month; and 4 said never.
 - 8 stated that they would use that transportation to attend doctor appointments in Green Bay, and 4 said for shopping, and 7 stated they wanted to connect with the city bus to move around Green Bay while in town.
- 13 are able to drive; 2 are not able to drive.
- Although there's overlap in the prior answer, only 8 stated "non-applicable" when asked if they are able to drive but don't, why? 2 stated not having a license, 0 stated safety and 4 stated personal choice while 4 stated cost of a vehicle was the reason.
- 14 are ambulatory.
- 3 receive Medicaid or BadgerCare Plus, meaning these individuals do qualify for MTM; however, only 2 state that they use MTM.
- 7 use Uber.
- Public transportation was reported as the system to best meet needs by 9 respondents.
 - However, they also reported that the 3 biggest barriers to using transportation of any kind were: Limited service on weekends and evenings, Service does not go where I need to go, and There is no service in my community.
- The top 2 activities given up when transportation is unavailable was equally split between shopping and participation in the community, with all other categories represented also.
- 9 of 10 respondents stated that extending service to the community where it does not currently exist would improve transportation.
- Age range statistics of this group: (10 answered)
 - 18-24: 1
 - 25-59: 6
 - 60-64: 1
 - 65+: 2
- No comments specifically related to Howard.

SPECIFIC CROSS-TABS
Snapshot of Rural residents

RURAL RESPONDENTS:

- 126 respondents reside outside of the Metro service area, although not all of them answered every question.
 - 33 stated that they would use transportation from their community to the city of Green Bay once a week; and 22 said once per month; and 51 said never.
 - 34 stated that they would use that transportation to attend doctor appointments in Green Bay, and 29 said for shopping, and 23 stated they wanted to connect with the city bus to move around Green Bay while in town.
- 79 are able to drive; 22 are not able to drive.
- 15 report safety as the reason they don't drive.
- 94 of 101 are ambulatory.
- 17 of 101 receive Medicaid or BadgerCare Plus, meaning these individuals do qualify for MTM; however, only 5 state that they use MTM.
- 27 of 101 use Uber.
- 30 of 95 report that public transportation would best meet their needs.
 - Top 4 barriers to using transportation were: Taxi service too expensive, transportation does not go where I need to go, Limited transportation on evenings and weekends, and There is no accessible transportation in my community.
- The top 2 activities given up when transportation is unavailable was split between shopping and participation in the community, with all other categories represented also.
 - Comments:
 - Cannot depend on family – would like more time in community
 - Only drive in Pulaski area, limits shopping
 - Quality of social life, can't go anywhere on Sundays
 - Give up work and income
 - Depressed
 - Health suffers
- 41 of 87 respondents stated that extending service to the community where it does not currently exist would improve transportation. All categories represented.
- Age range statistics of this group: (10 answered)
 - Under 18: 1
 - 18-24: 7
 - 25-59: 29
 - 60-64: 10
 - 65+: 37
- Comments:
 - Consider Sunday service
 - Extend service times – I miss out on work opportunities

SPECIFIC CROSS-TABS

Snapshot of respondents who report giving up medical appointments

RESPONDENTS WHO REPORTED GIVING UP MEDICAL APPOINTMENTS:

- 84 respondents said they give up medical appointments when transportation is unavailable. Comments specifically around medical:
 - I'm very sick and when the MTM drivers are late or doesn't show up I have to cancel, delaying my medical care.
 - Giving up medical appointments negatively impacts my mental, physical health.
 - Unable to go to meetings affects my sobriety.
 - Have to reschedule my appointments when I can't get a ride.
 - Depression, anxiety, isolation mentioned numerous times.
- 48.8% came from Green Bay, with small numbers in 12 other towns/villages.
- 17 respondents live outside of Metro service area. Out of those 17:
 - 11 stated that they would use transportation from their community to the city of Green Bay once a week; and 4 said once per month; and 2 said never.
 - 13 stated that they would use that transportation to attend doctor appointments in Green Bay, and 11 said for shopping, and 6 stated they wanted to connect with the city bus to move around Green Bay while in town.
- 52 are able to drive; 32 are not able to drive.
- Although there's overlap in the prior answer, only 39 stated "non-applicable" when asked if they are able to drive but don't, why? Not having a license, safety and personal choice were all at 15 respondents each while 14 stated cost of a vehicle was the reason.
- 79 are ambulatory.
- 33 receive Medicaid or BadgerCare Plus, meaning these individuals do qualify for MTM; however, only 22 state that they use MTM.
- 27 use Uber.
- Public transportation was reported as the system to best meet needs by 51 respondents.
 - However, they also reported that the 3 biggest barriers to using transportation of any kind were: Limited service on weekends and evenings, Service does not go where I need to go, and Taxi service is too expensive.
- The top 2 areas that were reported to improve transportation were: Extend hours of current service, and Extend service where it does not currently exist.
- Age range statistics of this group: (80 answered)

Age 18-24: 10	Age 60-64: 6
Age 25-59: 49	Age 65+: 15
- Other comments specific to medical:
 - Have access for walkers and place to put on bus
 - More options other than MTM
 - Hours of operation and time to travel make bus difficult to use. Travel time of over 2 hours for a drive that could be 15 minutes.