

# 2003 Outcomes and Community Impact Program



United Way of San Diego County

## Transportation Needs

### INSIDE

The 2003 Outcomes & Community Impact Program surveyed 3,662 randomly selected households from throughout San Diego County between October 24, 2003 and March 30, 2004. One segment of this survey was to determine the degree to which San Diego County residents needed help with transportation. Questions in this section inquired if respondents or other members of their households needed help with transportation within the past 12 months.

Respondents who indicated they needed transportation help were asked how much help they received and who provided the most help.

Those respondents indicating they had received either all or some of the help they needed were asked

their level of satisfaction with the transportation services received.

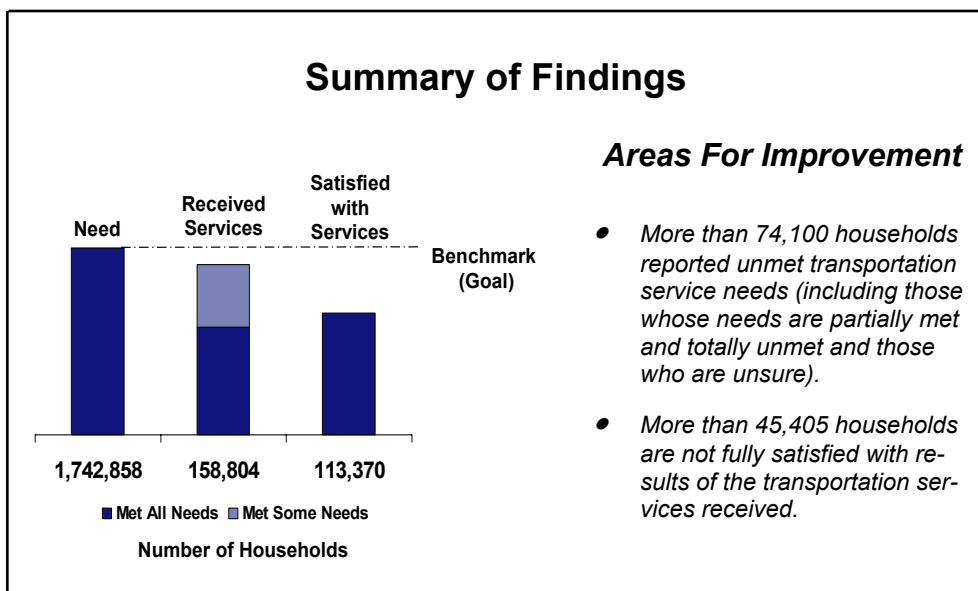
This chapter explores the findings related to the need for and use of transportation services of San Diego County residents. This includes examining the findings by demographic variables including geographic location, age, race/ethnicity, educational level and income.

In addition, findings are projected to the current number of occupied households in San Diego County.

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### SPECIAL POINTS OF INTEREST:

- Overall, 16.9 percent of respondents reported a need for transportation services.
- Of those reporting a need for help, 57.4 percent said they were able to obtain all of the transportation services needed.
- Of those respondents receiving transportation services, 71.4 percent rated their satisfaction with the services as satisfied or very satisfied.



## Need for Transportation Help

*“During the past 12 months did you or someone in your household need help with transportation from someone not living in your household?”*

Overall, 16.9 percent of the respondents (n=618) reported they needed transportation help during the past 12 months. Need varied by geographic region, ethnicity, education and age category. This section reviews the need and reports observed differences. Differences that are statistically significant have been indicated with an asterisk.

Within each demographic subgroup, those reporting a need for transportation ranged from 10.1 percent for respondents with annual household incomes of \$100,000 or above to 31.8 percent among respondents under age 20. Findings within these and other groups include:

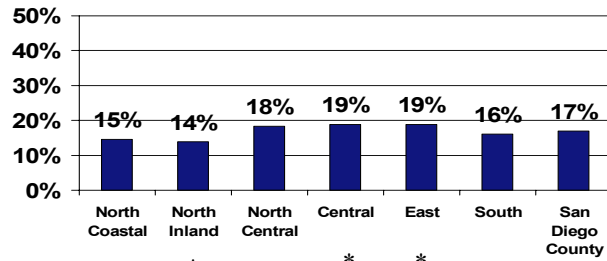
- Geographically, transportation need ranged from 13.9 percent in the North Inland region to 18.8 percent in the Central and East regions. The differences between these regions are statistically significant.
- In terms of race/ethnicity, need ranged from 13.4 percent among Asian respondents to 25.0 percent for Native American respondents. These differences are not significant.
- Respondents with annual household incomes under \$20,000 reported a significantly higher need for transportation than those with incomes of \$40,000 or more.
- Examining age categories, respondents under age 20 reported a significantly higher need for transportation than older respondents.

Examination of other variables, including marital status, educational level and gender found the following statistically significant differences:

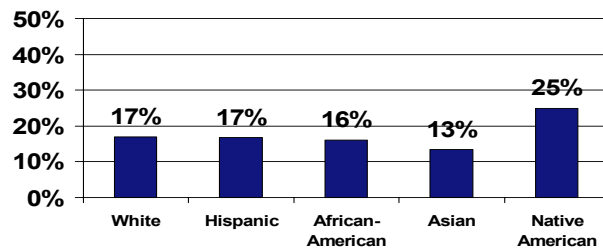
- Respondents who are single, widowed, separated or divorced reported a significantly higher need for transportation help than married respondents, 23.7 and 10.5 percent, respectively.

Percent indicating need for transportation help

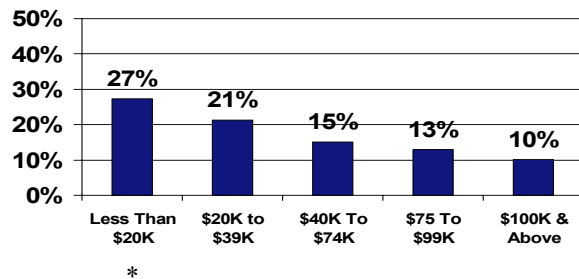
### Geographic Region



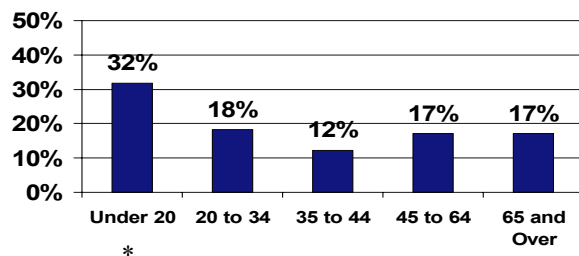
### Race/Ethnicity



### Annual Household Income



### Age Category



\* Significant at p < .05

## Amount of Transportation Help Received

*“Did you receive all, some or none of the transportation help you needed?”*

Overall, 57.4 percent of the respondents (n=355) reported they received all the transportation help they needed during the past 12 months. Amount of help varied by geographic region, ethnicity, education and income. This section reviews the degree to which transportation needs were met and reports observed differences. Differences that are statistically significant have been indicated with an asterisk.

Within each demographic subgroup, those reporting all transportation needs were met ranged from 41.2 percent among respondents with annual household incomes under \$20,000 to 72.5 percent among respondents with post graduate educations. Findings within these and other groups include:

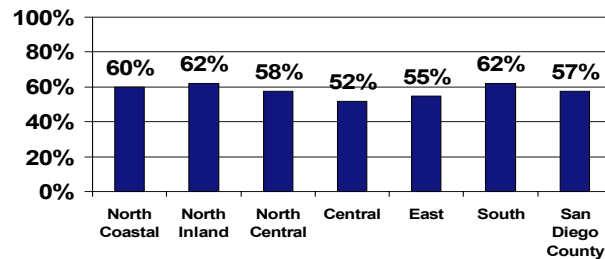
- Geographically, those receiving all transportation help needed ranged from 51.8 percent in the Central region to 62.0 percent in the South region. The differences between these regions are not statistically significant.
- In terms of race/ethnicity, those receiving all transportation help needed ranged from 44.4 percent among Hispanic respondents to 62.6 percent for white respondents. These differences between are significant.
- Respondents with a high school education or less received significantly less transportation help than those with a college education or more .
- Respondents age 65 and over reported they received all needed transportation significantly more often than respondents younger than age 65.

Examination of other variables found the following statistically significant differences:

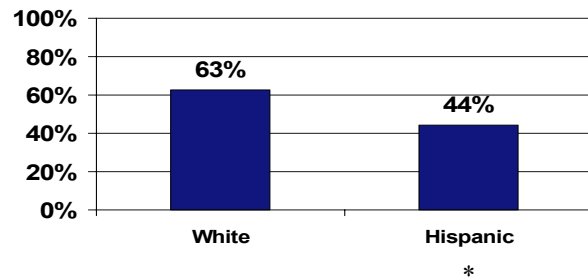
- Respondents with annual household incomes under \$20,000 received significantly less of the needed transportation than respondents with annual household incomes of \$40,000 or more, 41.2 percent and 65.9 percent, respectively.

### Percent receiving all transportation help needed

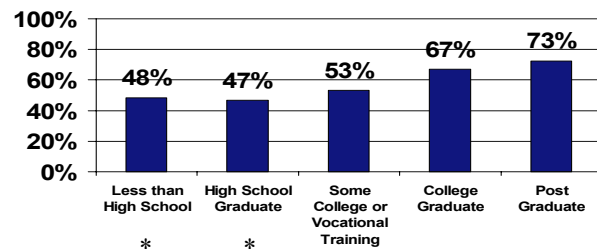
#### Geographic Region



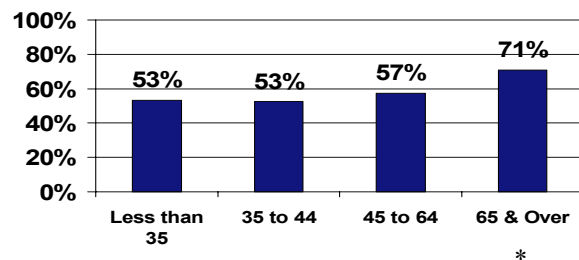
#### Race/Ethnicity



#### Educational Level



#### Age Category



\* Significant at  $p < .05$

## Satisfaction with Transportation Services Received

*“How satisfied are you with the transportation services you received?”*

Respondents receiving some or all of the transportation services they needed (n=563) were asked to rate their level of satisfaction with the services using a six-point scale with six being “very satisfied” and one being “very dissatisfied.”

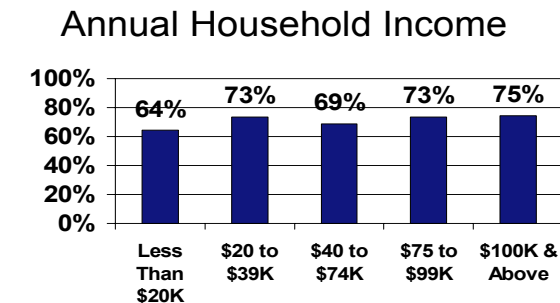
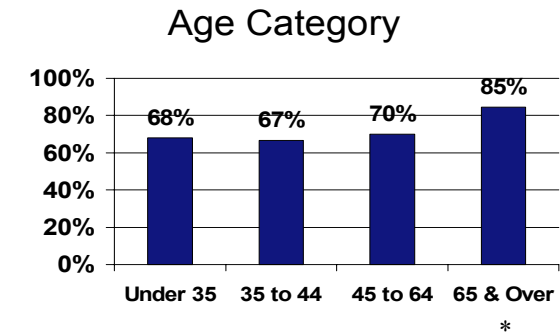
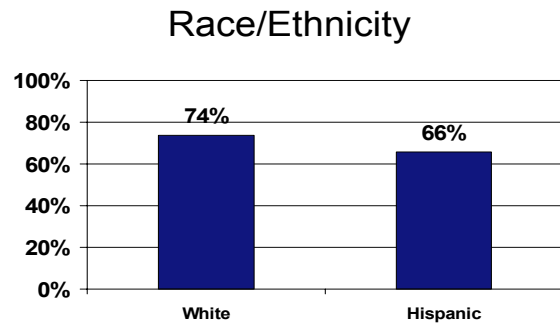
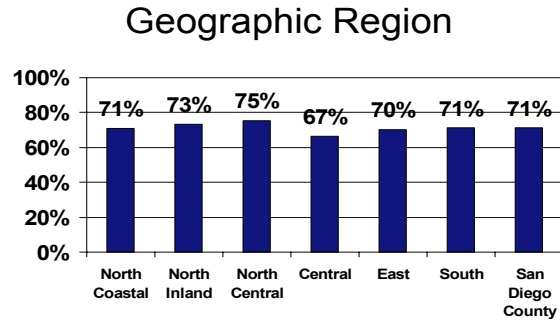
The overall mean level of satisfaction with transportation was 4.97. In terms of proportion, those actually satisfied or very satisfied accounted for 71.4 percent of respondents receiving transportation services. Those dissatisfied or very dissatisfied accounted for 6.8 percent of these respondents.

As shown on the accompanying charts, those reporting levels of satisfaction within each demographic subgroup ranged from 64.3 percent among respondents with household incomes under \$20,000 to 84.6 percent for respondents age 65 or over. Observed differences that are statistically significant have been indicated with an asterisk. Findings within the various demographic subgroups include:

- Geographically, levels of satisfaction ranged from 66.6 percent in the Central region to 75.2 percent in the North Central region. These differences are not significant.
- In terms of race/ethnicity, the levels of satisfaction ranged from 65.6 percent for Hispanic respondents to 73.6 percent for white respondents. This difference is not statistically significant.
- Respondents age 65 and over are significantly more satisfied with transportation services they received than younger respondents.
- Respondents with annual household incomes of \$100,000 or more reported slightly levels of satisfaction with transportation services than those with annual household incomes under \$20,000, 74.5 percent and 64.3 percent, respectively. These differences are not significant.

Review of other demographic subgroups did not identify any significant differences.

Percent satisfied with transportation services



\* Significant at p < .05

## Transportation Needs Profile

Countywide, an estimated 16.9 percent of households indicate a need for transportation help. This equates to an estimated 174,285 households in San Diego County needing help with transportation within the past 12 months.

### Need Transportation (n=3,662)

	(n)	(%)	(estimate)
Yes	618	16.9	174,285
No	3,036	82.9	856,195
Don't know/Refused	8	0.2	2,256

### Satisfaction (n=563)

	(n)	(%)	(estimate)
Very satisfied or satisfied	402	71.4	113,370
Somewhat satisfied or dissatisfied	118	21.0	33,278
Very dissatisfied or dissatisfied	38	6.7	10,717
Don't know	5	0.9	1,410

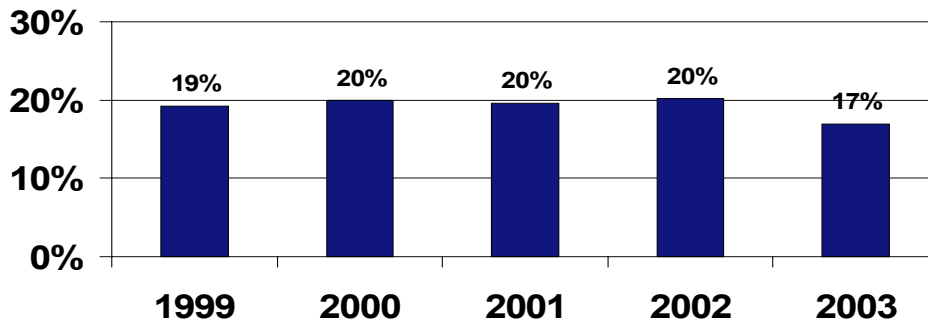
### How Well Need Met (n=618)

	(n)	(%)	(estimate)
All needs met	355	57.4	100,115
Needs partially met	208	33.7	58,659
All needs unmet	49	7.9	13,819
Don't know / Refused	6	1.0	1,692

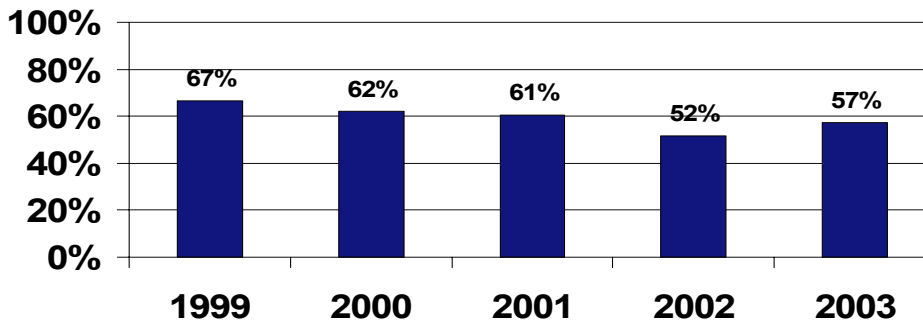
## Five-Year Trend of Transportation Indicators

The following charts provide a comparison of transportation need, utilization and satisfaction for the past five years.

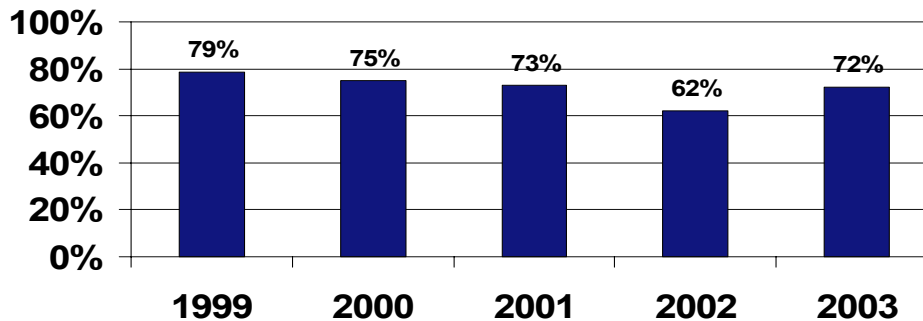
Percent needing transportation services during the past 12 months



Percent indicating they received all needed transportation services



Percent satisfied or very satisfied with transportation services received



## Background

Each year billions of dollars are invested in San Diego County by federal, state, county, cities and charitable organizations to improve the health and well-being of the community and its residents. These funds are applied to a wide variety of health, social and community issues. All concerned have a growing interest in knowing whether this investment of community assets is making a difference. The Outcomes and Community Impact Measurement Program has been designed to be a comprehensive measurement and outcomes reporting system related to the health and well-being of San Diego County residents.

The Outcomes and Community Impact Measurement Program data reviewed in this document are for the 2003 data collection and reporting period.

## Concept

Initial concepts behind this program began in 1995 when the United Way of San Diego County convened eight task forces representing San Diego County residents and community leaders who developed the following list of desired countywide outcomes:

- **Access** – People have access to a full range of effective community services.
- **Self-sufficiency** – People reach and maintain an optimal level of independence and health.
- **Civic Solutions** – People live in, participate in and are supported by diverse, economically sound communities.
- **Educational Success** – People have the necessary life-long educational support to reach their potential as productive and contributing community members.
- **Public Safety** – People feel safe from the threat of crime and violence in their homes, neighborhoods and communities.
- **Well-being** – People are emotionally self-sufficient and able to cope with the stressors in their lives.

Based on the desired outcomes developed by these task forces, a measurement platform was designed to measure the impact of community assets and services on addressing people's needs and visions.

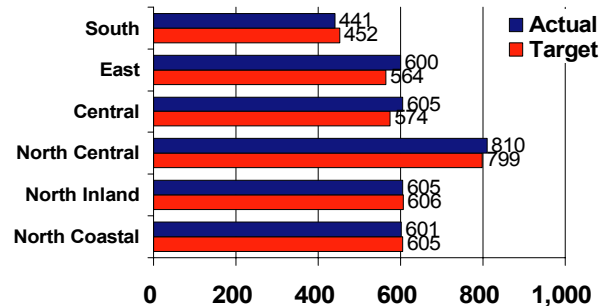
## Methodology

Data was collected via telephone interviews with 3,662 randomly selected persons living throughout San Diego County. The interviews, lasting an average of 22.6 minutes, were conducted by trained interviewers from the Social and Behavioral Research Institute located at California State University San Marcos between October 24, 2003 and March 30, 2004.

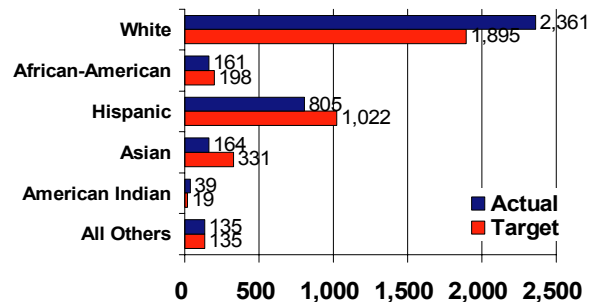
To enhance the quality of the data in terms of how well it represents the geographic and race/ethnic population of San Diego County, the county was divided into six geographic regions. These regions correspond with the San Diego County Health and Human Services Agency regions. A targeted number of interviews for each race/ethnic category within each region was established to more accurately represent the actual population within the regions.

The following tables present the targeted and actual number of interviews completed.

Targeted Number of Interviews by Region



Targeted Number of Interviews by Race/Ethnicity





# 2003 Outcomes and Community Impact Program

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### 2003 Funding Sources

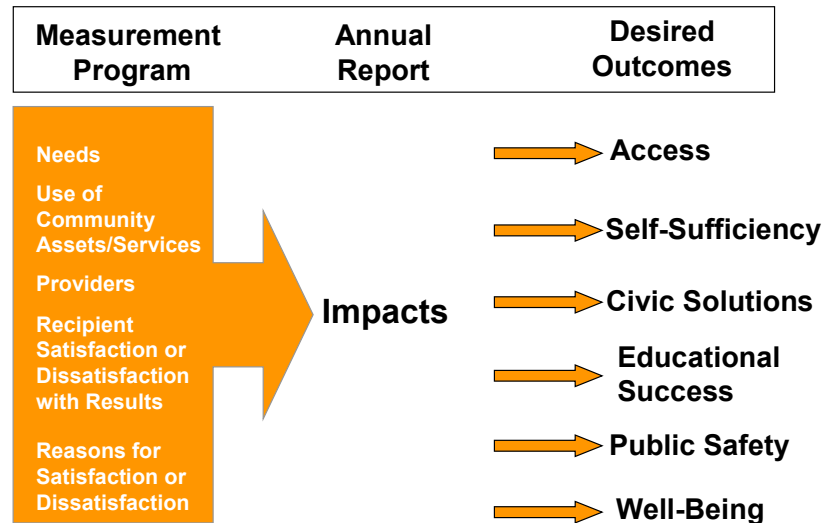
- Alliance Healthcare Foundation
- The California Endowment
- County of San Diego
- Community Health Improvement Partners (CHIP)
- Kaiser Permanente
- McCarthy Family Foundation
- INFO LINE of San Diego County
- The San Diego Foundation
- United Way of San Diego County

## Outcomes and Impact Program Overview

The information contained in this report presents the findings for one of the 24 areas explored in the 2003 Outcomes and Impact Study. Other areas range from advocacy services to youth development. Each of these areas is covered in an individual report which can be obtained from the United Way of San Diego County. In addition, there are appendices supporting each of these reports which provide very detailed data in the format of cross tabulations of questions for each area by many key variables.

To view the 2003 Outcomes and Community Impact Program reports or to order copies of the 1999, 2000, 2001 and 2002 reports on disk, visit the United Way's website at [www.uwsd.org](http://www.uwsd.org). On the homepage click on the Outcomes / Healthy Community Index icon.

### Outcomes and Impact



## More Information Available

The information provided in this report is one segment of the available outcome and impact program reporting. Additional information is available including:

- Five-year history of top-level findings
- Methodology and Technical Report
- Frequencies
- Cross tabulations
- Significance tests