

# Milwaukee County Aging and Disabilities Services Transportation Options

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Milwaukee County Aging & Disabilities Services



# Transit Needs in Milwaukee County

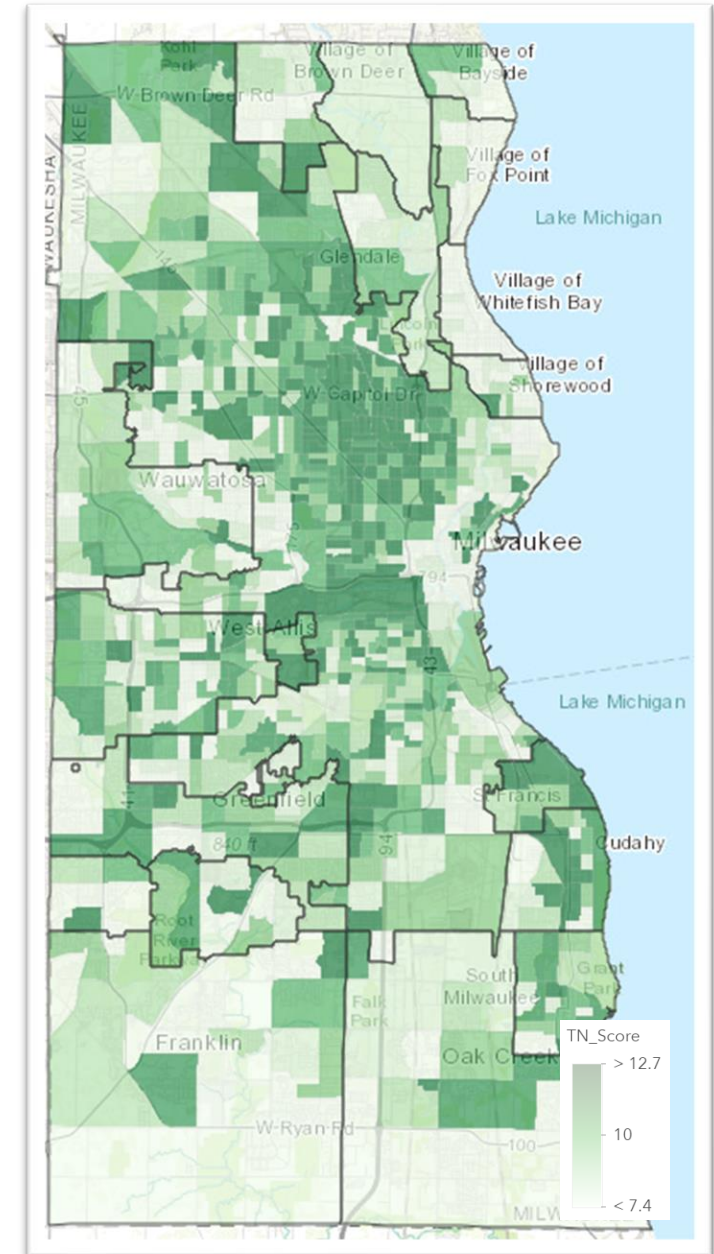
**Transit need** is defined as a combination of four factors:

- Populations with higher percentages of adults 75+
- Low-income residents
- People with disabilities
- Households with no vehicle

**Table 1**  
**Trends in Transit-Dependent Population Groups in Milwaukee County**

Transit-Dependent Population Group	2000		2010		2019	
	Number <sup>a</sup>	Percent of Total Population/ Households	Number <sup>a</sup>	Percent of Total Population/ Households	Number <sup>a</sup>	Percent of Total Population/ Households
Seniors (75 and older)	61,765	7	57,249	6	54,278	6
People in Low-Income Households <sup>b</sup>	297,565	32	396,939	42	336,153	36
People with Disabilities <sup>c</sup>	64,166	7	100,721	11	109,255	12
Households with No Vehicle Available	61,631	16	51,500	13	49,594	13
Total County Population	940,164	--	947,735	--	937,080	--
Total Number of Households	377,729	--	383,591	--	383,665	--

SEWRPC, Public Transit Human Services Transportation Coordination Plan for Milwaukee County 2021



# Purpose and Background

**Purpose:** The DHHS ADS Transportation Needs Survey seeks to better understand the unmet transportation needs and gaps in transportation services for non-driving, Milwaukee County older adults and people with disabilities.

**Background:** Build upon the existing plans and data that highlight transportation needs

- **DHHS ADS - 2022-2024 Area Aging Plan**
- **SEWRPC - 2021 Public Transit-Human Services Transportation Coordination Plan for Milwaukee County**



# Outreach

Survey was active for one month (March 14<sup>th</sup> to April 15<sup>th</sup> 2022)

- **Online:** The survey link hosted on the County's Aging Services website, and shared broadly throughout the Aging network, including Aging vendor organizations, committees and councils, and outreach list-serves.
- **Paper:** The paper surveys were distributed with a pre-paid envelope available for respondents to mail in.
  - In-person outreach at the five County-owned Senior Centers
  - Available on Milwaukee County Older Adult Transportation Service (OATS) vans
  - Distributed by partner organizations providing in person services and outreach (United Community Center and ERAS Senior Network)
  - Distributed to senior housing facilities throughout the county.



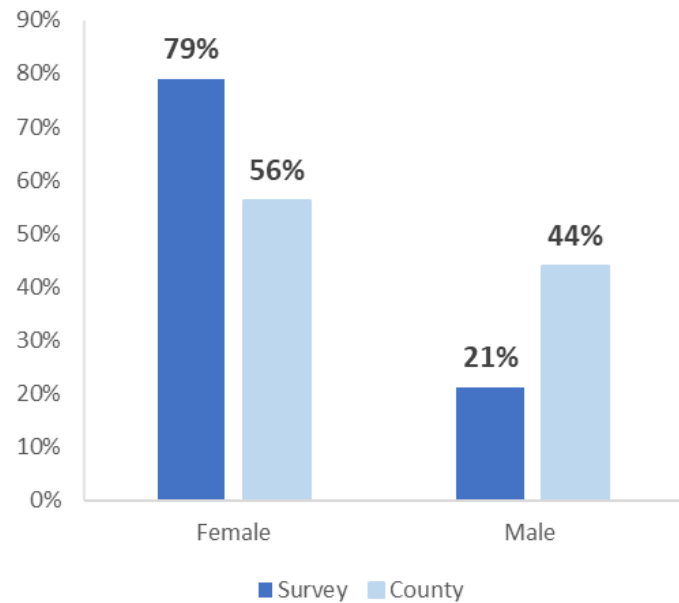
# Survey Results

- 92 responses to the survey
  - 30% received online
  - 70% in paper form

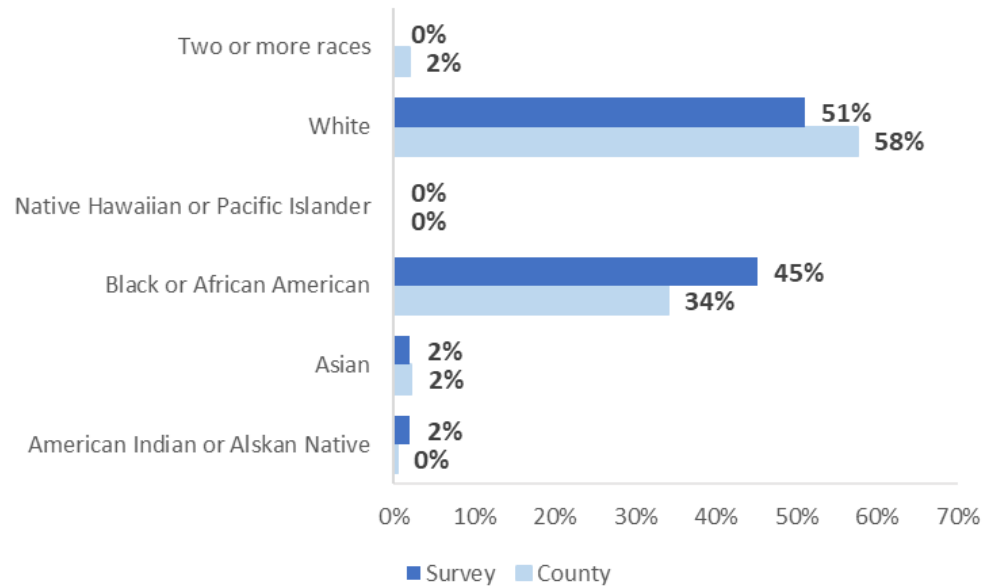


# Demographics

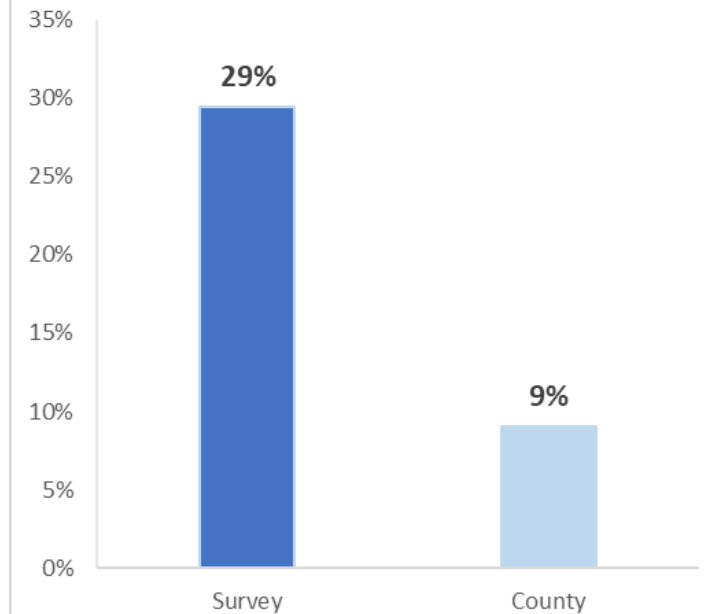
**Gender (n=52)**



**Race (n=51)**

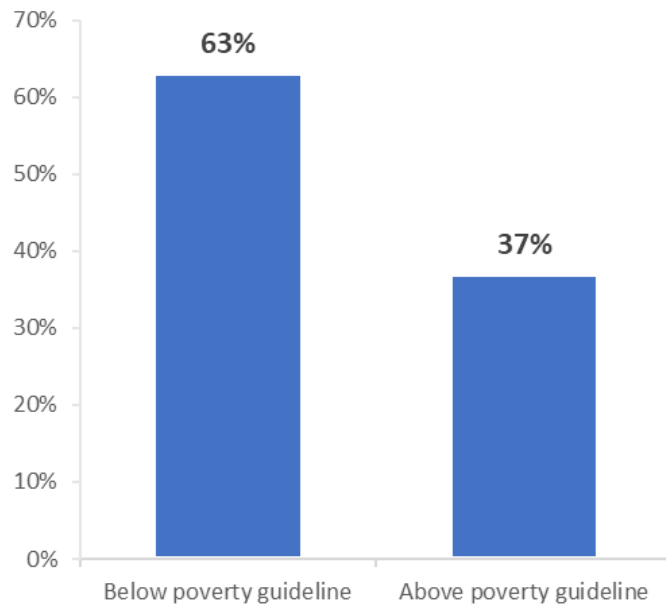


**Hispanic or Latino Origin (n=51)**

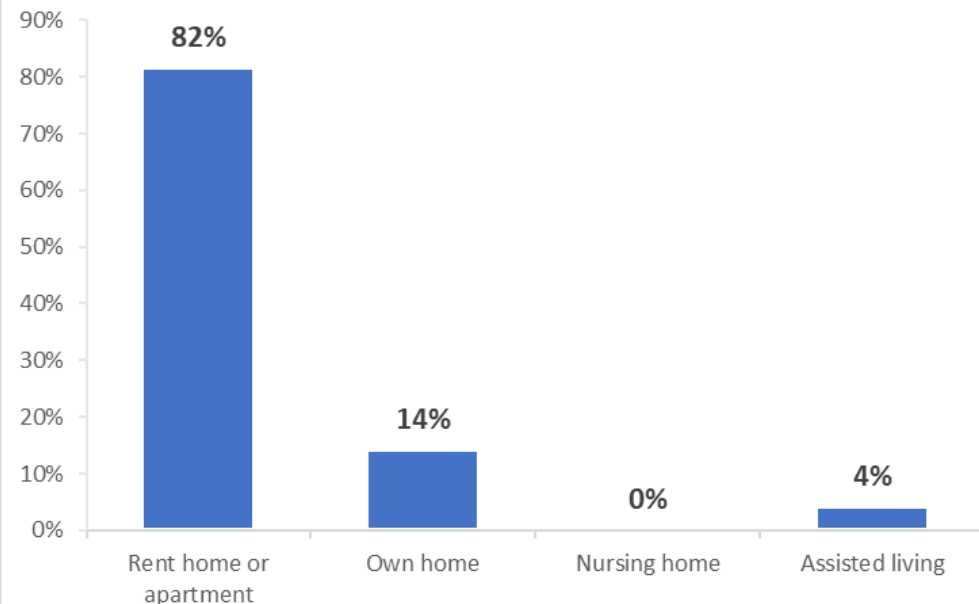


# Demographics

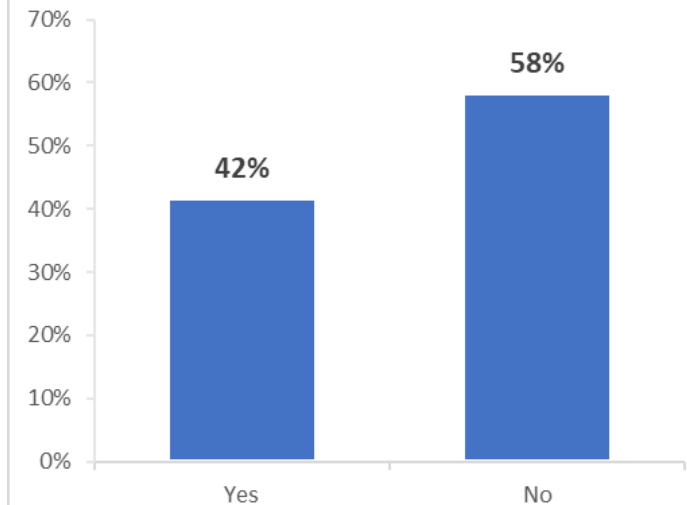
**Poverty Status (n=46)**



**Living Situation (n=49)**

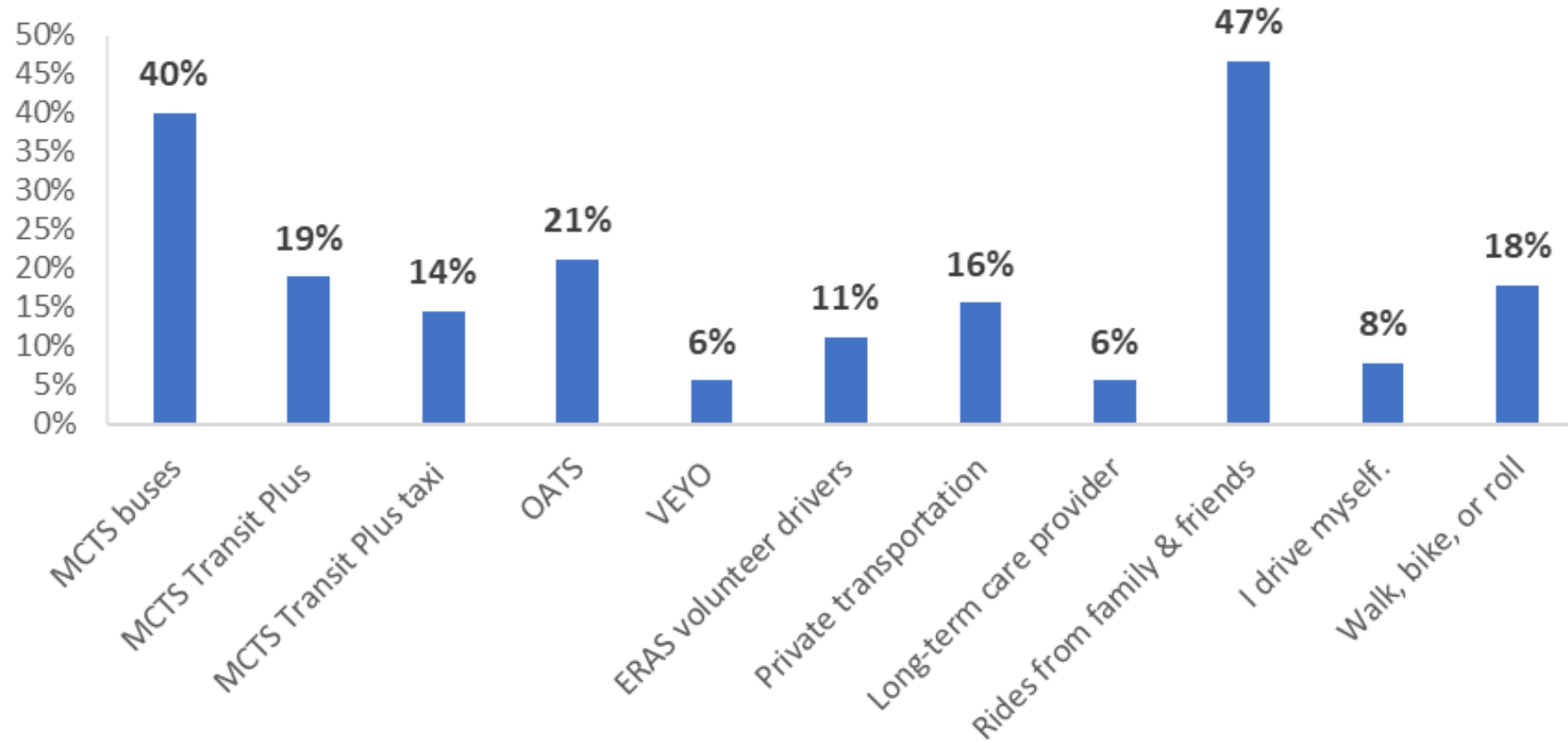


**Do you have a disability that impacts your transportation options? (n=48)**



# Transportation Options

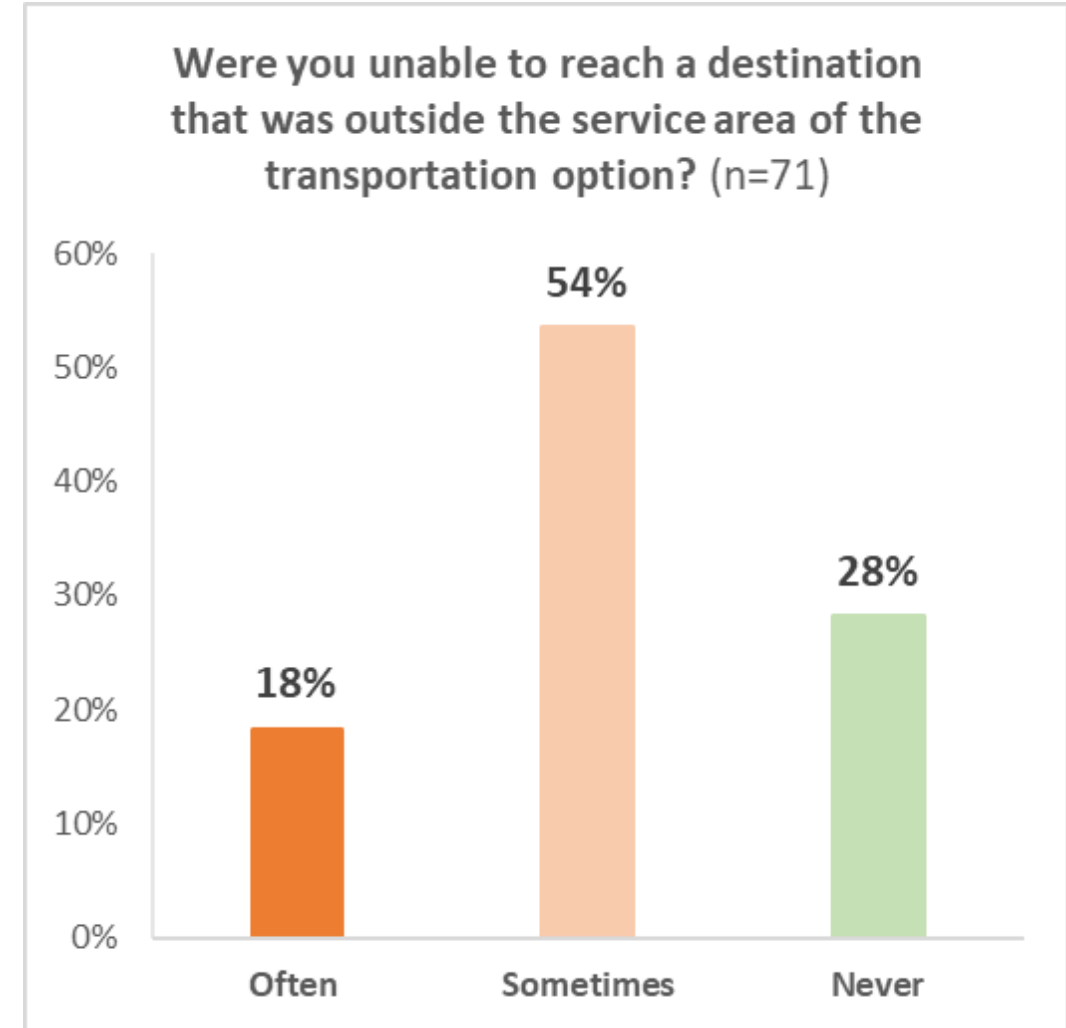
Do you currently use the following options to get to where you need to go? (n=90)





# Transportation Insecurity

- Problems with transportation cause most respondents to wait and be late.
- Problems with transportation interrupt respondents' plans.
- Transportation insecurity contributes to stress among respondents.
- Most respondents cannot reach all the destinations they would like to, given their current transportation options.



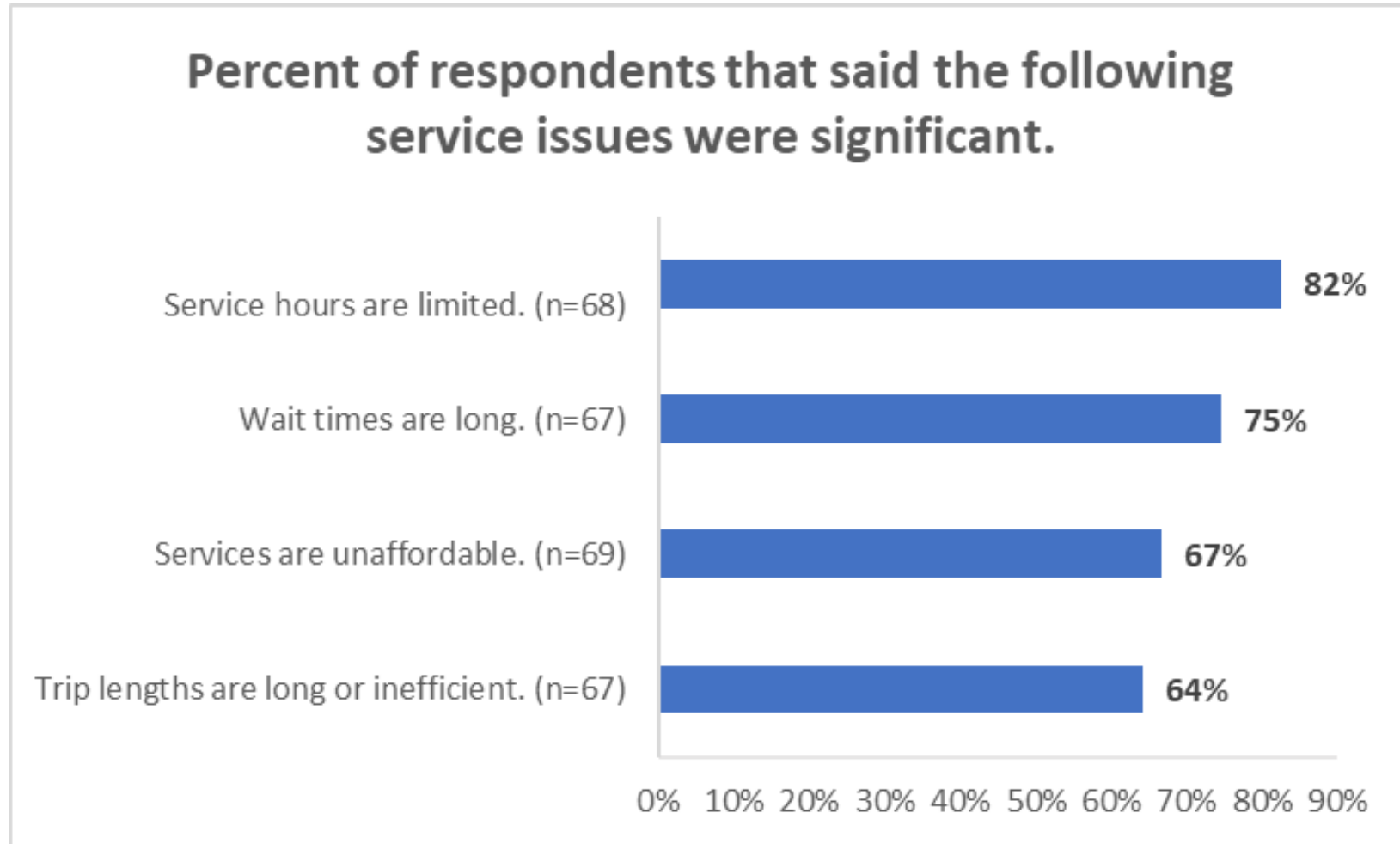
# Transportation Issues

The following are the top five transportation issues are ranked by greatest significance to least significance for respondents, where for each issue, the percentage in parenthesis represents the total respondents that rated the issues as a three, four or five on the scale.

- 1. Service hours are limited. (82%)**
- 2. Options for traveling beyond the border of Milwaukee County are limited. (80%)**
- 3. Rides are required to be scheduled too far in advance and are not on-demand. (78%)**
- 4. Real-time tracking for on-demand services is limited. (76%)**
- 5. Wait times are long. (75%)**

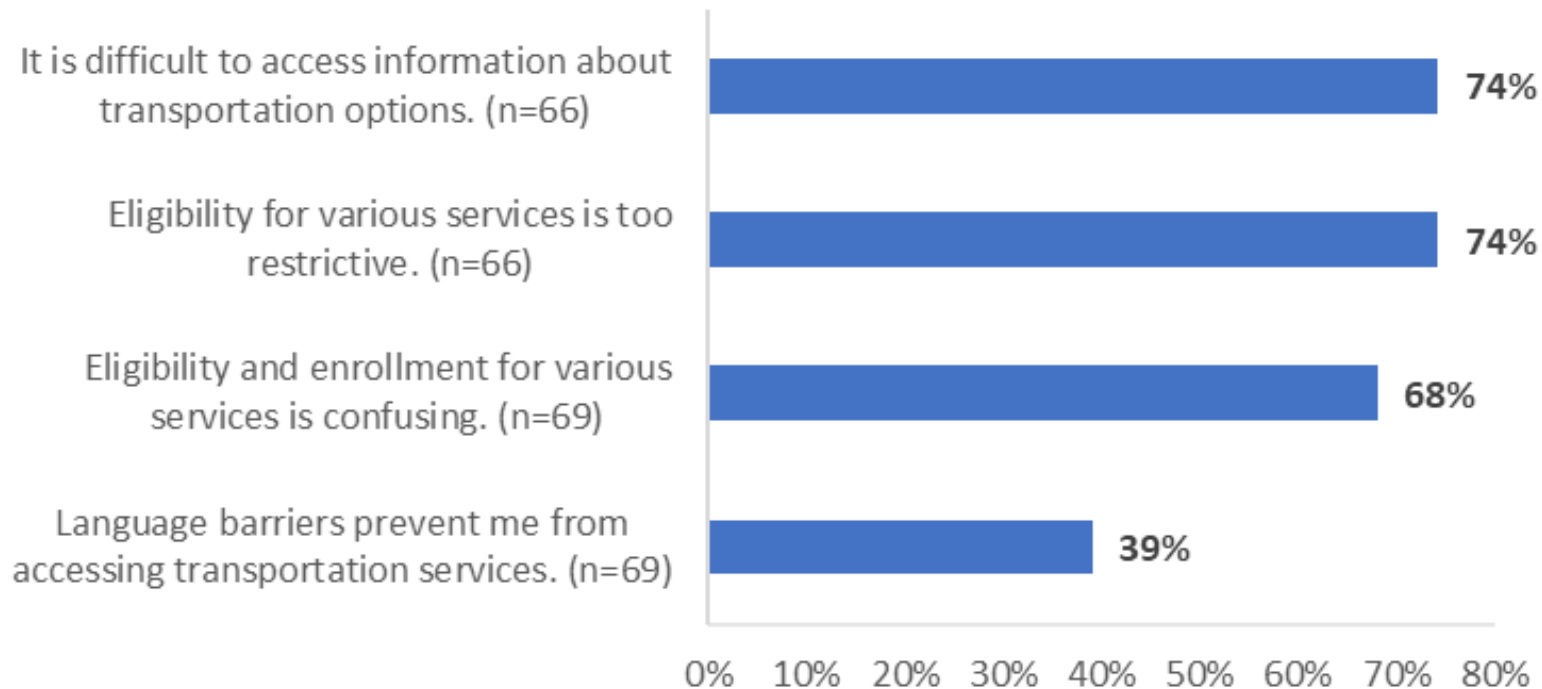


# Service Issues

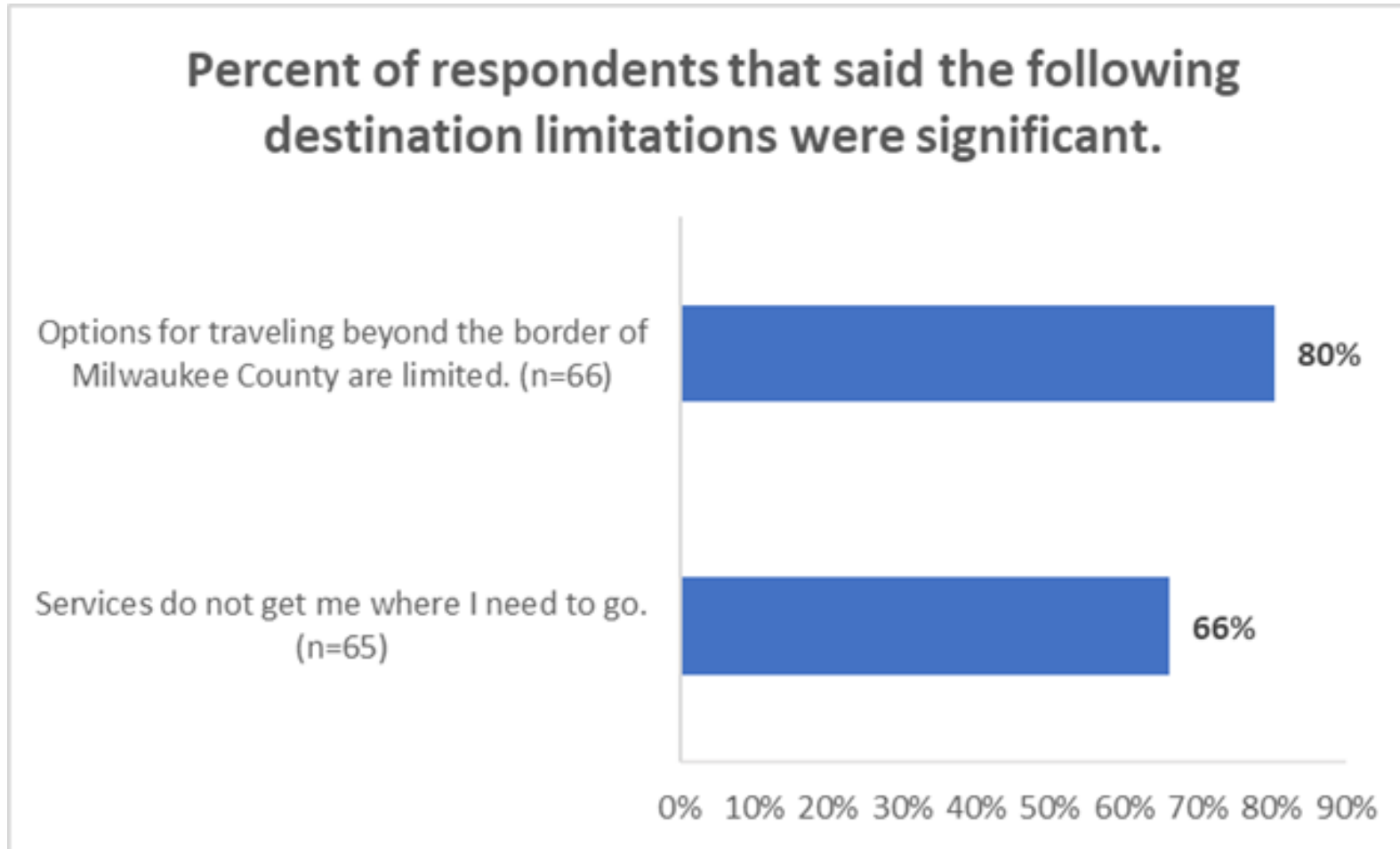


# Service Access Issues

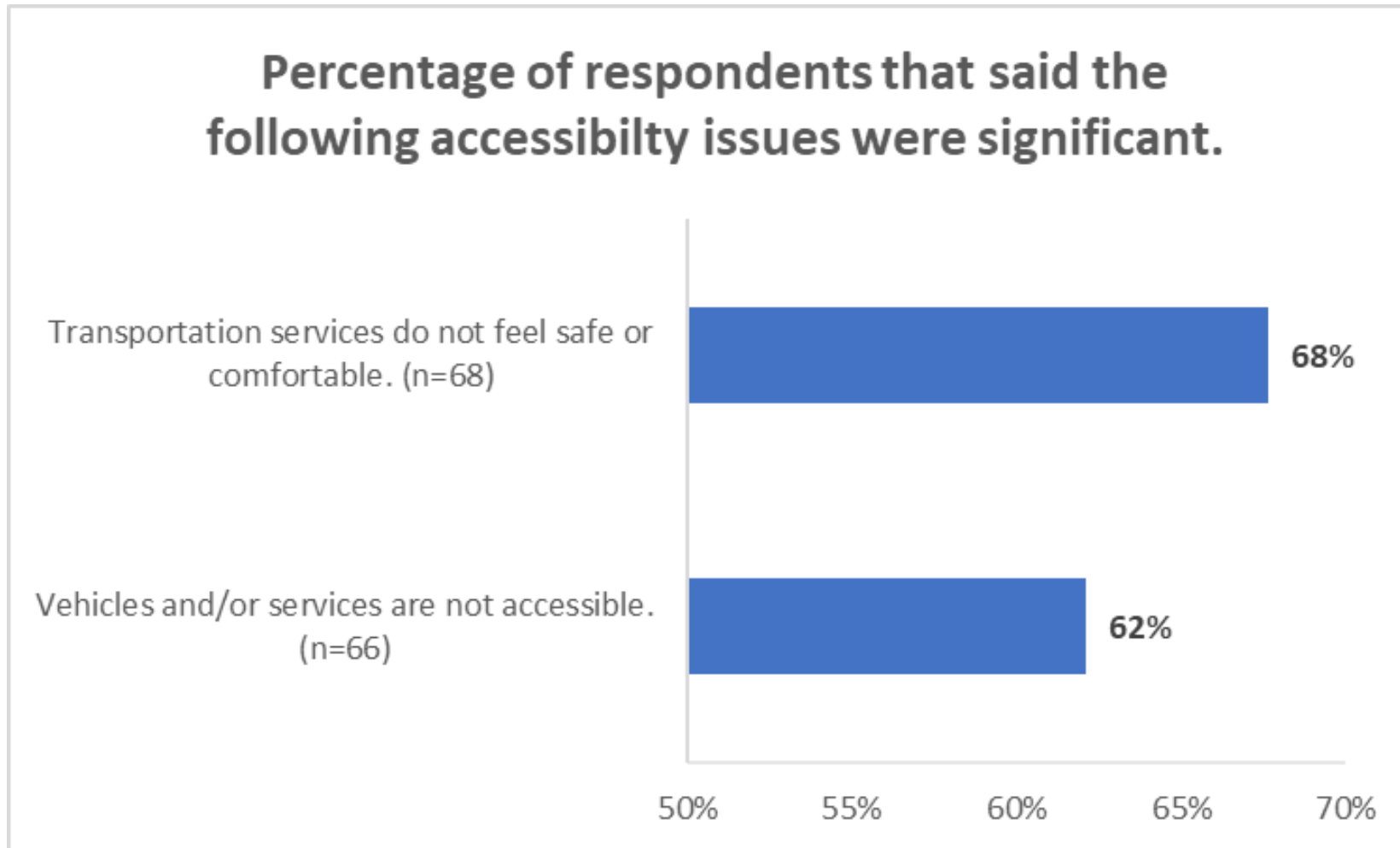
Percent of respondents that said the following access to services issues were significant.



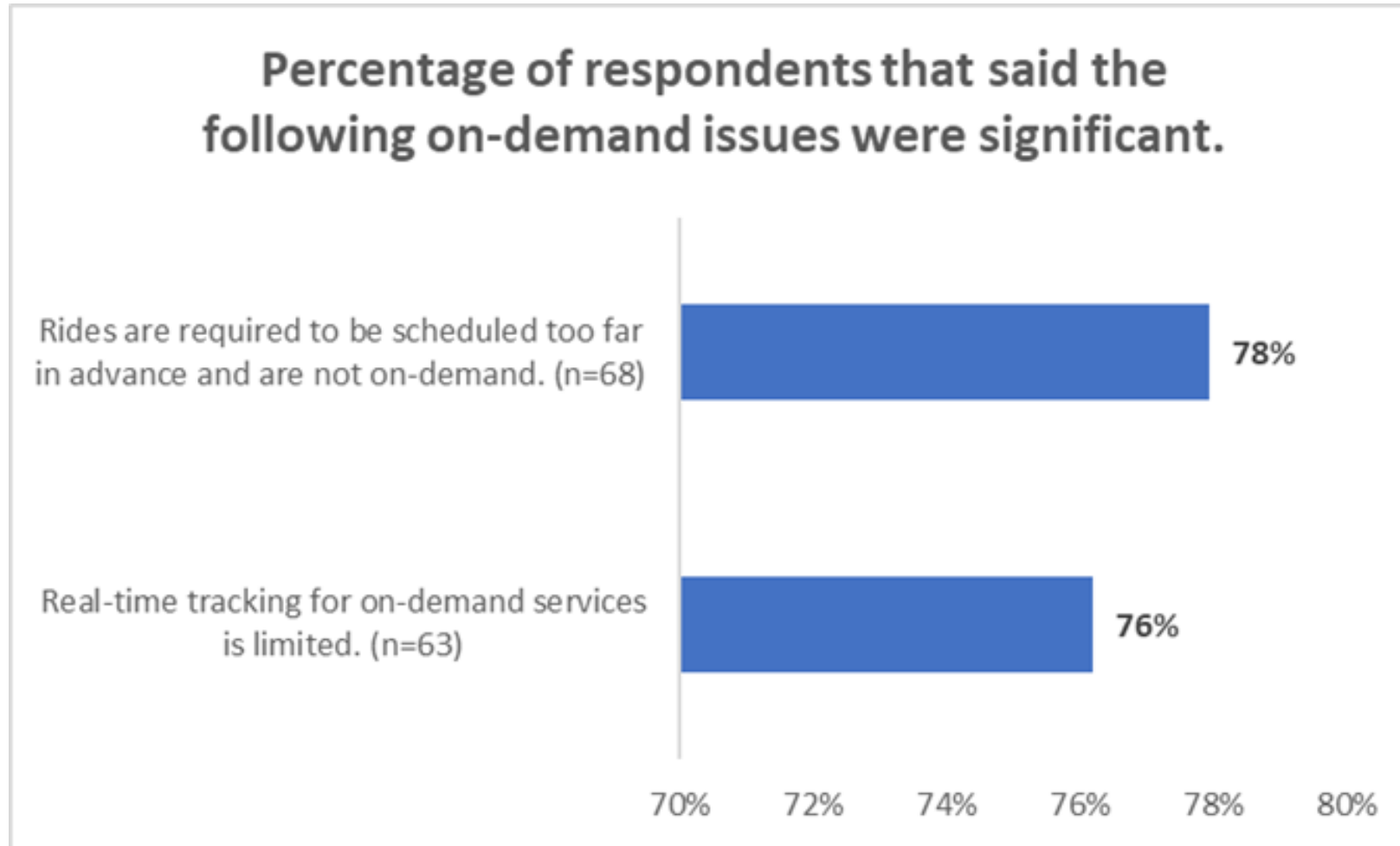
# Destination Limitations



# Safety and Accessibility Issues



# On-Demand Issues



# Open Ended Questions

Q: What destinations do you have challenges reaching using existing transportation options? (n=34)

- Nearly two-thirds of the respondents (63%) reported having challenges getting to destinations that meet their daily needs, including grocery shopping and doctor's appointments, as well as haircut appointments, pharmacies, general shopping and work.
- Almost half of respondents (42%) reported having challenges travelling beyond the Milwaukee County border using existing transportation options.

Q: Where do you look for information about transportation options? (n=28)

- Most respondents learn about transportation options by word of mouth (27%), including through friends and family and healthcare providers, through online resources (27%). A smaller number of respondents learn about transportation options through printed resources (15%). Also, about one in five responses (19%) indicated that they did not know where to look for information about transportation resources.





# Next Steps

While not representative of the entire older adult and disabilities populations in Milwaukee County, the survey results provide targeted snapshot into existing transportation needs and gaps in services. In order to improve services for these target populations, the survey results summary includes **12 possible next steps** grouped into the following **topic areas**:

- Limited service hours
- Wait times
- On-demand Issues
- Accessibility
- Access to transportation information
- Transportation Coordination



# Next Steps

## Limited Service Hours

- Conduct feasibility assessment of extending service hours of OATS (weekends, evenings, holidays).

# Next Steps

## Wait Times

- Clarify wait time expectations for return rides with riders for different transportation services.
- Assess how transportation provider supply and capacity impacts wait times for rides. Explore whether additional providers and/or additional capacity of current providers (vehicles, drivers, etc.) could improve wait times.



# Next Steps

## On-Demand Issues

- Assess how transportation provider supply and capacity impacts the required ride reservation times. Explore other factors that influence the advance scheduling requirements (ex. Federal regulations in the case of paratransit).
- Explore technology options for real-time tracking of on-demand transportation options. Coordinate with MCTS to understand plans for technological improvements for fixed-route and paratransit.



# Next Steps

## Accessibility

- Share the accessibility concerns voiced by respondents with transportation providers in order to identify where service improvements can be made.
- Assess the transportation provider supply and capacity of accessible services.



# Next Steps

## Access to Transportation Information

- Continue to conduct outreach and public education about transportation options. Share information about transportation services that help to meet daily needs, such as MCTS, OATS and ERAS volunteer drivers.
- Assess new communications channels for sharing transportation information. Explore avenues such as healthcare organizations, faith-based communities, and public institutions for sharing transportation information.
- Develop a targeted marketing and advertising campaign for OATS.



# Next Steps

## Transportation Coordination

- Share survey results summary with Milwaukee County Commission on Aging and Advisory Council, Aging and Disabilities Resource Center (ADRC) Governing Board, Combined Community Services Board (CCSB), Commission for Persons with Disabilities (CFPWD), Milwaukee County Executive Office, Milwaukee County Board Chair, Milwaukee County Transportation Public Works and Transit Committee Chair, and Milwaukee County Department of Transportation.
- Explore opportunities with County and regional partners to expand intercounty transportation options. Coordinate with the Milwaukee County Executive Office, Milwaukee County Board Chair, Milwaukee County Transportation Public Works and Transit Committee Chair, Milwaukee County Department of Transportation, Milwaukee County Transit System, Southeastern Wisconsin Regional Planning Commission (SEWRPC), and neighboring counties (Transportation Departments, transit systems and mobility managers). Coordination could take the form of a formal Transportation Coordination Council and subsequent subcommittee focused on regional transportation.



# Thank you!

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