
Colorado Department of Transportation Statewide Transit Survey of Older Adults and Adults with Disabilities

Transportation Planning Region: Greater Denver Area

Survey Results

June 2014



Contents

SURVEY BACKGROUND 1

HIGHLIGHTS OF SURVEY RESULTS..... 4

RESPONSES TO SURVEY QUESTIONS 5

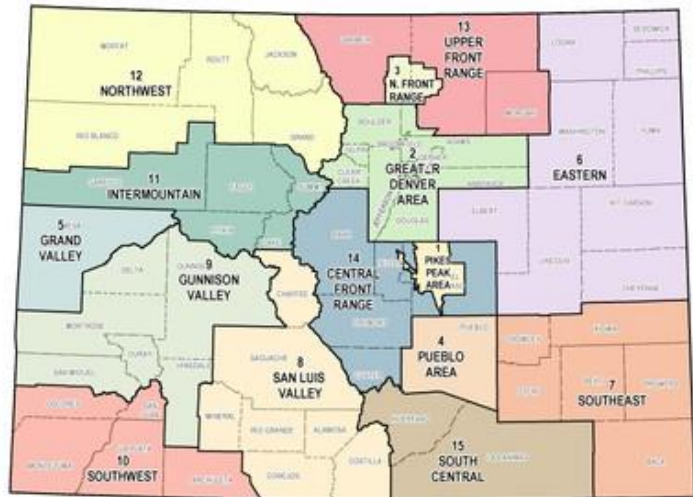
VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS 12

SURVEY INSTRUMENT..... 58

Survey Background

About the Greater Denver Area Transportation Planning Region

The Greater Denver Area Transportation Planning Region is located in the center of the state, and includes the City and County of Denver and the surrounding Denver-Boulder metropolitan area. It includes the entire counties of Adams, Arapahoe, Boulder, Broomfield, Clear Creek, Denver, Douglas, Jefferson and Gilpin Counties. It also includes a small portion of the southwest corner of Weld County. According to the 2010 Census, the total population of this region was 2,786,854. There were 278,289 adults age 65 and older residing in this region, and 132,159 adults with disabilities age 18 to 64. This region accounts for 50.8% of older adults and adults age 18 to 64 with disabilities in the state of Colorado.



Why the survey was conducted

The Colorado Department of Transportation's (CDOT) Division of Transit and Rail (DTR) is developing its first ever comprehensive Statewide Transit Plan, providing a framework for creating an integrated transit system that meets the mobility needs of Coloradans. In addition, development of the Regional Coordinated Transit and Human Services Plans (Regional Plans) for the state's rural Transportation Planning Regions (TPR) is being undertaken. These Regional Plans will be integrated into the CDOT Statewide Transit Plan and the TPR Regional Transportation Plans, along with the developed transit plans of various metropolitan planning organizations, providing a complete picture of existing transit services, future transit needs, and overall transit service gaps statewide. Funding and financial needs also will be assessed.

Using the Statewide Transit Plan as a foundation, CDOT will be able to implement policies and strategies for funding enhanced transit services throughout the state. These transit services will facilitate mobility for the citizens and visitors of Colorado, offer greater transportation choice to all segments of the state's population, improve access to and connectivity among transportation modes, relieve congestion, promote environmental stewardship, and improve coordination of service with other providers in an efficient, effective and safe manner.

As one of the data collection efforts for the Statewide Transit Plan, CDOT DTR contracted with National Research Center, Inc. (NRC) to conduct a statewide survey to learn about the travel behavior and characteristics of the elderly (65 years or older) and disabled (18 years or older) residents of Colorado, and determine their transportation priorities, needs and preferences.

How the survey was conducted

The survey topics were discussed and refined by CDOT DTR staff in meetings and discussions with NRC and reviewed with various stakeholders. In addition, survey questions from other surveys were reviewed. A questionnaire was drafted by NRC, and revised through an iterative process with CDOT DTR. The final questionnaire was five pages in length.

Two approaches were taken to recruit survey participants. In the first approach, approximately 4,000 households containing persons with disabilities aged 18 to 64 and persons age 65 and over were randomly selected to receive the survey. NRC purchased marketing mailing lists that identified household members as fitting into one of these two groups. A total of 267 surveys were distributed in each of the 15 Transportation Planning Regions (TPRs), with roughly one-third going to households including people with disabilities and two-thirds to households in which older adults lived. Each selected household was contacted three times starting in November 2013: a prenotification postcard and two survey packets, each mailed one week apart. The cover letters to the survey included a web link where the respondent could complete the survey online in Spanish and in English, if preferred.

Additionally, CDOT worked with various agencies across the state that serve older adults (age 65+) and adults with disabilities to distribute the survey to their clientele. These agencies were provided with 6,746 hard copy survey packets. Agencies that had email addresses for their clients also were provided a web link they could email to their clientele if they desired. Surveys were collected from both sources through mid-January 2014.

A total of 3,113 respondents completed a survey: 1,190 completed the mailing list survey; 998 completed the agency-distributed hard copy survey; and 925 completed the agency-distributed web survey. The response rate for those responding to the mailing list survey was 30%. Assuming all 6,746 agency surveys were given to clients, the response rate for the agency-distributed paper surveys was 15%. Because the number of emails sent by the agencies is unknown, a response rate cannot be calculated for the 925 web responses.

The response rates for the mailing list survey and the agency-distributed survey varied across the TPRs. Response rates for the mailing list survey ranged from 22% to 45% across the TPRs, while the agency survey response rates ranged from 9% to 25%. Overall, roughly two-thirds of the completed surveys received were those distributed by agencies (62%), while about one-third (38%) came from those distributed by mail. However, these proportions differed across the 15 TPRs. In examining the differences among those who responded to the agency-distributed survey versus those who responded to the mailing list survey, it was found that agency clientele were less likely to drive than those who received the survey from the mailing list. In order to make comparisons across the TPRs as fair as possible, survey results were weighted such that the proportion of surveys from agencies and the mailing list were similar across the TPRs.

For the Greater Denver Area TPR, 150 respondents completed an agency-distributed hard copy survey, 388 completed the web-based agency survey and 88 respondents were from the mailing list survey. The response rates for the agency-distributed and mailing list surveys were 13% and 33%, respectively.

Number of Surveys and Survey Response Rates by TPR

TPR	Hard copy agency surveys			Web-based agency surveys*	Mailed surveys			Total number of surveys
	Surveys distributed	Number returned	Response rate		Surveys distributed	Number returned	Response rate	
Pikes Peak Area	228	53	23%	94	267	59	22%	206
Greater Denver Area	1,181	150	13%	388	267	88	33%	626
North Front Range	620	157	25%	72	267	71	27%	300
Pueblo Area	606	64	11%	10	267	76	28%	150
Grand Valley	801	71	9%	25	267	79	30%	175
Eastern	475	77	16%	4	267	76	28%	157
Southeast	130	24	18%	0	267	95	36%	119
San Luis Valley	282	60	21%	1	267	66	25%	127
Gunnison Valley	257	35	14%	10	267	64	24%	109
Southwest	209	27	13%	6	267	85	32%	118
Intermountain	400	68	17%	20	267	68	25%	156
Northwest	225	31	14%	15	267	66	25%	112
Upper Front Range	845	77	9%	26	267	68	25%	171
Central Front Range	333	41	12%	18	267	121	45%	180
South Central	156	18	12%	7	267	67	25%	92
Unknown	--	45		229	--	41	--	315
Overall	6,746	998	15%	925	4,005	1,190	30%	3,113

Highlights of Survey Results

- **Approximately half of older adults and adults with disabilities in the Greater Denver region reported having trouble finding transportation for trips they wanted or needed to make.**

When asked if they encountered difficulties finding transportation for trips they wanted or needed to make, 48% of respondents said they never had trouble, while 52% did have trouble. Of the 52% who had trouble, 15% said they experienced problems finding transportation “a lot of times,” and 37% had trouble sometimes or rarely. These respondents most often had trouble finding transportation for medical appointments, shopping/pharmacy trips and recreation.

- **Of the respondents who drove themselves, about 4 in 10 said they would be very or somewhat likely to use public transportation or paratransit instead of driving.**

Conversely, about 6 in 10 respondents who drove said they would be not at all likely to use public transportation or paratransit as an alternative to driving.

- **The most frequently cited barriers to using public transportation and paratransit were a lack of needed services and limited service times.**

Almost 4 in 10 respondents felt that the lack of public transportation service where they lived or where they wanted to go was a major problem, and another 28% felt this was minor problem. More than half of metro Denver area respondents felt that the distance from the bus stop or light rail station being too far to walk, limited service hours and being unable to easily access bus stops or light rail stations in poor weather presented major or minor obstacles for them.

Respondents were also asked about the barriers they perceived to using paratransit services, which was defined as a form of flexible passenger transportation that does not follow fixed routes or schedules, and is generally provided only for people who need transportation and are unable to use regular public transportation. As with public transportation services, the largest obstacle was lack of service where respondents lived or wanted to go, with 43% citing this as a major or minor problem.

- **The two issues of highest importance to metro Denver area respondents for the statewide transit plan were developing accessible and understandable transportation information and referral services and providing lower fares for seniors and disabled riders.**

Most of the issues listed on the survey were deemed somewhat or very important by a majority of respondents from the Greater Denver region. About two-thirds felt that supporting the development of easily accessible and understandable transportation information and referral services and providing lower fares for seniors and disabled riders represented very important issues. Over half of respondents identified expanding services and routes in their communities and to regional destinations and expanding discount programs as highly important. Less important to metro Denver area respondents was supporting volunteer and faith-based transportation services, although a third still rated this as very important.

Responses to Survey Questions

The following pages contain a complete set of responses to each question on the survey. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Question 1										
In a typical month, about how often, if ever, do you use the following forms of transportation?	Never		4 or fewer times a month		1 to 2 times a week		3 or more times a week		Total	
Drive myself in a personal vehicle	33%	N=202	3%	N=16	7%	N=42	57%	N=349	100%	N=610
Get a ride in a personal vehicle from a family member or someone who lives in my household	34%	N=206	25%	N=149	18%	N=108	23%	N=137	100%	N=601
Get a ride in a personal vehicle from family, friends or neighbors	40%	N=239	37%	N=221	13%	N=74	10%	N=60	100%	N=594
Driven by a paid driver or personal assistant	86%	N=501	7%	N=41	4%	N=23	4%	N=21	100%	N=585
Get a ride from a volunteer driver	92%	N=537	5%	N=31	2%	N=12	1%	N=6	100%	N=587
Take a taxi at the full price fare	90%	N=528	9%	N=50	1%	N=8	0%	N=1	100%	N=588
Take a taxi at a subsidized or discounted fare	92%	N=548	5%	N=31	2%	N=14	1%	N=6	100%	N=599
Walk	40%	N=241	21%	N=125	12%	N=74	26%	N=157	100%	N=597
Bicycle	76%	N=457	14%	N=86	4%	N=27	5%	N=28	100%	N=598
Use transportation provided by my faith community or church	96%	N=573	3%	N=19	1%	N=4	0%	N=1	100%	N=597
Use a senior center or community center shuttle	95%	N=568	3%	N=16	2%	N=12	0%	N=3	100%	N=598
Use shuttle/transportation provided by the housing facility or complex where I live	96%	N=571	1%	N=9	1%	N=9	1%	N=5	100%	N=594
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	55%	N=328	25%	N=148	6%	N=38	14%	N=86	100%	N=600
Use paratransit which is "on demand" transportation where you can call ahead or otherwise arrange for services (e.g., "call-a-ride," "access-a-ride", etc.)	82%	N=489	10%	N=61	3%	N=21	5%	N=28	100%	N=599
Use a private or non-profit transportation service or program	92%	N=547	4%	N=26	2%	N=12	2%	N=10	100%	N=595

Question 2		
About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?	Percent	Number
None of my trips	49%	N=304
Less than half my trips	24%	N=147
About half my trips	7%	N=43
More than half my trips	8%	N=49
All of my trips	13%	N=80
Total	100%	N=623

Question 3		
If you drive yourself, what time of day do you most often drive?	Percent	Number
I don't drive	33%	N=203
Mornings	46%	N=281
Afternoons	18%	N=109
Evenings and nights	2%	N=15
Total	100%	N=608

Question 4		
For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?	Percent	Number
Very likely	9%	N=36
Somewhat likely	35%	N=141
Not at all likely	56%	N=225
Total	100%	N=401

This question was asked only of those who said that they drive themselves.

Question 5		
Do you ever have trouble finding transportation for trips you want or need to make?	Percent	Number
No, never	48%	N=292
Rarely	15%	N=93
Sometimes	22%	N=136
A lot of times	15%	N=89
Total	100%	N=609

Question 6		
For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Percent	Number
Work	21%	N=64
Visiting family or friends	36%	N=108
Volunteering	22%	N=67
Medical appointment	48%	N=144
Community event	33%	N=98
Religious service	18%	N=55
Recreation	40%	N=119
School	10%	N=29
Shopping/pharmacy trips	41%	N=124
Other, please specify	24%	N=72

Total may exceed 100% as respondents could select more than one answer.

This question was asked only of those who said that they had trouble finding transportation for trips.

Question 7		
What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)	Percent	Number
Weekdays 6am to 10am	32%	N=88
Weekdays 10am to 4pm	48%	N=134
Weekdays 4pm to 7pm	34%	N=95
Weekdays 7pm to midnight	33%	N=93
Weekdays Midnight to 6am	10%	N=28
Saturday day time	46%	N=127
Saturday night time	34%	N=94
Sunday day time	50%	N=139
Sunday night time	33%	N=91

Total may exceed 100% as respondents could select more than one answer.

This question was asked only of those who said that they had trouble finding transportation for trips.

Question 8		
How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?	Percent	Number
Never	36%	N=114
Once or twice	38%	N=119
3 to 6 times	20%	N=62
7 times or more	6%	N=19
Total	100%	N=314

This question was asked only of those who said that they had trouble finding transportation for trips.

Question 9								
Public transportation services includes buses, trains and other forms of transportation that charge set fares, run on fixed routes, and are available to the public. Below is a list of possible barriers to using public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using public transportation.	Major problem		Minor problem		Not a problem		Total	
	Service is not provided where I live or where I want to go	38%	N=220	28%	N=165	34%	N=200	100%
Service does not operate during the times I need	28%	N=153	30%	N=168	42%	N=237	100%	N=558
Information about fares, schedules and routes is difficult to find	17%	N=93	23%	N=126	61%	N=338	100%	N=557
Information about fares, schedules and routes is difficult to read	15%	N=79	21%	N=115	64%	N=350	100%	N=544
I cannot understand the information about fares, schedules and routes	13%	N=69	18%	N=98	69%	N=379	100%	N=545
Information about fares, schedules and routes is not in my first (non-English) language	2%	N=12	1%	N=4	97%	N=523	100%	N=539
I am unclear about how to use public transportation	11%	N=61	18%	N=97	71%	N=387	100%	N=545
I cannot easily access bus stops or light rail stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	19%	N=107	15%	N=86	65%	N=362	100%	N=555
Buses or light rail trains lack clear announcements or visual displays about the next stops	10%	N=52	22%	N=117	68%	N=367	100%	N=536
I cannot easily access bus stops or light rail stations when there is snow or other poor weather conditions, or don't want to or can't wait for delayed buses or trains in poor weather	34%	N=184	25%	N=135	42%	N=229	100%	N=548
I have health reasons that prevent me from being able to use fixed route public transportation	19%	N=102	15%	N=80	67%	N=368	100%	N=550
I have difficulty boarding and exiting buses or light rail trains	14%	N=78	14%	N=79	71%	N=387	100%	N=543
Distance from bus stop or light rail station is too far for me to walk	37%	N=203	24%	N=132	40%	N=219	100%	N=554
I am unable to get a seat	7%	N=38	14%	N=76	79%	N=419	100%	N=533
I do not feel safe while waiting for the bus or light rail train	16%	N=87	27%	N=145	57%	N=312	100%	N=543
I do not feel safe while riding the bus or light rail train	11%	N=62	24%	N=132	64%	N=347	100%	N=540
Fares are too expensive	18%	N=98	29%	N=156	53%	N=290	100%	N=543
Travel time to my destinations is too long	25%	N=137	29%	N=158	45%	N=246	100%	N=541
Bus stops and stations are poorly maintained	10%	N=51	27%	N=143	63%	N=334	100%	N=527
Service is not reliable	13%	N=67	24%	N=126	64%	N=341	100%	N=534
I do not understand how to make a transfer	11%	N=59	16%	N=87	72%	N=385	100%	N=531

Question 10								
Paratransit is a form of flexible passenger transportation that does not follow fixed routes or schedules, and is generally provided only for people who need transportation and are unable to use regular public transportation. Most paratransit service is provided "on demand," meaning the person using the service must contact the agency to arrange service. Below is a list of possible barriers to using paratransit services. To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services?	Major problem		Minor problem		Not a problem		Total	
	Service is not provided where I live or where I want to go	27%	N=139	16%	N=83	57%	N=293	100%
Services does not operate during the times I need	21%	N=100	19%	N=95	60%	N=294	100%	N=490
Information about how to use the service and costs is difficult to find	18%	N=91	22%	N=109	60%	N=298	100%	N=498
Information about how to use the service and the costs is difficult to read	13%	N=63	16%	N=77	71%	N=343	100%	N=483
Information about how to use the service and the costs is not in my first (non-English) language	3%	N=14	2%	N=11	95%	N=467	100%	N=491
I cannot understand the information on how to use the service and the costs	10%	N=49	13%	N=63	77%	N=380	100%	N=492
I am unclear about how to start using it	18%	N=88	17%	N=86	65%	N=327	100%	N=501

Question 11		
How would you prefer to get your information about transportation services and programs? (Please select all that apply.)	Percent	Number
Through my place of residence	45%	N=271
Friends or family	14%	N=84
Printed materials	53%	N=314
Telephone	13%	N=76
Other, please specify	6%	N=38
Through the place where I work or volunteer	10%	N=62
Electronic (websites, email, social media, smart phone)	58%	N=348
In-person assistance	15%	N=88
Presentations at church, community centers, etc.	11%	N=65

Total may exceed 100% as respondents could select more than one answer.

Question 12								
CDOT is working with a number of groups across the state to create a statewide transit plan. We want to know what issues we should focus on in creating this plan. How important are each the following issues to you?	Very important		Somewhat important		Not at all important		Total	
Supporting the development of easily accessible and understandable transportation information and referral services	69%	N=412	23%	N=139	7%	N=44	100%	N=595
Supporting veterans' transportation issues	49%	N=282	32%	N=185	20%	N=114	100%	N=580
Supporting volunteer and faith-based transportation services	32%	N=186	42%	N=243	25%	N=146	100%	N=575
Increasing the availability of wheelchair-accessible taxi cabs	42%	N=242	36%	N=207	22%	N=127	100%	N=575
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	56%	N=328	30%	N=174	14%	N=81	100%	N=582
Providing more transportation services in my community	57%	N=335	33%	N=196	10%	N=59	100%	N=589
Providing more transportation services to regional destinations	57%	N=331	30%	N=177	13%	N=75	100%	N=583
Expanding hours that transportation services are offered	44%	N=253	39%	N=225	17%	N=98	100%	N=575
Expanding or adding routes in my community	53%	N=311	35%	N=205	12%	N=70	100%	N=586
Providing lower fares for seniors and disabled riders	67%	N=394	25%	N=147	9%	N=51	100%	N=593

Question 15		
Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Percent	Number
Climbing stairs	41%	N=231
Talking	10%	N=54
Lifting or carrying a package or bag	34%	N=190
Understanding written directions	17%	N=95
Understanding spoken directions	15%	N=87
Seeing	10%	N=57
Hearing	17%	N=94
Walking 1/4 mile	39%	N=221
None	33%	N=189

Total may exceed 100% as respondents could select more than one answer.

Question 16		
Do you use any of the following to get around? (Please select all that apply.)	Percent	Number
None	66%	N=363
Guide or service dog	3%	N=19
White cane	5%	N=27
Cane or walker	20%	N=108
Power wheelchair or scooter	6%	N=35
Manual wheelchair	9%	N=50

Total may exceed 100% as respondents could select more than one answer.

Question 17		
Which best describes the building you live in?	Percent	Number
Single family home or mobile home	66%	N=411
Townhouse, condominium, duplex or apartment	26%	N=160
Age-restricted senior living residence	5%	N=29
Assisted living residence	1%	N=5
Nursing home	0%	N=2
Other	3%	N=16
Total	100%	N=624

Question 19		
What is your race/ethnicity?	Percent	Number
American Indian or Alaskan Native	2%	N=13
Asian or Pacific Islander	1%	N=8
Black, African American	3%	N=16
Hispanic/Spanish/Latino	6%	N=37
White/Caucasian	89%	N=542
Other	3%	N=17

Total may exceed 100% as respondents could select more than one answer.

Question 20		
In which category is your age?	Percent	Number
18 - 44 years	21%	N=129
45 - 54 years	11%	N=65
55 - 64 years	18%	N=111
65 - 74 years	30%	N=182
75 - 84 years	15%	N=90
85 - 94 years	6%	N=37
95 years or older	0%	N=1
Total	100%	N=616

Question 21		
What is your gender?	Percent	Number
Female	57%	N=347
Male	43%	N=267
Total	100%	N=614

Verbatim Responses to Open-Ended Questions

The following are verbatim responses to open-ended questions. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each question the responses are in alphabetical order.

Comments from those completing an Agency survey

Question 1: In a typical month, about how often, if ever, do you use the following forms of transportation? Responses to “some other form of transportation.”

- Access-a-ride
- Airplane shuttle
- Airport shuttle
- Always public transportation the bus.
- Arc bus funded by singlewood and rtd
- bicycle
- bronco ride
- bus
- Bus to denver airport
- Carmelite friend
- Church secretary picks me up
- City Owned Vehicle
- cousin car
- drive plower whellechair
- EgoCarshare.org
- First Transit
- formerly was approved for Access A Ride but service from my home has been terminated due to bus route changes
- Greyhound Bus
- Hourly rental car
- Hourly rental car
- I walk alot because I have a seeing eye dog.
- In good weather I roll my power wheelchair up to 14 miles per day.
- Mom
- Motorized wheelchair
- My best friend
- my jeep
- NA
- Neighbor or relative
- Neighbors
- only bus, walking or private car
- own car
- Passage Transportation

- personal auto
- Rehab tandem take for exercise or greenways with caregiver
- Rented handicap accessible van
- Rides for seniors
- rtd light rail
- RTD Senior Ride
- School Bus (special ed)
- scooter
- SuperShuttle to DIA
- Train-bus other than rtd
- Via
- VIA
- Via transit
- Wheel Chair
- Wheelchair
- wheelchair
- Wheelchair
- Wheelchair on sidewalk to nearby shopping center

Question 6: For what types of trips do you need transportation but have trouble finding transportation? Responses to “other.”

- Access a Ride is only available to me Monday thru Friday, either before 7AM or between 4 and 6pm
- access-a-ride limitations or no bus routes to desired location
- airport
- Attending adult education classes, esp if not on bus lines
- bank business
- Besides Medical appointments (Doctor's) listed above, additionally for A LOT of therapies!!
- choir practice
- Church or community meetings
- court appointments
- Day program
- Day Programs
- Dentist, ear
- Destinations where RTD bus routes don't get me close enough to walk in good weather. Also, #15 night schedules (10 PM) make connecting to the #16 West often have big wait times.
- Do not have trouble because i drive my personal vehicle.
- Downtown activities
- Dr. Appts. Out of this city or events.
- Educational workshops
- entertainment, family events
- Evening events

- Getting my car fixed
- Getting to the mountains for hiking and snowshoeing.
- going to a park just to be out in nature
- Going to the airport at off hours, bus don't always run.
- Grocery store when raining or snowing
- I AM CHRONICLY ILL AND ON GOOD DAYS I CAN USE THE BUS. ON BAD DAYS I NEED DOOR TO DOOR OR A TAXI AND CAN'T AFFORD EITHER.
- I am unable to work because there is no Access-a-Ride in my area. I have no other way to get around.
- I apparently am not handicapped enough to use Access-A-Ride, so I don't get out at all.
- I don't drive very often and so far can drive to my appointments.
- I drive two young woman around daily that are in my transitional program. We have to go to Golden 2 days a week, then all around Evergreen .
- I have state funded transportation and a few months back I was thretened to lose it and told to take a taxi which cost more and isn't personal door to door service which I need because I wonder off.
- I must beg for gasoline to do the trips I need to do to pickup my daughter from school or attend other possible events. I have to stay home.
- If i want to go out to dinner-downtown or ? I like a taxi to prevent dwi possibility if i plan on drinking. Very difficult to get a taxi service in parker, never on time so i usually just leave and drive myself after 30 min. Waiting past sched. Time.
- I'm horticulturist, most farm lands don't have bus lines and I need O&M that will give me more independently. RTD drivers need to know Deaf-Blind Awareness
- Job interviews
- Lunch/dinner with friends/ choir practice/bowling
- medical appointments
- most destination in Centennial plus cross-boundary trips (e.g., from one county or city to another)
- Mtgs, support grps
- MYDAUGHTER'S SCHOOL IS NOT IN THE TOWN THAT WE LIVE IN SO IT'S HARD TO GET AROUND.
- n/a
- None
- None
- Non-medical transportation, trips to acupuncturist, chiropractor, massage, etc.
- Not applicable
- Outing for fun or entertainment
- Per personal trips the transportation is there but not convenient times.
- Rely on a friend
- Returning from boulder
- Routes, bus to park n ride to catch airport bus
- See sister in nursing home, longmont
- Short term notice for medical appointment.

- Social events/concerts, and fitness opportunities
- Social things such as going to restaurants and recreational outings such as bowling, trampoline places, recr centers
- support group meetings
- taking car into the shop and picking it back up!
- The other things on the list I don't do, because it is too hard to find transportation.
- Therapeutic horseback riding
- therapies of all kinds. speech. aquatic. occupational etc.
- Therapy
- to airport and personal affairs and other errands
- To bus stop
- to mountain towns
- Transportation to buck recreation center littleton for warm water class for arthritis
- Trips for errands.
- Trips where i have to move heavy items
- Trying to find out what, if any, I can get financial assistance for school. Pursuing this, I can't arrive at centers.
- tutoring
- Unexpected emergency
- Veterinary care
- wanting to go someplace at short notice
- weekend and holiday trips when fixed route busses run less frequently or not all in certain areas
- Weekend and late night hours
- weekend transportation
- weekends
- weekends; especially areas on the edge of transportation district
- when I need to go outside the metro area
- Wish light rail came north, niwot to denver. Don't enjoy i-25 drive!
- without my dependable assistant, I wouldn't be able to go anywhere

Question 9: Please tell us how much of a problem, if at all, each of these are for you when using public transportation. Responses to “other.”

- ---
- access a ride arrives and departs that make me late to work and appmts
- Access a ride is OFTEN late when they pick me up late at night, leaving me in an unsafe situation in the dark and after my building is closed.
- Access-a -Ride is frequently late
- alot of times i drive my power wheelchair to places i need to go to when i miss a route or it's not availble
- As a totally blind pedestrian/bus rider, there are times when I'm not sure how to get from the bus stop safely or easily to my destination. I have good Orientation and Mobility skills, but when an environment is unfamiliar, or if there is a major street (nearly highway)/righthand turn islands, or a massive parking lot to meander through, this makes getting to certain places

difficult, or I just might not go to those locations at all. This is not necessarily an issue with the transit system itself in some cases, but if it were easier to be dropped off near, say, a mall entrance, instead of across streets and huge parking lots, this would make life a whole lot easier, less stressful/confusing, and much more enjoyable for many of us.

- bathroom availability!
- bus and light rail are not available in my area
- Bus drivers often do not move strollers for wheelchairs om wheelchair priority seating.
- Bus passes me up
- Bus station is too far to walk in bad weather, no problem in okay weather.
- Bus stops are hard to find or are poorly marked.
- Bus stops to far to walk too, when on bus in longmont you go way out of the way and wait 1 hour then back downtown to your appointment. Poor routes
- Buses in Brighton CO don't run after 8 p.m and on weekends
- can be very cold
- Cannot travel alone -will get lost
- can't travel far in heat and on days when experiencing pain
- cant, get accessaride
- cheaper to drive
- Disrespectful drivers
- Doesn't go where I need
- DRIVERS ALWAYS ASKED TO CALL ME AT MY STOP AND LATELY SAY TO LISTEN FOR THE RECORDING.NEW LOUDER RECORDING HAS WORKED WELL BUT I'M SO BLIND I OFTEN CAN'T FIND THE STRING FOR THE BELL AND UNLESS GIVEN A FRONT SEAT CAN'T REACH THE DRIVER BY CALLING OUT FOR MY STOP. I ALWAYS HAVE TO EXPLAIN ALL OF THAT TO GET THEM TO TELL ME AND STOP AT MY STOP. ANOTHER RIDER,DEAF,BRAIN INJURED AND VERY VISUALLY IMPAIRED HAS THE SAME PROBLEM AND WE'VE BOTH BEEN MADE TO MISS OUR STOPS AND HAD TO WALK. HE'S VERY BRAIN INJURED AND NEEDED HELP TO GET BACK TO HIS STOP.
- Eye sight
- Have bus drivers be in communication when approaching a transfer stop. I have often missed a transfer bus by 30 seconds thus had to wait an additional 1/2 hour for the next bus. (Broadway @ Iris).
- Have to make too many transfers to get to where i need to go.
- I am glad to see more transport and light rail stations during the day and early evening.
- I am legally blind
- I am physically disabled and its difficult for me to stand and sit for too long.
- I am wheelchair bound
- I cannot read or understand routes or how to get there. I have a brain and brain stem injury and cannot walk on leg that I will have redo fusion in lumbar spine
- I have some visual impairments so it is difficult to read signs and if the pavement or road is torn up for repair it is difficult to walk to bus top
- I hope to drive at least 15 mi. To my public transportation and then it is too complicated to figure out how to use it to get to denver

- I only ride the airport bus from or to boulder. I have no idea about some of these questions because someone either takes me to table mesa bus area and picks me up when i return
- I use a walker very difficult if not impossible.
- intellectually disabled
- Job reuires me to drive throughout the day to various locations throughout the city.
- Lack of Communication modes
- Lack of compliance to vacate wheelchair placement, pilots allow large objects (strollers, shopping carts, etc) to be placed on ADA wheelchair securement areas
- Legally blind. Lite rail opens and closes doors too fast i cant read lite rail directions or fares
- Light rail schedules and bus schedules are not frequent enough
- Many retail and residential areas of Denver have reduced route access on weekends, and some areas simply have no access at all via bus or light rail.
- Missed transfer connections make the trip longer than necessary.
- Multiple destinations
- Must be accompied -supervised 24/7 i am wheelchair bound on continous oxygen poor condition and aphasic and slow to respond
- My main difficulty is getton on bus. Handles are too high.
- My travel skills are not good enough for me to take public transportation, because of my fear of traffic.
- need a lift cant leave chair.
- Need an assistant with me and that means 2 fares!
- No direct route 3-4 x longer travel time than car
- no parking
- Not able to cross busy intersections
- not often enough for my work needs
- Osker blues, bolt stop dangerous when crossing diagonal highway
- packages, briefcase and such
- personal safety is issue when living with a Brain Injury or other disability and there is inadequate safety at stations and on transit. Inclement weather restricts access in addition as often benches or covered areas and bathroom facilities are not close by
- Rtd works for a few destinations for me.
- Smokers at bus stops
- Strollers and belligerent patrons taking up wheelchair space and unwilling to make room for my chair.
- Strollers and shopping carts block wheelchair access and snow not shoveled from curb cuts making it impossible to get to stop
- The above twenty questions do not apply because there is no public transportation provided where i live in pinewood springs.
- the biggest issue currently is that the new smart card machines are inaccessible and confusing to the blind
- There are no public transportation stops within a mile of our home.
- They discontinued the stop to go home on sundays on an acc. Route as of several months ago.
- too far to bus stop

- Travelling on public transportation is tiring and takes a long time especially when there is snow on the ground, i have a sore foot i am recovering from 2 ulcerated toes and walk with a walker
- Trip times for transfer are poorly coordinated to make travel fast enough to be worth using.
- Unable to access buses/lightrails
- Walking is very limited, weather limits transportation. Can not walk on inclines. At times standing can be difficult.
- wheelchair securement area occupied by large objects
- work from my truck
- Your new 7 pm to midnight Bound routes are impossible to remeber and very difficult to access; drivers are also frequently not on schedule during these night routes which makes it even more difficult to access.

Question 10: To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services? Responses to “other.”

- Access a Ride is OFTEN >45 mins late when I ues them after dark. This leaves me outside at night when it is cold and dangerous.
- Access a ride time window of pick up times is too long for a developmentally individual to wait.
- Access A Ride's switch to follow only the local bus route times makes it too inconvenient to use now.
- Access-A-Ride TOO EXPENSIVE FOR DISABLED/ELDERLY ON FIXED INCOME
- access-a-ride not affordable because medicaid doesnt pay to go yo church.
- At this time i do not need this service
- Bus is late frequently
- Buses don't run after 8 p.m and on weekend
- Call a ride is not available in my area.
- Can only take you one way
- Cannot travel alone
- Can't travel alone.
- Cert Eval Poorly trained about disabilities
- Cost
- Cost prohibitive for longer trips
- Difficult to schedule, never on time.
- Don't need it
- Don't need it.
- don't know how to access this
- DRIVERS CHARGE \$4 EVEN THOUGH IT SAID NO CHARGE FOR THE TRULY POOR. ALSO HAVE TROUBLE ACCEPTING SOME DAYS WITH CHRONIC ILLNESS CAUSE WEAKNESS TOO EXTREME FOR THE BUS BUT YOU STILL HAVE TO BUY FOOD. ALSO DON'T UNDERSTAND THAT HEART CONDITION CAN MAKE BEING OUT IN THE COLD CAN ACTUALLY BE VERY DANGEROUS AS CAN ASTHMA,NECESSITATING DOOR TO DOOR SERVICE.
- each ride too expensive AND they arrive and depart late so miss work and appmts
- Expensive
- Generally not available for epileptics

- Getting a doctor to fill out the forms needed is hard for me.
- hard to qualify
- Have bus drivers be in communication when approaching a transfer stop. I have often missed a transfer bus by 30 seconds thus had to wait an additional 1/2 hour for the next bus. (Broadway @ Iris).
- Have tried special transit airport but doesn't work out.
- having to book so far ahead, sometimes I don't know until a day or two before about an appointment; also, service between Boulder and East County (Lafayette) only twice a week
- I am only allowed to use the access a ride for bad weather even though I am in a wheelchair
- I can usually use public transportation so feel dissuaded from signing up for paratransit.
- I can't remember this bus 02 my t13i
- I do not need paratransit services
- I do not need this service as yet.
- I don't have a need for this service at the moment.
- I don't know the transit service to ride.
- I don't need to qualify for it at this time.
- I don't know anything about this form of transportation. Can I use it?
- I don't use this service.
- I just can't understand it to begin to use it and I forget so easily that I don't know where I am.
- I just don't know because today is my first day at being a non driver
- I know nothing about this service.
- I never use it so I haven't checked it out.
- I was not delivered to my stop, the driver forgot about me and I missed my appointment
- I wasn't even aware of it.
- I would feel guilty about this, since I am in relatively good health.
- Is easier to rely on my wife and friends for rides, but good to know it's available.
- It is not offered to me because I live farther than a mile from public transportation stops and I live in a different county than my day program.
- It's expensive
- Just very restrictive.
- Lack of respect of the client's time vs the agency's time, clients cannot be more than 6 minutes late to the agreed stop, but RTD can and often is anywhere from 20 minutes - 3 hours later than the time window.
- long lead-time and high cost
- Long wait times for pickups and returns
- Must be able to access with very short notice or no notice at all.
- Must make arrangements far in advance
- Need an assistant and that means 2 fares!
- No buses come up sugar loaf rd. From Boulder
- no funds
- No immediate availability when needed-waiting period
- Not clear if I'm eligible, how to sign up, etc

- RTD seems to be cutting back paratransit to be based on fixed route service which means that you must be within 3/4 mile of a bus stop. Also there is sometimes arbitrary decisions made on who can use the system. For instance my mother is in a wheelchair, visually impaired and has other mobility issues and she is only allowed to use the service when there is inclement weather. So she is essentially homebound as a result
- same
- scared of drivers, dispatch treats me badly, "forgets" to forward requests
- Scheduling is a nightmare
- Service full day before as requested to all
- service is unreliable
- suffer confusion and poor short term memory
- The cost for the service is too high and does not allow for student passes.
- The few times I've used the paratransit vans, I've had to wait much longer than my anticipated window, causing me to be late for an evening event. Access-a-Cab is a bit better, though one can't schedule set pickup times/time calls; One still must wait 15 minutes to an hour or more starting at a given time. This time spent waiting can really limit one's productivity and ability to complete transportation-dependent tasks, as lots of waiting time must be preplanned in one's schedule.
- The service requires you to be ready hours before your appt, and does not wait. Hard to use and inconvenient.
- There is no convenient way to book online, ticket books are expensive, and you have to call 24 hours in advance.
- To my knowledge paratransit is not available in my area.
- travel time unpredictable
- Unable to attend interview for access a ride.

Question 11: How would you prefer to get your information about transportation services and programs? Responses to "other."

- 303-232-6881 x427
- Any!
- app for smartphone
- braille
- Braille, as I am blind.
- Braille, cassette or email
- call n ride service has been discontinued great hardship
- Call, mail or in person
- classroom presentations
- community centered boards such as DDRC
- Do not use
- drivers need to be knowledgeable about other routes that connect.
- Email
- email
- email
- Email

- email
- E-mail updates
- email where I can enlarge the font to read
- email; janhardy10@gmail ,com I have very large font on my computer so if someone explains it and I can write it maybe I could understand. i won't know until I try it.
- Home
- I need someone to show me and go with me till I can do it independently.
- in accessible media (braille)
- in braille
- Information available at Auraria Campus
- Internet
- Internet
- Internet & Social Media
- Mail
- mail
- never
- Newspaper
- newspaper too, please.ch-2 news
- Online via an accessible screen-reader-friendly website, text messages (now that I finally have an iPhone using the VoiceOver screen reader), Email, or Twitter. Facebook is not very accessible, however. The Colorado Talking Book Library has a newsletter, and this may be a good avenue to distribute transportation information to those of us who are blind, visually impaired, or who have a learning or physical disability. Rehabilitation counselors and/or rehabilitation teachers at the Colorado Division of Vocational Rehabilitation are also a good resource for letting people know about transportation options.
- online with simplified process for reading and understanding schedules and routes
- Radio or tv
- reaching out to agencies like Imagine! that provide services for people with disabilities.
- REGULAR MAI AND RTD WEBSITE.
- School
- schools, colleges
- us postal service aka snailmail
- Web Sites

Question 13: What, if anything, have been your experiences (good or bad) with accessing the transportation services you need or want? What has been the personal impact on you when you have not been able to get to places you need or want to go?

- (1) I live on West Colfax and take the bus whenever I have a meeting near Colfax; (2) It's no good if you must walk to/from your destination when it is more than two blocks at night or basd weather.
- (typed by assistant) Access-A-Ride is often very late and not dependable. I can't call when they don't show up and need someone to help me. I can't wait that long to use the bathroom (2 hour wait, then a 2 hour ride). Most importantly, when a bus it late, I get scared.

- A different point, I prefer to drive myself because the transit system takes too long.
- A lift is wonderful they give me independence. They make the trip fun, safe and helpful, it makes me feel very independent.
- A simple fact of life is that those who aren't allowed to drive due to medical reasons don't experience life far from bus routes within the city of residence.
- Access a cab not showing up. Access a ride not showing up. or running late. Having to wait past the 30 min. of time to be picked up. Some of the drivers are very nice. My parents are getting older and not feeling good lots of times to drive me.
- Access a ride full cant get, day before or week before full
- Access a ride has been a life change for steve so he can go with family every few weeks.
- Access A Ride has left me abandoned many times late at night in very dangerous situations. This is unacceptable.
- Access a Ride is not reliable - Wait time is often one hour - 1/2 hour window means that persons who have safety issues have to have someone stay with them and wait for their ride, these wait times are often closer to one hour
- Access a Ride makes life possible for those with special needs. It is so very vital in ensuring that those with disabilities can be active in their communities.
- Access A Ride will pick me up 5 houses down from mine, but say I live outside of their area. It is difficult to get in touch with Access A Ride and Access A Cab does not show up all the time. The new announcement system on local buses is wonderful, but some drivers turn the volume down so low that you cannot hear it. I am a blind traveler and prior to the announcement system I relied on the drivers telling me when we were at my stop and they did not always do this. If they did not alert me, then I would not get off the bus when I needed to and would be lost and late to my appointment.
- Access-A-Ride could improve themselves if they would mind their timeliness in accordance to what time their passengers need to be places. Sometimes they pick up anywhere from 2-4 more people before I need to arrive at work, which makes me late. The ease of setting the rides up online, and weeks in advance I think would make your program better. Better communication if they're late, or if I do not hear the doorbell, and they drive off.
- Access-A-Ride no longer goes all the way to my work at Steamers Coffee Shop in Arvada, so I must be dropped at Parker Personal Care where I wait for other employees, and then their van takes me to work. This adds 30-60 minutes to my trip. I am in almost constant back pain and have incontinence issues. The additional time has caused me much pain, and I have had accidents on the bus because they are not allowed to stop and let me use the restroom. There are over 40 developmentally disabled individuals who work at Steamers daily and they are growing and plan to add another 30-40 in the next year. I appreciate that Access-a-Ride is available for those of us with disabilities, but would like to know how the DOT decides when a new route should be added.
- Accessing public transportation has caused me to lose or not be able to get to work or take a job (very bad)
- Access-a-ride window is too large.
- Advance scheduling is too long. Very good program stuff.
- All good experiences.
- As of Jan 1 2013 the pickup boundary is now 1/2 a mile from my house.

- At first i was able to use the bus everyday to work. In 2011 i was laid off and then bus routes cut back. Hard to get to one now. Hard to volunteer because bus and taxi's don't go to the school i work at. Hard to be needed when unable to get to your place. Hard to wait for pickup
- Because Access a Ride only provides equal access, transportation has become impossible for me. Para transit or door to door service is what I need, due to my disability. Looking at the 410 bus route, you can understand why unless I get someone to provide transportation, I can no longer food shop, get to doctor appointments, attend school, keep a job, or socialize. I live in unincorporated Douglas County, so I don't qualify to ride the "Call and Ride" busses for Meridian, Lone Tree, or Parker. I am stuck at home, reliant on others, and have been left to be TOTALLY DEPENDENT on others, where I was once able to ride Access a Ride and be productive and independent. Please bring back full service to my area. (Lincoln Ave between I 25 and Parker Roads)
- Because of lack of transportation or schedules that do not match, I have been late for work, and for school.
- Because the public transportation system is so poor, I obtained support from DVR in order to drive again. However, I still cannot drive at night, not on highways and not long distances, so I still rely on public transportation for this. Major improvements need to be made so more options are available in each neighborhood for local trips and to reduce travel times when using either regular public or Access A Ride services. Without changes to the current system, I will be limited in employment opportunities because the public transportation is not good enough to allow disabled persons to use it frequently.
- Before I was able to drive again I was sometimes late for appointments because I didn't realize how long it would take to get to the bus stop or to catch several buses to finally get to my goal. I often did not know where to get off the bus when I didn't recognize the area or know where the building was and I ended up too far away before the bus would stop again.
- Being stranded somewhere with no way to get home. Waiting hours, sometimes late into the night for my paratransit ride. Unable to go to an important meeting or appointment.
- Being very nervous about being on the right bus and transfers and being on a bus with other people get me panicky as i get bad panic attacks.
- Bus drivers are often unaware that strollers do not take priority over wheelchairs and need to be collapsed when a wheelchair needs to board. Too often I and other wheelchair users are left at the bus stop because bus drivers do not want to ask passengers with strollers to collapse their strollers. I even had a bus driver tell me that new parents are disabled. I was livid at such a silly remark! This needs to be addressed.
- Bus drivers either drive too fast or too slow sometimes they don't even stop at the bus stop
- Cabs are unreliable, do not show up at all, & cost too much. Due to lack of transportation I have missed dialysis treatment , been unable to visit family members & had trouble getting groceries.
- Call n Ride has been a challenge and I've had to change my schedule to accommodate the times they are able to fit me in their schedule. Other riders have priority over me.
- call n ride service was very good for seniors service of via is not very good as it requires a week time for prior reservation
- Call -n Ride's new website is a little clumsy to use and confusing, though the service is terrific!
THank you
- Call-n-Ride does not cross borders to where I need to go. I would like early evening and weekend rides on Call-n-Ride. I leave messages. I am told drivers will call me back. They do not

call and often say they are too busy. Call-n-Ride is not available in all neighborhoods where I live.

- Cancelled medical appointments
- cannot get to work, or from there back to school
- Castle Rock DID have free transportation through the Air Shuttle services, which was the only way I could get around. Because of budget issues, the service was canceled, creating hardship for many
- Colorado is a massive state (compared to say, the region of New England.) When I lived downtown Denver, was able to go everywhere on foot, bike or bus. Now out in the burbs of Aurora, getting to the bus stops is tough. Some places are no sidewalks, or that's where they plow the snow up on! Looking forward to more light rail. Never even heard of para- services before this survey. I bet most of my neighbors haven't either.
- Costs WAY too much money and I can't figure out how to get on the disabled transit.
- Couldn't get to work on weekends
- Currently i am not disabled so i have not utilized such services.
- Dash, service wonderful except sundays only runs once an hour. Rode dash everyday via free cu bus pass which was terminated upon retirement. Please work with cu in allowing retirees to keep bus pass.
- Dependent on family for transportation due to medical issues, blindness, and walker-wheelchair. Too dependent to try any thing else.
- Dia airport has become expensive for long term parking. I would like transportation to dia from my home at a resonable fare and reasonable distance from my home if i walk or drive to the pick up point. Door to door service in multiperson vans would be acceptable to me.
- Difficult to use light rail computers for service ands credit card [payment. Hard to read, no assistance at stations for ist time users
- Difficulty in arranging rides. Reduction snd elimination of services unjustifibly and for reasons i fail to comprehend by RTD. Excessive hold times and time spent managing transit needs as a TBI survivkr and disabled person this rediculous process becomes intollerable and extremely frustrating. Monitary losses suffered by transit issues from full fare cab rides to cancellation of fees at doctors offices for missed or cancelled appointments are just a few issues I deal with daily
- discounts that are available should be very clearly stated. Train on RTD was not.
- Do not need or use public transportation. I seldom go out. Others do shopping for me. Pd home help.
- Do not use.
- Don't use any public transportation at this time.
- Don't use yet...still driving my car age 66
- Don't know anything about what is available for my disabled child
- Easy to understand
- Enjoy taking the bus to and from work.
- Excellent experience with src-wonderful staff! But personal trips offered are very limited and only one per week is allowed, and they have to be scheduled under very strict guidelines, i.e. must schedule 2-3 days in advanc to be el. 9am and 2pm etc
- Finding trip to regional locations is limited for a person like me in a wheelchair. Lack of services has a negative impact on my quality of life.

- For access to retail businesses, when I cannot travel using public transportation, I simply don't go. Instead, I use internet shopping sites and have the products shipped directly to me. This reduces my shopping choices and reduces the tax revenue to the local government.
- for the most part i have been able to access what i need
- Fortunately i have a car but i have disabled friends that say the nearest bus stop is too far away.
- Frustrated
- GENERALLY GOOD, OFTEN NEED DIRECTIONS.
- Generally, rtd has provided decent reliable regional service and when i was more able bodied, i used it all the time. It is lacking, within the town of nederland. One can get more easily from ned. To boulder than one can travel to the post office or community center in town. Now that i am disabled it would be very helpful to have more frequent transit service.
- Generally, the public transportation system works well. The major problem is access to points north & south of the city of Denver, ie Castle Rock & Longmont.
- Getting my son to a doctor's appointment using Accessi Ride is a joke. It can take all day for a 30 minute appointment. The last time, we were on the bus for almost 3 hours getting home. I tried Accessi Cab and canceled after 3 hours of no show.
- Getting on the bus or light rail also exiting.
- Give up
- Glad to see 16L back in service. Problems include overcrowding in wheelchair designated seating on regular bus routes. I was held hostage on Access-A-Ride twice over an inappropriate rule regarding the yellow "safety straps" on the wheelchair lift - finally got settled with a letter from RTD's Larry Buter.
- Going to location and able to return home!
- Good
- Good
- Good - the bus drivers are courteous, polite, and caring; helps me get to and from my job; buses are in good condition; Bad - difficult to plan because buses often run late and the rides can be extremely long
- Good but connection of dash and ab at table mesa could be better, because the dash is often late.
- Good daily transportation to senior resource center. I would not be able to go without it.
- Good experience
- Good experiences. Missed appointments, meetings
- Good generally except weekend bus schedules in my immediate area that don't exist
- Good light rail trains are clean and fairly quiet. Bad, since the s.e. line opened, prices have got prohibitively expensive and schedules worse. I've been late for work which is not acceptable for my job. Sore back from long rides, and uncomfortable seats.
- had to leave my job since transportation was cut
- Have a car, drive myself. No limitations
- having access to accessible public transportation in Denver means everything to me as a non-driver and wheelchair user. We must have decent transportation statewide, get more people out of their cars, and have better interconnectivity with surrounding communities. We need to have transit as a main mode of community mobility, as long as it is seen as something only for

poor, disabled and elderly it will never work right. In areas where everyone uses transit it works best.

- Having to arrange for visiting disabled relatives to be able to use certain services in advance. It should just be available to them.
- I always seem to drive everywhere we need to go . Some of the bus drivers have been very rude to us when we ask them a question. They need to practice good customer service . We are fairly new bus travelers and have had two rude bus drivers. I travel with students and this is a poor example of how to treat people while on the job. The Bus driver in Evergreen in the morning is so nice and helpful on the 7:06 pickup!
- I am an able-bodied, middle aged person and have no problems driving and accessing public transportation.
- I am intellectually disabled and currently live in an assisted living facility. Since school has ended I spend most of my time at home in front of the TV. I have no one to take me to a job and no fixed route services in my area so no Access-a-Ride either. I am stuck.
- I am not able to access these without help.
- I am thankful for senior resources centers grocery bus every week and one personal trip allowed- i would of course like it better if i did not have to give a 3 day notice, maybe 2 day, sometimes things come up that cant be planned on 3 days earlier.
- I am very appreciative of what is provided. Given that I cannot drive due to brain surgery the public and subsidized transportation system was the primary reason for selecting to move to Boulder from Calif. upon being released from dedicated personal caretaker. Thank you.
- I can not visit my family in Boulder because there is too many changes needed to get there.
- I don't get out in community as much as I would like outside of work. Most trips require transfers, waiting & walking which usually results in an hour or more of travel. Too discouraging to plan a trip to Denver.
- I drive myself
- I drive to a park and ride and take the bus to work bldr-den. This has always been an optional arrangement.
- I feel desperate. I get upset because i cant make it to my job, appointments on time and i have to walk far.
- I find rtd routes, schedules good when i need to use them. I do have an eco pass.
- I had been taking access a ride bus transportation until the bus i was taking to franklin street medical building arrived 1 hour and 10 min. Past my appointment time.
- I have a hard time finding paratransit for my after school events. I attend Naropa University and suffer from severe major depressive disorder. Getting out and attending these events would help me feel part of the community more than I do currently. Not having this available makes my mental health worse, because I feel like a shut-in.
- I have been able to find a few accessible taxi drivers who are trustworthy but they have stopped driving due to problems with the system and communication between Access-a-Ride and dispatch. FO the most part drivers are nice, pleasant helpful on bus, access a rie and taxis, Recently I have noticed passangers are very angry and intimidating when asked to move. This is frightening for me.
- I have been stranded downtown late at night by myself which was very scary for me. I had to wait all night in the dark.

- I have been unable to go to doctor appointments to get medications filled, causing further health issues. I had to quit my job because I was unable to reliably and affordably get there and can't find work in areas I could feasibly get to.
- I have enjoyed using the free rides to concerts at Chautauqua and regular bus service to CU Boulder for events, both are places it is difficult to find parking
- I have followed through with some of my clients with disabilities and have been pleased with the follow through of changing streets and curbscuts to accommodate people with disabilities.
- I have had a difficult time even getting started to use transportation services because it's too expensive for me. I have a disability so I am unable to drive, but can't afford much transportation.
- I have had both, good and bad; by far the bad are specially due to poorly maintain and too narrow sidewalks, pilots not requesting other communities to vacate wheelchair placement areas and lack of services at late night hours. I work, and my work needs me to be in certain places at certain times; given the nature of my duties, it can be embarrassing, hurtful to others, dangerous if my wheelchair breaks or falls due to bad sidewalks or too narrow.
- I have had excellent experience with VIA Transportation. Very dependable and courteous and helpful.
- I have had many experiences with fixed route services. I find them to be slightly unreliable. This has resulted in being late for or missing an event, meeting, class or other obligation. I am disappointed in the cost of paratransit services. Often, since there is very limited service on weekends, I cannot engage in the social activities that I would like to. It also makes running errands on the weekends difficult, though due to weekday obligations, this is the only time to do them.
- I have no job and am on limited other income. But, I have daily transportation needs, and must make car payments, I cannot afford. I would prefer to have quick access to a bus and light rail by foot, but the routes are too time consuming and confusing to make the sacrifice of individual independence.
- I have not had any difficulty in obtaining public transportation when needed.
- I have not used the services as I still drive myself
- I have not yet seek the service. No experience.
- I have only used the service twice and am very satisfied with all phases of it.
- I have to ask other people to take me and pay them
- I have to wait for times that my helper can come and take me to certain stores and places.
- I have used Access-A-Ride and it won't take me to my sister's house, so it takes me to the grocery store. There is a two-hour window that I may arrive in, so my sister and her children have to wait that long for me, which is inconvenient. It also costs too much.
- I have used the metro bus service since 1955 in Denver, I had to stop using RTD in 2009 because of a situation that affects my legs and causes me to fall.
- I just don't go
- I just don't go many places. And I drive only around 3000 miles a year. Am grateful for the bus in Lafayette.
- I just moved back home here from Seattle. Seattle Metro buses and others have excellent communication with Deaf-Blind riders! I'm bringing my experiences here from Seattle. I'd love to join DRMAC!

- I like the reliability of public transportation, but when I need to wait outside in the shelter on windy/rainy/snowy days, I get sick. Having to transfer more than twice, especially for a medical appt or job interview, is unreliable because of connecting to the next bus/light rail, finding out where the stop is and getting there, makes it almost impossible.
- I live 4 miles from a light rail station at my Mom's house in Parker Colorado. I have no way to get to the light rail station unless I leave my house between 6 - 7 AM and can only return between 4 - 6 PM at night. There are no local bus routes in Parker at all. I have to walk a mile from my Mom's house to the park-n-ride to get the bus to the light rail.
- I live in a community with very good transportation options. 2 bus lines the arc bus m-f and the lightrail c-d line are 1 1/2 miles from my residence. I often walk to and from the station. Buses are on time.
- I live in Gilpin County, and attend Metro State University. I was diagnosed with epilepsy during last semester, and due to the lack of public transportation in my area, I had to drop my entire semester of classes. Not only was I unable to be reimbursed for these classes, I have to retake these classes and repay for them. If I had had public transportation options, this would not have happened. This semester,, my husband, three children and I wake up at 4am so that my husband can drive me down the canyon to the JeffCo W station, in order that they can back up to Gilpin and get to school and work.
- I live out north 144 and huron area, in a mobile home park and there are very few transportation services for senior, disabled, low income as myself. I have had good experiences with senior ride resource but they are limited to time and areas for everything!
- I love being able to use the bus to commute to work. The biggest problem is that the bus stop is not really handicapped accessible and requires unnecessary effort to get from the parking lot to the bus stop. The other issue is that not all bus drivers are friendly toward the handicapped people. I have seen drivers refuse to board a handicapped individual in a wheelchair, telling him to wait for the next bus, not asking able-bodied people sitting in the front seat to vacate the seat so that the handicapped individual must try to make it down the narrow aisle to a vacant seat on crutches. Very often, there is not enough attention paid to accommodating handicapped individuals.
- I love RTD's bus and lightrail system. I can get to some of the places I want to go, but there are certain places very near to me to which someone could very easily drive that I'm not able to get to by bus or train. Paratransit services would take half the day and much waiting to get to and from, so it's often just not worth the trouble for what could be a short trip. Sometimes very, very large parking lots are barriers to get from the bus to a given destination; I don't have family nearby, and I have few sighted friends who are willing to drive, if I'm out of their way, or if they're not going there already. I would love to know more about volunteer driver, ride share, or carpool systems, so that I could predict where people are going and when!
- I love the call and ride in louisville that will take me to the bus to the airport. My only problem is that if i try to get a 6am flight i cant access these services
- I need transportation with a lift to pick me up at my apartment since i am 91 and in an electric scooter
- I no longer work, once rode rtd to and from work, great service but not always able to leave car at home. In time i will need public and local transportation due to my advance age.
- I often travel with my young child and am always fearful of being stuck in the dark or inclement weather when routes are difficult to read or access, and the driver does not follow schedule.

- I pay for an EcoPass each month, bus drivers have been late/or no show and there is standing room only (which is uncomfortable and not safe). Also, bus drivers have been
- I phoned Access-A-Cab (?) for a ride to my grandchild's birthday. It was FOUR hours late, so I cancelled the trip. We need more accessible cabs that run when needed.
- I ride the dash frequently from my home. It has been a great experience, but runs too infrequently at night and on the weekends. We want to lower our carbon footprint as much as possible, and feel bad when we have to drive on, off hours.
- I still drive-but my parents don't use the public transportation because its not convient for them
- I take the dash bus to cu and downtown boulder, it's a wonderful service!
- I think that those Baby's Carriages should not be allowed-on buses. Only those hand carriages, which can be on your lap. Please give this some more consideration. Bus drivers are not showing any considerabout this matter although signs has been placed up above the buses and a big article appeared in the Denver Post by the Disability Association.
- I tried riding the trai once out of necessity and could not read the meter to pay. I got on train and prayed someone could come and ask for my ticket so I could pay them but no one did. I am afraid to ride again as I know I cannot read the meters.
- I use public transportation rarely as I still drive, however when that is no longer feasible, a good public system will be invaluable.
- I use the src bus almot exclusively. The only problem with this service is the amount of time required to make a reservation.(3-4 business days before trip) which prevents a person from making any kind of spontaneous trip. I do understand the requirement just wish it was shorter
- I use these services that i cannot get to by rtd mostly medical appointments. Src has provided excelent services, drivers are always pleasant and helpful
- I used a para transportation service when I was wheelchair bound for 3 months. It worked fairly well but I had sometimes long wait times and once my ride didn't come which was stressful since physical therapy was an important part of recovery. I now am able to drive myself so may not be the best sample for your data.
- I usually have a good experience with using these services HOWEVER the biggest problem is that most of the stops are out of walking distance from my house
- I want fast tracks, train service now.
- i work with special needs kids. i feel strongly that ready and low or not fares, depending on financial needs, be available for the disables - all - and seniors.
- I would like more daytime bus trips available out of lyons, and maybe a bus from pinewood springs to lyons and or estes parkk. I could get to the senior center and catch other buses.
- I would like to go to a free fitness program that would benefit my health, but I don't drive. To get there I have to transer on RTD bus routes and it takes a lot of time; also, waiting on the bus stops can be harmful in bad waeather. So I've had to quit going.
- I would love to hop a bus to grocery store but you can't carry it all on buses and bus drops off and picks up far away. Would love easy bus to ft. Collins.
- If I could not rely on family transportation I would be homebound and isolated.
- If i have a doctors appt. In the afternoon, i get stranded by access a cab. Twice, i have had to be taken home by a security officer or a staff person when their business closed because the cab had not come.
- If there is a lot of snow blocking the bus stop or side walk I can't use my power chair, and then can't go to work or school. Might be able t get a ride on accessaride

- I'm disabled. Public Transportation is extremely confusing to me! There is NO ONE to explain how it all works, what I would need to do to get from point A to point B, which transfers I would need to take, and if there is someone that can help me. Additionally, I cannot spend 2 hours traveling on a bus and taking transfers when it only takes me 30 minutes to drive to the other side of the state for my appointments.
- I'm leaving more about these services since i lost my car in the flood and don't intend to replace it.
- I'm on kidney dialysis 3 days a week and was using a transportation service 3 days a week, but, they cut me back to 2 times a week because of budget cuts.
- Improve paperwork to get the disabled ID and fare, quit focusing solely on routing onto trains, and make it clear that the seats in the front of the bus are for disabled and elderly. Sometimes I can't sit down there are so many baby carriages and people who simply think they are not going to vacate the seats. I have very limited vision and the bus is dark for about a minute after entering. I either hold up the bus to find a seat or almost fall on folks when someone won't move out of the reserved area without the bus driver speaking up (most do so, but some don't).
- In the flat towns in broomfield the only bus goes from denver to boulder. This is a huge inconvenience for me to get places i want to go.
- In the near past, i used via for transportation services, via was super, i enjoyed and appreciated their services.
- In the past i have driven to nederland, parked in the c-dot lot i used a transfer ticket, it \$6.00 to catch a sky ride bus to dia to catch a flight to n.y. or pa. Where 2 daughters live. Twice i missed the 10:10 pm bus from boulder to ned. And had to take a taxi.
- In the past, poor RTD driver training (Laidlaw) for disabled passengers. Better now
- Incorrect dispatching on access
- Information not adiquit, consistent, very unfriendly uncaring.
- Isolation! Isolation! isolation! Lack of Community involvement
- It can be scary and uncomfortable with my disabled daughter and unsanitary
- It has been good
- It has been very bad not to see my sister because of immobility to get to longmont from lafayette
- It is nice to be informed where i'm at as i am visually impaired.
- It is unsafe for my son to use public transportation. He is developmentaly disabled and is prone to exploitation. Access A Ride is very undependable
- It takes too long to get places. Also, there is not public transportation everywhere i need to go.
- it was very disappointing and in a few times, downright dangerous!
- I've had good experiences getting where I need to go.
- I've had good experiences taking the bus. Saving a lot of money on not having to buy as much gasoline.
- Lack of accessible weekend bus service has been a problem
- lack of availability and accessibility in my area which is "on demand shared ride" (call n ride). Since I lost Assess A Ride from my home, I have to get a CallNRide bus from my home to SWPlaza. Get the Access a ride Bus from SWPlaza to my appointment Return is the Access A Ride Bus to SWPlaza and hopefully catch Call NRide. Often Call N Ride fails to show or is not available for my time of needed ride. Plus the hassle of time and effort to coordindate this is absurd as a disabled patron

- Lack of parking downtown causes me to choose light-rail but it takes quite a while and, of course, only stops at fixed stations; transportation beyond the station to my destination adds time and cost. To destinations not along a route, I drive.
- Lack of snow removal to and from bus stops causes isolation for individuals who have mobility impairment. RTD will not service bus stops that they consider are a safety problem for their buses. This leaves the aged and disable riders without services. Additionally, RTD has eliminated or reduced route schedules during weekday evening hours and weekends, generally in the aged and disabled communities, leaving residents without transportation. Unable to participate in evening community meetings, entertainment, visiting friends, etc.. Accessing light rail is impossible for those who have mobility challenges and drivers do not or are unable to secure seating area for seniors or wheelchairs and many refuse to ask other riders if they are willing to give up that location. Issues between baby carriages, grocery carts and wheelchairs have become a problem on public transportation. Poor signage and lighting is an issue at light rail stations.
- Late bus, bad
- lengthy wait, especially in hostile weather; lengthy ride time; high fare except when compared with downtown parking fees and thus less appropriate for other routes
- less social interaction than i used to have.
- lifts don't work or driver doesn't know how to use. weather and sitting out in frigid air.
- Light rail access is a long way from parking lots and drop off points. Light rail trains and lots are not safe at night for women, and especially older and/or disabled women
- Limited access between firestone and Longmont
- Longmont has poor routes and times. This impedes employment opportunities.
- love the new stop announcements but some of the drivers turn it off or down too low to hear. Wish the buses ran round the clock.
- Main issue is that getting from boulder county to meetings in metro denver often takes far too long
- Mainly i have had good experiences. Bus drivers are friendly and helpful. However, a couple of routes i would like to use more (104 and 72) do not run late enough on weekdays
- Missed Dr. appointments and unable to pickup prescriptions.
- Mixed bag. Some buses are more accessible than others.
- Most of the time it has been good. However, I have seen families with strollers race to beat me up the ramp to the light rail and take all the wheelchair securement areas, leaving me and my chair to rattle around in the door area. The same families have been known to point and laugh as well. I have been harrassed on a regular bus by a drunk "impressed" with the way I handle my power chair, tho the driver did eventually threaten to remove him from the bus. I have had people stampede onto the bus as I attempt to debark, keeping me from getting off the bus and being quite rude. That also set off a panic attack. Many of us with physical disabilities also have PTSD and other mental issues and have a hard time standing up for ourselves when there is no other support. Due to bad weather and no bus near me on weekends, I have missed events I would like to attend. Badly cleared sidewalks have also caused me issues, as have sidewalks too narrow for my chair on busy streets.or, cobbled and broken sidewalks that hurt to use. A break in the sidewalk on Colfax broke my chair's footplate and caused injury.
- Moved to Boulder County 01/2013; Got Full privileges Paratransit ridership thru RTD from 2005-6/2013; Upon Recert given ridership on paratransit buses only from Dusk-to-Dawn causing me to quit weekend volunteering and church attendance and volunteer meetings during

weekdays requiring more than 2 transfers; cancelling of appointments during days when health doesn't allow to use fixed routes; restricting shopping other than within 2-3 block locality; Appeal Board suggested I move back the Denver because unable to get cabs into Lafayette; Have only Medicare (no Medicaid) & alternate sources limited; Via bus svc. is overused & has limited accessibility even with scheduling 7 days in advance.

- My daughter is in a wheelchair, bus drivers usually seem annoyed to have to deal with a developmentally delayed person in a chair.
- My disabled son can't get home late at night after visiting friends because there are no buses running, especially weekends.
- My experience with senior resource center rides has been excellent.
- My experiences with VIA have been excellent. I would be almost house-bound without VIA.
- My sister and brother in law used their eco pass and i accompanied them on a rtd trip from nederland to dia. It was great!
- Nearest bus stop is not within walking distance of my residence. Closest route (#12, formerly #7) does not go to Colfax and Broadway, necessitating a transfer to the dreaded #15.
- Need longer hours and weekends, early morning and later at night.
- Never had a problem
- no comment
- no discounts for me to make my access-a-rides to church. o pay full fares.
- No experience.
- No issues
- no light rail to the north!! unable to get to events in Denver if needed because of limited transportation.
- No problem
- No problems
- No problems; I don't take public transportation. But recently I tried to take the train to the south side of the city, and did all the research online to do so. When I got to where the station was supposed to be to board (near the Pepsi center), the signage was non-existent and I couldn't figure out how to buy a ticket and board and where the parking was. I thought it must've been a new station. It was frustrating and I wasted a lot of time, after which I ended up driving after all and not taking the train.
- No recreation all rides for food or doctors transportation is my biggest problem causing much difficulty and stress
- No senior accomodating, print too small on schedules, calling out stops not loud enough, when can't get somewhere(isolated)
- None at this time, i just call my daughter if she was not here, i would not do as much.
- not available in my neighborhood. frustrated
- Not being able to get places (due to route cuts from the W line) disallows me to meet with certain clients in nursing facilities, and disallows me from taking on new clients in certain areas due to a lack of ability to get to the facilities because of a lack of bus routes combined with a lack of bicycle lanes on the roads to get from the nearest transit stop to the facilities.
- not being able to get to places I want to go has curtailed my social and religious as well as volunteer activities.
- Not finding info on if a bus is coming early or late. And if the bus is out of service and how long I need to wait.

- Not having a bus on Sunday I can't go and do the stuff I need and when the bus starts running every hour there are too many people waiting and a lot of times you have to stand
- My business cannot grow
- Occasional whacko person talking loud, yelling, making crude comments, scaring everybody.
- On numerous occasions I have requested First Transit transportation and it has been continuously poor service. Rides may not show up on time causing for missed appointments, the rules about minors riding is not helpful and unsafe but the need for minors to be transported is still there. Often times there is a feeling of unsafety due to the incompetence of the drivers.
- On several occasions, I have been displeased with a bus driven and twice, recently, felt strongly that the bus was being driven recklessly and even dangerously. (He almost ran into a person departing the bus & attempting to remove their bicycle from the rack on the front of the bus!) Though I have asked for a reply after action was taken in several cases, I have NEVER received a call back from the RTD.
- Once light rail is in my neighborhood, it will make it much more viable of an option for me. Otherwise, taking the buses (when they run) is not a convenience
- On-demand services are not easy to use, not convenient, the people are grouchy, not reliable, and you have to be ready HOURS before your appt, and have to wait too long. Not worth it.
- One person complained about getting to work late so they changed the bus schedule, but then my connection time only had 1 minute, which is impossible. The bus driver waits for me, which is nice. Thank you
- Paratransit rides are often late. I have missed important doctor appointments.
- Parking not always available, end up driving
- Pay for gas
- Personally it has been very hard on me the time I have been left out because of my transportation.
- Plows like to put snow in handicap parking spaces and bus stops. Prevents people in wheelchairs from having access.
- Polite drivers on RTD when I go there
- Poor available routes to my neighborhood. Specifically light rail. Must pay for car, gas, parking etc.
- Problem with people using baby carriages or shopping bags blocking my chair
- Public trans is so minimum you can't use it for anything. Light rail overcrowded, one bus in my comm with no parking, terrible bus stops in the winter. We are 30 years behind
- Public transportation has been a good experience, but is always more inconvenient than driving myself due to cost and taking about twice the amount of time or more to travel to the destination. It also typically requires multiple types of transportation, i.e.: biking to the light rail station.
- Reasonably good experiences
- Routes have been discontinued and the frequency of bus runs has greatly decreased. I often cannot get to or from my place of employment without my family picking me up. I often have to wait for a long time to be picked up because of their work schedule.
- RTD Denver and airport very good. Market St. Station is close to most places I want to go with 16th St shuttle.
- Seeking an alternative to bus routes to get to work and medical appointments
- Service is infrequent diagonal Hwy 119 connections are inconvenient within Boulder, takes 2-3 x as long via bus vs auto to cross busy highway to access stop. Long walk from home to stop

- Service is very good!
- Services has been great. If no service i could not get to dialysis.
- snow- some times it takes h-o-u-r-s for a 20 minute DAILY ride on access a ride.....almost hope less...
- SO far all attempts at transit access have been guided by family and paid staff - so there have been no real failures
- So far I am very happy with the transportation services in and around Denver. As I age, I will probably like to know more about and have other services available. At this time I am usually able to go where and when I want to go somewhere. Thank you.
- So far it's not an issue. Love light rail for going downtown, would like expanded evening hours for the line to Lincoln.
- So far so good!
- Some day i will be relying more on public transportation, am not enjoying driving to denver as much.
- sometimes the bus drivers do not pronouce names of streets clearly. Sometimes they are in a hurry and don't stop long enough for me to get off the bus.
- soy afortunado porque la mayoria del tiempo he llegado en tiempo uswando el autobus
- Stay home from activities i'd like to attend because i'm not sure how to get there.
- Taxi service in suburbs is not dependable, limites, very over priced.
- Taxi service is "accessible" in name only. Even the Access-a-cab operators warn against requesting wheelchair accessible taxis and say the wait could be 2.5 hours or longer. That isn't a solution for able-bodied people, so why is it reasonable for someone in a wheelchair? Also, bus drivers sometimes pretend not to see disabled passengers so they don't have to pick them up.
- The airport bus is usually on schedule both ways
- The bus stop at 11th and Broadway in Denver at Arby's does not have snow removed. I cannot access the ARC of Arapahoe on Racine for scheduled meetings. Crosswalks I need to use to access a bus stop are not cleared, blocked with ice and snow so I cannot reach bus stops.
- The bus stop on lookout road by the bridge and medical center is not well lit. Excel maintains the street lights and refuses to leave it on permanently at night
- The busses don't run on weekends. So I can't get groceries. The regional busses run, but not the locals. The signs and info for rtd changes like ones due to construction are posted in print, I can't read them. I've had a few bad access-a-ride drivers. My fiance routinely gets stuck when the elevator doesn't work at the Broomfield park-and-ride. She also gets stuck when the new busses have lifts that don't work or seats that don't move for her wheelchair. And also, get people with strollers to stop putting them where wheelchairs are supposed to go.
- The closest bus stop to my home is over 1/2 mile away. In bad weather I depend on family for transportation. Even though I have a drivers license I do not have a running vehicle and the cars of members of my family are not available.
- The cost is much too high without subsidy given the rates and inconvenient schedule it does not make sense for me to use.
- THE DRIVER ASSURED ME MY BUS WAS GOING ALL THE WAY FROM DENVER TO BOULDER WITH NO BUS CHANGE REQUIRED. I'M LEGALLY BLIND,USE A CANE,HAVE A SERIOUS CARDIAC PROBLEM AND OTHER WEAKENING HEALTH PROBLEMS.HE PUT US ALL OFF THE BUS IN WESTMINSTER AND KEPT WALKING AWAY WHEN I ASKED HIM IF I HAD TO CHANGE BUSES AFTER ALL. I

REMAINED AT THE STOP, IN THE DARK UNTIL A WOMAN WALKING BY SAID I HAD TO WALK TO A DIFFERENT STOP OR I'D BE STRANDED ALL NIGHT. IT WAS IN THE LOW 30 DEGREES. I FOLLOWED HER DIRECTIONS AND FOUND MYSELF STANDING ON THE VERY EDGE OF A MAJOR HIGHWAY IN THE DARK WITH CARS GOING BY SO CLOSE SOME BEEPED THEIR HORNS. A POLICE OFFICER SAID I COULDN'T WAIT THERE EVEN THOUGH IT WAS WHERE THE BUS SIGN IS, THAT SOMEONE WAS HIT BY A CAR THERE. I HAD TO STEP DOWN INTO A WATER FILLED DITCH. ICY WATER WENT HALF WAY UP MY SHOES. ONE HOUR AFTER EXITTING THE FIRST BUS A 2ND. BUS CAME. HE SAID HE SAW NO REASON TO PULL INTO THE MUCH SAFER U SHAPED PULL IN WITH SEATS AND WIND AND RAIN COVER THE 1ST. BUS HAD PUT US OFF AT. I SHOWED HIM MY SOAKED SHOES AND INDICATED I WAS BARELY ABLE TO CLIMB OUT OF THE SLIPPERY MUDDY DITCH WITHOUT FALLING INTO IT. I FOLLOWED HIS SUGGESTION TO WRITE A COMPLAINT TO RTD AND WAS LATER TOLD BY A DRIVER THEY REALLY DIDN'T APPRECIATE RIDERS WHO COMPLAIN AT ALL. I ACTUALLY FELT INTIMIDATED. IN SPITE OF A NON-DISABLED RIDERS LETTER IN OUR BOULDER NEWSPAPER, ANOTHER DISABLED RIDER WAS ALSO MADE TO WALK INTO AND STAND IN THE FLOODED DITCH FOR AN HOUR. THAT DARK AND SUNKEN PLACE IS A PERFECT PLACE FOR A CRIME, AN EXTREMELY DANGEROUS STOP R.

- The island for denver-boulder at dia rtd is often exposed to the weather in winter with limited shelter against cold winds
- The light rail stops running certain trains after 10:00 PM and this makes it difficult for me to schedule trips to downtown Denver and to some sporting events.
- The prearranged transportation does not come on time and I missed medical appointments
- There are not enough buses available to service the elderly, disabled & non-driving riders. the bus stops are too far from homes to walk. Needs to be more user friendly especially on-line services. Major problem is times available for all. It seems like the call n ride is used most for kids and workers and there is not anything left over for those of us who need rides to go to doctor appts, grocery shopping and running errands. This is not fair to those of us that are retired or on disability. The access a ride prices should be reduced since all the people using them are disabled. Income should not be a factor because being disabled medical costs are sooo much higher so they deserve a little help with costs not just based on income. There should be adequate space between roads and bus stops and all should have benches for the older adults that use them. One of the stops on 120 th going east near Arc is so close to the highway that it is extremely dangerous to riders. There is high grass and needs to be maintained properly because there is no where to stand and the bench is almost in the street. Again extremely dangerous to riders.
- There is no paratransit service in the area I live which is one mile north of 144th on Sheridan Parkway in Broomfield. Because of that I must rely on my mother and stepfather to provide transportation to work, medical appointments and recreational activities.
- There is no public transit within at least 15 miles of where i live. There was an transit bus once a week but was useless to me. If i have to go out at night or to denver i get friends to drive me or stay at home.
- There is no transportation accessible to me where I live. I have been told, when I call you, that I must live with-in 1/4 mile of a bus stop to use call-a-ride. As I age, these issues double and triple as there is nothing available up here (Nederland- off Magnolia and Pine Glade

- There needs to be cheaper fares for access-a-ride. \$4.50 EACH WAY is way to expensive for people who have very limited income because they are elderly, and ESPECIALLY if the are disabled!!!!
- This survey is being completed for my son, 13, who has Aspergers Syndrome. He doesn't have adequate transportation to his middle school. The bus route is too far for him to walk safely and involves street crossings. It is not safe for him. I work, so getting him to school is a problem.
- To get bus into boulder from niwot, have to cross diagonal hwy. Kind of scary and can take a long time, want for light to change.
- too afraid to ride bus alone
- Too expensive for what you get
- Tranfer connections are often missed. For example, I pick up the 28 or 28B to downtown and while the bus sits at Stout and 17th the D line passes right on by which means another ten minute wait for me. There isn't enough time allocated for the 28 to get downtown from the West side. Another minute or two would make a big difference.
- Transit takes far too long compared to my car.
- Transportaion is not reliable and requires extensive waiting times, which are difficult for elderly and disable people. Access-a-Ride also is too expensive for low income elderly and disabled people.
- transportation is easy to understand for me, i haven't had problems.
- Trying to figure out how to go from bus to train. Paying two fares is too expensive. Santa fe has a \$1 per day fare for seniors. We go there and use it. San diego has 1/2 month fares.
- Unable to accommodate
- Unable to attend
- Unable to use services because I don't know how and I can't take the chance that I'll get lost or stranded.
- unpredictable travel time of Access a Ride; some drivers are very good about explaining, others are not; sometimes bus has not shown up; the Access-a-Ride routes are not logical, or cost effective sometimes. These issues cause me a great deal of anxiety. When bus is running late or doesn't show up, care providers have to make arrangements to get me to my destination on time.
- Use midtown express to highpointe center for program 3 times a week pick and return times very but t/30 min. Walk to work at countyline and holly which is ok except when when weather is bad.
- very disapointed and sometimes mad- cost to much for long cab ride
- Via has been great- there is just not enough hours and rides that can be provided
- VIA picks me up at my house, takes me where I need to go and brings me back home - PERFECT.
- VIA-FANTASTIC,YELLOW CAB=AWFUL, METRO TAXI=AWFUL,
- visiting family
- wait times for call in rides is not reliable and then when they pick me up it is either too soon or way too late. also, some drivers are very grumpy and won't wait 5 minutes. like when i was working and the driver showed up too early
- We find the availability and accessibility of bus and light rail in our neighborhood to be very satisfactory
- we have not been able to use any transportation services, without my personal assistant to drive, I would be homebound

- We have to transport our son to his volunteer jobs 4 days a week and have checked into rides if we were not available but we seem to be outside everyone's range where we live. If we are unavailable for any reason to take him to work, he has to just stay home and it is important for his well being to get out of the house on a regular basis.
- We have used Access-A-Ride. The wait time is so unpredictable! Can't plan on this as your only mode of transportation. We do not have a bus route in Ken Caryl Valley that is useful. I am a disabled rider that is trying to find a job. There is no bus route from my home that I could use to get to a job. Access-A-Ride will not come to my house for a pick-up because there is no bus route in my neighborhood. I have no other alternatives.
- We have wonderful accessibility in our neighborhood.
- When I cannot get to where I need to go, I cannot go there and I feel very left out and sad.
- when riding in the back of access a ride, the bus tends to make me sick because of sudden stops and turns. this is a problem for a tbi patient
- when utilizing public transportation experiences have been.

Question 14: What more would you like to tell us about the transportation issues or problems in your community, or suggestions for improving transportation services for older adults and people with disabilities?

- \$9.00 round trip for persons on SS and disability is hard to come by so it stops many of us from using Access a ride and we are forced to stay at home more often, and the 1/2 hr window when being picked up can be a problem if there is not a phone available I know of times I was stuck waiting after places were closed my ride was late BUT i had no way to call it can be difficult and even scary especially if there are no people or stores in sight and do not have a cell phone Wish they could change this some how
- A circulator bus for unincorporated Adams county, such as the one Thornton has, would be nice.
- A light rail to university hospital from boulder or longmont would be very helpful!
- A local bus and local fares would be nice so i could go for a mile to 2 miles.
- Access a Ride is a great service. Very responsive to my needs and questions.
- Access a ride should never be cancelled for any deserving and qualified patron. as mine was from my home address. it is absurd to think a brain injured or otherwise disabled or the elderly patron should wait in unattended or unsecure locations with all types of connections or carrying stuff. you should be ashamed of yourselves for that.
- Access a ride sometimes runs late. Been told some of my friends have been left way past time after dark.
- Access a ride when needed has to big of time window for pick up that we don't find it as a good choice.
- Access-A-Ride is often very late. Routes/times available are very limited (only early morning and late afternoon). Please make access a ride independent from fixed route schedule and available all day.
- Access-a-Ride needs to cost less. Thank you
- Access-a-ride will not provide transportation to church, dinner or party. Only work & doctor.
- Access-a-ride would be a nice option for me but I live more than a mile from the one bus stop in our area yet every morning I see an access-a-ride van at the corner grocery store where my

mom could easily drive me to meet it. However, RTD would not negotiate this transportation need because it is not a bus stop.

- Accessibility - increase signage of handicapped or elderly seating - frustrating when these seats are taken by able-bodied persons
- Again, ensure that areas reserved for disabled and elderly passengers are used for them. I understand people with baby carriages want to travel, but I can't see and they can so the need to move out of the way must be made by the folks able to make it, and drivers need to be more aware of that.
- All the buses that run should be wheelchair accessible. Old buses or low passenger areas shouldn't be an excuse.
- Allow bus that drives by to pickup people and drop off on route to main-bigger stop
- allow reservations to be made for 4 days at a time
- already been indicated in survey
- Also expand the times. Many routes do not run late enough which causes problems for me
- An elderly friend could not get up the bus step if the bus did not come to the curb
- Arvada has generally good options close to commuter rail (2016) and day time buses (100,52,etc.) but could use a circulator bus to areas not currently served like Carr Street north of Ralston, Simms and Indiana, during daytime hours.
- As above. To finish the above question. The personal impacts on me of not being able to access the places i want-need to go have been either staying overnight at a nearby hotel-hard to afford on a fixed income, or going without many activities which increases my isolation.
- As I stated the last page transportation issues may very well force me from my home as I age. I'll not be able to rely on myself, family or neighbors to meet my needs.
- as simple as it may sound to just get a ride , while handicapped it can be a logisitacal nightmare! overwhelming at times!
- as technology is implemented please make sure that it is fully accessible before it is rolled out. An example is RTD's smart card, even though discussions have taken place on inaccessibilitiy and how to improve the system, RTD has refused to make the needed changes make the technology unusuable to the blind and low vision communtiy. Making focus groups available with known stakeholders can eliminate these issues and make it more user friendly for all
- At a minimum, trips to doctors' offices are particularly inconvenient, especially for patients on the west/south/north ends of Denver trying to get to the new CU Health Sciences facility - light rail extension would be a tremendous help.
- At present i use only private auto so i am not really involved
- Be more patient -- staff should be better trained in the issues disabled people face. Also, more convenience.
- Be on time. I am at your mercy and can't make plans to meet others etc if you mess that up. I need help wherever I go and transportation is only a part of that, but importasnt in scheduling my help at all times of the day. If you are late, I need to pay for that extra time for assistance wherever I am stuck. It also means I miss out on my plans if I can't get there. I depend on you so much.
- Better accommodations
- Better designs for tie-downs on public buses find around self-service so that the rider themselves can tiedown their own wheelchair as they see fit.

- Better routing for Access-a-Ride. They frequently go past my drop off by one block but have to go pick up someone a mile away, first. !! Huh?
- bring back taxi, or shuttle
- Bus drivers implying wheelchair or disabled users are a problem or a pain, and that we will take up room or make the bus late are unhelpful and encourage rude and resentful behavior from passengers. I am beginning to wonder if strollers should be banned from busses; other disabled folk will work with each other to fit but people with strollers seem to think that they have more right to the wheelchair spaces than the wheelchairs, which is against the law.
- Bus stop is too far to get to with my walker or cane.
- Bus stops are too far away. I can't walk the distance.
- Busdrivers have given me and other passengers terrible problems. They don't help disabled people. Sometimes they don't even pick us up. It is terrible.
- Buses should run on weekends, too. If you work 5 days a week, Mon-Fri, and get off at 5:30pm, there's no opportunity to go to the store for groceries, medication, anything. And almost all of the Call-n-Rides don't run on the weekends neither. I am in a power wheelchair so I can't get a ride from a friend or family member. I NEED public transportation.
- call n ride service may be resumed in superior area
- Change the notices that "ask" people to give up priority seating to make it mandatory and reference Federal statutes. Also train drivers to get involved if passengers become threatening or aggressive. I like the new campaign to promote folding strollers and give more information but it should not be a request which implies choice it should be a statement of the law with information about the fines imposed and drivers willing to back that up. 90% of the time drivers make sure we board first and ask passengers to move and things go well, sometimes I have been frightened by the reactions of people asked to vacate wheelchair seating.
- Colorado highways have MASSIVE traffic problems. It should not take over an hour to travel 20 miles on the highway. I consider moving out of Colorado solely based on the traffic problems. We need better (meaning more lanes) highways and more options for the light rail.
- Complaints we hear about access-a-ride focus on inflexibility of service . 6 min to get into vehicle even if they took over an hour to arrive after scheduled time. No shows, poor communication, no sensitivity to tbi issues
- concentrate on the last mile, assess, walkability, mixed mode, tricycles parking and security
- cost and AAR should book for 4 days at a time. cuts down on their time and mine
- Cut back on non-medical transportation to enable full services to those of us with medical appts.
- Daily transportation to and from the senior resource center is critical it has been taken care of in the past and need to continue
- Deaf-Blind Awareness!
- discount prices for seniors
- Do not use.
- Drivers have been pleasant and respectful
- Drivers more sensitive, perhaps volunteer to assist?
- drivers not adhering to schedules (too early)
- Due to a disability in 1986, I began using public transportation. When the light rail system began, many of the neighborhood routes i relied on to gain access to other more major routes or transfer stations were eliminated or moved to major streets,i.e. #5 to the #52. The fares have

also increase dramatically. There is no longer a discounted fare for the elderly and disabled during peak hours/

- Each bus stop should have a bench, large trashcan and some sort of weather protection enclosure.
- Each trip is \$9 which is very expensive for someone who doesn't work. Evening activities are restricted due to service hours. Being on time to appointments is also challenging due to the nature of the scheduling. Overall, they do an amazing job.
- either there is none or services the qualifying process is too difficult, too expensive
- enforce laws
- Everything decent is targeted to non-disabled people.
- Expand availability of regular bus service and paratransit service north of 136th and 144th in Broomfield. There has been tremendous residential development in that area and many of the residents are senior citizens and/or disabled.
- Expand Call-n-Ride (Louisville) to include weekend hours.
- Expand VIA rides
- Expensive. I have a disability, and receive SSDI, but don't have other income. I can't afford to use public transportation much.
- Extend the 17 to the Human Services and Laramie Building in Jeffco instead of dropping people off at the Red Rocks Light Rail Station
- First Transit is very frustrating to use and is often unreliable (e.g. the ride does not show up). The hold time on the phone is often 30 minutes.
- For bus drivers to be patient and helpful to slower people.
- For more people to keep the front seats on buses for the elderly and handicap
- For people with disabilities it is taking longer for people to get where they need to go it isn't along the light rail
- Friendly, helpful, reliable, help and information don't give me computer to talk to over the phone. I need a human.
- Full compliance with the ADA is imperative. Relatively small issues cause huge barriers. Snow removal and assuring that the wheelchair seats are reserved for people who actually use wheelchairs must be part of ongoing compliance monitoring. Disability rights organizations should not have to be constantly enforcing these provisions almost a quarter of a century after the ADA was signed. Moreover, we need better coordination and increased service from OTRB companies such as Greyhound and Amtrak and development of transit districts in other parts of the state.
- Funding from federal to local services are main problem.
- Getting from SE Metro (Parker) area to monthly medical appointments at Univ of CO campus (Colfax).
- Getting to a bus stop is dangerous when pavement is broken and cumbles. Waiting 4 hours for access a cab is debilitating to ones health. Stringent hours and high costs \$25 a trip is impossible for most elderly. Signs at light rail cant be read by visual impaired
- greater information about transportation facilities in regional news papers. Easy use of website.
- Green Valley Ranch had a door to door call n ride service when I moved here, so I could get anywhere in the area as I needed. They have since gone to a fixed route services that is so horrible that it takes an hour to go two miles because of the way routes are arranged and

designed. There needs to be a local call n ride services for those who can't easily use the fixed routes.

- Have buses that run at least until 1 am for people who work night shifts or visit friends at night.
- haven't encountered any
- Having better shelter at bus stops so as not to freeze in water or roast in summer when waiting for the transportation
- Having more on-demand options that do not require considerable pre-planning like accessible taxis is a great idea. I want to see more of them to where I can call and have one available to the same degree that anyone not in a wheel chair can.
- Having someone give a presentation and answer questions would be a terrific idea!! Where I live is a Senior community and for the Disabled. I know for a fact, they would all be interested to learn what exactly is available in our local area, and surrounding communities for their Doctor's appointments. MOST of them don't drive.
- Higher gas prices, would drive me to public transportation
- Hours for obtaininh servie could be lengthed and det weekly appintmetns could be added to the servcid I now use.
- i
- I am a brain injury survivor and my vision varies throughout the day as well as my balance. I use a walker but I cannot handle jolting and I need help to get my walker and me into a raised vehicle or train.
- i am a person with a DISABLILTIE and i LOVE TO SEE TRABPORTATION IN THE TONW OF IDAHO SPINGS COLORADO
- I am filling this out on behalf of my 20 year old daughter. The process to get access a ride approved seems simply ridiculous! The paperwork and appointment needed to see that she can or cannot take a regular bus-- crazy! She is cognitiviely capapble but has a seizure disorder and cannot be left alone to walk a block or two and wait for a bus-- ff she were to have a seizure it could be life threatening.
- I am getting older and developing a visual disability, so I am concerned about safe and easily accessible bus and light rail stops. In the winter, with ice and snow to deal with, occasionally there are problems getting to and on the public transportation. However, I do think the transportation peopld are trying to do a good job. Occasionally there is a driver who is unpleasant, but most of the time they are helpful. The new voice and signs that tell all the stops and which bus is which, are very helpful. Thank you.e
- I am not disabled but i don't like to drive at night on long distances. Or dia from longmont. A light rail system from longmont/niwot area to dia would be most welcombed by healthy and disabled persons.
- I am signed up to do testing for the Assist-a-Ride service. Will know more after that occurs.
- I am the transportation coordinator where I work. I serve folks with Developmental Disabilities, and the service boundary area is an issue for some of our folks. They need paratransit and fixed route service, but the boundaries seem to be an issue with a lot of people these days
- I bought my house in part because of access to light rail, also a condo! Now i don't use the light rail because of cost and lengthy time of rides and waiting. Big disappointment.
- I cannot access public transportation in the area where I live and para transit is not offered. My major complaint however is the few times I have tried to ride light rail I had to wait for several

trains because I could not board due to lack of room for my wheelchair. The handicapped space was occupied by babies in strollers. I believe you may be addressing this issue and wish to offer my encouragement. I have also noticed the RTD bus drivers always stop across the curb cuts at Coors field for Rockies games effectively preventing wheelchair access from the parking lot. I would appreciate your response. Thank You.

- I do ride the light rail downtown to Colfax from County Line because i have to go to University Hospital to see an endocrinologist and a neurologist. I have a problem when I get to Colfax because the transportation downtown is NOT reliable and I am scared to death to ride the bus all the way out Colfax to Univ. Hospital. There has got to be a better way!
- I don't have issues.
- I don't know. I live with my 86 yr old father and drive him around as needed and do his errands for him. So far we are reasonably independent. He uses a walker and has trouble processing information, especially about time.
- I dont agree with the paratransit 3/4 mile limit While still paying taxes for Access-A-Ride
- I either call yellow cab taxi or walk if te 228 bus came here it would be amazing.
- I found the senior resource center that provides door to door transportation and has a lift for my power chair.
- I go to a hospital for chemo therapy but the last bus comes home too early so i cant use it. Also need rides to church on sat. At 4:00
- I have a speech disability so talking on the phone is hard for me but I can't always find the information on the internet. It would be good if I could talk to someone in person.
- I have an AB pass and when not at my usual Light Rail stop have trouble determining my upgrade fare. Usually I call RTD or just guess.
- I live in Boulder and it is very hard to get around. We need more bus services to more routes. I am volunteering at ManorCare and I cannot take the bus to get to my work. I live close to Manhattan and Baseline and there are hardly any buses on the weekend that cover this location.
- I live right near the Englewood Lightrail station in Englewood. I'd love to be able to safely and conveniently get over to the Costco, Target, Chick-Fil-A, and other places of business right across Hampden and Santa Fe by a fixed-route system, particularly on the weekends. Right now, I just don't go over there at all. In other travel dilemmas, in addition to humongus parking lots near malls and things, round-about are becoming an ever-increasing problem for pedestrians, between a fixed bus stop and various destinations. Rural transportation, and transit between smaller cities around the state are particular problems; I was affected by this when I lived up in Greeley several years ago. Thank you so much for the opportunity to explain my current joys and struggles with transportation!
- I need alternative transportation if I am to ever hold a job - the transportation has to be scheduled and reliable.
- I think the cost and the poor state of bus stops is an issues - such as benches
- I think the fairs for services like access-a-ride are too expensive for what you get. Cost is \$20.00 for ten tickets. Also, I don't understand why access-a-ride needs to be compairable to bus stops as it is a door to door service. I have a friend who can't go see her family anymore on the weekends because of this.
- I use rtd and have no problems with that
- I want fast tracks train service like we paid taxes for. Not more buses or more lanes.
- I wish there was a commuter/connection from my neighborhood to light rail

- I would be happy to pay for a service that was more reliable than a cab, such as a car service, but I haven't been able to find anything that was reasonably priced. Although it is not legal, cabs often do not want to take service dogs. I have been stranded and therefore don't feel comfortable relying on cabs.
- I would like to be able to go to any place I wanted to with the ease experienced by my sighted friends and family.
- I would like to be able to have Acces-A-Ride come pick me up at my home between the hours of 9:00 am till 9:00 pm instead of just being able to get picked up at my home the same hours as the normal bus route that runs within 3/4 mile from my home.
- I would like to see "greener" sources of energy for busses and light rail. Not coal generated electricity, natural gas and solar would be an improvement. More inter-regional public transportation.
- I would like to see more areas times and reasons for transport and available to low income, older, disabled adults.
- I would like to see RTD extend the pickup boundary by at least 1/2 of a mile, to include my home.
- I would like to use public transportation more often but in some cases when considering the fare and time it is cheaper to drive!
- I would love to see a neighborhood shuttle to allow seniors, the disabled and others get to our local businesses/ restaurants more easily.
- I would love to see educational opportunities to train people with disabilities not only how to ride transit, but what to do if a train is late, or they miss their bus, or take the wrong bus - and knowing that transit staff is trained to help when such mistakes are made
- I'd like to see via expanded
- If I can no longer walk 20-30 min. To bus stop I wonder if an occasional bus on Linden in Boulder might be nice.
- It would help if the 79 ran passed 8 pm and at least on Saturdays all day.
- I'm a low-income "senior" and the \$1.10 price is affordable. I like taking the bus because: (1) you meet interesting people; (2) I don't have to pay for parking \$5-10 a day to longer meetings.
- I'm a newcomer to the area....little experience to share. cab
- I'm fortunate to have help from a home caregiver. I'm physically unable to use public transportation
- I'm going to say it. For those of us living on SSI and the like, free transportation is the best transportation. I realize that running vehicles/buses etc costs money. However, it is my belief that those who are in the upper income brackets ought to be footing the bill for those of us who simply cannot, due to a severe lack of funds.
- Improve scheduling for transfer connections between light rail and regular routes. Possibility of accessible shuttle services for older adults and people with disabilities to access light rail. Not Call-in rides which have proved not to always be dependable. In Denver, Public Works pile the snow on sidewalks, curb ramps and intersections, which makes it impossible to access bus stops or cross the streets. Exiting a bus becomes a problem when there is a pile of snow or even when the "landing" area once the ramp or lift is lowered is in dirt, gravel, wet grass or other obstructive elements. Cracked sidewalks, no sidewalks and short width of sidewalks or no curb cuts from corner to corner. makes it hard for wheelchairs, or some walkers. Wheelchair users have to access the street along Sheridan Blvd, 10th Ave., and some parts of Federal Blvd.

- Improvement in the marking and location of stops. Clarification on where a bus will stop (at the shelter, or at the pole, or elsewhere. Modifying existing stops so that the shelter and the sign are in the same place so blind riders don't have to guess. Having the route announcements on lightrail made upon the opening of the doors or arrival of the train for lightrail. Having the announcements of routes for buses to be upon the opening of the door. Often the driver says the route before the ASA system does. Education of the drivers that the announced stop names by the ASA are the official stop names in the schedules, databases, and routing applications.
- In my neighborhood the new bus stop is over a half a mile away... A short bus ride is very expensive!
- Individuals with developmental disabilities feel trapped and panicked when they are on a bus for hours with no ability to ask why or when they will reach their destination. They have reported feeling scared and have stated "I didn't think I would ever see you again because I was on the bus so long".
- Insufficient parking near light-rail stations and occasional, unpredictable schedule disruptions affect everyone; poor physical access, such as irregular or no sidewalks limit those with mobility problems.
- It would be helpful to newcomers especially to put information about these services in retirement complexes-communities
- It's extremely difficult to travel long trips with no bathroom facilities available in most places, or they are locked. For some disabilities, this ends mass transit right there.
- Just make sure that routes aren't cut anymore and the time needs to be better.
- KEEP WORKING ON THE ISSUES FOR THESE PEOPLE.
- lack of access a ride routes
- Lack of bike routes across Centennial.
- lack of funds
- Lafayette, CO has a growing elderly community with addition of 2 senior apt communities in past year (without cars). Josephine Commons has no nearby fixed bus service (maybe Jump could access rather than duplicate L & 225 down S. Public Road). No North/South public transit services on weekends unless you travel to Boulder 1st or one to ft 3 SB or 3 NB "L" runs on Saturday are convenient. No bench in front of Sister Carmen (Baseline Rd. & Carr St.) stop, which is the WB stop or NB stop for Affinity senior residents traveling to Boulder or Longmont. With the ADA paratransit policy that transit services can only be provided at times the qualifying fixed routes operate becomes a joke in outlying or lesser serviced areas because fixed ridership doesn't justify change in scheduling just to accommodate ADA transit services. The Dept. of Transportation policy for hours of operation for paratransit services should be limited ONLY to hours of operation for the ENTIRE Public Regional Transit organization and not JUST to when qualifying route is running. Some seniors and disabled people must choose to live in certain areas due to financial and/or health/medical reasons and don't have all the freedoms every other person who utilizes the fixed route system does for commuting.
- like to be able to get a ride to shows and events but the rides are not reliable
- Live in independent sr. Apts. Access a ride can not pick up east side or drop off in front of bldg. Have had buses leave without me.
- Loss of Access A Ride from my home has seriously impacted my level of independence and created noticeable difficulty in my day to day life. I have incurred many additional costs with this loss of service. I am in Unincorporated Jeffco and lost all privileges with other ride services such as Lakewood Rides. My area is not serviced by any other transit. I purchased my home with

the help of QUALIFIED SERVICES FOR disabled persons assistance and TRANSIT WAS A MAJOR CONSIDERATION. . i HAS DISAPPOINTINGLY BECOME A MAJOR DIFFICULTY

- Lower cost
- Lower pransit fares for elderly, disabled would help tremendously.
- lower ramps.
- Lower senior age bus discount to 55, for all the baby boomers who are taking early retirement
- Lower the age limit
- Lower the bus to help enter, exit. Don't start up until we are seated.
- LOWER THE FARES OF TAXI'S!!!!!!!!!!!!!!
- Make info. More available
- Make it free
- Make it so people with permanent disabilities have a permanent handicap parking tag, so they don't have to keep renewing it
- Make the directions and availability clearer! I can't figure out how to get on the disabled transit and this is killing me, physically and financially!
- Make transportation on demand much more reasonable and accessible and return bus runs and routes on 205 to previous, much more usable times.
- MAKING DOOR TO DOOR MORE AFFORDABLE.MORE RESPONSIVE TO BUS STOP SAFETY ISSUES.MAKING DRIVERS INDICATE TO DEAF OR BLIND THEIR ARRIVAL EVERY SINGLE RIDE.INCREASING AWARENESS OF DRIVERS AND ESPECIALLY THE INFO FOR BUS SCHEDULES PHONE NUMBER AND DESK. THEIR AWARENESS OF HAVING TO REPEAT UPON REQUEST BY DEAF AND BY BRAIN INJURED PEOPLE, AND TO INDICATE STOPS VERY SPECIFICALLY NEEDS ALOT OF IMPROVEMENT.
- Many disabled need personal, door to door transportation---not be dropped off and then have to wait to be picked up to return home. Green Valley, AZ has a very successful volunteer service that provides this type of service to it's residence. I suggest you contact FRIENDS IN DEED, Green Valley for information about their very successful program.
- Many vets have PTSD, being in crowd situations and unclear information aggravates their condition
- Maybe a special bus for people with mental conditions, disabilities and older adults.
- me gustaria tener una forma de transporte que pudiera llamar ese mismo dia y me pudieran llevar a mi lugar de trabajo especial mente en dias donde el tiempo esta nevado SERIA EXELENTE
- midday returns from Denver shy a few runs. East West lines could be more available. More assertive enforcement of space for wheelchairs would help
- More access from rural communities to more destinations. Ease of access
- More assistance with problems or questions at stations, easier to read and use computers, more security for downtown stations
- More availability for outside city limits. More week end transport during the day
- More buses,etc. with mechanical lifts.
- More care needs to be exercised in helping seniors to feel safe in the evening and at night. Fares need to be adjusted to assist elders who are fixed (and low) incomes..

- More information about all of the different types of transportation services available brought to seniors in their homes/ places they spend time often.
- More information about scheduled times that are available for stores
- more lines, more reliable light rail, more education about existing routes.
- More room on buss's for wheelchairs and strollers. Buss's should have more hangers so people can stand to make more room.
- More routes that runs every 15 min. Not on an hour. Weekend and holiday routes open late night routes available.
- More routes to get to lafayette park and ride from walmart n-107
- More routes, and increased frequency of routes, extended hours are important.
- Most bus routes should run every 15 minutes. Even 30 minutes is too long and an hour is unacceptable.
- Most of the issues in this survey are, at best, tangentially related to what I see as the fundamental issues facing transportation. The first issue is development. Our development policies should disincentivize sprawl and incentivize denser development. The second issue is public transportation. Public transportation service is laughable. I live about 5 miles from my workplace and would gladly ride a bus, except for the fact that I would need one or two transfers to get there. It is faster to walk than to take public transportation.
- My access a ride was stopped due to light rail west line. I was on the 17 bus line and my work is on Table Mtn. Drive Golden and this cut the access a ride out for me with no fixed route to there
- My biggest concern was safety after I got off the bus and the areas I had to walk in, or the kinds of people hanging around the Park and Ride.
- My mother lived with us during last 4 years of her life and used a walker and wheelchair. If not for living with us she would have been totally dependent on such services as transportation and low income situation. Make low fares necessary. Sooner or later it will or could be me!
- My mother who passed away this year, would have benefited from easier access and affordability for special transit services. She lived in lafayette.
- my neighborhood is about a mile of a main bus route. Right after my injury, it was relatively impossible to get to a bus stop. It is a dead end street, and i understand the difficulty in putting a bus there, but that made it impossible for me to take public transit.
- My only complaint would be rtd related. The bus stops need to have small shelters some are dangerously close to the road, would be nice to have shelter from the elements.
- My sister is visually imparied and live in englewood. She takes the bus but schedules change and routes change, causing her problems, more taxi, access a ride and bus options would be good.
- Need drivers who are trained to work with persons with developmental and intellectual disabilites; need to provide rides to places that employ persons with disabilities; work with Parker Care Services in Arvada to get employees to and from Jack's and Steamers coffee house that employs persons with developmental disabilites, etc.
- Need faster boarding for wheelchair users. Need more on-bus bike space for bicycle users who use their bikes to solve the first & last mile problem.
- Need help for senoiors and Low income people in Douglas County.
- need information about how to get a disabled pass and where
- Need more transportation options for disabled low income.

- Need to advertise your services. Churches, library and recreation centers/senior centers would be good places. Also have someone speak to groups and encourage them and help them understand how to use public transportation.
- Needs to be easier website to find out where you want to go. too hard. also some routes too hard for me. too many bus changes.
- No issues
- No matter what i am so very grateful for the services src and red cross provide. God bless them all!
- No transportation in lockbure. I have to get a ride to brighton platte valley hospital
- none
- none
- None known
- Not a problem for me
- Not aware of problems at this time
- Not enough people know about this service
- nothing much available for personal issues
- Often bus stops are not on sidewalks, or on sidewalks that are not big enough to deposit a wheelchair from a ramp. This is a big issue for wheelchair users, and honestly for persons with all kinds of mobility aids. I have been stuck on ramps, left on cubs, and made to wheel to alternative stops because I cannot cross large rocky barricades or step off the curb. Make the stops more accessible for mobility aids.
- Older adults and people with disabilities need more personal tailored and door to door services
- Osker blues stop dangerous! Need a skybridge or oasis over crossing
- Our experience with access a ride in making reservations and dealing with drivers has been more than satisfactory.
- Overall I have been very satisfied with the buses and light rail service in my Community and generally encourage other disabled members of my Community to use these services as well!
- Paratransit is the best way to get around for my boys. The windows of pick/drop off are too long and the boys often didn't ride together when going to the same destination. And to charge 2 tickets each way is ridiculous. This is the population that can least afford it. Too many stories about unattentive/inconsiderate drivers. There are laws and policies that are too to often not followed. I will not have my boys at the mercy of a bus driver that will not follow common sense policies that are in place.
- People with disabilities need to be productive. Private transportation, such as cabs is not an affordable option. We need reliable para transit services. Our needs are different than the typical public, so our transportation needs are different as well. Many of us work part time, during off hours, so equal access to what the typical public rides doesn't always meet our needs. I would be helpful if the pick up window for Access a Ride was lessened from a half hour to 15 minutes. Please bring Access a Ride back to my area (410 route) so I can be a productive, and independent member of society. Lift some barriers!!!! PLEASE
- Please be patient
- please change the 7 to midnight BOUND route back to its pastsix year time frame. It is impossible to remember or access now. ALSO PLEASE ASK DRIVERS TO WAIT UNTIL DISABLED AND ELDERLY PASSENGERS ARE SAFELY SEATED, OR PARENTS WITH STROLLERS HAVE SET UP STROLLER BRAKES BEFORE HITTING THE GAS.

I have seen and also myself fallen/almost fallen too many times when the driver hits the gas before passengers with extra challenges are safely seated.

- Please help them. Access a ride is really unreliable and you have to call ahead. It would be nice if they can call same day and are closer to scheduled pick up times or even show up
- Please help VIA to continue operating. They are exactly what I need.
- Please make "Call&Ride" services more available. Also, I would use buses to commute more often if I had access to EcoPass rates. Perhaps make some sort of "regular ridership" pool like EcoPass annual rates.
- Please make more transportation services for people with different needs and the elderly.
- Provide more town forums to discuss transportation issues for seniors and disabled. Person to person is more effective.
- Provide more ways of getting information such as smartphone apps, more ways of booking trips online.
- Public transportation is not fully available throughout the county or region, prohibiting travel for older adults and PWD
- Public transportation options are good in Lafayette. Easy to use and convenient for me.
- Quite good service in Lafayette. Could expand pick up points for the elderly. Keep fares low for the needy.
- Reasonable transportation to schools is important. You do not have adequate busing from surrounding neighborhoods to Platte Middle School for kids with compromised abilities.
- Reliability of drivers showing up is sporadic.
- Return the bus route on East Dry Creek Road
- Right now my age is 52 and I have to have special service and Access-A-Ride is the only provider for me and the full fare is too much for me.
- RTD cut fixed routes in violation to a promise made to voters to increase service.
- RTD is next to useless... webpage is difficult to navigate, fares are high, convenience is poor. Especially for disabled people. And the procedure to obtain RTD service for the disabled is a bureaucratic mess.
- RTD personnel should be trained properly, perhaps one exercise should be to use a wheelchair and crutches to try to board a bus, and the company should insist that drivers act handicapped friendly when dealing with a disabled person. When designing bus stops, meeting the needs of handicapped persons should be a priority.
- RTD Sky Ride Boulder-Denver is great!
- RTD terminated our Call & Ride. VIA needs longer hours and weekends.
- RTD website is really hard to understand for people with different neurobiology. How about outreach with in-person instruction? Some fake routes just for instruction?
- Run on Sundays for church services. Reopen routes so we can take buses. I do walk to some volunteer work. Would like senior group to help get to places. Family members sick and can't take me most of the time. Have to use family or friend to get to all my places
- Same answer as above. I live in a rural mtn. Community and RTD service is adequate
- Seat belts
- See my previous comment. Access a Ride runs really well or really bad. Route scheduling is not always logical. Some drivers are very accommodating others not so. Drivers will take a break and pick up at the end of the pickup "window" instead of at the beginning of pickup "window"

- sensitivity training for drivers for people with disabilities.
- serve Elbert county
- Several smaller buses seem like a good idea
- Should be a criminal offense to refuse to move from a wheelchair securement/disabled/elderly seating area if not disabled/elderly
- Should be more help for senior, we get left out a lot, but lafayette does its best for older people, the service is there just need more info on finding it
- sidewalks improved, more pedestrian foot bridges over highway, more bike lanes, expand hours of service
- smaller vehicles that do not swing around corners
- Snow removal is never done in my area and it makes it very difficult to reach the stops and get under the shelter. Road crews bury the bus stops!
- Some areas like mine don't run on weekends. Some areas don't have nearby bus routes. Fortunately I can walk but some of my disabled friends can't and are at the mercy of rtd
- Some bus stops are along difficult sidewalks. Waiting outdoors in wet/cold weather is uncomfortable; at night, it feels unsafe.
- Some drivers, though not all, need to realize that they must wait until some (or all) passengers are seated before moving the bus. Though this need is only because of the reckless driving patterns of a few, all drivers should be reminded quite regularly that their primary concern is the SAVE TRANSPORTATION of ALL passengers, not sticking to their time schedule!
- Some kind of pass or ticket/itinerary program where an individual with cognitive difficulties who needs to take a bus and make a transfer would get on with a special ticket, show it to the driver, and the driver would tell them when to get off and how long til the next bus and which bus, then the individual would get off at the right stop and wait for their connection, and their connection driver would also tell them where to get off.
- Sometimes bus stops are filthy & not safe and not well lit!
- Taxi service is "accessible" in name only. Even the Access-a-cab operators warn against requesting wheelchair accessible taxis and say the wait could be 2.5 hours or longer. That isn't a solution for able-bodied people, so why is it reasonable for someone in a wheelchair? Also, bus drivers sometimes pretend not to see disabled passengers so they don't have to pick them up.
- The 12 route runs only once an hour on sundays would like to have it run on the same schedule as monday thru saturday.
- The addition of automatic stop announcement systems to the bus and light rail have been a huge benefit. As a blind traveler, I am always concerned that I will miss my stop or transfer. Bravo to RTD for installing these systems. As for improvements, I would personally desire better geographic access to outlying areas of the Denver area, and expanded travel times during weekends.
- The answers given should explain this!
- The buses don't run early or late enough. I don't hear drivers call out the streets. I miss my street a lot.
- The busses sometime run every hour or stop running by 8pm or never run on sundays at all
- The call and ride service is awesome. I think as the population ages more and more people will avail themselves of this service
- The DRCOG booklet, published annually is invaluable in giving all the transportation options.
- The fares for people with disabilities who have no or limited benefits is too high.

- The first item regarding how many times a week I use public transportation - anywhere from 10 to 20 rides a week on fixed route buses or light rail. If I recall, the highest number of rides I could choose was 3 to 4? As a blind citizen, I am struck as to how little transportation - either public or commercial - there is outside of Front Range urban corridor.
- The location to catch the airport buses in Boulder are often changing and no signage. I think you have a good bus and coverage system but look forward to the easier transit-trains, like to Denver and airport
- The need for highly trained people on social, physical and other issues when working with the disabled is paramount.
- The north side of town has very poor public transit, poor hours, and some areas have no public transit at all.
- The reduced routes and schedules for cost-savings have impacted my ability to use RTD buses
- The RTD website needs to be designed to be more friendly to use with screen readers by individuals with visual impairments. It is also frustrating to use the website or phone to obtain route information and be told totally different routes when providing the agent or site with the same information. It would be very helpful if the RTD agents could email route information to me when I call so that I have all the specifics and do not have to quickly type them during our conversation.
- The scheduling for Access a Ride needs to be restructured, it does not always meet the needs for people with disabilities.
- The wheelchair seating area on light rail is poorly designed. Even though there is the appearance that there is room for two wheelchairs in the seating area, in reality, if one adult motorized wheelchair is occupying one space there is not enough room for a second chair to get to the designated area. Removing the foldable seats entirely would encourage parents with strollers to find seating in other areas. Wide sidewalks to bus stops would be greatly appreciated along with snow removable from curb cuts.
- There are areas that do not have sidewalks. You can get to a stop but then no sidewalk to your destination
- There are major routes which are unserved, such as Dillon Road, CTC in Louisville. Please expand routes!
- There are not adequate routes between my home and workplace
- There is a lot of places where there is no sidewalk
- There is a route that runs straight home but walking there is no sidewalk or street light a good chunk of the way.
- There is no service in my community. Let's start by getting some access to transportation service.
- There is no transportation available on Saturday and Sunday at all.
- There is nothing where I live.
- There needs to be more access and cleanliness
- There needs to be more conscientious around what will happen to certain areas when bus lines are cut, i.e. seniors and people with disabilities not being able to access fixed routes, and also not being able to access Access-a-Ride because there is no longer a bus route near enough to allow for its use. Also, bike lanes. There aren't nearly enough in a state with SO MANY cyclists. The DOT has a responsibility to keep roadways safe for drivers and cyclists alike.

- There should be more cover shelters place at every bus stops to protect older adults and disabilities people from bad weather conditions.. I would suggest using plastic materials instead glass materials to cover those shelters.
- This should not a "big" State responsibility or expense in that citizens have established and paid for RTD to take care of it.
- Transportation for people with disabilities SUCKS -- and I hate to use that word. I need to be transported in my motorized chair at times when I need it -- and not at their convenience.
- Using Access-A-Ride, I have been left at my destination alone when no one was there to meet me. This is completely inappropriate and unsafe.
- Very hard at times to access because people with baby carriages etc are taking spaces designated for individuals with mobility impairments.
- VIA not in our county. Senior rides have early quitting services. Asses-a-ride too expensive, I have a permanent assess-a-ride, but am 1/8 of a mile too far for a pick up.
- We are going to need more transit options as the population ages. Elderly folks driving cars is too dangerous.
- We have just started using Via. So far it has filled our needs nicely.
- We have pretty accessible transportation
- We live in Broomfield, but I have a disability and am unable to drive. The closest bus stop is 5 miles away in Lafayette. The special transit doesn't come to my neighborhood. I feel trapped. I am able to use a taxi through my disability waiver but only two days a week - the days when I work. That leaves me dependent on my family to take me to classes at Front Range in Westminster or to anything else for that matter. I can't believe we live in the Denver Metro area and I am unable to access public transportation at all! Please expand your services!
- We need more covered bus stops for bad weather
- we need public transit back in Castle Rock
- we NEED the air shuttle back! Real bad. Most of us who are disabled are low income and can't afford daily travel unless free
- We need the bus to be more available when we need it. Sometimes they can't get us in thier schedule. Also more routes, go a little futher . Different times to go down the hill into Golden a little later than 7:06
- We need to be active and have the ability to work or do something productive with our day. Lack of transportation prevents us from leading a fulfilling life. Thank you
- We need transportation provided on Saturdays & Sundays in the Brighton Community. We need the bus to expand up rt 7 and at least to the Orchard shopping center off rt. 25. Would like bus service on Sundays to go to church on W.route 7-Northern Hills Church. Would also like bus service in the evenings available until 10pm for church services. Bus service to all the shopping centers in Brighton ie:Target, Khols, Home Depot etc.It should be the same as call n ride services to serve the retired and elderly who can not drive. You need more call n ride transportation in Brighton because currently you can not call even a week ahead to get scheduled due to the regular riders. Because of their schedules there is nothing available for the seniors for doctor appts. etc. The door to door service should be expanded due to the expanded senior citizens needing the call n ride service. It is also more affordable. Cost of rides should be the same for all not just for medicaid and section 8 residents. Those of us who are not in their situation are also experiencing financial difficulties due to fixed income and no financial help from any services in the Brighton community because they are just over the financial

requirements. I don't have the extra money to go out to eat but many of the people on medicade, section 8 can afford to go out to eat daily some 3 times a day and don't have to pay for anything but then there are those of us that don't recieve any of those benifits and can't afford to put food on our tables because we are just shy of qualifying for those programs. Why penalize the rest of us by helping those who have every benefit given to them, what about us who are in need of reduced rates because of our monthly expenses being greater than what we bring in. i hope you understand the position I am speaking from and that you will expand the routes, days & times of the bus systems in Brighton.

- We would like to park our car and ride the bus. Need more bus routes and more frequent service later in the evening.
- When i get too old to drive i would never go anywhere without catching rides from friends or a bus using sugar loaf rd. To get to boulder or nederland once or twice a week
- Why can't you schedule standing rides, every Monday and Thurs for the month instead of calling twice a week. It is difficult to remember.
- with dispatch- and the computerized routes... etc.. let people using the service the 'TRUE_ REAL time delays- what to expect as, we are real people too.
- Within my community, Denver's Capitol Hill, more flexible transportation (door to door) would be very helpful if it didn't cost a great deal. I can take RTD buses and so so, but there are many locations that are difficult to get to on the bus.
- Would like it if access a ride was more accurate with their timing and would like it if it was less expensive as I have been disabled from birth and live on a fixed income.
- Would use paratransit if i knew more about it and cost was low
- You have covered it rather well with the questions

Question 17: What best describes the building you live in? Responses to “other.”

- 4 plex unit
- Apartment for seniors and disabled
- Group home
- Independent living

Comments from those completing a mailed survey

Question 1: In a typical month, about how often, if ever, do you use the following forms of transportation? Responses to “some other form of transportation.”

- Auto
- Van

Question 6: For what types of trips do you need transportation but have trouble finding transportation? Responses to “other.”

- Going to airport cheaply or downtown for a night out.
- If my car breaks down.
- No transportation @ north of 136 and zuni broomfield
- None of above.
- None of the above
- Nursing home visits
- Pick up car from shop
- To and from dia

Question 9: Please tell us how much of a problem, if at all, each of these are for you when using public transportation. Responses to “other.”

- I don't need it.
- I live on a mountain.
- Lightrail or buses do not exist in central city.
- Location and schedules
- More buses at north of broomfield -erie
- None of this is available in my area
- Parking for light rail is difficult and non reliable.
- Public transportation is not provided in clear creek county

Question 10: To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services? Responses to “other.”

- As far as i know there is none in my area
- Because service must be scheduled far in advance, it does not allow me to go anyplace spontaneously
- Don't have a need for this.
- Don't need, don't know about services.
- I don't need it.
- No service in central city
- Not needed yet

Question 11: How would you prefer to get your information about transportation services and programs? Responses to “other.”

- Don't need

Question 13: What, if anything, have been your experiences (good or bad) with accessing the transportation services you need or want? What has been the personal impact on you when you have not been able to get to places you need or want to go?

- At the present time i am 76 years old. I drive myself everywhere i want to go except at night. At some point in time i am concerned about transportation of all kinds available!
- Bus drivers are usually very helpful, patient and safe drivers.
- Bus works well for me.
- Call n ride does not go to where i need, easy ride all booked up or times and desinations not compatible. No rtd available
- Come up the mountain and you'll see.
- Don't use
- Don't use p.t. b/c there is none in clear creek co.
- Don't use.
- Going to and from downtown boulder is easy, going e and s . 28th st is hard.
- Good (broncos football games)
- Have not used public transportation.
- Having to set out in the hot sun for a bus that was over one hour late.
- I am a paraplegic in a wheelchair, i work full time. I have a car with hand controls. You do not provice serices in my area that is accessable without first driving to a central station
- I am still active and work a 40 hr. Week and provide my own transportation.
- I don't rely on it because i isnt offered in clear creek county. No personal impact because i rely on my own vehicle.
- I drive my own vehicle
- I have been stranded for several hours in a snow storm because of unexpected bad weather which I could not navigate. The wait for an accessible taxi was several hours. I do appreciate that all buses and public transportation is accessible, but there are sometimes not enough seats and the tiedowns are horrible. Light rail especially doesn't have enough accessible seating and sometimes the drivers don't seem to know what to do, such as asking folks to move and flipping the seats up. I also wish there was more accessible housing near light rail stops and bus stations. I have never lived in a place where I could wheel to the bus stop in bad weather, so I am really stranded.
- I have no experience. I am the main source of transportation for 2 of my disabled friends. I'm 74 yr. Old
- I have no special needs at this time and my bus route, light rail provided good service to where i need to go. I think trying to buy tickets at the light rail gets confusing for that are old sometimes.
- I have not had a problem
- I have only taken light rail once because the stations are not convenient for my home address. My experience was very positive.
- I have used iva several times. The first time i was 15 min. Late to a physical therapy appt. The second time i fell exiting the vehicle. Another time i was denied a ride because i called only one day ahead. I think via is a wonderful service but it is not problem free.
- I live so far north that you don't provice transportaton through my neighborhood after a certain time and never on weekends. It a long distance to walk to access lines during these times.

- I phoned via once and when i asked for the address of vista hospital was told if i didn't know it, they couldn't help me. How can it be that a service like visa wouldn't know where a vista hospital is?!!
- I try to avoid public transportation
- I worry about missing work if my car breaks down. They used to have a free shuttle here that came up to our apartments, the stop on the shuttle was hard to maneuver.
- In order to ride a bus i would have to walk too far and there are no parking lots in the area. Light rail is two miles from my home.
- In recent years we been using light rail to access pepsi ctr. And buell theater. Very good service from the littleton station.
- Light rail and bus experience has been better than expected.
- Light rail is great, my job requires i have a car at all times so i don't use it much, maybe 2 times a year
- My nearest bus stop is 4 miles from my home. My nearest light rail stop is 8 miles from my home, i use the bus to dia but must drive the 8 miles to the stop.
- Never use.
- No issues
- No problem use one vehicle.
- Not bad, good light rail is close. I use it to go downtown denver. Parking at nine mile station inadaquate. Looking forward to new line going north of 9 mile.
- Not offered
- Parking has always been an issue when using light rail. When i do get on i enjoy the ride. I use more for special events downtown. Not a regular user.
- Public transportation to the mountains would be helpful
- Services do not extend to our area
- Sometimes buses leave before their departure time! Small window on the transfer slip
- The distance from my house to the nearest light rail station is about as far as it is from my house to work and then takes longer to get to work.
- The fastracks to downtown denver should be nearly done and hasn't even been started. I voted for it and i'm not getting any younger, i was really looking forward to it.
- The schedules for bus service is hard to understand. The bus service during peak times is often late.
- There has been no progress on the northern extension of light rail to Longmont. Light rail service to Boulder, etc. would be very welcome.
- There is no transportation system in this community anymore.
- This is almost impossible to find parking at the light rail stations
- Too long to wait between bus times. Too crowded on bus. Young people too noisy on bus.
- Trans service not available.
- Very good. Use bronco ride from lincoln hs regularly.
- We would use public transportation to and from denver but the schedule is not compatible with dinner and theater.
- When coming back to nine mile after theater downtown, light rail is now every 30 min. It used to be 15 min.
- Worked downtown, loved express busses, times were good.

Question 14: What more would you like to tell us about the transportation issues or problems in your community, or suggestions for improving transportation services for older adults and people with disabilities?

- A shuttle with lower steps, one that would come to your door to pick you up especially in inclement weather!
- Being disabled- lightrail parking is hard and you have to walk forever to get to a train.
- Cant make any suggestions at this time because i am not impacted by disabilities or anything. I am very healthy at 74 i don't have health issues at the present time. It could happen though.
- Cleaning the stops to walk thru during bad weather.
- Ensure that all stops have sufficient lighting, have sun-heat and winter protection
- Extend light rail to the Longmont area.
- For older adults i think access is the main problem, where bus stops are too far.
- Having a service that is more readily available for spontaneous trips would be great. I do not fully understand the accessible cab situation - do all cab companies have accessible cabs, is there something associate with RTD? Also most volunteer transportation (and accessible housing) seem to be geared toward seniors. I have to leave such a large window when I use Access A Ride, that it sometimes adds 3 hours to my work commute.
- I am not dependent on public transportation yet but one day i might be.
- I don't know, what is available should i need it in the future.
- I know people who have no transportation and although they can get around our town they have no way to get elsewhere
- It seems likt my corridors less important to cdot-rtd than others.
- Local transportation is good
- Looks fairly good to me.
- Lower fares.
- More accesses rides.
- Need to extend light rail lines into highlands ranch as originally planned.
- No suggestions
- None
- None available in my town
- None right now. I drive when needed.
- Not offered
- Nothing
- Please look into more service in the north west, ie broomfield, 144th and lowell and zuni, erie,co. No service north of 132nd and zuni-north
- Provide more fare discounts.
- Provide public transportation in clear creek county!!!
- Safety #1 priority
- Same as 13
- See above
- Sometime in the near future be it 1 year or 2 we will have to move to different location and will be looking for public trsp. Du to age.
- Special buses for disabled. More buses when young people are out of school

- The closer these services are to the normal situation in which ones personal vehicle is used, the better for those who need help.
- There is essentially no public transportation servicing my community with a reasonable schedule meaning transport to downtown denver taking less than 2-3 hours
- There is no bus service to my community
- There needs to be a system put in place again for all in this community
- This is not a problem for me. I don't know about older seniors
- We have no local transportation. Closest is rtd 10 miles away
- What for?
- Will pay more for reliable door to door for seniors
- Would like light rail north area. Broomfield, etc.

Question 17: What best describes the building you live in? Responses to “other.”

- Multi generation home

Survey Instrument

A copy of the questionnaire appears on the following pages.



¡Queremos oír de usted!

Taking care to get you there

Dear Colorado Resident:

The Colorado Department of Transportation (CDOT) is conducting a statewide survey to learn about the travel behavior and transportation needs of older adults and adults with disabilities. This survey will support development of CDOT's first Statewide Transit Plan.

(To learn more, you can visit the website:

www.coloradodot.info/programs/transitandrail/statewidetransitplan)

The Division of Vocational Rehabilitation, the Division of Developmental Disabilities and the Division of Aging & Adult Services are all members of the State Coordinating Council on Transportation and have been working closely with CDOT to create opportunities for persons with special transportation needs to give input during their 5-year transit planning process.

Since you are one of a small number of people in the area randomly chosen to participate in this survey, it is very important that you do so!

The completed questionnaire can be returned in the enclosed postage-paid envelope to the independent research firm conducting the survey.

Your answers will help CDOT better understand the transportation needs of older adults and adults with disabilities in your community and develop strategies to address those needs.

You may complete the survey online if you prefer, at the following Web address:

www.n-r-c.com/survey/cdotsurvey.htm

(please be sure to type the address exactly as it appears here).

If you have any questions or need assistance with this survey, please call me, Tracey MacDonald, at 303-757-9753.

We thank you very much for your time and participation.

Respectfully,

Tracey MacDonald, Senior Transit and Rail Planner

El Departamento de Transporte de Colorado (CDOT) está llevando a cabo una encuesta de alcance estatal para enterarse del comportamiento de viaje y las necesidades de transporte de adultos mayores y adultos con incapacidades. Su hogar ha sido seleccionado al azar para participar en esta encuesta. Si no puede completar la encuesta adjunta en inglés, podría pedirle a una amistad o un miembro de familia que le ayude con ella, y devolverla en el sobre pre-pagado adjunto. También puede completar la encuesta en línea en español en:

www.n-r-c.com/survey/cdotsurvey.htm

Para la versión en español haga clic en "Español" en la esquina superior a mano derecha.

Si lo desea, también puede llamar al Stacy Romero a 303-757-9237 y dejar un mensaje con su dirección, y se le enviará por correo una copia de la encuesta en español.

Sus respuestas permanecerán completamente confidenciales, y serán reportadas solamente en forma de grupo.



¡Queremos oír de usted!

Taking care to get you there

Dear Colorado Resident:

The Colorado Department of Transportation (CDOT) is conducting a statewide survey to learn about the travel behavior and transportation needs of older adults and adults with disabilities. This survey will support development of CDOT's first Statewide Transit Plan. (To learn more, you can visit the website: www.coloradodot.info/programs/transitandrail/statewidetransitplan)

Since your household is one of a small number of households in the area randomly chosen to participate in this survey, it is very important that you do so!

Because we want to hear from a representative group of people who are age 65 and older or adults age 18 or older with a disability, please have the adult age 65 years or older or the adult with a disability age 18 or older in your household **who most recently had a birthday** (regardless of the year of birth) take a few minutes to complete this survey.

The completed questionnaire can be returned in the enclosed postage-paid envelope to the independent research firm conducting the survey.

Your answers will help CDOT better understand the transportation needs of older adults and adults with disabilities in your community and develop strategies to address those needs.

You may complete the survey online if you prefer, at the following Web address:

www.n-r-c.com/survey/cdotsurveyXX.htm

(please be sure to type the address exactly as it appears here).

If you have any questions or need assistance with this survey, please call me at 303-757-9753.

We thank you very much for your time and participation.

Respectfully,

A handwritten signature in cursive script that reads "Tracey MacDonald".

Tracey MacDonald, Senior Transit and Rail Planner

El Departamento de Transporte de Colorado (CDOT) está llevando a cabo una encuesta de alcance estatal para enterarse del comportamiento de viaje y las necesidades de transporte de adultos mayores y adultos con incapacidades. Su hogar ha sido seleccionado al azar para participar en esta encuesta. Si no puede completar la encuesta adjunta en inglés, podría pedirle a una amistad o un miembro de familia que le ayude con ella, y devolverla en el sobre pre-pagado adjunto. También puede completar la encuesta en línea en español en:

www.n-r-c.com/survey/cdotsurveyXX.htm

Para la versión en español haga clic en "Español" en la esquina superior a mano derecha.

Si lo desea, también puede llamar al Stacy Romero a 303-757-9237 y dejar un mensaje con su dirección, y se le enviará por correo una copia de la encuesta en español.

Sus respuestas permanecerán completamente confidenciales, y serán reportadas solamente en forma de grupo.



¡Queremos oír de usted!

Taking care to get you there

Dear Colorado Resident:

You should have received a copy of this survey about a week ago. If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.

The Colorado Department of Transportation (CDOT) is conducting a statewide survey to learn about the travel behavior and transportation needs of older adults and adults with disabilities. This survey will support development of CDOT's first Statewide Transit Plan. (To learn more, you can visit the website: www.coloradodot.info/programs/transitandrail/statewidetransitplan)

Since your household is one of a small number of households in the area randomly chosen to participate in this survey, it is very important that you do so!

Because we want to hear from a representative group of people who are age 65 and older or adults age 18 or older with a disability, please have the adult age 65 years or older or the adult with a disability age 18 or older in your household **who most recently had a birthday** (regardless of the year of birth) take a few minutes to complete this survey.

The completed questionnaire can be returned in the enclosed postage-paid envelope to the independent research firm conducting the survey.

Your answers will help CDOT better understand the transportation needs of older adults and adults with disabilities in your community and develop strategies to address those needs.

You may complete the survey online if you prefer, at the following Web address:

www.n-r-c.com/survey/cdotsurveyXX.htm

(please be sure to type the address exactly as it appears here).

If you have any questions or need assistance with this survey, please call me at 303-757-9753.

We thank you very much for your time and participation.

Respectfully,

A handwritten signature in cursive script that reads "Tracey MacDonald".

Tracey MacDonald, Senior Transit and Rail Planner

El Departamento de Transporte de Colorado (CDOT) está llevando a cabo una encuesta de alcance estatal para enterarse del comportamiento de viaje y las necesidades de transporte de adultos mayores y adultos con incapacidades. Su hogar ha sido seleccionado al azar para participar en esta encuesta. Si no puede completar la encuesta adjunta en inglés, podría pedirle a una amistad o un miembro de familia que le ayude con ella, y devolverla en el sobre pre-pagado adjunto. También puede completar la encuesta en línea en español en:

www.n-r-c.com/survey/cdotsurveyXX.htm

Para la versión en español haga clic en "Español" en la esquina superior a mano derecha.

Si lo desea, también puede llamar al Stacy Romero a 303-757-9237 y dejar un mensaje con su dirección, y se le enviará por correo una copia de la encuesta en español. Sus respuestas permanecerán completamente confidenciales, y serán reportadas solamente en forma de grupo.

Colorado Department of Transportation Survey

1. In a typical month, about how often, if ever, do you use the following forms of transportation?

	<u>Never</u>	<u>4 or fewer times a month</u>	<u>1 to 2 times a week</u>	<u>3 or more times a week</u>
Drive myself in a personal vehicle.....	1	2	3	4
Get a ride in a personal vehicle from a family member or someone who lives in my household	1	2	3	4
Get a ride in a personal vehicle from family, friends or neighbors	1	2	3	4
Driven by a paid driver or personal assistant.....	1	2	3	4
Get a ride from a volunteer driver.....	1	2	3	4
Take a taxi at the full price fare	1	2	3	4
Take a taxi at a subsidized or discounted fare.....	1	2	3	
Walk	1	2	3	4
Bicycle	1	2	3	4
Use transportation provided by my faith community or church.....	1	2	3	4
Use a senior center or community center shuttle	1	2	3	4
Use the shuttle/transportation provided by the housing facility or complex where I live	1	2	3	4
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	1	2	3	4
Use paratransit, which is “on demand” transportation, where you can call ahead or otherwise arrange for services (e.g., “call-a-ride,” “access-a-ride”, etc.)	1	2	3	4
Use a private or non-profit transportation service or program.....	1	2	3	4
Some other form of transportation (what? _____)	1	2	3	4

2. About how frequently, if at all, do you depend on family, friends, aides or volunteers for transportation?

- None of my trips
- Less than half my trips
- About half my trips
- More than half my trips
- All of my trips

3. If you drive yourself, what time of day do you most often drive?

- I don't drive → GO TO QUESTION #5
- Mornings
- Afternoons
- Evenings and nights

4. For the times you drive yourself, how likely would you be to use public transportation or paratransit in your community instead?

- Very likely
- Somewhat likely
- Not at all likely

5. Do you ever have trouble finding transportation for trips you want or need to make?

- No, never → GO TO QUESTION #9
- Rarely
- Sometimes
- A lot of times

6. For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)

- Work
- Visiting family or friends
- Volunteering
- Medical appointment
- Community event
- Religious service
- Recreation
- School
- Shopping/pharmacy trips
- Other, please specify: _____

7. What times of day do you need transportation but have trouble finding transportation? (Please select all that apply.)

- Weekdays 6am to 10am
- Weekdays 10am to 4pm
- Weekdays 4pm to 7pm
- Weekdays 7pm to midnight
- Weekdays Midnight to 6am
- Saturday day time
- Saturday night time
- Sunday day time
- Sunday night time

8. How many times in the last month, if at all, were you unable to get somewhere because you could not find transportation?

- Never
- Once or twice
- 3 to 6 times
- 7 times or more

9. Public transportation services includes buses, trains and other forms of transportation that charge set fares, run on fixed routes, and are available to the public.

Below is a list of possible barriers to using public transportation services. Please tell us how much of a problem, if at all, each of these are for you when using public transportation.

	<u>Major problem</u>	<u>Minor problem</u>	<u>Not a problem</u>
Service is not provided where I live or where I want to go.....	1	2	3
Service does not operate during the times I need	1	2	3
Information about fares, schedules and routes is difficult to find.....	1	2	3
Information about fares, schedules and routes is difficult to read	1	2	3
I cannot understand the information about fares, schedules and routes	1	2	3
Information about fares, schedules and routes is not in my first (non-English) language	1	2	3
I am unclear about how to use public transportation.....	1	2	3
I cannot easily access bus stops or light rail stations because there are no sidewalks, I can't access sidewalks due to the curbs, or because I'm not able to safely and easily cross the road	1	2	3
Buses or light rail trains lack clear announcements or visual displays about the next stops	1	2	3
I cannot easily access bus stops or light rail stations when there is snow or other poor weather conditions, or don't want to or can't wait for delayed buses or trains in poor weather.....	1	2	3
I have health reasons that prevent me from being able to use fixed route public transportation.....	1	2	3
I have difficulty boarding and exiting buses or light rail trains.....	1	2	3
Distance from bus stop or light rail station is too far for me to walk	1	2	3
I am unable to get a seat	1	2	3
I do not feel safe while waiting for the bus or light rail train	1	2	3
I do not feel safe while riding the bus or light rail train.....	1	2	3
Fares are too expensive	1	2	3
Travel time to my destinations is too long.....	1	2	3
Bus stops and stations are poorly maintained	1	2	3
Service is not reliable	1	2	3
I do not understand how to make a transfer.....	1	2	3
Other reasons: _____			

10. Paratransit is a form of flexible passenger transportation that does not follow fixed routes or schedules, and is generally provided only for people who need transportation and are unable to use regular public transportation. Most paratransit service is provided “on demand,” meaning the person using the service must contact the agency to arrange service.

Below is a list of possible barriers to using paratransit services. To what extent do you agree or disagree that each of the following are reasons you do not use paratransit services?

	<u>Major problem</u>	<u>Minor problem</u>	<u>Not a problem</u>
Service is not provided where I live or where I want to go	1	2	3
Service does not operate during the times I need.....	1	2	3
Information about how to use the service and the costs is difficult to find	1	2	3
Information about how to use the service and the costs is difficult to read.....	1	2	3
Information about how to use the service and the costs is not in my first (non-English) language.....	1	2	3
I cannot understand the information on how to use the service and the costs...	1	2	3
I am unclear about how to start using it.....	1	2	3
Other reasons: _____			

11. How would you prefer to get your information about transportation services and programs? (Please select all that apply.)

- Through my place of residence
- Friends or family
- Printed materials
- Telephone
- Other, please specify: _____
- Through the place where I work or volunteer
- Electronic (websites, email, social media, smart phone)
- In-person assistance
- Presentations at church, community centers, etc.

12. CDOT is working with a number of groups across the state to create a statewide transit plan. We want to know what issues we should focus on in creating this plan. How important are each the following issues to you?

	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Supporting the development of easily accessible and understandable transportation information and referral services	1	2	3
Supporting veterans’ transportation issues.....	1	2	3
Supporting volunteer and faith-based transportation services	1	2	3
Increasing the availability of wheelchair-accessible taxi cabs	1	2	3
Expanding discount programs and/or subsidies for public transportation and/or taxi fares.....	1	2	3
Providing more transportation services in my community.....	1	2	3
Providing more transportation services to regional destinations.....	1	2	3
Expanding hours that transportation services are offered.....	1	2	3
Expanding or adding routes in my community	1	2	3
Providing lower fares for seniors and disabled riders.....	1	2	3

13. What, if anything, have been your experiences (good or bad) with accessing the transportation services you need or want? What has been the personal impact on you when you have not been able to get to places you need or want to go?

14. What more would you like to tell us about the transportation issues or problems in your community, or suggestions for improving transportation services for older adults and people with disabilities?

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

15. Please indicate if you have difficulty with any of these activities. (Please select all that apply.)

- Climbing stairs
- Talking
- Lifting or carrying a package or bag
- Understanding written directions
- Understanding spoken directions
- Seeing
- Hearing
- Walking ¼ mile

16. Do you use any of the following to get around? (Please select all that apply.)

- None
- Guide or service dog
- White cane
- Cane or walker
- Power wheelchair or scooter
- Manual wheelchair

17. Which best describes the building you live in?

- Single family home or mobile home
- Townhouse, condominium, duplex or apartment
- Age-restricted senior living residence
- Assisted living residence
- Nursing home
- Other _____

18. What is your home zip code?..... _____

19. What is your race/ethnicity? (Mark one or more categories to indicate which you consider yourself to be.)

- American Indian or Alaskan native
- Asian or Pacific Islander
- Black, African American
- Hispanic/Spanish/Latino
- White/Caucasian
- Other

20. In which category is your age?

- 18 - 44 years
- 45 - 54 years
- 55 - 64 years
- 65 - 74 years
- 75 - 84 years
- 85 - 94 years
- 95 years or older

21. What is your gender?

- Female
- Male

Thank you for completing this survey.
Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc.
2955 Valmont Rd., Suite 300
Boulder, CO 80301