



SPECIAL OUTREACH TRANSPORTATION SURVEY

OF NON-ENGLISH SPEAKING AND HOMELESS RESIDENTS



HAWKEYE COMMUNITY COLLEGE METRO CENTER

OPERATION THRESHOLD

BLACK HAWK GRUNDY MENTAL HEALTH

FALL 2015

OVERVIEW

This document presents the results of the Special Outreach Survey for non-English speaking and homeless residents conducted in November and December 2015. This survey was conducted as part of the Black Hawk County MPO Pedestrian Master Plan, and was led by INRCOG staff and the Special Outreach Survey sub-committee. Sub-committee participants included the following:

Sue Beach	Cedar Valley Alliance and Chamber
Felicia Cass	Healthy Cedar Valley Coalition
Doreen Corley	Operation Threshold
Mariliegh Fisher	Community Housing Initiatives
Will Frost	Berkshire Hathaway Home Services
Perry Goodman	City of Waterloo Neighborhood Services
Holly Hartley	Love INC
Laura Hidlebaugh	Hawkeye Community College Metro Center
Dave Mueterthies	Black Hawk Grundy Mental Health
Mary Robinson	All Nations Church, Tyson
Pam Zeigler	Cedar Falls Schools
Codie Leseman	INRCOG
Kevin Blanshan	INRCOG
Kyle Durant	INRCOG

The Special Outreach Survey was developed as a follow-up to the Pedestrian Master Plan Survey conducted earlier in 2015. The Pedestrian Master Plan Survey was sent to a statistically-significant random sample of residents in the cities of Waterloo, Cedar Falls, Evansdale, Hudson, Elk Run Heights, Raymond, and Gilbertville, and portions of Black Hawk County. However, the surveys were only available in English and only to those who had a documented physical address. Accordingly, the Special Outreach Survey aims to identify the transportation needs of non-English speaking and homeless residents specifically.

Surveys were administered by staff members of three community service organizations in Waterloo: Hawkeye Community College Metro Center (147), Operation Threshold (44), and Black Hawk Grundy Mental Health (16). In total, 207 surveys were collected. All were paper-and-pencil surveys. Surveys through the Hawkeye Community College Metro Center were administered specifically to students of the English language learner (ELL) program. While students in the program are not fluent English speakers, they do have some measurable understanding of the English language ranging from upper beginner to advanced. Instructors at the Metro Center provided assistance to students when necessary.

The Special Outreach Survey is not statistically-significant, and data were collected using convenience samples. For these reasons, the following survey results should be considered anecdotal.

DISCUSSION

Due to the inherent challenges involved with surveying non-English speaking individuals, some liberties were taken to assume the intended meaning of misspelled words and other mistakes on survey responses. For example, the intended meaning of “Espanis” is assumed to be “Spanish” and is counted accordingly. These assumptions are listed under each applicable response.

On the following pages, “NR” stands for non-response. This means either the individual surveyed did not write a response, or their response was incomplete, irrelevant, or a misinterpretation of the question asked. Some questions allowed for multiple answers or an open-ended response. For these, the terms “all” and “exclusively” are used to distinguish between whether a response was among multiple responses or not. For example, if a respondent indicated they travel to work by driving, walking, or taking the bus, that response would count toward “all” for all three modes of transportation, but would not count toward “exclusively” for any mode as the respondent does not exclusively use any of those modes. If a respondent indicated they travel to work by driving only, then that response would count toward drive “exclusively” as well as drive “all”. In most cases, both “all” and “exclusively” are shown for each response. However, in some cases only “all” is shown. This is only the case where there are zero “exclusively” responses, and it is done so to save space and make this document easier for readers. In some cases there is no “NR” value shown. This is only the case where there were zero non-responses for a particular group and a particular question. This is most often the case with Black Hawk Grundy Mental Health, as there are several instances where all 16 respondents wrote a response. Numbers listed on this document do not correspond exactly to the numbers of the paper surveys. Surveys administered to students at the Hawkeye Community College Metro Center did not include Question Five. Responses for Question 17 were calculated based on a formula described on that page. Questions 21 and 25 in this document are dependent on each respondent’s response to the previous question. Written responses that do not comply with the appropriate skip logic were counted as non-responses. Question Nine uses a similar method to ensure data integrity, as described on that page.

Any questions regarding the survey methodology or results should be directed to INRCOG staff by calling 319-235-0311.

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1. HOW OLD ARE YOU?

Hawkeye Community College Metro Center

- 18-29: **50**
- 30-44: **62**
- 45-59: **25**
- 60-74: **8**
- *NR*: **2**

Operation Threshold

- 18-29: **16**
- 20-44: **22**
- 45-59: **5**
- *NR*: **1**

Black Hawk Grundy Mental Health

- 18-29: **7**
- 30-44: **5**
- 45-59: **3**
- 60-74: **1**

2. WHAT IS YOUR FIRST LANGUAGE?

Hawkeye Community College Metro Center

- **Spanish: 37**
 - Spanish: 28
 - Espanis: 5
 - Espanol: 2
 - Espanish: 1
 - Hispanish: 1
- **French: 28**
- **Karenni: 24 (23.5*)**
 - Karenni: 23
 - Burmese and Karenni: 0.5*
- **Burmese: 16 (15.5*)**
 - Burmese: 13
 - Buamana: 1
 - Burma: 1
 - Burmese and Karenni: 0.5*
- **Karen: 12**
- **Bosnian: 7**
- **Kayaw: 5**
 - Kayan: 2
 - Kayaw: 2
 - Kayw: 1
- **Chin: 3**
 - Chin: 2
 - "Chian": 1
- **Lingala: 3**
- **Zomi: 2**
- **Chinese: 1**
 - "Chese": 1
- **Creole: 1**
- **Japanese: 1**
- **Nuer: 1**
- **Punjabi: 1**
- **Russian: 1**
- **Swahili: 1**
- **Tedim: 1**
 - Tedim: 1
- **Other: 3**
 - "Mayanmar": 2
 - "Mai": 1

* - See Question 17 for more information about calculating multiple responses for single response questions.

Operation Threshold

- **Karenni: 22**
- **Kayaw: 8**
 - Kayaw: 7
 - Kayar: 1
- **Karen: 4**
 - Karen: 3
 - Kacterin: 1
- **English: 3**
- **Tedim: 3**
 - Tedim: 2
 - Tidion: 1
- **Burmese: 2**
- **Siyin Chin: 1**
- **Zomi: 1**
 - Zo: 1

Black Hawk Grundy Mental Health

- **English: 16**

3. WHAT COUNTRY ARE YOU FROM?

Hawkeye Community College Metro Center

- **Burma (Myanmar): 51**
 - Burma: 33
 - Myanmar: 11
 - Burmese: 5
 - Burmses: 1
 - Ka Low Do: 1
- **Congo: 31**
 - Congo: 30
 - DRC: 1
- **Mexico: 19**
- **Thailand: 12**
- **Guatemala: 11**
- **Bosnia and Herzegovina: 7**
 - Bosnia: 6
 - Bosnian: 1
- **El Salvador: 3**
- **Honduras: 2**
- **Angola: 1**
- **Argentina: 1**
- **China: 1**
- **Ethiopia: 1**
- **Haiti: 1**
- **Japan: 1**
- **Malaysia: 1**
- **Pakistan: 1**
- **Russia: 1**
- **Togo: 1**
- **United States: 1**

Operation Threshold

- **Burma (Myanmar): 27**
 - Burma: 18
 - Myanmar: 8
 - Burmese: 1
- **Thailand: 14**
 - Thailand: 13
 - Thai: 1
- **United States: 3**

Black Hawk Grundy Mental Health

- **United States: 16**

4. HOW LONG HAVE YOU LIVED IN THE UNITED STATES?

Hawkeye Community College Metro Center

- Less than 2 years: **22**
- 2 to less than 5 years: **46**
- 5 to less than 10 years: **48**
- 10 to less than 20 years: **21**
- 20+ years: **6**
- *NR*: **4**

Operation Threshold

- Less than 2 years: **3**
- 2 to less than 5 years: **10**
- 5 to less than 10 years: **27**
- 10 to less than 20 years: **0**
- 20+ years: **3**
- *NR*: **1**

Black Hawk Grundy Mental Health

- Native born U.S. citizens: **16**

5. ARE YOU HOMELESS?

Hawkeye Community College Metro Center

- This question was not asked.

Operation Threshold

- No: 37
- Yes: 4
- *NR*: 3

Black Hawk Grundy Mental Health

- Yes: 16

6. DO YOU OWN A CAR?

Hawkeye Community College Metro Center

- Yes: 103
- No: 44

Operation Threshold

- Yes: 31
- No: 11
- *NR*: 2

Black Hawk Grundy Mental Health

- No: 15
- Yes: 1

7. DO YOU OWN A BIKE?

Hawkeye Community College Metro Center

- No: 108
- Yes: 30
- *NR*: 9

Operation Threshold

- No: 37
- Yes: 4
- *NR*: 3

Black Hawk Grundy Mental Health

- No: 12
- Yes: 2
- *NR*: 1, respondent wrote "skateboard"

8. DO YOU HAVE A JOB? DO YOU GO TO SCHOOL OR COLLEGE?

Hawkeye Community College Metro Center

- Job and school: 55
- School: 46
- Job: 36
- Neither: 7
- *NR*: 3

Operation Threshold

- Neither: 21
- School: 12
- Job: 6
- *NR*: 5

Black Hawk Grundy Mental Health

- Neither: 14
- Job: 2

9. HOW DO YOU USUALLY GET TO WORK OR SCHOOL?

Hawkeye Community College Metro Center

- Drive (all): 87
- Drive (exclusively): 79
- Get a ride (all): 46
- Get a ride (exclusively): 39
- Walk (all): 20
- Walk (exclusively): 12
- Bicycle (all): 2
- Bicycle (exclusively): 1
- Bus: 0
- *NR*: 4

Operation Threshold

- Walk (all): 14
- Walk (exclusively): 10
- Drive (all): 11
- Drive (exclusively): 9
- Get a ride (all): 8
- Get a ride (exclusively): 6
- Bus (all): 1*
- Bus (exclusively): 1*
- Bicycle: 0
- *NR*: 14

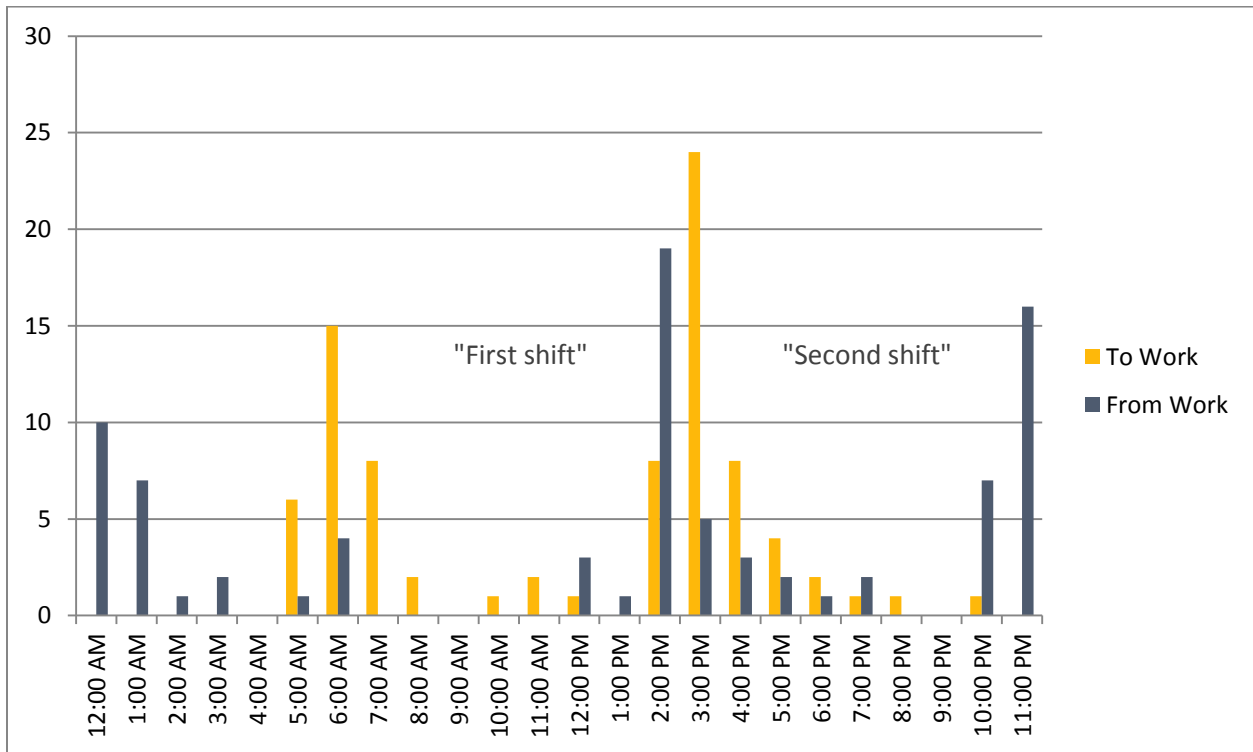
Black Hawk Grundy Mental Health

- Bus (all): 3
- Bus (exclusively): 1
- Walk (all): 3
- Walk (exclusively): 1
- Get a ride (all): 2
- Get a ride (exclusively): 2
- Bicycle: 0
- Drive: 0
- *NR*: 10

* - These responses were confirmed by cross-referencing the respondents' answers to the questions "Have you ridden the bus" and "Do you understand how to ride the bus". Three (3) individuals provided contradictory responses which were counted as non-responses as a result.

10. WHAT TIME DOES YOUR USUAL SHIFT START AND END?

All organizations:



11. HAVE YOU EVER MISSED WORK, SCHOOL, OR IMPORTANT APOINTMENTS BECAUSE OF TRANSPORTATION? EXPLAIN.

Hawkeye Community College Metro Center

- No: 55
- Yes: 30
- Other response: 7
- *NR*: 55

Operation Threshold

- No: 8
- Yes: 3
- Other response: 2
- *NR*: 31

Black Hawk Grundy Mental Health

- Yes: 9
- No: 5
- Other response: 2

12. WHERE IS IT DIFFICULT TO GET TO (IN THE WATERLOO AREA)?

All organizations:

- **Healthcare related: 8**
 - "Yes, it is difficult to get to the doctor or a hospital and I don't have GPS": 3
 - "Yes, it is difficult to get to the doctor or a hospital": 2
 - "Everywhere, mostly my doctor, laundry, grocery store"
 - "NA meetings, doctor, Black Hawk Grundy"
 - "To see my doctor"
- **Need to be driven: 8**
 - "I have to be driven to appointments and shopping": 5
 - "I have to be driven husband"
 - "I have to go husband"
 - "I no have car"
- **Bus related: 6**
 - "It is difficult to know the bus schedule": 2
 - "It's difficult to get to the bus stop."
 - "The bus"
 - "The first bus is finish 6:00 p.m. No good."
 - "The west side and University after five"
- **Everywhere: 6**
 - "Everywhere": 2
 - "Anywhere"
 - "Everywhere, mostly my doctor, laundry, grocery store"
 - "Most places"
 - "We get to clinic and school everywhere we aren't drive so very difficult for me"
- **Crossroads area: 5**
 - "To go from Aldi to Walmart": 2
 - "Downtown and mall"
 - "Evansdale and San Marnan"
 - "Walmart"
- **Navigation related: 5**
 - "Yes, it is difficult to get to the doctor or a hospital and I don't have GPS": 3
 - "GPS – address"
 - "I don't know all Waterloo area"
- **Grocery store related: 3**
 - "Everywhere, mostly my doctor, laundry, grocery store"
 - "It's difficult to do efficient grocery shopping/can only purchase a fraction at a time. Also no transportation to Evansdale, where my sponsor resides"
 - "Grocery store and laundry"
- **Church related: 2**
 - "Church": 2
- **Downtown: 2**
 - "Downtown and mall"
 - "Waterloo downtown"
- **Evansdale: 2**
 - "Evansdale and San Marnan"
 - "It's difficult to do efficient grocery shopping/can only purchase a fraction at a time. Also no transportation to Evansdale, where my sponsor resides"
- **Laundry related: 2**
 - "Everywhere, mostly my doctor, laundry, grocery store"
 - "Grocery store and laundry"
- **Outside Waterloo area: 2**
 - "Outside city limits"
 - "Far distances"
- **Work related: 2**

- "Hawkeye Community College Metro Center, Elk Run Rd. MLK Dr."
 - "Work"
- **Airline Hwy: 1**
 - "Airline Highway – no bus route"
- **Expo school: 1**
 - "By Expo"
- **Hawkeye Community College Metro Center: 1**
 - "Hawkeye Community College Metro Center, Elk Run Rd. MLK Dr."
- **Jefferson St: 1**
 - "Jefferson Street"
- **No problems: 45**
 - "No": 18
 - "None": 17
 - "Not really": 3
 - "No place"
 - "I don't have a problem"
 - "I don't have any problem about it"
 - "I have a car"
 - "I'm no difficult. I have jobs. I'm go to school. I'm good."
 - "It's ok"
 - "No where"
- **Other: 6**
 - "I don't know": 2
 - "Appointments, stores"
 - "I know in Waterloo area or Cedar Falls area"
 - "The people is very close and racist."
 - "Yes"

13. IN THE PAST MONTH, HAVE YOU RIDDEN THE BUS?

Hawkeye Community College Metro Center

- No: 134
- Yes: 6
- *NR*: 7

Operation Threshold

- No: 31
- Yes: 5
- *NR*: 8

Black Hawk Grundy Mental Health

- Yes: 11
- No: 5

14. DO YOU UNDERSTAND HOW TO RIDE THE BUS IN WATERLOO?

Hawkeye Community College Metro Center

- No: 117
- Yes: 16
- *NR*: 14

Operation Threshold

- No: 33
- Yes: 4
- *NR*: 7

Black Hawk Grundy Mental Health

- Yes: 13
- No: 3

15. WOULD YOU RIDE THE BUS IN WATERLOO IF IT WAS EASIER TO UNDERSTAND?

Hawkeye Community College Metro Center

- No: 55
- Maybe: 35
- Yes: 30
- *NR*: 27

Operation Threshold

- No: 21
- Maybe: 10
- Yes: 7
- *NR*: 6

Black Hawk Grundy Mental Health

- Yes: 8
- *NR*: 8

16. HOW DO YOU USUALLY GET TO THE STORE TO BUY FOOD?

Hawkeye Community College Metro Center

- Drive (all): 90
- Drive (exclusively): 77
- Get a ride (all): 50
- Get a ride (exclusively): 37
- Walk (all): 12
- Walk (exclusively): 3
- Bicycle (all): 3
- Bicycle (exclusively): 1
- Taxi (all): 1
- Taxi (exclusively): 1
- *NR*: 10

Operation Threshold

- Get a ride (all): 21
- Get a ride (exclusively): 18
- Drive (all): 15
- Drive (exclusively): 11
- Bus (all): 2
- Bus (exclusively): 1
- Walk (all): 6
- Walk (exclusively): 3
- Bicycle (all): 0
- Bicycle (exclusively): 0
- *NR*: 6

Black Hawk Grundy Mental Health

- Walk (all): 9
- Walk (exclusively): 5
- Get a ride (all): 6
- Get a ride (exclusively): 4
- Bus (all): 5
- Bus (exclusively): 1
- Drive (all): 1
- Drive (exclusively): 1
- Bicycle (all): 0
- Bicycle (exclusively): 0
- *NR*: 1, respondent wrote "skateboard"

17. WHAT IS THE CLOSEST STORE TO YOU THAT SELLS FOOD?

Hawkeye Community College Metro Center

- **Walmart: 45 (45.16)**
 - Walmart: 43
 - Walmart, Hy-Vee: 1.5*
 - Walmart, Aldi, Sam's: 0.33*
 - Walmart, Hy-Vee, Myanmar store: 0.33*
- **Hy-Vee: 21 (20.83)**
 - Hy-Vee: 15
 - Walmart, Hy-Vee: 1.5*
 - Hy-Vee in Waverly: 1
 - Hy-Vee in Cedar Falls: 1
 - Hy-Vee on Logan: 1
 - Hy-Vee, Aldi: 0.5*
 - Hy-Vee, Dollar Tree: 0.5*
 - Walmart, Hy-Vee, Myanmar store: 0.33*
- **Asian Market: 13 (12.83)**
 - Asian Market: 8
 - Asia Store: 3
 - Burmese store: 1
 - Family Dollar, Burmese store: 0.5*
 - Walmart, Hy-Vee, Myanmar store: 0.33*
- **Aldi: 7 (7.33)**
 - Aldi: 6
 - Aldi, Dollar General: 0.5
 - Hy-Vee, Aldi: 0.5*
 - Walmart, Aldi, Sam's: 0.33*
- **Family Dollar: 6 (5.5)**
 - Family Dollar: 5
 - Family Dollar, Burmese store: 0.5*
- **Kwik Star: 4**
- **Mexican Store: 3 (2.5)**
 - Mexican Store: 1
 - Michuacana Mexican: 1
 - Mexican store, gas station: 0.5*
- **Fareway: 2**
- **Hometown Foods: 2**
 - Hometown: 1
 - Hometown Foods: 1
- **Dollar General: 2 (1.5)**
 - Dollar General: 1
 - Aldi, Dollar General: 0.5
- **African Market: 1**
- **Cork's Grocery: 1**
- **CVS: 1**
- **Kwik Stop: 1**
- **Dollar Tree: 1 (0.5)**
 - Hy-Vee, Dollar Tree: 0.5*
- **Gas station: 1 (0.5)**
 - Mexican store, gas station: 0.5*
- **Sam's Club: 0 (0.33)**
 - Walmart, Aldi, Sam's: 0.33*
- **NR: 38**

* - In cases where a respondent wrote multiple locations, their response is counted as one divided by the number of locations written. The values in bold are simply the total for each location rounded to the nearest whole number.

Operation Threshold

- **Asian Market: 5**
 - Burmese store: 2
 - Myanmar market: 2
 - Asia Food: 1
- **Hometown Foods: 2**
 - Hometown: 2
- **Kwik Star: 2**
- **Walmart: 2**
- **Dollar General: 1**
 - General Dollar: 1
- **Gas station: 1**
- **Hy-Vee: 1**
- *NR: 30*

Black Hawk Grundy Mental Health

- **Hy-Vee: 11 (10.5)**
 - Hy-Vee: 7
 - Hy-Vee on Logan: 3
 - Hy-Vee, Kmart: 0.5
- **Kwik Star: 2 (1.5)**
 - Kwik Star: 1
 - Kwik Star, Family Dollar: 0.5
- **Cork's Grocery: 1**
- **Family Dollar: 0.5**
 - Kwik Star, Family Dollar: 0.5
- **Kmart: 0.5**
 - Hy-Vee, Kmart: 0.5
- *NR: 2*

18. IN THE PAST MONTH, WHERE HAVE YOU BOUGHT FOOD?

Hawkeye Community College Metro Center

- Walmart (all): 102
- Walmart (exclusively): 35
- Asian stores (all): 34
- Asian stores (exclusively): 6
- Hy-Vee (all): 31
- Hy-Vee (exclusively): 6
- Aldi (all): 30
- Aldi (exclusively): 4
- Hometown Foods (all): 1
- Hometown Foods (exclusively): 1
- Waterloo General Market International Store (all): 6
- Sam's Club (all): 5
- Dollar General (all): 4
- Fareway (all): 4
- Family Dollar (all): 3
- Mexican stores (all): 3
- CVS (all): 1
- Gas station (all): 1
- Honey Garden Family Restaurant (all): 1
- *NR*: 24

Operation Threshold

- Walmart (all): 18
- Walmart (exclusively): 7
- Asian stores (all): 8
- Hy-Vee (all): 3
- Dollar General (all): 1
- "Dollar store" (all): 1
- Fareway (all): 1
- Kwik Star (all): 1
- *NR*: 26

Black Hawk Grundy Mental Health

- Hy-Vee (all): 10
- Hy-Vee (exclusively): 5
- Kwik Star (all): 2
- Casey's (all): 1
- Cork's Grocery: 1
- Family Dollar (all): 1
- Nowhere (all): 2
- *NR*: 2

19. IS THERE ANYWHERE YOU WANT TO BUY FOOD, BUT CAN'T BECAUSE OF TRANSPORTATION?

Hawkeye Community College Metro Center

- **No: 62**
 - No: 57
 - I drive my car, sometimes I get a ride from family or friends: 1
 - I have a car: 1
 - I drive car: 1
 - I will transportation and it access: 1
 - No, I can go anywhere buy food. I drive. Sometimes isn't easy to drive if snowing: 1
- **Yes: 14**
 - Family and friend: 1
 - Hy-Vee, African store: 1
 - Is difficult: 1
 - K-Mart: 1
 - K-Mart, Walmart: 1
 - Problems with my car: 1
 - Sometimes at Walmart when my own car is broke. I have to call my friends or brother to get a ride: 1
 - Sometimes at Walmart: 1
 - Sometimes: 1
 - African store in Cedar Rapids: 1
 - Yes: 4
- *NR: 71*

Operation Threshold

- **No: 10**
- **Yes: 4**
 - I don't know the address, no transportation: 1
 - Very important because no food to eat have to buy: 1
 - Yes: 1
 - Yes, at Chicago big city: 1
- *NR: 30*

Black Hawk Grundy Mental Health

- **No: 7**
 - No: 6
 - Not really: 1
- **Yes: 7**
 - Aldi: 3
 - Applebees: 1
 - There is only so much you can get riding the bus: 1
 - Walmart: 1
 - Yes: 1

20. WHERE DO YOU USUALLY DO YOUR LAUNDRY?

Hawkeye Community College Metro Center

- Laundromat (all): 53
- Laundromat (exclusively): 49
- My own washer and dryer (all): 48
- My own washer and dryer (exclusively): 48
- Shared washer and dryer in apartment building (all): 36
- Shared washer and dryer in apartment building (exclusively): 31
- At a friend's house (all): 6
- At a friend's house (exclusively): 5
- *NR*: 9

Operation Threshold

- Laundromat (all): 19
- Laundromat (exclusively): 19
- My own washer and dryer (all): 8
- My own washer and dryer (exclusively): 8
- Shared washer and dryer in apartment building (all): 5
- Shared washer and dryer in apartment building (exclusively): 5
- *NR*: 12

Black Hawk Grundy Mental Health

- At a friend's house (all): 8
- At a friend's house (exclusively): 6
- Laundromat (all): 7
- Laundromat (exclusively): 6
- My own washer and dryer (all): 2
- My own washer and dryer (exclusively): 1
- Shared washer and dryer in apartment building (all): 1
- Shared washer and dryer in apartment building (exclusively): 1

21. HOW DO YOU USUALLY GET TO THE LAUNDROMAT OR TO YOUR FRIEND'S HOUSE FOR LAUNDRY?

Hawkeye Community College Metro Center

- Drive (all): 33
- Drive (exclusively): 27
- Get a ride (all): 15
- Get a ride (exclusively): 14
- Walk (all): 4
- Walk (exclusively): 3
- Bicycle (all): 2
- Bicycle (exclusively): 1
- Taxi (all): 1
- Taxi (exclusively): 1
- NR: 95

Operation Threshold

- Get a ride (all): 7
- Get a ride (exclusively): 7
- Drive (all): 7
- Drive (exclusively): 7
- Walk (all): 3
- Walk (exclusively): 3
- NR: 27

Black Hawk Grundy Mental Health

- Walk (all): 7
- Walk (exclusively): 6
- Get a ride (all): 4
- Get a ride (exclusively): 3
- Bus (all): 3
- Bus (exclusively): 1
- Drive (all): 1
- Drive (exclusively): 1
- NR: 3, one respondent wrote "skateboard"

22. WHERE DO YOU USUALLY GO FOR MEDICAL APPOINTMENTS?

Hawkeye Community College Metro Center

- People's Clinic (all): 73
- People's Clinic (exclusively): 64
- Covenant Medical Center (all): 24
- Covenant Medical Center (exclusively): 20
- Unity Point Allen Hospital (all): 14
- Unity Point Allen Hospital (exclusively): 6
- Cedar Falls (all): 1
- Cedar Falls (exclusively): 1
- Waverly (all): 1
- Waverly (exclusively): 1
- Family Medicine Greenhill (all): 1
- Iowa City (all): 1
- WIC (all): 1
- *NR*: 44

Operation Threshold

- People's Clinic (all): 19
- People's Clinic (exclusively): 17
- Unity Point Allen Hospital (all): 3
- Unity Point Allen Hospital (exclusively): 1
- Covenant Medical Center (all): 1
- Covenant Medical Center (exclusively): 1
- Northeast Iowa Family Practice Center (all): 1
- Northeast Iowa Family Practice Center (exclusively): 1
- *NR*: 22

Black Hawk Grundy Mental Health

- People's Clinic (all): 10
- People's Clinic (exclusively): 7
- Covenant Medical Center (all): 3
- Covenant Medical Center (exclusively): 2
- Black Hawk Grundy Mental Health (all): 3
- Black Hawk Grundy Mental Health (exclusively): 1
- Unity Point Allen Hospital (all): 2
- Unity Point Allen Hospital (exclusively): 2
- Free Clinic (all): 1
- Free Clinic (exclusively): 1

23. HOW DO YOU USUALLY GET TO MEDICAL APPOINTMENTS?

Hawkeye Community College Metro Center

- Drive (all): 88
- Drive (exclusively): 77
- Get a ride (all): 44
- Get a ride (exclusively): 35
- Walk (all): 9
- Walk (exclusively): 5
- Bicycle (all): 2
- Bicycle (exclusively): 1
- Taxi (all): 1
- Taxi (exclusively): 1
- NR: 16

Operation Threshold

- Drive (all): 16
- Drive (exclusively): 16
- Get a ride (all): 11
- Get a ride (exclusively): 10
- Walk (all): 2
- Walk (exclusively): 1
- Bus (all): 1
- Bus (exclusively): 0
- NR: 16

Black Hawk Grundy Mental Health

- Walk (all): 9
- Walk (exclusively): 5
- Bus (all): 6
- Bus (exclusively): 2
- Get a ride (all): 5
- Get a ride (exclusively): 2
- Drive (all): 1
- Drive (exclusively): 1
- Bicycle (all): 1
- NR: 1, respondent wrote "skateboard or ambulance"

24. HAVE YOU EVER BEEN AFRAID TO WALK IN YOUR NEIGHBORHOOD?

Hawkeye Community College Metro Center

- No: 93
- Yes: 40
- *NR*: 14

Operation Threshold

- No: 21
- Yes: 7
- *NR*: 16

Black Hawk Grundy Mental Health

- No: 8
- Yes: 8

25. IF YES, WHY WERE YOU AFRAID?

Hawkeye Community College Metro Center

- Crime, intimidation: 14
 - There are shootings: 5
 - Because I saw stranger people: 1
 - Because somebody made me scared: 1
 - Because sometimes getting dark very early so I heard about robbery. I very scare for them: 1
 - Because... [my neighbors plays loud music] and took my friend's bicycle: 1
 - Liquor store: 1
 - Our neighbors: 1
 - Sometimes people are shooting on the street. Sometime I don't feel safe: 1
 - There was a shooting near my house: 1
 - We don't know about each other moral: 1
- Dogs: 2
 - Because many dogs: 1
 - Many many dogs: 1
- Traffic, infrastructure, lighting: 2
 - Fast traffic: 1
 - No safe area: 1
- Lighting: 1
 - The street need more lights: 1
- Other: 1
 - I am afraid I can be seen as annoying people: 1
- *NR: 127*

Operation Threshold

- Crime, intimidation: 5
 - At night and walk alone: 1
 - Crime: 1
 - Robberies, shootings: 1
 - They have gun, shoot and robbery: 1
 - When we met someone is not good: 1
- *NR: 39*

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- Crime, intimidation: 5
 - Violence: 2
 - Anxiety of being alone: 1
 - Gang Activity: 1
 - People want to jump me: 1
- Lighting: 1
 - When it dark can't see: 1
- *NR: 10*

26. WHAT ARE THE MOST DIFFICULT THINGS ABOUT GETTING WHERE YOU NEED TO GO?

Hawkeye Community College Metro Center

- Winter weather: 14
 - Drive in the snow.
 - Driving in the snow (bad weather).
 - Good conditions except driving in a snow
 - I don't like Waterloo is cold.
 - In the winter time. There is a lot of snow on street in Waterloo. I afraid that my car will stuck on street. One or two times in each year my car stuck on the road in heavy snow. There is no snow removal clipart during that time. I work second shift is difficult to get home from work, when there is a lot of sno on the road. Snow make some difficult where I need to go.
 - In the winter when the snow covered the roads sometimes the roads are not very clean and safety.
 - In winter is difficult, the street need more clean went snowing.
 - It's difficult things to get to buy food and clothes when snowing.
 - Road snow
 - snow
 - The city need to clean the road on the weather times.
 - The weather time on the road.
 - Time management and bad weather condition
 - We want to clean streets when is winter time.
- Navigation: 10
 - The most difficult thing is the language for places I don't know. I don't know the directions: 4
 - Every where because we are new town
 - I don't know Waterloo very well
 - I don't know Waterloo very well but in Waverly is really simple.
 - Sometimes, I don't know how to get where the primary doctor referred to another special doctor and other place.
 - The difficult is do not know where is the exactly street
 - Yes, I don't know directions and the most difficult thing is the language for places I don't know.
- Difficulty driving: 8
 - A lot of traffic: 2
 - I can't pass the driving test.
 - I don't car because, I don't have a driver license. I still afraid.
 - I don't like to drive.
 - It's difficult things is car.
 - Someone road is closed because is in construction for long time, sometimes for 1 year.
 - Too many one-way streets
- No automobile, cost: 7
 - A car is expensive to buy. We have one car only.
 - Cost money. Far away. My car is old.
 - I need more car.
 - School - need to walk
 - The car I haven't a car sometimes I need ride.
 - The difficult is because I don't have the car. Sometimes I go with my husband someday my husband is afraid he must to sleep and me I can't to move for to go to buy anything.
 - Transportation
- Bus access: 4
 - A lot of traffic. I need more buses.
 - I want to know a bus when time bus start and end.
 - That there is continued and established transport stops and indetified in other states have established and indetified stops and bus schedules indicating what time the bus passes.
 - When I were in Maryland I usually took buses because I could find buses every 15' and the bus stop were visible. I could use my phone's map to find all bus line, schedule and specific stop. But here I can't.
- Long distances: 2
 - The ride is one of the most difficult things when you have an appointment out of town. Not everybody drives long distances.
 - Sometime I have to go to the hospital in Iowa City. I have to drive far away make me scare.
- Other: 3
 - Franklin St. is not good. Pot holes.
 - I need to go to church

- Many bills for hospital.
- **No problems: 20**
 - None: 12
 - I do not have any difficult things about getting where I need to go.
 - I go to job - my car driver
 - I'm good to the all things. I'm walk myself. I'm good. Thank you.
 - I'm ok with transportation.
 - No where
 - Nothing, I'm alright
 - Nothing. Because I have my own car and google map.
 - Now mostly good.
- **NR: 79**

Operation Threshold

- **No automobile, cost: 3**
 - Finding a ride to get there on time or within a reasonable time
 - It easy to get to go somewhere but you have to save gas. No \$.
 - The most difficult thing about getting to school because I can't drive a car. Right now the weather is very cold and windy too best.
- **Difficulty driving: 1**
 - The most difficult is when I really want to go and I'm afraid to go alone or afraid to talk by myself but I have to go if it's really important I just get ride for my friend or neighbor, if my husband is busy.
- **No problems: 2**
 - No
 - Not difficult
- **Other: 1**
 - Appointments: 1
- **NR: 37**

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- **No automobile, cost: 7**
 - Transportation
 - No transportation
 - Transportation - not having gas or money to pay
 - I have to walk
 - Do not have the money to get there or a ride
 - Arranging a ride
 - Having the gas to go to places
- **Bus access: 6**
 - Money for bus pass
 - Shortened bus schedule time in the evening
 - The bus system here is so messed up. It's horrendous how complicated it is to get somewhere. You spend more time waiting for the bus than what you have to do when you get to your destination.
 - Know which bus to take
 - Bus schedules could run earlier/later
 - Don't understand bus. Scared of being alone. It's cold.
- **Long Distances: 1**
 - Other cities or town
- **Navigation: 1**
 - Sometimes I am very unsure of what direction to go, I have become skeptical of people, waiting for something bad to happen. I am resistant to ask for help or directions. Even though I've lived here for almost 7 years, I still do not know my way around.
- **Winter weather: 1**
 - Snow/ice