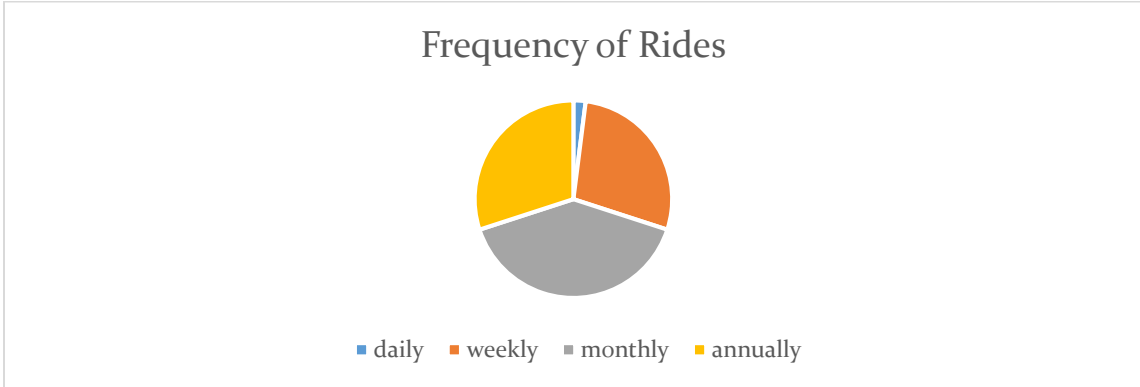
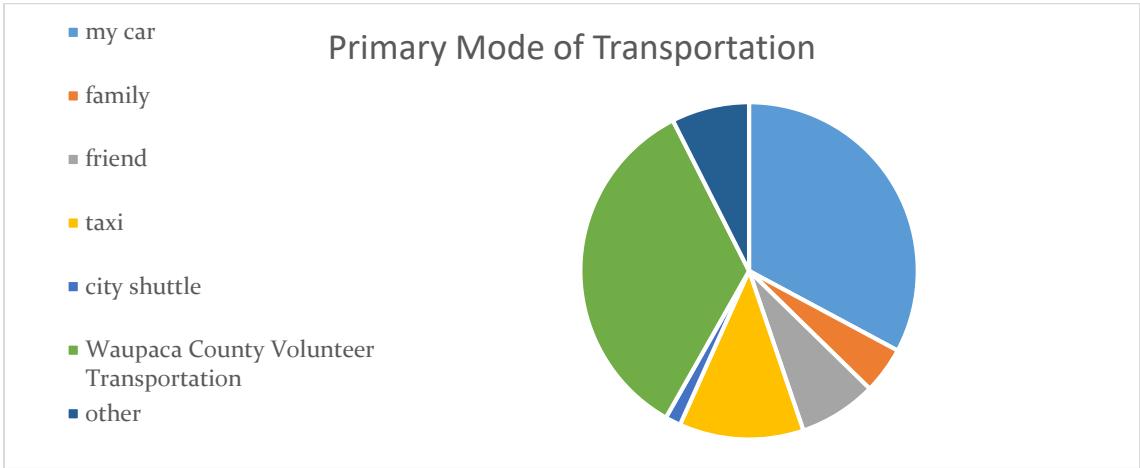
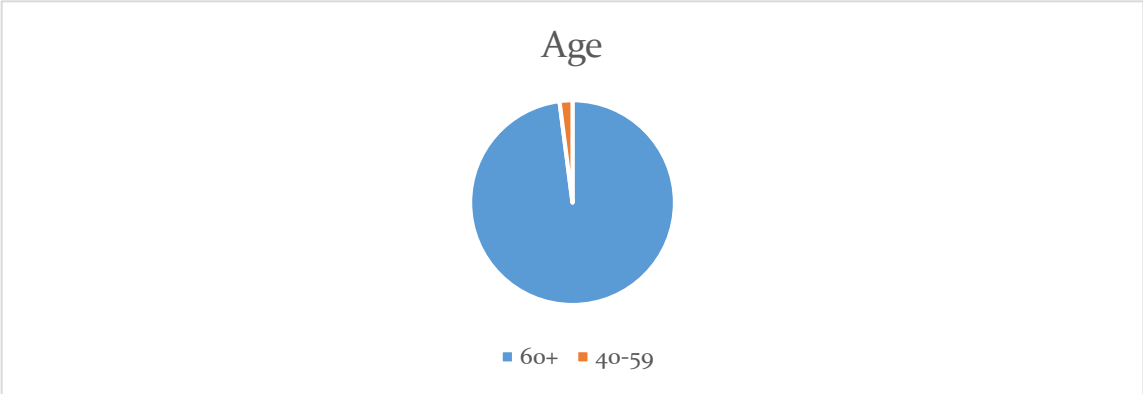


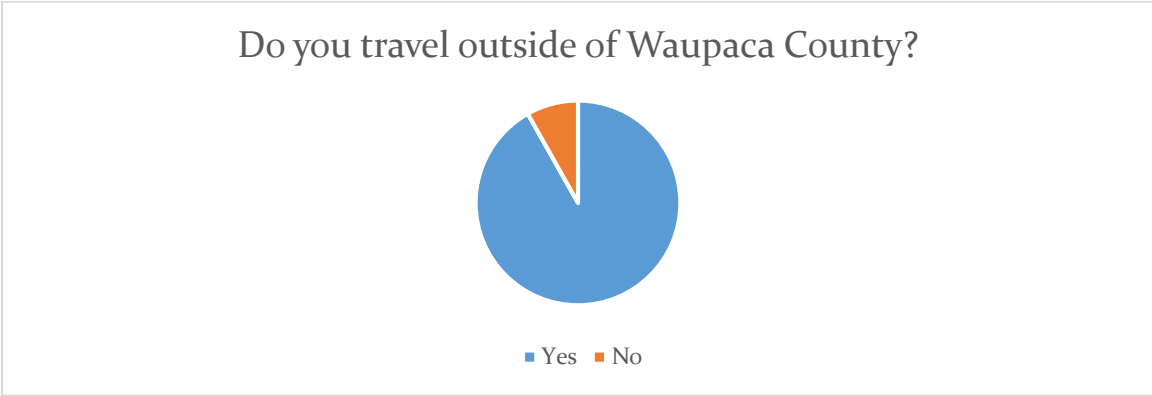
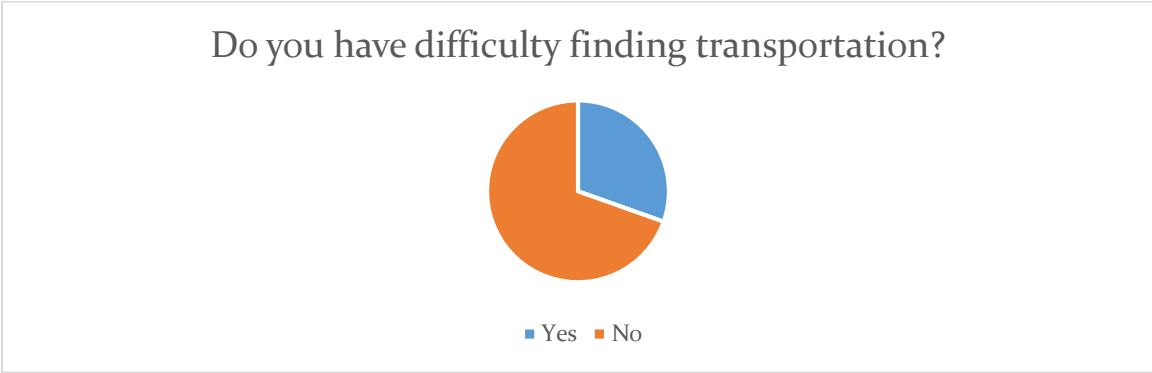
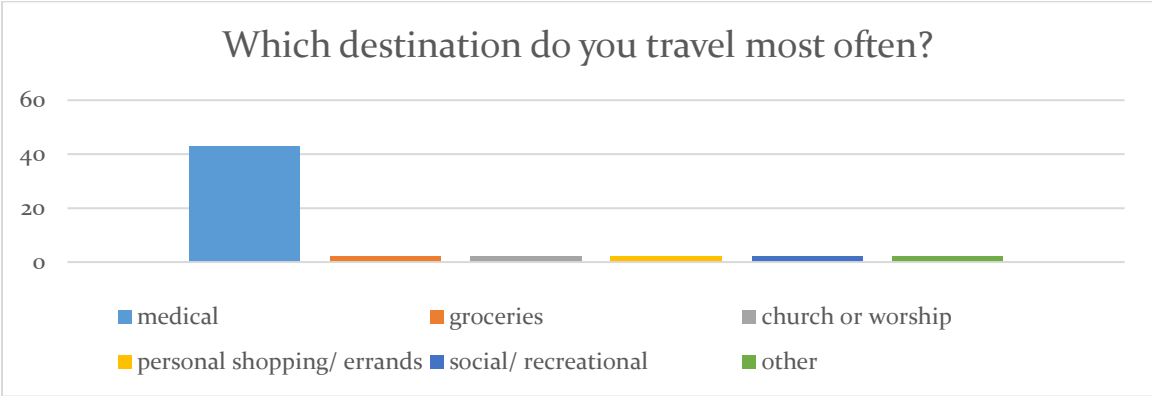
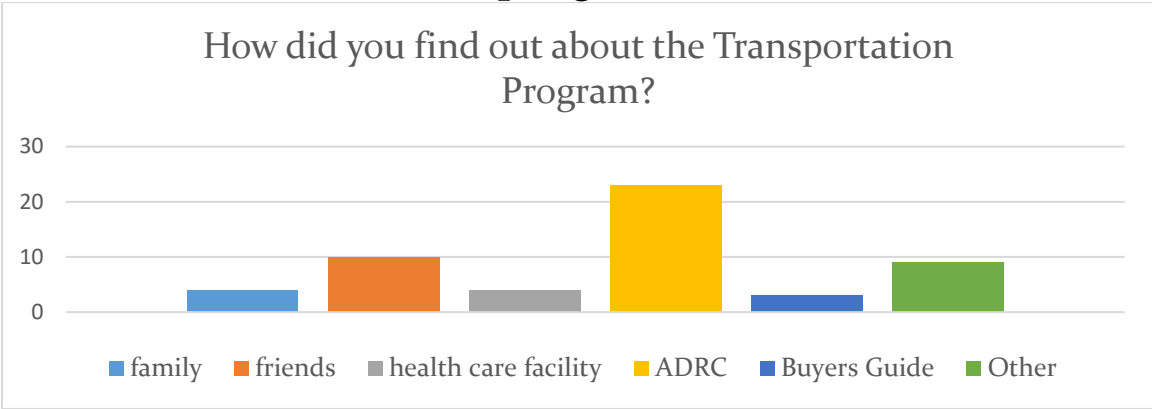
Waupaca County Volunteer Transportation Program Survey Results Spring 2022

Surveys sent: 123

Surveys received: 49

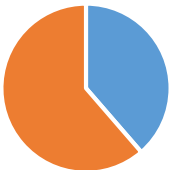


Waupaca County Volunteer Transportation Program Survey Results Spring 2022



Waupaca County Volunteer Transportation Program Survey Results Spring 2022

Have you had to miss or cancel an appointment due to lack of transportation?



■ Yes ■ No

When was the last time you had to cancel an appointment due to not having transportation



■ never ■ within the last 12 months ■ last 24 months ■ last 24-36 months

Have you been denied a ride by the Waupaca County Transportation Program?



■ yes ■ no

Do you require assistance moving in and out of a vehicle?



■ Yes ■ No

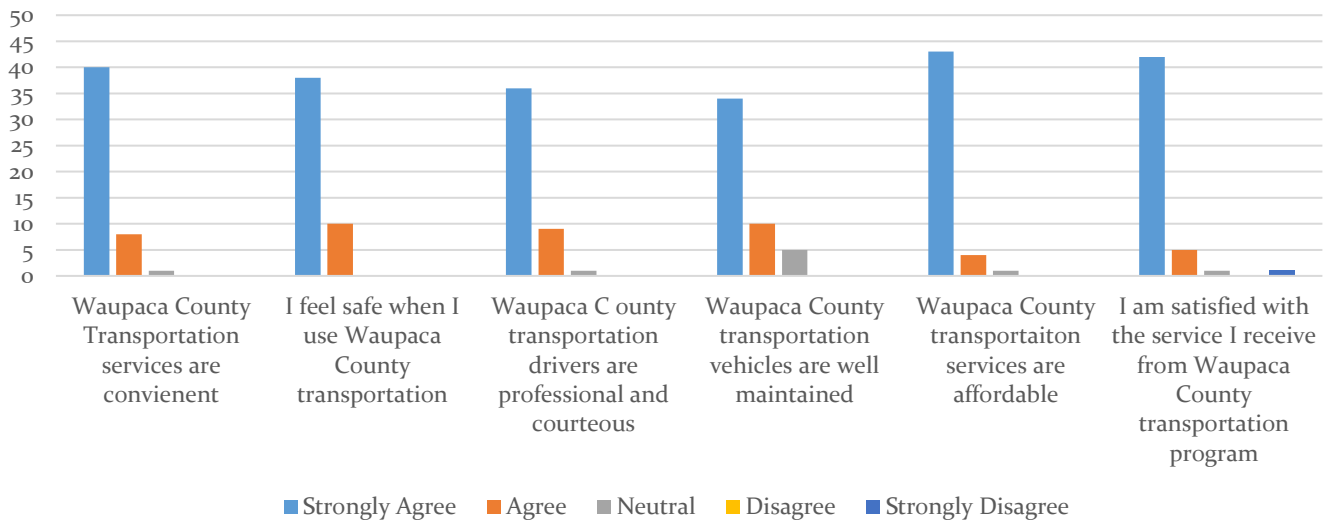
Waupaca County Volunteer Transportation Program Survey Results Spring 2022

Do you use a mobility devise such as a cane or walker?



■ Yes ■ No

Waupaca County Transportation Customer Service



Comments:

- All in all you are amazing team play. Thank you for the good work you do.
- Since husband's stroke, he has restrictions to drive a maximum of 20 miles from Waupaca I therefore need Waupaca County Transportation. I am also legally blind so I do not drive anymore.
- Janna Taylor does an excellent job with scheduling rides.
- Great service by Coordinator Janna. Excellent safe driving and personalities of volunteer drivers. Thank you!
- I really enjoyed my driver Joe we had so much in common and conversation and the travel was VERY enjoyable! I even told my cousin in Madison to "check out" this service and he was very grateful!

Waupaca County Volunteer Transportation Program Survey Results Spring 2022

- Thank you for this invaluable service!
- Please continue to keep a telephone number where I can reach you to set up future rides. I do not have a computer nor access to one. Thank you. And know that this program is so appreciated.
- I appreciate help getting into and out of the vehicle. Most car doors are heavy. Many drivers do not offer assistance.
- Without the transportation offered by Waupaca County. I would be "totally stranded in my apt." I appreciate all of you people and all of your efforts thank you!
- Greg Davis is a Saint! My only concern is the struggle to find a driver when he takes much deserved vacation.
- I deeply appreciate the service your transportation provides. They are very courteous and helpful I do not know what I would do without you as I am 95 years old. And I am at ease knowing I can count on you. Thank you very much and God Bless!
- I am very grateful for the transportation services. It enables me to live in my home. Everyone I've been in touch with has been kind and helpful. Thank you.
- I have been satisfied with the majority of the drivers, and I truly appreciate their service.
- I am very thankful that this service is available when needed. I am 86 years old, still driving but there are times I don't like to drive bad weather or just not feeling like driving. Thank you very much.
- Thankful for this service and the people that volunteer to drive. We appreciate how nice the drivers are and Janna Taylor for setting up for apt. Thank you all!
- I don't like to ask for a ride but I certainly appreciate it when necessary

Waupaca County Volunteer Transportation Program Survey Results Spring 2022

- My husband and I are to the point where we feel safer driving ourselves locally, New London and Shawano where traffic is less. We feel more comfortable having someone else drive to metropolitan areas, so we certainly appreciate this service. I'm not always certain how much time prior to an appointment I should give Janna without burdening her further ahead of time.
- I need transportation when I have surgery and unable to drive I just had right hip replaced.
- I am very satisfied with the service. I would be a burden to my friends is I did not have it available, I order groceries at the Iola Sentry and friends pick them up for me
- When I stay in Waupaca taxi for wheelchairs works well. Out of town for which I have numerous medical appointments is a problem. I use an electric wheelchair need minimal assistance I know you have several drivers that could transport me but others no way would work ???
- Wonderful system with people helping people and Janna does a great job coordinating it all!
- Out of town is often a problem. Due to needing a wheelchair taken along. Needs someone that can load it. Thanks.

**Aging and Disability Resource Unit
Program Data
2022**

Program	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Adult Protective Services Referrals	36	30	32	25	31	39						
Nutrition Program Participants Served HDM	211	214	222	221	219	217						
Nutrition Program Participants Served Voucher	25	11	16	22	22	10 *closed May 27- June 20						
Nutrition Program Participants Served Senior Dining	43	26	21	31	27	37						
ADRC Monthly Calls	733	700	779	743	614	733						
Trans. One Way	583 15 new riders	612 13 new riders	772 20 new riders	649 10 new riders	653 9 new riders	690 16 new riders						
Elder Benefit Specialist New Referrals	17	25	18	16	10	14						
Disability Benefit Specialist New Referrals	23	20	23	20	22	21						
Supportive Services # clients enrolled	20	20	24	27	27	20						