

2013 Community Transportation Survey: Overall Research Findings

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On behalf of the Community Transportation Committee

North Simcoe Muskoka
Care Connections
Partnering for Healthy Communities

Simcoe Nord Muskoka
Connexions des soins
Partenariat pour des communautés en santé

In partnership with:



Overview

- Background about the Community Transportation Committee
- Why a survey research project?
- Survey Purpose and Objectives
- Methodology
- Summary of Overall Findings
- Next Steps

Community Transportation Committee

- The **Community Transportation Committee** is part of the *North Simcoe Muskoka Care Connections* community planning initiative.
- The purpose of the **Community Transportation Committee** is to inform and advise on a consistent and coordinated transportation system to improve timely, efficient & seamless access to health and community services.
- Committee members represent a range of community agencies, including (but not limited to):
 - Agencies whose clients rely on transportation to access services;
 - Agencies that provide transportation services;
 - Agencies that directly deliver health and social services.

Understanding Transportation for Health and Community Services

- Planning for coordinated transportation requires a good understanding of transportation services in our local communities.
- The **Community Transportation Committee** undertook a survey research project to gather information about transportation for people accessing health and community services throughout Simcoe-Muskoka.
- Results from the research helped inform strategic planning discussions and ideas for action regarding planning for transportation services in the community.

Community Survey Research

PURPOSE:

Clearly identify transportation requirements and opportunities for improving timely access to health and community services.

OBJECTIVES:

- Identify the scope of the health transportation services provided in North Simcoe Muskoka;
- Determine the clients' demand and satisfaction of health transportation services and identify whether there are any existing gaps in the service;
- Identify transportation issues and opportunities in the sector;
- Gauge an understanding of the geographic coverage of health transportation services in North Simcoe Muskoka;
- Measure the scope of resources in the health transportation sector;
- Determine the demographic characteristics of the target client population, as well as current trends and changes through the demographic groups.

We wanted to know:

- What kind of **transportation services** are available;
- **Where** they are being used, and required;
- **Who** is using them;
- What **people think** about those services;
- What is **working well**; and
- If there are **any areas for improvement**.

3 Stages of Community Survey Research:

Better understanding of transportation service needs for health and community services throughout Simcoe-Muskoka



Overall Methodology

- Each stage of survey research was conducted as an individual survey research project:
 - Findings were presented to the Community Transportation Committee at each stage.
- Overall analysis included indentifying key themes and common findings from all three stages.

Summarized Methodology (1)

Phase 1: Transportation Service Providers

- Electronic survey
- Invitation was emailed to agencies providing transportation services in Simcoe County and Muskoka in July 2012
- 16 agencies provided a response:
 - Examples of some of the agencies that responded include: BACTS (Barrie Accessible Community Transportation Service), Community Reach, and Canadian Red Cross.

Summarized Methodology (2)

Phase 2: Health and Community Agencies

- Online survey
- 140 health and community service agencies throughout Simcoe-Muskoka received the email survey invitation in December 2012
- 52 respondents; response rate = 37%
 - Examples of some of the agencies that responded include: Muskoka Seniors Home Assistance, Hospice Georgian Triangle, County of Simcoe Adult Day Programs, CNIB, and CHIGAMIK Community Health Centre

Summarized Methodology (3)

Phase 3: People using transportation services

- Combination of paper and online survey
- Service providers invited their clients to complete the survey, and in some cases assisted clients to complete the survey
- Community Connection 211 also completed questionnaire with callers over the telephone
- 278 completed surveys during June/July 2013
 - Examples of some of the agencies that helped collect responses include: CNIB, Bradford Immigrant & Community Services (BICS), Hospital programs, Seniors programs.

Overall Summary of Community Survey Research Findings (a)

a. Many people from vulnerable populations are utilizing transportation services:

Stage 1 Transportation Providers	Stage 2 Community Agencies	Stage 3 Clients / Users
<ul style="list-style-type: none"> • Seniors • People with physical limitations/mobility issues • People with cancer or other life threatening illness 	<ul style="list-style-type: none"> • Seniors • Individuals with mental health or physical disabilities • Individuals with medical concerns 	<p>(Respondent group):</p> <ul style="list-style-type: none"> • Seniors (65+) • 45 – 64 years old • Majority are female • Medical purposes

Overall Summary of Community Survey Research Findings (b)

b. Many clients require additional support along with transportation services:

Stage 1 Transportation Providers	Stage 2 Community Agencies	Stage 3 Clients / Users
<ul style="list-style-type: none"> • 50% of transportation service providers offer passenger assistance service (support in/out of vehicle, accompaniment) 	<ul style="list-style-type: none"> • Wheelchair accessibility, accompaniment and stretchers are requested most frequently 	<ul style="list-style-type: none"> • Wheelchair accessibility and accompaniment are required most often • Some are utilizing a family member or paid companion • Child safety seat

Overall Summary of Community Survey Research Findings (c)

c. Services are required in a large geographic area:

Stage 1 Transportation Providers	Stage 2 Community Agencies	Stage 3 Clients / Users
<ul style="list-style-type: none"> • Transportation services provided throughout a large geographic area • Inter-municipal areas and GTA. 	<ul style="list-style-type: none"> • Lack of rural transportation options 	<ul style="list-style-type: none"> • Limited transportation options in rural areas • Accessing services outside of Simcoe-Muskoka (e.g. Newmarket, Toronto)

Overall Summary of Community Survey Research Findings (d)

d. Availability and access to service needs improvement:

Stage 1 Transportation Providers	Stage 2 Community Agencies	Stage 3 Clients / Users
<ul style="list-style-type: none"> • <i>[Not mentioned at this stage]</i> 	<ul style="list-style-type: none"> • Lack of available local transportation • Time service is provided (e.g. after 5pm) 	<ul style="list-style-type: none"> • Availability and scheduling (need to book well in advance, service times aren't convenient) • Long wait times

Overall Summary of Community Survey Research Findings (e)

e. Lack of awareness of services by clients:

Stage 1 Transportation Providers	Stage 2 Community Agencies	Stage 3 Clients / Users
<ul style="list-style-type: none"> • <i>[Community agencies and institutions often refer clients to transportation services]</i> 	<ul style="list-style-type: none"> • Lack of awareness about available transportation services 	<ul style="list-style-type: none"> • Lack of information about available transportation services

Overall Summary of Community Survey Research Findings (f)

f. Resources in the system are insufficient:

Stage 1 Transportation Providers	Stage 2 Community Agencies	Stage 3 Clients / Users
<ul style="list-style-type: none"> • High demand for health related transportation services • Heavy reliance on volunteers 	<ul style="list-style-type: none"> • Over 40% of community agencies do not provide direct transportation service to clients • Lack of financial and human resources 	<ul style="list-style-type: none"> • Inadequate local transportation • Demand exceeds the availability of services (e.g. long wait times)

Overall Summary of Community Survey Research Findings (g)

g. Funding and cost issues:

Stage 1 Transportation Providers	Stage 2 Community Agencies	Stage 3 Clients / Users
<ul style="list-style-type: none"> • Lack of government funding • Some clients face difficulties paying service fees 	<ul style="list-style-type: none"> • For agencies: lack of financial resources • For clients: cost of transportation services 	<ul style="list-style-type: none"> • Cost is the main difficulty experienced by clients/users

“Is there anything that could have made your experience easier or more enjoyable?” (*Verbatim responses*)

Cost

- *“Cost of \$75 to go from Penetanguishene to the RVH in the [agency] driver’s personal car”*
- *“Some transportation services can cost as much as \$250 to go to Toronto for a medical appointment from Muskoka”*

Availability/ Scheduling

- *“I guess you could say it’s available... if booked more than a week ahead”*
- *“Had to wait for over an hour for a return trip”*

Accessibility

- *“Having someone to help you get from the house to the car and then once at the destination”*
- *“I knew about my appointment 2 weeks ahead and tried but could not get a wheelchair van”*

Other

- *“Would like transportation service for medical appointments”*
- *“Need transportation for my kids to attend sports and community activities to keep them active and healthy. Transportation is an issue for me”*

Positive Experiences

- 27 % of respondents experienced no difficulties obtaining transportation services
- 29% = Service was friendly and supportive
- 23% = Were happy with availability/scheduling
- 23% = Low cost or free service

“The driver was punctual and reliable”

“Clean buses, courteous, knowledgeable drivers”

“Pleased with drivers from [agency]”

Survey Research Limitations

Phase 3

- Had a high number of partially completed on-line surveys:
 - Questionnaire design was complex and may not have been applicable or relevant for all transportation experiences;
 - Could indicate lack of interest or limited time to complete the questionnaire.
- Some surveys were completed with the help of service providers, which may incorporate bias in the sample results
- Survey collection method was complex; survey respondents may not be fully representative of the entire population

Overall survey research (all 3 phases)

- The 3 phases of survey research were undertaken at different time frames over the year, which may have impacted information collected



From Research to Action

● **Presentations**
of Survey
Results

● **Strategic
Discussions**
of findings
and key
issues
identified

● **Ideas for Action**
development of
sub-committees
with a common
focus

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Sharing the Survey Research Findings

- Presentations to North Simcoe Muskoka Care Connections committees
- Input for County of Simcoe Transportation Master Plan
- Broader community dissemination (e.g. CNIB Seniors Summit)

Moving from Research to Action

- The Community Transportation Committee's priority areas of planning:

Raising Awareness

- Sharing information
- Raising awareness
- Understanding our clients

Standardized Protocols

- Service and training consistency
- Best practices
- Increasing collaboration

Sharing of Services

- Opportunities for coordination
- Gain sharing and maximizing resources
- Improving access