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

Transportation Planning Region: San Luis Valley Area

Survey Results

June 2014



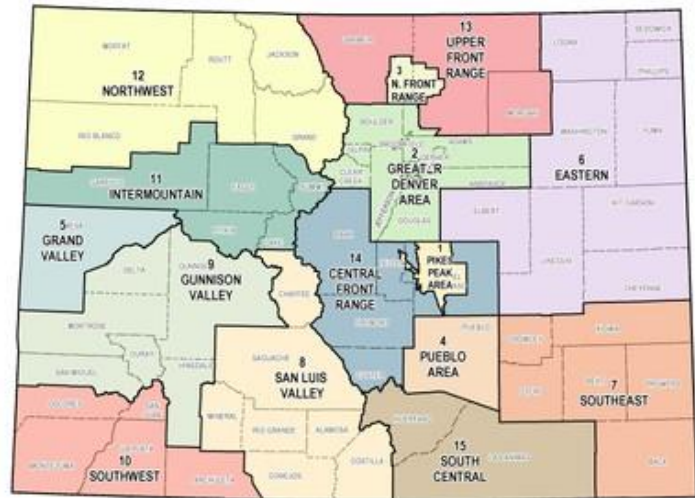
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Survey Background

About the San Luis Valley Transportation Planning Region

The San Luis Valley Transportation Planning Region is located in the lower central part of the state, and includes the entire counties of Alamosa, Chaffee, Conejos, Costilla, Mineral, Rio Grande and Saguache. According to the 2010 Census, the total population of this region was 62,329. There were 10,299 adults age 65 and older residing in this region, and 5,509 adults with disabilities age 18 to 64. This region accounts for 2.0% 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 San Luis Valley TPR, 60 respondents completed an agency-distributed hard copy survey, 1 completed the web-based agency survey and 66 respondents were from the mailing list survey. The response rates for the agency-distributed and mailing list surveys were 21% and 25%, 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

- **Almost 4 in 10 older adults and adults with disabilities in the San Luis Valley 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, 63% of respondents said they never had trouble, while 37% did have troubles. Of those 37% who had trouble, most (64%) said they experienced problems finding transportation sometimes or a lot of times, while (36%) had trouble rarely. Respondents most frequently indicated having trouble finding transportation for medical appointments and shopping/pharmacy trips.

- **About one-quarter respondents who drove themselves said they would be very or somewhat likely to use public transportation or paratransit in their community instead of driving.**

Conversely, three-quarters of San Luis Valley respondents who drove said they would be not at all likely to use public transportation or paratransit instead of driving.

- **The most frequently cited barrier to using public transportation and paratransit was lack of transportation services where respondents lived or wanted to go.**

Almost 6 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 14% felt this was minor problem. More than half cited limited service times, difficulty finding service information and the distance from the stop or station being too far to walk as major or minor problems. Many San Luis Valley respondents felt difficulty reading and understanding service information and difficulty boarding buses or light rail trains presented at least minor problems.

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 51% citing this as a major problem and 11% saying it was a minor problem. About 4 in 10 cited the difficulty getting information about how to use the service and costs as a major problem and a similar proportion thought service does not operate during the times they needed.

- **The two issues deemed of highest importance for the statewide transit plan by survey respondents in the San Luis Valley region were supporting the development of easily accessible and understandable transportation information and referral services and providing lower fares for seniors and disabled riders.**

All of the issues included on the survey were deemed somewhat or very important by a majority of respondents in San Luis Valley. About 7 in 10 respondents felt that supporting the development of easily accessible and understandable transportation information and referral services, providing lower fares for seniors and disabled riders and providing more transportation services in their communities were very important. About two-thirds identified supporting veterans' transportation issues, providing more transportation services to regional destinations and expanding community routes as very important. Less important to San Luis Valley respondents was increasing the availability of wheelchair-accessible taxi cabs, although a majority still felt this was 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	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Drive myself in a personal vehicle	26%	N=32	7%	N=9	10%	N=13	57%	N=72	100%	N=126
Get a ride in a personal vehicle from a family member or someone who lives in my household	42%	N=50	33%	N=39	13%	N=15	12%	N=14	100%	N=117
Get a ride in a personal vehicle from family, friends or neighbors	47%	N=57	35%	N=43	8%	N=10	9%	N=11	100%	N=121
Driven by a paid driver or personal assistant	87%	N=99	10%	N=12	2%	N=2	1%	N=1	100%	N=114
Get a ride from a volunteer driver	92%	N=107	6%	N=7	2%	N=3	0%	N=0	100%	N=116
Take a taxi at the full price fare	94%	N=112	6%	N=7	0%	N=0	0%	N=0	100%	N=118
Take a taxi at a subsidized or discounted fare	96%	N=112	2%	N=3	1%	N=1	1%	N=1	100%	N=117
Walk	58%	N=66	19%	N=21	10%	N=12	14%	N=16	100%	N=115
Bicycle	87%	N=97	7%	N=8	4%	N=4	2%	N=3	100%	N=112
Use transportation provided by my faith community or church	94%	N=110	4%	N=5	1%	N=1	0%	N=0	100%	N=116
Use a senior center or community center shuttle	91%	N=106	6%	N=7	1%	N=1	2%	N=3	100%	N=117
Use shuttle/transportation provided by the housing facility or complex where I live	99%	N=116	0%	N=0	1%	N=1	0%	N=0	100%	N=116
Use public transportation with fixed routes and schedules (e.g., buses and light rail)	97%	N=111	3%	N=3	0%	N=0	0%	N=0	100%	N=114
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.)	91%	N=105	7%	N=8	1%	N=1	0%	N=0	100%	N=114
Use a private or non-profit transportation service or program	94%	N=108	4%	N=5	1%	N=1	0%	N=0	100%	N=115

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	55%	N=68
Less than half my trips	15%	N=19
About half my trips	5%	N=7
More than half my trips	8%	N=10
All of my trips	16%	N=20
Total	100%	N=124

Question 3		
If you drive yourself, what time of day do you most often drive?	Percent	Number
I don't drive	22%	N=26
Mornings	57%	N=70
Afternoons	20%	N=24
Evenings and nights	1%	N=1
Total	100%	N=122

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	12%	N=11
Somewhat likely	14%	N=13
Not at all likely	74%	N=70
Total	100%	N=94

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	63%	N=75
Rarely	13%	N=16
Sometimes	8%	N=10
A lot of times	15%	N=18
Total	100%	N=119

Question 6		
For what types of trips do you need transportation but have trouble finding transportation? (Please select all that apply.)	Percent	Number
Work	4%	N=1
Visiting family or friends	33%	N=13
Volunteering	16%	N=6
Medical appointment	75%	N=29
Community event	33%	N=13
Religious service	27%	N=10
Recreation	17%	N=7
School	2%	N=1
Shopping/pharmacy trips	61%	N=24
Other, please specify	19%	N=7

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	37%	N=14
Weekdays 10am to 4pm	56%	N=21
Weekdays 4pm to 7pm	30%	N=11
Weekdays 7pm to midnight	26%	N=10
Weekdays Midnight to 6am	16%	N=6
Saturday day time	34%	N=13
Saturday night time	34%	N=13
Sunday day time	25%	N=9
Sunday night time	23%	N=9

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	49%	N=20
Once or twice	26%	N=11
3 to 6 times	20%	N=8
7 times or more	5%	N=2
Total	100%	N=42

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	57%	N=62	14%	N=15	29%	N=31	100%
Service does not operate during the times I need	48%	N=42	11%	N=10	41%	N=37	100%	N=89
Information about fares, schedules and routes is difficult to find	43%	N=37	11%	N=10	45%	N=39	100%	N=86
Information about fares, schedules and routes is difficult to read	35%	N=28	16%	N=13	50%	N=40	100%	N=81
I cannot understand the information about fares, schedules and routes	27%	N=22	18%	N=15	55%	N=45	100%	N=82
Information about fares, schedules and routes is not in my first (non-English) language	19%	N=15	8%	N=6	73%	N=57	100%	N=78
I am unclear about how to use public transportation	30%	N=24	12%	N=10	58%	N=48	100%	N=83
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	32%	N=26	15%	N=12	53%	N=43	100%	N=81
Buses or light rail trains lack clear announcements or visual displays about the next stops	31%	N=24	15%	N=12	54%	N=42	100%	N=79
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	36%	N=29	13%	N=10	52%	N=42	100%	N=82
I have health reasons that prevent me from being able to use fixed route public transportation	32%	N=27	15%	N=12	53%	N=43	100%	N=82
I have difficulty boarding and exiting buses or light rail trains	34%	N=28	15%	N=12	51%	N=42	100%	N=82
Distance from bus stop or light rail station is too far for me to walk	40%	N=33	14%	N=12	45%	N=37	100%	N=81
I am unable to get a seat	24%	N=18	15%	N=11	62%	N=47	100%	N=76
I do not feel safe while waiting for the bus or light rail train	27%	N=21	17%	N=13	57%	N=44	100%	N=77
I do not feel safe while riding the bus or light rail train	22%	N=17	15%	N=12	62%	N=48	100%	N=77
Fares are too expensive	28%	N=21	19%	N=15	53%	N=40	100%	N=76
Travel time to my destinations is too long	28%	N=22	12%	N=9	60%	N=45	100%	N=76
Bus stops and stations are poorly maintained	21%	N=15	16%	N=12	63%	N=46	100%	N=73
Service is not reliable	27%	N=21	14%	N=11	59%	N=44	100%	N=76
I do not understand how to make a transfer	26%	N=19	14%	N=10	60%	N=44	100%	N=73

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	51%	N=48	11%	N=10	37%	N=35	100%
Services does not operate during the times I need	42%	N=31	7%	N=5	50%	N=36	100%	N=72
Information about how to use the service and costs is difficult to find	43%	N=31	9%	N=7	48%	N=35	100%	N=73
Information about how to use the service and the costs is difficult to read	37%	N=27	5%	N=3	58%	N=42	100%	N=71
Information about how to use the service and the costs is not in my first (non-English) language	25%	N=17	9%	N=6	66%	N=45	100%	N=68
I cannot understand the information on how to use the service and the costs	28%	N=20	12%	N=8	60%	N=42	100%	N=71
I am unclear about how to start using it	36%	N=24	13%	N=8	52%	N=35	100%	N=67

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	39%	N=42
Friends or family	20%	N=21
Printed materials	46%	N=49
Telephone	16%	N=17
Other, please specify	9%	N=10
Through the place where I work or volunteer	7%	N=8
Electronic (websites, email, social media, smart phone)	19%	N=20
In-person assistance	7%	N=7
Presentations at church, community centers, etc.	14%	N=15

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	71%	N=75	15%	N=16	14%	N=15	100%	N=105
Supporting veterans' transportation issues	66%	N=67	15%	N=15	19%	N=19	100%	N=100
Supporting volunteer and faith-based transportation services	53%	N=53	28%	N=28	19%	N=19	100%	N=100
Increasing the availability of wheelchair-accessible taxi cabs	54%	N=52	15%	N=15	31%	N=29	100%	N=96
Expanding discount programs and/or subsidies for public transportation and/or taxi fares	53%	N=52	24%	N=24	23%	N=22	100%	N=98
Providing more transportation services in my community	69%	N=72	15%	N=16	16%	N=17	100%	N=106
Providing more transportation services to regional destinations	65%	N=63	24%	N=23	11%	N=10	100%	N=97
Expanding hours that transportation services are offered	56%	N=53	26%	N=25	19%	N=18	100%	N=96
Expanding or adding routes in my community	65%	N=64	20%	N=19	15%	N=15	100%	N=98
Providing lower fares for seniors and disabled riders	70%	N=75	17%	N=18	13%	N=14	100%	N=107

Question 15		
Please indicate if you have difficulty with any of these activities? (Please select all that apply.)	Percent	Number
Climbing stairs	48%	N=56
Talking	8%	N=9
Lifting or carrying a package or bag	42%	N=49
Understanding written directions	10%	N=12
Understanding spoken directions	12%	N=14
Seeing	19%	N=22
Hearing	27%	N=31
Walking 1/4 mile	39%	N=46
None	31%	N=36

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	62%	N=70
Guide or service dog	0%	N=0
White cane	2%	N=3
Cane or walker	33%	N=38
Power wheelchair or scooter	6%	N=7
Manual wheelchair	8%	N=8

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	79%	N=100
Townhouse, condominium, duplex or apartment	11%	N=14
Age-restricted senior living residence	7%	N=8
Assisted living residence	1%	N=1
Nursing home	0%	N=0
Other	3%	N=3
Total	100%	N=126

Question 19		
What is your race/ethnicity?	Percent	Number
American Indian or Alaskan Native	2%	N=2
Asian or Pacific Islander	1%	N=1
Black, African American	0%	N=0
Hispanic/Spanish/Latino	37%	N=46
White/Caucasian	61%	N=75
Other	3%	N=3

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	2%	N=2
45 - 54 years	1%	N=1
55 - 64 years	9%	N=11
65 - 74 years	46%	N=58
75 - 84 years	25%	N=32
85 - 94 years	17%	N=21
95 years or older	1%	N=1
Total	100%	N=126

Question 21		
What is your gender?	Percent	Number
Female	58%	N=71
Male	42%	N=51
Total	100%	N=122

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.”

- Electric mobility scooter
- My car (i'm able)
- My own
- My son drives me around
- Ride by a good friend

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

- Never
- None
- Pay bills at different businesses
- To amarillo, tx to visit my sister
- To get to public transportation.

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.”

- #1 trains are local exsursion. Only one bus does not go to my town
- Can't get to city
- Do not have trains
- Do not need but also do not have available in our area
- I do not drive after dark. If for an occasion i would if i had to i would drive
- I do not need
- In my area non of the above exist
- My son usually takes me and picks up
- no bus system
- No service in my area
- Not available
- Our problem is that we have no public transportation bus, we need public transportation
- Public not available in this rural area unless you are low income
- Services are not available

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.”

- Do not need
- Don't know if service is provided
- Don't know if this service is available

- It is hard to tell since this service does not exist in my area
- no service
- Not available-no not need
- Service is not available
- We live in the country

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

- Do not need
- Don't have this service
- Mail
- Mail
- Senior citizen center

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?

- Bus services needed in san luis valley
- Cost, out of line
- Do not need
- Don't use i drive myself
- Drivers not friendly
- Has not happened. I have friends however that have to depend on someone to take them to doctor visits, ect.
- Have not been able to get transportation when my appointments are one or two weeks after i call.
- I have missed important cultural events at the college. Medical appointments are becoming a problem due to lack of transportation to the cities.
- I haven't had no impacts yet.
- I use my providers car
- In such case i would depend on family members or neighbors and friends.
- It is very important to try get a ride to go to my doctors appointments and to the store
- No problem
- No public transportation available in alamosa colo.
- No service
- No transportation for dr. Appointments or shopping. None in the whole san luis valley
- None available
- None, my son takes me all over.
- Not a problem
- Not available all the time.
- Not being able to attend many functions having to rely on my friends if needing to get to the hospital emergency room at night
- Still drive my means of transportation
- The fact that most employees in the area believe i should have the information beforehand
- Today is 22 in sl valley and 3 or 4 inches of snow, son wanted me to stay home today

- Transportation access, having enough information of contact and or availability. Having money to pay for cabs unavailable as needed
- Travel 30 miles by car to meet trailways which leaves at 6:20 am to visit my family. Having local transportation would sure make life easier. Route that goes thru salida. I have family in pueblo, springs and denver.
- We have absolutely no transportation
- We have always had great experiences with our paratransit services. We are very appreciative of them.
- We live out in the country and the county or the state does not want to do nothing.
- When i didn't have my car to drive i would use the senior bus come for me or i would call my daughter
- When it has been provided they don't stop when i need to eat or use the bathroom and most of the time they can not take me to appointments because they are booked up.
- Where i live, there is no public transportation available.

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?

- Bus we need public transportation in our community
- Consider electric mobility scooters as well as wheelchairs. Not all physically challenged individuals use wheelchairs, but also do not have the ability to walk
- Enjoy taking handicapped women. I no longer drive at night. Have new tires and doing fine with 2001 chevy car.
- Go through the senior citizen center to have better transportation
- Have a transportation plan that has scheduled routes and runs at a regular bases
- Have more employees to meet the demand of clients and the proper training for employees to deal with the different clients.
- Have transportation bus more often.
- Having a way to get from antonito to denver or new mexico. Having to travel to alamosa to the trailway station is too early.
- I am not sure we have such services. It would be nice to have this services, especially because of the distance between towns.
- I just walk and ride my bike so far don't need anything yet.
- If one doesn't have money to pay for cab fare (and schedule with enough time) or have friends/family one is pretty much confined to home. Access to community activities, business, church sanctions, bill paying
- Just be nice to have some.
- Lower service charge 15.00 early pick up before 6am important appointments are mostly out of town need early pick up
- More accessibility to public transportation
- More cars
- No local bus service. Transportation does not run at night.
- No transportation for sr. Citizen events.
- None
- Not a problem
- Not public transportation
- Open some transportation for seniors on fixed income

- Over 20 miles to alamosa the only shopping center near me.
- Should have a system in rural areas and provide necessary services at a reasonable cost
- The cars that are to hard for me to get in to get out since i have had hip surgery i am afraid
- Town too small for taxi service. Sr. Citizen transportation available on limited schedule
- Transportation is lacking in rural areas
- Transportation to denver for medical appointments is necessary for all income levels
- We don't have any transportation
- We only have 1 taxi that i know of

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

- Own my own home
- With an upstairs

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.”

- My car recently went bad so i now cannot afford to fix it, so i need to rely on others except for short trips
- My own vehicle.
- Our own personal vehichle.
- Train, bus

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

- Driving from rural to metro areas.
- I drive myself
- Rail, long distance trips.
- Taking dog to vet in monte
- Trips out of state

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.”

- Almost none of these transportation facilities are available where i live.
- Here in san luis valley there is only taxi service. Unless you use the senior citizen vans and they have limited schedules.
- I am nearly blind from macular degeneration. I am having a friend fill this out for me.
- None of the above actually applies due to location of where i live
- None of the above is available here.
- Pub. Trans. Not available.
- Saguache has no hookup to go anywhere. A sr. Van comes 2 times a month and takes a few of us seniors shopping in alamosa. There is no other transportation. Everyone is on their own, except if you are on medicade etc. Then someone gets you.
- This type of transportation is unavailable.
- We don't have any of these kids of transportation here where i live because it's a very very small community
- We have no buses or taxi in my area

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.”

- Again, macalar degeneration has left me nearly blind.
- I am unaware if there is a paratransit in my area.
- I do not need this service, i'm employed full time and drive myself everywhere!
- I live in a country home out in the country.
- I would drive myself to dental, but beyond that i have no health concerns and have never wanted the service.
- Never had problems so far so good
- No need at this time.
- None of the above applies

- None of the above is available here.
- Not available
- Service not provided in san luis

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

- Don't need
- Not provided
- Postings at the post office or local grocery store, or sent to me.
- To far away
- Unnecessary

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?

- Almost none in our community. Lots of elderly folks who rely on family, friends and some have no family.
- At this point in my life my experiences are ok. I wish more were available at more times during the week. I can manage with current availability because i don't have a work schedule. I don't drive into denver or colorado springs.
- Does not apply at this time.
- Does not pertain to us. Own & drive our own vehicles.
- Don't see well at night, no transportation services at night in my small community
- Get in trouble at work because i miss work, when my car broke down
- Have not had any experience, good or bad
- I (we) still drive and are not dependent on transportation
- I am afraid to take public transportation, because i am afraid of tripping or falling.
- i have red willow transportation not all the time they can take me to doctors appointments or shopping
- I live in the county, service is not available if i needed it.
- I must have a car to get anywhere, except for the sr. Van to shop 2 times a month. Saguache offers no trans. Except if you drive to moffitt to get a paid transport van to denver etc. The schedule is regular but you need a car go get to moffitt.
- I still drive myself anywhere i want to go.
- In my area all we have is a taxi service
- Never had to use them at all. So far so good but never know when.
- Never tried to use this transportation
- No experience no inpart
- No experience.
- No experiences
- No problem
- No problems.
- No public transportation in southern colorado ie. Costilla county
- None available.
- None available.

- None of this applies because we live in a mountain sub division and we are 16 miles from ft. Garland co.
- Not available in buena vista
- Not come up yet.
- Not much available in rural communities.
- Not provided in area
- Since i am still able to get around on my own i couldn't answer many of your questions. I hope what i did answer will be of help otherwise i would like to see more support for our veterans and seniors on wheelchairs so they can get around easier. And provide lower fares for these people
- Taxi service only thing available when it is accessible.
- The snow is never cleaned they do not plow the roads like they used to.
- There are no public transportation where i live that i am aware of.
- There are no transportation services!
- Transportation is understandably limited in low population rural areas. This will become more of a problem as i age.
- Very difficult to get to area airports no shuttles or even for hire options.
- We would appreciate rail service. If not possible, bus service.
- You should use another form for people living in small communities 90% of this form does not apply to buena vista co. We need to commute to denver, pueblo, colo spgs. For dr's etc.

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?

- Any additional transportation would benefit, we have only taxi and senior citizen vans, there is slv transportation but not sure how broad their routes are.
- Does not apply to me at this time.
- Don't know. Rural communities are usually hardly considered, if at all.
- I am unaware of any.
- I have no issues.
- I live in a rural area. Most of those questions did not seem applicable.
- I want to move out of saguache and maybe give up driving. I cannot afford cars anymore. I think people in saguache would use an -on demand- transport for going places in colo. Not just for medical appt.
- In my rural area there is no public trans. At all. So most of those questions don't apply here.
- Need help but they investigate more about income and if it's a few dollars more you don't qualify. Qualification is a big problem.
- Need local bus service
- Need medical transp. From rural areas to metro centers.
- No problems.
- No public transportation in creede area.
- No way to safely ride a bicycle, no shoulders, or trails, in my community
- None available in this area.
- Red willow will take me to the store and leave me for 4 hours
- See question 13
- Small community
- There are no services!

- There is some difficulty matching schedules of bus to train and or air travel. My flexibility due to time is some of the problem. I don't live in an urban area so much of my transportation needs are filled by my driving.
- This seems to be directed at larger communities. Here we fly by the seat of our pants it is a hit and miss to try to use public transportation, not for me. I drive everywhere.
- To have a transit, public access in each of the local towns, like hooper, mosca, moffat, saquache, etc, to travel to alamosa or salida, monte vista once a week for apt. Or groc.
- To my knowledge we have a shuttle and one taxi. Both of which are pretty expensive. We have no community supported or disability -sensitive.
- We need shuttles throughout our community -to dr's office, church, and other activities, most of the elderly are on a fixed income and cannot afford a taxi rates. For short distances
- Your snow removal is bad your workers are lazy they just ride around. What a waste of tax dollars.

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

- Country 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.



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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.

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Respectfully,

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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.

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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